



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 28. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulations on a Job Well Done!

Baby Delivery – TC Renee Calzaretta of ACDC on Saturday, December 7 answered a 9-1-1 call from a LaGrange Highland resident reporting his wife was in labor. **TC Calzaretta** immediately dispatched resources from the Pleasantview Fire Protection District while simultaneously starting EMD instructions. While on the phone, the husband voiced that his wife's water broke, and believed the baby would soon be delivered. TC Calzaretta reassured the caller that she would provide him with instructions, and quickly inquired if he could see any part of the baby. Within 90 seconds, the father confirmed the baby was born, and excitedly announced "it was a baby girl". After regaining the attention of the father, **TC Calzaretta** confirmed the baby was completely out and quickly advanced through the EMD protocols to provide instructions for the care of the newborn baby and the mother. She regularly checked on the status of both mother and baby, until the paramedics arrived on scene and made contact with the patients. Throughout this event, her composure never wavered.

Life Save – TC Kyle Ficarrotta On December 9, 2024 at 2202hrs, **TC Kyle Ficarrotta** received a call from an Itasca resident reporting a 61-year-old male fainted. **TC Ficarrotta** verified the address per policy, gathered pertinent information, and generated a CAD in under 60-seconds. Through the course of the use of the EMD protocol, it was determined the patient's breathing became ineffective. **TC Ficarrotta** shunted appropriately to CPR instructions, directed and guided the caller to perform high quality CPR. **TC Ficarrotta** remained calm and direct with the caller to make sure he was performing CPR efficiently. Paramedics arrived within three-minutes after the initial dispatch and took over CPR. The patient was transported and made a full recovery thanks to your efforts.

Emergency Number Professional (ENP) – Congratulations to Deputy Director Eric Burmeister of ACDC after successfully passing the NENA ENP exam! This certification has been earned by 1,759 of the 102,700 emergency telecommunicators in the United States. To earn an ENP you must pass a 150 questions exam, demonstrate expertise in telecommunications operations, information systems, legislation, organizational management and employee management.

Promotions at ACDC! Congratulations to newly promoted!

Operations Manager Grecia Flores in February. She began her assignment on March 1. Throughout her career at ACDC, Grecia has fulfilled multiple roles including Communications Training Officer, Operator In Charge, and Team Lead. **Operations Manager Flores** is also a dedicated and active participant on several teams including the PINK Team to promote camaraderie, the CALEA Team, as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. She is an involved member of IL-TERT, Peer Support, Photography Team, Policy Review Committee, Radio Drill Team, Task Force, an active partner as a SLEA instructor for police cadets at the College of DuPage and is an active contributing member to Community Outreach events. Congratulations Grecia on your promotion.



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

Promotions at ACDC! Congratulations to newly promoted! (cont.)

Day Shift Team Lead Wojciech Mardula in January. **TC Wojciech Mardula** was appointed as the Day Shift Team Lead and commenced his assignment on January 1. **TC Mardula** or “**Woj**” brings a wealth of knowledge & experience to the position, as a senior Telecommunicator with over 27 years of service. **Woj** is an active member of the community as a Communications Team Leader of service. **Woj** is an active member of the community as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. He is cross-trained Telecommunicator on both police and fire disciplines and is a contributing member of the training program as a Communications Training Officer, classroom instructor, forms part of the MERIT-SWAT Tactical Dispatchers, the Peer Support Team administrator, the VESTA Team, Surveillance Team, and Radio Drill Team.

(COML)**Professional Standards Coordinator Abby Medina** in January. **Abigail Medina** was named the ACDC Professional Standards Coordinator (PSC) and commenced her assignment in January. **PSC Medina** hit the ground running and worked diligently to update all ACDC policies, Written Directives, call-guides, and all pertinent proofing materials for the successful completion of the web-based CALEA assessment. CALEA Public Safety Communications Accreditation helps centers improve their services and meet international standards, it demonstrates that a center is committed to excellence and meeting best practices. The accreditation helps dispatch centers develop or improve relationships with the communities we serve. **PSC Medina** is heading and preparing for the upcoming on-site in-person CALEA Assessment scheduled to commence April 14th.

Next month: **National Public Safety Telecommunicators Week April 13-19, 2025**
TEXT to 9-1-1 Official Launch

Proclamations: County Board meeting Tuesday, April 8 at 10:00 am
ETS Board meeting Wednesday April 9 at 9:00 am
Come and help us celebrate our first First Responders!

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

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



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

HB1866 Next Gen9-1-1 Implementation

has been filed by SAB member House Rep Angelica Guerrer-Cuellar
January 29, 2025 referred to Rules Committee.
February 25, 2025 assigned to Executive Committee.

Synopsis As Introduced

Amends the Emergency Telephone System Act. Makes changes to the definitions of terms defined in the Act. Requires a municipality with a population over 500,000 to provide Next Generation 9-1-1 service by January 1, 2029 (rather than January 1, 2026). Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$5.00 per network connection. Provides that, on or after January 1, 2029 (rather than January 1, 2026), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$2.50 per network connection. Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population in excess of 500,000 may by ordinance continue to impose and collect a monthly surcharge per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis that does not exceed \$5.00. Provides that, on or after January 1, 2027 (rather than January 1, 2026), a municipality with a population in excess of 500,000 may impose and collect its wireless carrier surcharge if the monthly surcharge does not exceed \$2.50 per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis. Removes references to "enhanced 9-1-1". Provides for the repeal of the Act on December 31, 2028 (rather than December 31, 2025). Effective January 1, 2026.

SB1295 9-1-1 Telecommunicator CPR

filed by Senator Doris Turner
January 28, 2025 First Reading referred to Assignments,
February 4, 2025 to State Government
February 20, 2025 Postponed – State Government
February 25, 2025 Section Committee Amendment #1 Sen Doris Turner, referred to Assignments.
March 4, 2025 Senate Committee Amendment No 1 Assignments Refers to State Government,
Added Co-Sponsor Sen Michael Halpin

Synopsis As Introduced

Amends the Illinois State Police Law. Provides that, beginning January 1, 2026, all 9-1-1 telecommunicators who provide dispatch for emergency medical conditions shall be required to be trained, utilizing the most current nationally recognized emergency cardiovascular care guidelines, in high-quality telecommunicator cardiopulmonary resuscitation (T-CPR). Defines telecommunicator cardiopulmonary resuscitation for the purposes of the provisions.

<https://www.ilga.gov/legislation/fulltext.asp?DocName=10400SB1295&GA=104&SessionId=114&DocType=SB&LegID=159194&DocNum=1295&GAID=18&SpecSess=&Session=>

This is under the IDPH. It has no impact to ETSB, indirectly it impacts the PSAP. However, because ACDC and DU-COMM use Priority Dispatch, telecommunicators are certified in CPR when they certify for emergency medical dispatch (EMD). Telecommunicator would have to recertify for CPR. Statute language: "Telecommunicator cardiopulmonary resuscitation" or "T-CPR" means dispatcher-assisted delivery or cardiopulmonary resuscitation (CPR) instruction by trained emergency call takers



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

or public safety dispatchers to callers or bystanders for events requiring CPR, such as *out-of-hospital cardiac arrest* (OHCA).

The amendment language adds: and telecommunicator cardiopulmonary resuscitation (T-CPR) and strikes “emergency medical dispatch” in certain places.

<https://www.ilga.gov/legislation/fulltext.asp?DocName=10400SB1295sam001&GA=104&SessionId=114&DocTypeID=SB&LegID=159194&DocNum=1295&GAID=18&SpecSess=&Session=>

State Disbursement: The ETS Board may have noticed a dip in the monthly surcharge over the past few months. The ISP has been investigating the cause and will provide some background information at the next meeting. The surcharge is down approximately \$100,000 or 10%. This change is not specific to DuPage but the impact is greater to other 9-1-1 systems.

Policy 911-013.1 CAD Interface Access and Fees

After the discussion at the February monthly meeting, staff and the State’s Attorney’s Office made several changes to the policy. Additionally, the Executive Director spoke with several chiefs that would be impacted by the change and received some valuable and supportive feedback which has been incorporated into the change presented this month to the Board.

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

This is because ETSB staff is wholly paid by 9-1-1 surcharge. As part of this review, the cyber security policy has been updated to reflect the changes recommended here and in the 9-1-1 System Manger policy.

Additionally, because 911-018.6 CAD Interface Funds related to 9-1-1 System security, the Executive Director and Assistant States Attorney, after reviewing 911-13 Information Technology and Network Security Policy felt that this policy should be a sub-policy of 911-13. It appears on the March agenda with the recommended changes under its new 13.1 heading and name.

Policy 911-13 Information Technology and Network Security

This policy has also received a refresh. The updates include the change for 9-1-1 System Manager, the current system components and processes to consistent with the 13.1 policy. The Deputy Director of IT and Tech Focus Group are still reviewing additional recommendations for this policy.

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

As previously discussed last month this is a new policy. This policy will also be on the agenda for approval based on the discussion and changes recommended in February. Last month, in addition to the discussion, the consensus of the Board was to move to the title of Executive Director with the designation of 9-1-1 System Manager pursuant to statute, ordinance via policy. Changes to the policy are



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

redlined. The training section was removed until the Administrative rules are approved per Board discussion and will be added to the training policy. Additionally, the Executive Director worked with the Director of Human Resources, Christine Clevenger, to align the County paperwork pending approval of the policy for Board consideration.

To recap the reason for the policy, pursuant to 50 ILCS 750 Emergency Telephone System Act (ETSA) and Section 20-40 of the DuPage County Code pertaining to the Emergency Telephone System Board, the ETS Board is required to "Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing." Because designating a 9-1-1 System Manager is statutorily required, for discussion, is how specific to make the daily operational duties within the policy. Several sites within the statute have been provided to the Board.

Amending Resolution, Title Change

Consistent with the direction of the ETS Board from February, on the agenda this month is a resolution amending the title of 9-1-1 System Coordinator to Executive Director.

FINANCIAL

Contracts under the \$15,000 (Within the Executive Director Signing Authority)

Insight Public Sector: Purchase Order 925002

This is an ongoing service for a SMARTnet extended service agreement on ten (10) Cisco switches for connectivity and redundancy within the PSAPs. This is a renewal of maintenance which will run January 29, 2025 through January 28, 2026. Quotes were obtained from CDW-G (\$8,319.62), SHI (\$7,603.94), and Insight (\$6,988.50) with Insight coming in with the lowest cost utilizing the OMNIA Partners IT Products & Services contract.

Total amount of \$6,988.50.

CDWG: Purchase Order 925004

Two (2) ruggedized laptops were purchased for testing purposes on the Computer Aided Dispatch (CAD) system. Having these laptops in-house allows ETSB Technicians access to "like" hardware utilized in the field by officers for testing purposes and to mimic the environment for resolution of any issues. This purchase was made utilizing the Sourcewell Contract for Technology Products & Services with Related Solutions #121923-CDW.

Total amount of \$6,174.70.

GoTo Technologies USA, LLC, formerly known as LogMeIn: Purchase Order 925005

Rescue software has been established and working reliably since 2010 and is the continued recommendation for remote support of the system by ETSB technicians. Rescue allows ETSB technicians to access a secure connection to any PC on any network. This contract is for three (3) years of maintenance on the existing service and will run from February 15, 2025 through February 14, 2028. This is a decrease of \$1,481.76 from the FY22-25 cost of \$14,808.96.

Total amount of the request: \$13,327.20.

Asset Panda LLC: Purchase Order 925009

Asset Panda is a software subscription that allows an unlimited number of users to access tracking features including: a mobile app, barcode scanning via a mobile device, cloud-based storage, photo uploads, and custom fields and reports. The software is a flexible and customizable system for tracking and managing assets. This is a continuation of services that ETSB has utilized since 2017



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

for asset tracking of 10,000 assets. The contract period will run from April 11, 2025 to April 10, 2026. Total amount: \$10,477.12.

Contracts Over \$15,000 That Require Board Approval

Rave Mobile Safety: Purchase Order 925003

Smart911 is a patented service that allows citizens to enter information they would like available to first responders in the event of an emergency. The information is entered through a secure website. When the citizen calls 9-1-1, the information is automatically displayed on the workstations of the Telecommunicator (TC). The TC can then make the information available to police, fire and EMS personnel. This is a five (5) year contract for Smart911 services, with an annual option to renew years two (2) through five (5). This renewal period will run from April 1, 2025 through March 31, 2030.

Annual contract amount: \$119,300.00; total contract amount: \$596,500.00.

Facility Gateway Corp: Purchase Order 925010

On the agenda is an option to renew under Bid #23-031-FM with Facilities Management to provide preventative maintenance and emergency repair service, as needed, to the uninterrupted power supply (UPS) units located on the DuPage County Campus and within the PSAPs. This option to renew will be on the agenda for consideration by the Public Works Committee on March 18 and County Board on March 25, 2023. The contract is for the period from April 1, 2025 through March 31, 2026 and covers one (1) UPS unit at ACDC and three (3) UPS units at DU-COMM under the ETSB portion of the contract. The requested amount will cover preventative maintenance for the four UPS units over the one-year time period for a base amount of \$5,932.48.

Total cost of the procurement is \$30,317.72; ETSB portion is \$6,000.00.

Change Orders:

Closing of Open Purchase Order and Release of Funds – Requiring Board Action

Per the County process, the following contracts and purchase orders will be included on the March agenda to be decreased and closed, releasing funds for a total amount of \$1,021,821.05.

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
2018-1	Comcast Business Communications	12382	12/22/22	10	-\$444,831.60
1071-1	DU-COMM	10461	12/01/23	12	-\$104,425.00
2757-1	Motorola Solutions, Inc.	10115	12/31/23	8	-\$244,819.87
6320-1	Propio LS, LLC	27781	01/31/24	3	-\$14,115.94
6485-1	Lilly, Michelle Marie	37797	06/30/24	1	-\$29,500.00
4006-1	Deccan International	10500	08/31/24	1	-\$81,836.00
6759-1	CDW Government LLC	10667	12/31/24	1	-\$18,041.75
6771-1	Dell Marketing, LP	10850	12/31/24	1	-\$21,457.87
6739-1	Motorola Solutions, Inc.	10115	12/31/24	1	-\$13,111.76
3187-1	PURVIS Systems Incorporated	28678	10/09/24	21	-\$49,681.26

Closing of Open Purchase Orders with balance under \$10,000.00

Per the County process, the following contracts and purchase orders with balances under \$10,000.00 can be administratively decreased and closed without Board action in the County Finance software, releasing funds for a total amount of \$15,113.28.



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
3271-1	Motorola Solutions, Inc.	10115	12/31/23	4	-\$4,582.00
3880-1	Canon Solutions America	10216	05/31/24	4	-\$3,995.34
5397-1	CDW Government LLC	10667	08/10/24	1	-\$6,053.50
6772-1	Verizon Wireless	10597	12/07/24	1	-\$482.44

Closing of Open Purchase Orders with Zero Dollar balance

The following Purchase Orders have expired and have a zero-dollar balance but remain open in the County Finance ERP software. To close these contracts, an administrative change order is required. No future invoices will be applied to these contracts:

Contract	Vendor	Vendor #	Expiration	Change Order #
4785-1	BMC Software Inc	11022	08/30/23	1
5973-1	Deccan International	10500	08/31/24	1
6250-1	Insight Public Sector	10809	01/28/24	1
6546-1	Dell Marketing, LP	10850	01/31/24	1
5634-1	Telelanguage LLC	29386	01/31/24	4
6194-1	Voiance Language Services LLC	20971	01/31/24	3
6252-1	Asset Panda LLC	26513	04/11/24	1
6321-1	CDW Government LLC	10667	04/12/24	1
6322-1	Police Legal Sciences Inc	22443	04/30/24	1
6453-1	Insight Public Sector	10809	05/10/24	1
5382-1	Insight Public Sector	10809	08/13/24	1
6954-1	Insight Public Sector	10809	08/22/24	1
6591-1	Deccan International	10500	08/31/24	1
6586-1	SHI International Corp	14389	09/07/24	2
6838-1	Motorola Solutions, Inc.	10115	01/11/25	1
6674-1	Dell Marketing, LP	10850	10/10/24	1
5400-1	Insight Public Sector	10809	10/13/24	1
5399-1	Insight Public Sector	10809	10/17/24	1
6762-1	Monday.com	35961	12/01/24	1
6741-1	Mesirow Insurance Services	12104	12/19/24	1
6737-1	Environmental Systems Research Inc (Esri)	10337	12/31/24	1

Open Purchase Orders for FY2025

In FY24 a review of the open purchase order format was recommended by the Auditor's Office in 2010 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	\$ 14,808.40	\$ 60,191.60



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Budget Transfers

There is one budget transfer on the March agenda.

DeltaWRX: Requested transfer of funds for FY25 from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services) for charges associated with the DeltaWRX consulting services PO 924013/7234-1 per the County Finance Department.

Total amount of requested transfer: \$181,244.00 for a new account total of \$436,081.00.

Payment of Claims:

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

Bills List FY25

External Payments FY25

Total for Fund 5820 for March 12 meeting: \$344,669.53.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,048,032.56.

The September surcharge was received on February 4 in the amount of \$1,048,032.56.

9-1-1 CORE SYSTEM MANAGEMENT

Cybersecurity:

The ETSB IT Deputy Director and several staff members will be participating in a table top exercise with County IT cybersecurity personnel in March.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the initial issues, there are still 5 remaining. Additional issues have been reported and resolved during this project. Including the 5 from the initial deployment, there are now 11 remaining issues. None of these impact citizens' ability to reach emergency centers.

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

DuJIS CAD:

2024	Year to Date	
Category	Opened	Closed
CAD	516	497
MPS	624	624
Total	1140	1121



Emergency Telephone System Board
of DuPage County
Monthly Report

**March
Board
Meeting**

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	74	56	31	23	7	12	4	8
MPS	80	63	31	26	2	22	2	5
Total	154	119	62	49	9	34	6	13

Projects:

Addison Axon Project:

Addison Police: Addison has submitted their paperwork to request.

As stated above, it is necessary to develop a solution and then move Addison RMS to that solution.

Addison has been notified. Project pending.

Oak Brook Police Department:

The PRMS Oversight Committee and ETSB received a letter from attorneys for the Village of Oak Brook on behalf of its police department as a Notice of Termination effective April 11, 2024, and an expected date of participation to occur on April 30, 2025. On February 21, 2025, the ETSB received a Zendesk ticket #16108 requesting assistance for access for AXON rms. Oak Brook was advised that the policy was under review and that paperwork would be forthcoming

Downers Grove Police Department:

On February 24, 2025, the ETSB received a Zendesk ticket #16136 requesting assistance for access for AXON RMS. Downers Grove was advised that the policy was under review and that paperwork would be forthcoming

CAD RFI DeltaWRX Project:

The December/January and February reports from DeltaWRX are located at the end of the monthly report.

Project interview sessions began the week of February 4 and concluded on February 6, with additional sessions conducted in early March. Staff from both centers actively participated, providing valuable insights and feedback on the system. All sessions were well attended, and the collected information is now being compiled and formatted into documentation for further review.

LEADS 3.0 Upgrade:

ETSB has successfully completed the LEADS 3.0 upgrade, with all outstanding issues resolved and vendor signoff completed by ETSB.

The new LEADS 3.0 environment was seamlessly deployed across both PSAPs in the initial rollout, including the full conversion of all CDCs within the system. This upgrade introduces enhanced functionality for each center, including:

- Hit Confirmation Request
- Hit Confirmation Response
- In-State (IL) Administrative Messages
- Out-of-State Administrative Messages



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

This successful implementation marks a significant step forward in system capabilities and operational efficiency.

Network

Absolute Secure:

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	155	155

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	28	22	11	9	0	9	0	2

Absolute Secure Access:

ETSB reports no issues for the month of February. Currently the system has approximately 950 devices registered

Comcast Maintenance/Trouble Tickets:

On February 18, 2025, Comcast rolled out a Web Filter Update

Network Tickets:

No network issues have been reported for the month of February 2025.

VMware Maintenance:

No maintenance updates for February.

Windows Patching:

Quarterly patching completed successfully.

Fire Station Alerting System (FSAS):

2024	Year to Date	
Category	Opened	Closed
FSA	221	221

2025	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	19	17	19	17	12	5	2



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Fire Station Alerting:

On February 13, the Fire focus group member Chief Clark and ETSB Director attended the FSA. See the notes in the DEDIR System section. The second monthly meeting was informational.

Projects:

Fire Station Alerting System-wide Upgrade

The upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The servers have been in-house. There is one dependency to this project, DU-COMM has a TRE project to complete for radio pager tones. Once this task is completed, the upgrade can continue.

Itasca Fire Protection District New Station #67

ETSB staff, ACDC staff and PURVIS/CommZone met with the Itasca Fire Protection District and their Architects on February 18 to discuss the FSA installation at their new fire station. There are additional topics for discussion. Site plans were exchanged. This project is not at the change order phase.

Winfield Fire Protection District New Station #31

All of the Purvis equipment has been received at the new station and the wiring was completed on March 3. The team is currently working on the installation of the FSA hardware.

Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	605

2025	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	121	53	46	22	23	10	10	0	1	2

GIS Map Roll: GIS team successfully tested and verified updated maps and rolled them into the training/production side of CAD for the monthly of February. Final updates were rolled into production on February 19, with the next production map roll planned for March 19, 2025.

GIS Redistricting Annual Status:

ETSB will send out another reminder on a semi-annual basis starting in the second quarter of 2025

GIS Projects:

Winfield Fire Protection District: Project completed.

WFF is creating seven new fire districts.

New district polygons/ESZs to be pushed into training on 02/11/2024, then tested. Training Cad push was successfully tested and validated. The final production push was completed on 2/19/2025.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Wood Dale Fire Protection: Project completed.

New fire district request 01/03/2025.

ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025. Planned production push on 2/19 was successfully completed.

Tristate Fire Protection District: Project completed.

New fire district requested 01/03/2025.

ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025. Planned production push on 2/19 was successfully completed.

NG9-1-1 GIS Mapping:

County GIS is currently updating the NGE911 data with the most recent upload completed on February 21, 2025. Additionally, access to the AT&T ESInet Portal has been obtained, which provides valuable tools for data validation and cleanup. This portal offers access to data cleanup reports after each upload, as well as GIS features that identify the location and type of necessary corrections. In the geocoding process, the address points will be pulled from these ALLIE tables and then cross reference these ALLIE address points to our current address points. This will provide the ability to see the match rate with the current address points and the ability to add any points that may be missing for landlines.

As part of the ongoing efforts, County GIS has begun geocoding the ALI address data provided by AT&T. This process involves extracting address points from the ALI tables and cross-referencing them with our existing address points. By doing this they have the ability to assess the match rate and identify any missing points, particularly for landline addresses.

State of Illinois GIS NG 9-1-1: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project. GIS staff is currently collaborating with Will County to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

State of Illinois Text to 911: The goal is to do public education campaign for Text to 9-1-1, 988 and 211 in April and to do an official launch of Text to 9-1-1 with National Public Safety Telecommunicators Week April 13-19, 2025.

9-1-1 System Memos:

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



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

New Memos:

Memo 132: This memo was submitted to the CAD Focus group for review and approval. The memo involved an additional sub-type for animal that outlined "nuisance" as the type. This additional sub-type was approved and implemented into the CAD system.

Closed Memos:

Memo 24: ICDs from Hexagon for LEADs
Memo 37: Software review
Memo 49: Add Select Event Hot Key
Memo 50: Unit Roster
Memo 51: Informer Hot Key
Memo 53: Dispatch Assign Multiple Units
Memo 55: Vin Response
Memo 58: UL Functionality
Memo 60: Telecommunicator name in remarks
Memo 63: Clearing Multiple Units
Memo 64: F2 Enhancement
Memo 103: CAD/Vesta standardization
Memo 110: Options for Tones in Fire Station Alerting

Pending Research:

Memo 108: Change ANI/ALI dump workflow in CAD. This is currently under investigation.

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

Memo 127: MFA in CommandCentral Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for CommandCentral Aware. After some additional discussions and the information provided related to RTCC locations, we are still determining the best way to implement this within the application without the use of a generic user id for the individuals that will have access from the RTCC locations. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. Initial discussions have identified that the first round of implementing MFA will be at the administrator level. Additional discussions are taking place at the Tech Focus Group to determine the best route to take with the configuration within the centers and the CAD workstations along with the applications that are currently used.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups. The PSAP operations group was unable to come to an agreement on this change. This will be on the March 7, 2025 Directors' meeting agenda for discussion.

DuJIS PRMS:

The RMS Manager's monthly memorandum for February has been attached to this report.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola Radio System Manager Report:

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

As requested by Vice Chair Franz, the DEDIR System report has a slightly different appearance. Prior to this, the information for each project was combined into one paragraph. This is the same format that appeared in the PAC agenda. These items will also be discussed in the "podcast" on March 4. The podcast is a zoom call for DEDIR System points of contact previously held by former Deputy Director Theusch. There has not been a podcast since August.

Fire Focus January 23 from 2:00 until 5:30

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

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

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

On February 12, the optional template was approved by the ETS Board by a unanimous vote. During the update portion of the meeting, Vice Chair Franz asked that an additional report beyond the monthly report, PAC minutes and the PAC oral report be provided to the Board.

On February 13, the Fire focus group member Chief Clark and ETSB Director attended the FSA meeting to review the template as well as the functionality of the XN radio with the new firmware updates. There was a preliminary review of the memorandum, a new fleet map format, and a ppt that explains CommandCentral to help Chiefs determine which personnel in their agencies they would like to have access to CommandCentral.

While the FSA meeting is not typically a radio meeting, it is a standing meeting, and all fire chiefs were encouraged to attend in person. A zoom link was available and approximately 15 Chiefs attended. This meeting is being utilized in order to keep the process moving forward. Fire Chiefs have not been given an opportunity to see the radio and how it performs since those releases. Radios will be available at other meetings after the 13th to help Chiefs make a decision on which template they would like to use. This is because during the physical radio selection process, Chiefs were told by the ETS Board they would have a choice on whether or not to have the hazard zone in their radios.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

During the meeting, there was discussion that there should be standardized naming conventions for Alias for the radio. The suggestion was deferred to Fire Focus.

County ordinance excerpt for ETSB regarding committees and focus groups:

a. Internal Operations

i. Standing Committees and Focus Groups

- 1. The ETSB may establish any standing committee or workgroup as it deems necessary to carry out the function of the ETSB. The Chair of the ETSB, with the advice and consent of the ETSB, shall appoint all standing committees and their membership.*
- 2. Standing Committees and subcommittees shall post an agenda and provide minutes pursuant to the Open Meetings Act.*
- 3. The ETSB may have informal teams of subject matter experts called Focus Groups. The Focus Groups will have no authority but may make recommendations to Committees, or upon request of, to the ETS Board, in their area of expertise with respect to policy and scope of work for 9-1-1 system equipment. The Executive Director may create Focus Groups for, but not limited to, the purpose of configuration and implementation of new 9-1-1 systems, review of software or upgrades to existing components of the 9-1-1 system. Focus Groups will generally be regular users of the 9-1-1 System or employees of the ETSB or PSAPs whose input into the workflow and configuration are essential to their daily operational use.*

Based on the above language, Executive Director Zerwin asked Chief Spinazola to inquire with the DU-COMM chiefs in order to add another member to Fire Focus with the retirement of Chief Tanner. Chief Brill will be joining the group. Current Fire Focus: Robert Brill, Chris Clark, Jim Connolly, Craig Jansen, Erik Maplethorpe, John Nebl, John Sullivan.

Motorola Wednesday Morning Status Call – February 19, 2025

AXS Console Upgrade: Motorola Trainer will be on site in DuPage Monday 2/24 to meet and prepare for training. Training will follow on the 25th and 26th at ACDC and DU-COMM and will be completed on the 26th.

DFSI STARCOM:

For ACDC: We have met with Tait and discussed working with their equipment to connect to DFSI. Motorola is currently in the process of setting up a lab environment to be able to test the solution before being brought to the field for installation. We would like to borrow the spare DCG in order to be able to conduct our testing.

For DU-COMM: Motorola met with Leonardo on 2/17 and discussed the process of coordinating with their equipment. Leonardo is in the process of gathering information on their equipment to provide to Motorola so we can ensure system design will work. More information is being gathered, and we hope to have information to provide soon.

Encryption: Data collection has occurred over the past few weeks, and we are still finalizing the needed information. At this time, we do not have updates but hope to set up a follow-up meeting in the next week and a half or two to address follow up questions. At this time the Motorola



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

encryption SME is still reviewing all the information that has been provided to prepare for next steps. Once all data has been collected, we will reach out to set up an additional meeting.

Consolettes: Quote from ChiComm for programming and installation has been received. Currently in the process of generating a PO, so they can complete work. Motorola will coordinate with ETSB to install and program consolettes as needed once PO has been generated.

Additional information – Executive Director Zerwin

For the past two weeks, Motorola has deployed a second tech to ETSB to assist with the rollout of the fire portables.

Police Radio Performance: There have been tickets regarding radio and battery performance on the APXNext. Research has indicated the following regarding multi-chargers, portable firmware updates. Battery replacement is on the schedule for 2026, ETSB staff are investigating replacement with County Procurement.

Firmware Update Multi-Charger: The multi-chargers will require a firmware update. The Radio Service Manager advised that there is a firmware update for the multi-charger that should improve the processing time and life cycle reconditioning of the current battery. The firmware update takes approximately 5 minutes. There are 132 multi-chargers in service in police agencies. The multi-chargers for the fire service will be updated in house before deployment. OSHEM has volunteered to do the update to allow the Service Manager and the second APXNext tech on site to continue working on the fire portable roll out. A schedule will be provided with the next “podcast” and posted in Monday.com for DEDIR System points of contact.

If you have multi-chargers and do not see your name on this list, please submit a Zendesk ticket, the Asset list is not fool-proof and we want to make sure your equipment gets updated. If you have more than the number of chargers listed, we will update every multi-charger you have.

Multi-Chargers	APXNext	APX4000
Addison	7 units	
Bartlett	6 units	
Bloomingtondale	6 units	
Burr Ridge	4 units	
Carol Stream	1 unit	
Darien	4 units	
Downers Grove	7 units	
DuPage Sheriff	2 units	21 units
Elmhurst	11 units	4 units
Forest Preserve	1 unit	
Glendale Heights	1 unit	
Hanover Park	4 units	
Hinsdale	3 units	
Lisle	5 units	
Lombard	11 units	1 unit



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Oakbrook Terrace	3 units	
Oak Brook	8 units	
Roselle	6 units	
Villa Park	5 units	
Warrenville	4 units	
Willowbrook	3 units	
Wheaton	8 units	3 units
West Chicago	4 units	
Wood Dale	1 unit	
Woodridge	2 units	
	116	29

The Service Manager is in the process of testing the firmware update for the single charger and its impact on the battery and battery life.

Firmware Update APXNext/Police: There are 274 police radios that have not completed the firmware updates. A list will be provided at the end of this update. Agencies that need assistance can submit a Zendesk ticket and/or ETSB will ask that these radios be available at agencies that have multi-charger updates occurring so that OSHEM can assist with firmware updates if agencies need assistance in completing the updates.

February 20 2:00 to 4:30 Fire Focus met. The items discussed included:

A. Fire Portable Radio task list review

Required Tasks

1. Final "Sign-off" from Fire Agencies for templates including Hazard Zone verbiage
 - Presentation needed for chiefs regarding final template Hazard Zone options
 - ETSB will do a "podcast" because Directo Zerwin indicated there are some other radio issues that need to be addressed including the firmware update. And the first review of the sign off memorandum was at FSA Focus Group. The group also provided feedback to the memorandum and the instruction memorandum
 - Final selections by Agencies
 - Review of templates by Fire Focus Group

2. Resolve several encryption issues – This was a discussion and centered around whether or not the encryption plan would delay rolling out the radios.
 - Load key for access to KMF before deploying radios (Motorola Encryption workgroup)
 - Resolve how to manage encryption keys from outside agencies

3. Access agreements with outside agencies
 - Need IGA from Will County. The discussion was that there are no talk groups that are currently encrypted in Will County so their non-responsiveness doesn't necessarily hold up roll out.
 - Need system information (code plug) for Cook County "Zone 5" The Service Manager has been working directly with Cook County.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

4. Need to evaluate channel selector mic when they arrive to ensure proper operation (new product)

Note: The Channel Selector mics have been on the market for a year, have passed one certification and have not had any recalls. Director Zerwin asked for short turn around. The ship date of the mics has a dependency to the return of the RMS that are part of an exchange, but she did not want to release the RSM mics until they were sure of their choice.

5. Agencies will need to review and update "Alias Lists".

Executive Director Zerwin indicated that clean fleet maps for most agencies are ready (there are six left to compete on the date of the meeting). The new format will have a slight change for last name, first name separation. There is a category for designation of CSM or RSM mics for agencies that asked for a combination of mics. The mics are interchangeable so it is more for inventory purposes.

6. Resolve MDC unit ID's (conventional operation) relative to new Starcom radio ID ranges.

Note that MDC range is 0001 to DEEE. Director Zerwin indicated she would speak to STARCOM about the groups concerns.

B. Fire Template sign-off timeline.

This item was rolled into the above discussions. Director Zerwin indicated that from what she saw in putting the fleet maps together and in previously working with agencies, the agencies that need help will reach out. The rest should respond rather quickly after the review meetings.

C. Fire Template review procedure. The group discussed how they would like to review the submissions.

D. Mobile Radio option discussion with Motorola product specialists? Not discussed.

Alias Standardization. On the topic of the Alias standardization, the group agreed that that was a longer term project. Director Zerwin advised them that while completing the fleet maps she also put together a summary spreadsheet of all agencies so that they could see the naming conventions side by side for future consideration.

Radio Service Manager assignment: Director Zerwin also asked that the Group work with her when they had questions for the Service Manager. Prior to the holidays she gave Motorola a benchmark. She has been working with Motorola and they sent a second APXNext tech to work with our on-site Service Manager for the past two weeks to do specific tasks. Those tasks have been impeded by the interruption of him attempting to appease all of their questions. She indicated that she realized that they are trying to help and that newer members want to get up to speed, but she asked that they coordinate with her for the time being.

February 25 & 26 starting at 8am PSAP Training for AXS Consoles: Chicago Communications will be ready to begin installation as soon as the training is completed. The final deployment plan of the consoles has an encryption plan dependency, but installation can begin and the telecommunicators can use the workstations in their current configuration. This will depend on telecommunicator comfort with the set up and discussion on the image used.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Motorola Wednesday Morning Status Call – February 26, 2025

AXS Consoles: Training took place on 2/25/25 at ACDC and is taking place at Du-Comm today 2/26/25. This is Administrator and Train the Trainer training. Once training is complete, we the PSAPs will finalize console configurations and installation is scheduled to begin on March 17.

DFSI: Chris Severns dropped spare DFSI off at the Motorola lab so preparation can begin for testing the Tate system connection. Jim Connolly has offered to provide equipment to Tate to help with testing. Current testing phase is looking like late March or early April when resources are free.

Encryption: No new updates at this moment. The Field Engineer team was in training all last week at a remote site and the internal meeting earlier this week was rescheduled for Thursday afternoon. I will have an update following that meeting.

Consolettes: Met with Gregg on Monday and discussed a change in the plan for implementing the consolettes. We are working to get additional information as it will not be a simple swap out as previously thought.

PAC meeting Monday, March 3 at 8:15am Room 3-500A County Campus 421 N. County Farm Road.

Next steps:

“DEDIR System PODcast”: Tuesday, March 4 at 2pm Zoom call to review: Fleetmap, sign off sheet, ppt for Command Central, Mutli-Charger Updates for DEDIR System points of contact.

Additional Review at ACDC Fire Ops on March 11 at 1pm.

Additional Review at OSHM on March 11 at 3pm for DU-COMM Fire Chiefs.

Any agency needing additional assistance can submit a Zendesk ticket or ask a Fire Focus member for assistance.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

POLICE AGENCIES REQUIRING FIRMWARE UPDATES

ADDISON PD	BRP JEFFREY	ELMHURST PD	GHPPSHEEHAN950
ADP Torres	BRP WEEKS	ELP JAFFEE	GHPLOMIBAO3027
ADP Toledo	BRP OKELLY	ELPSKOLOZYNSKI	GHP HAWCO250
ADP Ferrici	BRP HOSTER	ELP DAVIS	GHP MASCIO399
ADP Wampler	BRP MCKNABB	ELP MOLINA	GHP BLONDIN381
ADP Olejarz	BRP VALENTINO	ELP PT 309	GHP LN HARDT3004
ADP Johnston	BRP LESNIAK	ELP PT 311	GHP PIRTLE245
ADP Gwozdz	BRP GARCIA	ELP PT 312	GHP SCHON397
ADP Luna	BRP GUTIERREZ	ELP GROCH	GHP NTECOST241
ADP McDermott	BRP FIRNSIN	ELP ORTIZ	GHPHOEKSEM3032
ADP Chaidez	BRP COPP	ELP DUFFY	GHPGRZKWCZ3020
ADP Besch	BRP MONDALA	ELP CAPPITELLI	GHPROSARIO3007
ADP Crandall	BRP OVERTON	ELP LANGE	
ADP Reda	BRP ALLEN	ELP BEYER	HANOVER PK PD
ADP Prafke	BRPSTRAPPAZON	ELP VALDEZ	HPP 372
ADP Carney	BRP LESNIAK	ELP APONTE	HPP 398
ADP Courtney	BRP GARCIA	ELP MCLEAN	HPP 378
ADP Diaz	BRP GUTIERREZ	ELP LAFIN	HPP 191
	BRP FIRNSIN		HPP 350
BARTLETT PD	BRP COPP	FOREST PRESERVE	HPP 332
BAP BUBIS	BRP MONDALA	FPP Denius	HPP 216
BAP PRETKELIS		FPP Clausen	HPP 300
BAP SALLIS	CAROL STREAM PD	FPP DelRio	HPP 255
BAP JENKINS	CSP ZAKRSKI	FPP Fabiani	HPP 303
BAP KEYSER	CSP MCGOVRN	FPP Records	
BAP NESSLING	CSP MCINTYR	FPP Johnson	HINSDALE PD
	CSP FREER		HIP H70
BENSENVILLE PD	CSP PLAKETT	GLEN ELLYN PD	
BEP MIRANDOLA	CSP DUMDIE	GEP NORTON70	ITASCA PD
BEP CARRERA	CSP JUSTINIANO	GEP SALGADO	ITP Gruskovak
BEP LAPORTE	CSP BLAIR	GEP SCHMIDT45	ITP Macaluso
BEP CHA	CSP ROE		ITP Oie
BEP ADMIN 1	CSP CCADLE	GLENDALE HTS PD	ITP Savageau
BEP EMA	CSP PASKEVZ	GHP GUZMAN3028	ITP Stevens
	CSP FAUTH	GHP ZAVALA3021	ITP Jezior
BLOOMINGDALE PD	CSP BACIDOR	GHPHALIPAJ3034	ITP Sanchez
BLP Donald	CSP KOELLER	GHP AMODIO3017	ITP Mace
BLP Miller	CSP CZERNEK	GHP GARCIA396	ITP Ciccola
BLP McGinn	CSP LALLY	GHP PAPPAS235	
BLP Maxey	CSP CASTRO	GHPSTODDARD374	
BLP CSOLewis	CSP WILIAMS	GHP BALEY239	
BLP Alcozer	CSP BOTH	GHPDNILSKI3018	
		GHPSTACHURA395	
BURR RIDGE PD	DARIEN PD	GHPSHAFFREY954	
BRP MURPHY	DAP 300	GHP TOIGO513	
BRP HARVEY		GHP JENCA953	



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

LISLE PD	ROSELLE PD	VILLA PARK PD	WHEATON PD
LIP GREGO	ROP MENGES	VPP Bastian	WHP Tschida
LIP BRUNOEH	ROP PAUL	VPP Blake	WHP Spare 1
LIP ARNOLD	ROP TWAROG	VPP Cruz	WHP Potter
LIP ARMITAG		VPP Perez	WHP Klamerus
LIP CARROLL	STATES ATTORNEY	VPP Bregman	WHP Prempas
LIP HURT	SAO ZDAN	VPP Velazquez	WHP K Lucas
LIP TRAVIS	SAO N LIBERIO	VPP Grabowski	WHP Lord
LIP GODAR	SAO ACEVEZ	VPP Raymond	WHP Sterkowic
	SAO MALKIN		
LOMBARD PD	SAO T OGAN	WEST CHICAGO PD	WOODRIDGE PD
LOF BECKLEY	SAO D OLLECH	WCP CHASSAGNE	WOP 87
LOF BATIZ	SAO BENAITS	WCP LEVATO	WOP 132
LOP RANALLO	SAO J ANDERSON	WCP ONEIL	WOP 82
LOP WIRSING	SAO HUNDLEY	WCP CARGOLA	WOP 128
LOP BRUCE			WOP 81
LOP ERIKSEN	DU PAGE SHERIFF	WILLOWBROOK PD	WOP 94
LOP STATKUS	SOP NAVRTIL	WLP 514	WOP 90
LOP OLIVER	SOP WHITFIELD		WOP 99
LOP HOPMAN	SOP SCHNEIDER	WOOD DALE PD	WOP 137
LOP SHEMSIU	SOP GARCIA	WDP Campbell	WOP 119
	SOPSCHOENENBER	WDP McCollum	WOP 133
OAK BROOK PD	SOP GREEN	WDP Haumann	
OBP JV111	SOP CAPPY	WDP Brinkley	WESTMONT PD
OBP JP97	SOP KUSCHELL	WDP Werner	WSP Collins
OBP BS62	SOP ALBRIGHT	WDP Bjes	WSP Riley
OBP BB95	SOP HODGE	WDP Singto	WSP Kozielski
OBP KL115	SOP MERIT 2		WSP Boyle
OBP ES406	SOP BIBBIANO	WINFIELD PD	WSP Jensen
OBP RH107	SOP FAVELA	WFP SCHACHERV	WSP Vinyard
LOP WIRSING	SOP SCHULTZ	WFP ESPINO	WSP Depasquale
LOP BRUCE	SOP HARRAH	WFP PENNINGTON	
LOP ERIKSEN	SOP DELELIO	WFP BABIC	
LOP STATKUS	SOP WATSON	WFP BELLINGER	
LOP OLIVER	SOP FOX	WFP DEWITT	
LOP HOPMAN	SOP MENDRICK	WFP B OLSON	
LOP SHEMSIU	SOP GRAVEL	WFP SCHWARTING	
	SOP THOMAS	WFP SCHANE	
	SOP FOX	WFP KOTLARZ	
	SOP MENDRICK	WFP CIHAK	
		WFP MONTES	
		WFP CLAPPER	
		WFP KINDLE	
		WFP SIEBER	



Solving for safer. Communities, schools, hospitals, businesses everywhere.

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: February 26, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

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

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Fire agencies are to provide feedback to ETSB as to whether they are considering the APX6500 or prefer to remain with the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. XN portables have are in the process of being flashed and tuned.

Quantity 51 RLS fixes have been applied and fully completed.

Quantity 827 QA09022 SmartConnect APX NEXT EIDs have been applied and fully completed.
Quantity 1206 Q445 APX Personnel Accountability FLP have been applied and fully completed.
15 Fire agency XN portables have been Aeroflex Radio Test Set tuned and meet radio specifications.

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing ISP Tollway Zone 15. Fire templates on Monday.com need to be reviewed by Fire Focus for accuracy.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Solving for safer. Communities, schools, hospitals, businesses everywhere.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	60
APX Next (PD)	144	114
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	34
APX4000	11	8
Total	269	216

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	12	11	12	11	5	1	6	
APX Next (PD)	17	16	17	16	3	7	6	1
APX NextXN (FD)	6	5	6	5		2		4
APX 8500 (mobile)	4	2	4	2			1	2
APX4000	4	4	4	4	2	1	1	
Total	43	38	43	38	10	11	14	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 2/12 and 2/13. These patches caused an impact to the system in all Zones.

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

Thursday, 2/13/25

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 2025.01 – Patching 1/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Motorola Solutions Cloud Platform Maintenance

[Scheduled Maintenance] Command Central Products (United States)

Start: 19/Feb/2025 @ 9:00 PM (UTC-6)

End: 20/Feb/2025 @ 4:00 AM (UTC-6)

Solving for safer. Communities, schools, hospitals, businesses everywhere.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Feb/2025 @ 9:00 PM CST

End: 18/Feb/2025 @ 5:00 AM CST

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Feb/2025 @ 9:00 PM CST

End: 20/Feb/2025 @ 5:00 AM CST

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 21/Feb/2025 @ 9:00 PM CST

End: 22/Feb/2025 @ 5:00 AM CST

Radio Management CPS Patches:

There were none last month.

Releases:

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

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

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

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings:

Fire Focus Meeting 2/20/25.

Schaumburg User Group Meeting - did not attend. DuPage DEDIR System members attended
Motorola Solutions, Schaumburg, IL
Thursday, February 27 10:00-1:00pm

Training: None for this month.



Solving for safer. Communities, schools, hospitals, businesses everywhere.

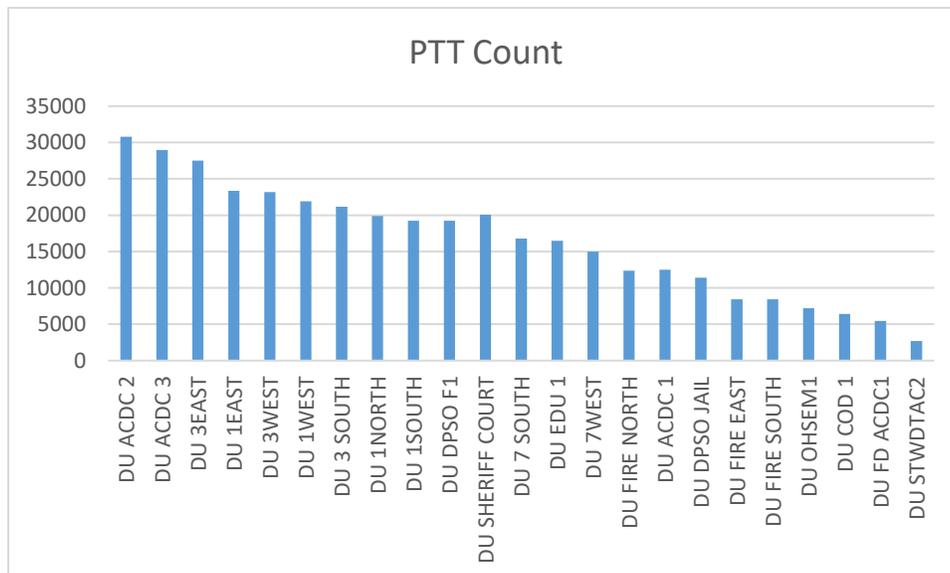
Grade of service report:

January 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	20.61	3.50	6.90	31.00	2548.84	12611.13	4.95	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2206.90	11030.00	5.00	0.00	0.00	0.00
2:00:00	0.00	15.98	2.72	7.68	31.00	1899.90	9780.45	5.15	0.00	0.00	0.00
3:00:00	0.00	13.85	2.35	8.05	31.00	1620.13	8477.84	5.23	0.00	0.00	0.00
4:00:00	0.00	14.12	2.40	8.00	31.00	1691.97	8642.55	5.11	0.00	0.00	0.00
5:00:00	0.00	14.45	2.46	7.94	31.00	1706.94	8844.77	5.18	0.00	0.00	0.00
6:00:00	0.00	15.88	2.70	7.70	31.00	1890.26	9721.26	5.14	0.00	0.00	0.00
7:00:00	0.00	22.20	3.77	6.63	31.00	2678.32	13588.97	5.07	0.00	0.00	0.00
8:00:00	0.03	30.61	5.20	5.20	31.00	3730.81	18736.10	5.02	0.97	4.90	5.07
9:00:00	0.17	34.37	5.84	4.56	31.00	4209.68	21031.55	5.00	7.32	52.35	7.15
10:00:00	0.01	34.46	5.86	4.54	31.00	4220.32	21090.42	5.00	0.39	23.13	59.75
11:00:00	0.00	31.86	5.42	4.98	31.00	3910.39	19499.90	4.99	0.00	0.00	0.00
12:00:00	0.00	32.24	5.48	4.92	31.00	3948.32	19728.00	5.00	0.13	2.74	21.25
13:00:00	0.01	34.17	5.81	4.59	31.00	4162.42	20911.35	5.02	0.26	18.06	70.00
14:00:00	0.00	33.45	5.69	4.71	31.00	4114.06	20469.19	4.98	0.00	0.00	0.00
15:00:00	0.00	34.45	5.86	4.54	31.00	4210.81	21082.65	5.01	0.00	0.00	0.00
16:00:00	0.00	34.18	5.81	4.59	31.00	4203.00	20920.55	4.98	0.00	0.00	0.00
17:00:00	0.00	32.66	5.55	4.85	31.00	4026.87	19989.32	4.96	0.00	0.00	0.00
18:00:00	0.00	32.31	5.49	4.91	31.00	3923.29	19773.65	5.04	0.00	0.00	0.00
19:00:00	0.01	30.96	5.26	5.14	31.00	3829.55	18948.00	4.95	0.29	1.32	4.56
20:00:00	0.00	29.09	4.95	5.45	31.00	3659.35	17803.42	4.87	0.00	0.00	0.00
21:00:00	0.00	27.90	4.74	5.66	31.00	3510.55	17074.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.79	4.22	6.19	31.00	3144.13	15174.00	4.83	0.00	0.00	0.00
23:00:00	0.00	23.18	3.94	6.46	31.00	2895.19	14184.48	4.90	0.00	0.00	0.00



Solving for safer. Communities, schools, hospitals, businesses everywhere.

Group Alias	PTT Count
DU ACDC 2	30791
DU ACDC 3	28946
DU 3EAST	27499
DU 1EAST	23344
DU 3WEST	23176
DU 1WEST	21934
DU 3 SOUTH	21171
DU 1NORTH	19918
DU 1SOUTH	19256
DU DPSO F1	19253
DU SHERIFF COURT	20078
DU 7 SOUTH	16771
DU EDU 1	16473
DU 7WEST	15011
DU FIRE NORTH	12387
DU ACDC 1	12490
DU DPSO JAIL	11425
DU FIRE EAST	8437
DU FIRE SOUTH	8440
DU OHSEM1	7211
DU COD 1	6423
DU FD ACDC1	5462
DU STWDTAC2	2676
DU ACDC 2	30791



Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/06/2025 08:12:08 AM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	15,507	4,934	10,573	0	219	4,019	607	42	47	0	320	00:00:04
	Internal	876	0	876	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	3,682	0	3,682	0	0	0	0	0	0	3,682	0	00:00:00
	Total	20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04
Total		20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/04/2025 12:26:55 PM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	50,588	19,472	31,116	0	795	15,200	3,242	4	231	0	1,705	00:00:05
	Internal	10,448	0	10,448	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,666	0	12,666	0	0	0	0	0	0	12,666	0	00:00:00
	Total	73,702	19,472	54,230	0	795	15,200	3,242	4	231	12,666	1,705	00:00:05
Total		73,702	19,472	54,230	0	795	15,200	3,242	4	231	12,666	1,705	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:01:26 PM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	743	743	0	0	26	612	102	3	0	0	0	00:00:04
Total	743	743	0	0	26	612	102	3	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:27:41 PM

Grouping: Site & Call Origin

Date Range: 02/01/2024 12:00:00 AM - 02/28/2025 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	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05
Total	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/06/2025 08:12:08 AM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	15,507	4,934	10,573	0	219	4,019	607	42	47	0	320	00:00:04
	Internal	876	0	876	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	3,682	0	3,682	0	0	0	0	0	0	3,682	0	00:00:00
	Total	20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04
Total		20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/04/2025 12:28:56 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	107,551	41,298	66,253	0	1,729	32,287	6,863	11	408	0	3,383	00:00:05
	Internal	21,570	0	21,570	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	26,926	0	26,926	0	0	0	0	0	0	26,926	0	00:00:00
	Total	156,047	41,298	114,749	0	1,729	32,287	6,863	11	408	26,926	3,383	00:00:05
Total		156,047	41,298	114,749	0	1,729	32,287	6,863	11	408	26,926	3,383	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:04:22 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	6,457	6,457	0	0	451	5,233	765	8	0	0	0	00:00:04
Total	6,457	6,457	0	0	451	5,233	765	8	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:29:37 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 02/28/2025 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	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05
Total	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
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 Verification 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	Eliminate the 2 or 3 digit code from Pur	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 expenses 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 facilitate 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 formatting 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	Reivew 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 informer	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 assign to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	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 alarm 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 supplies 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 Situat	Remove the KH and business 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	Analysis 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 perctages	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
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to 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	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
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	Pending Research
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 cybersecurity	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	Pending Research
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 boulevard 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	In Process/Testing
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Motorola Monthly Indicent Report
February 2025

Incident Number	Site	Ticket Open Date	vendor_dispatch_date	Ticket Resolution Date	Priority Text	short_description
INC0001969721	Addison Consolidated Dispatch Center	2/6/2025 10:52:57 AM	2/6/2025 10:53:12 AM	3/4/2025	P3	SZ01401D47 - Addison Consolidated Dispatch Center - user created on domain for file share access

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March		0		0.00%						
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,185	63,885	344	8.31%	312	2,523	4	1	108	46,744

To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: March 4, 2025

Re: CAD/RMS Project: Status Report February 2025

CAD/RMS Project

DELTA WRX conducted CAD stakeholder interviews with personnel from both ACDC and DU-COMM. The stakeholder interviews were conducted on-site at both PSAPs and included 1-on-1 interviews, focus group discussions, and an observational period with multiple telecommunicators at each site. In addition, DELTA WRX conducted focus group interviews with field personnel from both Fire and Law agencies across the County to gain their perspective on the Mobile client.

For those individuals that were unable to attend the on-site meetings, DELTA WRX conducted remote interviews with all interested parties.

Regarding the RMS, DELTA WRX held additional interviews and discussions with system administrative personnel regarding the system and continues to make ourselves available for additional interviews.

We hope to conclude our initial data gathering phase by the end of March. At that time, DELTA WRX will present our first deliverable (“CAD and RMS Procurement Strategy”) to the appropriate parties. This schedule, however, is dependent on the timely completion of all stakeholder interviews and the availability of those stakeholders.

To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: February 17, 2025

Re: CAD/RMS Project: Status Report December 2024 – January 2025

CAD/RMS Project

DELTA WRX conducted initial sets of interviews focused on RMS during the week of January 13, 2025. Over a course of three days, DELTA WRX met with personnel representing multiple law enforcement agencies and the State’s Attorney’s Office. The interviews were primarily conducted at the Glen Ellyn Police Department. As not all agencies were able to attend, additional RMS stakeholder interviews will be conducted, likely in March.

In February, DELTA WRX will conduct CAD stakeholder interviews with personnel from both ACDC and DU-COMM. All interviews will be conducted on-site at each PSAP. In addition, DELTA WRX will be conducting focus group interviews with personnel from agencies dispatched by both centers. Upon, DELTA WRX will also conduct virtual interviews with subject matter experts should they be unavailable during our on-site visit.

We anticipate our initial data gathering phase to be completed by the end of March with our first deliverable (“CAD and RMS Procurement Strategy”) likely submitted in April. However, this schedule is dependent on the timely completion of the RMS stakeholder interviews.



February 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	February 28, 2025

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	4	P2	2	P2	0
Below target	<input type="checkbox"/>	P3	23	P3	6	P3	3
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending February 28, 2025	
GREEN	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.</p>

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 18 support tickets were resolved in the month of February 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: February, 26, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - OCR workgroup prioritization and prep meeting scheduled for Mar. 3
 - OCR Configuration Workshop scheduled for Mar. 10th - 13th.
 - MFR Configuration Workshop scheduled for Apr. 28th - May 1st.
- Initial RMS RFP on-site interviews completed
- Completed project to re-align RMS statute definitions with the Clerk of the Court, allowing the accurate ingestion of citation data for all agencies.

Action Items:

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

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

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