



Emergency Telephone System Board
of DuPage County
Monthly Report

February
Board
Meeting

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

Congratulations on a Job Well Done!

Life Save / CPR Congratulations to **Telecommunicator Jackie Bormann** of DU-COMM.

On November 3, 2024, you took a call from a male advising that he was unable to wake his 91-year-old brother. **Telecommunicator Bormann** submitted this call in 40 seconds recognizing that this was a time-life priority call, even though the caller initially thought the patient was breathing. **Telecommunicator Bormann** quickly identified his breathing was not effective, used the Echo response in EMD, changed the call to a full-arrest, and began instructions to position the patient for CPR. You calmly and effectively provided instructions for the caller. You continued to count with the caller to ensure the correct pace, instructed the caller to speed up, and encouraged the caller. **Telecommunicator Bormann** was a part of the "Chain of Survival" of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by you, the medics, and lastly by the doctors and hospital.

Life Save / CPR Congratulations to **Telecommunicator Beth Alyse Burton** of DU-COMM.

On December 6, 2024, **Telecommunicator Burton** took a call from a female advising that her 15-year-old son had a cardiac catheterization the night before and was unresponsive. **Telecommunicator Burton** immediately asked for his breathing status, he was not breathing, and submitted this call in 36 seconds recognizing that this was a time-life priority call. **Telecommunicator Burton** encouraged the caller and advised that you would give her CPR instructions. You were able to get an upset mother to focus and calmly provided CPR instructions to the patient's father. At one point the mother asked if they should give up and you immediately told the parents not to stop and keep going until responders could take over. Chest compressions were performed for over three minutes on this call. At the end of the call, one of the responders can be heard stating, "he's definitely alive." **Telecommunicator Burton** was a part of the "Chain of Survival" of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by you, the medics, and lastly by the doctors and hospital.

Baby Girl! Congratulations to **Telecommunicator Cheryl Delph-Ruiz** of DU-COMM.

On August 8, 2024, **Telecommunicator Delph-Ruiz** took a call from a man advising that his 35-year-old wife was going into labor. You performed case entry perfectly and remained calm throughout the call. You submitted the call within 1 minute and documented all pertinent details. The birth progressed very quickly, from the time of the call to the baby being completely out within three minutes. **Telecommunicator Delph-Ruiz** recognized the possible issues with the patient being in the tub and questioned the amount of water to ensure the safety of the baby. You were able to successfully give post-delivery instructions to the caller. The baby did begin to make noises and cry. **Telecommunicator Delph-Ruiz** continued with instructions and repeated them as needed. You were able to encourage the parents and congratulate them on the birth of their daughter. Your calm and caring demeanor was outstanding the entire call.



Congratulations on a Job Well Done! continued

Life Save / CPR Congratulations to **Telecommunicator Diana Pikul** of DU-COMM.

On November 15, 2024, **Telecommunicator Pikul** took a call from a female advising that her 60-year-old husband wasn't feeling well and had just passed out again. You submitted the call in just over a minute and continued with EMD. The caller believed the patient was breathing but was making sounds, you correctly opened the Breathing Diagnostic Tool and determined the patient had now stopped breathing. When the caller believed that the patient was breathing, agonal breathing could be heard on the call and **Telecommunicator Pikul** immediately went into chest compressions instruction knowing that breathing was not effective. You kept a calm, caring, and even tone throughout the call. About an hour after arriving at the hospital, the patient was awake and breathing. **Telecommunicator Pikul** was a part of the "Chain of Survival" of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by you, the medics, and lastly by the doctors and hospital.

Team Work / Multi-Jurisdictional Operation Congratulations to the Telecommunicators and their Managers from **ACDC, DU-COMM** who worked along with COML John Nebl of DuPage County OSHEM Operations Wednesday, January 8 worked together on a burglary surveillance from 0946 to 0752 the following day. We will skip the lengthy details of the operation provided, so that we don't give away all of the trade secrets. But here is a note from COML John Nebl: DuPage OHSEM's COMU could not do what we do to support partners around the region if it were not for the amazing support we get from your four PSAPs (**ACDC, DU-COMM, Cook County Sheriff, and IEMA Operations**). I call your PSAPs so often that I'm on a first name basis with most of your shift supervisors or operations managers. And, every time I call, any of your PSAPs, your staff are always friendly, professional, and eager to help without issue. Please convey my thanks and appreciation to your staff. He also shared this note from the lead detective:



**Billy Ershen - Vernon Hills IL PD/
LCMCTF** 6:30 PM

You are unbelievable at what you do. I don't know if you understand how appreciative we are. You make some really sketchy operations a lot safer, and you make us feel a lot better going out to do them, knowing that we can communicate.

Thank you for your service. The ETS Board extends a thank you and farewell to **Member Yeena Yoo**, County Board Representative C. We appreciate her service and her contributions and wish her well. A proclamation will be presented at the meeting for **Member Yoo's** service.



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ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

February 10 (Monday)
February 24 (Monday)
March 10 (Monday)
March 24 (Monday)
April 7 (Monday)
April 21 (Monday)
May 5 (Monday)
May 19 (Monday)
June 16 (Monday)
July 14 (Monday)
August 18 (Monday)
September 15 (Monday)
October 22 (Wednesday)
November 17 (Monday)
December 15 (Monday)

Annual Financial Report (AFR)

ETSB, along with County Finance, submitted the Annual Financial Report (AFR) to the Illinois State Police and 9-1-1 State Administrator within the January 31, 2025 deadline. This is an annual administrative requirement like the annual call handling agreements. This work takes place throughout the year and the summation is completed at year end. The report is filed electronically. Special thanks to Principal Accountant Thomas Packard and Senior Accountant Nancy Llaneta for their work on this (and the annual audit) with Operations Administrator Eve Kraus.

Headcount- Administrative Assistant

On the agenda this month is a resolution to approve the hiring of an Administrative Assistant, pending background check clearance. The Executive Director with HR has made a conditional offer of employment to Andres Gonzalez Di Maso for this position. Starting salary: \$60,000. The Board received the appropriate hiring documents. Thank you to Stacy Nikolova, Senior HR Generalist, for all her work in screening over 80 applications and working with us to get a final candidate.

Policy 911-018.6 CAD Interface Funds Discussion

This is an existing policy. However, since there were wholesale changes made, a clean copy was provided to the ETS Board for discussion. The recommendations for this policy include moving under a subclass heading for consistency and providing compensation for time for ETSB staff for the work performed for non-9-1-1 related interfaces. This language was added based on Vice Chair Franz's concerns about time spent by staff and to comply with ETSA Section 35 (b) *The obligation or expenditure of surcharge revenues received under this Act for a purpose or function in consistent with 47 CFR 9.23 and this Section shall constitute diversion, which undermines the purpose of this Act by depriving the 9-1-1 system of the funds it needs to function effectively and to modernize 9-1-1 operations.*

This is because ETSB staff is wholly paid by 9-1-1 surcharge. Further, in this monthly report there is information in the cybersecurity section. Some changes in this policy relate to the health of the 9-1-1 system and best practices for cybersecurity. Additionally, because the 9-1-1 system is getting more and more requests for connections to CAD, the opportunity to see gaps in the existing policy through its



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implementation has allowed staff and the States Attorney’s Office to make several recommendations to correct these issues.

Policy 911-020 Emergency Telephone System Act 9-1-1 System Manager (new) Discussion

This is a new policy. This policy will also be on the agenda for discussion. Pursuant to 50 ILCS 750 Emergency Telephone System Act (ETSA) and Section 20-40 of the DuPage County Code pertaining to the Emergency Telephone System Board, the ETS Board is required to “Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.” Because designating a 9-1-1 System Manager is statutorily required, for discussion, is how specific to make the daily operational duties within the policy. Several sites within the statute have been provided to the Board. Additionally, the Board has been provided with the draft administrative rules over the past two years as they have evolved. These rules outline the requirements that the Board, as the 9-1-1 Authority and the 9-1-1 System Manager as its agent, would be responsible for compliance with and to. Currently, there are 48 policies that are in effect. Staff is in the process of creating an outline for the Board in preparation for strategic planning. Once approved, the Board will also see documentation amending the Executive Director’s title in the County HR system from 9-1-1 System Coordinator to 9-1-1 System Manager for consistency.

Oak Brook Police Department: The PRMS Oversight Committee and ETSB received a letter from attorneys for the Village of Oak Brook on behalf of its police department as a Notice of Termination effective April 11, 2024, and an expected date of participation to occur on April 30, 2025. To date, the ETSB has not received any requests from the Oak Brook Police Department to complete interface paperwork. Researching the ticketing system indicates a ticket in the RMS Ticket # 15718 on January 24 inquiring about the terms of the current contract. In this monthly report, under the Cybersecurity section and CAD section there is information about projects relating to changes to the system in preparation for additional interfaces to the CAD.

Downers Grove Police Department: Downers Grove has been working with RMS on a data extract. Researching the ticketing system indicates a ticket in the RMS Ticket #14790 on November 22. Neither PMRS nor ETSB has received official Notice of Termination from the Village of Downers Grove to date.

PROCUREMENT/MAJOR CONTRACTS

Open Purchase Orders for FY2024

There is one open purchase order for FY2025 for Motorola. The open purchase order format was recommended by the Auditor’s Office in 2010 as the proper process to allow staff to purchase small consumable replacement parts and equipment necessary for daily operations in a timely manner.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 6,958.25	\$ 18,041.75
FY24 Dell	\$ 30,000.00	\$ 8,542.13	\$ 21,457.87
FY24 Motorola	\$ 50,000.00	\$ 36,888.24	\$ 13,111.76
FY25 Motorola	\$ 75,000.00	\$ -0-	\$ 75,000.00



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Change Orders:

PURVIS Systems Incorporated PO 924025/7298-1: Change Order #3

This recommendation is for the upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The addition of the message board module allows for enhanced functionality of the message boards, this is part of the recent demo provided by the vendor which will allow greater configurability by the agencies once the upgrade is completed.

Total amount of \$69,280.00, for a new contract amount of \$586,320.00.

FINANCIAL

Budget Transfers

There are two budget transfers on the February agenda.

PURVIS Upgrade: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies to 4000-5820-54110 (Capital Equipment) to upgrade the Fire Station Alerting System software to v4.9 to allow for enhanced functionality of the message boards in the fire stations.

Total amount of requested transfer: \$69,280.00 for a new account total of \$7,432,715.00.

Priority Dispatch Contract Reconciliation: The costs of the services within PO 4330-1 were allocated to and paid from their respective accounts in previous fiscal years. With the approval of the change order in December 2024, these costs need to be reconciled and transferred to the appropriate accounts for payment and accounting of contractual obligations for FY25, and as recommended by the Finance Department. For FY26, these costs will be budgeted within the appropriate accounts.

Transfer From:	Transfer To:	Amount:
53830 (Other Contractual Services)	53807 (Software Maintenance Agreements)	\$130,748.00
53830 (Other Contractual Services)	52200 (Operating Supplies/Materials)	\$30,579.00
54100 (Capital IT Equipment)	53610 (Instruction and Schooling)	\$35,000.00

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24 and FY25.

Bills List FY24

External Payments FY24

Total for Fund 5820 for February 12 meeting: \$4,280.15.

Bills List FY25

External Payments FY25

Total for Fund 5820 for February 12 meeting: \$499,702.53.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,806,626.59

The September surcharge was received on January 3 in the amount of \$1,048,826.08.



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The total County outlay for radios is: \$844,314.06. Probation requested an invoice of \$32,810.58 for the radios upon deployment in October 2023 as some of the radios were tied to a grant. Their capital portion was paid in full in 2023 and airtime paid in January 2025. On November 27, 2024, OHSEM, DSO, SAO, and Probation were invoiced for radios/airtime for Fiscal Year 2023. OSHEM opted for the four-year payment plan and remitted \$18,323.51 of their \$73,294.04 for a balance of \$54,970.53. All other agencies are paid in full on capital costs. Airtime will be an annual expense. The County's outstanding balance for capital is \$54,970.53 for the remaining OSHEM balance.

	Capital Invoiced	Capital Paid	Balance	Airtime Invoiced	Airtime Paid
Sheriff's Office	\$ 605,261.12	\$ 605,261.12	-0-	\$ 26,428.16	\$ 26,428.16
State's Attorney	\$ 132,948.32	\$ 132,948.32	-0-	\$ 1,056.30	\$ 1,056.30
OHSEM	\$ 73,294.04	\$ 18,323.51	\$ 54,970.53	\$ 4,961.68	\$ 4,961.68
Probation	\$ 32,810.58		-0-	\$ 1,267.56	\$ 1,267.56
Total FY23		\$ 32,810.58			
Total FY25		\$ 756,532.95	\$ 54,970.53	\$ 33,713.70	\$ 33,713.70
Total	\$ 844,314.06	\$ 789,343.53	\$ 54,970.53	\$ 33,713.70	\$ 33,713.70

9-1-1 CORE SYSTEM MANAGEMENT

Cybersecurity:

Tech Focus is in discussion on cybersecurity. The ETSB IT Deputy Director is in the process of reviewing the current security policies and discussing these policies with the County IT cybersecurity personnel.

Additionally, discussion focused around policy 911-018.6: Computer Aided Dispatch Interface Funds and the updating of this policy in light of the multiple agencies moving from the Hexagon RMS platform. The current policies prohibit connection to Production CAD. Staff has been working on solutions:

- To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.
- To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
- To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
- To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for Computer Aided Dispatch (CAD) Interface requests not suitable for 9-1-1 surcharge from user agencies that will facilitate development in a more timely manner.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the initial issues, there are still 5 remaining. Additional issues have been reported and resolved during this project. Including the 5 from the initial deployment,

there are now 11 remaining issues. None of these impact citizens' ability to reach emergency centers.

The call stats from the previous CPE and the new NG911 have been extracted. While these stats may be slightly off during the migration, they should reflect a fairly accurate accounting of the year.

Last month, Member Markay asked about a comparison of call stats from 2023 to 2024. Staff was able to put this information together now that the new CPE equipment has been installed. There



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may be slight fluctuations in the data because of the transitions to new equipment. But overall the calls received into the PSAPs were less in 2024.

Year to Date Comparison of 9-1-1 System Call Counts 2023 to 2024

Type	2023	2024	Difference	% Difference
Total	1,433,726	1,309,094	(124,632)	-0.09
Emergency	403,848	355,904	(47,944)	-0.12
Non-Emergency	1,029,878	953,190	(76,688)	-0.07
Other	0	0	0	0
Wire-line	21,958	19,331	(2,627)	-0.12
Wireless	324,668	286,386	(38,282)	-0.12
VoIP	57,219	49,965	(7,254)	-0.13
SMS	0	221	221	New
Unknown	6,749	3,517	(3,232)	-0.48
Outgoing (Emergency, Non-Emergency, Other)	267,274	231,443	(35,831)	-0.13
Abandoned (Emergency)	27,425	19,845	(7,580)	-0.28

CPE VESTA Mapping: On January 14, 2025, ETSB updated the VESTA Map Local system with the most accurate data and configurations for the ACDC and DU-COMM PSAPs. The updates included reorganizing the VESTA Map Local filter for improved accessibility, enhancing the visibility of bodies of water on the map, and submitting a new data layer. This layer enables the use of ESN Fire and ESN Police filters to outline agency jurisdiction boundaries, eliminating duplication with the place and fire beat filters for more efficient use by telecommunicators.

The totals above reflect the calendar years. In February, the open tickets that carry over from 2024 will be combined with the 2025 totals.

DuJIS CAD:

2024	Year to Date	
Category	Opened	Closed
CAD	523	446
MPS	600	624
Total	1123	1070

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	43	33	43	33	0	0	7	4
MPS	49	37	49	37	0	0	6	5
Total	92	70	92	70	0	0	13	9



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LEADS System Outage:

At approximately 01:55 AM on January 31, 2025, ETSB was notified by DU-COMM that LEADS was not returning information. No official communication regarding this event was distributed through the statewide notification system. During this time, PSAPs were able to retrieve information from out-of-state license plates, confirming that NCIC remained operational. Additionally, ETSB verified that the CAD interface was functioning properly without any issues.

During the investigation into the issue, ETSB learned that the Secretary of State Police experienced an unplanned maintenance event affecting *Software 3270*, causing it to go offline. Normal system operations resumed at 04:30.

County Campus Power Outage:

DuPage County experienced a campus wide power spike that affected some of the ETSB infrastructure. All systems restored, however, as a result, DU-COMM Vesta Workstation 32 is unable to boot up at this time. This workstation is out of service. ETSB is working with Motorola and AT&T to get the unit replaced.

Projects:

CAD Security Project: In violation of the current security policy, ETSB staff connected Addison Police Department to a portion of the production side of CAD for access for their Axon RMS system. As noted in the cybersecurity section, staff has been working on a solution for member users that both protects the system, prepares for additional users and provides the same level of information access in a cost-effective manner. A solution has been developed that entails moving Addison and preparing for the next agencies who have provided notice that they are leaving Hexagon RMS when they ask for interface connectivity.

Addison Axon Project: As stated above, it is necessary to develop a solution and then move Addison RMS to that solution. Addison has been notified. Project pending.

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ProQA Medical and Fire versions .50 was made available July 3. PSAPs have been advised and they are currently working on the translation tables. ACDC and DU-COMM have completed training. Since the completion of training the ProQA system has been upgraded to the .50 version and successfully rolled out to each PSAP. This project has been completed.

AQUA: This project has been completed. System bug (Ticket 10240) Priority provided training for the new version of AQUA. Priority Dispatch has released training for the new version in May 2024. Training was completed by both PSAPs. Final testing was done to validate functionality in January 2025.

LEADS 3.0 Upgrade:

ETSB successfully rolled out the LEADS 3.0 environment to both PSAPs in the first go around with the conversion of all CDCs in the system. Additionally, the LEADS 3.0 version has provided new functionality to each of the centers, that includes: Hit Confirmation Request, Hit Confirmation Response, In State (IL) Admin Messages, Out of State Admin Messages.

ETSB has not initiated the close out of this project with the vendor as we are still working through two outstanding items that include, printouts are at times inconsistent based upon the data being



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sent from the state, and agencies that forward their LEADS terminals to DU-COMM's NG4 CDC that are not working properly. We continue to work with Hexagon and the state to resolve these items.

Network

Absolute Secure:

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	118	112

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	6	4	6	4	0	4	0	2

Absolute Secure Access: ETSB reports no issues for the month of January. Currently the system has approximately 950 devices registered.

Comcast Maintenance/Trouble Tickets: No maintenance notifications or tickets opened for the month of January 2025.

Network Tickets: No network issues have been reported for the month of January 2025.

VMware Maintenance: VMware updates, HP Storage and Network Switch updates were successfully completed on the B side of the environment. During the same updates on the A side, we experienced a switch update configuration file issue that caused an impact to the CAD environment. ETSB and Hexagon quickly rolled the update back and we are waiting on a resolution to the case opened with HP.

Windows Patching: Quarterly patching is currently in progress. The CAD workstations at each PSAP have been updated and ETSB tech staff continues to complete the remaining devices.

Fire Station Alerting System (FSAS):

2024	Year to Date	
Category	Opened	Closed
FSA	221	219

2025	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA							



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Fire Station Alerting: The Fire Standardization Focus Group did not meet in December. Informational updates were provided to the group.

Projects:

Fire Station Alerting System-wide Upgrade

On the agenda for this month is PURVIS Systems Incorporated PO 924025/7298-1: Change Order #3 the upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The servers have been in-house. There is one dependency to this project, DU-COMM has a TRE project to complete for radio pager tones. Once this task is completed, the upgrade can continue. The equipment on the change order, if approved, will have to be ordered and received in the meantime.

Itasca Fire Protection District New Station #TBD

ETSB staff and PURVIS/CommZone will be meeting with the Itasca Fire Protection District on February 18 to discuss the FSA installation at their new fire station. This will be an additional building. Itasca Fire Protection District received a \$2.5M grant from Congressman Raja Krishnamoorthi (D-IL) in federal community project funding he secured to construct a new fire station. There will be two parts to this project. The core components and the optional equipment. Optional equipment will be reimbursed by the agency. Change orders should be on the March or April agenda.

Winfield Fire Protection District New Station #31

Last month, the ETSB approved the core components for the new station and a second change order for optional equipment. Winfield Fire Protection District is replacing Station #31. There will be two parts to this project. The core components and the optional equipment. The equipment for this project has been ordered. As of this report, there is no delivery date.

Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	605

2025	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	75	31	75	31	44	0	0	44	44	0

GIS Projects:

Lisle Police Department: Lisle PD has requested beat changes that included consolidating Beat 1 into Beat 2. Testing completed and rolled production environment 01/22/2025.

Winfield Fire Protection District: WFF is creating seven new fire districts. New district polygons/ESZs to be pushed into training on 02/11/2024, then tested.



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Wood Dale Fire Protection: New fire district request 01/03/2025. ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025

Tristate Fire Protection District: New fire district requested 01/03/2025. ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025

GIS Redistricting Annual Status: ETSB will send out another reminder on a semi-annual basis starting in the second quarter 2025.

NG9-1-1 GIS Mapping:

Working with County GIS and Intrado, for wireless and VOIP calls that created mis-plotting and routing for various calls as well as issues related to ANI/ALI spill configuration, this is in progress. The last data submittal was earlier this month via DuPage County GIS on 1/13/2025 for updated street, address, and PSAP boundary updates to Intrado. An issue was discovered that an error report in data submitted was the cause of several misroutes via cell/VOIP calls. This is to be corrected in next data submission.

State of Illinois GIS NG 9-1-1: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project.

State of Illinois Text to 911: As reported last month, the PSAPs, ETSB and Intrado staff met to review the training and functionality of text to 9-1-1 in the system. Public education campaign for text to 9-1-1, 988 and 211 are on hold until the functionality of the CPE system is finalized. Certain CPE tasks remain from cutover that create dependencies for a formal go-live of this service. The service is active but a formal go-live has not been launched.

ACDC has successfully completed all necessary training and testing to fully deploy Text-to-911. ACDC is confident that operationally and technically they have the capability to process inbound and outbound messaging. ACDC has confirmed with surrounding agencies that the functionality is working as intended to include a bounce back if a PSAP is not online. ACDC has uploaded the PSAP transfer list of 172 entries on all consoles.

NG9-1-1 Grant opportunity CAD to CAD interface: New grant opportunities are available that ETSB is investigating with neighboring 9-1-1 Systems. Quotes for the interfaces have been submitted to the States for the CAD-to-CAD grant. ETSB did not submit a grant application for CAD-to-CAD in this cycle. Neighboring 9-1-1 Systems are in the process of working through deployment. In speaking with those systems, they are at least six months away from use. Staff opted to wait and see how those projects progressed given the initial costs and the other projects currently underway.

9-1-1 System Memos:

ETSB staff did a review of the 9-1-1 System memos after the CAD system upgrade. There were several system memos in the comprehensive list found at the end of the monthly report that were listed as *Enhancements to Production* that are now able to be closed successfully. Memos that required an enhancement that was not achieved in the upgrade will be listed as *Technically Not Feasible* and will be discussed with the Directors to determine a future direction.



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New Memos: There were no new memos reviewed in the last month.

Closed Memos:

- Memo 24: ICDs from Hexagon for LEADs
- Memo 37: Software review
- Memo 53: Dispatch Assign Multiple Units
- Memo 55: Vin Response
- Memo 60: Telecommunicator name in remarks
- Memo 63: Clearing Multiple Units
- Memo 110: Options for Tones in Fire Station Alerting

Pending Research:

Memo 108: Change ANI/ALI dump workflow in CAD.

Memo 113: Shot/Stab Event Type. This is currently at the Directors' level for review.

Memo 127: MFA in Command Central Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for Command Central Aware. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. This is different than memo 127 because Command Central Aware has different security concerns.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups.

Technically Not Feasible

- Memo 49: Add Select Event Hot Key
- Memo 50: Unit Roster
- Memo 51: Informer Hot Key
- Memo 58: UL Functionality
- Memo 64: F2 Enhancement
- Memo 103: CAD/Vesta standardization

DuJIS PRMS:

The RMS Manager's monthly memorandum for November has been attached to this report, as well as the Hexagon Service Manager's summary.

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola Radio System Manager Report:

The System Manager's memorandum is located at the end of the monthly report.

AXS Consoles: ETSB has been working with Motorola and Chicago Communications to install and configure the training workstations at each PSAP. Currently Chicago Communications have all the



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

training workstations installed and the configuration process is in progress. The PSAPs' training has been scheduled for February 25 & 26 starting at 8am. Chicago Communications will be ready to begin installation as soon as the training is completed. The final deployment plan has an encryption plan dependency, but installation can begin and the telecommunicators can use the workstations in their current configuration.

Encryption: Motorola met with Chiefs Fleury and Selvik and ETSB staff to review the initial proposal and collected data on January 31. This project will be added to the weekly Motorola status call. The Chiefs will join this call. This meeting was reviewed at the February PAC meeting.

APX8500 mobile: Motorola has provided an option for the 8500 mobiles, the APX6500 dual radio. The demo units have been received, and the focus group is working with the Radio System Manager to program the unit. There is nothing additional to report this month.

NFPA Committee: There is no formal working committee at this point. However, the new standards book, NFPA 1930, was issued. Under the *Technical Committee on Electronic Safety Equipment* Jim Connolly (primary) and John Sullivan (alternate) names appear in the book. So, they are official.

APXNext XN: The Fire Focus Group met on January 23 from 2:00 until 5:30. This group has developed a second template for agencies to consider that has a hazard zone bank and allows agencies to utilize hazard zone talk groups in their *User Selectable Zones*. Fire Ground and Ops talk groups would be available in both Hazard zone and Non-Hazard zone mode. The distinguishing characters being "HZ". For example: 7FG ORNGHZ or 7FG ORNG; FDOPS 11HZ or FD OPS 11. Because the ETS Board has already approved a standard template that most fire agencies have submitted updated templated.

On the agenda this month, the five PAC members present voted to recommend approval of this second template to the ETS Board.

This group included Director Zerwin who worked with them on a memorandum outlining selections for the XN radio for the next phase of the deployment.

Additionally, the focus group members and ETSB Director will be at the next FSA on February 13, meeting to review the template as well as the functionality of the XN radio with the new firmware updates. There will also be a review of the memorandum, a new fleetmap format, and a ppt that explains CommandCentral to help Chiefs determine which personnel in their agencies they would like to have access to CommandCentral.

While the FSA meeting is not typically a radio meeting, it is a standing meeting, and all fire chiefs are encouraged to attend in person. A zoom link will be available. This meeting is being utilized in order to keep the process moving forward. Fire Chiefs have not been given an opportunity to see the radio and how it performs since those releases. Radios will be available at other meetings after the 13th to help Chiefs make a decision on which template they would like to use. This is because during the physical radio selection process, Chiefs were told by the ETS Board they would have a choice on whether or not to have the hazard zone in their radios.



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

Policy Advisory Committee (PAC):

The PAC was held on February 3, 2025. Some information from that meeting has been added to various categories above.

On the agenda this month, the five PAC members present voted to recommend approval of the second fire template to the ETS Board. One member was absent, excused due to illness.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: January 30, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions scheduling kickoff meeting for January 31, 2025.

APX 4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Outstanding Agencies: Addison, Bartlett, Bensenville, Clarendon Hills, Elmhurst, Hinsdale, Itasca, Lombard, Warrenville, Westmont.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. Outstanding Agencies: Bensenville

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing the Cook County Zone 5 information. No Fire templates to be completed unit this is complete.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	11	8	11	8	5	1	5	0
APX Next (PD)	16	14	16	14	3	7	5	1
APX NextXN (FD)	6	5	6	5	0	2	0	4
APX 8500 (mobile)	4	1	4	1	1	0	1	2
APX4000	4	1	4	1	2	1	1	0
Total	41	29	41	29	11	11	12	7

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2024	Year to Date	
Category	Opened	Closed
APX 7000XE	106	100
APX Next (PD)	158	150
APX NextXN (FD)	70	15
APX 8500 (mobile)	51	31
APX4000	19	17
Total	269	202

STARCOM21 Scheduled Maintenance:

Emergency Scheduled Maintenance:

Motorola's Cyber Security Team was alerted to a security gap in the HP/Aruba switches used in your dispatch center. To quickly close this gap, Motorola's engineers have already pushed the software fix and will need to reboot the switches remotely to finalize the process.

Notification: Wednesday, January 15, 2025, Scheduled: Thursday, January 23, 2025
 While the switches are rebooting, PSAPs will lose **all connection** to the STARCOM Core for 10 minutes (worst-case scenario) but more likely 3-4 minutes. We strongly recommend using portable radios during this time. PSAPs will be called before process is started to make sure everything is good.

System Maintenance:

Note: Scheduled maintenance but the NOC failed to notify certain effected customers:

Wednesday, January 29, 2025 at 9:45 AM

Motorola began a planned maintenance of switch reboots to resolve an identified MTN. During this process, the DEDIRS system operated at half of its channel capacity, resulting in disruptions, including bonks in the centers and limited radio traffic.

Motorola completed the maintenance. At approximately 11:30 AM normal operations were restored. ETSB contacted Motorola to confirm whether a notification had been sent. Motorola acknowledged that the notification was missed by the NOC and that they are working on a new alerting process for planned events such as this. An email was sent to the PSAP and agencies in response to tickets that were opened as a results of system being rendered to half capacity.

Wednesday, January, 8, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at the Zone 1 core per MTN-168-24 and a reconfiguration of the ISSI backhaul.

Who is doing the work: CMSO Op Engineering

Impact: All switches at the zone core redundant and should not impact regular voice or data operations. This work will start at 8:30 am.

The ISSI backhaul work will impact WAVE and ISSI communications. The outage for Wave and ISSI may last as long as an hour. This work is expected to start at about 9:00 am after the switches are complete.

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Thursday, January 16, 2025

8:45 to 8:48 3 min at most (Typically 30 sec)

Zone Controller Switch: All RF sites will enter Site Trunking

All Dispatch Sites will get Red X's on Trunking Resources

Thursday, January 16, 2025

10:40 to 1:55 3.25 hrs

Zone 1, 3 and 5: UEM will not be available SmartConnect LTE will not be available

WAVE application will not be available ISSI Connection will not be available

Zone Watch will not be available All Data applications will not be available.

ISP CAD stream will not be available Marvliis will not be available

Genesis GPS will not be available CompassCom will not be available

Tuesday, January 21, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at Single Link Dispatch centers per MTN-168-24

Who is doing the work: CMSO Op Engineering

Impact: Each Dispatch Center will be down for 5 to 10 minutes. Recommend using portables as all ops will be down while the switches reboot.

Schedule is as follows: (8:00 am start all other times are approximate as they will be done as soon as the prior site is finished)

Zone 1 NMD 15 Tollway Plaza 35 – 8:00 am

Zone 1 NMD 16 McHenry – 7:30 am

Zone 1 NMD 02 Northbrook – 8:20 am

Zone 1 NMD 29 Joliet – 8:30 am

Zone 1 NMD 31 IDOT-District 1 – 8:40 am

Zone 1 NMD 32 Statesville – 8:50 am

Zone 1 NMD 34 Elgin Backup – 9:00 am

Zone 1 NMD 35 NIU – 9:10 am

Zone 1 NMD 36 Kewanee – 9:20 am

Zone 1 NMD 38 Waukegan – 9:30 am

Zone 1 NMD 39 Rockford – 7:45 am

Zone 1 NMD 41 Central Lake County – 9:50 am

Zone 5 NMD 13 WSCD – 10:00 am

Zone 5 NMD 14 Seecom – 10:10 am

Zone 5 NMD 15 Wheeling – 10:20 am

Zone 5 NMD 16 Harwood Heights – 10:30 am

Zone 5 NMD 18 Skokie – 10:40 am

Zone 5 NMD 19 LTACC – 10:50 am

Zone 5 NMD 20 Evanston - 11:00 am

Zone 5 NMD 21 U of C – 11:10 am

Zone 5 NMD 06 Bridgeview – 11:20 am

Zone 5 NMD 05 Schaumburg -11:30 am

Zone 5 NMD 07 Jail – 11:40 am

Zone 5 NMD 09 Maywood -11:50

Zone 5 NMD 08 Division 9 – 12:00 pm



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Thursday, January 23, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at Dual Link Dispatch centers per MTN-168-24

Who is doing the work: CMSO Op Engineering

Impact: Each Dispatch Center will lose the resources attached to each switch while it reboots approximately 5 to 10 minutes. The Dispatch center will remain up during the reboots but with a reduced number of resources depending on what is connected to the switch that is rebooting.

Reboots will be done highest switch number to lowest or switch 3 to switch 1.

Zone 1 NMD 47 ACDC – 8:00 am

Zone 1 NMD 18 Addison – 8:30 am

Zone 1 NMD 44 District Chicago– 8:50 am

Zone 1 NMD 48 DuComm – 9:10 am

Zone 1 NMD 49 Ducomm Building B– 9:40 am

Zone 1 NMD 33 Elgin Main – 10:00 am

Zone 1 NMD 45 Grundy – 10:20 am

Zone 1 NMD 51 Gurnee– 10:40 am

Zone 1 NMD 06 Kanecomm – 11:00 am

Zone 1 NMD 46 Kencomm– 11:20 am

Zone 1 NMD 37 LCSO – 12:30 pm

Zone 1 NMD 14 New Tollway – 1:00 pm

Zone 1 NMD 22 NWCD Davis – 1:20 pm

Zone 1 NMD 23 NWCD Schaumburg – 1:40 pm

Zone 1 NMD 05 Quadcom – 2:00 pm

Zone 1 NMD 43 Sterling - 2:20 pm

Zone 1 NMD 03 Tricom – 2:40 pm

System Patches:

The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 1/15 and 1/16. These patches caused an impact to the system in all Zones.

It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 1/16/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

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

Red X's on Consoles for 5 Minutes as well

IL STARCOM Monthly Application of Windows Motopatch 2024.12 – Patching 1/17/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

[Scheduled Maintenance] Command Central Products (United States)

Start: 27/JAN/2025 @ 10:00 PM CST (UTC -6)

End: 28/JAN/2025 @ 5:00 AM CST (UTC -6)

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SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 20/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 20/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 21/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 21/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 27/JAN/2025 @ 3:30 AM CST (GMT -6)

End: 27/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 28/JAN/2025 @ 3:30 AM CST (GMT -6)

End: 28/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 30/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 30/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 11/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 11/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Management CPS Patches: There were none last month.

Releases:

APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new product and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings/Training: Fire Focus Meeting 1/23/25.

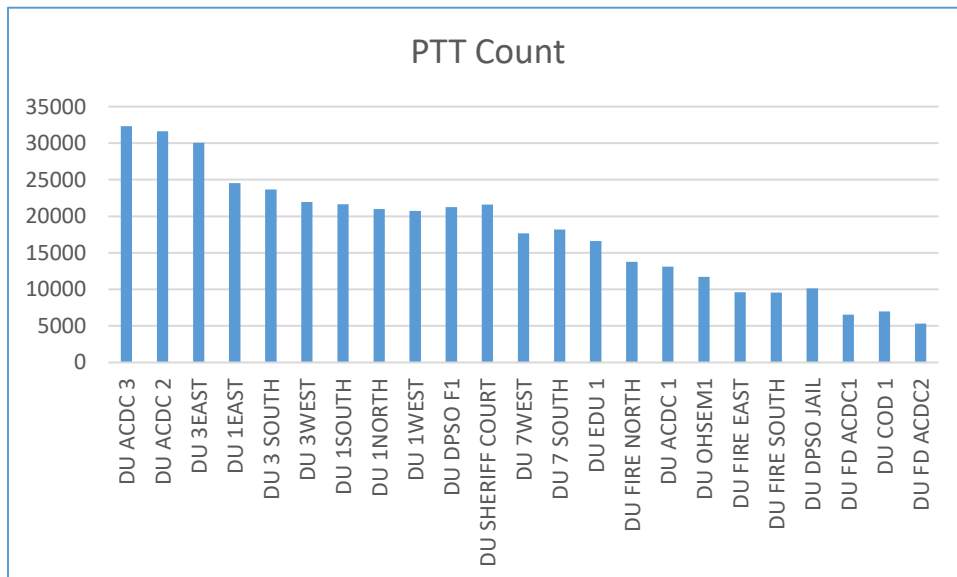
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Grade of service report:

December 2024 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.24	3.78	6.62	31.00	2743.39	13611.13	4.96	0.00	0.00	0.00
1:00:00	0.00	19.78	3.36	7.04	31.00	2412.10	12103.06	5.02	0.00	0.00	0.00
2:00:00	0.00	17.02	2.89	7.51	31.00	2020.19	10418.61	5.16	0.00	0.00	0.00
3:00:00	0.00	14.91	2.53	7.87	31.00	1721.19	9125.65	5.30	0.00	0.00	0.00
4:00:00	0.00	14.47	2.46	7.94	31.00	1709.81	8853.13	5.18	0.00	0.00	0.00
5:00:00	0.00	15.07	2.56	7.84	31.00	1753.35	9220.16	5.26	0.00	0.00	0.00
6:00:00	0.00	15.91	2.71	7.69	31.00	1878.26	9739.97	5.19	0.00	0.00	0.00
7:00:00	0.00	21.56	3.67	6.73	31.00	2551.74	13196.71	5.17	0.00	0.00	0.00
8:00:00	0.00	28.31	4.81	5.59	31.00	3406.94	17326.42	5.09	0.03	0.06	2.00
9:00:00	0.00	30.99	5.27	5.13	31.00	3745.23	18967.26	5.06	0.00	0.00	0.00
10:00:00	0.00	31.61	5.37	5.03	31.00	3849.65	19348.19	5.03	0.00	0.00	0.00
11:00:00	0.00	30.13	5.12	5.28	31.00	3655.90	18436.61	5.04	0.00	0.00	0.00
12:00:00	0.00	32.54	5.53	4.87	30.00	3933.13	19913.87	5.06	0.00	0.00	0.00
13:00:00	0.00	32.98	5.61	4.79	30.00	4011.73	20182.87	5.03	0.00	0.00	0.00
14:00:00	0.00	32.69	5.56	4.84	31.00	4008.65	20008.97	4.99	0.00	0.00	0.00
15:00:00	0.00	34.17	5.81	4.59	31.00	4164.48	20914.77	5.02	0.00	0.00	0.00
16:00:00	0.00	34.67	5.89	4.51	31.00	4226.61	21216.03	5.02	0.00	0.00	0.00
17:00:00	0.01	34.32	5.84	4.56	31.00	4208.10	21006.29	4.99	0.61	3.65	5.95
18:00:00	0.00	32.24	5.48	4.92	31.00	3950.68	19733.16	4.99	0.00	0.00	0.00
19:00:00	0.00	32.37	5.50	4.90	31.00	4016.45	19810.48	4.93	0.00	0.00	0.00
20:00:00	0.00	29.92	5.09	5.31	31.00	3720.45	18310.19	4.92	0.00	0.00	0.00
21:00:00	0.00	28.46	4.84	5.56	31.00	3567.06	17416.32	4.88	0.00	0.00	0.00
22:00:00	0.00	26.63	4.53	5.87	31.00	3336.71	16298.00	4.88	0.00	0.00	0.00
23:00:00	0.00	25.59	4.35	6.05	31.00	3154.13	15660.13	4.96	0.00	0.00	0.00

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<i>Group Alias</i>	<i>PTT Count</i>
DU ACDC 3	32331
DU ACDC 2	31612
DU 3EAST	30065
DU 1EAST	24526
DU 3 SOUTH	23663
DU 3WEST	21954
DU 1SOUTH	21663
DU 1NORTH	21001
DU 1WEST	20720
DU DPSO F1	21266
DU SHERIFF COURT	21605
DU 7WEST	17673
DU 7 SOUTH	18185
DU EDU 1	16604
DU FIRE NORTH	13748
DU ACDC 1	13133
DU OHSEM1	11726
DU FIRE EAST	9609
DU FIRE SOUTH	9557
DU DPSO JAIL	10113
DU FD ACDC1	6561
DU COD 1	6976
DU FD ACDC2	5312



Monthly 9-1-1 System Call count

For (Call Origin)

Creation Date: 02/06/2025 11:38:46 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 01/31/2025 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	18,966	6,090	12,876	0	297	4,970	717	47	59	0	403	00:00:04
	Internal	1,096	0	1,096	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	4,820	0	4,820	0	0	0	0	0	0	4,820	0	00:00:00
	Total	24,882	6,090	18,792	0	297	4,970	717	47	59	4,820	403	00:00:04
Total		24,882	6,090	18,792	0	297	4,970	717	47	59	4,820	403	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/05/2025 11:38:25 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 01/31/2025 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			
DU-COMM	Incoming	192,903	75,590	117,313	0	3,916	59,014	11,951	111	598	0	5,880	00:00:05
	Internal	37,960	0	37,960	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	49,096	0	49,096	0	0	0	0	0	0	49,096	0	00:00:00
	Total	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05
Total		279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/06/2025 10:29:48 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 01/31/2025 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	1,230	1,230	0	0	90	992	148	0	0	0	0	00:00:04
Total	1,230	1,230	0	0	90	992	148	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/05/2025 11:38:25 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 01/31/2025 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			
DU-COMM	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05
Total	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
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.	Technically Not Feasible		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	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 Purv	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	Closed	01/21/21	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 CAD system for 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 Recommendations	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	Closed	01/08/25	Pending	Pending	N/A	N/A	N/A
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus		
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus			
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus		
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus			
31	05/04/20	CAD	Fire Priorities	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	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	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	Closed	01/08/25		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 positions to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus			
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus		
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus			
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus		
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus				
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed	09/15/20	Consensus				
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Technically Not Feasible		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Technically Not Feasible		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Technically Not Feasible		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assign 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	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Technically Not Feasible		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Technically Not Feasible		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	Closed	01/08/25	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	Closed	01/08/25	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	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Technically Not Feasible		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	Technically Not Feasible					
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus		Consensus
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed	04/20/21		Consensus		
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20		retracted		
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus		
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20			Consensus	
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors			Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus		Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21				Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed	12/15/20		Consensus		
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus		
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21				Consensus
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus		
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus		
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus		
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed					
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus		
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus		
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed					
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus		
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed	06/18/21		Consensus		
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus		
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22				Consensus
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22				Consensus
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22				Consensus
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the 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 percentages	Closed	08/11/22				Consensus
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight dispatching	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	Technically Not Feasible			Consensus		
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus		
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22		Consensus		
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus		
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed					Consensus
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research					
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus		
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing				Consensus	
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed				Impasse	Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22				
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23			Consensus	
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23		Consensus		
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23				Consensus
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADview	Closed	4-May-23				Consensus
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23				Consensus
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23				Consensus
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23				Consensus
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23			Consensus	
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23				
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23		Consensus		
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed	26-Mar-24		Consensus		
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24		Consensus		
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed			Consensus		
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research				Pending	
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Pending Research				Pending	
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Pending Research				Pending	
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24		Consensus		
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened					
			In process/Testing							
			Implemented							
			Pending Research							
			Technically Not Feasible							

Rave Smart911 Monthly Enrollment

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	1	0	1
60103	2	0	2
60105	0	0	0
60106	1	0	1
60108	0	1	1
60117	0	0	0
60126	2	0	2
60128	0	0	0
60132	0	0	0
60133	1	1	2
60137	0	0	0
60138	0	0	0
60139	0	1	1
60143	0	0	0
60148	1	0	1
60157	0	0	0
60172	0	0	0
60181	1	0	1
60185	0	3	3
60186	0	0	0
60187	0	0	0
60188	1	0	1
60189	3	3	6
60190	1	0	1
60191	0	0	0
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	13	0	13
60515	1	0	1
60516	0	2	2
60517	4	0	4
60521	1	0	1
60522	0	0	0
60523	4	0	4
60525	5	0	5
60527	1	0	1
60532	1	0	1
60540	1	0	1
60555	2	0	2
60559	1	1	2
60561	0	0	0
60563	2	1	3
60564	0	0	0
60565	1	0	1
60570	0	0	0
Total Web Enrollments	51		
Total App Enrollments	13		
Total Enrollments	64		
Total Zip Codes	27		
From	1/1/2025 0:00		
To	1/31/2025 23:59		

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February		0		0.00%						
March		0		0.00%						
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739



January 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	January 30, 2025

Support Overview						
Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	4	P2	2	P2	0
Below target <input type="checkbox"/>	P3	23	P3	6	P3	3
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 January 30, 2025	
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.</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 January 2025.
- CAD Side call with Hexagon support has been reestablished.

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:



**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: February, 04, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - OCR Configuration Workshop scheduled for Mar. 10th - 13th.
 - MFR Configuration Workshop scheduled for Apr. 28th - May 1st.
- Initial RMS RFP on-site interviews completed
- Deployed new user management service.
- User Focus Group held Jan. 28th.
- Developed and deployed a solution to OnCall Records, resolving a long-standing data inconsistency with citations.
- Resolved OnCall Analytics change propagation error.

Action Items:

- RMS RFP Process
 - Define requirements.
- NetRMS/CJIS
 - Move legacy system off of aging hardware to dedicated server.
 - Phase 1, which includes only CJIS, is deployed and the process of granting access to agency users is underway.
 - Preparation for phase 2 (NetRMS) is underway.

RSA – Customer Support Collaboration:

- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.

Next Month's Actions Items:

- Continue Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.