



Emergency Telephone System Board of DuPage County Monthly Report

July Board Meeting

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

Congratulation on a Job Well Done!

Life Save - Congratulations to **Telecommunicator Trainee Monique Hall** of DU-COMM who received a Life Save award for providing CPR instructions which contributed to the survival of the 33-year-old male patient who was *not breathing*, as part of the “chain of survival” care provided by the telecommunicators, medics and doctors.

Training / Life Save - On March 23, 2023, **Telecommunicator II Christine Glomb** of DU-COMM was training Telecommunicator Trainee Monique Hall when she took the call from a subject advising his 33-year-old brother was breathing funny and it was unclear whether he was joking around or serious. TC Glomb coached and assisted Trainee Hall throughout the call. TC Glomb’s professional experience and positive influence on others made a difference in the success of Trainee Hall.

Life Save - Congratulations to **Telecommunicator Andrea Lyng** of DU-COMM who received a Life Save award for providing CPR instructions which contributed to the survival of the 81-year-old patient who was *not conscious, not breathing*, as part of the “chain of survival” care provided by the telecommunicators, medics and doctors.

Life Save - Congratulations to **Telecommunicator Marie Smith** of DU-COMM who received a Life Save award for providing CPR instructions which contributed to the survival of the 27-year-old female patient who overdosed and was *not conscious, not breathing*, as part of the “chain of survival” care provided by the telecommunicators, medics and doctors.

Baby Girl: On April 26, 2023, **Telecommunicator Mallory Hanahan** of DU-COMM took a call from a man advising his wife was going into labor and unable to exit the home. The birth progressed quickly while on the call with the caller not being able to see any part of the baby to the head being out in just over a minute. One push later, the baby was born. TC Hanahan started instructions for the immediate care of the baby and communicated safe after-care instructions.

Welcome aboard! Congratulations to **RMS Manager Don Ehrenhaft**. Manager Ehrenhaft has been serving as the interim RMS Manager and has been appointed by the County Board to this role officially. ETSB staff look forward to continuing to work with him on the Hexagon upgrade project and daily operational issues that require both the CAD and RMS teams to coordinate work for the health and maintenance of the DuPage Justice Information System (DuJIS).

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

On May 19, HB3940 passed both Houses and was sent to the Governor’s Office for signature on June 16. As the of the posting of the monthly report, there is no change in the status.

The June 26, 2023 meeting was cancelled.



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Remaining schedule SAB meeting dates for 2023:

July 17, 2023
August 21, 2023
September 18, 2023
October 30, 2023
November 20, 2023
December 18, 2023

Executive Session Minutes:

Per the Open Meetings Act, the ETS Board will conduct its second review of the year of executive session minutes at the July meeting. The review will include a review of minutes from March 10, 2021, May 12, 2021, February 9, 2022, September 14, 2022, February 8, 2023, and June 14, 2023 will be provided to the Board for review to determine if these minutes should remain under rule of executive session or if they can be released to the public.

Staffing

On the agenda this month is an approving resolution for the position of the ETSB Deputy Director of IT. The candidate has accepted the offer of employment and satisfactorily completed all required County background, and his application has been provided to the ETS Board and posted for transparency per state statute. Staff recommends approval of this person in this position with a start date of Monday, July 24, 2023 and a starting salary of \$140,000.

Surplus Assets

Sale of Surplus Assets to Toulon Police Department. On the agenda for July is the sale of five (5) APX7000/VHF radios.
Transaction total: \$2,500.00

Consolidation

With respect to the consolidation policy, the Board received background information from staff and the States Attorney's office regarding consolidation policy history and questions posed by the Board for discussion. It is the recommendation of Chair Schwarze that consolidation and any policy be included as part of the strategic planning process that he has proposed.

Budget

Budget Kick Off:

The Ad Hoc Finance Committee met on June 28. This meeting included an overview of the operating budget including individual line items. The Ad Hoc Finance Committee will review the proposed costs in larger line items including:

53090: Technical / Professional Services
53250: Wired Communication Services
53806: Software Licenses
53807: Software Maintenance Agreements
53830: Other Contractual Expenses

There was also a preliminary review of the projected revenue. Treasurer Henry will prepare some additional information for more in-depth discussion. There was a brief review of capital but the



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PSAP Directors still have to meet to review purchase requests so a more in-depth review will take place on another date.

The County's FY24 budget schedule has been approved and disseminated. Per the schedule, departments will enter their FY24 budget into the new County software by June 30. The Operations Administrator has been able to enter the current operations budget and known capital costs into the new county software to meet the June 30 deadline. Adjustments can be made prior to budget approval and recommendation to the County Chair and County Board. The ETS Board, per ordinance, must submit its budget to the County Chair by September 1.

ETSB staff also met with County Finance and the States Attorney on June 27 to review changes in the County ordinance on budget transfers and how it applies to ETSB.

Procurement / Major Contracts

Change Orders

AT&T Inc.: Purchase Order 917107 Change Order 4

On the agenda this month is a request to extend the CAMA trunks length of service for one (1) year and adjust the expiration date from September 14, 2023 to September 14, 2024 in the County Finance software system. This is considered a utility so there is no specific contract per se. Additional trunk lines in the CPE system allow the PSAPs to direct overflow 9-1-1 calls from outside jurisdictions to specific lines. Having overflow calls directed to specific trunks keeps the primary 9-1-1 trunks available for DuPage ETSB residents. There is no monetary change being made to this contract.

Purchase Requests

Deccan International: Purchase Order 923017

This request is for a renewal of maintenance for the LiveMum software in the DU-COMM and ACDC PSAPs. LiveMum is a software tool that interfaces with a live Computer Aided Dispatch (CAD) system to display current coverage and offer move-up recommendations to Telecommunicators (TCs) based on real-time data. This renewal is the fifth and final of five optional annual renewals. This maintenance covers the period from September 1, 2023 through August 31, 2024.

Total amount of renewal: \$41,523.00.

Dell Marketing LP: Purchase Order 923020

The current monitors in the PSAPs are six (6) years old. This replacement will allow for the upgrade of CAD monitors to avoid failures that can occur with aging equipment. This request is for 288 computer monitors (four per PSAP console position of which there are 72) to replace the existing equipment and twelve (12) monitors as a cache for replacement of monitors. This purchase is part of the upgrade of the AT&T CPE and Motorola MC7500 console positions.

Total amount of \$55,050.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 918.20	\$ 29,081.80
FY23 Dell	\$ 30,000.00	\$ 2,115.50	\$ 22,884.50
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00



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Payment of Claims:

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

Bills List FY23

External Payments FY23

Total for Fund 5820 for July 12 bills list: \$137,508.95.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,285,081.08.

The March 2023 surcharge was received on July 5 in the amount of \$1,285,081.08.

Fire Station Alerting:

Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (October 2021-2022) on the optional equipment they purchased for their fire stations. There is one outstanding payment; the agency has been re-billed and the invoice sent to the agency's Finance Director.

FSA Maintenance Reimbursement Costs by Agency

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



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9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: County GIS and ETSB staff will be participating in a meeting with Illinois State Police GIS on July 13, 2023. Intrado, the vendor responsible for maintaining the NG9-1-1 database, will be providing an update on the Enterprise Geospatial Database Management System (EGDMS). This is the system that is used to upload data to the master database used to route 9-1-1 calls in the ESINet.

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

Customer Premise Equipment (CPE):

The tentative date for go-live on the NG9-1-1 network and the new CPE equipment is October 24 (ACDC) and October 25 (DU-COMM). Along with the new equipment, Text to 911 will be deployed on or about the same time. The Text to 911 aspect of the project is still under development in the timeline. ETSB is working with the County PIO to develop a media campaign which will incorporate 211, 911, 988 and Text to 911. The County PIO will also work with local PIOs of the municipal and fire district partners for a 9-1-1 systemwide launch on as many media platforms as possible.

On July 5, 2023, the CPE hardware was delivered for DU-COMM. ACDC's equipment is scheduled to be delivered on July 7. An AT&T technician was onsite to supervise the delivery and inventory the equipment with ETSB and DU-COMM staff. Also, on July 5, 2023, AT&T, ETSB and DU-COMM technicians moved current CPE hardware from one of the racks in the DU-COMM server room. This was done to make space available for the new equipment.

Motorola is finalizing the call flow documents that will be sent to the PSAPs for review. These call flow documents have all calls flow through the software, what priority level, and how the calls will ring into the centers.

Logger:

Eventide and Motorola are finalizing the resource list and cutover plan for the new recorders. A follow up meeting will be scheduled to confirm the list and review the cutover plan.

DuJIS CAD:

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Open Tickets			
			Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	202	168	30	21	0	4	0	4
MPS	312	291	48	41	0	0	0	0
Total	514	459	78	62	0	4	0	4

Interface configurations:

FUSUS: ETSB and State's Attorney staff hosted a call with all agencies that have expressed an interest in an interface between FUSUS and Hexagon CAD. On the call, ETSB staff reviewed the ETSB Policy 911-026: Computer Aided Dispatch Interface Funds, a letter of intent template, and an



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MOU template. The letter of intent and MOU both included draft resolution language that could be used by the agency if a resolution was needed to commit to paying for the interface.

Oak Brook and Wheaton have both advised that they intend to proceed with the interface and would be working to have the letter of intent sent to ETSB. Once the letter of intent has been received, Hexagon will complete the interface. Hexagon had been working on the interface at risk but had to pull the technician for a task that was already contracted. Hexagon has advised that the technician is available starting on July 17, 2023.

Tablet Command: (Bartlett FPD) Tablet Command is the second interface that is currently in development and will be included in the interface change order referenced in the supplemental memo. The Tech Focus Group has discussed, but not finalized, approval of this interface because the final scope of work has not been received by ETSB and reviewed by the Tech Focus Group.

First Arriving: (Villa Park FD) This is the third interface and will be scoped once the first two interfaces are finalized. Pleasantview Fire has expressed an interest in the interface but has yet to submit a formal request.

CAD/MPS software update: Hexagon has delivered the new version of the software to the ETSB sharefile. ETSB staff has installed the software onto test devices and is working through the updates prior to deploying the software to the test groups. Each PSAP has identified Telecommunicators that will participate in the testing. First responders from both police and fire have volunteered to test the MPS software updates.

ETSB staff has revised the testing spreadsheet that was used for the original RFP review and to validate the software prior to the initial cutover in 2019. Once the software has been installed, ETSB will request the testers from each discipline begin testing and enter Zendesk tickets when an issue has been identified. Those issues will be consolidated on Monday.com and shared with Hexagon. ETSB staff will also schedule 3 joint testing sessions; one for both police, one for fire and a final testing session for the PSAPs and both responder disciplines. Additional testing sessions will be scheduled, as needed.

NetMotion (Absolute Secure):

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	24	24	4	4	0	0	0	0

VMWare version update: Hexagon staff is scheduled to update the primary VMware site on July 19, 2023. The secondary site was successfully updated on June 6, 2023 and has been stable and performing as expected.

ProQA update: ProQA software was updated on two test workstations at each PSAP. ETSB staff will update the translation tables in July and turn the workstations over to the PSAPs for testing. Barring any challenges, the software should be updated by the middle of August.



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Cybersecurity:

There were no cybersecurity alerts on the CrowdStrike falcon system.

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	94	78	13	13	13	0	5

There were no major system issues during this reporting period.

Geographic Information Systems (GIS) Data:

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	285	209	56	26	40	0	2	40	0	0

Lombard project:

Lombard, County GIS, DU-COMM and ETSB staff have finalized the plan for Lombard Fire. The edits were added to the test side on July 5, 2023. If no further adjustments are needed, the new file will be uploaded on July 19, 2023.

Addison project:

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

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
120	0	0	0	7

New Memos:

There were no new memos created during the previous month.

Closed Memos:

There were no memos closed during the previous month.

DuJIS PRMS:

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



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DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIR System Radio Replacement

APXNext Radios (Police):

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

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers. Several agencies have asked what the install requirements for the multi-chargers will be for firmware updates. The System Manager, Andy Saucedo, researched this issue and determined that the current MSI manual is not accurate. It states to use a standard USB-A to USB-A cable and connect to the charger ports. This does not work. To update firmware on a multi-unit charger, a USB-A to Micro-B cable is needed to be connected to the data port on the charger. To update the firmware on a single unit charger, a NNTN8870A – Motorola USB/REROGAMMING UPGRADE MODULE, is needed which will then be connected to the programming port on the charger. ETSB has ordered this equipment to test this information. Stay tuned for test results. It is not necessary to order or do anything at this time.

APXNext XN (Fire):

Beta Site:

The Fire Focus Group had their second meeting with the Motorola Product team for the APXNext XN radios to work through the NFPA standards that were built into the radio. The Focus Group was able to provide feedback on the operational aspects of the NFPA requirements in the radio and discuss the status of items identified.

Fire Focus Group Template:

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

Scan Function:

The scanning tool on the APXNext and APXNext XN radios is not available when the radio is connected to LTE. Motorola is working with their product team to determine if the functionality can be added to the radio.

APX7000 Series Radio:

Declaration of Surplus and Sale of Equipment: ETSB will begin taking in police radios to be decommissioned, declared as surplus and sold. A few of these contracts have already been before the ETS Board utilizing some of the radios turned in by the Sheriff's Department. Staff is in a better position (spatially) to receive larger quantities of radios. ETSB will be sending out an equipment list of ETSB owned radios assigned to an agency with instructions. Agencies were asked to submit a Zendesk ticket to schedule dropping off the radios once they have received and completed the inventory list.



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APX7500 Returns: Once APX8500 mobile radios are installed, ETSB will need to be notified to remove APX7500 mobile radios from the airtime contract. Agencies were asked to open a Zendesk ticket once the new radios are installed and for ETSB owned radios to be returned.

APX7000 Maintainer:

The DU-COMM monthly maintainer report is provided at the end of this report.

Policy Advisory Committee (PAC):

PAC had a special call meeting on June 20, 2023 in order to facilitate both Police and Fire Focus Groups having a joint meeting without violating the Open Meetings Act. The two items for discussion were Radio Talk Group naming conventions and Encryption.

Radio Talk Group Naming Conventions:

The Third Phase of the Deployment Plan that has been approved by the ETS Board realigns the talk group names. The committee reviewed PD operations talk groups, naming conventions, and their use cases. The discussion centered on the utility of changing talk group names, the assignment of PD ops channels and if PD ops channels should be assigned to primary radio talk groups the same way FD ops channels are assigned. FD ops channels are assigned to a specific talk group (These talk groups can be used by any agency if their assigned ops channels are exhausted). The PD Focus Group requested an opportunity to bring these discussions back to police agencies through the Ops meetings and Chiefs Association for additional discussion and feedback.

Encryption:

Also discussed at the PAC meeting on June 20, 2023, was encryption of radio channels. The original encryption plan called for up to 40 different encryption keys for the DEDIR System. Since that time, MERIT has changed their position and will be submitting language for the ETSB policy to allow MERIT members access to the talk groups. Additionally, the number of encryption keys was complex, leaning toward a more simplified system. The group discussed the goals of encryption and interoperability. Managing large scale incidents; multi-discipline and multi-jurisdictional, may be simplified if all agencies were sharing a single, or small pool, of encryption keys. The PD Focus Group requested an opportunity to bring this discussion back to their police association membership for additional discussion and feedback.

DEDIRS Radio Status Meeting update:

ETSB and Police and Fire Focus group held a Zoom meeting on June 29, 2023 to solicit feedback on the discussion at PAC on the Radio Talk Group naming conventions, encryption and to provide a status of the radio project. 75 DEDIRS points of contact logged into the call. Police Chief Rivas from Villa Park led the discussion about radio talk group names. The proposed changes were recommended by PAC and approved by the ETS Board in October of 2022. Chief Rivas requested an opportunity to revisit the discussion because of the turnover of chiefs. Matt Baarman of DU-COMM led the opposition to making a change. Director Robb explained that their staffing and the amount of work required to make a change was beyond their current capability due to staffing issues. She asked what the schedule would be for implementation. Director Zerwin stated that the schedule would be developed with the PSAPs in conjunction with the console upgrade so it was imminent. ACDC advised that they intended to proceed with the naming conventions that were already approved. Most other agencies on the call expressed that they were indifferent to making a



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change. Chief Rivas advised that additional conversations will be conducted at the DU-COMM and DuPage County Chiefs operations and the Chiefs' Association meetings.

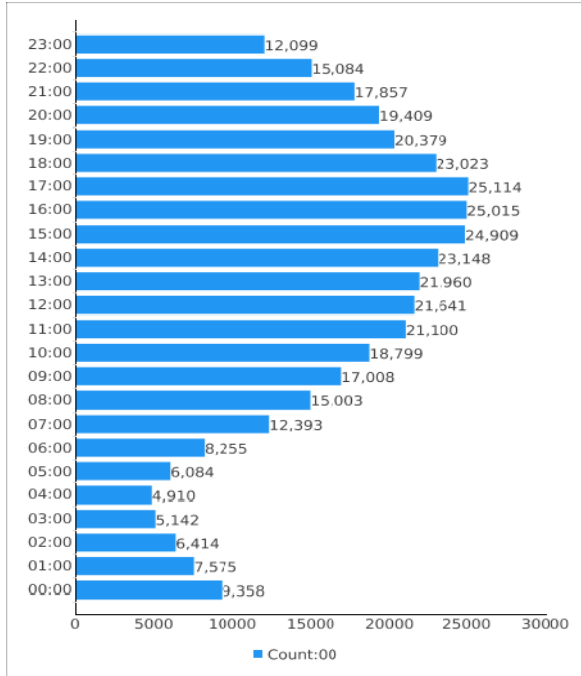
The discussion then moved to encryption. At the request of Chief Rivas, John Nebl, from DuPage County OHSEM and Andy Saucedo, the Motorola System Manager began the discussion and the explained how encryption worked in the radios and the complication that additional encryptions keys present when attempting to facilitate interoperability. The group, collectively, voiced no opposition to simplifying the encryption schema. Chief Rivas advised that additional conversations will be conducted at the DU-COMM and DuPage County Chiefs operations and the Chiefs' Association meetings.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 07-01-2023 04:59:21 AM

Calls by Hour

Total: 381,678



Calls by Response Code

Response Code	Total	
0	No Active Paths	25
1	One Path OK	41,998
2	Both Paths OK	339,152
7	Manual Query Denied	0
9	Record Not Found	504
Total		381,679

Calls by Query Type

Query Type	Total	
I	Initial	187,861
M	Manual	364
R	Repeat	193,455
T	Test	0
Total		381,680

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	1,019
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	360,721
U	Uninitialized Call [911-XXX-XXXX]	19,936
Z	Seizure with no ANI [000-0000]	3
Total		381,680

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	291	190	23	0	504
0	Business OPX	14	0	0	14
1	Residence	3,418	24	92	3,534
2	Business	3,459	73	56	3,588
3	Residence PBX	0	0	0	0
4	Business PBX	691	3	10	704
5	Centrex	52	0	1	53
6	Coin 1 Way Ot	4	0	0	4
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	970	0	50	1,020
C	VoIP Residence	0	0	0	0
D	VoIP Business	11	0	4	15
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	30,652	12	5,501	36,165
H	Wireless	122,795	52	187,083	309,930
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	25,493	10	635	26,138
X	TEXT TO 911	0	0	0	0
Total	187,850	364	193,455	0	381,669

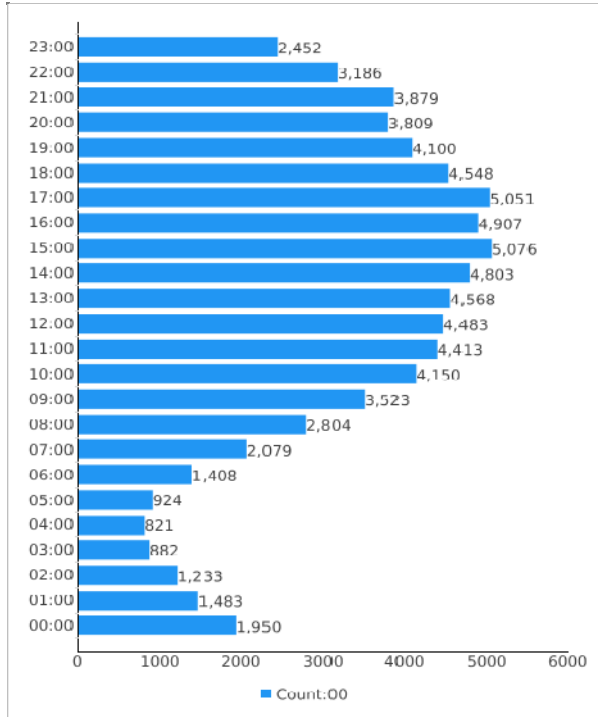
Calls occurring between: 01-01-2023 12:00:14 AM and 07-01-2023 04:59:01 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 06-01-2023 12:00:04 AM and 06-30-2023 11:59:55 PM

Calls by Hour

Total: 76,532



Calls by Response Code

Response Code	Total	
0	No Active Paths	0
1	One Path OK	1,317
2	Both Paths OK	75,137
7	Manual Query Denied	0
9	Record Not Found	78
Total		76,532

Calls by Query Type

Query Type	Total	
I	Initial	37,620
M	Manual	42
R	Repeat	38,870
T	Test	0
Total		76,532

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	182
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	72,230
U	Uninitialized Call [911-XXX-XXXX]	4,120
Z	Seizure with no ANI [000-0000]	0
Total		76,532

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total	
	N/A	55	23	0	0	78
0	Business OPX	1	0	0	0	1
1	Residence	581	1	14	0	596
2	Business	594	12	8	0	614
3	Residence PBX	0	0	0	0	0
4	Business PBX	79	1	0	0	80
5	Centrex	7	0	1	0	8
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	171	0	11	0	182
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	1	0	0	0	1
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	7,011	3	1,329	0	8,343
H	Wireless	24,758	2	37,388	0	62,148
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	4,359	0	119	0	4,478
X	TEXT TO 911	0	0	0	0	0
Total	37,617	42	38,870	0	76,529	

Calls occurring between: 06-01-2023 12:00:04 AM and 06-30-2023 11:59:55 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/03/2023 04:01:37 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 06/30/2023 01:00:00 AM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	165,598	61,905	103,693	0	2,899	52,446	5,210	0	1,350	0	4,473	00:00:04
	Internal	11,763	0	11,763	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	51,444	0	51,444	0	0	0	0	0	0	51,444	0	00:00:00
	Total	228,805	61,905	166,900	0	2,899	52,446	5,210	0	1,350	51,444	4,473	00:00:04
DU-COMM	Incoming	344,495	140,312	204,183	0	7,826	107,145	22,702	0	2,639	0	11,003	00:00:05
	Internal	52,069	0	52,069	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	86,200	1	86,199	0	0	0	0	0	0	86,200	0	00:00:00
	Total	482,764	140,313	342,451	0	7,826	107,145	22,702	0	2,639	86,200	11,003	00:00:05
Total		711,569	202,218	509,351	0	10,725	159,591	27,912	0	3,989	137,644	15,476	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/03/2023 04:00:11 PM

Grouping: Site & Call Origin

Date Range: 06/01/2023 12:00:00 AM - 06/30/2023 01:00:00 AM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	41,390	11,710	29,680	0	387	10,494	745	0	84	9,563	685	00:00:04
DU-COMM	88,867	27,158	61,709	0	1,281	21,696	4,000	0	181	16,685	1,914	00:00:05
Total	130,257	38,868	91,389	0	1,668	32,190	4,745	0	265	26,248	2,599	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/03/2023 04:03:06 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 06/30/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	15,219	15,219	0	0	454	13,672	1,093	0	0	0	0	00:00:05
	Total	15,219	15,219	0	0	454	13,672	1,093	0	0	0	0	00:00:05
DU-COMM	Incoming	16,233	16,233	0	0	299	14,838	1,096	0	0	0	0	00:00:05
	Total	16,233	16,233	0	0	299	14,838	1,096	0	0	0	0	00:00:05
Total		31,452	31,452	0	0	753	28,510	2,189	0	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/03/2023 04:03:56 PM

Grouping: Site & Call Origin

Date Range: 06/01/2023 12:00:00 AM - 06/30/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,824	2,824	0	0	67	2,603	154	0	0	0	0	00:00:04
DU-COMM	3,186	3,186	0	0	30	2,958	198	0	0	0	0	00:00:05
Total	6,010	6,010	0	0	97	5,561	352	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 formatting 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 time.	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	Request to re-visit the Fire events priorities from ACDC	Closed		01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed		06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed		06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review				Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed		06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed		06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process				Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed		01/18/22					Consensus	
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed		07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed		07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed		06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed		06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell 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 infomrnr	Closed		09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development			Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development			Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development			Consensus					
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development			Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed		12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development			Consensus					

54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development			Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development			Consensus					
56	07/06/20	CAD	Informor history	Develop a way to search for informor 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 Retail-Delay	Closed	12/15/20		Consensus					
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus					
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21						Consensus	
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus					
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus					
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus					
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed								
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus					
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus					
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed								
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus					
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed	06/18/21		Consensus					
94	06/28/21	CAD	Standardized RFR names	tracks xx where xx is a two/for digit abbreviation for the Railroad	Closed	02/05/21		Consensus					
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed	08/11/22						Consensus	
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22						Consensus	
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22						Consensus	
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22						Consensus	
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22						Consensus	
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed	08/11/22						Consensus	
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displacing	Closed	07/16/21		Consensus					
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23							Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21						Consensus	
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21		Consensus					
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus					
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus					
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22		Consensus					
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus					
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed							Consensus	
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research								
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus					
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research								
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed							Impasse	Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22							
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research							Impasse	Impasse
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus					
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23		Consensus					
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23						Consensus	
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23						Consensus	
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23						Consensus	
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23						Consensus	
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23						Consensus	

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

7/3/23 SUBMITTED BY MARIAH WRIGHT

MAINTENANCE

0 maintenance completed between 06/01/23-06/30/23

SERVICE ASSURANCE

0 Tickets opened between 06/01/23-06/30/23



**DUPAGE
COUNTY**

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.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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



RSA Weekly Status Report: RMS/CAD



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
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	



DU-COMM

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

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

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, June 29, 2023
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report – June

Starcom System Outages:

Unplanned Work:

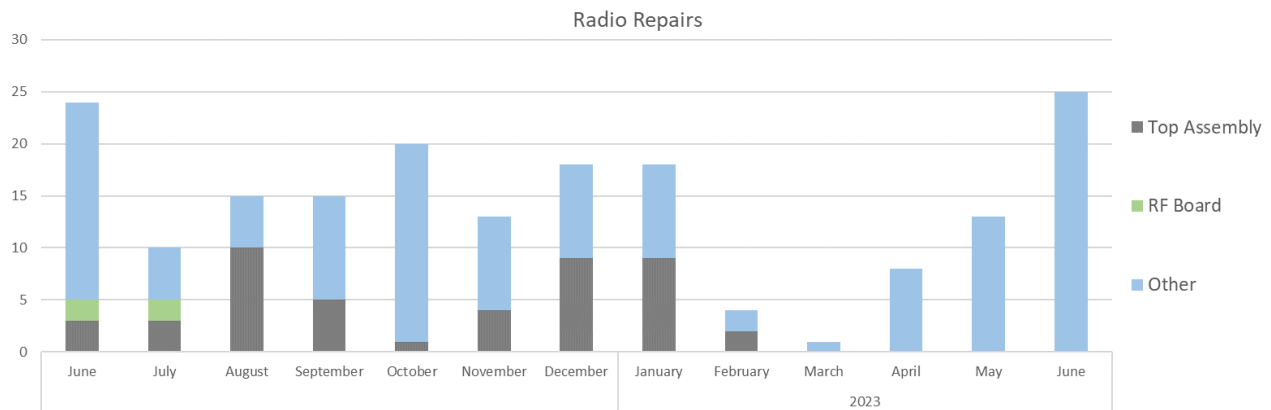
- 06/25/23 127th Street RF sub site malfunctioned, Tollway addressed connection issue while Motorola handled wan link bounce, fault manager, and syncing of faults. All open issues resolved by 06/28/23.

Planned Work:

- 06/26/23 Westchester RF Site had Fiber desplice and resplice.
- 06/15/23 Two (2) short site trunking events at 8:45 am and 2:45 pm to apply security patches.

Radio Repairs:

Repairs for the last 13 months follow:



A few highlights include:

- Eighteen (18) mics replaced
- One (1) APX7000XE swapped for APX8000XE
- One (1) APX7000XE swapped for non-certified APX7000XE
- Five (5) VHF/7-800 fire antennas replaced
- Thirty Six (36) fire batteries replaced
- Fifteen (15) radios loaned out
- Two (2) tickets pending administrative resolution
- Two (2) tickets pending, waiting for agency to drop off items
- One (1) ticket pending resources on loan to be returned

Talkgroup Usage:

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

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	277,361	81,830	38	1	0	1,472
DU ACDC 3	246,455	71,574	36	0	0	973
DU 3EAST	226,272	70,008	42	0	0	1,579
DU DPSO F1	219,791	60,151	37	0	0	1,050
DU 1EAST	202,361	58,642	34	0	0	1,323
DU 3SOUTH	189,021	57,147	34	0	0	1,127
DU 3WEST	185,662	56,970	41	0	0	1,086
DU 1WEST	184,959	55,456	33	0	0	950
DU 1SOUTH	179,687	54,471	33	0	0	869
DU 1NORTH	162,398	49,792	38	0	0	630
DU 7WEST	141,251	41,476	34	1	0	476
DU 7SOUTH	136,775	41,486	33	0	0	735
DU FIRE NORTH	129,385	26,563	36	0	0	277
DU DPSO JAIL	111,795	37,461	30	0	0	2,109
DU ACDC 1	109,166	31,189	32	0	0	463
DU FIRE EAST	96,570	18,012	30	0	0	335
DU FIRE SOUTH	94,341	19,737	33	0	0	322
DU FDACDC1	77,187	13,313	61	0	0	189
DU DPSO COURT	65,195	20,102	44	0	0	1,400
DU FDACDC2	62,453	12,286	30	0	0	149

June Issues:

- Number of New Tickets = 18
- Number of Closed Tickets = 19
- Number of Open Tickets = 7