Emergency Telephone System Board
of DuPage County
Monthly Report

**July
Board
Meeting**

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

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Congratulations on a Job Well Done!

Best Wishes – Congratulations to **Scott Klein** who is leaving DU-COMM July 4 to take a new position. ETSB wishes him luck in his new position. Scott Klein has been an instrumental part of DU-COMM MIS for 18 years. Although he was a Prescient contracted employee, he certainly has been part of the DU-COMM family and the ETSB family also. ETSB is grateful for Scott's input and work on the Tech Focus Group, Fire Standardization Focus Group and CAD configuration for Hexagon CAD. ETSB also appreciates Scott's willingness to work on LiveMum from the beginning when it was initially purchased for the DU-COMM Alliance. Luckily, he won't be too far. We congratulate Woodridge for getting a quality IT person and wish Scott Klein all the best.

Announcement / Hexagon Spin Off – Octave On June 17 at the Hexagon Live Conference, announced that the spin-off of its Asset Lifecyle Intelligence and Safety, Infrastructure & Geospatial divisions, and related businesses, will operate as Octave. See press release at the end of this report for details.

Saturation Patrol Participants Milestone: On Tuesday, July 8, 2025, police officers in DuPage County participated in the **100th Countywide Saturation Mission**, operating alongside the Chicago Vehicular Hijacking Task Force. Previous monthly reports have noted the participation of **ACDC telecommunicators** and **OHSEM Coordinator John Nebl** in specific events.

Mission background: These missions inside DuPage County began three (3) years ago, on May 17, 2022, and continue at a rate of three (3) missions per month. Covert police teams rely upon intelligence of crime trends to drive patrols and focus. They leverage the highest forms of technology – to include police helicopters, radio interoperability tech, license plate reader cameras, drones, tire deflation devices, GPS tracking systems – all monitored by "real-time crime centers" and 911 dispatchers. These multi-agency missions rely on solid relationships and unified strategies across municipal police, regional **911 dispatch centers**, **DuPage County OHSEM**, City OEMC, State Police, City-**County air assets**, Federal law enforcement, and other regional **task forces**. In DuPage County alone, these operations have resulted in the seizure of dozens of firearms, dozens of stolen/felony cars, and hundreds of criminal arrests.

The following TCs will be honored at the July 23 DU-COMM Board of Directors meeting!

Infant Resuscitation – TC Hannah Peat of DU-COMM on Friday, April 11, answered a 9-1-1 call from a caller reporting that a 1-year-old child was turning purple. **TC Peat** quickly determined the child was unconscious and not breathing. She submitted the call in just 45 seconds while immediately beginning EMD protocols. Despite the caller's panic, **TC Peat** remained calm and began CPR instructions. After several breaths were delivered, the caller reported hearing the child cry. Recognizing this as a sign of improvement, **TC Peat** used the breathing diagnostic tool to confirm the child was breathing adequately. She continued providing care instructions while checking on the child's condition until paramedics arrived and made contact with the patient. **TC Peat** reassured the caller throughout the event and offered praise for their actions once help arrived. Her composure and quick response were critical to the child's survival.

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Congratulations on a Job Well Done! continued

Cardiac Arrest – TC Alexis Schulze of DU-COMM on Friday, May 24, answered a 9-1-1 call from a woman reporting that her 87-year-old husband had become unresponsive while trying to get back into bed. She also believed he was not breathing. **TC Schulze** quickly recognized the severity of the situation and submitted the call within 1 minute and 15 seconds, immediately initiating EMD protocols for cardiac arrest. Although the caller mentioned having an AED, **TC Schulze** used sound judgment and instructed her to begin CPR without delay, recognizing that time was critical. She provided clear, calm instructions and continued to reassure the caller as she performed CPR on her husband. **TC Schulze** remained composed and supportive throughout the emotionally charged event, offering strength and guidance until paramedics arrived. While the patient later passed away at the hospital, he achieved ROSC in the field—giving his family precious time to say goodbye.

Thank you for your service – DU-COMM **Operations Manager Judith Menough** is celebrating 35 years of dedicated service to 9-1-1 communications! Judith has held numerous roles throughout her career, including Communications Supervisor, CTO, Operator-In-Charge, and Cross-trained Telecommunicator. Known for her strong leadership, professionalism, and unwavering support of her team, Judith is a respected and valued member of the DU-COMM family. Her commitment to excellence has had a lasting impact on the organization, its member agencies, and the communities we serve. Congratulations, Judith, and thank you for 35 incredible years!

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:
July 14 (Monday) - cancelled
August 18 (Monday)
September 15 (Monday)
October 22 (Wednesday)
November 17 (Monday)
December 15 (Monday)

State 9-1-1 Administrator:
The Governor's Office has announced the appointment of Alicia Atkinson as the next Statewide 9-1-1 Administrator effective July 1, 2025. The official announcement is viewable at the link below.

State Advisory Board Chair, Michael Yokley stated in his email advising the SAB board member that he would like to extend my deepest gratitude to Cindy Barbera-Brelle for her many years of dedicated service as the State's first Statewide 9-1-1 Administrator. Her leadership and commitment have played a pivotal role in shaping and advancing 9-1-1 in Illinois. Cindy will be returning on a contractual basis for a transition period with the new Administrator.

https://gov-pritzker-newsroom.prezly.com/gov-pritzker-announces-one-executive-appointment?fbclid=IwY2xjawLDziRleHRuA2FlbQIxMQABHsoy5LBJhxZyNJS3VUt1vGYX9Y7NQ8DL_tMS5w7rN8de8KfUVm5i1TeaXKle_aem_dOamiQe1wyc5H_nduQpETQ

Legislation: HB1866 was sent to the Governor on June 24, 2025. The Board will receive an overview of the statute when the Bill is signed by the Governor.

Ad Hoc Finance Committee
The meeting of the Ad Hoc Finance Committee will be July 9 at 9:30am or immediately following the ETS Board meeting.

Policy 911-13 Information Technology and Network Security
To recap, this is an existing policy. However, since there were wholesale changes made, a clean copy was provided to the ETS Board for discussion and approved in March. This language was added based on Vice Chair Franz's concerns about time spent by staff and to comply with ETSA Section 35 (b) *The obligation or expenditure of surcharge revenues received under this Act for a purpose or function in consistent with 47 CFR 9.23 and this Section shall constitute diversion, which undermines the purpose of this Act by depriving the 9-1-1 system of the funds it needs to function effectively and to modernize 9-1-1 operations.*

New changes are redlined. These changes come as a result of an unanticipated interface CommsCoach, purchased by DU-COMM. The current policy does not consider interfaces to other 9-1-1 System components other than CAD. DU-COMM has requested an interface for a software called CommsCoach. DU-COMM would like to interface with the Logger which is a different core component from CAD. The policy and forms currently only consider CAD. The recommendations for this policy include changing CAD to 9-1-1 Systems for consistency and providing compensation for time for ETSB staff for the work performed for non-interfaces of applications not procured by ETSB which the ETS Board has not previously authorized 9-1-1 surcharge expenditure owned interfaces. There is also a real time interface section added for interfaces other than CAD. This language is broader in intent to allow for other interfaces to other 9-1-1 Components in the future. The inclusion of these types are interfaces into the process is necessary to protect the integrity of the 9-1-1 system.

Policy 911-013.1 CAD Interface Access and Fees
This policy has also received a refresh. The updates were made to be consistent with the 911-013 policy. New changes are redlined.

FINANCIAL

Contracts over $15,000
EOLA Power LLC: Purchase Order 925006
Recommendation for approval Purchase Order 925006 to EOLA Power LLC to furnish, deliver and install 372 UPS replacement batteries within the ACDC and DU-COMM PSAPs per bid #25-040-ETSB. To maintain the maximum functionality of the units, the batteries should be replaced at regular intervals. The current batteries in the units were replaced in 2021. While EOLA Power LLC was not the lowest bidder, PWR Storage Solutions LLC was unable to provide the certifications for their technicians as required in the RFP. As the second lowest bidder, EOLA was contacted by County Procurement with the same request and was able to provide the certificates. Bid packages sent out: 51, Bid Responses: 6, four (4) of which were deemed non-responsive for not including the required documents.
Total amount of $121,404.00

Deccan: Purchase Order 925021
LiveMUM is an existing software tool that interfaces with a live CAD system to display current coverage and offer move-up recommendations to the Telecommunicators. This renewal will allow for the

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continuation of LiveMUM maintenance at a fixed cost for the second of three years under Purchase Order 924021/7179-1. This renewal is the first of two annual options to renewal.
Annual maintenance cost for FY25-26 is $44,050.00.

Change Orders:
Purvis 924025/7298-1: Change Order 5
Itasca Fire Protection District is building a new fire Station #67. Since this is a new installation, new core equipment will be needed to complete the installation. ETSB covered the cost of core fire station alerting equipment for the initial deployment of the software.   This change order will also document the revised milestone schedule for payment and accounting of contractual obligations.
Total amount of equipment is $74,285.00, amount of annual maintenance is $2,800.00, for a total change order amount of $77,085.00, and a new contract amount of $677,230.00.

Purvis 924025/7298-1: Change Order 6
Itasca Fire Protection District is making a request for additional equipment for the station. The agency has signed an MOU with ETSB financially obligating their individual agency to the portion of this change order as listed on their quote. This is a budget neutral cost for ETSB as the agency will reimburse the charges.
Total amount of equipment and installation is $19,790.00
Amount of annual maintenance is $900.00
Total change order amount of $20,690.00, and a new contract amount of $697,920.00.

Hexagon 950900/1914-1: Change Order 30
Mobile Responder connects first responders to the PSAP via a smartphone or hand-held tablet and enables first responders to follow live operations, run searches, receive events and alerts, and self-attach to events to improve safety and efficiency in the field. I/NetViewer is a public safety web tool that provides remote access to information about an agency's resources and workload. Agencies have requested additional licensing to aid in their daily operations. These licenses do not qualify for use of surcharge, therefore, the agencies will be invoiced for the initial purchase and one (1) year of maintenance. The maintenance period will run July 9, 2026 through July 8, 2027.
The amount of the licensing is $21,193.00 and comes with one (1) year of maintenance
an additional year of maintenance is $4,788.00
New contract amount of $22,503,687.78.

Open Purchase Orders for FY2025
In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	$ 75,000.00	$ 25,076.10	$ 49,923.90

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 FY25.

Bills List FY25
External Payments FY25

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Total for Fund 5820 for July 9 meeting: $792,286.81.

Dispute Resolution – AT&T: Multiple payments are being made to AT&T for the SIP in the amount of $111,668.48.   These invoices are for the second half, the call paths, for the SIP account. The purpose of this memorandum is to document the reason for the delay in payment. ETSB staff disputed the charges of the wrong circuits and was initially informed a credit of $4,273.51 was due based on AT&T calculations. ETSB further disputed the charges per the attached spreadsheet with a second Client Solutions Executive who assigned to our account.   An additional $17,330.49 was credited to this account on the March 19, 2025 invoice.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $1,200,230.17.
The February surcharge was received on June 6 in the amount of $1,200,230.17.

Additionally, on June 30, the ISP advised 9-1-1 Authorities that the annual payment pursuant to Sections 30(b)(1.5)(A) and (B) of the Emergency Telephone Systems Act has been issued. The 9-1-1 authority distribution process has been completed and payments were requested from the Illinois Office of the Comptroller Friday, June 27, 2025.   This year's return of unused funds withheld totals $19M.   The DuPage ETSB share will be $1,614,314.27.

9-1-1 CORE SYSTEM MANAGEMENT

Logger:
On Friday, June 20, a ticket was opened regarding connectivity issues with the primary Eventide recorder. Upon investigation and coordination with the vendor on site, it was determined that the primary recorder has experienced database corruption. The device required a full restoration. The vendor was onsite by 1:51 pm on June 20. The restore of the DU-COMM recorder was unsuccessful. The vendor returned on Monday morning to continue the work. All recordings are happening, and nothing is being missed anything at this time. On June 23, the DU-COMM primary recorder was brought online and is functioning normally. The vendor will require approximately one day to bring the archive data back in. At this time, current recordings can be accessed through the normal process.

DU-COMM was provided with a way to access the ACDC environment on June 20 via email.   The connection information for the ACDC environment that was provided on June 20, 2025, was again provided to the DU-COMM in an email update on June 25.

Initial findings ruled out issues related to networking, user credentials, or hardware failures. The technician determined that the system's database had become corrupted and would require a complete rebuild. The first rebuild attempt was unsuccessful, as the technician lacked access to required software components necessary to complete the process.

Since all recording resources remained unaffected and backup systems were actively capturing calls, screens, and radio traffic, the full system restore was scheduled for Monday morning. This timing aligned with the return of the ETSB assigned technician from vacation, ensuring qualified oversight of the restoration process.

The vendor had difficulty with archive data being brought back into the primary recorder. The vendor was un-successful in bringing that data back into the primary recorder. During the investigation, it was identified that the current version of the software will not allow the restoration to be completed.

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The vendor requires the environment to be upgraded to the version 2025.1 release to successfully bring the calls back into the primary recorder. The date for the upgrade will be communicated as soon as it is scheduled.

Impact:
- All Analog call data is fully accessible on the primary recorder for all calls.
- Radio calls that the PSAPs require access to during the timeframe the primary was down are accessible on the ACDC recorder.
- Vesta IP Calls were not available until the primary recorder is upgraded and the restore completed, but are available on the ACDC environment.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: There are two remaining punch list issues: One issue involves the Voiance language line services and the other the Genovation keypad. There is a fix for the keypad that has been rolled out to ACDC and has been in place for two months with no reported issues. Motorola and AT&T continue to work on these two remaining issues following the migration to the NG911 system.

XSTL Configuration Task:
ACDC: Complete
DU-COMM: ETSB will be reaching out to schedule the XSLT file update now that the AXS Console installation has been completed.

DuPage Justice Information System (DuJIS)
CAD Focus Group.   Next meeting is July 29 at 2pm.
The following System Memos have been added to the dashboard for discussion on configuration.

Memo #133: CAD Config CAD Notes Chronology Cluttered
Memo #134: CAD Config   Call Stacking Functionality for Fire Dispatch
Memo #135: CAD MPS Config Closest Unit Dispatching
Memo #136: CAD MPS Config Copying Events to Another Town
Memo #137: CAD Config   Hidden Pup Up Messages
Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

Members added to CAD/MPS Focus Group:

DC Rachel Bata, Roselle PD	**ACDC:**
DC Jose Gonzalez, Addison PD	Lindsay Bukovic
Sgt. Dan Taylor, Lisle PD	Kristina Iazzetto
Sgt. Will Fuentes, Addison PD	Ben Koechling
Ofc. Marcus Rivera, Addison PD	Abby Medina
Ofc. Robyn Lyons, Wood Dale PD	Christopher Norton
Chief Steve Riley, Westmont FD	Christopher Willadsen
DC Scott Gray, Lisle-Woodridge FPD	Marilu Hernandez
DC James Fitzgerald, Westmont FD	Mike Sampey
BC Joe Ostrander, Tri State FPD	**ETSB**
DU-COMM	Gregg Taormina

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Tyler Benjamin   Kris Cieplinski
Steve Pirog   Prithvi Bhatt
Eric Roberts   Linda Zerwin

Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS):

Category	Year to Date 2024	
	Opened	Closed
MPS	624	624
CAD	516	516
Total	1140	1140

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
282	262	169	133
293	258	144	126
575	520	313	259

MPS Ticket Reporting:

Past Month										
Totals		**Categories of Open Tickets**								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
24	20	3	4	7	3	1	3	1	1	1

CAD Ticket Reporting:

Past Month					
Totals		**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
9	6	0	6	0	3

CAD Manager:

Database Management: Continued management of purge jobs to ensure operational efficiency and optimal performance of the CAD database.

CAD Configuration:
Addressed user requests that included:
- Added additional units to the CAD system.
- Modified CAD users to add additional skills to user profile.
- Provided support and troubleshooting for CAD user base.
- Continuation of the project moving DU-COMM Fire West agencies to Fire North. Expected completion second week of July.

CAD Issue Resolution:
- Resolved an issue with IAMRESPONDING data communications.
- Resolved CAD related concerns and user ticket requests.

System Development and Deployment:
- Nothing to report for the month of June 2025.

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Collaboration and Meetings:
- Working with Hexagon on the map roll MSS database issue that has caused ETSB to roll back the map roll that was done in the training environment.
- Attended the Hexagon Live Conference engaging with public safety professionals from various agencies and states to exchange best practices, innovative strategies and discuss effective approaches to system troubleshooting and resolutions.

CAD Interface Projects:

Axon Addison Project: Project started on February 24, 2025. Ticket # 8044
Current Status: In Process
ETSB continues to work with Axon to fully implement the RMS solution. Axon has confirmed they have all the data fields required and they are in the process of completing the SQL query on their end and we will be testing the solution in the up coming weeks.
Estimated cost: $3,877.47

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136
Current Status: In Process
The MOU was approved during the May 2025 board meeting. ETSB met with Axon on May 28, 2025, ETSB has confirmed with Axon that all the required data fields have been provided. Axon has confirmed the data fields and they are currently in the process of configuring the environment.
Estimated Cost: $3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108
Current Status: In Process
MOU completed on the June Agenda for Board Approval. The ETS Board has approved the MOU and ETSB will begin discussions with Axon to ensure all data points required are confirmed and delivered. Once Axon provides final confirmation, ETSB and Axon will begin the configuration of the data transfer.
Estimated Cost: $3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109
Current Status: Pending MOU
MOU sent to Oak Brook – Pending response from Oak Brook.   Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.
ETSB Estimated Cost: 4,508.00
Hexagon Quote Xalt Interface: $28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730
Current Status: In review – Pending approval of policy change, draft MOU sent to DU-COMM
DU-COMM requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI).   This would interface would be with the logger. DU-COMM will be paying has paid for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger. Because the logger was not represented in the ETSB security policy changes need to be made to incorporate it. Those changes are before the Board. The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.
ETSB Estimated Cost: $4,508.00
Motorola API Interface Quote: $15,079.93

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ProQA Version v5.1.152.1 Logic Version 8.0.838
Current Status: ACDC testing complete. DU-COMM testing in process.
Priority issued a critical bulletin update notification on June 6, 2025, and ETSB installed the update on the test workstations at ACDC and DU-COMM. This is currently being tested by the PSAPs and thus far all testing seems to be good. ACDC has communicated that they have completed testing and DU-COMM is in the final stages of their test plan.

Network

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	61	60	129	120

Past Month						
Totals			**Categories of Open Tickets**			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
129	10	9	0	10	0	1

Network – Absolute Secure**:**
ETSB reports no issues for the month of June 2025. Previously the system had approximately 950 devices registered. During the ETSB auditing, both the users and license usage the total usage went down to 920.

Network Projects:
Absolute Security Upgrade:
Status: Planning Stage
The current version requires a security upgrade as communicated by Absolute.

CAD Workstation Individual ID Logon:
Status: Planning Stage
ETSB, in participation with the PSAPs, are in the process of converting the CAD workstations to individual auto-logins. This was discussed during the Tech Focus Group and a consensus was reached to setup the workstations with individual user IDs that would allow auto-login for security. This will eliminate the generic common user-id that is currently in place across all CAD workstations, thus providing much better security protocols within the environment.

Comcast Maintenance/Trouble Tickets:
There were no trouble tickets opened for the month of June 2025, and no maintenance scheduled.
All County services are now working as expected and DPSO CAD workstations are fully functional.

County Network:
No issues report for the month of June 2025.   It should be noted that the batteries for the UPS are in the process of being replaced. Additionally, ETSB has asked County Facilities for assistance in determining if the UPS is over its capacity.

VMware Maintenance:
No maintenance updates for June 2025.

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<u>Windows Patching</u>:
No patching updates were scheduled for the month of June 2025. Quarterly patching will begin in July 2025.

Fire Station Alerting System (FSAS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	86	73	98	89

Past Month				
Categories of Open Tickets				
Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
9	9	0	9	0

Purvis Vendor Ticket Status:

Ticket ID	Ticket created - Date	Ticket resolved - Date	Location Common Name	Component	Resolution
35996	02-03-25	06-11-25	Itasca Station 67	Quote for Optional Equipment	Quote Provided
36992	05-12-25	06-03-25	Warrenville Station 11	Station Hardware Control Unit	Replaced Component
37137	05-22-25	06-13-25	Bloomingdale Station 21	Station Hardware Control Unit	Replaced Component
37144	05-23-25	06-09-25	Clarendon Hills Station 86	Station Hardware Reader Board,Ethernet Module,Power Supply	Replaced Component
37147	05-23-25	06-18-25	Winfield Fire Station 31	Station Hardware Reader Board,Ethernet Module	Replaced Component
37184	05-29-25	06-09-25	Clarendon Hills Station 86	General Audio Issue	Replaced Component
37194	05-30-25	06-09-25	Warrenville Station 31	Run Research	Network Issue Cleared on Own
37196	05-30-25	06-16-25	Tri-State Station 124	Station Reported Down	Restart/Power Cycle System
37364	06-17-25	06-18-25	Roselle Station 64	Station Hardware Turn-out Timer, Grid Connect	Cycled Component

<u>Projects:</u>
<u>Fire Station Alerting System-wide Upgrade</u>:
Status: Planning Stage for Implementation
ETSB has reached out to Purvis to advise that all the testing related to the TREs that DU-COMM was performing has been completed and we are now ready to move forward with the planning and installation of the new central servers and the upgrade to the v4.9 to support the new message board modules. Purvis will be providing the Method of Process (MOP) that will outline the steps required for the upgrade and server installation. This schedule will be put into Monday.com in the same manner SCU upgrades are handled.

<u>Message Board Project</u>:
Status: Complete
Purvis has completed the configuration of the modules with the IP information that was supplied by the stations. ETSB and Purvis are working on a deployment schedule for the stations and once

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established this will be published on Monday.com. Kickoff meetings will be held with each station that will provide communication on dates and requirements in the forthcoming weeks.

Purvis FSA IP Information Request:
Status: Completed
ETSB has created a Monday board that will be assigned to all the Chiefs to submit IP information that is required by Purvis for the installation of the new message boards into each station.

RIU: DU-COMM project
Status: Complete
Installation of the test/training RIU has been completed and DU-COMM testing will begin the week of April 7, 2025. DU-COMM plans to complete the testing by May 9, 2025. DU-COMM has communicated that all testing has been completed on June 23, 2025. This now allows the Purvis upgrade to proceed.
DU-COMM Technical Services Staff successfully tested the ETSB PURVIS TRE solution against some of the known more difficult tones for alerting receivers to decode. This testing was performed after DU-COMM Technicians completed the final installation and tuning of the VHF Control Stations for the TRE solution. Each channel opened pagers at the agencies and/or test pagers at DU-COMM successfully. Technical Services Manager, Erik Maplethorpe, also indicated that this solution is a backup and will sound different than the normal tone and voice as it will be going out over VHF and through the comparators.

Itasca Fire Protection District New Station #67:
Status: Quote provided to Itasca Fire for optional equipment.
Purvis has supplied Itasca with quotes for the requested optional equipment. The floor plans were updated to correct a typo, but outside of that everything else remains the same. Pending Itasca response to optional equipment quotes.

Winfield Fire Protection District New Station #31:
Status: Complete
Winfield Station 31 successfully went live (5/28) at approximately 4:00 PM, in line with having the station operational before the crew moved in on 5/29. The station is now alerting normally and both the Federal Informer radio monitor feature and backup tone out alerting are working as expected. CommZone successfully installed the final two strobes and adjusted the mezzanine speaker volume as needed. Milestone update has been submitted to ETSB for project signoff and completion.

Open Item Updates:
Audio Failure: Resolved:
Purvis and CommZone resolved the open issue with the Federal Informer audio, tone out cable and RTS video. Through diagnostic testing it was determined that one of the two speakers in the mezzanine audio zone was causing a loading/short in the system and have been disconnected.

False "Test" Triggers: Resolved
The intermittent RTS video and false station manual activation triggers were the result of excessive radio audio noise/emission from the informer. The informer was relocated to a different location within the station and the audio common ground shielding was removed since it was contributing to the problem.

Geographic Information Systems (GIS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	282	262	359	298

Past Month									
Totals				**Categories of Open Tickets**					
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
32	0	121	90	19	16	9	3	4	0

GIS Map Roll:
After the May map roll into the training environment, it was discovered during testing that not all the data was showing as expected. Upon further investigation with Hexagon, the MSS database is being looked at to ensure the data is properly pushed into the database. The map roll into the training environment was rolled back and ETSB is pending an update from Hexagon.

GIS Redistricting Annual Status:
Redistricting projects were on hold until staffing was finalized. Agencies that want to do redistricting or beat assignment changes can submit their request through a Zendesk ticket. We will begin scheduling this work. Annexations and other work will continue as needed.

GIS Projects:
No new projects were opened in June 2025.

Completed Projects:

Agency	Project	Started	Completed	Hours
Winfield FPD	Seven New Districts	12/13/24	2/19/25	ETSB – 9, County GIS -- 20
Wood Dale FPD	New Fire District	1/30/25	2/19/25	ETSB – 6, County GIS -- 2
Tri-State FPD	New Fire District	1/03/25	2/19/25	ETSB – 6, County GIS -- 2

NG9-1-1 GIS Mapping:
Database Version and Updates: County GIS continues to finalize the map using the 5.0.2 version. GIS has been conducting extensive cleanup work beyond their routine updates. The features GIS has addressed include both spatial and attribute components. GIS reports that much of the spatial cleanup has focused on resolving topology errors—such as dangles in the road centerlines, stacked duplicate polygons in common areas, and gaps between beat areas and district/jurisdictional boundaries.

On the attribute side, GIS has been correcting typos, removing erroneous spaces, and resolving mismatches among town codes, ESNs, and ZIP codes.

NGE911 Data: County GIS has their address points against the ALI data provided by AT&T. Through this process, they have reviewed and verified over 2,000 address points that were initially flagged as "tied" in our geocoding results using this ALI data.

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A tied address occurs when multiple candidate locations receive the same highest match score for a given input address, preventing the system from selecting a single best match. In such cases, the result is flagged with a status code of "T".

Thanks to this verification, GIS Manager Ricker is confident the map will reach the 98% match rate required. The map was previously at approximately 96%.

Boundaries: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project. GIS staff continues to work with Will County to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

School Critical Incident Mapping:
DuPage School Critical Incident Mapping Task Force (DuSCIM):
DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

The Task Force has had two demonstrations from vendors. First was "CRG (Critical Response Group)"and the second was with "911infrom". We will be conducting one one coming up with Centegix.

9-1-1 System Memos:
The following memos were created based on the feedback received from the CAD and MPS users. The Focus Groups as scheduled to begin work on these memos at the July 29 meeting.

New Memos:
Memo #133: CAD Config CAD Notes Chronology Cluttered
Memo #134: CAD Config   Call Stacking Functionality for Fire Dispatch
Memo #135: CAD MPS Config Closest Unit Dispatching
Memo #136: CAD MPS Config Copying Events to Another Town
Memo #137: CAD Config   Hidden Pup Up Messages
Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

Closed Memos:
None in the past month.

Pending Research:
Memo 127: MFA in CommandCentral Aware. Additional discussions on this memo took place. The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user ID's created for each user of the application. This solution, however, will potentially be a bit administrative intensive if the Real Time Crime Center (RTCC) are allowed to access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this may be a discussion point for PAC.

Memo 128: MFA Infrastructure implementation. ETSB in participation with the PSAPs is in the process of implementing individual user ID accounts for all of the CAD workstations. This decision was made during discussions with the TECH Focus team members and will remove the generic user account the TCs utilize today and implement a unique user ID for each position with a unique password for each.

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This will allow for a much higher level of security within the environment. The unique password will not be shared with the user community and access to the CAD system will be via automatic logon during the launch of the application.

ETSB On-Call Summary:

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	6/3/2025	11:21 AM	LEADS issue	County IT inadvertently disconnected network connection
DU-COMM	6/15/2025	10:25 AM	LEADS Issue	Connection went down at approximately 10:20 am. The server had memory issue and rebooted; the LEADS service did not start up after rebooting and Hexagon was engaged to rebuild the switch file. ISP was engaged to restart their connection, and the system was available at 11:40 am.

DuJIS PRMS:
The RMS Manager's monthly memorandum for June has been attached to this report.

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR System)
The Police Focus Group did not meet in June.

AXS Console Install:
ACDC: Complete
DU-COMM: Complete
Open Items:
Motorola is currently investigating some volume issues at certain DU-COMM positions.

Acceptance Testing for AXS: Once these items have been resolved, ETSB, DU-COMM and Motorola will go through the final acceptance testing to close out the project.

CommandCentral Aware
On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest we will have Motorola repeat the presentation. If you have questions from the presentation, please   submit them on a Zendesk ticket so that we can follow up.

APX4000. An emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. The update will take about 15 minutes.

Oak Brook PD	1
Itasca PD	1
Elmhurst PD	12
Lombard PD	7
Wheaton PD	1

APXNext Firmware Updates: Police Only
Firmware Update APXNext/Police: Of the 274 radios from the March report, there are 2 police radios that have not completed the firmware updates. Those agencies have not been able to locate those radios. The migration to the new platform has been completed.

Bensenville BAP JENKINS and Bartlett BEP CARRERA

APXNext Firmware Updates – Multi- Chargers
No update scheduled as of this report.

PAC DEDIR System Monthly Summary
PAC Focus Groups
The Police Focus Group did not meet in June, no July meeting scheduled as of the writing of this document.

The Fire Focus Group did not met June 16 at 2:00pm. The next meeting has not been scheduled. Information from the June 16 meeting is below.

Fire Focus Group Notes
June 16, 2025   2:00 pm, Conference room 107
Agenda Notes

1. Status reports
    a. Encryption keys
        i.   All encryption keys necessary for Fire radios have been obtained and are in the key loader. Andy S. Reports that they are also loaded in the KMF.
        ii. Fire Focus Group test radios need keys loaded. Andy S. has already done some.
    b. Radio Channel Templates
        i.   All have been submitted and reviewed. Andy S. has created code plugs for testing.
    c. Radio Alias Lists
        i.   Alias lists have been completed and identified two test radios per agency. The test radios will not have conflicting radio ID's.
        ii. Eve will verify that agency fleet maps agree with previously approved radio counts.
2. Radio testing
    a. Master Template
        i.   Status
            1. Ongoing. Any changes must be submitted to Andy S. by this Friday (6/20)
        ii. Needs/assignments
            1. Cook County Sheriff system is not working correctly. Need to verify programming or see if radio ID's need to be added to Cook County Zone 5.
    b. Agency Samples
        i.   Identify test radios
            1. Listed in master alias list in red.
        ii. Schedule

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             1. Begin programming and distribution next week. Request response from agencies asap.

    3. Portable Radio Deployment
        a. Process
            i. Agencies deployed first come first served (approved MOU).
            ii. Agency deployment should begin in July.
            iii. Is it possible to get old mobile chargers in advance? Can agencies get old police multi chargers to charge radios while mobile chargers are being installed?
        b. Schedule
            i. One day per agency to collect existing portable radios and replace with new in one process.
    4. Mobile Radios
        a. APX7500 upgrade
            i. Process
                 1. Work on codeplug has not yet begun.
                2. There is a good possibility that the new template will not fit in the APX7500 radios due to memory limitations.. May need to create a "slimmed down" codeplug. Possibly no channel announce on SWIT zones.
                3. Still trying to determine whether programming will occur on site or at ETSB.
                4. It is likely that some radios may be bricked in the process. There are limited spares. Need a plan of how to respond to bricked radios. Can Motorola be pressured to repair them?
            ii. Schedule
                1. This will likely take several days per agency.
                2. Will the schedule be impacted by Policy encryption programming?
                3. Can Motorola provide additional personnel to complete?
        b. APX7500 replacement
            i. Status of options
                1. No details provided.

Motorola Wednesday Morning Status Call – June 4, 2025
Motorola Wednesday Morning Status Call - June 11, 2025 no call - ETSB Board meeting.
Motorola Wednesday Morning Status Call – June 18, 2025 PM on vacation, no report.

Motorola Wednesday Morning Status Call – June 25, 2025
AXS: Currently we are working with the product teams to identify the root cause of the issues we have been seeing at both centers with the log outs and the spark issues. At this time, the believed cause of the logging out issues was caused by the MotoPatches that have been pushed out and settings that were not accounted for in the MS Edge Browser. The current plan of action is that in the next patch, there will be a fix implemented into the patch that will remove the browser settings that were causing the logging out issues.

For the speaker mapping issues, we are continuing to investigate. The project Field Engineer was at Du-Comm today troubleshooting and pulling additional logs to be provided to the product team for additional review. At the time we do not have a root cause and are exploring potential fixes to

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this issue. Motorola has an internal technical meeting at the end of this week to continue to review these issues and work towards resolution.

DFSI: All testing has been completed and we are moving forward with the installation of DFSI at ACDC. The current plan of action is to have the DFSI installed the week of July 7th at the ACDC site. We are continuing to work with ACDC and Jim Connolly in preparation of the installation.

Encryption: At this current time all resources have been focused on getting the Fire Radios deployed. We are working with the service team on this and hoping to make quick progress. Peter Keleher is working as the Service PM to help get these radios into the field.

Radio Alias List and Templates Updates March 2025
The March 2025 update outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

Documents Submission Status as of June 24	
Configuration Completed	29
Total Agencies	**29**

Template Selection	
Option 1 Current Template No HZ	2
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
Total	**29**

Encryption KVL update: Complete
ETSB finished collecting all keys for the KVL.   Additionally, the second KVL that was ordered has been delivered and can be configured. MOUs from the updated policy are being sent out. The PAC will be seeing re-executed agreements with the newly approved form on the July and future agendas. New requests will be sent through the ETS Board.

MOTOROLA *SOLUTIONS*   **ST★RCOM21**

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

Projects:

DEDIR System Radio Replacement

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

APX8500 Mobile: Alternate options to the APX8500 are being considered. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Portables: Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration. All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also, quantity 51 Radio Central Link Issue fixes have been applied and fully completed. Fire Focus group is testing the Master configuration and updating Monday.com with channel status.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

Programming – Projects

Code plug updates: APX NEXT XN: Modification made to Fire Master configuration and all changes have been incorporated. All agency templates on Monday.com that were marked Ready For Configuration have been completed. Fire Focus will be reviewing the remaining agencies for accuracy and update the status.

Codeplug Creation: APX XN Master configuration is being updated as testing proceeds and finds error. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and will be applied to the Master when Fire Focus has completed testing.

Consolidations: There were none last month.

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Radio Alignment:
There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	80
APX Next (PD)	144	140
APX NextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
Total	279	279

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	57	52	4	2	0	0	0	2
APX Next (PD)	63	55	12	7	1	6	5	0
APX NextXN (FD)	13	11	0	0	0	0	0	0
APX 8500 (mobile)	10	6	2	2	0	0	0	2
APX4000	16	10	8	2	2	1	2	3
Total	159	134	26	13	3	7	7	7

STARCOM21 Scheduled Maintenance:

System Maintenance:
There was none last month.

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 6/11 and 6/12. These patches caused an impact to the system in all Zones.
It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

  Thursday, 6/12/25
  8:45 am- Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well
  2:45 pm - Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.05 – Patching 6/20/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

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Command Central Patches:
There was none last month.

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 15/Jun/2025 @ 9:30 PM CDT (UTC -5)
End: 16/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 16/Jun/2025 @ 9:30 PM CDT (UTC -5)
End: 17/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 25/Jun/2025 @ 3:00 AM CDT (UTC -5)
End: 25/Jun/2025 @ 9:00 AM CDT (UTC -5)

Radio Central Patches:
There were none last month.

Radio Management CPS Patches:
There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.

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- 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: Fire Focus June 16th.
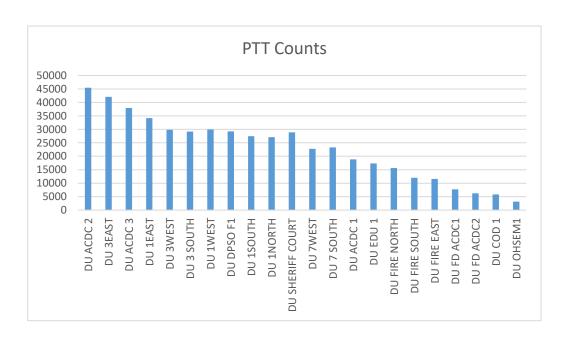
Training: Radio Central New Application June 9th – 13th.

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Grade of service report:

	GoS Calculations					PTT and Busy Data					
May 2025 Starcom21 GoS Report											
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.03	3.75	6.65	31.00	2808.55	13482.19	4.80	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2260.48	11026.97	4.88	0.00	0.00	0.00
2:00:00	0.00	15.14	2.57	7.83	31.00	1882.58	9267.74	4.92	0.00	0.00	0.00
3:00:00	0.00	12.41	2.11	8.29	31.00	1507.48	7594.58	5.04	0.00	0.00	0.00
4:00:00	0.00	11.46	1.95	8.45	31.00	1399.03	7012.26	5.01	0.00	0.00	0.00
5:00:00	0.00	13.17	2.24	8.16	31.00	1579.97	8060.52	5.10	0.00	0.00	0.00
6:00:00	0.00	15.32	2.60	7.80	31.00	1859.32	9376.26	5.04	0.00	0.00	0.00
7:00:00	0.00	22.68	3.86	6.54	31.00	2716.42	13881.48	5.11	0.03	0.03	1.00
8:00:00	0.00	30.45	5.18	5.22	31.00	3688.29	18634.03	5.05	0.10	0.19	2.00
9:00:00	0.01	34.50	5.86	4.54	31.00	4151.52	21112.81	5.09	0.52	2.87	5.56
10:00:00	0.00	33.89	5.76	4.64	31.00	4106.77	20743.61	5.05	0.06	9.84	152.50
11:00:00	0.00	33.95	5.77	4.63	30.00	4095.70	20779.23	5.07	0.03	0.13	4.00
12:00:00	0.00	33.55	5.70	4.70	31.00	4014.19	20533.68	5.12	0.13	3.32	25.75
13:00:00	0.01	36.42	6.19	4.21	31.00	4400.16	22289.19	5.07	0.26	11.94	46.25
14:00:00	0.00	35.24	5.99	4.41	31.00	4295.87	21566.90	5.02	0.16	1.68	10.40
15:00:00	0.00	36.45	6.20	4.20	31.00	4469.06	22308.00	4.99	0.06	1.39	21.50
16:00:00	0.00	36.73	6.24	4.16	31.00	4515.10	22481.45	4.98	0.10	5.58	57.67
17:00:00	0.00	34.34	5.84	4.56	31.00	4243.52	21013.48	4.95	0.00	0.00	0.00
18:00:00	0.00	33.43	5.68	4.72	31.00	4094.32	20458.77	5.00	0.00	0.00	0.00
19:00:00	0.00	32.54	5.53	4.87	31.00	4079.35	19914.58	4.88	0.13	4.10	31.75
20:00:00	0.00	31.87	5.42	4.98	31.00	4022.68	19503.94	4.85	0.00	0.00	0.00
21:00:00	0.00	30.62	5.21	5.20	31.00	3890.35	18738.00	4.82	0.00	0.00	0.00
22:00:00	0.00	27.69	4.71	5.69	31.00	3571.81	16943.58	4.74	0.00	0.00	0.00
23:00:00	0.00	22.03	3.75	6.65	31.00	2808.55	13482.19	4.80	0.00	0.00	0.00

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Group Alias	PTT Count
DU ACDC 2	45468
DU 3EAST	42103
DU ACDC 3	37929
DU 1EAST	34170
DU 3WEST	29844
DU 3 SOUTH	29183
DU 1WEST	29924
DU DPSO F1	29218
DU 1SOUTH	27471
DU 1NORTH	27099
DU SHERIFF COURT	28869
DU 7WEST	22739
DU 7 SOUTH	23289
DU ACDC 1	18855
DU EDU 1	17342
DU FIRE NORTH	15630
DU FIRE SOUTH	12003
DU FIRE EAST	11584
DU FD ACDC1	7719
DU FD ACDC2	6209
DU COD 1	5796
DU OHSEM1	3141

PTT Counts

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Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 03:16:16 PM

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	110,485	34,834	75,651	0	1,423	29,046	3,853	156	356	0	2,396	00:00:04
	Internal	6,234	0	6,234	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	27,694	0	27,694	0	0	0	0	0	0	27,694	0	00:00:00
	Total	144,413	34,834	109,579	0	1,423	29,046	3,853	156	356	27,694	2,396	00:00:04
Total		144,413	34,834	109,579	0	1,423	29,046	3,853	156	356	27,694	2,396	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 11:00:04 AM

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	351,205	138,442	212,763	0	5,493	109,683	21,348	321	1,597	0	12,638	00:00:05
	Internal	65,429	0	65,429	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	88,029	0	88,029	0	0	0	0	0	0	88,029	0	00:00:00
	Total	504,663	138,442	366,221	0	5,493	109,683	21,348	321	1,597	88,029	12,638	00:00:05
Total		504,663	138,442	366,221	0	5,493	109,683	21,348	321	1,597	88,029	12,638	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 03:13:45 PM

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	26,855	6,502	20,353	0	244	5,596	601	10	51	5,313	407	00:00:04
Total	26,855	6,502	20,353	0	244	5,596	601	10	51	5,313	407	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 10:57:51 AM

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	91,829	26,662	65,167	0	982	21,436	3,787	91	366	16,719	2,776	00:00:06
Total	91,829	26,662	65,167	0	982	21,436	3,787	91	366	16,719	2,776	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 03:17:43 PM

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	5,512	5,512	0	0	204	4,617	687	4	0	0	0	00:00:04
Total	5,512	5,512	0	0	204	4,617	687	4	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 11:10:09 AM

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	16,400	16,400	0	0	207	15,111	1,009	73	0	0	0	00:00:05
Total	16,400	16,400	0	0	207	15,111	1,009	73	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 03:15:22 PM

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	967	967	0	0	24	836	107	0	0	0	0	00:00:04
Total	967	967	0	0	24	836	107	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 11:09:28 AM

Grouping: Site & Call Origin

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	3,061	3,061	0	0	48	2,842	171	0	0	0	0	00:00:06
Total	3,061	3,061	0	0	48	2,842	171	0	0	0	0	00:00:06

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Technically Not Feasible
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
6	03/18/20	CAD	Elminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
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
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
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
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
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
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	WMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Rieivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in infomrer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Technically Not Feasible
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Technically Not Feasible
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
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 alalrm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
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
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Technically Not Feasible
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
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
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
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
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
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	Closed
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
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
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
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. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Opened
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Opened
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Opened
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened

			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Rave 9-1-1 Suite

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
2025										
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	**27,816**	**65,368**	**975**	**8.54%**	**928**	**9,448**	**7**	**2**	**289**	**136,553**

Motorola Monthly Incident Report
June 2025

Incident Number	Site	Status Text	Ticket Open Date	Description
INC0002551262	DuComm Dispatch CTR	In Progress	6/3/2025 12:36:13 PM	When pressing button for OP14 the AXIO all town request times out
INC0002567197	Addison Consolidated Dispatch Center	Pending	6/6/2025 1:27:47 PM	AXS - When clearing Emergency on ACIM resource it only clears on consoles using same config, does not clear on consoles with different config
INC0002613454	DuComm Dispatch CTR	In Progress	6/16/2025 9:17:29 AM	OP17 has no audio from the radio or phone
INC0002613486	DuComm Dispatch CTR	Pending	6/16/2025 9:20:17 AM	OP28 has no audio from the Select Speaker
INC0002613499	DuComm Dispatch CTR	In Progress	6/16/2025 9:23:16 AM	OP27 has a possible dead speaker at DU-COMM Dispatch Site SZ01401D48.
INC0002639351	DuComm Dispatch CTR	Pending	6/20/2025 10:06:42 AM	AXS Consoles switching speaker resources on the Peripheral Configuration Tool. This has occurred on OPs 6,8,1,16.

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: June 25, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
  - Configuration tasks complete.
- RMS RFP Steering committee meeting monthly.
- Continued memory optimization is improving overall performance.
- All CJIS Agencies using new application.

Action Items:

- RMS RFP Process
  - Finalize RFP for release.
  - Assemble/Engage Evaluation Group
- OCR 10.0/MFR
  - Complete configuration tasks
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application.(Complete)
  - Preparation for phase 2 (NetRMS) is underway.

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

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