



Emergency Telephone System Board of DuPage County Monthly Report

May Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity April 1 through April 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulation on a Job Well Done!

Baby Delivery – Congratulations to **TC Jorge Rivera** of DU-COMM who was honored for the delivery of a baby boy January 17, 2024, of this year at the DU-COMM Board of Directors meeting on April 24, 2024. The baby delivered right after TC Rivera asked the male caller if he was the patient. TC Rivera provided post-delivery instructions, remaining calm and calming the new family ensuring they understood instructions and care until the medical responders arrived.

Service Above and Beyond - Congratulations to **Jim Connolly** and **Lt. John Sullivan** on their official appointments to the NFPA Committee. Their attendance at the last NFPA meeting speaking to and working on the items identified by the Fire Focus Group helped more the NFPA Committee toward approval of several critical changes.

Retirement and Thank You - to **Sherianne Hermes** on her retirement from the Village of Addison and ACDC. This also means she leaves her service to the ETSB Policy Advisory Committee (PAC) as of March 31, 2024. She served two years on PAC as the ACDC representative. There will also be a proclamation shared at the May 8 meeting for her service as a committee member.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

All dates are Mondays unless otherwise noted:

May 13, 2024
June 17, 2024
July 15, 2024
August 19, 2024
September 16, 2024
October 28, 2024
November 18, 2024
December 16, 2024

Legislation:

Below is a collection of legislation that pertains to ETS Boards, Telecommunicators or PSAPs and the legislation to request live access to encrypted radio. The most significant change developing is the insertion of Telecommunicators into labor language as a result of being termed first responders under the ETSA statute. Status as of April 30, 2024.

HB4339 Local Records – police scanners

Sponsor: La Shawn K. Ford
Filed: 1/3/24
1/16/24 Rules Committee



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1/31/24 Executive Committee
4/5/24 Rule 19(a) re-referred to Rules Committee

Synopsis As Introduced

Amends the Local Records Act. Provides that a law enforcement agency that encrypts police scanner transmissions must provide, by license or otherwise, real-time access to those transmissions to broadcast stations, broadcasting stations, radio broadcast stations, and newspapers. Effective January 1, 2025.

HB5128 EM Telephone Board Members

Sponsor: Patrick Windhorst
Michael J. Coffey Jr.
Dave Severin
Filed: 2/8/24 assigned to Rules Committee
2/28/24 Police & Fire Committee
4/4/24 House Committee Amendment No. 1 Adopted in [Police & Fire Committee](#); by Voice Vote, Do Pass as Amended / Short Debate [Police & Fire Committee](#); 014-000-000, Placed on Calendar 2nd Reading - Short Debate, Rep John M. Cabello added as Chief Co-Sponsor
4/11/24 Second Reading, Please on Calendar Order of 3rd Reading, Short Debate
4/17/24 Referred to Assignments
4/24/24 Assigned to Energy and Public Utilities
4/30/24 Rule 2-10 Committee Deadline Established as May 10, 2024

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that an Emergency Telephone System Board shall include the county sheriff or the sheriff's designee and at least 2 (rather than 3) representatives of the 9-1-1 public safety agencies other than the sheriff's office.

Current language Amendment #1: In counties with a population of more than 100,000 but less than 2,000,000, a member of the County Board may service on the Emergency Telephone System Board. Elected officials, including county sheriffs and members of a county board, are also eligible to serve on the board.

HB5377 Community Emergency Services

Sponsor: Kelly M. Cassidy
Filed: 2/9/24 assigned to Rules
2/28/24 Assigned to Police & Fire Committee / Michael Kelly, Chair Chicago
3/5/24 Amendment #1 referred to Rules Committee
3/22/24 Amendment #1 referred to Police & Fire Committee, Adopted by Voice Vote, Do Pass As amended / Short Debate in Police & Fire Committee; 012-000-000; Placed on Calendar 2nd reading – Short Debate.
4/11/24 Second Reading – Short Department, Placed on Calendar Order of 3rd Reading – Short Debate.
4/19/24 Rule 19(a) Re-Referred to Rule Committee



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Synopsis as introduced

Amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes.

Amendment #1 changes the effective date to July 1, 2025, adds language to the appointed Chair's qualifications, and amends the subregional committee protocols.

SB2812 Trauma Informed Response (Anna's Law)

Sponsor: Anne Gillespie

Filed: 1/17/12 referred to Assignments

4/10/24 Chief Sponsor Changed to Senator Mary Edly-Allen

Synopsis As Introduced

Creates the First Responder Trauma-Informed Response Training Act, which may be referred to as Anna's Law. Provides that, prior to the onboarding processes of a first responder, the individual must complete mandatory pass or fail trauma-informed response training, as established by the Department of Public Health. Provides that a first responder must also complete the pass or fail trauma-informed response training every 18 months after beginning work as a first responder. Provides that, if more than 18 months has elapsed after beginning work as a first responder and the first responder has not completed the retraining, the first responder may not perform trauma-related duties, such as responding to emergency calls, taking statements from victims, or interviewing victims. Provides that, if a first responder who is certified or licensed by the State or a subdivision of the State has not completed the required trauma-informed response retraining, the first responder may be decertified by the certifying entity or the first responder's license may be revoked by the licensing entity if retraining is not completed. Limits the concurrent exercise of home rule powers. Defines terms. Makes conforming changes in the Illinois Police Training Act and the Emergency Medical Services (EMS) Systems Act, including requiring the Department of Public Health to adopt rules to implement the trauma-informed response training and providing that the rules may allow or require the use of a training program from a university, college, or not-for-profit entity.

Notes: The training for this has been in place since 2016 according to ISP. In the full text, the first responder definition includes public safety telecommunicators and the definition of public safety telecommunicator "has the meaning given to that term in Section 3 of the Emergency Telephone System Act."

SB3294 Security Employee Bargaining

Sponsor: Linda Holmes

Filed : 2/7/24

2/07/24 Referred to Assignments



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2/20/24 Assigned to Labor
3/06/24 Postponed – Labor
3/15/24 Rule 3-9(a) / Re-referred to Assignments

Synopsis As Introduced

Amends the Illinois Public Labor Relations Act. Specifies that, for purposes of a provision in the Act concerning the resolution of disputes involving security employees, that the term "units of security employees of a public employer" includes units of county correction or detention officers, units of probation officers, and units of telecommunicators who are critical to public safety.

HB2161 Unlawful Discrimination – Family

Sponsor: Will Guzzardi

Filed : 2/6/23

Sponsors Added: Maura Hirschauer, Sonya Harper, Nabeela Syed, Stephanie Kifowit,

2/20/24 Lindsey LaPointe

2/29/24 Amendments #1 & #2 rules refers to Judiciary – Civil Committee

4/03/24 House Committee Amendment # 1 and Amendment #2 adopted in Judiciary-Civil Committee by Voice Vote, Do Pass as an amended / short debate in Judiciary-Civil Committee; 010-003-000, Placed on Calendar 2nd Reading – Short Debate.

4/19/24 Third Reading – Short Debate – Passed [069-029-000](tel:069-029-000)

4/24/24 First Reading, referred to Assignments

Synopsis As Introduced

Amends the Illinois Human Rights Act. Provides that it is the public policy of the State to prevent discrimination based on family responsibilities in employment. Defines "family responsibilities" as an employee's actual or perceived provision of care to a family member, whether in the past, present, or future. Provides that it is a civil rights violation for: (1) any employer to refuse to hire, to segregate, to engage in harassment, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment on the basis of family responsibilities; (2) any employment agency to fail or refuse to classify properly, accept applications and register for employment referral or apprenticeship referral, refer for employment, or refer for apprenticeship on the basis of family responsibilities; and (3) any labor organization to limit, segregate, or classify its membership, or to limit employment opportunities, selection and training for apprenticeship in any trade or craft, or otherwise to take or fail to take, any action which affects adversely any person's status as an employee or as an applicant for employment or as an apprentice, or as an applicant for apprenticeships, or wages, tenure, hours of employment, or apprenticeship conditions on the basis of family responsibilities. Provides that it is a civil rights violation for a person, or for 2 or more persons, to conspire to retaliate against a person because he or she has opposed that which he or she reasonably and in good faith believes to be discrimination based on family responsibilities. Makes conforming changes.

Amendment #2 inserts the language "care to a family member" in Amendment #1, on page 9, replacing lines 25 and 26.

Note: Impact to potential shift work. Monitor.



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SB3648 Community EM Services & Support

2/9/24	Filed
3/7/24	Amendment #1
3/14/24	Do Pass As Amended Energy & Public Utilities
3/14/24	Placed on Calendar Order 2 nd Reading March 20, 2024
4/15/24	First Reading, Referred to Rules Committee
4/24/24	Assigned to Mental Health & Addiction Committee

Synopsis As Introduced

Amends the Community Emergency Services and Support Act. In provisions relating to emergency services dispatched through a 9-1-1 PSAP and coordination of activities with mobile and behavioral health services, provides that the coordination must begin no later than July 1, 2025 (rather than July 1, 2024). Provides that provisions relating to State prohibitions shall take effect once specified conditions are met, but no later than July 1, 2025 (rather than July 1, 2024). Effective immediately.

Amendment #1

Replaces everything after the enacting clause. Reinserts the provisions of the introduced bill and further amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes. Effective immediately.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM

The initial May 1 cutover is still planned as scheduled. To date, there is no change in the transfer of the ESNs on May 9 as this was the first available slot. DuPage has been escalated and wait listed on this national queue.

Travel and Training:

Per the new county policy, there will be four (4) people attending the conference listed below based on the cost, it does not require Board approval. Attendance at this conference is being reported to the Board now in order to take advantage of discounted registration and airfare.

Hexagon Public Safety 2024 North America Summit: This year, the Public Safety Customer Advisory Board, HxGN Live Global and the HPSUG conference have been combined into one event from September 16-19, 2024 in Cape Coral, FL. Four (4) attendees from DuPage ETSB, including a representative on the advisory board, are requesting to attend the summit for an estimated cost of \$2,453.00 per attendee.



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Procurement / Major Contracts

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 2,323.16	\$ 22,676.84
FY24 Dell	\$ 30,000.00	\$ 0.00	\$ 30,000.00
FY24 Motorola	\$ 50,000.00	\$ 8,437.70	\$ 41,562.30

Budget Transfers:

Requested transfer of funds for FY24 from 4000-5820-53090 (Other Professional Services) to 4000-5820-53020 (Information Technology Services) for charges associated with the CDWG CrowdStrike PO 6951-1 per the County Auditor's Office.

Total amount of requested transfer: \$46,800.00

Change Orders

Hexagon Safety & Infrastructure: Purchase Order 923011/6442-1 Change Order #1

On this agenda is a recommendation to extend the term of the contract for one (1) year to May 9, 2025. The option to extend the term was part of the original contract and allows agencies to request an Xalt interface to the CAD, as needed, per Policy 911-018: 9-1-1 System Administration and in conjunction with Policy 911-026: CAD Interface Funds. There is no change to the original contract dollar value of \$150,000.00 and at the time of this change order, \$97,905.66 remains in the contract. This is a non-monetary Change Order.

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, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24

External Payments FY24

Total for Fund 5820 for May 8 meeting: \$442,051.48.

Purvis has provided a materials and installation signoff from Hanover Park Fire Department's new fire station. The following milestones are complete:

Milestone 54: Installation of the wiring for the FSAS core hardware

Milestone 57: Installation of the wiring for the FSAS optional hardware

Per Policy 911-007: Approval of Scope of Work for Milestones for ETSB Contracts, the milestones for payment have been signed by the Executive Director, are on the Payment of Claims for this agenda in the amount of \$31,000.00 and \$13,100.00, respectively, and are being reported as complete as part of the new station project.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$32,729.44.

The January 2024 surcharge has not been received at the time of this report. The Comptroller's site does not yet show a payment has been sent.



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Under "DEDIRS Reimbursement" is a payment for the sale of inventory to Wayne PD made on the March 13, 2024 agenda in the amount of \$32,656.40.

Under "Miscellaneous" on the Revenue Report is an unclaimed property payment from Motorola Solutions. On February 21, 2024, ETSB received a notification that there was \$73.04 in unclaimed property that would be transferred to the State if not claimed. Upon investigation, these funds are from a radio purchase made in 2019 through ETSB, the costs of which were reimbursed by the agencies, and one agency returned some equipment directly to Motorola.

Sale of Surplus Assets

On the May agenda resolution for the sale of surplus assets. Fifty (50) of the legacy APX7000 UHF portable radios are requested for purchase by the McLean County Emergency Management Agency at a cost of \$500.00 each. Because the total value of the sale is over \$25,000, approval of the sales contract will go on the DuPage County Finance Committee agenda for recommendation to the County Board on May 14, after approval at the ETS Board on May 8. Per County process, this sale also requires the approval of the County Chief Financial Officer which has been received and is part of the file documentation. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 54107: Proceeds for sale of assets, per the Finance Department.

9-1-1 CORE SYSTEM MANAGEMENT

Zendesk Integration Project with County

ETSB continues to work with Zendesk and County Procurement to create a streamline contract consolidating with County and calculating the pre-paid costs of the existing ETSB contract. A quote has been received from Zendesk that is being reviewed by ETSB and County finance staff.

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: The 9-1-1 Administrator conducted a call on April 18, 2024 with GIS teams across the state to discuss a tool that allows PSAPs to download ALI data to compare it against the data that is within the GIS database. ALI data is the location information added to the 9-1-1 database by the phone providers. This tool will allow the county to compare the two datasets and investigate any discrepancies. The ETSB Data Analyst is working with County GIS to deploy the tool.

The County GIS team has been working with the 4.2.2 version of the state GIS tool and observed in the March 22 submission overlap in their Provisional Boundaries. In working with Western Illinois University and the State 9-1-1 Administrator, it was determined that this tool helped identify several overlaps as well as gaps in the state map with adjacent agencies that allowed County GIS to redo the provisional Law, Medical, Fire and PSAP boundaries. For DuPage, the work was primarily with NWCD and Cook County. County GIS has also met Elgin, Kane, NWCD and Tri-Com and have reached out to Aurora and Naperville. This is a significant amount of GIS work performed by County GIS professionals. It has been very beneficial to have their technical expertise and ability to work with the State on this critical piece of the new NG9-1-1 network on this part of the project.

State of Illinois Text to 911: AT&T and the State of Illinois have begun the implementation of Text to 911 for 9-1-1 Systems that have cut over to NG 9-1-1 network.



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NG9-1-1 Grant opportunity CAD to CAD interface: As previously reported, the State 9-1-1 Administrator is reviewing the applications for the NG 9-1-1 grants that have been received. No awards have been announced. To recap, the first priority is NG 9-1-1 hardware, the second priority is EMD integration with CAD, and the third priority is the CAD-to-CAD interfaces. The State 9-1-1 Administrator advised that 16 million dollars in funding has been applied for while only 12 million dollars are available. She does anticipate some funding being available for the CAD-to-CAD interface but has yet to provide the level.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: On April 15, 2024, AT&T staff meet with ETSB and PSAP staff to present a comprehensive solution to provide a diverse solution for 10 digit inbound and outbound calls. AT&T was able to articulate that the internal challenge for a diverse solution was being able to maintain that diversity into the future and provided a plan forward. The ETS Board will receive a more detailed memorandum regarding the specifics of the solution.

Avaya Administrative Phone Outage:

Issue: On April 19, 2024 between 9:18am and 9:40am, the Avaya phone system was offline. DU-COMM forwarded their calls to POTS lines for approximately 20 minutes while ETSB and PSAP staff worked to troubleshoot the issue.

Result: An AT&T tech was dispatched on a system-generated ticket for a problem with the Esinet fiber. The Esinet is not currently in service. When the tech arrived onsite, he mistakenly pulled the fiber from the IPFlex causing an admin call outage to both PSAPs.

Solution: The issue was related to a technician error and the labels on the equipment were updated to more clearly mark the different circuits to reduce the likelihood of this occurring again.

DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	116	109	31	30	0	0	0	1
MPS	136	122	37	35	0	0	0	1
Total	252	231	68	65	0	0	0	2

Projects:

DSO Migration: The migration is set for Wednesday May 1, 2024. ETSB has been working with DU-COMM to finalize the configuration setup for the Sheriff. This includes adding other units monitor to the build along with filters, adding the DPSO tab for available units monitor and configured the filters for it, and the modification of the build to include Beat columns for Available and Active Monitors. ETSB has confirmed with DU-COMM that everything on the checklist is ready for the cutover date.

Forest Preserve Channel Move Project: ETSB participated with ACDC and the Forest Preserve to successfully complete the move on April 29, 2024. After the move, full validation and testing was done to ensure that communications were going out on the correct channel.

Fusus: (Oak Brook PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 and Oak Brook has confirmed that the Hexagon side of the interface is working as designed. ETSB staff communicated with Oak Brook at the end of March. Oak Brook advised they



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would confirm the status of the interface in April. As of the filing of this report, there has been no confirmation.

(Oak Brook Terrace PD and Wheaton PD) The Fusus interface for both Oak Brook Terrace and Wheaton were deployed to Fusus for initial testing on October 17, 2023, and that testing is currently in process.

Axon Interface to the Hexagon Archive Database: Board approval was completed on April 10, 2024. The ETSB IT team and the ACDC/Axon staff members worked together to complete the configuration of the interface on the archive environment. This was fully tested and the project has now been completed. The environment is live and providing the desired data.

ProQA Upgrade Project: ETSB has configured the test server and initial testing is taking place. The new version has fixes in place that will solve the AED issue previously seen. This will be ready to be turned over to the PSAPs for testing by April 5, 2024. There is a dependency on ProQA to provide training on the new protocols to both PSAPs; ProQA has not yet provided a date.

LEADS 3.0 Interface (PSAP): ETSB has completed testing the update along with Hexagon. ETSB has turned this over to the PSAPs for additional testing. Progress continues to move forward with minimal issues at this time to meet the May 31, 2024, interface extension granted by the Illinois State Police.

CAD/MPS Software Update:

This roll out of this update is scheduled to go-live in June 2024.

CAD: ETSB, in conjunction with Hexagon, has successfully upgraded the server to the H2 2023 version of the CAD software. ETSB has completed the testing of the CAD upgrade and has turned this over to the PSAPs for additional testing and validation. The planned go live date is the week of June 10, 2024.

MPS: ETSB has been working with the Police and Fire test teams over the past weeks to ensure all installation documentation has been provided. Communication has gone out along with the link to the extranet site that contains the procedures to installation and configuration. ETSB is in the process of scheduling two in-person installation meetings that will allow the agencies' IT support personnel to attend and walk through the setup process. These meetings will be held on May 9, and May 10. One will be held at the DuPage location and the other will be held at ACDC.

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
Absolute Secure	37	37	5	5	0	0	0	0

Absolute Secure Access:

No system issues reported this past month. Currently have approximately 900 devices registered.



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Comcast Maintenance/Trouble Tickets:

No reported issues for the previous month. There were two planned maintenance work sessions performed on the system April 12 and April 25.

VMware Maintenance:

Hexagon has planned maintenance on May 13, 14 and 15. This will include vCenter update, SAN update and the VM Host updates. There is no expected impact from these updates and both PSAPs have been advised of the schedule.

Windows Patching:

The next patch cycle will be in May 2024.

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	63	53	17	14	0	0	2

Purvis will be starting the yearly preventive maintenance. This work includes a visit by a CommZone technician to each fire station. Typically, CommZone can complete 2-3 stations a day, depending on the size of the station. The project is anticipated to take about a month. A Monday.com project board has been updated and a schedule will be distributed to the FSA points of contact as soon as it becomes available.

DU-COMM Fire West / Fire North Project: The trial period was completed successfully and DU-COMM intends to make the change permanent. To do so, DU-COMM needs to make some infrastructure changes to their legacy VHF radio system. Included in the combination of the radio talk groups, DU-COMM would like to make additional changes to the organization of agencies on fire talk groups. DU-COMM and ETSB will collaborate on changes needed to the FSA system to support these adjustments.

Hanover Park new station: CommZone and Purvis have completed the installation of equipment at the new Hanover Park fire station. This station will be replacing the current Hanover Park Station 16. The next step in the process is for Hanover Park to install a network connection. Once the connection is established, Purvis can test the system to ensure that it is ready for cutover.

Geographic Information Systems (GIS):

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	178	121	30	13	2	0	0	31	0	0

Argonne Common Places Project : ETSB, County GIS and Argonne have completed the validation of the data, and this has been scheduled for the May map roll.



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Addison Fire Response Districts Project: County GIS completed breaking all ADF's new district polygons down to the district and risk category at the parcel lines. This applies to all ADF's jurisdictions. The next step is to adjust the district polygons to fall to the road centerline, which will take a few weeks to complete.

Oak Brook Police Beat and Sub-Beat Project: This project is nearing the final phase. All ESZs have been created in the Test CAD environment. DU-COMM has advised that they are still working on testing everything with Oak Brook. When this is completed, the map roll can be done in the test environment and verification can begin.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	0	0	1	5

New Memos: There were no new memos this reporting period.

Closed Memos This Reporting Period:

Memo 126: New Event type for electric vehicle fires. The CAD Focus Group came to a consensus to add the new event type. ETSB added the new event type to the production environment and the group agreed to close the memo.

Open Memos:

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 standardized way to search for locations on 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 has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

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 Directors' level for review.

DuJIS PRMS:

The RMS Manager's monthly memorandum for April has been attached to this report, as well as the Hexagon Service Manager's summary and Resident Systems Analyst's (RSA) weekly report(s).



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DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola System Manager Report

This memorandum is located at the end of the monthly report.

DEDIR System Radio Replacement

At the April 1, 2024 PAC meeting, the Members reviewed the three phases deployment plan that was developed and agreed to in 2022. The current status of the deployment will be updated within the framework of the original document for discussion at the next PAC meeting.

CommandCentral Aware: The software is now fully deployed to both PSAPs. There were no system issues reported.

Encryption: ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 30 weeks. Schedules are yet to be developed and may change.

APXNext Radios (Police):

Radio Firmware Update: As was previously reported, Motorola has advised that new firmware for the APXNext radios will be available at the end of April. Once the material is finalized, ETSB staff will schedule a virtual meeting with all DEDIRS points of contact to review the update process in early May.

Additionally, Motorola has found a network error and has included a fix in the Firmware update that is scheduled for deployment at the end of April. Once the firmware is deployed, the Motorola System Manager will visit the locations where connectivity issues were reported to test whether the fix addresses the issue identified.

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.

APXNext (Fire):

APX8500 and APX7500 mobile:

Update: Motorola has completed their data research and is in the process of reviewing the data and preparing a report on the issue.

Issue summary: Several agencies have identified a potential interference issue with the APX8500 mobiles. It has been reported that VHF audio can block out STARCOM audio when radios are in proximity. This was initially reported and can be replicated on APX8500 mobiles. Anecdotal reports have been received that at least one APX7500 mobile has experienced the same problem. That agency is doing additional testing and will report back to ETSB and Motorola.

Motorola field engineering and the System Manager met with Westmont Fire staff on February 8. They completed several testing scenarios and were able to identify the power setting in the radio where the traffic from VHF would block out the STARCOM audio. This power setting has been provided to the Motorola product group for additional follow up.



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NFPA Committee: Fire Focus Group Members Retired Deputy Chief Jim Connolly from Westmont and Lt John Sullivan from Addison were officially made a part of the NFPA committee.

APXNext XN: The April release has been completed but was delayed because it required verification through the Motorola process and will be released in May. Date to be determined.

Policy Advisory Committee (PAC):

The PAC's next regular meeting is on Monday, May 6, 2024.

On the PAC and ETSB May agenda are Agreements received from Tri-Com Central Dispatch, the Grundy Emergency Telephone System Board, and the City of Elgin for use of certain talk groups identified and requested by the PAC DEDIR System focus groups. If recommended for approval by the PAC, and if approved by the ETS Board, these agreements will grant DEDIR System users access to the defined respective agency talk groups as listed on the agreements for the purposes of mutual aid and interoperability. These agreements have been in process for several months throughout the DEDIR System radio replacement project as part of the review of the overall DEDIR System by the PAC of existing access to outside agencies as well as outside agency internal access.

STARCOM Wheaton Tower October 30-31 Outage:

April Update: There is no additional information on this issue.

- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.
- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Summary of Event:

- Wheaton STARCOM radio tower went offline on October 30, 2023 from 10:30am until October 31, 2023 at 3:45am.
- Fiber between the tower and the AT&T central office was cut during construction work taking place on the county campus for the new animal services building.
- In anticipation of the construction work, the fiber between the tower and AT&T central office had been relocated. The new fiber was marked but a section of the fiber bowed 10 feet further than the markings shown.
- Monday.com updates were provided to the PSAPs as new information became available.

Impact:

- APX4000s in the vicinity of the Wheaton Tower would go in and out of range.
- APXNext radios in the vicinity of the Wheaton Tower switched to LTE.
- DU-COMM and ACDC moved agencies in the vicinity of the tower to backup radio channels.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: May 1, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report for April Services

Projects:

DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report to be provided by the Motorola Account Manager.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone. Update to be included in the 2024 Q2 Base Line Firmware release.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.

Service Tickets

	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	48	44	9	7	5	2		2
APX Next (police)	51	27	27	11	4	20		3
APX NextXN (fire)								
APX 8500 (mobiles)	17	17	3	3		3		
APX4000	6	6	2	2		2		
Other models								
Total	122	94	41	23	9	27	0	5

Programming – Projects

Code plug updates: There were none at this time.

Codeplug Creation: There were none at this time.

Radio Alignment: There were none at this time.



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STARCOM21

Scheduled Maintenance:

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 4/10 and 4/11. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 4/11/24

8:48 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL_STARCOM Monthly Application of Windows Motopatch 2024.03 – Patching 4/12/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- MTN-0024-24 G-series security update implementation 4/25/2024, notification of planned maintenance to be performed affecting the STARCOM21 system on 04-25 07:00:00 AM to 05:00:00 PM.

Work to be performed: MTN-0024-24 Software install of all G-series Site controller and Base repeaters.

Impact: There may be brief periods of service interruption while the technicians are remotely working.

Sites affected by this maintenance:

SZ0140101 DuPage Lisle Prime - DuPage County

SZ0140248 Kankakee Prime - Starcom

SZ0140301 MADISON CO PRIME-STARCOM ZONE 3

SZ0140502 Cook County S - Prime

Command Central Patches:

[Scheduled Maintenance] Command Central Aware (North America)

The scheduled maintenance has been completed.

Start: 22/Apr/2024 @ 8:00 AM CDT (UTC-5)

End: 22/Apr/2024 @ 9:00 AM CDT (UTC-5)

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (Australia, Canada, United States)

The scheduled maintenance has been completed.

Start: 11/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 11/Apr/2024 @ 9:30 AM CDT (GMT -5)



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[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 16/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 16/Apr/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 18/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 18/Apr/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 22/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 22/Apr/2024 @ 9:30 AM CDT (GMT -5)

Radio Central Patches:

There were none at this time.

Radio Management CPS Patches:

Upgraded DuPage RM server to R32.00.00.

03/Apr/2024 @ 7:00 AM CDT (GMT -5)

Unscheduled System Outages:

Wheaton Subsite ID: 8 Prime Site: DuPage IP Prime

Start: 12/Apr/2024 @ 10:00 PM CDT

End: 12/Apr/2024 @ 10:13 PM CDT

Critical Failed, SCB Time Reference Failure On Multiple Channels.

Potential interference suspected.

Releases:

APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 will be released 5/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

Meetings:

April PAC meeting 4/1/24

Training

Command Central Cirrus Central Basics Class 4/22/24



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Mar 2024 Starcom21 GoS Report

Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.69	3.69	6.71	31.00	2590.65	13276.45	5.12	0.00	0.00	0.00
1:00:00	0.00	19.93	3.39	7.01	31.00	2124.42	12196.58	5.74	0.00	0.00	0.00
2:00:00	0.00	16.45	2.80	7.60	30.00	1795.63	10068.27	5.61	0.00	0.00	0.00
3:00:00	0.00	14.11	2.40	8.00	31.00	1459.23	8633.19	5.92	0.00	0.00	0.00
4:00:00	0.00	13.72	2.33	8.07	31.00	1424.42	8396.13	5.89	0.00	0.00	0.00
5:00:00	0.00	14.31	2.43	7.97	31.00	1475.32	8759.19	5.94	0.00	0.00	0.00
6:00:00	0.00	16.37	2.78	7.62	31.00	1766.52	10015.52	5.67	0.00	0.00	0.00
7:00:00	0.00	22.38	3.80	6.60	31.00	2573.32	13696.97	5.32	0.00	0.00	0.00
8:00:00	0.00	28.60	4.86	5.54	31.00	3404.35	17500.74	5.14	0.00	0.00	0.00
9:00:00	0.01	32.17	5.47	4.93	31.00	3865.06	19689.00	5.09	0.39	2.39	6.17
10:00:00	0.00	33.38	5.67	4.73	31.00	4016.81	20427.29	5.09	0.00	0.00	0.00
11:00:00	0.00	31.71	5.39	5.01	31.00	3834.55	19403.74	5.06	0.00	0.00	0.00
12:00:00	0.00	34.13	5.80	4.60	31.00	4096.81	20888.03	5.10	0.03	1.29	40.00
13:00:00	0.01	35.28	6.00	4.40	31.00	4209.94	21594.23	5.13	0.55	17.39	31.71
14:00:00	0.00	33.90	5.76	4.64	31.00	4115.55	20746.29	5.04	0.00	0.00	0.00
15:00:00	0.00	34.50	5.87	4.53	31.00	4184.39	21116.26	5.05	0.03	3.23	100.00
16:00:00	0.00	34.72	5.90	4.50	31.00	4176.65	21247.97	5.09	0.00	0.00	0.00
17:00:00	0.00	31.91	5.42	4.98	31.00	3850.74	19529.71	5.07	0.00	0.00	0.00
18:00:00	0.00	29.92	5.09	5.31	31.00	3552.26	18313.77	5.16	0.00	0.00	0.00
19:00:00	0.00	30.05	5.11	5.29	31.00	3630.65	18392.26	5.07	0.00	0.00	0.00
20:00:00	0.00	30.14	5.12	5.28	31.00	3663.65	18447.35	5.04	0.00	0.00	0.00
21:00:00	0.00	29.23	4.97	5.43	31.00	3503.58	17888.19	5.11	0.00	0.00	0.00
22:00:00	0.00	26.85	4.56	5.84	31.00	3246.84	16430.87	5.06	0.00	0.00	0.00
23:00:00	0.00	23.93	4.07	6.33	31.00	2901.06	14643.35	5.05	0.00	0.00	0.00

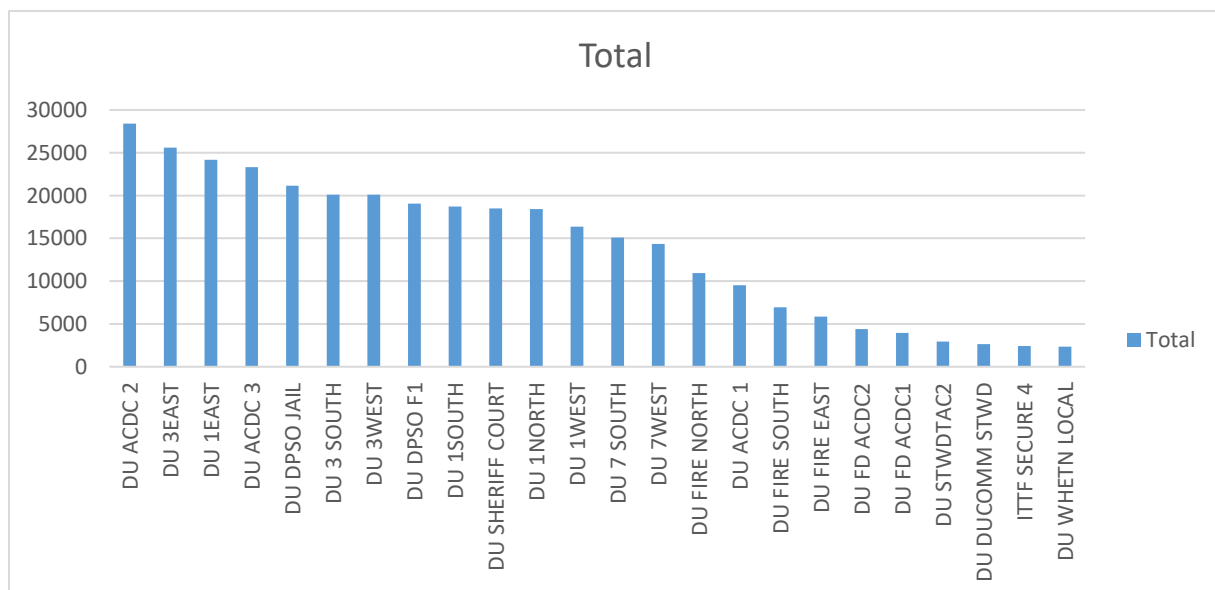
*April was not available at the time of this report.



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DEDIR System Usage Report:

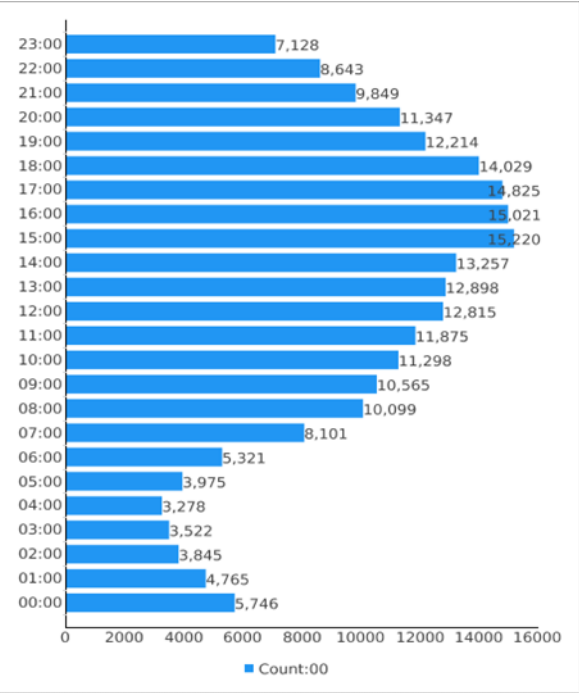
Talk Groups	Push To Talk Counts
DU ACDC 2	28,419
DU 3EAST	25,587
DU 1EAST	24,193
DU ACDC 3	23,310
DU 3 SOUTH	20,120
DU 3WEST	20,113
DU 1SOUTH	18,705
DU DPSO F1	19,062
DU 1NORTH	18,420
DU DPSO JAIL	21,147
DU 1WEST	16,361
DU SHERIFF COURT	18,511
DU 7WEST	14,338
DU 7 SOUTH	15,085
DU EDU 1	13,812
DU FIRE NORTH	10,940
DU ACDC 1	95,26
DU FIRE SOUTH	69,41
DU DUCOMM STWD	2,660
DU FIRE EAST	5,859
DU COD 1	5,583
DU FD ACDC2	4,386
DU FD ACDC1	3,937
DU STWDTAC2	2,927
DU WHETN LOCAL	2,359
Grand Total	415,940



ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2024 12:00:04 AM and 05-01-2024 04:58:24 AM

Calls by Hour Total: 229,633



Calls by Response Code

	Response Code	Total
0	No Active Paths	2
1	One Path OK	4,048
2	Both Paths OK	225,349
7	Manual Query Denied	0
9	Record Not Found	237
Total		229,636

Calls by Query Type

	Query Type	Total
I	Initial	108,652
M	Manual	181
R	Repeat	120,804
T	Test	0
Total		229,637

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	423
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	215,168
U	Uninitialized Call [911-XXX-XXXX]	14,036
Z	Seizure with no ANI [000-0000]	1
Total		229,637

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	107	103	27	0	237
0	Business OPX	0	0	0	0
1	Residence	2,103	21	102	2,226
2	Business	2,090	28	77	2,195
3	Residence PBX	0	0	0	0
4	Business PBX	286	3	8	297
5	Centrex	31	0	0	31
6	Coin 1 Way Ot	0	0	0	0
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	411	0	21	432
C	VoIP Residence	0	0	0	0
D	VoIP Business	13	0	1	14
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	9	1	0	10
G	Wireless Phase 1	15,037	1	2,759	17,797
H	Wireless	73,030	18	117,021	190,069
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	12	0	45	57
V	VoIP Services	15,507	6	738	16,251
X	TEXT TO 911	0	0	0	0
Total	108,636	181	120,799	0	229,616

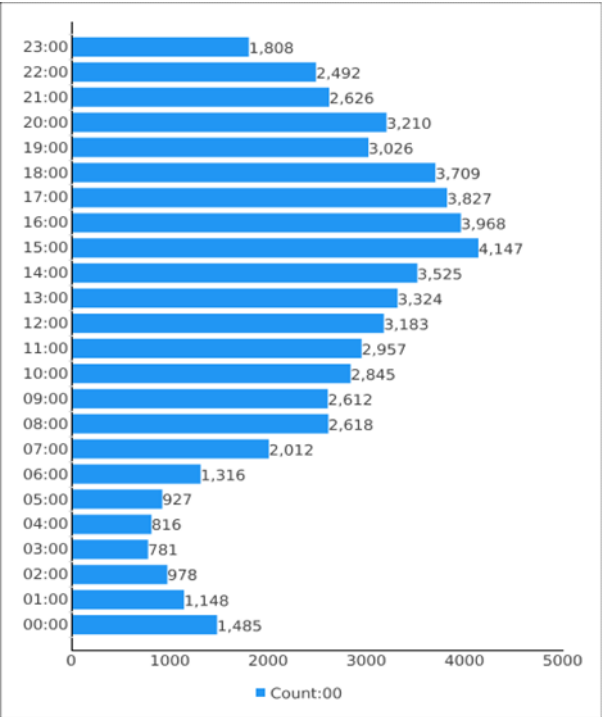
Calls occurring between: 01-01-2024 12:00:04 AM and 05-01-2024 04:56:07 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 04-01-2024 12:06:34 AM and 04-30-2024 11:54:03 PM

Calls by Hour

Total: 59,340



Calls by Response Code

	Response Code	Total
0	No Active Paths	0
1	One Path OK	767
2	Both Paths OK	58,523
7	Manual Query Denied	0
9	Record Not Found	50
Total		59,340

Calls by Query Type

	Query Type	Total
I	Initial	27,906
M	Manual	31
R	Repeat	31,403
T	Test	0
Total		59,340

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	102
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	55,891
U	Uninitialized Call [911-XXX-XXXX]	3,346
Z	Seizure with no ANI [000-0000]	1
Total		59,340

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	25	18	7	0	50
0	Business OPX	0	0	0	0
1	Residence	534	4	45	583
2	Business	525	2	31	558
3	Residence PBX	0	0	0	0
4	Business PBX	83	0	2	85
5	Centrex	5	0	0	5
6	Coin 1 Way Ot	0	0	0	0
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	97	0	5	102
C	VoIP Residence	0	0	0	0
D	VoIP Business	0	0	0	0
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	9	1	0	10
G	Wireless Phase 1	3,859	0	994	4,853
H	Wireless	18,835	5	30,021	48,861
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	12	0	45	57
V	VoIP Services	3,921	1	252	4,174
X	TEXT TO 911	0	0	0	0
Total	27,905	31	31,402	0	59,338

Calls occurring between: 04-01-2024 12:06:34 AM and 04-30-2024 11:54:03 PM

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/01/2024 01:14:59 PM

Grouping: Site & Call Origin

Date Range: 04/01/2024 12:00:00 AM - 04/30/2024 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	25,277	8,614	16,663	0	349	7,365	825	0	75	0	387	00:00:04
	Internal	1,461	0	1,461	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	6,458	0	6,458	0	0	0	0	0	0	6,458	0	00:00:00
	Total	33,196	8,614	24,582	0	349	7,365	825	0	75	6,458	387	00:00:04
DU-COMM	Incoming	53,263	20,786	32,477	0	1,043	16,092	3,478	0	173	0	1,005	00:00:05
	Internal	8,337	0	8,337	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,171	0	12,171	0	0	0	0	0	0	12,171	0	00:00:00
	Total	73,771	20,786	52,985	0	1,043	16,092	3,478	0	173	12,171	1,005	00:00:05
Total		106,967	29,400	77,567	0	1,392	23,457	4,303	0	248	18,629	1,392	00:00:05

Monthly 9-1-1 SystemTransfer Count

For (Call Origin)

Creation Date: 05/01/2024 01:12:20 PM

Grouping: Site & Call Origin

Date Range: 04/01/2024 12:00:00 AM - 04/30/2024 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	2,604	2,604	0	0	57	2,355	192	0	0	0	0	00:00:04
DU-COMM	2,960	2,960	0	0	29	2,749	182	0	0	0	0	00:00:05
Total	5,564	5,564	0	0	86	5,104	374	0	0	0	0	00:00:05

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/01/2024 01:14:10 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 04/30/2024 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	101,132	34,974	66,158	0	2,033	28,719	3,431	0	791	0	1,953	00:00:04
	Internal	6,275	0	6,275	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	25,899	0	25,899	0	0	0	0	0	0	25,899	0	00:00:00
	Total	133,306	34,974	98,332	0	2,033	28,719	3,431	0	791	25,899	1,953	00:00:04
DU-COMM	Incoming	209,809	80,081	129,728	0	4,088	61,802	13,538	0	653	0	3,989	00:00:05
	Internal	35,120	0	35,120	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	48,128	1	48,127	0	0	0	0	0	0	48,128	0	00:00:00
	Total	293,057	80,082	212,975	0	4,088	61,802	13,538	0	653	48,128	3,989	00:00:05
Total		426,363	115,056	311,307	0	6,121	90,521	16,969	0	1,444	74,027	5,942	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/01/2024 01:13:00 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 04/30/2024 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	10,184	10,184	0	0	246	9,129	809	0	0	0	0	00:00:04
DU-COMM	11,177	11,177	0	0	133	10,372	672	0	0	0	0	00:00:05
Total	21,361	21,361	0	0	379	19,501	1,481	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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
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	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	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	
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	
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	
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	
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	
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	
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	
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	
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 times	Closed	04/22/20	Consensus	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	
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	Requet 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-assign	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	Closed	03/15/24		Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	WMware 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	reinroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and postins 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 ofsite 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 informer	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 mutiple 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	Informer 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 alarm 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	02/22/22		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 Reatil-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 rels	Add pre-planned rels into LiveMum	Closed	07/28/22		Consensus				
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percatages	Closed	08/11/22		Consensus				
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	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			Consesus			
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 Division 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	In Process/Testing			Consensus				
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 cybersecurty	Closed	5-Sep-23						
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus					
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24	Consensus					
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus					
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	In Process/Testing		Consensus					

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

MAINTENANCE

3 maintenances completed between 3/01/24 thru 4/30/24

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
16507361	Customer	ACL Update	Customer Inquiry	4/23/2024
16403827	Customer	ACL Update	Customer Inquiry	4/16/2024
16326463	Customer	ACL Update	Customer Inquiry	4/8/2024

SERVICE ASSURANCE

0 Tickets opened between 4/01/24 thru 4/30/24



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: April 24, 2024
RE: DuJIS RMS Monthly Update

Accomplishments:

- Data Sheet Refresh project is ongoing.
 - Initial review of all datasheets is complete.
 - Development continues.
- OCR 10.0/MFR project planning is ongoing.
 - County IT has completed necessary preliminary tasks.
 - Functional development environment will be stood-up after executing a zero dollar change order.

Victories:

- Virtual demonstration of MFR and OCR 10.0 was conducted on 04/22/24.
- One additional virtual and one on-site demonstration of MFR and OCR 10.0 have been scheduled.
- Lombard is now using NIBRS Reporting Tool

Action Items:

- IGA
 - Continue working to develop new IGA.
 - Finalize exit agreement with Addison.
- Addison Axon project updates
 - Addison anticipates Go-live in summer 2024.
- NetRMS
 - Move legacy system off of aging hardware to dedicated server.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- 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.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Begin Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.
- Work with Hexagon to implement updates to both FBR and OnCall Analytics to address ongoing user complaints.



HEXAGON
SAFETY & INFRASTRUCTURE

April 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	April 30, 2024

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	14	P3	10	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 April 30, 2024

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.
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Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 14 support tickets were resolved in the month of April 2024.
- 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 Activities:



RSA Weekly Status Report: RMS/CAD



Date / Report / Author: Stakeholders for Distribution:

04/26/2024 - RSA Weekly Status Report - Steve Burrell, RSA

DuPage: Don Ehrenhaft, Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin

Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
Closed Cases (06)			
00207514	iTouch Interface Error Reading NIST File	RSA / Support	CLOSED
00229294	Agency is concerned about numerous "Unknown Offenders" with unknown Identifiers is causing the State to send Warning messages.	RSA	CLOSED
00233624	MAP Administration Utility crashes when opening files	RSA / Support	CLOSED
00148234	Recommend Unit issue	RSA / Support	CLOSED
00237110	Addison PD - no reports are in Supervisor review FBR inbox for approval - User entry errors	RSA / Support	CLOSED
00241707	Can't assign to calls to units B21,M21 Bloomingdale FPD	After-Hours Support	CLOSED
High Priority Items			
LEADS 3.0 Interface	LEADS 3.0 Interface In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00237110	Addison PD - no reports are in Supervisor review FBR inbox for approval - User entry errors	RSA / Support	CLOSED
00241707	Can't assign to calls to units B21,M21 Bloomingdale FPD	After-Hours Support	CLOSED
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00220460	Some NIBRS validation errors do not display description	RSA / NIBRS	Development
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress

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)	FBR: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	SSRS 2017 (using 2103 rdl)
OCA: 2212 (newest available ver. is 2309)	OCA: n/a
OCR: Version: 03.07.2104 (newest available ver. is 2310)	OCR Version: 03.07.2104 (newest available ver. is 2310)
NIBRS: 02.03.2401.08955	NIBRS: 02.03.2401.08955
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	IFCADRMSLINK: Version 09.04.0.40121 (Most recent refresh completed on .)



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 to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	In-Process	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00203010	Incident Numbers not showing in OCA 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. <i>"mastlocation auto-combine job is causing data warehouse records to reference deleted locations"</i>	RSA / Support/ GTC	Waiting on Customer	<i>2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.</i> DUPage has decided to wait for the next OCA update due MAY / June
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 Waiting on Customer	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.
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 Install / Deployment Scheduled	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 Install/deployment scheduled for TUE APR 30

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

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?

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 (OnCall Records)	P-3 MED	WebRMS returns no longer have linkable fields	MPS	Assigned	09/28/2023 - On hold until LEADS 3.0 interface is in place.
00006232 (OnCall Records)	P-3 MED	Cancelled BOLOS show up in Informer returns	Informer	Assigned	12/01 - – Miguel/Mo to set up a session with DuPage.
00006235 (OnCall Records)	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	Informer	Assigned	09/28/2023 - On hold until LEADS 3.0 interface is in place.
00006934	P-3 MED	Cross Agency Approving Supervisor	FBR	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support.



RSA Weekly Status Report: RMS/CAD



(OnCall Records)		Missing from all Merit Agency FBR Reports			12/01 – Gathering data.
00006935 (OnCall Records) AZDO 509323	P-3 MED	Reporting Officer not importing into Supplement Record. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	FBR	RSA / Support	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. 12/06/2023 - UPDATED CASE PROBLEM. I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
00089873 (Informer)	P3-MED	Informer Does Not run VIN Correctly	I/Dispatcher	GPC	07/14/2023 – On hold until LEADS 3.0 interface is available. 09/28/2023 - On hold until LEADS 3.0 interface is in place.
00097922 (Informer)	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system	Informer	RSA / Support	07/14/2023 – On hold until LEADS 3.0 interface is available
00143796	P-3	Getting Error sending a message to a few Dynamic message groups in dispatcher.	I/Disp	RSA	06/01/2023 – reviewed logs. Unable to find a cause.
00143821	P-3	'EX-DATING RELATIONSHIP' causes error in FBR validation	FBR	RSA / Support	06/14/2023 - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.

00181622	P-3	Can a Drivers license field be added to the supplemental information page?	I/Netviewer	RSA	11/06/2023 - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. 02/09/2024 - Escalated to GTC.
00220460	P-3	NIBRS Validation error code without message - E600U and IL 1.04	NIBRS	RSA/Support	03/11/2024 - AZDO Triage# 695507
00223623	P-#	IUCR Interface and Local Ordinance updates	OCR / XALT	RSA/Support	04/25/2024 – Currently in-process with DuPage RMS Team and DuPage County Clerk's office.

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	

Thank you

for your agency's generous support of DU-COMM's staff during
National Public Safety Telecommunications Week.

Your contributions to the NPSTW celebration
were greatly appreciated by all of our
Telecommunicators and staff.

Thank you on behalf of all our employees,
Jessica Robb, Executive Director

