



Emergency Telephone System Board of DuPage County Monthly Report

**September
Board
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity August 1 through August 31. This report highlights the activities of the DuPage ETSB as achieved by staff, work groups, committees, and consultants.

Congratulation on a Job Well Done!

In July, DU-COMM received a call stating a building in an unincorporated part of Oakbrook Terrace was struck by lightning and the roof was possibly on fire. Arriving Units, advised DU-COMM a 4-story multi-family residence had smoke showing from a corner of the roof. Approximately 20 minutes into the incident, a box alarm was requested and dispatched bringing several mutual aid companies to the scene. **TCII Martin Cruse, TCIII Nicholas Turano, TCII Robert Beuse III, and TCII Nicole Valerio** coordinated dispatch of the box alarm, toned on the fire channel, and coordinated station coverage through a fire that escalated to a 2nd, 3rd, and 4th alarm level. The efforts of the TCs became more complex with each box alarm level increase. Further, TCs Turano, Valerio, and Beuse continued to dispatch other incoming fire and ambulance calls throughout the duration of this call. Meanwhile, **Operations Manager Jacquelyn Bucher** was attentive to each incident and Fire TC and contacted the Red Cross to request assistance for the residents.

Exemplary teamwork was displayed throughout the course of the incident. Thank you for your service to the citizens of DuPage County!

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

On May 19, HB3940 passed both Houses and was sent to the Governor's Office for signature on June 16. On July 28, 2023, the Governor signed HB3940 making it Public Act 103-0366 extending the surcharge to December 31, 2025.

The August 21, 2023 meeting was cancelled.

Remaining schedule SAB meeting dates for 2023:

September 18, 2023

October 30, 2023

November 20, 2023

December 18, 2023

Consolidation

At the August meeting, the ETS Board discussed having an agenda item for future growth including consolidation. The consensus was to have a committee of the whole meeting for this purpose. ETSB staff has been working on finding a date for this discussion.



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Budget

Budget Kick Off:

The Ad Hoc Finance Committee met on August 28. This meeting included a final overview of the operating budget, contingencies, miscellaneous funding in various line items and capital requests.

The consensus of the committee was to bring the budget forward for consideration by the ETS Board.

There is one additional capital request for consideration in the FY24 budget. It is an enhancement for the backup radio systems that will allow STARCOM21 IDs to be seen when on the backup systems. The not to exceed amount for this project would be \$80,000.

Traditionally, the ETS Board sees the budget in September and approves in October. For FY24, \$1M in funds have been earmarked for the PSAPs according to the IGA that is still in process. There is an additional \$2M in the FY23 budget that the ETS Board will have to decide if it wants to bring forward in to FY24 if the IGA is not going to be completed by November 30, 2023. This \$2M is not currently in the FY24 draft budget.

Treasurer Henry will present additional information for more in-depth discussion at the September ETS Board meeting.

Travel and Training:

On the agenda this month is one training request:

Illinois Public Safety Telecommunications Association (IPSTA) Conference: Authorization to travel for IPSTA which takes place this year from October 22-25 in Springfield, IL. There are continuing education hours being offered throughout the conference. These hours focus on hot topics, telecommunicators, supervisor/manager, and technology sessions. This request is for nine (9) participants from DuPage ETSB (2) and ACDC (7).

Estimated total per attendee is \$1,400.00, for a total not to exceed \$12,600.00.

Procurement / Major Contracts

Change Orders

Motorola Inc.: Purchase Order 922031-6149-1 Change Order 1

Background:

On November 9, 2022, the ETS Board approved a contract to Motorola to upgrade the MCC7500 consoles in the DU-COMM and ACDC PSAPs and to provide a new logging device. The NICE loggers are being replaced by Eventide loggers. The initial project plan did not account for an overlap period when both systems would be in place. The PSAPs, in consultation with Motorola, have requested both loggers be run concurrently during the Eventide testing and for the duration of the audio retention period. Audio recordings are kept for 90 days.

Budget:

An extension of maintenance from July 1 through December 31, 2023 is not a budgeted expense. However, sufficient funds exist in 4000-5820-53830: Other Contractual Expenses and a budget transfer would be utilized to 4000-5820-53806: Software Licensing (maintenance on software owned



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by the County after the maintenance period has ended) to cover the cost in FY23. If approved, the budget transfer will be on the October 11 agenda.

The total amount of maintenance is \$78,213.34, for a new contract total of \$13,147,373.36.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 1,712.82	\$ 28,287.18
FY23 Dell	\$ 30,000.00	\$ 8,583.32	\$ 22,884.50
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00

Milestone Payments

Intergraph/Hexagon Purchase Order 950900/1914-1

On the agenda this month is Milestones 3: Upon Completion of Task - System Setup and Installation pursuant to Exhibit C5: Payment Milestone Schedule on Contract Restatement 1914-1. Per Policy 911-007: Approval of Milestones for ETSB Contracts, after the first milestone of a contract is presented to the ETS Board, the Board may authorize the Executive Director to sign further milestones during the course of the project with the exception of the final milestone. While there are multiple milestone schedules within the Restatement, this is the third of three milestones under the section Hardware Refresh and Installation Support Services. Because this milestone also pertains to the PRMS group, it comes before the ETS Board for approval. This milestone has been recommended for approval of payment by the RMS Manager, ETSB Senior Network Analyst, and ETSB Deputy Directors. If approved, the milestone payment will be on the October 11 Payment of Claims.

Milestone amount of \$231,353.10

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, DuPage County Auditor's letter and *Bank Account Payment History Report* for Internal and External Payments for FY23.

Bills List FY23

External Payments FY23

Total for Fund 5820 for September 13 meeting: \$1,782,901.74

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,205,599.95

The April surcharge was received on August 8 in the amount of \$1,178,132.95.

Under "CAD Interface Reimbursement" on the Revenue Report are multiple payments for a total amount of \$24,967.00. Per the below charts, these payments are for reimbursements for interfaces on the CAD system.

Fire Station Alerting:

Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (October 2021-2022) on the optional equipment they purchased for their fire stations.



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FSA Maintenance Reimbursement Costs by Agency

	FY2022	FY2023	FY2024
FSA Opt Equip Maint	\$ 15,345.00	\$ 15,345.00	\$ 15,345.00
Remitted	\$ 14,770.00	\$	\$
Addison Fire	\$ 3,500.00	\$ 3,500.00	\$ 3,500.00
Remitted	\$ 3,500.00	\$	\$
Bartlett Fire	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
Remitted	\$ 2,000.00	\$	\$
Clarendon Hills Fire	\$ 960.00	\$ 960.00	\$ 960.00
Remitted	\$ 960.00	\$	\$
Elmhurst	\$ 575.00	\$ 575.00	\$ 575.00
Remitted	\$	\$	\$
Glenside Fire	\$ 200.00	\$ 200.00	\$ 200.00
Remitted	\$ 200.00	\$	\$
Lombard Fire	\$ 2,200.00	\$ 2,200.00	\$ 2,200.00
Remitted	\$ 2,200.00	\$	\$
Pleasantview Fire	\$ 500.00	\$ 500.00	\$ 500.00
Remitted	\$ 500.00	\$	\$
Roselle Fire	\$ 500.00	\$ 500.00	\$ 500.00
Remitted	\$ 500.00	\$	\$
Tri-State Fire	\$ 1,010.00	\$ 1,010.00	\$ 1,010.00
Remitted	\$ 1,010.00	\$	\$
Warrenville Fire	\$ 600.00	\$ 600.00	\$ 600.00
Remitted	\$ 600.00	\$	\$
Westmont Fire	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
Remitted	\$ 3,000.00	\$	\$
York Center Fire	\$ 300.00	\$ 300.00	\$ 300.00
Remitted	\$ 300.00	\$	\$

Hexagon Ancillary Service Annual Invoice: FlowMSP Easy Button, I/CADLink (for ID Networks), and Mobile Responder, I/Netviewer

Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (July 2022 - June 2023) on the optional app licensing requested by agencies for Hexagon integration.

FlowMSP is software used by Fire agencies to store pre-plan information. The Easy Button allows fire users to click one button on Hexagon's MPS software to display the information contained in FlowMSP. The FlowMSP Easy Button provides enhanced customer service to fire agencies' end users by reducing the numbers of steps necessary to view information about a property. The PSAPs requested this button be added to the MPS software. The costs were split between the number of agencies who use the software within each PSAP (ACDC - 7, DU-COMM - 13).

	FY2022
FlowMSP Easy Button	\$ 3,448.00
Remitted	\$
ACDC	\$ 1,206.80
Remitted	\$
DU-COMM	\$ 2,241.20
Remitted	\$



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Bartlett Police elected *not* to participate in the RMS/FBR portion of the DuPage Justice Information System (DuJIS) and remain with their RMS vendor ID Networks. To facilitate information sharing from the CAD to Bartlett's Records Management System, Hexagon created the I/CADLink interface. The maintenance of this interface is a reimbursable cost.

	FY2022	FY2023	FY2024	FY2025	FY2026
I/CADLink (for ID Networks) Remitted	\$ 4,163.00	\$ 4,288.00	\$ 4,417.00	\$ 4,549.00	\$ 4,686.00
Bartlett PD Remitted	\$ 4,163.00	\$ 4,288.00	\$ 4,417.00	\$ 4,549.00	\$ 4,686.00

Mobile Responder is an app that provides field personnel access to CAD via phones or tablets. Users can view incident details, receive and acknowledge messages, update statuses, and query databases, among other functions.

I/Netviewer provides real-time incident information via the web allowing personnel to retrieve dispatch information without having CAD software installed on their computers.

	FY2022	FY2023	FY2024	FY2025	FY2026
Mobile Responder I/Netviewer Remitted as of 9/5/23	\$ 35,673.00	\$ 36,743.19	\$ 37,845.42	\$ 38,978.77	\$ 40,148.06
Addison PD Remitted	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Bartlett PD Remitted	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Bensenville PD Remitted	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Bloomingtondale PD Remitted	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Burr Ridge PD Remitted	\$ 1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
Carol Stream PD Remitted	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
Clarendon Hills PD Remitted	\$ 225.00	\$ 231.75	\$ 238.70	\$ 245.86	\$ 253.24
Downers Grove PD Remitted	\$ 979.00	\$ 1,008.37	\$ 1,038.62	\$ 1,069.78	\$ 1,101.87
DuPage Sheriff's Office Remitted	\$ 829.00	\$ 853.87	\$ 879.49	\$ 905.87	\$ 933.05
Elmhurst PD Remitted	\$ 904.00	\$ 931.12	\$ 959.05	\$ 987.83	\$ 1,017.46
Forest Preserve PD Remitted	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
Glen Ellyn PD Remitted	\$ 375.00	\$ 386.25	\$ 397.84	\$ 409.77	\$ 422.07
Glendale Heights PD Remitted	\$ 302.00	\$ 311.06	\$ 320.39	\$ 330.00	\$ 339.90



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Remitted	\$					
Hanover Park PD	\$	150.00	\$ 154.50	\$ 159.14	\$ 163.91	\$ 168.83
Remitted	\$					
Itasca PD	\$	527.00	\$ 542.81	\$ 559.09	\$ 575.87	\$ 593.14
Remitted	\$					
Lisle PD	\$	1,056.00	\$ 1,087.68	\$ 1,120.31	\$ 1,153.92	\$ 1,188.54
Remitted	\$					
Lombard PD	\$	1,579.00	\$ 1,626.37	\$ 1,675.16	\$ 1,725.42	\$ 1,777.18
Remitted	\$	1,579.00				
Oakbrook Terrace PD	\$	754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$					
Roselle PD	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Villa Park PD	\$	906.00	\$ 933.18	\$ 961.18	\$ 990.01	\$ 1,019.71
Remitted	\$					
Warrenville PD	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$					
Wheaton PD	\$	1,885.00	\$ 1,941.55	\$ 1,999.80	\$ 2,059.79	\$ 2,121.58
Remitted	\$	1,885.00				
Wood Dale PD	\$	754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$	754.00				
Woodridge PD	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Addison Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Bartlett Fire	\$	754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$	754.00				
Bensenville Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Bloomington Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Carol Stream Fire	\$	754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$	754.00				
Clarendon Hills Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Darien-Woodridge Fire	\$	1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
Remitted	\$	1,510.00				
Elmhurst Fire	\$	2,260.00	\$ 2,327.80	\$ 2,397.63	\$ 2,469.56	\$ 2,543.65
Remitted	\$					
Glenside Fire	\$	906.00	\$ 933.18	\$ 961.18	\$ 987.83	\$ 1,017.46
Remitted	\$	906.00				
Hanover Park Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$					
Itasca Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Lisle-Woodridge Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Lombard Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				
Oakbrook Terrace Fire	\$	604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$	604.00				



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Oak Brook Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Roselle Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Tri-State Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Villa Park Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Warrenville Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Westmont Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Wheaton Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Winfield Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Wood Dale Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: Illinois State police updated the tool used to send GIS data for use in the NG 9-1-1 system. County resources have received the notification of the update and will use this tool for subsequent data uploads.

42 PSAPs statewide have cutover to the NG 911 ESInet. 78 PSAPs remain to be cut over.

State of Illinois Text to 911: The implementation of Text to 911 is tied to the CPE project. The solution will be embedded into the new CPE system and will go live on or about the same time with the new hardware and software.

Customer Premise Equipment (CPE):

AT&T and Motorola have provided the training dates for the new CPE system. Training will start on October 31 and will be completed November 15. The admin portion of the training covers updating users, basic configurations, and reports. The user portion of the training is designed to show telecommunicators how to use the software and introduce the new features.

AT&T and Motorola were onsite September 6, 2023 to finalize the workflow and complete the NG 9-1-1 workbooks. All system configurations have been determined and provided to AT&T and Motorola. They will be completing the installation and implementing the configuration in September and October.

Logger:

The new Eventide logger has been successfully installed at each PSAP and was cutover on September 7. The legacy NICE logger will remain online for 90 days and recording analog audio (radio and phone traffic at each position) for this timeframe. This is done as a failsafe while the



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Eventide logger is new. The NICE logger needs to remain online and accessible to retrieve audio in compliance with state statutes and policy. The retention timeframe is 90 days.

DuJIS CAD:

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	250	206	30	23	0	4	0	8
MPS	373	351	35	33	0	0	0	1
Total	623	557	65	56	0	4	0	9

Interface configurations:

FUSUS: (Oak Brook PD) The interface was enabled on August 9. FUSUS is currently testing the interface but has not provided any feedback. ETSB reached out on August 18, August 24 and September 5 with no response.

Tablet Command: (Bartlett FD) Bartlett is going forward with the interface. They are bringing the change order and MOU to their board meeting on September 20. Once signed, Hexagon will begin work on the interface and a project plan and timeline will be developed.

First Arriving: (Villa Park FD) Hexagon has requested a discovery call with First Arriving and Villa Park FD. This meeting is scheduled to develop the scope of work for a change order.

LEADS 3.0 Interface: (PSAPs) The LEADS interface has connectivity to the test environment. Hexagon needs to finalize the forms used to queries the LEADS system. The PSAP are finalizing their Letters of Intent. Once received, Hexagon will begin work on the forms and a timeline will be finalized.

CAD/MPS software update: ETSB and Hexagon staff continue to work on verifying the new version of the CAD software. Customizations that were requested by DuJIS team members from the PSAPs and police and fire agencies during the initial configurations are producing errors in the software update. Hexagon has three staff members working with ETSB to update the code to allow for the customizations.

NetMotion (Absolute Secure):

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	47	46	20	19	0	0	0	0

Comcast Network: The Comcast Engineer assigned to DuPage received the equipment and is in the process of testing. Once the testing is completed, ETSB and Comcast will go through all the existing routing policies to streamline the existing configuration.



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Windows Patching: Quarterly patching was completed in August. All servers and workstations are up to date.

Cybersecurity:

Hexagon deployed several configuration changes based on the cybersecurity recommendations from the Crowd Strike assessment. Additional hardening will be deployed over the course of the next few months to coincide with scheduled maintenance.

Fire Station Alerting System (FSAS):

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	130	127	24	24	0	0	0

There were no major system issues during this reporting period.

Geographic Information Systems (GIS) Data:

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	377	260	65	43	40	0	2	40	0	0

Addison project:

Addison Fire has requested a project to complete a redistricting of their jurisdiction. This data has been uploaded to the training side of CAD and is currently being tested. There is not currently a timeline for a push to production.

Fermi project:

Warrenville Fire and Fermilab have requested common place addresses be added to their building within the CAD GIS data to aid responders coming onto their property. These common places have been provided to ETSB and DU-COMM for review. Once finalized, those common places will be added into the GIS data in CAD.

County GIS:

ArcGIS update: ETSB And County GIS staff patched and updated the ArcGIS enterprise environment. Included in the update was hardening the environment by isolating access from the outside.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
123	0	0	2	7



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New Memos:

Memo 123: Task Force Monitor. ACDC requested an additional window be added to CAD to track units assigned to the task force. The CAD Focus Group came to a consensus to add the Window and is currently testing the configuration.

Closed Memos:

Memo 121: Shared Drives. ETSB staff requested a review of options for sharing data between the PSAP and ETSB network for Cybersecurity best practices. The Tech Focus Group came to a consensus to make a change to how data is shared. The memo was closed on September 5, 2023

Memo 122: Shared Subnets. ETSB staff requested a review of the shared subnet for Cybersecurity best practices. The Tech Focus Group came to a consensus to make a change to how printers are configured on the network. The memo was closed on September 5, 2023.

Open Memos:

Memo 34: Installation of LAG on the Comcast Network. The Tech Focus Group recommended Comcast add Link Aggregation (LAG) to the network at each end point. Comcast has the new hardware in their lab and is currently testing the configuration.

Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work will be completed with the installation of the CAD update.

Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standard way to search for locations in the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

Memo 108: Change ANI/ALI dump workflow in CAD. The CAD Focus Group requested a change to the workflow for the ANI/ALI dump of data from the CPE to CAD. Currently this is not an option. ETSB staff will investigate options in the new CAD software once it is implemented.

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM is currently mocking up hardware for testing that will be brought to the Tech Focus Group for review once the concept is proved.

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types. One for shot and one for stab. This is currently at the Director's level for review.

DuJIS PRMS:

The RMS Manager's monthly memorandum for August has been attached to this report, as well as the monthly support overview and activities report from Hexagon and the weekly Resident Systems Analyst's (RSA) report(s).



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DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIR System Radio Replacement

APXNext Radios (Police):

Radio Firmware Update: There were no firmware updates in August.

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.

APXNext XN (Fire):

Wifi programming:

As reported last month, ETSB, ACDC and Addison Fire Protection District IT staff are testing the capability to leverage the ETSB network to program mobile radios within agencies locations. Leveraging the network would make it easier to push updates to the mobile radios out in the field because computer equipment needed to push the updates would reside within the ETSB footprint instead of devices in each end location.

APXNext XN (Fire):

Beta Site:

The Fire Focus Group continues to meet with the Motorola Product team for the APXNext XN radios to work through the NFPA standards that were built into the radio.

Fire Focus Group Template:

As previously reported, the Fire Focus Group has received all agency submitted fire templates and is currently reviewing the spreadsheets to ensure standardization and conformity to the established format. Each template has been uploaded to Monday.com, and if any adjustments are needed, a Fire Focus Group member will add that notification to Monday.com. The individual that submitted the template will receive a notification via email if there are questions or updates needed to the fire template. That individual can either log into Monday.com or reply to the email with their response. Once all adjustments have been made, a final template should be submitted to Zendesk which will then be provided to Motorola for programming. There are a few agencies that still need to finalize their templates.

APX7000 Series Radio:

Declaration of Surplus and Sale of Equipment: ETSB continues taking in police radios to be decommissioned, declared as surplus and sold. Since last month's report, Bloomingdale PD has turned in their radios to ETSB while Bartlett PD, Itasca PD, and Villa Park PD are preparing their equipment to then schedule for drop off.

Airtime: As of August 23, airtime was turned off on the APX7000 radios with the exception of mobiles (APX7500s), fire portables (APX7000XNs), portables being utilized by the PSAPs, the ETSB cache of loaner radios for agencies' special events, specific radios requested to be left on for the DuPage Sheriff's Office while they finalize their inventory needs, Woodridge Police radios while some intermittent transmission issues were investigated by Motorola, and agency owned radios.

To date, there have been no issues reported with the ETSB's cessation of airtime on 1,661 portable radios. In relation, the monthly airtime fees for the fleet of radios in the DEDIR System are



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approximately \$14,000 higher since July 1 when 2,048 new APXNext and APX4000 portables and APX8500 police mobiles were added to the billing. This count also includes APXNext XN demo fire radios utilized by the Fire Focus Group for beta testing the NFPA standards with Motorola, and the APX8500 fire mobiles that were requested by agencies through a Zendesk ticket for early deployment into newly built vehicles.

APX7000 Maintainer:

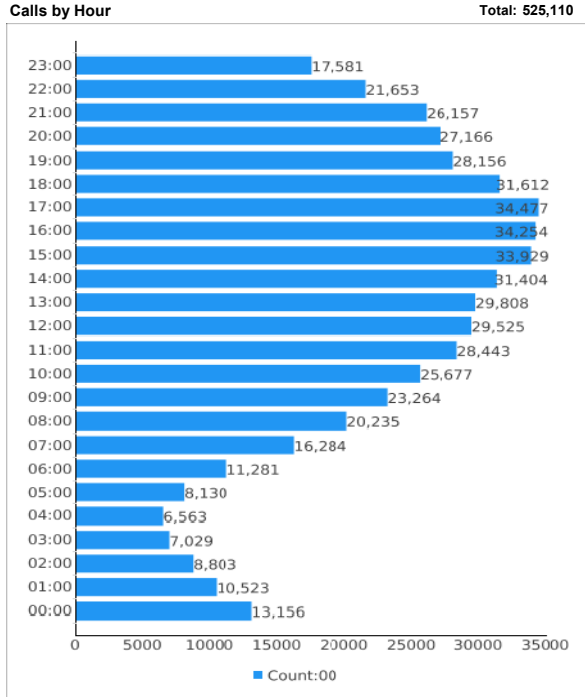
The DU-COMM monthly maintainer reports for July and August are provided at the end of this report.

Policy Advisory Committee (PAC):

PAC regular meeting is September 11, 2023.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 09-01-2023 04:54:41 AM



Calls by Response Code

Response Code	Total	
0	No Active Paths	26
1	One Path OK	46,564
2	Both Paths OK	477,845
7	Manual Query Denied	0
9	Record Not Found	675
Total		525,110

Calls by Query Type

Query Type	Total	
I	Initial	256,924
M	Manual	481
R	Repeat	267,705
T	Test	0
Total		525,110

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	1,332
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	495,751
U	Uninitialized Call [911-XXX-XXXX]	28,023
Z	Seizure with no ANI [000-0000]	3
Total		525,110

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	398	249	28	0	675
0	Business OPX	14	0	0	14
1	Residence	4,697	32	145	4,874
2	Business	4,738	91	93	4,922
3	Residence PBX	0	0	0	0
4	Business PBX	884	5	14	903
5	Centrex	73	2	3	78
6	Coin 1 Way Ot	5	0	0	5
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	1,267	0	66	1,333
C	VoIP Residence	0	0	0	0
D	VoIP Business	15	0	5	20
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	41,758	18	7,504	49,280
H	Wireless	168,440	72	258,881	427,393
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	34,619	12	966	35,597
X	TEXT TO 911	0	0	0	0
Total	256,908	481	267,705	0	525,094

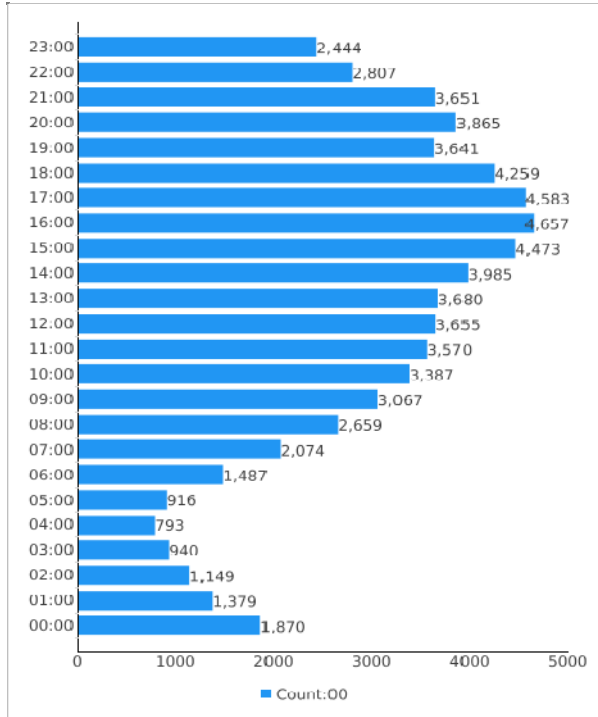
Calls occurring between: 01-01-2023 12:00:14 AM and 09-01-2023 04:54:41 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 08-01-2023 12:01:24 AM and 08-31-2023 11:59:44 PM

Calls by Hour

Total: 68,991



Calls by Response Code

Response Code	Total	
0	No Active Paths	1
1	One Path OK	936
2	Both Paths OK	67,956
7	Manual Query Denied	0
9	Record Not Found	98
Total		68,991

Calls by Query Type

Query Type	Total	
I	Initial	33,040
M	Manual	64
R	Repeat	35,887
T	Test	0
Total		68,991

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	190
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	64,985
U	Uninitialized Call [911-XXX-XXXX]	3,816
Z	Seizure with no ANI [000-0000]	0
Total		68,991

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total	
	N/A	57	40	1	0	98
0	Business OPX	0	0	0	0	0
1	Residence	615	5	31	0	651
2	Business	631	6	25	0	662
3	Residence PBX	0	0	0	0	0
4	Business PBX	101	1	3	0	105
5	Centrex	10	2	0	0	12
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	178	0	12	0	190
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	2	0	0	0	2
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	4,940	0	810	0	5,750
H	Wireless	21,849	8	34,773	0	56,630
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	4,655	2	232	0	4,889
X	TEXT TO 911	0	0	0	0	0
Total	33,038	64	35,887	0	68,989	

Calls occurring between: 08-01-2023 12:01:24 AM and 08-31-2023 11:59:44 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/06/2023 08:58:10 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 08/31/2023 01:00:00 AM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	227,099	83,844	143,255	0	3,837	71,537	6,926	0	1,544	0	5,683	00:00:04
	Internal	16,365	0	16,365	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	70,045	0	70,045	0	0	0	0	0	0	70,045	0	00:00:00
	Total	313,509	83,844	229,665	0	3,837	71,537	6,926	0	1,544	70,045	5,683	00:00:04
DU-COMM	Incoming	472,523	192,071	280,452	0	10,561	147,323	31,179	0	3,008	0	14,150	00:00:05
	Internal	71,085	0	71,085	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	116,945	2	116,943	0	0	0	0	0	0	116,945	0	00:00:00
	Total	660,553	192,073	468,480	0	10,561	147,323	31,179	0	3,008	116,945	14,150	00:00:05
Total		974,062	275,917	698,145	0	14,398	218,860	38,105	0	4,552	186,990	19,833	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/06/2023 08:56:47 AM

Grouping: Site & Call Origin

Date Range: 08/01/2023 12:00:00 AM - 08/31/2023 01:00:00 AM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	39,061	9,864	29,197	0	439	8,495	833	0	97	8,330	539	00:00:04
DU-COMM	84,694	23,821	60,873	0	1,247	18,233	4,177	0	164	14,135	1,465	00:00:05
Total	123,755	33,685	90,070	0	1,686	26,728	5,010	0	261	22,465	2,004	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 09/06/2023 09:00:33 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 08/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	20,872	20,872	0	0	607	18,809	1,456	0	0	0	0	00:00:04
	Total	20,872	20,872	0	0	607	18,809	1,456	0	0	0	0	00:00:04
DU-COMM	Incoming	22,947	22,947	0	0	391	21,063	1,493	0	0	0	0	00:00:05
	Total	22,947	22,947	0	0	391	21,063	1,493	0	0	0	0	00:00:05
Total		43,819	43,819	0	0	998	39,872	2,949	0	0	0	0	00:00:05

Monthly ETSB PSAP Transfer Count

For (Call Origin)

Creation Date: 09/06/2023 09:03:32 AM

Grouping: Site & Call Origin

Date Range: 08/01/2023 12:00:00 AM - 08/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,707	2,707	0	0	73	2,443	191	0	0	0	0	00:00:04
DU-COMM	3,272	3,272	0	0	48	3,034	190	0	0	0	0	00:00:06
Total	5,979	5,979	0	0	121	5,477	381	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	N/A
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	N/A
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	N/A
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	N/A
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	N/A
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	N/A
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	N/A
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	N/A
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog time.	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	N/A
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus			Consensus
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review			Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22						Consensus
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending				Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in infomrnr	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					

54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development			Consensus												
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development			Consensus												
56	07/06/20	CAD	Informr history	Develop a way to search for informer history	Enhancement tot product development			Consensus												
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021		11/23/20		Consensus											
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development			Consensus												
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed		10/06/20		Consensus											
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development			Referred											Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed		01/21/21		Consensus											
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed		02/23/20		Consensus											
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development			Consensus												
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development			Consensus												
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed		04/20/21		Consensus											
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research				Consensus											
67	07/30/20	CAD	Adjust name and tx field	add field for alalmr and to companies that doesn't impact LOI	Closed		08/18/20		Consensus											
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed		08/06/20		Consensus											
69	04/20/20	TECH	CISA request	Cybersecurity testing			10/12/2021												Consensus	
70	08/04/20		Monday.com	Online project management tool			Closed													
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7			Closed												Consensus	
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development			Consensus												
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed		04/20/21		Consensus										Consensus	
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed		04/20/21		Consensus											
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed		09/12/20		retracted											
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed		11/17/20		Consensus											
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed		12/15/20												Consensus	
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed		03/23/21		Referred to Directors										Directors	
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed		04/20/21		Consensus										Pending	
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed		03/23/21													Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed		12/15/20		Consensus											
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed		12/29/20		Consensus											
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed		01/14/21												Consensus	
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed		03/09/21		Consensus											
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed		04/20/21		Consensus											
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed		09/01/01		Consensus											
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed															
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed		05/09/21		Consensus											
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed		05/04/21		Consensus											
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed															
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed		09/28/21		Consensus											
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed		06/18/21		Consensus											
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed		02/05/21		Consensus											
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed		08/11/22												Consensus	
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed		08/11/22												Consensus	
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed		08/11/22												Consensus	
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed		08/11/22												Consensus	
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed		07/28/22												Consensus	
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed		08/11/22												Consensus	
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displatching	Closed		07/16/21		Consensus											
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused		05/18/23													Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed		09/28/21												Consensus	
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed		09/28/21		Consensus											
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research				Consensus											
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed		11/19/21		Consensus											
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed		09/13/22		Consensus											
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed		03/15/22		Consensus											
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed														Consensus	
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research															
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed		03/15/22		Consensus											
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research															
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed														Impasse	Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed		15-Nov-22													
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research				Impasse										Impasse	
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed		9-Jan-23		Consensus											
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed		28-Mar-23		Consensus											
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed		12-Jan-23												Consensus	
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed		4-May-23												Consensus	
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed		4-May-23												Consensus	
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed		18-May-23												Consensus	
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed		18-May-23												Consensus	
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed		5-Sep-23												Consensus	
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed		5-Sep-23													
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Pending Research															

Rave 9-1-1 Suite

2023										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	24,873	58,452	225	7.64%	178	2,059	3	0	98	79,738
February	24,980	58,703	107	7.67%	146	1,878	3	0	75	69,954
March	25,095	58,973	264	7.71%	167	2,231	0	0	73	76,493
April	25,194	59,206	115	7.74%	188	2,697	1	0	123	77,875
May	25,257	59,354	58	7.76%	193	3,719	0	0	85	94,250
June	25,340	59,549	57	7.78%	202	4,084	0	0	116	42,965
July	25,396	59,681	56	7.80%	153	1,617	2	0	37	14,164
August	25,455	59,819	66	7.82%	129	1,120	0	0	40	11,308
September										
October										
November										
December										
2023 Totals	25,194	59,206	948	7.67%	1,356	19,405	9	0	647	466,747

Motorola Monthly Incident Report
August 2023

Ticket ID	Priority	Title	Site name	Resolution	Date detected	Date modified	Status
INC000007990322	Priority 3	Broken 25ft DisplayPort Cable	Du-Comm Disp Center - Dupage Cnty - Starcom Z1		8/8/2023, 12:19:38 PM	8/8/2023, 12:31:17 PM	Open
INC000007990341	Priority 3	NICE Recorder resource showing encrypted. Need to unencrypt audio in order to play on NICE recorder	Addison Consolidated Disp Cntr_(NICE) - Starcom Z1	Ticket is Resolved by Wisser System Ticket is Resolved by Wisser System	8/8/2023, 2:44:50 PM	8/8/2023, 2:58:06 PM	Open
INC000008000308	Priority 1	Radios down	Du-Comm Disp Center - Dupage Cnty - Starcom Z1	verified CCGW 3 and 4 (site48) is operational. the failure occurred after the monthly patching took place.	8/10/2023, 8:53:32 AM	8/14/2023, 1:55:53 AM	Closed
INC000008019425	Priority 3	Twenty resources need decrypted in NICE recorder.	Addison Consolidated Disp Cntr_(NICE) - Starcom Z1	Ticket is Resolved by Wisser System	8/15/2023, 8:43:42 AM	8/15/2023, 4:22:29 PM	Open
INC000008019429	Priority 3	NICE: Unable to pull audio from any encrypted talkgroup	Du-Comm Disp Center_(NICE) - Dupage Cnty - Starcom Z1	Ticket is Resolved by Wisser System	8/15/2023, 9:18:13 AM	8/15/2023, 9:33:32 AM	Open

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

9/5/23 SUBMITTED BY IVAN SALGADO

MAINTENANCE

3 maintenance completed between 08/01/23 thru 08/31/23

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
14381617	Customer	SMTP traffic from NICE	Customer Inquiry	8/25/2023
14272708	Customer	ACL Update	Customer Inquiry	8/21/2023
14204182	Customer	ACL Update for NICE	Customer Inquiry	8/10/2023

SERVICE ASSURANCE

0 Tickets opened between 08/01/23 thru 08/31/23



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: September 6, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live first submissions occurred.
- Data Sheet Refresh Subcommittee held kick-off meeting.
 - This is a critical foundational step to begin the OCR 10.0/MFR project.
- OCR 10.0/MFR project kick-off tentatively scheduled for mid-October.

Victories:

- NIBRS
 - Several rounds of submission and troubleshooting have occurred.
 - Communication has been regular and consistent, resulting in the maintenance of high user confidence.
- Issue Resolution
 - Continuous use of resolution strategies has cut average open ticket numbers by 50%.

Action Items:

- NIBRS Transition Go-Live/Certification
 - Hexagon released an update to the NIBRS reporting tool with multiple bug-fixes including ones for issues identified earlier this month.
 - The new version of the NIBRS Reporting Tool is being distributed to a limited number of agencies for the next round of submissions.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly NIBRS Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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Next Month's Actions Items:

- Complete NIBRS Implementation (Go-Live).
- Support Go-live activities for NIBRS.
- Project kick off meeting for MFR/OCR 10.0.
- Schedule regular meetings for Data Sheet Redesign subcommittee.



August Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	August 31, 2023

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	1	P2	0	P2	2
Below target	<input type="checkbox"/>	P3	23	P3	9	P3	6
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending August 31, 2023	
GREEN	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 8/21/2023.</p>

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 12 support tickets were resolved in the month of August 2023.
- Several of the CRs are resolved in later versions of CAD - Upgrade in progress

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



RSA Weekly Status Report: RMS/CAD



Week Ending	08-18-2023
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Don Ehrenhaft, Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
Closed Cases (3)			
00171608	OCR Statute Codes / IUCS update issue	Support / RSA	CLOSED
00156706	CAD MAP Shading	Support / RSA	CLOSED
00171839	webrms DB health errors	Support / RSA	CLOSED
High Priority Items			
NIBRS Go-Live	Error encountered by agencies submitting NIBRS data cause by upper / lower case letters in the Statute codes. Error was not experienced in the state test environment during rigorous testing. State test environment set up with different parameters from state production environment. Currently exploring possibility of developing a hotfix for OCR to allow mixed case characters. Don (DuPage) developed a script to run against the statute code table in OCR and change the specified Upper case to lower case.	RSA / OCR DEV / DuPage	In-process
00171608	OCR Statute Codes / IUCS update issue 08/11/2023 - OCR Status codes where inadvertently updated when the IUCS interface was turned on. Statute Codes table has been recovered and in use since AUG 10. No further reported issues.	Support / RSA	CLOSED
00171839	Webrms DB health errors 08/08/2023 - It appears the webrms DBs lost communication with each other sometime the morning of AUG 08. We finished correcting the issues by 7pm Central.	Support / RSA	CLOSED
00132255	Units disappearing on screen but visible on another screen Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00006935 (OnCall Records) AZDO 509323	Reporting Officer not importing into Supplement Record. 10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.	GPC	Under-review
00102630 (FBR / Address server)	Address Validates in FBR without a Zip AND Doesn't validate w/ Zip 05/09 – Testing to see if Zip is produced in data if not entered during validation.	RSA / Support	In-Process



RSA Weekly Status Report: RMS/CAD



Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS prep	Phase 2 re-transfer of NIBRS information for NIBRS go-live prep.	RSA / NIBRS Team	Completed
00150231	Disposition substitution when records move from FBR to OCR	RSA	In-Process
LEADS 3.0 Interface	<p>LEADS 3.0 (beta) available for testing in a TEST environment.</p> <p>The intention of this delivery is to test certain functionality like connection with the state and other basic functions such as sending and receiving queries. Additionally, once we receive the sample data from the State of IL, I will forward that information to Development to apply to their existing work.</p> <p>DuPage to continue communicate with State of IL on creating a TEST LEADS 3.0 connection.</p> <p>08/17/2023 - Currently installing / troubleshooting LEADS 3.0 beta on the TEST environment. Will test after install.</p>	RSA / Hexagon / DuPage	In-Process
00156706	<p>CAD Map Shading</p> <p>Currently looking at CAD and local software / polygon issue. When zoomed in color does not display correctly – possibly some default color settings.</p> <p>06/21/2023 – Teams meeting with Hexagon Map SME. ETSB team provided with the info needed to fix the issue. Waiting for confirmation from ETSB after some brief testing.</p> <p>08/03/2023 – DuPage to do a proof of concept for creating new map layers needed to display map layer colors. If successful DuPage will continue process for a full map deployment</p>	RSA / Support / DuPage	SOLVED

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021)	FB: 03.07.2012.6 (build date: 05/18/2021)
OCA: 2212	OCA: N/A
OCR: Version: 03.07.2104 (<i>newest available ver. is 2212</i>)	OCR Version: 03.07.2104 (<i>newest available ver. is 2212</i>)
NIBRS: 02.03.2305	NIBRS: 02.03.2305
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	IFCADRMSLINK: Version 09.04.0.40121 (<i>Most recent refresh completed on 07/22/2022.</i>)



RSA Weekly Status Report: RMS/CAD



Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00006926 (I/FRMS CADLINK)	IFCADRMSLINK Configuration Event Sync the search bug RC-A: Software bug. Fixed in patch Q4 2109	Escalated (Dev)	Solved Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	IFCADRMSLink No Primary Officer coming over – API Failures	RSA	Solved	RC-A: Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
00023778	Dispatch Tab not receiving CFS from CAD	RSA	SOLVED Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
00048958 AZDO 486781 (FBR)	Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		Solved Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 10/07 – Scheduled install TBD by DuPage
Migration to SSRS	SSRS Migration RSA will perform SSRS installation.	RSA	RSA	RSA will perform installation.



RSA Weekly Status Report: RMS/CAD



Open P2 Items – This section provides an update on P2 items.

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?
00006935 <i>(OnCall Records)</i>	<p>Reporting Officer not importing into Supplement Record. On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue.</p> <p>RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.</p>	HxGN ONCALL RECORDS	GPC	<p>CR# 324347 AZDO 509323</p> <p>10/20 – From Blake: “Opened new ticket (AZDO 509323) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.</p>		
00132255 <i>(I/Disp)</i>	units disappearing from screen	I/Dispatcher	RSA	<p>02/10/2023 – Did not see any problems with Listener.</p> <p>02/15/2023 – Confirmer with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.</p>		
00171608	OCR Statute Codes / IUCS update issue	OCR . IUCS Interface	RSA / Support	08/11/2023 - OCR Status codes where inadvertently updated when the IUCS interface was turned on. Statute Codes table has been recovered and in use since AUG 10. No further reported issues.		CLOSED
00171839	Webrms DB health errors	OCR / MSSQL	RSA / Support	08/08/2023 - It appears the webrms DBs lost communication with each other sometime the morning of AUG 08. We finished correcting the issues by 7pm Central.		CLOSED



RSA Weekly Status Report: RMS/CAD



Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA (Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 <i>(OnCall Records)</i>	P-3 MED	WebRMS returns no longer have linkable fields	HxGn MPS	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p> <p>11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information.</p> <p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
00006232 <i>(OnCall Records)</i>	P-3 MED	Cancelled BOLOS show up in Informer returns	HxGN – Informer	Assigned	<p>07/11 – reviewing possible solution.</p> <p>09/30 – Working session scheduled the week of Oct 31</p> <p>12/01 - – Miguel/Mo to set up a session with DuPage.</p>
00006235 <i>(OnCall Records)</i>	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	HxGN – Informer	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p>



RSA Weekly Status Report: RMS/CAD



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
<p>00006934 <i>(OnCall Records)</i></p>	P-3 MED	<p>Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports</p>	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. 12/01 – Gathering data.</p>
<p>00006940 <i>(I/Dispatcher)</i></p>	P3-MED	<p>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined. Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult.</p>	I/Dispatcher	RSA/Acct Rep	<p>09/30 – will clarify with Kris @ DuPage and forward to support. 10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event. 10/07 – Asked for LOE. 01/06/2023 – GTC evaluating LOE.</p>



RSA Weekly Status Report: RMS/CAD



		Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00018093	P3 – MED	EdgeFrontier Install on CAD backup servers	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. 12/01 – Delayed due to OnCall Analytics Upgrade Install.
00065074 AZDO 442583	P3-MED	No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier - event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting 01/20 – Scheduled for the week of JAN 30
00089873 <i>(Informer)</i>	P3-MED	Informer Does Not run VIN Correctly	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.



RSA Weekly Status Report: RMS/CAD



					07/14/2023 – On hold until LEADS 3.0 interface is available
00092124 <i>(I/Dispatcher)</i>	P3-MED	DUC-CAD32 FREEZE	HxGN CAD I/Dispatcher	RSA / Support	11/01 – reviewed log verified a crash / hang. Uploaded logs to support.
00097922 <i>(Informer)</i>	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. 02/10/2023 XAD working session scheduled for MN FEB 13 07/14/2023 – On hold until LEADS 3.0 interface is available
00102630	P3-MED	Address Validates in FBR without a Zip AND Doesn't validate with a Zip When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code filed is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022</i>	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change.



RSA Weekly Status Report: RMS/CAD



		Address: 149 Briarwood Drive N, Oakbrook, IL 60523			11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues. 02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00150231	OCR	Disposition substitution when records move from FBR to OCR	OCR	RSA	05/29/2023 – will finish testing the week of JUNE 05

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:

This section is to capture client requests for system changes that are not part of a standard upgrade.

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1-6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	



DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

Matthew Baarman
Deputy Director
Support Services
mbaarman@ducomm.org
630.260.7514 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Friday, August 11, 2023
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report – July

Starcom System Outages:

Unplanned Work:

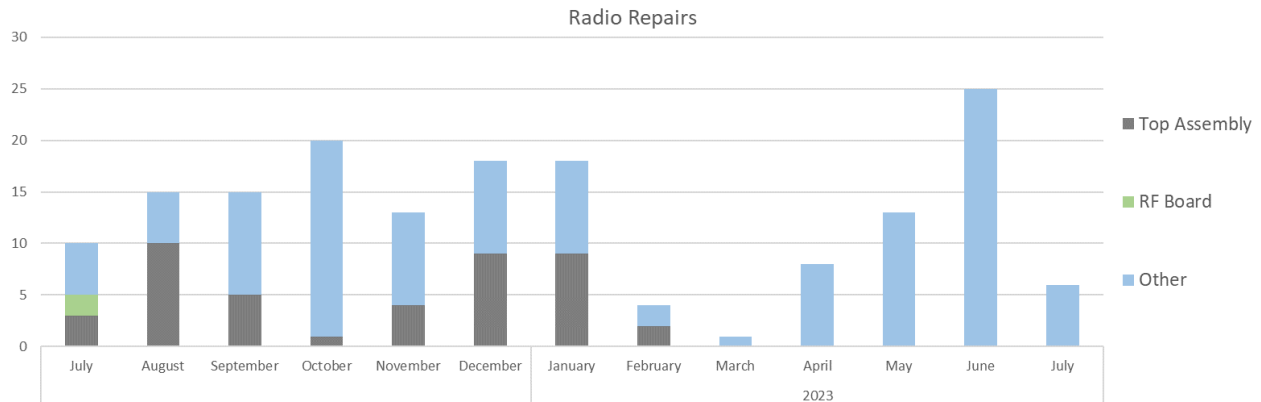
- None

Planned Work:

- 07/12/23 - Monthly core patching postponed to August due to issue with Red Hat Linux Patch.
- 07/11/23 - GGSN router configuration updates impact IV&D functions for 15 minutes starting at 8am.

Radio Repairs:

Repairs for the last 13 months follow:



A few highlights include:

- 30 Radio Loaners provided over three different agencies
- 1 RSM replaced
- 11 Fire batteries replaced
- 1 VHF/7/800 antenna replaced
- 1 APX7000XE swapped for non-certified APX7000XE

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from July 1, 2023 thru July 28, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Total Busy Time	Count of Rejects
DU ACDC 2	319,679	92,262	33	2	0	20	1678
DU ACDC 3	293,811	83,034	41	0	0	20	1333
DU 3EAST	244,301	74,187	45	0	0	20	1740
DU DPSO F1	238,615	64,851	56	0	0	20	1057
DU 1EAST	226,461	67,235	48	1	0	20	1449
DU 3WEST	204,380	63,262	56	0	0	20	1053
DU 1WEST	204,204	61,787	30	1	0	20	1125
DU 1SOUTH	199,743	61,100	33	0	0	20	949
DU 3SOUTH	192,256	58,376	36	0	0	20	953
DU 1NORTH	174,939	54,178	38	0	0	20	686
DU 7WEST	170,920	51,168	33	1	0	20	537
DU 7SOUTH	166,496	50,712	48	0	0	20	868
DU FIRE NORTH	151,614	30,547	47	0	0	20	384
DU ACDC 1	127,348	36,011	46	0	0	20	523
DU DPSO JAIL	121,946	40,723	19	0	0	20	2344
DU FIRE EAST	114,223	20,985	60	0	0	20	328
DU FIRE SOUTH	113,241	23,357	59	1	0	20	357
DU FDACDC1	91,064	16,420	49	6	1	20	214
DU FDACDC2	79,680	16,039	60	0	0	20	194
DU EDU 1	70,398	19,443	61	1	0	20	469

July Issues:

- Number of New Tickets = 8
- Number of Closed Tickets = 10
- Number of Open Tickets = 4



DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

Matthew Baarman
Deputy Director
Support Services
mbaarman@ducomm.org
630.260.7514 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, August 31, 2023
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report – August

Starcom System Outages:

Unplanned Work:

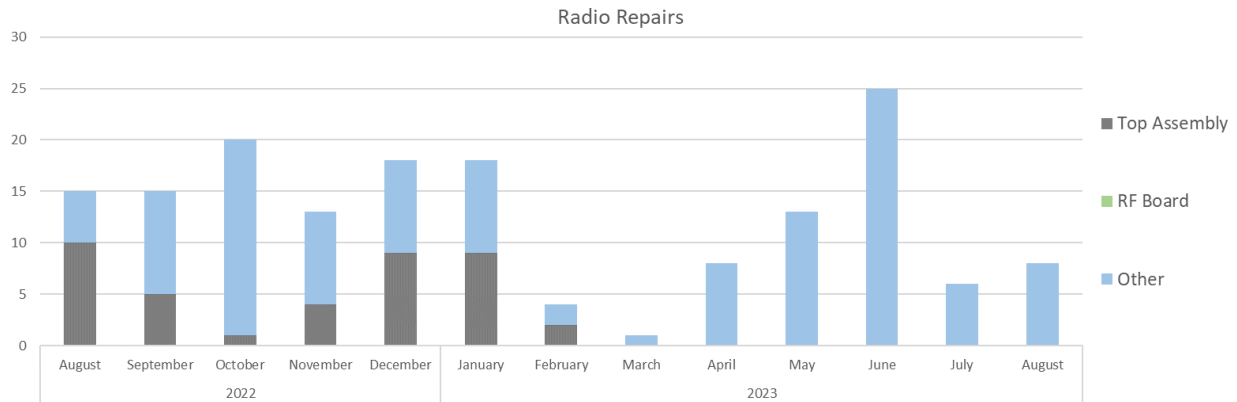
- 08/10/2023 – Monthly core patching occurred but wasn't advertised until after site trunking event occurred.

Planned Work:

- None

Radio Repairs:

Repairs for the last 13 months follow:



A few highlights include:

- 12 RSM replaced
- 9 Fire batteries replaced
- 7 antennas replaced
- 1 fire radio repaired

Project:

Bartlett FPD radios (48 APX7000XE, 4 APX7000, 16 APX7500, and 1 APX8000XE) were updated to communicate with QuadCom agencies. This work included code plug development, firmware updates, and portable radio alignments.

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from August 1, 2023 thru August 30, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	298,314	89,608	46	0	0	1,525
DU ACDC 3	268,005	77,437	46	3	0	1,103
DU 3EAST	249,612	76,182	49	0	0	1,859
DU DPSO F1	227,231	63,281	35	0	0	1,048
DU 1EAST	226,275	66,336	38	1	1	1,536
DU 1WEST	217,560	66,621	41	1	0	1,197
DU 3WEST	206,908	63,302	42	0	0	1,183
DU 1SOUTH	193,837	58,326	43	1	0	939
DU 3SOUTH	186,289	57,330	42	0	0	1,029
DU 1NORTH	165,359	51,536	47	0	0	596
DU 7SOUTH	154,296	47,690	30	0	0	677
DU FIRE NORTH	143,638	28,767	42	0	0	323
DU 7WEST	142,791	42,668	31	0	0	382
DU DPSO JAIL	132,609	43,896	23	0	0	2,634
DU ACDC 1	119,529	33,834	37	0	0	440
DU FIRE EAST	97,764	18,000	40	0	0	247
DU FIRE SOUTH	96,748	19,660	30	0	0	261
DU FDACDC1	88,619	15,422	30	4	1	228
DU DPSO COURT	83,415	25,971	41	0	0	1,850
DU EDU 1	74,130	19,806	58	0	0	513

August Issues:

- Number of New Tickets = 7
- Number of Closed Tickets = 7
- Number of Open Tickets = 5