



Emergency Telephone System Board of DuPage County Monthly Report

January Board Meeting

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

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

DuPage County will continue to be a remote meeting site in 2025, unless meetings require the membership to be present in Springfield. Those changes will be posted throughout the year. The dates for the 2025 SAB meetings are as follows, all dates are Monday unless otherwise indicated:

January 13
January 21 (Tuesday)
February 10
February 24
March 10
March 24
April 7
April 21
May 5
May 19
June 16
July 14
August 18
September 15
October 22 (Wednesday)
November 17
December 15

At the December 16 meeting, the above calendar dates were approved with two changes. Those changes were made to accommodate association meetings that conflicted with the schedule. The SAB also felt that having a meeting in conjunction with the IPSTA meeting was beneficial, so the meeting date was amended from October 20 to October 22. Work continues on the administrative rules. The Board will receive updated versions of the Parts 1324, 1325 and 1326 for review and comment with their representative groups. Comments are due by January 31.

FINANCIAL

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:

Motorola: Change Order #6 PO920154/5522-1 Remote Speaker Microphones (RSMs)

After the original contract was executed, a channel selector mic was certified under NFPA standards. The Board approved the additional cost of this mic for agencies that indicated they would like to utilize this mic. This change order is for the return of a portion of the standard NFPA RSM and an order for NFPA approved channel selector mic for the APXNext XN radio.

Total cost difference: 55,582.20 for a new contract amount of \$37,410,364.43.

Purvis: Change Order #1 PO924025/7298-1 Core Equipment

Winfield Fire Protection District New Station #31

Winfield Fire Protection District is replacing Station #31. In the past, ETSB has purchased new equipment and utilized the existing equipment as emergency spare equipment in the Fire Station Alerting System (FSA) when an agency is building a new facility. The cost to provide new core equipment for the New Station #31 is \$64,975.00. The FY25 Capital Equipment Line 54110 budgeted \$67,960 for this cost. Total savings: \$2,985.00.

Total amount of Change Order #1: \$67,960.00 for a new contract amount of \$489,705.00.

Purvis Change Order #2 PO924025/7298-1 Optional Equipment

Winfield Fire Protection District New Station #31

Agencies have been afforded the opportunity to enhance the FSA system within their buildings at their expense. Agencies pay for the capital and annual maintenance. Winfield Fire Protection District will be making additions to the core package in the amount of \$27,335.00. It should be noted that in the initial installation, agencies were able to use existing lights and speakers. Since this is a new building, Winfield Fire Protection District is not able to do that. ETSB will make the initial payments after the milestones are approved by Winfield Fire Protection District, but this is a budget neutral cost, as the agency will reimburse ETSB.

Total amount of the Change Order #2: \$27,335.00 for a new contract amount of \$517,040.00.

Budget Transfers

There is one budget transfers on this agenda and one correction of a Scrivener's error.

Remote Speaker Microphones (RSMs): Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) to exchange standard RSMs for RSMs with the channel select knob per agency request for Change Order #6 (above) of PO 5522-1.

Total amount of requested transfer: \$55,583.00 for a new account total of \$7,358,255.

Scrivener's error on Resolution ETS-R-0080-24: The budget transfer for the encryption plan was originally scheduled for the November 13, 2024 meeting. When at the November meeting action items were carried over and approved on the December 11 agenda, it was no longer an FY24 transfer for payment and the paperwork this month is to reflect the adjusted fiscal year from FY24 to FY25.

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.



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Bills List FY24

External Payments FY24

Total for Fund 5820 for January 8 meeting: \$299,772.75

The FY24 bills list reflects the reconciliation of the existing console maintenance payments at \$183,259.80 for July through November.

Bills List FY25

External Payments FY25

Total for Fund 5820 for January 8 meeting: \$511,792.91

The FY25 bills list for January has the Purvis annual maintenance payment of \$209,225 of which \$15,810 will be reimbursed by agencies for optional equipment maintenance costs.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,087,240.00.

The August surcharge was received on December 5 in the amount of \$1,055,850.16.

\$31,389.84 FSA DEDIR System Airtime Reimbursement. \$26,428.16 is for the airtime costs of the radios utilized by the Sheriff's Office, and \$4,961.68 is for the airtime costs for the Office of Homeland Security and Emergency Management, reimbursed to ETSB annually in arrears.

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. ETSB Deputy Director met with County IT to discuss their current security policies and share information related to the ETSB policies and procedures. The review is in progress, and we are looking to leverage each other's ideas and information.

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 issues reported since the cutover, 20 have been resolved, with 10 remaining outstanding. It is important to note that these outstanding items do not impact citizens' ability to reach emergency centers. They pertain to data configuration and parsing within application fields. ETSB is collaborating closely with vendors to resolve these issues and holds weekly meetings to ensure sustained focus and timely resolution.

At the end of the monthly report are the monthly and yearly stats for call handling of 911 and 10-digit dial calls for each PSAP.

CPE VESTA Mapping:

On December 10, 2024, updated VESTA Map Local configurations and the most accurate data were deployed to ACDC and DU-COMM PSAPs. The updates included several enhancements:

- Reorganized the VESTA Map Local filter to appear closer to the top for improved usability.



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- Enhanced visibility of bodies of water on the map.
- Submitted a new data layer to utilize ESB Fire and ESB Police filters, ensuring agency jurisdiction boundaries are clearly outlined. This adjustment prevents duplication with the "place" and "fire beat" filters, optimizing functionality for telecommunicators (TCs).

DuJIS CAD:

2024	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	523	446	36	15	8	24	2	2
MPS	600	624	53	47	0	40	0	13
Total	1123	1070	89	62	8	64	2	15

Projects:

Priority released version .41 training on June 5, 2024. ProQA Medical and Fire version .50 became available on July 3, 2024. Public Safety Answering Points (PSAPs) have been informed and are currently working on updating their translation tables. ACDC and DU-COMM have successfully completed their training. Translation tables have been provided to ETSB, and the CAD Administrator has finalized updates in the CAD system to reflect these changes.

In collaboration with DU-COMM and ACDC, ETSB will upgrade the ProQA system on January 7, 2025. Upon completion of this upgrade, the ProQA Upgrade Project will be formally closed.

AQUA: System bug (Ticket 10240) ticket pending, waiting for Priority to provide training for the new version of AQUA. Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18. PSAPs are currently in the process of training. Once training is completed the version can be rolled out to production. The update remains the same for the month of December 2024.

LEADS 3.0 Upgrade: The final cutover was successfully completed on December 3, 2024. Following the cutover, ETSB addressed several issues reported by the PSAPs. These included ORI and CQH information not being passed back correctly, as well as an issue with supplemental information not displaying within inquiries. All issues were resolved with the assistance of the ISP, which updated its configuration within the local state system.

ETSB has not been informed of any additional issues. This will be the last report on the LEADS 3.0 Transition Project other than billing of the participating agencies since this is not an allowable expense.

Network

Absolute Secure:

2024	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	118	112	6	4	1	2	0	1



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

Comcast Maintenance/Trouble Tickets: No maintenance notifications or tickets opened for the month of December 2024.

Network Tickets: No network issues have been reported for the month of December 2024.

VMware Maintenance: No maintenance updates for the month of December 2024.

Windows Patching: Quarterly patching will begin in January. This will include Hexagon’s VMware and HP Switch updates.

Fire Station Alerting System (FSAS):

2024	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	212	181	26	21	0	0	5

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

Geographic Information Systems (GIS):

2024	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	602	393	78	26	27	0	5	20	1	1

GIS Projects: Beginning in 2025, ETSB will send reminders on a semi-annual basis to ensure timely updates are submitted.

GIS Redistricting Annual Status: ETSB issued a reminder to all agencies regarding potential changes for major projects before the year's end. Several agencies confirmed that no updates were needed.

NG9-1-1 GIS Mapping:

ETSB is collaborating with County GIS, Intrado, Motorola, and AT&T to resolve parsing issues affecting wireless and VOIP calls. These issues have resulted in mis-plotting, incorrect routing for various calls, and challenges related to ANI/ALI spill configuration. This work is currently in progress.

The most recent data submission was provided by DuPage County GIS to Intrado on December 13, 2024. This update included revised street data, address information, and PSAP boundary updates.



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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.

State of Illinois Text to 911:

As reported last month, representatives from the PSAPs, ETSB, and Intrado met to review training and the functionality of the text-to-9-1-1 system. Additionally, ETSB and County staff met on September 3 to discuss collaborating on a public education campaign for text-to-9-1-1, 988, and 211 services.

The timing of the public education campaign is contingent upon the PSAPs' go-live for NG9-1-1 and the completion of text-to-9-1-1 training. Certain CPE tasks remaining from the cutover create dependencies that must be resolved before formally launching this service.

NG9-1-1 Grant opportunity CAD to CAD interface: New grant opportunities are available that ETSB is investigating with neighboring 9-1-1 Systems.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
130	0	0	0	6

New Memos: There were no new memos in this rating period.

Closed Memos: There were no closed memos during this rating period.

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

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

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

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

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.



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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.

DuJIS PRMS:

The RMS Manager's monthly memorandum for December has been attached to this report, as well as the Hexagon Service Manager's summary. A report was not submitted by the Resident Systems Analyst's (RSA) at the time of this posting.

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

AXS Consoles: Chicago Communications is the vendor that will be doing the installation and will be staging the material as Motorola's channel partner. Chicago Communications installed one workstation as a test at each PSAP. The testing and training schedule is in process. The deployment plan has an encryption plan dependency.

Encryption: The encryption proposal was approved at the December ETSB meeting. There is no additional update because of the December holidays.

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. Additional agencies have submitted their review of the APX6500 dual radio. PSAP Ops meetings reinforced the need to respond.

NFPA Committee: Nothing to report this month.

APXNext XN: This Fire Focus Group is working on the configuration of the radio with the Radio System Manager. ETSB staff are working with agencies to review their templates depending on the agency, Erik Maplethorpe/DU-COMM and Jim Connolly/ACDC have been invited to participate in the meetings.

Additional Agencies have submitted their templates or asked for assistance. PSAP Ops meetings reinforced the need to submit templates.

Motorola Radio System Manager Report:

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

Policy Advisory Committee (PAC):

The PAC January 6, 2025 meeting was scheduled after the posting of this report.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: December 30, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has provided the proposal for the cutover plan.

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 15 agencies/73 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.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. Testing of the XN Demo radios was completed the week of June 17, 2024. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan.

Programming – Projects

Code plug updates: There were none last month.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	81	58	5	2			7	
APX Next (PD)	144	108	11	8	1	7	2	1
APX NextXN (FD)	1	0	0	0				
APX 8500 (mobile)	32	30	2	2		1	1	
APX4000	11	6	2	2		1	1	
Total	269	202	20	14	1	9	11	1

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STARCOM21 Scheduled Maintenance:

System Patches:

The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 12/11 and 12/12. 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, 12/12/24

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 2024.11 – Patching 12/13/24. 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: 05/DEC/2024 @ 1:00 AM CST (UTC -6)

End: 05/DEC/2024 @ 4:30 AM CST (UTC -6)

Command Central Aware (United States)

Markups will be available to Command Central Aware users on December 11, 2024.

Starting December 11, 2024, Markups will replace Tactical Tools in CommandCentral Aware. After this date, drawings and graphics created with Tactical Tools will only be available in read-only mode. While you can still view features created with Tactical Tools, you cannot create new features using Tactical Tools.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 03/Dec/2024 @ 5:00 PM CST (UTC -6)

End: 03/Dec/2024 @ 9:00 PM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 04/DEC/2024 @ 1:00 AM CDT (GMT -6)

End: 04/DEC/2024 @ 9:00 AM CDT (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 05/Dec/2024 @ 1:00 AM CST (UTC -6)

End: 05/Dec/2024 @ 4:30 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 05/Dec/2024 @ 5:00 PM CST (UTC -6)

End: 05/Dec/2024 @ 9:00 PM CST (UTC -6)



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[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 09/DEC/2024 @ 2:30 AM CST (GMT -6)

End: 09/DEC/2024 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 10/DEC/2024 @ 5:00 PM CST (GMT -6)

End: 10/DEC/2024 @ 11:00 PM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 11/DEC/2024 @ 8:00 PM CST (GMT -6)

End: 12/DEC/2024 @ 4:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 12/Dec/2024 @ 11:00 PM CST (UTC-6)

End: 13/Dec/2024 @ 5:00 AM CST (UTC-6)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases:

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1 CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product and features. No defect repairs included. Minor update and application is optional.

APX NEXT Firmware. R07.02.00 CPS 2.150.244.0 is a maintenance release and was available 10/1/24. It included new product and features. No defect repairs included. Minor update and 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: There were none last month.

Training: There was none last month.



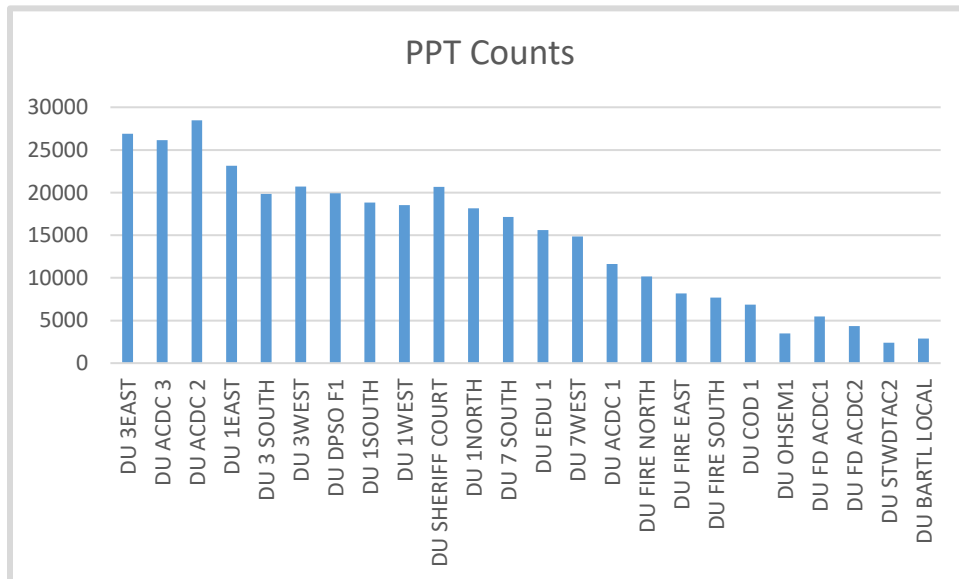
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Grade of service report:

November 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	20.82	3.54	6.86	30.00	2649.17	12739.03	4.81	0.00	0.00	0.00
1:00:00	0.00	18.16	3.09	7.31	30.00	2349.17	11116.87	4.73	0.00	0.00	0.00
2:00:00	0.00	15.27	2.60	7.80	30.00	1884.93	9343.37	4.96	0.00	0.00	0.00
3:00:00	0.00	12.73	2.16	8.24	30.00	1503.93	7789.70	5.18	0.00	0.00	0.00
4:00:00	0.00	12.37	2.10	8.30	30.00	1496.57	7571.27	5.06	0.00	0.00	0.00
5:00:00	0.00	12.74	2.17	8.23	30.00	1559.67	7794.53	5.00	0.00	0.00	0.00
6:00:00	0.00	14.23	2.42	7.98	30.00	1757.63	8710.73	4.96	0.00	0.00	0.00
7:00:00	0.00	21.36	3.63	6.77	30.00	2624.97	13074.30	4.98	0.00	0.00	0.00
8:00:00	0.00	28.45	4.84	5.56	30.00	3476.90	17412.90	5.01	0.00	0.00	0.00
9:00:00	0.01	32.50	5.53	4.87	30.00	3929.00	19891.30	5.06	0.20	0.33	1.67
10:00:00	0.00	33.29	5.66	4.74	30.00	4048.80	20375.37	5.03	0.03	1.37	41.00
11:00:00	0.00	32.66	5.55	4.85	30.00	3969.23	19986.90	5.04	0.07	1.40	21.00
12:00:00	0.00	31.38	5.34	5.06	30.00	3825.40	19206.33	5.02	0.07	1.37	20.50
13:00:00	0.00	34.05	5.79	4.61	29.00	4113.24	20836.93	5.07	0.00	0.00	0.00
14:00:00	0.00	32.96	5.60	4.80	29.00	4081.97	20171.83	4.94	0.03	1.38	40.00
15:00:00	0.00	32.41	5.51	4.89	29.00	4006.03	19835.10	4.95	0.00	0.00	0.00
16:00:00	0.00	32.23	5.48	4.92	30.00	4027.90	19725.40	4.90	0.00	0.00	0.00
17:00:00	0.00	33.34	5.67	4.73	30.00	4146.83	20403.17	4.92	0.07	6.63	99.50
18:00:00	0.00	31.06	5.28	5.12	30.00	3870.47	19009.93	4.91	0.00	0.00	0.00
19:00:00	0.00	30.23	5.14	5.26	30.00	3817.70	18498.37	4.85	0.00	0.00	0.00
20:00:00	0.00	28.97	4.93	5.47	30.00	3621.40	17732.13	4.90	0.00	0.00	0.00
21:00:00	0.00	27.39	4.66	5.74	30.00	3490.90	16765.63	4.80	0.00	0.00	0.00
22:00:00	0.00	24.44	4.15	6.25	30.00	3165.13	14957.53	4.73	0.00	0.00	0.00
23:00:00	0.00	23.46	3.99	6.41	30.00	3024.67	14355.60	4.75	0.00	0.00	0.00

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<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	26906
DU ACDC 3	26130
DU ACDC 2	28455
DU 1EAST	23127
DU 3 SOUTH	19842
DU 3WEST	20687
DU DPSO F1	19899
DU 1SOUTH	18816
DU 1WEST	18519
DU SHERIFF COURT	20666
DU 1NORTH	18144
DU 7 SOUTH	17157
DU EDU 1	15619
DU 7WEST	14850
DU ACDC 1	11615
DU FIRE NORTH	10161
DU FIRE EAST	8159
DU FIRE SOUTH	7701
DU COD 1	6877
DU OHSEM1	3476
DU FD ACDC1	5476
DU FD ACDC2	4335
DU STWDTAC2	2392
DU BARTL LOCAL	2901





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TO: Linda Zerwin, ETSB Executive Director

FROM: Andy Saucedo, Motorola System Manager

DATE: December 2, 2024

SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has provided the proposal for the cutover plan.
- APX 4000: A firmware update was released and a schedule was developed in Monday.com to for agencies to update their equipment. Emergency activation configuration change has been applied to 15 agencies/73 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). At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version.
- APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles have been received and have been staged for demo to Fire Focus. Additional APX6500 mobiles have been configured and provided to Addison Fire for install and testing.
- APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. Testing of the XN Demo radios was completed the week of June 17, 2024. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan.

Programming – Projects

Code plug updates:

- Glen Ellyn Police Department requested to change Zone 1 GEP PD Channel 4 from FD NORTH to FD EAST. Configuration was modified and radios were updated.

Codeplug Creation:

There were none last month.

Consolidations:

There were none last month.

Radio Alignment:

There were none last month.

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Service Tickets

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Tickets			
			Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	76	56	2	0	1			1
APX Next (police)	133	100	14	8	2	6	3	3
APX NextXN (fire)	1	0	0	0				
APX 8500 (mobiles)	30	28	1	0			1	
APX4000	9	4	1	0			1	
Total	249	188	18	8	3	6	5	4

STARCOM21 Scheduled Maintenance:

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 11/13 and 11/14. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 11/14/24

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 2024.10 – Patching 11/15/24 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: 18/Nov/2024 @ 12:00 AM CST (UTC-5)

End: 18/Nov/2024 @ 7:00 AM CST (UTC-5)

[Scheduled Maintenance] Command Central Products (United States)

Start: 19/Nov/2024 @ 12:00 AM CST (UTC-5)

End: 19/Nov/2024 @ 7:00 AM CST (UTC-5)



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SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 18/Nov/2024 @ 12:00 AM CST (UTC -6)

End: 18/Nov/2024 @ 7:00 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Nov/2024 @ 12:00 AM CST (UTC -6)

End: 19/Nov/2024 @ 7:00 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 21/Nov/2024 @ 2:00 AM CST (UTC -6)

End: 21/Nov/2024 @ 4:00 PM CST (UTC -6)

Radio Central Patches:

There were none last month.

Radio Management CPS Patches:

There were none last month.

Releases:

- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1 CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product and features. No defect repairs included. Minor update and application is optional.
- APX NEXT Firmware. R07.02.00 CPS 2.150.244.0 is a maintenance release and was available 10/1/24. It included new product and features. No defect repairs included. Minor update and application is optional.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

- November PAC meeting 11/4/24

Training:

- APX Radio Management Workshop 10/30/24–11/1/24



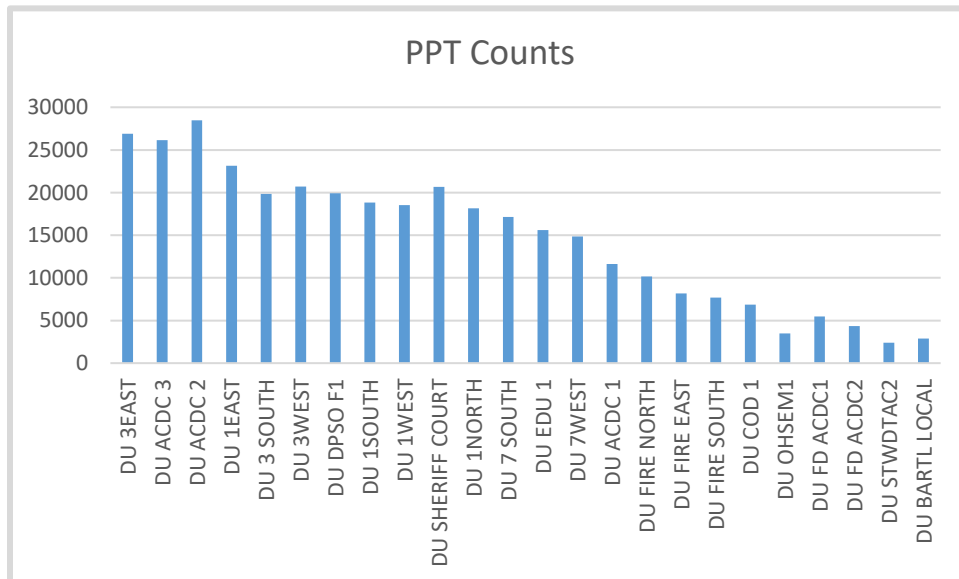
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Grade of service report:

October 2024 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.68	3.69	6.71	31.00	2635.03	13270.77	5.04	0.00	0.00	0.00
1:00:00	0.00	18.66	3.17	7.23	31.00	2232.26	11417.32	5.11	0.00	0.00	0.00
2:00:00	0.00	16.65	2.83	7.57	31.00	1965.97	10191.48	5.18	0.00	0.00	0.00
3:00:00	0.00	13.39	2.28	8.12	31.00	1501.48	8197.42	5.46	0.00	0.00	0.00
4:00:00	0.00	12.98	2.21	8.19	31.00	1441.52	7944.81	5.51	0.00	0.00	0.00
5:00:00	0.00	14.36	2.44	7.96	31.00	1609.71	8786.52	5.46	0.00	0.00	0.00
6:00:00	0.00	16.34	2.78	7.62	31.00	1883.35	10001.58	5.31	0.00	0.00	0.00
7:00:00	0.00	23.60	4.01	6.39	31.00	2785.00	14444.29	5.19	0.00	0.00	0.00
8:00:00	0.00	30.88	5.25	5.15	31.00	3701.13	18899.39	5.11	0.00	0.00	0.00
9:00:00	0.00	34.48	5.86	4.54	31.00	4159.06	21099.39	5.07	0.06	6.16	95.50
10:00:00	0.00	34.85	5.93	4.47	31.00	4199.29	21330.45	5.08	0.06	1.42	22.00
11:00:00	0.00	34.37	5.84	4.56	31.00	4201.68	21036.94	5.01	0.00	0.00	0.00
12:00:00	0.00	35.57	6.05	4.35	31.00	4257.26	21768.13	5.11	0.03	0.16	5.00
13:00:00	0.00	36.93	6.28	4.12	31.00	4396.23	22599.26	5.14	0.10	1.65	17.00
14:00:00	0.00	35.99	6.12	4.28	31.00	4379.10	22028.94	5.03	0.03	1.32	41.00
15:00:00	0.01	37.36	6.35	4.05	31.00	4582.48	22863.90	4.99	0.39	5.90	15.25
16:00:00	0.00	37.50	6.37	4.03	30.00	4588.07	22949.67	5.00	0.00	0.00	0.00
17:00:00	0.74	35.79	6.08	4.32	31.00	4403.81	21903.58	4.97	32.55	349.39	10.73
18:00:00	0.00	32.98	5.61	4.79	31.00	4085.10	20182.00	4.94	0.00	0.00	0.00
19:00:00	0.00	33.19	5.64	4.76	31.00	4116.06	20312.32	4.93	0.00	0.00	0.00
20:00:00	0.00	32.13	5.46	4.94	31.00	3989.52	19666.03	4.93	0.16	2.23	13.80
21:00:00	0.00	30.53	5.19	5.21	31.00	3782.39	18686.26	4.94	0.00	0.00	0.00
22:00:00	0.00	27.88	4.74	5.66	31.00	3500.06	17060.90	4.87	0.00	0.00	0.00
23:00:00	0.00	25.51	4.34	6.06	31.00	3183.42	15612.84	4.90	0.00	0.00	0.00

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<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	26906
DU ACDC 3	26130
DU ACDC 2	28455
DU 1EAST	23127
DU 3 SOUTH	19842
DU 3WEST	20687
DU DPSO F1	19899
DU 1SOUTH	18816
DU 1WEST	18519
DU SHERIFF COURT	20666
DU 1NORTH	18144
DU 7 SOUTH	17157
DU EDU 1	15619
DU 7WEST	14850
DU ACDC 1	11615
DU FIRE NORTH	10161
DU FIRE EAST	8159
DU FIRE SOUTH	7701
DU COD 1	6877
DU OHSEM1	3476
DU FD ACDC1	5476
DU FD ACDC2	4335
DU STWDTAC2	2392
DU BARTL LOCAL	2901



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
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20
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
3	03/17/20	CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development	
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
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
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Pur	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20
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
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
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
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed	01/23/20
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20
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
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20
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
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
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
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20
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	
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
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
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20

29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20
36	05/27/20	TECH	Wmware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process	
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in infomrer	Closed	09/15/20
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product	
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product	
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product	
51	07/06/20	CAD	Infomrer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product	
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development	
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Enhancement tot product	
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product	
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product	
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product	
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20
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	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development	
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development	
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed	04/20/21
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research	
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
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021	
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

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	
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20
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
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01
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 businesss files from notification	Closed	05/09/21
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21
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
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21
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
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed	08/11/22
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research	
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21
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
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
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed	

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
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing	
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed	
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	
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23
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
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed	
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research	
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Pending Research	
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. There is a request to add those types in CAD	Pending Research	
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for division 16	Closed	27-Aug-24
			In process/Testing			
			Implemented			
			Pending Research			
			Closed			

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2025 04:34:41 PM

Grouping: Site & Call Origin

Date Range: 12/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria:

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	18,929	6,276	12,653	0	312	5,125	724	48	67	0	377	00:00:04
	Internal	1,001	0	1,001	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	4,818	0	4,818	0	0	0	0	0	0	4,818	0	00:00:00
	Total	24,748	6,276	18,472	0	312	5,125	724	48	67	4,818	377	00:00:04
Total		24,748	6,276	18,472	0	312	5,125	724	48	67	4,818	377	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2025 09:19:04 AM

Grouping: Site & Call Origin

Date Range: 12/01/2024 12:00:00 AM - 12/30/2024 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			
DU-COMM	Incoming	53,114	21,259	31,855	0	859	16,762	3,477	1	160	0	1,676	00:00:05
	Internal	10,380	0	10,380	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	13,670	0	13,670	0	0	0	0	0	0	13,670	0	00:00:00
	Total	77,164	21,259	55,905	0	859	16,762	3,477	1	160	13,670	1,676	00:00:05
Total		77,164	21,259	55,905	0	859	16,762	3,477	1	160	13,670	1,676	00:00:05

Monthly 9-1-1 System Transfer Count

For (Xfer/Conf Target Name)

Creation Date: 01/02/2025 08:23:12 AM

Grouping: Site & Call Origin & Xfer/Conf Target Name

Date Range: 12/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

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	1,196	1,196	0	0	68	970	155	3	0	0	0	00:00:04
Total	1,196	1,196	0	0	68	970	155	3	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2025 09:29:44 AM

Grouping: Site & Call Origin

Date Range: 12/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,685	2,685	0	0	40	2,460	184	1	0	0	0	00:00:05
Total	2,685	2,685	0	0	40	2,460	184	1	0	0	0	00:00:05

Year 9-1-1 to Date System Call Count

For (Call Origin)

Creation Date: 01/02/2025 04:37:33 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria:

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	68,322	22,482	45,840	0	1,672	17,980	2,541	117	172	0	1,359	00:00:04
	Internal	3,713	0	3,713	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	17,153	0	17,153	0	0	0	0	0	0	17,153	0	00:00:00
	Total	89,188	22,482	66,706	0	1,672	17,980	2,541	117	172	17,153	1,359	00:00:04
Total		89,188	22,482	66,706	0	1,672	17,980	2,541	117	172	17,153	1,359	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2025 09:21:55 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	135,940	53,764	82,176	0	2,982	41,927	8,330	104	421	0	4,202	00:00:05
	Internal	26,838	0	26,838	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	34,836	0	34,836	0	0	0	0	0	0	34,836	0	00:00:00
	Total	197,614	53,764	143,850	0	2,982	41,927	8,330	104	421	34,836	4,202	00:00:05
Total		197,614	53,764	143,850	0	2,982	41,927	8,330	104	421	34,836	4,202	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Xfer/Conf Target Name)

Creation Date: 01/02/2025 08:24:09 AM

Grouping: Site & Call Origin & Xfer/Conf Target Name

Date Range: 01/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

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	4,484	4,484	0	0	335	3,629	515	5	0	0	0	00:00:04
Total	4,484	4,484	0	0	335	3,629	515	5	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2025 09:28:11 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	6,336	6,336	0	0	131	5,764	400	41	0	0	0	00:00:05
Total	6,336	6,336	0	0	131	5,764	400	41	0	0	0	00:00:05

Rave Smart911 Monthly Enrollment

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	0	0	0
60103	1	0	1
60105	0	0	0
60106	0	0	0
60108	1	0	1
60117	0	0	0
60126	0	2	2
60128	0	0	0
60132	0	0	0
60133	1	0	1
60137	0	0	0
60138	0	0	0
60139	1	0	1
60143	0	0	0
60148	2	0	2
60157	0	0	0
60172	0	0	0
60181	1	0	1
60185	1	0	1
60186	0	0	0
60187	1	1	2
60188	2	0	2
60189	0	0	0
60190	0	0	0
60191	1	0	1
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	0	0	0
60515	1	0	1
60516	0	0	0
60517	0	0	0
60521	0	0	0
60522	0	0	0
60523	0	0	0
60525	2	0	2
60527	0	0	0
60532	0	0	0
60540	0	0	0
60555	2	0	2
60559	1	0	1
60561	1	1	2
60563	0	0	0
60564	1	0	1
60565	0	0	0
60570	0	0	0
Total Web Enrollments	20		
Total App Enrollments	4		
Total Enrollments	24		
Total Zip Codes	17		
From	12/1/2024 0:00		
To	12/31/2024 23:59		

Rave 9-1-1 Suite

2024										
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	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March	25,980	61,053	63	7.98%	185	1,621	1	0	66	20,245
April	26,089	61,309	109	8.01%	150	1,631	0	0	82	19,121
May	26,101	61,337	89	8.02%	188	1,933	5	1	98	21,149
June	26,147	61,445	46	8.03%	147	2,203	0	0	104	19,444
July	26,276	61,749	129	8.07%	185	2,154	0	1	78	20,952
August	26,424	62,096	148	8.12%	144	1,972	3	0	72	19,995
September	26,496	62,266	72	8.14%	175	1,806	4	0	173	28,805
October	26,547	62,385	51	8.15%	163	1,604	3	0	116	26,189
November	26,580	62,463	33	8.16%	165	1,416	0	0	48	23,329
December	26,606	62,524	26	8.17%	140	1,305	0	0	39	25,020
2024 Totals	26,606	62,524	953	8.17%	1,986	20,455	20	2	1,046	262,182

**Motorola Monthly Incident Report
December 2024**

Incident Number	Site	State Reason	Ticket Open Date	Ticket Resolution Date	Priority Text	Resolution	short_description	Description
INC0001657124	Addison Consolidated Dispatch Center	Completed	12/2/2024 2:41:35 PM	12/3/2024 9:49:35 AM	P3	Verified with Keith/cust that op12 resolved. Closing ticket.	SZ01401D47:OP 12:FAULT MANAGER:COMMLOSSTI MEOU	Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0001721222	Addison Consolidated Dispatch Center	Completed	12/13/2024 11:06:58 AM	12/23/2024 3:19:44 PM	P3	FSO worked with Joe/cust on site today. Issue has not re-occurred. Rebooted the VPMs on Fire side for positions 10, 12, 14, 17, 19, 21 & 23. Rebooted Consoles for positions 10, 12, 14, 21 & 23 which also applied windows updates. Did not reboot VPM or OP for position 16 as patches are on this op. Customer will monitor and if problem re-occurs, open a new ticket. FSO closing ticket.	Position 19 heard through headset instead of selected speaker.	Position 19 heard through headset instead of selected speaker.
INC0001769400 / INC000176940	DuComm Dispatch CTR	Client Action Required	12/23/2024 10:58:41 PM	Original Ticket closed by Motorola New ticket opened by DuComm	P3		Aprox between 1740 and 1800, Dispatcher attempted to make call to officer. Officer reported not hearing the call on the radio.	Officers were in the roll call room in the police dept. Currently is an intermittent issue.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
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it@dupageco.org

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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: December, 30, 2024
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - Delta Workshop scheduled for Jan. 6th - 7th.
- RMS RFP on-site interviews scheduled for Jan. 14th - 16th.
- Deployed new user management service.
- Reconvening User Focus Group on a recurring basis, beginning Jan. 28th.
- Developed and deployed a solution to OnCall Records, resolving a long-standing data inconsistency with citations.

Action Items:

- RMS RFP Process
 - Conduct requirements assessment interviews.
- 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.
- Ensure that all data changes in RMS propagate to OnCall Analytics.

RSA – Customer Support Collaboration:

- RMS has functionally transitioned to utilizing the contractual support model, in the absence of RSA services.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.

Next Month's Actions Items:

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



December 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	December 31, 2024

Support Overview						
Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	0	P2	0	P2	0
Below target <input type="checkbox"/>	P3	27	P3	6	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 December 31, 2024	
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	
1. Weekly meetings were held. No Onsite meetings were held this month.	
2. <u>10</u> support tickets were resolved in the month of December 2024.	
3. Support has reassigned all cases previously assigned to the RSA and will take ownership of the open issues.	
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)	
1. Focus and continued resolution on existing support SRs.	

Change Orders	Date	Status	Description

Notes From Above Activites: