



Emergency Telephone System Board of DuPage County Monthly Report

**December
Board
Meeting**

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

Congratulation on a Job Well Done!

Fire Focus: As has been reported monthly, the Fire Focus Group has been working with Motorola and the National Fire Protection Association (NFPA) regarding the 1802 radio functionality. **Jim Connolly** (primary) and **John Sullivan** (alternate) have been invited to and have submitted applications to participate in the NFPA committees. Special thanks to **Jim Connolly**, a former NFPA member, for all of his work in putting together the TIA documents to be submitted to NFPA for consideration. These documents were based on the letter the Board authorized in October. This is a significant amount of work not only from the focus group, but these two individuals on behalf of DEDIR System. The DEDIRS portion of this report provides further information.

DU-COMM: as of December 1, the DU-COMM/ETSB maintainer contract is complete. **DU-COMM Techs** would like to take a moment to thank the ETSB and all DuPage radio users for the opportunity to service your radio needs. ETSB would like to thank DU-COMM techs **Erik Maplethorpe**, **Dave Janiec**, retirees **John Lozar** and **Steve Licht** and **Support Deputy Director Matt Baarman** for all of their good work and diligence on the DEDIR System.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

The November meeting of the SAB was cancelled.

Remaining schedule SAB meeting dates for 2023: December 18, 2023

Future Growth

There will not be a discussion of Future Growth at the December meeting. Comments from board members are being assembled and Chair Schwarze would like the opportunity to review comments and speak with members prior to board discussion.

Compensation Structure and Wage Adjustment Guidelines

On the agenda this month is a resolution approving a 3% cost of living adjustment for ETSB staff that was incorporated into the FY24 budget that was approved in October. The COLA was approved by the County Board on November 28, 2023 to be effective December 9, 2023.

Policy

Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System): The policy was amended and approved at the November 6 and December 4 meetings, respectively. The PAC voted to recommend this policy for approval to the ETS Board, as amended: 6 Ayes, 0 Nays, 0 Absent.



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Procurement / Major Contracts

Change Orders

Hexagon: Change Order #25 for PO 950900/1914-1

I/CADLink was utilized by an agency with the 9-1-1 System to connect import CAD data into their agency owned Records Management System. During the implementation process Hexagon customized the I/CADLink product to make it work more efficiently. The customized interface is named IPCUSTOM04. Since that time Hexagon has updated their licensing model and needed to change the name of the product in the ETSB system to the customized interface. This change order will document an exchange of licensing from I/CADLink to IPCUSTOM04 for the Computer Aided Dispatch (CAD) upgrade.

This is a non-monetary change order.

Hexagon: Change Order #26 for PO 950900/1914-1

Recommendation to implement a new interface for the LEADS data with the Illinois State Police. The current LEADS interface, Informer, was used to connect to the Legacy LEADS 2000 connection at the Illinois State Police. LEADS is a series of databases that contain: warrants, stolen property, missing people, criminal histories, Secretary of State data, etc. The Illinois State Police have ended LEADS 2000 and transitioned to LEADS 3.0. In order to connect to LEADS 3.0, Hexagon needs to implement a new interface. LEADS costs are not an allowable use of surcharge, therefore both DU-COMM and ACDC have signed a Memorandum of Understanding (MOU) acknowledging their obligation to pay for the interface. The cost is split 50.50 between the PSAPs.

The total cost of the interface is \$29,363.00.

PURVIS Systems Inc.: Change Order #17 for PO 918126/3187-1

Hanover Park Fire is building a new fire station to replace their existing Station #16. The new station will require new PURVIS equipment. ETSB provides the "core" fire station alerting equipment for the initial deployment of the software. Since this is a new installation, Hanover Park will need new core equipment to complete the installation. Equipment for the new station was discussed in the ETSB Ad Hoc Finance Committee and was approved by the ETS Board for addition to the FY24 budget. Ordering the equipment now will allow time for PURVIS to procure, ship and deploy the equipment and will allow Hanover Park Fire to fully test and turn up the new fire station without impacting current operations.

Total amount for the core equipment is \$67,960.00.

Purchase Requests

Renewal of Existing Contracts

Insight Public Sector: Purchase Order 923036

This request is for a SMARTnet extended service agreement on ten (10) Cisco switches. Switches were purchased to increase the switch stacks within the PSAPs for an additional level of redundancy within the PSAPs, and to increase the design from two connections to four to remedy hardware failures more rapidly, as well as for other equipment within the 9-1-1 System. Maintenance will run from January 29, 2024 through January 28, 2025. Quotes were obtained from CDW-G (\$21,613.93), SHI (\$7,758.74), and Insight (\$7,257.76). Insight coming had the lowest cost.

Total cost of the renewal is \$7,257.76

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 10,131.17	\$ 14,868.83
FY23 Dell	\$ 30,000.00	\$ 11,361.88	\$ 18,638.12
FY23 Motorola	\$ 50,000.00	\$ 9,928.47	\$ 40,071.53



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Open FY23 Purchase Orders will be reconciled and administratively closed releasing any remaining funds. This generally happens in February.

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, DuPage County Auditor's letter and *Bank Account Payment History Report* for Internal and External Payments for FY23 and FY24.

Bills List FY23

External Payments FY23

Total for Fund 5820 for December 13 meeting: \$ 3,901,241.16

External Payments FY24

Total for Fund 5820 for December 13 meeting: \$ 6,751,399.48

Total amount of \$ 10,652,640.64.

This month's payment of claims is significant. It includes: The disbursements of the \$2M and \$1M to the PSAPs per the IGA, \$100,000 to the PSAPs per the IGA for training, and the second Motorola contract payment \$6.6M.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$4,975,049.60.

The July surcharge was received on November 15 in the amount of \$1,228,664.45. The August surcharge was received on November 28 in the amount of \$1,228,644.45.

NG911 Withholding Revenue: As reported last month, since the house bill became a public act that provides for a vehicle to redistribute unused funds back the 9-1-1 systems, there was a redistribution of said funds. The distribution was \$30M and ETSB received a reimbursement on November 14. Total amount of reimbursement: \$2,601,413.84.

Under "CAD Interface Reimbursement" on the Revenue Report are multiple payments for a total amount of \$3,616.00. Per the below charts, these payments are for reimbursements for interfaces on the CAD system.

FSA Maintenance Reimbursement Costs by Agency

**Hexagon Ancillary Service Annual Invoice: FlowMSP Easy Button,
I/CADLink (for ID Networks), and Mobile Responder, I/Netviewer**

Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (July 2022 - June 2023) on the optional app licensing requested by agencies for Hexagon integration. It has been 60 days since the initial invoicing so per County procedure, outstanding agencies will be re-billed for their costs.

Mobile Responder is an app that provides field personnel access to CAD via phones or tablets. Users can view incident details, receive and acknowledge messages, update statuses, and query databases, among other functions.



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I/Netviewer provides real-time incident information via the web allowing personnel to retrieve dispatch information without having CAD software installed on their computers.

Agencies who had not remitted payment after 60 days were rebilled per County Finance procedure.

	FY2022	FY2023	FY2024	FY2025	FY2026
Mobile Responder					
I/Netviewer	\$ 35,673.00	\$ 36,743.19	\$ 37,845.42	\$ 38,978.77	\$ 40,148.06
Remitted as of 11/30/23	\$ 34,694.00	\$	\$	\$	\$
Addison PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bartlett PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bensenville PD	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Bloomington PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Burr Ridge PD	\$ 1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
Remitted	\$ 1,510.00	\$	\$	\$	\$
Carol Stream PD	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
Remitted	\$ 300.00	\$	\$	\$	\$
Clarendon Hills PD	\$ 225.00	\$ 231.75	\$ 238.70	\$ 245.86	\$ 253.24
Remitted	\$ 225.00	\$	\$	\$	\$
Downers Grove PD	\$ 979.00	\$ 1,008.37	\$ 1,038.62	\$ 1,069.78	\$ 1,101.87
Remitted	\$ 979.00	\$	\$	\$	\$
DuPage Sheriff's Office	\$ 829.00	\$ 853.87	\$ 879.49	\$ 905.87	\$ 933.05
Remitted	\$	\$	\$	\$	\$
Elmhurst PD	\$ 904.00	\$ 931.12	\$ 959.05	\$ 987.83	\$ 1,017.46
Remitted	\$ 904.00	\$	\$	\$	\$
Forest Preserve PD	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
Remitted	\$ 300.00	\$	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 386.25	\$ 397.84	\$ 409.77	\$ 422.07
Remitted	\$ 375.00	\$	\$	\$	\$
Glendale Heights PD	\$ 302.00	\$ 311.06	\$ 320.39	\$ 330.00	\$ 339.90
Remitted	\$ 302.00	\$	\$	\$	\$
Hanover Park PD	\$ 150.00	\$ 154.50	\$ 159.14	\$ 163.91	\$ 168.83
Remitted	\$	\$	\$	\$	\$
Itasca PD	\$ 527.00	\$ 542.81	\$ 559.09	\$ 575.87	\$ 593.14
Remitted	\$ 527.00	\$	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,087.68	\$ 1,120.31	\$ 1,153.92	\$ 1,188.54
Remitted	\$ 1,056.00	\$	\$	\$	\$
Lombard PD	\$ 1,579.00	\$ 1,626.37	\$ 1,675.16	\$ 1,725.42	\$ 1,777.18
Remitted	\$ 1,579.00	\$	\$	\$	\$
Oakbrook Terrace PD	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Roselle PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Villa Park PD	\$ 906.00	\$ 933.18	\$ 961.18	\$ 990.01	\$ 1,019.71
Remitted	\$ 906.00	\$	\$	\$	\$
Warrenville PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81



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Remitted	\$ 604.00	\$	\$	\$	\$
Wheaton PD	\$ 1,885.00	\$ 1,941.55	\$ 1,999.80	\$ 2,059.79	\$ 2,121.58
Remitted	\$ 1,885.00	\$	\$	\$	\$
Wood Dale PD	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Woodridge PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Addison Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bartlett Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Bensenville Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bloomingtondale Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Carol Stream Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Clarendon Hills Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Darien-Woodridge Fire	\$ 1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
Remitted	\$ 1,510.00	\$	\$	\$	\$
Elmhurst Fire	\$ 2,260.00	\$ 2,327.80	\$ 2,397.63	\$ 2,469.56	\$ 2,543.65
Remitted	\$ 2,260.00	\$	\$	\$	\$
Glenside Fire	\$ 906.00	\$ 933.18	\$ 961.18	\$ 987.83	\$ 1,017.46
Remitted	\$ 906.00	\$	\$	\$	\$
Hanover Park Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Itasca Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Lisle-Woodridge Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Lombard Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Oakbrook Terrace Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Oak Brook Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Roselle Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Tri-State Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Villa Park Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Warrenville Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Westmont Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Wheaton Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$



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Winfield Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Wood Dale Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: On November 17, DuPage County GIS participated in a GIS review meeting with Kane County, Will County, Tri-Com GIS, and Aurora to review the boundary data between each of the systems. The group established who will be responsible for updating the provisioning layers that overlap, for example: A Will County PSAP is responsible for the fire jurisdiction and a DuPage County PSAP is responsible for the police agency. DuPage County GIS had two minor changes that will be submitted to the State for review.

State of Illinois Text to 911: AT&T and the State of Illinois are working on the cutover plan for Text to 9-1-1. They are currently deciding if they will be transitioning agencies that have already cut over to the ESInet first or if they will concurrently roll out the early ESInet agencies with agencies as they cut over.

Customer Premise Equipment (CPE):

The update to Avaya was scheduled for December 6, 2023. This update is needed to prepare for the separation of the servers for the PSAPS to cut over to the new CPE and EsiNet. This update included the conversion of three spare T1 lines at ACDC to accommodate testing. This work was postponed to the first week of January. AT&T, PSAPs and ETSB participated on a bridge the morning of the scheduled update and a miscommunication between AT&T technicians/smart hands, AT&T Engineering and AT&T Tech Support led to the project being rescheduled. The basis of the AT&T Tech Support concern was the time of day when the work would be performed. This concern was not expressed by AT&T Tech Support until the start of the project. After discussions and review of the plan, the consensus was to reschedule the work after the holidays. The re-scheduled work does not impact the overall timeline for either PSAP. The timeline for the project is shown below and will not be adjusted based on this work being rescheduled.

- Site Readiness complete January 15, 2024
- Operational Readiness testing January 22-February 2, 2024
- Admin and Agent Training February 5-9, 2024
- Tentative cutover date February 20, 2024

DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	310	271	10	19	2	0	0	8
MPS	453	417	40	33	0	0	0	16
Total	763	689	51	52	2	0	0	24



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FUSUS: (Oak Brook PD) The FUSUS Xalt Interface was deployed into production August 18, 2023 and Oak Brook has confirmed that the Hexagon side of the interface is working as designed. The FUSUS interface for both Oak Brook Terrace and Wheaton were deployed to FUSUS for initial testing on October 17, 2023 and that is currently in process. Once all testing has been completed, both agencies will be deployed to production.

Tablet Command: (Bartlett FD) All documentation has been signed off on by the agency and ETSB is currently working with Hexagon to get this installed and tested. The current schedule is as follows:

Week	Task	Resource
10/28/2023	DUP16 - Discussion InterCAD CAD Xalt for TabletCommand	Tim Forsberg
12/4/2024	DUP16 – Finalize Discussion InterCAD CAD Xalt for TabletCommand	Tim Forsberg
12/11/2024	DUP16 - TEST InterCAD CAD Xalt for TabletCommand	Tim Forsberg
12/18/2024	DUP16 - TEST InterCAD CAD Xalt for TabletCommand	Tim Forsberg

Limited testing will occur during the week of 1/1/24 and 1/8/24.

ETSB met with Hexagon on October 28 to go over details related to the configuration of the interface. Additional discussion was held on December 4 to finalize the plan and begin the setup stage, and initial testing. The current goal is to have this implemented by the end of December.

First Arriving: (Villa Park FD) Hexagon has received all information requested from Villa Park. Hexagon provided the SOW to ETSB on November 28. ETSB is in the process of preparing the LOI/MOU for distribution to the agency for review and an approving signature. When ETSB receives the executed documents from Villa Park, ETSB will work with Hexagon on the project schedule and rollout.

LEADS 3.0 Interface: (PSAPs) Hexagon, ETSB and PSAP staff are testing the new LEADS 3.0 interface. Because of the timeframe, Hexagon has been working at risk to complete this interface. MOU/LOI were needed from the PSAPs for the cost of this interface. ETSB received the PSAP documents in November and the Purchase Order will be on the December agenda. ETSB is currently completing the documentation required by the State to obtain an extension past the December 31, 2023 deadline should it be necessary.

CAD/MPS software update:

A Monday.com board has been created to track any issues that may be identified with the update. ETSB staff have set up test CAD workstations at each PSAP with the new software installed. Both PSAPs have begun testing the software. After the first week of dedicated testing, there have been some questions about certain functionalities. To date, there have been no systemic issues identified through testing. ETSB and Hexagon are investigating configuration issues identified in testing that may function differently in the upgrade from the existing system. All items are being tracked on the Monday.com board.

Test laptops have been programmed for both the police and fire image of MPS. To date, no major issues have been discovered. Staff are coordinating with the RMS Police Executive Committee and the Fire MPS User Group for SMEs to do in-depth user testing. Installation instructions for agencies' local IT have been finalized and will be communicated to the agencies after a virtual training session has been set up to walk through the process of installation.



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NetMotion (Absolute Secure):

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	104	103	16	15	0	0	0	0

Comcast Network:

The preliminary design of the network was due by the end of November. The design is being presented December 11 by Comcast at the Tech Focus Group meeting. All hardware has been validated. A timeline will be established after the December 11 meeting if no major changes in the design are noted.

NetMotion:

No major issues reported.

Cybersecurity:

The networking for the printers at the PSAPs has been modified to improve the cybersecurity posture. The ACDC shared drive configuration has been completed, and the same configuration will be deployed at DU-COMM when they advise they are ready to move forward.

Windows Patching:

Windows patching has been completed at both the primary and secondary side of CAD and RMS. The next patching cycle will be in January.

ACDC's workstation patching has been completed. DU-COMM's workstation patching will be facilitated with the upgrade of the CAD workstations.

Fire Station Alerting System (FSAS):

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	158	154	8	5	0	0	2

No system issues occurred with FSA during this reporting period.

The Fire Standardization Focus Group has begun discussing fire station alerting system with the Purvis contract expiring in October 2024. ETSB will be working with the Fire Standardization Group to develop a scope of work for an RFP. ETSB will also be working with Purvis for a renewal.

Geographic Information Systems (GIS) Projects:

Fermilab Common Places Project :

Fermilab has address points and common places that were pushed to production on November 29, 2023. Argonne Lab will be next.

Addison Fire Response Districts Project:

This project is nearing completion with final verification before the end of the month. The plan is to push the update into production in December.



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Oak Brook Police Beat and Sub-Beat Project:

Oak Brook was added to RMS servers for reporting on November 29, there was no impact in CAD.

Geographic Information Systems (GIS) Data:

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	480	450	62	24	40	0	2	40	0	0

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
125	1	0	0	8

New Memos:

1 new memo was opened this reporting period.

Memo 125: Integration of Priority dispatch software and the Eventide Recorder. The CAD Focus Group came to a consensus to add an integration between the audio recorder and the EMD quality assurance software. There is no cost to the integration at this point. ETSB staff worked with the vendors to implement the solution and testing is underway.

Closed Memos:

1 memo was closed during this reporting period.

Memo 123: Task Force Monitor. ACDC requested an additional window be added to CAD to track units assigned to the task force. The CAD Focus Group came to a consensus to add the window. Testing was complete on November 7, and the update was deployed on November 8.

Open Memos:

Memo 34: Installation of LAG on the Comcast network. The Tech Focus Group recommended Comcast add Link Aggregation (LAG) to the network at each end point. Comcast has the new hardware in their lab and is currently testing the configuration.

Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work will be completed with the installation of the CAD update.

Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standardized way to search for locations in 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.



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Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM is currently mocking up hardware for testing that will be brought to the Tech Focus Group for review once the concept is proved.

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 Director's level for review.

Memo 124: New CAD event type. DU-COMM has requested either a new event type or a modification of an existing event type for a car accident vs building. The CAD Focus Group came to a consensus to implement this change. The event type will be added to the test environment prior to deploying the update.

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 and Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIR System Radio Replacement

Command Central Aware: Command Central Aware is software that displays the GPS location of the portable radios on a website. The software was deployed to the PSAPs for testing and to validate the training material for the system. The PSAPs have provided feedback and requested the addition of DuPage specific layers to the Command Central Aware software. ETSB and Motorola are working to add the maps. The PSAPs are reviewing a draft policy and are finalizing testing.

Encryption: The PAC meeting on December 4 included a presentation from Dave Dato. Mr. Dato is a retired Fire Chief from Wauconda and is an encryption SME who is a member of the Illinois Statewide Interoperability Executive Committee (SIEC). With the retirements of Chiefs Hayden and Herron, there has been a change to the membership of the PAC, and consequently the focus groups. The direction of the encryption plan was discussed at the DuPage Chiefs Association and based on that input, the plan is being re-evaluated to meet these operational goals.

APXNext Radios (Police):

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

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.

APXNext XN (Fire):

NFPA update: Retired Deputy Chief Connolly has applied for membership on the NFPA 1802 committee, but that will not likely be approved until April. Addison Fire Lt. Sullivan will also apply for an alternate on the committee. While waiting for formal approval, the Fire Focus Group has been participating in the committee task group and full committee meetings. The Fire Focus Group will be submitting additional proposed changes to the standard that will be considered at the committee's January and March meetings. The revised standard should be adopted in November 2024.



Emergency Telephone System Board of DuPage County Monthly Report

December Board Meeting

Tentative Interim Amendment (TIA): The committee provided favorable interpretations on two items that were of concern to the Fire Focus Group. The Fire Focus Group submitted a tentative TIA related to repeating announcements. The committee ballot results should be completed next week and the Fire Focus Group is cautiously optimistic about a favorable outcome. The Fire Focus Group will request that Motorola implement these changes in the radio programming as soon as possible.

APX7000 Series Radio:

Declaration of Surplus and Sale of Equipment: ETSB continues taking in police radios to be decommissioned, declared as surplus and sold. On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. 476 APX7000 UHF dual band portables and 1 APX7500 mobile radio from 2011, listed on Attachment A, are being declared as surplus. These are legacy radios that have been returned from the following agencies: Westmont, Carol Stream, Downers Grove, Clarendon Hills, Bloomingdale, Bartlett, Villa Park, Darien, and Elmhurst Police Departments. Woodridge PD and Lisle PD turned in their legacy radios on Wednesday, December 6; these radios have not yet been inventoried to declare as surplus. Currently in the queue are Itasca, Hinsdale, Hanover Park, and Wheaton PDs.

STARCOM Wheaton Tower October 30-31 Outage:

Summary:

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

Impact:

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

Next Steps:

- ETSB staff completed an audit of the locations that reported having trouble connecting to Starcom during the period the tower was offline. The results of the audit were provided to Motorola.
- Motorola visited the following locations based on the ETSB audit and the reported locations from the outage: Downers Grove, Hinsdale, Warrenville, West Chicago, Winfield, Woodridge, Downers Grove and Hinsdale. The results of the Motorola are being analyzed.
- Based on the reported outages, Motorola inspected the Tower at West Chicago, swept the antenna lines and has scheduled a drone to complete a visual inspection of the antennas. Motorola is working with the FAA to obtain clearance.
- ETSB staff met with FirstNet to review the Smart Connection LTE coverage. FirstNet has a dynamic tool that shows the signal strength of LTE coverage within a given area. This tool showed that there should have been no coverage gaps outside of a building anywhere in DuPage County. It should be noted that although coverage is indicated, coverage is never 100 percent.



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- Smart Connect/LMR failover. Motorola is investigating whether changes to how the radios failover between the two technologies can be adjusted to mitigate the impact.

2024	2025	2026	2027	2028	2029	2030	2031	2032
\$16.00	\$17.00	\$17.00	\$18.00	\$18.00	\$19.00	\$19.00	\$20.00	\$20.00

APX7000 Maintainer:

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

Policy Advisory Committee (PAC):

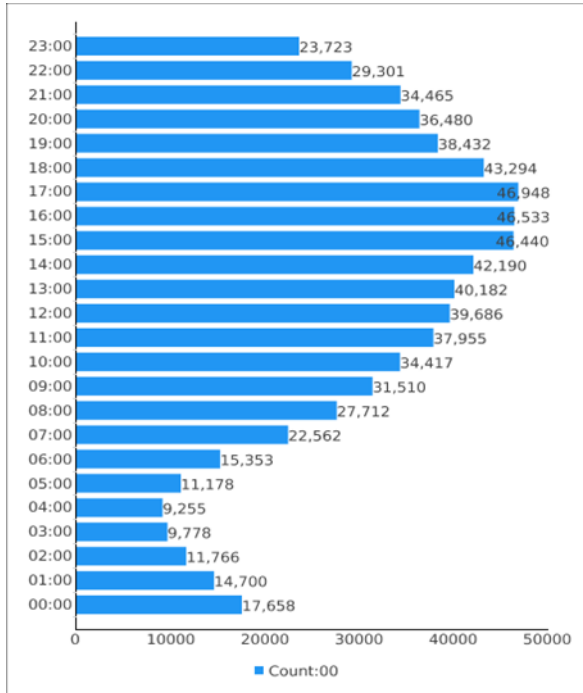
The PAC's regular meeting was December 4, 2023. The main agenda items for this meeting included the 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) policy and the presentation on encryption previously discussed in this report.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 12-01-2023 04:47:36 AM

Calls by Hour

Total: 711,518



Calls by Response Code

Response Code	Total
0 No Active Paths	33
1 One Path OK	48,815
2 Both Paths OK	661,773
7 Manual Query Denied	0
9 Record Not Found	897
Total	711,518

Calls by Query Type

Query Type	Total
I Initial	345,776
M Manual	606
R Repeat	365,138
T Test	0
Total	711,520

Calls by Call Type

Call Type	Total
A Anonymous Call [911-0000]	1,685
E ESCO [911-0XXX]	1
S Standard ANI Received [NXX-XXXX]	671,101
U Uninitialized Call [911-XXX-XXXX]	38,728
Z Seizure with no ANI [000-0000]	5
Total	711,520

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	537	318	42	0	897
0 Business OPX	14	0	0	0	14
1 Residence	6,367	39	204	0	6,610
2 Business	6,419	113	153	0	6,685
3 Residence PBX	0	0	0	0	0
4 Business PBX	1,118	6	22	0	1,146
5 Centrex	86	2	3	0	91
6 Coin 1 Way Ot	11	1	0	0	12
7 Coin 2 Way Out	0	0	0	0	0
8 Mobile	0	0	0	0	0
9 Residence OPX	0	0	0	0	0
A Cust Owned Coin Telephone	0	0	0	0	0
B ESCO Failure	1,606	0	80	0	1,686
C VoIP Residence	0	0	0	0	0
D VoIP Business	21	0	6	0	27
E VoIP Coin/Pay Phone	0	0	0	0	0
F VoIP Wireless	0	0	0	0	0
G Wireless Phase 1	53,779	20	9,663	0	63,462
H Wireless	227,906	86	353,602	0	581,594
J VoIP Nomadic	0	0	0	0	0
K VoIP Enterprise Solutions	0	0	0	0	0
T VoIP Coin/Pay Phone	0	0	0	0	0
V VoIP Services	47,891	21	1,362	0	49,274
X TEXT TO 911	0	0	0	0	0
Total	345,755	606	365,137	0	711,498

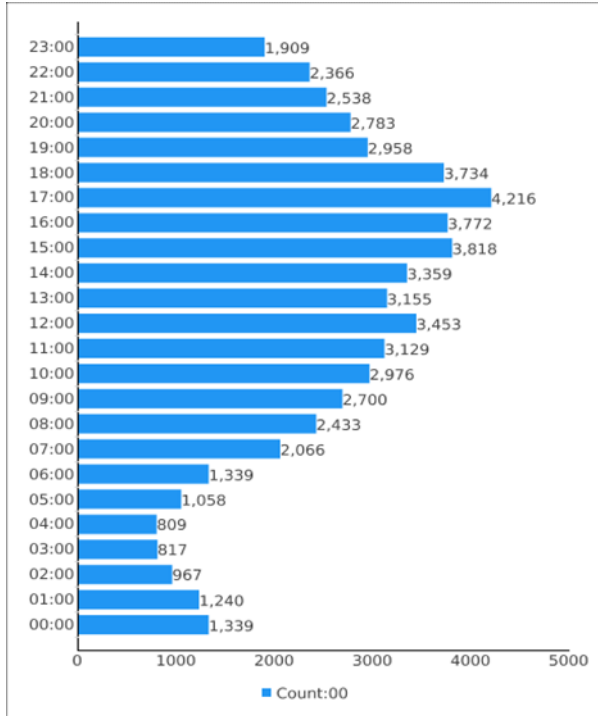
Calls occurring between: 01-01-2023 12:00:14 AM and 12-01-2023 04:47:36 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 11-01-2023 12:00:02 AM and 11-30-2023 11:59:41 PM

Calls by Hour

Total: 58,934



Calls by Response Code

	Response Code	Total
0	No Active Paths	3
1	One Path OK	654
2	Both Paths OK	58,214
7	Manual Query Denied	0
9	Record Not Found	63
Total		58,934

Calls by Query Type

	Query Type	Total
I	Initial	28,233
M	Manual	38
R	Repeat	30,663
T	Test	0
Total		58,934

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	100
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	55,397
U	Uninitialized Call [911-XXX-XXXX]	3,437
Z	Seizure with no ANI [000-0000]	0
Total		58,934

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	44	16	3	0	63
0	Business OPX	0	0	0	0
1	Residence	553	3	27	583
2	Business	583	8	20	611
3	Residence PBX	0	0	0	0
4	Business PBX	74	0	2	76
5	Centrex	6	0	0	6
6	Coin 1 Way Ot	6	1	0	7
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	96	0	4	100
C	VoIP Residence	0	0	0	0
D	VoIP Business	2	0	0	2
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	3,645	2	567	4,214
H	Wireless	19,021	4	29,921	48,946
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	4,203	4	119	4,326
X	TEXT TO 911	0	0	0	0
Total	28,233	38	30,663	0	58,934

Calls occurring between: 11-01-2023 12:00:02 AM and 11-30-2023 11:59:41 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/01/2023 01:01:37 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	284,487	103,598	180,889	0	4,740	88,236	8,763	0	1,859	0	6,682	00:00:04
	Internal	20,016	0	20,016	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	85,616	0	85,616	0	0	0	0	0	0	85,616	0	00:00:00
	Total	390,119	103,598	286,521	0	4,740	88,236	8,763	0	1,859	85,616	6,682	00:00:04
DU-COMM	Incoming	589,448	237,508	351,940	0	12,774	181,891	39,543	0	3,300	0	16,703	00:00:05
	Internal	89,205	0	89,205	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	143,242	2	143,240	0	0	0	0	0	0	143,242	0	00:00:00
	Total	821,895	237,510	584,385	0	12,774	181,891	39,543	0	3,300	143,242	16,703	00:00:05
Total		1,212,014	341,108	870,906	0	17,514	270,127	48,306	0	5,159	228,858	23,385	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/01/2023 01:00:50 PM

Grouping: Site & Call Origin

Date Range: 10/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	37,722	9,713	28,009	0	465	8,128	968	0	152	7,548	472	00:00:04
DU-COMM	79,530	22,365	57,165	0	1,127	16,954	4,145	0	139	12,943	1,233	00:00:05
Total	117,252	32,078	85,174	0	1,592	25,082	5,113	0	291	20,491	1,705	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/01/2023 12:58:36 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	26,259	26,259	0	0	740	23,643	1,876	0	0	0	0	00:00:04
	Total	26,259	26,259	0	0	740	23,643	1,876	0	0	0	0	00:00:04
DU-COMM	Incoming	29,210	29,210	0	0	465	26,847	1,898	0	0	0	0	00:00:05
	Total	29,210	29,210	0	0	465	26,847	1,898	0	0	0	0	00:00:05
Total		55,469	55,469	0	0	1,205	50,490	3,774	0	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/01/2023 12:57:35 PM

Grouping: Site & Call Origin

Date Range: 10/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,768	2,768	0	0	76	2,473	219	0	0	0	0	00:00:04
DU-COMM	3,061	3,061	0	0	35	2,810	216	0	0	0	0	00:00:05
Total	5,829	5,829	0	0	111	5,283	435	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
31	05/04/20	CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assign	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review			Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell ofsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus	
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in informer	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					
54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus					
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus					

57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus				
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development			Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development			Referred			Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development			Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development			Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research			Consensus				
67	07/30/20	CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus				
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021				Consensus			
70	08/04/20		Monday.com	Online project management tool	Closed							
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22			Consensus			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development			Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21		Consensus				
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20		retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20			Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21		Referred to Directors			Directors	
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus			Pending	
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending	
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20		Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus			
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed							
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus				
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed							
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21		Consensus				
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22			Consensus			
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22			Consensus			
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus			
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus			
97	07/12/21	FSA	Pre-planned rels	Add pre-planned rels into LiveMum	Closed	07/28/22			Consensus			
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percatages	Closed	08/11/22			Consensus			
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21		Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus	
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consensus			
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21		Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for 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	Pending Research							
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed				Impasse		Impasse	
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22						
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus				
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23		Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23				Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23				Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23				Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23				Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23				Consensus		
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	Pending Research							
125	11/9/2023	CAD	Priority Integration	Integrate Priority Aqua program with Eventide	In Process/Testing							

Rave Subscriber Activity 10-01-2023 to 10-31-2023

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	2	0	2
60103	3	1	4
60105	0	0	0
60106	0	0	0
60108	1	0	1
60117	0	0	0
60126	4	0	4
60128	0	0	0
60132	0	0	0
60133	2	1	3
60137	2	0	2
60138	0	0	0
60139	1	0	1
60143	0	0	0
60148	1	1	2
60157	0	0	0
60172	1	0	1
60181	0	0	0
60185	1	1	2
60186	0	0	0
60187	10	0	10
60188	3	0	3
60189	6	0	6
60190	0	0	0
60191	0	0	0
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	1	0	1
60515	3	0	3
60516	3	0	3
60517	3	1	4
60521	1	0	1
60522	0	0	0
60523	0	0	0
60525	27	8	35
60527	0	0	0
60532	0	0	0
60540	4	1	5
60555	1	0	1
60559	2	0	2
60561	0	0	0
60563	3	0	3
60564	4	0	4
60565	2	0	2
60570	0	0	0
Total Web Enrollments	91		
Total App Enrollments	14		
Total Enrollments	105		
Total Zip Codes	25		
Report Type	Safety Profile Enrollment		
From	10/1/2023 0:00		
To	10/31/2023 23:59		
Date Run	11/10/2023		

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

12/6/23 SUBMITTED BY IVAN SALGADO

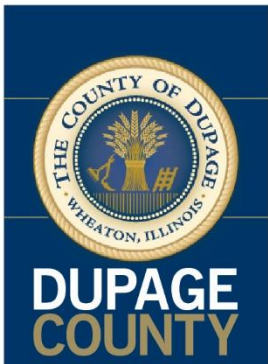
MAINTENANCE

2 maintenance completed between 11/01/23 thru 11/30/23

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
15126685	Customer	Web Filter Update	Customer Inquiry	11/2/2023
15134230	Customer	ACL Update	Customer Inquiry	11/3/2023

SERVICE ASSURANCE

0 Tickets opened between 11/01/23 thru 11/30/23



INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: November 29, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- All agencies successfully NIBRS reporting.
- Data Sheet Refresh Subcommittee holding regular meetings.
 - This is a critical foundational step to begin the OCR 10.0/MFR project.
- OCR 10.0/MFR project planning is ongoing.

Victories:

- NIBRS
 - Project complete and fully transitioned to support.
- Addison Axon Project
 - Established quarterly cadence for progress updates from DC Selvik of Addison.

Action Items:

- IGA
 - Continue working with SAO to make revisions.
 - Present to Oversight Committee for review.
 - Distribute to agencies for review/execution.
- Addison Axon project updates
 - Continue to work with DC Selvik to maintain regular update schedule.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Established bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.



HEXAGON
SAFETY & INFRASTRUCTURE

November 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	November 30, 2023

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	1	P2	0	P2	2
Below target <input type="checkbox"/>	P3	29	P3	10	P3	6
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending November 30, 2023

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

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 10 support tickets were resolved in the month of November 2023.
- Several of the CRs are resolved in later versions of CAD - Upgrade in progress

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activities:



RSA Weekly Status Report: RMS/CAD



Week Ending	11/17/2023
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Don Ehrenhaft, Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
Closed Cases (03)			
00192725	User not visible on MPS Tablets for Messaging	RSA / DuPage	CLOSED
00192218	Basemap layer not available under Multi-Source-Map	RSA	CLOSED
NIBRS data submissions	Agencies have successfully submitted NIBRS data to the State of IL. Project signed off.	RSA / NIBRS Team / DuPage	COMPLETED
High Priority Items			
NIBRS Data Submissions	Agencies are successfully submitting NIBRS data to the State of IL. Errors at this point are very low and are clerical / data entry in nature.	RSA / NIBRS Team / DuPage	In-Process (1 Agency remains)
00191450	DUC-CAD16 crashed while idle.	RSA	In-Process
00191909	City of Medinah not listed in IEPD from State of IL. This results in a NIBRS validation error (1.03) – Currently waiting for the State to change the IEPD and provide needed information so HxGN can add the City name to the NIBRS validation process. Will either add city name to list or remove city validation from NIBRS since the state of IL doesn't validate city names.	RSA / NIBRS Team / DuPage RMS Team	In-Process
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS data submissions	Agencies have successfully submitted NIBRS data to the State of IL. Project signed off. Errors at this point are very low and are clerical / data entry in nature. It is extremely important that Agencies follow the directions / procedures provided during training and working sessions. Some agencies have not done this and as a result created problems that needed to be resolved.	RSA / NIBRS Team / DuPage	Completed
Approval Process (OCR)	Discussed new approval process required for OCR 10.0	RSA / DuPage	In-Process
SSRS install troubleshooting	SSRS reports have been deployed to the TEST environment. Needed to use older report files due to the fact DuPage's OCR version is old (2104). Met with DuPage RMS Team to discuss setup, development, and publish procedures.	RSA / Support	In-Process Final Stages
00193248	Error message when trying to view an incident (TEST environment)	RSA / Support	In-Process
00195406	MPS ingrViewer error –	RSA	In-Process



RSA Weekly Status Report: RMS/CAD



	<p>11/17/2023 - Met with Andrew (Darien IT) and ETSB; (Gregg, Peter, Matt) to troubleshoot this issue on the MDT. Initially when Windows Defender was turned off, MPS worked well. After Windows Defender was turned back on MPS became sluggish. The "C" drive on the windows tablet only had 8.62 GB free.</p> <p>Tasks to be completed by Darien IT:</p> <ul style="list-style-type: none"> Free up space on the tablet hard drives to a minimum 12GB to 15GB free space. Confirm the file / folder permissions are in place. These can be found on the File folder permissions doc file I sent to Peter and Gregg> They will send to Andrew at Darien). Confirm the anti-virus exceptions are in place. (same sheet as above). Determine if any changes have been made on the tablets such as, software updates (anything), windows updates, AD and / or local Group policy changes (or similar) It would also be a good idea to compare a working tablet - to try to ascertain any differences. <p>Andrew for Darien IT to complete tasks and report back results.</p>		
00150231	Disposition substitution when records move from FBR to OCR	RSA	In-Process
LEADS 3.0 Interface	<p>LEADS 3.0 (beta) available for testing in a TEST environment.</p> <p>The intention of this delivery is to test certain functionality like connection with the state and other basic functions such as sending and receiving queries. Additionally, once we receive the sample data from the State of IL, I will forward that information to Development to apply to their existing work.</p> <p>DuPage to continue communicate with State of IL on creating a TEST LEADS 3.0 connection.</p> <p>08/17/2023 - Currently installing / troubleshooting LEADS 3.0 beta on the TEST environment. Will test after install.</p> <p>08/24/2023 – LEADS interface is receiving broadcast messages (in TEST) from LEADS but inquiry results are not being received.</p> <p>10/13/2023 - Waiting on documentation from DuPage</p> <p>11/16/2023 – DuPage ETSB to contact State of IL to request extension use of Legacy LEADS interface.</p>	RSA / Hexagon / DuPage	Waiting on Customer
00143821	<p>'EX-DATING RELATIONSHIP' causes error</p> <p>10/03/2023 - Investigating the possibility of turning off this NIBRS validation in FBR. OCR does and will handle the NIBRS validation.</p>	RSA / Support	In-Process
00185797	<p>Juvenile contact OCR validation reverts back to not validated in NIBRS client (Wheaton PD)</p> <p>Situation: An incident exists that has multiple arrestees linked to it, either Juvenile or adult. When the incident is NIBRS validated in OCR, consequently the linked arrests' status changes to 'Not Validated'. When an individual arrest is NIBRS validated, any other</p>	RSA / NIBRS Team	In- Development



RSA Weekly Status Report: RMS/CAD



	linked validated arrests (on the same incident) status is changed from valid to not validated. Current Workaround: After all other incidents and arrests are validated via OCR, the arrests that fit the above criteria can be validated via the NIBRS tool by clicking the "Validate All" button in the NIBRS client.		
00132255	Units disappearing on screen but visible on another screen Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00102630 (FBR / Address server)	Address Validates in FBR without a Zip AND Doesn't validate w/ Zip 05/09 – Testing to see if Zip is produced in data if not entered during validation.	RSA / Support	In-Process
00191909	City of Medinah not listed in IEPD from State of IL. This results in a NIBRS validation error (1.03) – Currently waiting for the State to change the IEPD and provide needed information so HxGN can add the City name to the NIBRS validation process.	RSA / NIBRS Team / DuPage RMS Team	In-Process

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021) OCA: 2212 OCR: Version: 03.07.2104 (newest available ver. is 2304) NIBRS: 02.03.2308.0002 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 (newest available ver. is 2304) SSRS 2017 (using 2103 rdl) NIBRS: 02.03.2308.0002 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121 (Most recent refresh completed on 07/22/2022.)



RSA Weekly Status Report: RMS/CAD



Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00006926 (I/FRMS CADLINK)	IFCADRMSLINK Configuration Event Sync the search bug RC-A: Software bug. Fixed in patch Q4 2109	Escalated (Dev)	Solved Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	IFCADRMSLink No Primary Officer coming over – API Failures	RSA	Solved	RC-A: Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
00023778	Dispatch Tab not receiving CFS from CAD	RSA	SOLVED Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
00048958 AZDO 486781 (FBR)	Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		Solved Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 10/07 – Scheduled install TBD by DuPage
Migration to SSRS	SSRS Migration RSA will perform SSRS installation.	RSA	RSA	In-Process

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

<i>SR Number</i>	<i>Summary</i>	<i>Product</i>	<i>Status</i>	<i>Substatus</i>	<i>Target Resolution Date</i>	<i>Work Around?</i>



RSA Weekly Status Report: RMS/CAD



Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA

(Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 (OnCall Records)	P-3 MED	WebRMS returns no longer have linkable fields	HxGn MPS	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files. 11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information. 12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.
00006232 (OnCall Records)	P-3 MED	Cancelled BOLOS show up in Informer returns	HxGN – Informer	Assigned	07/11 – reviewing possible solution. 09/30 – Working session scheduled the week of Oct 31 12/01 - – Miguel/Mo to set up a session with DuPage.
00006235 (OnCall Records)	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	HxGN – Informer	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files.



RSA Weekly Status Report: RMS/CAD



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>09/28/2023 - On hold until LEADS 3.0 interface is in place.</p>
00006934 (OnCall Records)	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. CR# 321488</p> <p>10/21 – Gathering additional information for support.</p> <p>12/01 – Gathering data.</p>
00006935 (OnCall Records) AZDO 509323	P-3 MED	<p>Reporting Officer not importing into Supplement Record.</p> <p>On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue.</p> <p>RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.</p>	HxGN ONCALL RECORDS – FIELD BASED REPORTING	RSA / Support	<p>10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.</p>
00006940 (I/Dispatcher)	P3-MED	Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.	I/Dispatcher	RSA/Acct Rep	<p>09/30 – will clarify with Kris @ DuPage and forward to support.</p> <p>10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event.</p>



RSA Weekly Status Report: RMS/CAD



		Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult. Recommendation: Attach the name of the TC that made the original ticket to remarks"			10/07 – Asked for LOE. 01/06/2023 – GTC evaluating LOE.
00018093	P3 – MED	EdgeFrontier Install on CAD backup servers	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. 12/01 – Delayed due to OnCall Analytics Upgrade Install.
00065074 AZDO 442583	P3-MED	No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier - event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting 01/20 – Scheduled for the week of JAN 30
00089873 (Informer)	P3-MED	Informer Does Not run VIN Correctly	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated.



RSA Weekly Status Report: RMS/CAD



					<p>01/13 – Dev provided a file to correct this issue.</p> <p>01/20 – Testing scheduled for JAN 24 or 25</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>07/14/2023 – On hold until LEADS 3.0 interface is available.</p> <p>09/28/2023 - On hold until LEADS 3.0 interface is in place.</p>
00097922 (Informer)	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>02/10/2023 XAD working session scheduled for MN FEB 13</p> <p>07/14/2023 – On hold until LEADS 3.0 interface is available</p>

00102630	P3-MED	Address Validates in FBR without a Zip AND Doesn't validate with a Zip When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code field is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i>	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support. 11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues. 02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00132255 (I/Disp)	P-3	Units disappearing from screen	I/Disp	RSA / Support	02/10/2023 – Did not see any problems with Listener. 02/15/2023 – Confirm with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.
00150231	P-3	Disposition substitution when records move from FBR to OCR	OCR	RSA	05/29/2023 – will finish testing the week of JUNE 05

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:

This section is to capture client requests for system changes that are not part of a standard upgrade.

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1-6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	



DU-COMM

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Matthew Baarman
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Memorandum

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

Starcom System Outages:

Unplanned Work:

- 11/08/2023 – Radio System entered Fail-soft for less than a minute due to technician clearing alarms at the master site.
- 11/10/2023 – LTE Smart Connect outage occurred due to planned 8-hour upgrade, which wasn't advertised to DuPage users. The outage persisted past the completion of the upgrade. The APXNext product team identified an issue that impacted all APXNext radios nationwide.

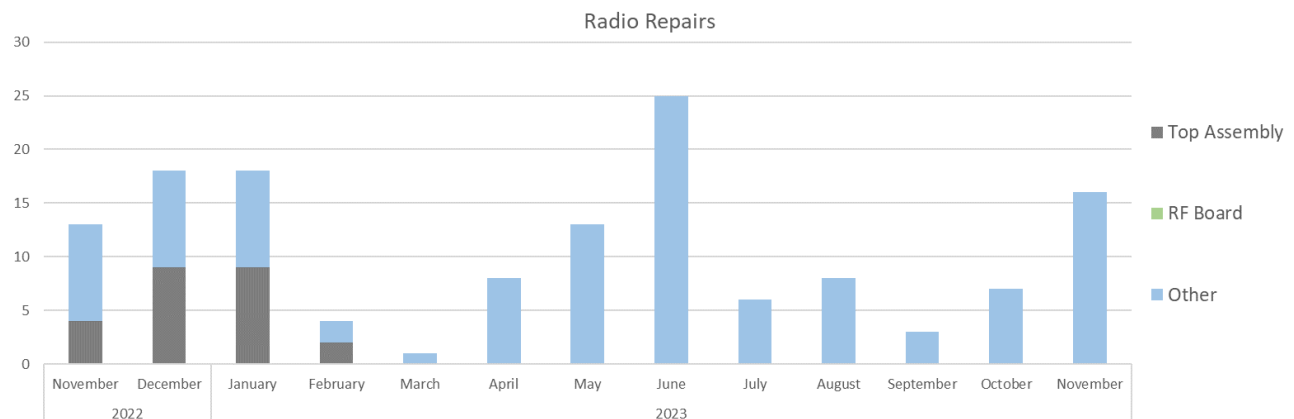
Planned Work:

- 11/14/2023 – Argonne yearly RF site maintenance completed.
- 11/03/2023 – Burr Ridge RF site maintenance completed.

Radio Repairs:

This is DU-COMM's last month as the ETSB radio maintainer, and DU-COMM Techs would like to take a moment to thank the ETSB and all DuPage radio users for the opportunity to service your radio needs. The radio service process will remain the same; agencies should open ZenDesk tickets to report issues, and ETSB will coordinate the radio repairs with Motorola. Please be safe this holiday season and practice polite radio etiquette.

Repairs for the last 13 months follow:



A few highlights include:

- 39 Fire batteries replaced
- 1 VHF/7/800 antenna replaced
- 2 RSM replaced
- 3 RSM repaired
- 5 Radio repaired
- 5 Radio swaps
- 4 Radio ID changes

Talkgroup Usage:

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

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	240,377	70,837	32	0	0	1,122
DU ACDC 3	226,421	65,744	44	0	0	844
DU 3EAST	199,635	61,924	35	0	0	1,394
DU 1EAST	195,379	56,282	40	0	0	1,256
DU 1SOUTH	176,058	52,908	34	0	0	816
DU DPSO F1	170,738	47,977	43	0	0	721
DU 1WEST	165,146	50,642	47	0	0	934
DU 3WEST	164,649	49,394	38	0	0	846
DU 3SOUTH	161,705	50,031	34	0	0	985
DU 7SOUTH	128,824	39,430	33	0	0	619
DU 1NORTH	126,581	40,455	40	0	0	465
DU 7WEST	122,405	36,381	33	0	0	336
DU FIRE NORTH	122,109	24,391	30	0	0	296
DU FIRE SOUTH	95,795	18,946	30	0	0	299
DU FIRE EAST	91,916	16,906	56	0	0	233
DU ACDC 1	91,206	26,331	41	0	0	369
DU DPSO JAIL	88,415	29,506	28	0	0	1,657
DU FDACDC1	71,396	11,996	30	2	1	187
DU FDACDC2	62,563	11,817	38	0	0	120
DU DPSO COURT	62,372	19,094	58	0	0	1,388

November Issues:

- Number of New Tickets = 9
- Number of Closed Tickets = 11
- Number of Open Tickets = 2