



DU PAGE COUNTY

Police Records Management System Oversight Final Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Wednesday, September 13, 2023

2:00 PM

Room 3500B

1. **CALL TO ORDER**

2:00 PM meeting was called to order by Chair Berlin at 2:00 PM.

2. **ROLL CALL**

PRESENT	Berlin, Conroy, Fieldman, Martynowicz, McPhearson, Mendrick, Scalera, and Zerwin
ABSENT	Maranowicz, Ritz, and Sennett
LATE	Franz

3. **CHAIRMAN'S REMARKS**

Chairman Berlin announced the retirement of Bill Murphy, Chief of Wheaton Police, and wished him the best. He said Princeton Youker is taking over and he believes is being sworn in Monday.

4. **PUBLIC COMMENT**

No public comments were offered.

5. **APPROVAL OF MINUTES**

5.A. [23-2980](#)

Approval of Minutes for the Police Records Management System Oversight Committee - Regular Meeting - Wednesday, June 14, 2023

Attachments: [2023-06-14 PRMS Oversight Committee Minutes \(Summary\).pdf](#)

RESULT:	APPROVED
MOVER:	Deborah A. Conroy
SECONDER:	Anthony McPhearson

6. **ACTION ITEMS**

6.A. [ETS-R-0046-23](#)

Resolution for approval of a third monetary Milestone in the amount of \$231,353.10, in accordance with Exhibit C5: Terms of Payment schedule of Contract Restatement Purchase Order 950900/1914-1 to Intergraph Corporation, dba Hexagon Safety & Infrastructure, a Delaware Corporation, in the amount of \$231,353.10.

Member Zerwin said this resolution was approved at the ETSB meeting this morning, pending parent committee approval. She said the ETSB has a policy that brings the first

and last milestones of a project to the ETS Board, but allows the executive director to push the rest of the milestones to keep the project moving. She said, however, because this relates to payment that will be made by our stakeholders, it needs to be approved by this committee as well as the ETS Board.

Attachments: [MS 3 System Setup and Installation.pdf](#)

RESULT:	APPROVED
MOVER:	Linda Zerwin
SECONDER:	Anthony McPhearson
AYES:	Berlin, Conroy, Fieldman, Martynowicz, McPhearson, Mendrick, Scalera, and Zerwin
ABSENT:	Maranowicz, Ritz, and Sennett
LATE:	Franz

6.B. [23-2955](#)

Adoption of Police Records Management System Oversight Committee
2024 Meeting Schedule

Attachments: [Proposed 2024 PRMS Oversight Committee Schedule.pdf](#)

RESULT:	APPROVED
MOVER:	Deborah A. Conroy
SECONDER:	Anthony McPhearson

6.C. [23-2959](#)

Budget transfer for a total of \$815,215 from 4000-5840-57040 (PRMS Equipment Replacement Fund) to the following: \$702,135 to 4000-5830-54100 (PRMS Operating Budget - IT Equipment) and \$113,080 to 4000-5830-54107 (PRMS Operating Budget - Software) to cover the hardware and software refresh costs.

Ms. Lisa Smith clarified that this was discussed late last year and was approved, but there was nothing to memorialize it at that time.

RESULT:	APPROVED
MOVER:	Anthony McPhearson
SECONDER:	Peter Scalera
AYES:	Berlin, Conroy, Fieldman, Martynowicz, McPhearson, Mendrick, Scalera, and Zerwin
ABSENT:	Maranowicz, Ritz, and Sennett
LATE:	Franz

6.D. [23-2965](#)

FY2024 PRMS Budget

Member McPhearson said in June, staff brought the FY2024 budget before the committee for review and input. He said we are now coming to the committee to obtain a consensus. He said the amount has changed slightly, mainly for two reasons, including a bit of cleanup and the consolidation of two budget lines into one. He said now all of our PRMS items are captured under one account. He said in June staff presented a \$1.7 million budget, which they projected was 3% higher than the previous year; however, the actual number came in at \$1.8 million and is \$249,000 less than the previous year and is an 11% decrease.

Member Franz said the Treasurer had a great presentation at the ETSB meeting this morning about investment income. He suggested we track that in the PRMS budget as well. Member McPhearson said he asked the Treasurer or Ellen to come and share more information between ETSB and PRMS, but they were unable to attend today's meeting. He said he hopes to have them attend in the future, but staff will track that going forward.

Member Franz said there may be a municipality or two that may be interested in pulling out of the consortium. He said that would impact the budget as well. He said it is the job of this committee to vet any issues and be more engaged, hopefully drawing some of the concerns out and addressing them. Chair Berlin agreed with Member Franz and said he thinks that is one of the reasons our departments work so well together, is because we have this group in a single system that they are all a part of. Member McPhearson said we can add this as a discussion on our next agenda. He said he would like to hear more about the second agency that is considering pulling out. Member Franz asked if there is an opportunity to send something out to all agencies to get a sense of who is interested in extending this for another five years as well as to find out who is having issues. Member McPhearson said we have started that process, but we need to make some adjustments to the IGA before we start reaching out to the agencies.

Member Zerwin said Bartlett never came on the system and Addison is the only one we know of who has given a letter saying they want to pull out. She said they went to Axon, noting that they are cheaper because they do not have the interfaces and build out that we have today.

Member Zerwin showed the Treasurer's slide from the ETSB meeting regarding interest earning projections.

Attachments: [FY24 PRMS Budget Memo](#)
 [FY24 PRMS Cost Projections](#)

RESULT:	APPROVED
MOVER:	Deborah A. Conroy

SECONDER:	Anthony McPhearson
AYES:	Berlin, Conroy, Fieldman, Martynowicz, McPhearson, Mendrick, Scalera, and Zerwin
ABSENT:	Maranowicz, Ritz, and Sennett
LATE:	Franz

7. **REPORTS**

Member McPhearson noted that the NIBRS reporting tool is implemented and working.

7.A. [23-2956](#)

DuJIS RMS Monthly Update May 2023

Attachments: [Monthly Report for PRMS May 2023.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Deborah A. Conroy
SECONDER:	Jeffrey Martynowicz

7.B. [23-2957](#)

DuJIS RMS Monthly Update June 2023

Attachments: [Monthly Report for PRMS June 2023.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Deborah A. Conroy
SECONDER:	Jeffrey Martynowicz

7.C. [23-2958](#)

DuJIS RMS Monthly Update July 2023

Attachments: [Monthly Report for PRMS July 2023](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Deborah A. Conroy
SECONDER:	Jeffrey Martynowicz

7.D. [23-2985](#)

DuJIS RMS Monthly Update August 2023

Attachments: [Monthly Report for PRMS August 2023.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Deborah A. Conroy
SECONDER:	Jeffrey Martynowicz

8. OLD BUSINESS

Chair Berlin said we do not have an update on Addison but will provide one at the next meeting.

Member Franz asked that we send them a letter and request that they respond, detailing what they are not satisfied with so we can respond to those issues. Member McPhearson said Don Ehrenhaft has recently reached out to them. Mr. Ehrenhaft said he reached out last week and spoke with Deputy Chief Selvik, who is working with Axon to get answers about a projected implementation date. Mr. Ehrenhaft said he plans to set up a formalized, regular channel of communication so we can get regular updates, which will be included in his monthly reports. Chair Berlin said he still feels it is a good idea to send them a letter.

9. NEW BUSINESS

Ms. Lisa Smith said she is working on the IGA and at the next meeting we can incorporate some of the discussion from today. She said she is working to include the process of leaving, including the notice time frame and allowing this group time to correct any concerns or issues. Member Franz asked if we are looking at a five year agreement again. Member Blumenthal said he feels that would be best and would make the most sense. Member Franz asked when the next refresh would take place, to which Mr. Ehrenhaft responded in 2027. Member McPhearson said it should be a minimum of five years. Member Zerwin said we can add language allowing agencies to opt out after the contract so we know what to expect for a renewal. Member Franz said the language now says they can only opt out at renewal time, and maybe that is sufficient for the next contract too, but we should have some kind of period in case there are issues, which would allow time for those issues to be addressed. Ms. Smith asked how much time would be appropriate to address any issues, on the technical side. Member McPhearson said it would really depend on the issues, so maybe they can create categories of severity, so minor issues would be 30 days while a medium issue could be a few months, and a major issue would allow possibly up to a year. Ms. Smith confirmed that the separation notice is currently six months. Member Franz he does not think the IGA includes anything on the working committee, so maybe identifying the working committee as functioning at a high level to address those issues would be appropriate. Ms. Smith and Member Blumenthal said that language is included, but we can add to it. Member Franz said he trusts Member McPhearson and Mr. Ehrenhaft to provide their recommendations.

10. ADJOURNMENT

With no further business, the meeting was adjourned.



Minutes

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2980

Agenda Date: 9/13/2023

Agenda #: 5.A.



DU PAGE COUNTY

Police Records Management System Oversight Final Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
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Wednesday, June 14, 2023

2:00 PM

Room 3500B

1. **CALL TO ORDER**

2:00 PM meeting was called to order by Chair Berlin at 2:02PM.

2. **ROLL CALL**

PRESENT	Bloom, Berlin, Conroy, Franz, Martynowicz, McPhearson, Mendrick, Vesta, and Zerwin
ABSENT	Fieldman, Maranowicz, and Scalera

3. **CHAIRMAN'S REMARKS**

Chairman Berlin said there have been some changes in the police ranks in the County. He said Chief Bob Schaller of Willowbrook retired, adding that Lauren Casper was appointed from Deputy Chief to Chief of Police. He said Steve Herron, a longtime chief in the County, in Roselle, has also retired and Bob Beretto was sworn in the other night. He welcomed them amongst the ranks of the finest police in the country.

4. **PUBLIC COMMENT**

No public comments were offered.

5. **APPROVAL OF MINUTES**

5.A. [23-2086](#)

Approval of Minutes for the Police Records Management System Oversight Committee - Regular Meeting - Tuesday, December 13, 2022

Attachments: [2022-12-13 PRMS Oversight Committee Minutes \(Summary\)](#)

RESULT:	APPROVED
MOVER:	Mark Franz
SECONDER:	Anthony McPhearson

6. **DISCUSSION**

Member McPhearson said he would like to combine items 6A, 6B, and 6C. He then provided an update to the committee using the attached presentation.

First, Member McPhearson discussed staffing changes within the RMS team.

Member McPhearson then provided an update on the Illinois NIBRS reporting tool implementation. He said we certified with the state of Illinois in April, noting that Carol Stream

certified on behalf of the entire PRMS consortium. He said we have to certify with less than 4% error rate, and we certified with less than 1%. Member McPhearson said they are working to move all of the other agencies to NIBRS, for which the official launch is in August. At that point, agencies will be able to report monthly and annually directly to the State.

Member McPhearson said the OnCall Analytics project is complete, which allows agencies to use PRMS data in a more analytical way than they did before.

Lastly, Member McPhearson discussed the hardware / software refresh. He said the hardware refresh was completed in partnership with ETSB. He said we are scheduled to move forward with the software refresh in August and anticipate it will be finished by mid- to late-2024. Member Blumenthal asked if there is any connection or integration between Evidence.com and the RMS system, to which Mr. Ehrenhaft said no, not at this time. Member McPhearson said it is something we are looking at in conjunction with ETSB, as well as other systems that may integrate with the CAD and RMS systems. Member Zerwin said a lot of the interfaces we originally thought we were going to do, we did not do, because they were costly and the return on investment was not there. Member McPhearson said these integrations may seem easy but they are always much more complex. He said we are the largest Hexagon consortium, and Hexagon is a huge organization with close to 36 participating organizations, with 62 more on the CAD side. He said this creates more complexity and causes it to take more time than one would think. Member Zerwin said one of the challenges is there is a lot of real-time applications now, which is fine for one agency, but it is a large tax on the system when there are 60-plus agencies.

Member McPhearson then discussed the proposed RMS/DuJIS budget for FY2024, included in the attached presentation. He explained that the 3% increase in budget is primarily due to the new software contract that was executed last year. He said there was also a small increase in salaries and benefits. Member Franz asked if the requested amount accounts for the \$40,000 mentioned earlier during the discussion pertaining to staffing changes; Member McPhearson said yes. Member McPhearson said the current RSA contract expires in 2026.

Member McPhearson discussed the Equipment Replacement Fund (ERF). He reminded the committee that the intergovernmental agreement (IGA) says we will put \$400,000 in the ERF for eight years, and by the eight year there would be \$3 million in the fund. He said last year this committee agreed to use money from the ERF to fund the software upgrade, which cost \$815,214.80. He said doing so leaves us with a current balance of \$985,785. He said if we continue along the same path of contributing \$400,000 every year, we will have \$2,584,785 in the Equipment Replacement Fund, which is about \$414,000 short of what we committed to in the IGA. Chair Berlin said the IGA expires April 30, 2024, but automatically renews as of May 1, 2024 for one year, unless the committee determines otherwise. Member Franz asked if that applies to subsequent years, to which Chair Berlin said yes.

Member McPhearson discussed the IGA renewal. He said we can allow it to expire and let the automatic renewal kick in. He said, however, that he recommends making some revisions to the IGA this year that puts us in a better position as an organization and will help the agencies that are part of the IGA. He said out of the 30 agencies currently part of the IGA, there is one agency that has decided to leave, or at least not be part of our Hexagon contract. He said he needs to

speaking with the State's Attorney's Office to see how they can still participate in the consortium but not pay toward the cost of the Hexagon contract. He said we need to discuss how their leaving will affect the rest of the consortium and then how we will address those types of requests going forward. He said he thinks we need to have a more formal structure within the IGA that encourages agencies to work with us, because anyone leaving the consortium has a direct impact on all the other organizations involved. He said it also has a direct impact on law enforcement's ability to share information and do predictive analytics. Member McPhearson said having 30 agencies participate, sharing information, sharing data, helping each other, and collaborating is a very positive thing for DuPage County, something we should continue to do. He said as part of this new agreement, we need to put language in that requests any agencies with issues or concerns to formalize them and give the RMS team the opportunity to rectify the issues before moving forward. He said the impact on the other organizations needs to be included, such as the cost per user per year. He said his team is not prepared to talk about all of their recommendations today, but they will be working with the State's Attorney's Office to prepare their recommendations and bring them to the committee at a future date.

Member Franz asked how an agency pulls out of the agreement, asking if there is a termination provision or fine in place. Chair Berlin said an agency would need to provide written notice prior to November 1st in the year immediately preceding a renewal of a successive term of the agreement. Member Franz said the agency that is leaving has paid toward the Equipment Replacement Fund and asked if there is any provision that would allow them to pull back those funds; Chairman Berlin said he does not believe such a mechanism exists. Member Franz expressed his disappointment in having an agency pulling out of the agreement. He said we should require training at the agency level. Member McPhearson said we are increasing training, but it is not currently mandatory. Ms. Smith said the agreement should include guidance that allows the RMS team the opportunity to correct any issues agencies may be experiencing before they withdraw. Member McPhearson said for this particular agency, we did recommend sitting down with them to figure out what the concerns were, and they did not provide that information. Member Zerwin said agencies that think they are going to move do not realize how much work and time it will take, so we should include a mechanism that creates a notification that provides the consortium statuses as to where they were at so all members are aware, as it will have an impact on member costs.

Chair Berlin said he has not heard of anyone else considering leaving the consortium. He said they met recently with Hexagon and made a lot of progress. Member McPhearson echoed that we have made progress. He said additionally, there are no perfect applications and there will be issues with any vendor and project. He said some improvements came in leadership on both our end and Hexagon's side. He said he feels Hexagon has stepped up and made improvements.

Member Zerwin said we have used a substantial portion of the equipment replacement fund for the hardware upgrade, so there are some calculations that are needed to figure out what may or may not be remaining if an agency does leave. She said that language should be detailed in the IGA as well. She said, as a reminder, part of the reason there is an equipment replacement fund is because this contract is under ETSB, and ETSB cannot fund report writing so we split that cost. She said if the State's Attorney wanted to set up a way for this consortium to act independently, should they choose to leave, they would have money in the bank for that and

ETSB stops being responsible for reimbursements. She said the fact that there is a consortium, if they did stay with this product, there may not need to be as much money in that account going forward. Member McPhearson said his team with work on formalizing their recommendations for modifying the IGA over the next couple months as well as send the IGA to committee members.

Member Franz asked that an updated committee list be sent to the members as well.

Member McPhearson said the PRMS budget will come back to the committee for approval in September.

Member Franz asked if the letter from the agency who is leaving could be shared with members, as well as any future departures.

6.A. [23-2089](#)

General PRMS Updates

6.B. [23-2087](#)

FY2024 PRMS Budget Presentation

Attachments: [FY24 PRMS Budget Memo](#)
 [FY24 PRMS Cost Projections](#)

6.C. [23-2088](#)

Intergovernmental Agreement Renewal and Recommendations

7. OLD BUSINESS

No old business was discussed.

8. NEW BUSINESS

Chair Berlin introduced and welcomed new committee members, Jim Ritz and Jodi Sennett.

9. ADJOURNMENT

With no further business, the meeting was adjourned.



ETSB Resolution

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: ETS-R-0046-23

Agenda Date: 9/13/2023

Agenda #: 7.B.1.

RESOLUTION FOR APPROVAL OF MILESTONE 3, A MONETARY MILESTONE, IN THE AMOUNT OF \$231,353.10, IN ACCORDANCE WITH EXHIBIT C5: PAYMENT MILESTONE SCHEDULE OF CONTRACT 1914-0001 SERV BETWEEN THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY AND INTERGRAPH CORPORATION D/B/A HEXAGON SAFETY & INFRASTRUCTURE (TOTAL MILESTONE AMOUNT: \$231,353.10)

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, a contract Restatement, 1914-0001 SERV, has been negotiated and approved in accordance with the DU PAGE ETSB ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Milestone #3, a monetary milestone, in the amount of \$231,353.10, for “Upon Completion of Task - System Setup and Installation” pursuant to Exhibit C5: Payment Milestone Schedule of Contract Restatement 1914-0001 SERV having been duly completed; and

WHEREAS, approval of said milestone will allow payment of said claim pursuant to the milestones in Exhibit C5: Payment Milestone Schedule of Contract Restatement 1914-0001 SERV, Purchase Order #950900 to Intergraph Corporation, dba Hexagon Safety & Infrastructure, a Delaware Corporation, in the amount of \$231,353.10;

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Milestone #3, a monetary milestone, in the amount of \$231,353.10, for Completion of “Upon Completion of Task - System Setup and Installation” pursuant to Exhibit C5: Payment Milestone Schedule of Contract Restatement 1914-0001 SERV, be, and it is hereby approved by the DU PAGE ETSB to Intergraph Corporation dba Hexagon Safety & Infrastructure, a Delaware Corporation, with its principal office at 305 Intergraph Way, Madison, AL 35758, in the amount of \$231,353.10.

Enacted and approved this 13th day of September, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



HEXAGON

PROJECT DELIVERABLE SIGN OFF FORM

DuPage County, IL ETSB

Submission Date:	8/17/2023	Sign-Off Target Date:	8/30/2023
Submitted By:	George Preussel	Submitted To:	Linda Zerwin
Customer Contract #:	2022-85394	Customer/Project #:	DUPG9

TYPE OF DELIVERABLE

SOW Tasks
 Payments
 Plans/Designs
 Training
 Other

DELIVERABLE INFORMATION

<u>DELIVERABLE DESCRIPTION</u>	<u>AMOUNT OF PYMT</u>
Milestone 3: Upon Completion of Task – System Setup and Installation	\$ 231,353.10

With the deliverable described above complete, the Customer shall have ten (10) working days after receipt of a written request from Hexagon, to either sign-off that the deliverable has been met or state in writing to Hexagon the reason the deliverable has not been met.

Sign-off of the deliverable shall be based solely upon the deliverable meeting the requirements stated in the Agreement between the DuPage ETSB, dated 3/9/2022, and shall be indicated by the Customer signing the Project Deliverable Sign-off Form. If the Customer does not provide such sign-off or rejection within the ten-day working period, then the deliverable will be deemed to have been accepted.

The signature below acknowledges that the deliverable described in the Agreement and listed above meets all the appropriate criteria and supersedes all prior requirements for this item.

Customer acknowledges completion of this payment milestone according to the Contract Payment Milestone Schedule and provides authorization to invoice this milestone.

Authorized Customer Representative

Customer Contact Name

SIGNATURE

DATE



Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2955

Agenda Date: 9/13/2023

Agenda #: 6.B.

**Police Records Management System (PRMS)
Oversight Committee
2024 Meeting Schedule**

All meetings will convene at 2:00 p.m.
Conference Room 3-500B
(Unless otherwise specified)
421 N. County Farm Road
Wheaton, IL 60187

Wednesday, March 13th

Wednesday, June 12th

Wednesday, September 11th

Wednesday, December 11th



Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2959

Agenda Date: 9/13/2023

Agenda #: 6.C.

RESOLUTION

**BUDGET TRANSFER
FROM PRMS EQUIPMENT REPLACEMENT FUND
TO PRMS OPERATING BUDGET
FOR A TOTAL AMOUNT OF \$815,215.00
FY 2023**

WHEREAS, the PRMS Oversight Committee shall have the exclusive authority to authorize the County to transfer funds from the PRMS Oversight Committee Equipment Replacement Fund to the PRMS Oversight Committee System Operation Fund and to authorize expenditures from the PRMS Oversight Committee Operation Fund; and

WHEREAS, the PRMS Oversight Committee shall from time-to-time direct the Treasurer to transfer funds from the PRMS Oversight Committee Equipment Replacement Fund to the PRMS Oversight Committee Operation Fund for disbursement. Such funds may only be disbursed to pay the costs associated with the upgrade or replacement of the System or consistent with a policy adopted by the PRMS Oversight Committee in accordance with Section 5.02(1).

NOW, THEREFORE, BE IT RESOLVED, the PRMS Oversight Committee authorizes the Treasurer to transfer a total amount of \$815,215.00 from 4000-5840-57040 (PRMS Equipment Replacement Fund); \$702,135 to 4000-5830-54100 (PRMS Operating Budget - IT Equipment) and \$113,080 to 4000-5830-54107 (PRMS Operating Budget - Software), to cover hardware and software refresh costs.

Enacted and approved this 13th day of September, 2023 at Wheaton, Illinois.

**ROBERT BERLIN, CHAIR
POLICE RECORDS MANAGEMENT SYSTEM
OVERSIGHT COMMITTEE**

Attest: _____

**SARAH GODZICKI
COMMITTEE SECRETARY**



Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2965

Agenda Date: 9/13/2023

Agenda #: 6.D.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee
FROM: Don Ehrenhaft
DATE: June 14, 2023
Subject: PRMS FY24 Budget Memo

Attached is the proposed FY24 operational and reimbursement budget. The spreadsheet is broken down into four tabs; DuJIS PRMS Ops and System Costs Projections, DuJIS-PRMS (1000-1115), Equipment Replacement Fund, and Agency Cost Projections.

DuJIS PRMS Ops and System Costs Projections:

If all line items are approved and the hardware and software refresh cost are paid from the Equipment Replacement fund, the total estimated cost to the agencies for FY24 will be \$1,797,682.55. This is an increase of \$51,377.99 (3%) from the FY23 budget proposal. The cost per user is \$1,041.53. This is an increase of \$29.77 per user from FY23.

The DuJIS PRMS Ops and System Costs Projections spreadsheet list all expenses that have been identified. The three largest expenses are as follows:

- Salary Expense - \$ 457,012.99 (-2%)
- Maintenance - \$623,364.00 (+7%)
- Equipment Replacement - \$ 400,000.00 (0%)

DuJIS-PRMS (1000-1115):

The total cost incurred by the County IT Department will be \$617,372.25. This is an increase of \$13,183.49 (+2%) from the FY23 budget. Increases are due primarily to scheduled, contractual increases in maintenance costs.

Employee salaries are included in the cost; however, employee benefits are not. Employee benefits are accounted for on the DuJIS PRMS Ops and System Costs Projections spreadsheet. Benefit costs are estimated at \$141,451.26.

The DuJIS-PRMS (1000-1115) will be presented to the DuPage County Board as part of the County IT Departments budget.

All cost listed in the DuJIS-PRMS (1000-1115) spreadsheet are represented in the DuJIS PRMS Ops and System Costs Projections spreadsheet.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

PRMS Equipment Replacement Fund:

Background:

The inter-governmental agreement (IGA) outlines the establishment of the Equipment Replacement Fund. The purpose is to have enough capital set aside for the refresh and five years after that, a refresh/replacement of the complete system. The IGA asks that participants fund their Equipment Replacement account at \$3,000,000 by the end of the contract.

Fund Balance:

Currently, the fund balance is approximately \$985,785. The estimated total amount of funds at the end of FY24 is \$1,385,785.

Equipment Replacement Fund Schedule:

Based on the direction of the Committee, the annual contribution to the fund will remain at \$400,000 for FY24. For purposes of projections, the schedule keeps the annual contribution rate at \$400,000 per year through the end of the contract. The total amount that will be collected through the end of the contract is \$2,584,785. This amount includes paying of the refresh from the fund. This will leave the fund \$415,215 short of the \$3,000,000 stated in the IGA.

Adjusting contribution amounts or modifying the IGA to change the required total amount are both potential means to address this shortfall and are at the discretion of the Committee.

Agency Cost Projections:

The Agency Cost Projections spreadsheet shows the financial impact to member agencies. If all line items are approved at full budgeted cost, the per user cost will be \$1,041.53. This is an increase of 3% from the FY23 budget proposal.

This amount is subject to change if the total user count, for some or all agencies, changes. The count used for invoicing is pulled annually on November 30th. The agencies are given a two week notice to submit any changes.

DuJIS PRMS Ops and System Costs Projections - FY 2024FY 2027

Fund:	Description:	FY22 Budget	FY23 Budget	FY24 Budget	FY23-FY24 (+/-) \$	FY23-FY24 (+/-) %	FY25 Projection*	FY26 Projection*	FY27 Projection*
DuJIS-PRMS (1000-1115)	Salary Expense	341,605.14	464,379.76	457,012.99	(7,366.77)	-2%	479,863.64	503,856.82	529,049.66
DuJIS-PRMS (1000-1115)	Benefits	102,482.00	121,101.00	155,059.19	33,958.19	28%	162,812.15	170,952.76	179,500.39
DuJIS-PRMS (1000-1115)	DuJIS-PRMS Other Dept Costs	31,503.00	18,708.00	18,908.00	200.00	1%	19,853.40	20,846.07	21,888.37
	Sub Total	475,590.14	604,188.76	630,980.18	26,791.42	4%	662,529.19	695,655.65	730,438.43
	Cost Per User	275.54	350.05	365.57			383.85	403.04	423.20
ETSB-PRMS Ops (4000-5830)	Maintenance for ISP UCR Reports	14,404.00	14,404.00	0.00	(14,404.00)	-100%	0.00	0.00	0.00
ETSB-PRMS Ops (4000-5830)	Maintenance	461,330.00	584,693.00	623,364.00	38,671.00	7%	642,044.00	661,310.00	681,157.00
ETSB-PRMS Ops (4000-5830)	Order 6: Resident System Administrator Services	0.00	135,879.00	149,806.50	13,927.50	10%	157,296.83	165,161.67	0.00
ETSB-PRMS Ops (4000-5830)	Zendesk Licensing (6.5 agents)	0.00	7,139.80	7,139.80	0.00	0%	7,496.79	7,871.63	8,265.21
ETSB-PRMS Ops (4000-5830)	Additional Maintenance for MR and NV (100)	69,458.00	0.00	0.00	0.00		0.00	0.00	0.00
	Sub Total	545,192.00	742,115.80	780,310.30	38,194.50	5%	806,837.62	834,343.30	689,422.21
	Cost Per User	315.87	429.96	452.09			467.46	483.40	399.43
							0.00	0.00	0.00
ETSB-Equip Repl (4000-5840)	Equipment Replacement	400,000.00	400,000.00	400,000.00	0.00	0%	400,000.00	400,000.00	0.00
	Sub Total	400,000.00	400,000.00	400,000.00			400,000.00	400,000.00	0.00
	Cost Per User	231.75	231.75	231.75			231.75	231.75	0.00
	TOTALS	1,420,782.14	1,746,304.56	1,811,290.48	64,985.92	4%	1,869,366.80	1,929,998.94	1,419,860.64
	Cost Per User	823.16	1,011.76	1,049.42	37.65	4%	1,083.06	1,118.19	822.63

*Assumes a fixed multiplier of 5% annually for personnel and other departmental costs.

DuJIS PRMS Ops and System Costs: DuJIS-PRMS (1000-1115) - FY 2024

Owner	Account Codes	Description	FY 22	FY 23	FY 24	(+/-) \$	(+/-) %	FY 25 Projection*	FY 26 Projection*
RMS	50000 REG SALARIES	REGULAR SALARIES - Head Count: 5	341,605.14	\$464,379.76	\$ 457,012.99	(7,366.77)	-2%	479,863.64	503,856.82
RMS	52100 DP EQUIP-SM VALUE	Computer Hardware - Staff	3,000.00	2,050.00	2,000.00	(50.00)	-2%	2,100.00	2,205.00
RMS	53020 IT PROFESSIONAL SERVICES	Consultants	10,000.00	0.00	0.00	0.00	0%	-	-
RMS	53806 Software Licenses	Software Licenses	300.00	300.00	300.00	0.00	0%	315.00	330.75
RMS	53500 MILEAGE EXP	Mileage Expenses	250.00	0.00	250.00	250.00	0%	262.50	275.63
RMS	53510 TRAVEL EXP	Travel Expenses for Vendor Conference	8,153.00	6,258.00	6,258.00	0.00	0%	6,570.90	6,899.45
RMS	53600 DUES & MSHIP	Dues and Memberships	100.00	100.00	100.00	0.00	0%	105.00	110.25
RMS	53610: INSTRUCTION & SCHOOLING	Staff Development	10,000.00	10,000.00	10,000.00	0.00	0%	10,500.00	11,025.00
Total			373,408.14	483,087.76	475,920.99	(7,166.77)	-1%	499,717.04	524,702.89

*Assumes a fixed multiplier of 5% annually for personnel and other departmental costs.

PRMS Equipment Replacement Fund

Approximate Fund Balance: \$985,785

FY19	FY20	FY21	FY22	FY22	FY23	FY24	FY25	FY26	Final Amount	Diff fr IGA
Yr 1	Yr 2	Yr 3	Refresh	Yr 4	Yr 5	Yr 6	Yr 7	Yr 8		\$3,000,000.00
\$ 600,000	\$ 400,000	\$ 400,000	\$ (815,215)	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 2,585,785	\$ 414,215



Staff Report

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2956

Agenda Date: 9/13/2023

Agenda #: 7.A.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, Interim PRMS Manager
DATE: May 30, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
 - County IT is working with Command Focus Group to coordinate training efforts.
 - Preparation of the production environment is complete.

Victories:

- NIBRS
 - Consortium on track to go live on August 1, 2023.
- OnCall Analytics (OCA)
 - Dashboards and paginated reports are fully functional.

Challenges to Overcome:

- NIBRS Transition Go-Live/Certification
 - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The “go-live” process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
 - Hexagon has been asked to provide a step-by-step plan for the implementation process.
- OnCall Analytics
 - Hexagon is looking into an issue with report subscriptions.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Friday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Established new framework for rapid resolution, consistent communication, and transparent interaction.



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Next Month's Actions Items:

- Solicit dashboard approval (OCA) from agency Command staff
- Communicating a plan to implement NIBRS in production (Go Live)
- Continue Go-live preparation for NIBRS
- Continue preparatory efforts for MFR/OCR 10.0 project



May 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	May 31, 2023

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	0	P2	1	P2	2
Below target	<input type="checkbox"/>	P3	25	P3	7	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 May 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. 5/26/2023.</p>

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 17** support tickets were resolved in the month of May 2023.
- Several of the CRs are resolved in later versions of CAD
- Discussed and confirmed Hexagon's commitment to maintaining VMWare Updates

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	06-06-2023
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 (6)			
00154592	GPS is not working in MPS		CLOSED
00155238	Dispatch not able to update address for events. Intermittent		CLOSED
00119988	I/Dispatcher informer crashes		CLOSED
00151487	ExternalUnit.exe utility gives error "could not connect to CAD to send command!"		CLOSED
00155479	New installed MPS clients do not operate properly for LEADS functions - Hinsdale PD		CLOSED
00148499	Active MQ / Port Scanning (FBR reports stuck /missing after being approved)		CLOSED
High Priority Items			
00154592 (P1 downgraded to P3)	GPS is not working in MPS 06/01/2023 - Problem resolved. Map was rolled back. When users logged off and logged back in, GPS worked properly.	Support / RSA / DuPage	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
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS	Worked on prep tasks for agencies already reporting manually to NIBRS & NIBRS Transfer Service on PROD.	RSA / NIBRS Team	In-progress
00148499 (ActiveMQ)	ActiveMQ - Queues are working well. Will continue to monitor.	RSA	Closed
00119988	I/Dispatcher informer crashes Pos 24 & 27 - May be related to an unrecognized character. Will review at Cad Working session Mon, FEB 13. 02/24/2023 - Reviewing again for formatting unusual characters.	RSA	Closed



RSA Weekly Status Report: RMS/CAD



	05/25/2023 - There is no further actionable information to investigate. Discussed with customer. attempted to run the name Madrigal, Carlos m/w 102585 from the supplemental field and it gave them a file dump error and crashed their CAD		
00151487	ExternalUnit.exe utility gives error "could not connect to CAD to send command!" 05/17/2023 - Kris @ DuPage to run the exe 1x "as administrator" to populate the com objects.	Support / RSA	Closed
00155238	Dispatch not able to update address for events. Intermittent 06/01/2023 - Kris Cieplinski (Customer) will continue to monitor. Since there is no current actionable items & information related to causality, Kris will open a new ticket and reference this one when an additional event happens.	Support / RSA	Closed
00155479	New installed MPS clients do not operate properly for LEADS functions - Hinsdale PD 05/30/2023 - It was determined the <u>customer did not have a c:\temp folder.</u> Once the c:\temp folder was implemented with proper file folder permissions, MPS functioned properly.	RSA	Closed

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) OCA: 2212 OCR: Version: 03.07.2104 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2211.2 + March 30 Hotfix Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2211.2 + March 30 Hotfix Address Server: 2004.02 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>	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. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	CR# 324347 AZDO 509323 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.		
00132255 <i>(I/Disp)</i>	units disappearing from screen	I/Dispatcher	RSA	02/10/2023 – Did not see any problems with Listener. 02/15/2023 – Confirmer with Kris (DuPage) users ar NOT using nay custom display filters that were not issued by ETSB.		



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 (OnCall Records)	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 (OnCall Records)	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 (OnCall Records)	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>
00006934 <i>(OnCall Records)</i>	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	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>
00006940 <i>(I/Dispatcher)</i>	P3-MED	<p>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.</p> <p>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



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
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 field is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</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. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues.



RSA Weekly Status Report: RMS/CAD



					02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00149212 (OCA)	OCA	OCA Subscriptions - possible bug discovered in search filter. AZDO bug filed.	OCA	RSA / OCA Team	OCA Team working on AZDO bug ticket.
00150231	OCR	Disposition substitution when records move from FBR to OCR	OCR	RSA	05/29/2023 – will finish testing the week of JUNE 05
00155210	FBR	Some FBR reports (1 or 2 reports per week) are approved but say DRAFT in OCR.	FBR	RSA	06/01/2023 - Waiting on DuPage to provide further specific details on occurrences.

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	



Staff Report

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2957

Agenda Date: 9/13/2023

Agenda #: 7.B.



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INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: June 28, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
 - Refresher workshops are scheduled for 7/18/23 with very high attendance planned.
- OnCall Analytics project deliverable is complete.

Victories:

- NIBRS
 - Consortium on track to go live on August 1, 2023.
- OnCall Records/FBR
 - Worked with RSA to resolve ongoing systemic issue of disappearing reports.
- Issue Resolution
 - Using strategies to more efficiently organize, address, and resolve discreet trouble tickets as well as identify systemic issues resulting in a consistently smaller number of open tickets and faster resolution time.

Challenges to Overcome:

- NIBRS Transition Go-Live/Certification
 - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The “go-live” process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
 - Agencies are being reminded about implementation expectations and helpful tips for a smooth transition.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Thursday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Established new framework for rapid resolution, consistent communication, and transparent interaction.



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Next Month's Actions Items:

- Facilitate End-User led refresher workshops.
- Actively communicating a plan to implement NIBRS in production (Go Live).
- Continue Go-live preparation for NIBRS.
- Continue preparatory efforts for MFR/OCR 10.0 project.
- Begin forming the structures that will shape the MFR/OCR 10.0 landscape, including subcommittees and focus groups.



June 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	June 30, 2023

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	1	P2	2	P2	2
Below target	<input type="checkbox"/>	P3	21	P3	7	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 June 30, 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. 6/23/2023.</p>

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 13** support tickets were resolved in the month of June 2023.
- Several of the CRs are resolved in later versions of CAD - Upgrade in progress
- Discussed and confirmed Hexagon's commitment to maintaining VMWare Updates

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	06-23-2023
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 (4)			
00159399	Custom NIBRS IL fields contain NULL values	RSA	CLOSED
00158625	Error while planning route on CAD MAP	RSA	CLOSED
00150009	CAD-PRI-DB1 CRASH	RSA	CLOSED
00149212	Some Subscription reports are too long.	RSA	SOLVED
High Priority Items			
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
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS prep	Worked on prep tasks for agencies already reporting manually to NIBRS & NIBRS Transfer Service on PROD.	RSA / NIBRS Team	Part 1 Completed. Part 2 to start in July
00149212 (OCA)	Some Subscription reports are too long. It appears the use of the "Calls For Service Details By Unit" table is causing at least part of the problem. Need to identify all field references to "Calls for Service Details by Unit." table and find a suitable substitution from a diff table.	Waiting on Customer	SOLVED
LEADS 3.0 Interface	Provided requested information to Hexagon Development team. Working with ETSB to obtain some additional information from ISP/LEADS.	RSA / Hexagon / DuPage	In-Process
00156706	CAD Map Shading Currently looking at CAD and local software / polygon issue. When zoomed in color does not display correctly – possibly some default color settings.	RSA / Support / DuPage	SOLVED Waiting on Customer for confirmation



RSA Weekly Status Report: RMS/CAD



	<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>		
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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) OCA: 2212 OCR: Version: 03.07.2104 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2305 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2305 Address Server: 2004.02 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>	<p>units disappearing from screen</p>	I/Dispatcher	RSA	<p>02/10/2023 – Did not see any problems with Listener.</p> <p>02/15/2023 – Confirmer with Kris (DuPage) users ar NOT using nay custom display filters that were not issued by ETSB.</p>		



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 (OnCall Records)	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 (OnCall Records)	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 (OnCall Records)	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>
00006934 <i>(OnCall Records)</i>	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	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>
00006940 <i>(I/Dispatcher)</i>	P3-MED	<p>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.</p> <p>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



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
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 field is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</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. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues.



RSA Weekly Status Report: RMS/CAD



					02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00149212 (OCA)	OCA	OCA Subscriptions - possible bug discovered in search filter. AZDO bug filed.	OCA	RSA / OCA Team	OCA Team working on AZDO bug ticket.
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	



Staff Report

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2958

Agenda Date: 9/13/2023

Agenda #: 7.C.



**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: July 26, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
 - Workshops had nearly 100% attendance.
 - User engagement was extremely high.
 - Feedback was very positive.

Victories:

- NIBRS
 - Consortium on track to go live on August 1, 2023.
 - User confidence high.
 - Consistently providing communication to end-users, maintaining engagement.
- Issue Resolution
 - Continuous use of resolution strategies has cut average open ticket numbers by 50%.

Action Items:

- NIBRS Transition Go-Live/Certification
 - Agencies have been given instruction on how to make final preparations for implementation.
 - Agencies are being provided with spreadsheets listing specific records that need to be addressed.
 - Production Reporting Tool has been distributed, including detailed instructions for successful installation.
- 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
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Next Month's Actions Items:

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



Staff Report

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 23-2985

Agenda Date: 9/13/2023

Agenda #: 7.D.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
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www.dupageco.org/it

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.



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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.