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

Congratulation on a Job Well Done!

The ETSB wishes PAC Chairman **Timothy "Bill" Hayden** well in his retirement….

Wall of Life / Baby Delivery: Congratulations to **TC Jasmine Wilson** of DU-COMM for providing EMD assistance with immediate care after delivery for a newborn baby birthed during address verification and reported by the caller as purple and not breathing on August 16, 2023. Another party on scene was able to confirm the baby was breathing as TC Wilson continued with post-delivery instructions despite parties on scene cutting the umbilical cord without instruction to do so. TC Wilson adjusted instructions as needed and addressed the heavy bleeding the patient was experiencing.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:
The SAB met on September 18. The main topic of discussion was the presentation of the rewrite of the administrative rules. JCAR recommended a revision and consolidation of the Administrative Rules to make them cleaner and more consistent. The ISP attorney reviewed the JCAR process. The ETS Board members have received a copy of the Executive Directors and SAB member meeting notes for this meeting. As of this report, the 8 Largest Counties have not met to discuss any recommendations changes or to provide comments for Admin Rule 1324. The Executive Director has not received any comments from any ETS Board members.

Remaining schedule SAB meeting dates for 2023:
    October 30, 2023
    November 20, 2023
    December 18, 2023

Future Growth
There will be a special call meeting to discuss future growth for the 9-1-1 System on October 11 at 8:00 am.

Budget
The FY24 budget was presented at the September ETS Board meeting and tabled to the October meeting. The ETS Board will be provided with some final financial changes based on direction from the previous meeting, receipt of specific cost information, the adding of approved costs from the September discussion and one item that was inadvertently left off but an ongoing expense. Additionally, there is a new item under 53806: Software Licenses. There is a contract extension for the CPE based on DU-COMM's request to move their go live date to Q1 of 2024. Total cost changes is $222,347.

There are two additional items for board discussion that will impact the final budget appropriation.

1. The current FY23 budget has $3M for PSAP grants, the FY24 budget has $1M for PSAP grants. As previously discussed, the ETS Board will have to decide whether or not it wants to add the $2M into the FY24 budget based on the progress of the IGA and whether or not it will be paid out in FY23.
2. Additional headcount request. There is a separate memorandum to the ETS Board outlining this request.

Policy Advisory Committee (PAC)

On the agenda this month are three items relating to PAC. The ETS Board has received a separate memorandum on these items.

With the announcement of the retirement of PAC Chairman Hayden, the ACDC Police Representative and Chair position are vacant. Chair Schwarze is recommending that Vice Chair Dina succeed Director Hayden as Chair. Chair Schwarze is recommending the nomination of the Village of Addison/ACDC to appoint Deputy Chief Roy Selvik for ACDC Police Representative.

The third item is the resolution to amend Policy 911-006: Policy Advisory Committee. The ETS Board approved a Vice Chair pursuant to its authority September 8, 2021 under County Ordinance 20-40(4)(b)(i) Section 1: Powers of the Board when it was determined that a Vice Chair was necessary due to the absence of the Chair. The policy was never updated to reflect this action for the future.

Procurement / Major Contracts

Change Orders

AT&T Inc.: Purchase Order 921021/5164-1 Change Order 2
Background:
ETSB has contracted Session Initiated Protocol (SIP) circuits into the Avaya in each PSAP which routes their ten-digit dial emergency lines and expires on April 27, 2024. As part of the Customer Premise Equipment (CPE) project that will separate the two PSAPs to make them independent of each other, AT&T will install a new SIP circuit into the Vesta at each PSAP designed to fail over to the SIP circuit in Avaya as requested by the PSAPs in their design. This is a request to incorporate an addendum into the SIP contract to allow for the provisioning of the two additional circuits utilizing the current pricing.

Budget:
Billing on the two additional circuits would not begin until the CPE cutover has been accomplished. This is a budgeted expense for FY24 and subsequent years in the amount of $115,000.00. This change order, in the amount of $48,000.00, would take cost of the circuits through to the end of the current contract expiration for five months of service including approximate taxes/fee.
The cost of the extension is $48,000.00 for a new contract total of $363,000.00.

Purchase Requests

There are two purchase requests for this month.

GenServe LLC: Purchase Order 923021
This is a joint contract through Facilities Management to provide semi-annual inspections, routine preventative maintenance, and emergency call-out services which is necessary to keep the twenty (20) backup emergency generators for FM, Animal Services, DOT, and ETSB in reliable working condition in the event of a power outage. ETSB covers the maintenance cost of three generators for DU-COMM and the radio infrastructure within the shelters. This contract will run for a two-year period beginning November 1, 2023 through October 31, 2025 and is being awarded per lowest responsible bid #23-099-FM. This purchase will be on the Public Works agenda for approval on October 17 and County Board on October 24.
Total amount: $149,115.00, ETSB portion: $15,000.00

Dell Marketing LP: Purchase Order 923033
Recommendation for the approval of purchase to Dell Marketing LP PO 923033 for the purchase of 72 CAD Precision 3660 tower computers as part of the equipment replacement cycle in the ACDC and DU-COMM PSAPs. Replacing all of the units now puts the next replacement in line with the next CAD upgrade or replacement which will allow for any new system requirements for the CAD workstations.   The ETS Board has received a supplemental memorandum on this purchase request. These units would be purchased from a transfer of funds from 54199: Capital Contingencies.
Total amount: $120,312.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	$ 25,000.00	$ 5,796.94	$ 24,203.06
FY23 Dell	$ 30,000.00	$ 8,583.32	$ 22,884.50
FY23 Motorola	$ 50,000.00	$ 0	$ 50,000.00

Budget Transfers:

Requested transfer of funds for FY23 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment & Machinery) and 54107 (Capital Software) for the first of six annual financing payments on Motorola PO 922031/6149-1.   The first payment is due to Motorola on November 20, 2023 and the invoice will be on the November 8 Payment of Claims.
Total amount of requested transfer: $1,167,645.00

Requested transfer of funds for FY23 from 4000-5820-53807 (Software Maintenance Agreements) to 4000-5820-53806 (Software Licensing) for payment and accounting of contractual obligations related to the County Finance line account reorganization.
Total amount of requested transfer: $75,000.00

Requested transfer of funds for FY23 from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53806 (Software Licensing) for payment and accounting of contractual obligations related to the Motorola PO 922031/6149-1 Change Order #1 approved last month which extends the maintenance on the NICE logger from July 1, 2023 through December 31, 2023. Maintenance for the month of December 31, 2023 has been added to the FY24 budget in line item 53806 in the amount of $13,035.00.
Total amount of requested transfer: $78,215.00

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

Bills List FY23
Internal Payments FY23
Total for Fund 5820 for October 11 meeting: $180,580.00

External Payments FY23
Total for Fund 5820 for October 11 meeting: $450,824.69

Revenue and Expenditures
Revenue: Equalization Revenue Reports are on the consent agenda: $1,248,895.63

The June surcharge was received on October 3 in the amount of $1,227,343.85.

Under "CAD Interface Reimbursement" on the Revenue Report are multiple payments for a total amount of $5,669.80. Per the below charts, these payments are for reimbursements for interfaces on the CAD system.

Under "Miscellaneous" was a payment from AT&T Mobility in the amount of $2,400.00. This is the third of ten annual payments under ETS-R-0057-20 for a license agreement for AT&T antennas and equipment on the tower located at 136 N. County Farm.

Under Sales of Assets, the eight (8) APX7000 radios on the agenda last month have been paid for by the City of St. Charles Emergency Management Agency (EMA) in the amount of $4,000.00.

Fire Station Alerting:
Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (October 2021-2022) on the optional equipment they purchased for their fire stations.

All agencies have remitted their reimbursement for payment of the FY22 maintenance.

FSA Maintenance Reimbursement Costs by Agency

	FY2022	FY2023	FY2024
FSA Opt Equip Maint	$ 15,345.00	$ 15,345.00	$ 15,345.00
Remitted	$ 15,345.00	$	$
Addison Fire	$ 3,500.00	$ 3,500.00	$ 3,500.00
Remitted	$ 3,500.00	$	$
Bartlett Fire	$ 2,000.00	$ 2,000.00	$ 2,000.00
Remitted	$ 2,000.00	$	$
Clarendon Hills Fire	$ 960.00	$ 960.00	$ 960.00
Remitted	$ 960.00	$	$
Elmhurst	$ 575.00	$ 575.00	$ 575.00
Remitted	$ 575.00	$	$
Glenside Fire	$ 200.00	$ 200.00	$ 200.00

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Remitted	$ 200.00	$	$
Lombard Fire	$ 2,200.00	$ 2,200.00	$ 2,200.00
Remitted	$ 2,200.00	$	$
Pleasantview Fire	$ 500.00	$ 500.00	$ 500.00
Remitted	$ 500.00	$	$
Roselle Fire	$ 500.00	$ 500.00	$ 500.00
Remitted	$ 500.00	$	$
Tri-State Fire	$ 1,010.00	$ 1,010.00	$ 1,010.00
Remitted	$ 1,010.00	$	$
Warrenville Fire	$ 600.00	$ 600.00	$ 600.00
Remitted	$ 600.00	$	$
Westmont Fire	$ 3,000.00	$ 3,000.00	$ 3,000.00
Remitted	$ 3,000.00	$	$
York Center Fire	$ 300.00	$ 300.00	$ 300.00
Remitted	$ 300.00	$	$

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

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

FlowMSP is software used by Fire agencies to store pre-plan information. The Easy Button allows fire users to click one button on Hexagon's MPS software to display the information contained in FlowMSP. The FlowMSP Easy Button provides enhanced customer service to fire agencies' end users by reducing the numbers of steps necessary to view information about a property. The PSAPs requested this button be added to the MPS software. The costs were split between the number of agencies who use the software within each PSAP (ACDC - 7, DU-COMM - 13).

	FY2022
FlowMSP Easy Button	$ 3,448.00
Remitted	$ 1,206.80
ACDC	$ 1,206.80
Remitted	$ 1,206.80
DU-COMM	$ 2,241.20
Remitted	$

Bartlett Police elected *not* to participate in the RMS/FBR portion of the DuPage Justice Information System (DuJIS) and remain with their RMS vendor ID Networks. To facilitate information sharing from the CAD to Bartlett's Records Management System, Hexagon created the I/CADLink interface. The maintenance of this interface is a reimbursable cost.

	FY2022	FY2023	FY2024	FY2025	FY2026
I/CADLink (for ID Networks)	$ 4,163.00	$ 4,288.00	$ 4,417.00	$ 4,549.00	$ 4,686.00
Remitted	$ 4,163.00	$	$	$	$
Bartlett PD	$ 4,163.00	$ 4,288.00	$ 4,417.00	$ 4,549.00	$ 4,686.00
Remitted	$ 4,163.00	$	$	$	

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

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

	FY2022	FY2023	FY2024	FY2025	FY2026
Mobile Responder I/Netviewer	$ 35,673.00	$ 36,743.19	$ 37,845.42	$ 38,978.77	$ 40,148.06
Remitted as of 10/2/23	$ 27,306.00	$	$	$	$
Addison PD	$ 604.00	$ 622.12	$ 640.78	$ 660.01	$ 679.81
Remitted	$	$	$	$	$
Bartlett PD	$ 604.00	$ 622.12	$ 640.78	$ 660.01	$ 679.81
Remitted	$ 604.00	$	$	$	$
Bensenville PD	$ 754.00	$ 776.62	$ 799.92	$ 823.92	$ 848.63
Remitted	$ 754.00	$	$	$	$
Bloomingdale PD	$ 604.00	$ 622.12	$ 640.78	$ 660.01	$ 679.81
Remitted	$ 604.00	$	$	$	$
Burr Ridge PD	$ 1,510.00	$ 1,555.30	$ 1,601.96	$ 1,650.02	$ 1,699.52
Remitted	$	$	$	$	$
Carol Stream PD	$ 300.00	$ 309.00	$ 318.27	$ 327.82	$ 337.65
Remitted	$ 300.00	$	$	$	$
Clarendon Hills PD	$ 225.00	$ 231.75	$ 238.70	$ 245.86	$ 253.24
Remitted	$ 225.00	$	$	$	$
Downers Grove PD	$ 979.00	$ 1,008.37	$ 1,038.62	$ 1,069.78	$ 1,101.87
Remitted	$ 979.00	$	$	$	$
DuPage Sheriff's Office	$ 829.00	$ 853.87	$ 879.49	$ 905.87	$ 933.05
Remitted	$	$	$	$	$
Elmhurst PD	$ 904.00	$ 931.12	$ 959.05	$ 987.83	$ 1,017.46
Remitted	$	$	$	$	$
Forest Preserve PD	$ 300.00	$ 309.00	$ 318.27	$ 327.82	$ 337.65
Remitted	$	$	$	$	$
Glen Ellyn PD	$ 375.00	$ 386.25	$ 397.84	$ 409.77	$ 422.07
Remitted	$ 375.00	$	$	$	$
Glendale Heights PD	$ 302.00	$ 311.06	$ 320.39	$ 330.00	$ 339.90
Remitted	$ 302.00	$	$	$	$
Hanover Park PD	$ 150.00	$ 154.50	$ 159.14	$ 163.91	$ 168.83
Remitted	$	$	$	$	$
Itasca PD	$ 527.00	$ 542.81	$ 559.09	$ 575.87	$ 593.14
Remitted	$ 527.00	$	$	$	$
Lisle PD	$ 1,056.00	$ 1,087.68	$ 1,120.31	$ 1,153.92	$ 1,188.54
Remitted	$	$	$	$	$
Lombard PD	$ 1,579.00	$ 1,626.37	$ 1,675.16	$ 1,725.42	$ 1,777.18
Remitted	$ 1,579.00	$	$	$	$
Oakbrook Terrace PD	$ 754.00	$ 776.62	$ 799.92	$ 823.92	$ 848.63
Remitted	$	$	$	$	$
Roselle PD	$ 604.00	$ 622.12	$ 640.78	$ 660.01	$ 679.81
Remitted	$ 604.00	$	$	$	$
Villa Park PD	$ 906.00	$ 933.18	$ 961.18	$ 990.01	$ 1,019.71

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

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

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:
State of Illinois GIS NG 9-1-1: Illinois State Police updated the tool used to send GIS data for use in the NG 9-1-1 system. County resources have received notification of the update and will use this tool for subsequent data uploads.

47 PSAPs statewide have cut over to the NG 9-1-1 ESInet. 86 PSAPs remain to be cut over.

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

Customer Premise Equipment (CPE):
On September 27, DU-COMM reached out to ETSB to express concerns with the CPE timeline provided by AT&T. DU-COMM explained that they intend to make operational changes and do not feel that AT&T has provided enough information on the new systems to understand how to make the system changes. DU-COMM does not believe that AT&T has prepared a cutover document to ensure that all steps in the process are prepared and accounted for.

On September 29, ETSB and DU-COMM staff met and discussed DU-COMM's concerns at a high level. Later that afternoon, DU-COMM provided ETSB staff with an outline of the concerns and a prospective timeline.

ETSB staff reached out to the State 9-1-1 Administrator to advise of the challenges with the DU-COMM portion of the project and to request a new date in the second half of the first quarter of 2024 to match the timeline presented by DU-COMM.

ETSB, DU-COMM and the vendor (AT&T, Motorola, and Intrado) staff are meeting to address the concerns and determine the best past forward. The Executive Director spoke with AT&T executives to outline the issues identified with the project manager and the project.

ACDC cutover remains on schedule.

DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	272	227	22	21	0	4	0	8

MPS	397	371	24	20	0	0	0	1
Total	669	598	46	41	0	4	0	9

Interface configurations:

FUSUS: (Oak Brook PD) FUSUS has confirmed that the interface is working as designed and is ready for additional agencies once FUSUS has completed their installation. Oak Brook Terrace and Wheaton have both expressed an interest and will be added to the Monday.com board when FUSUS is ready for testing and deployment.

Tablet Command: (Bartlett FD) has provided ETSB with a signed Letter of intent to build out an interface for their Tablet Command software. ETSB has turned over that request to Hexagon and a kickoff call is being scheduled.

First Arriving: (Villa Park FD) Hexagon, First Arriving, ETSB and Villa Park held a discovery call on September 26. The next step is for Villa Park to provide First Arriving the exact CAD data being requested and for First Arriving to provide ETSB the schema. Once that information has been provided, Hexagon will generate a quote. The Tech Focus Group will review the quote to ensure there are no technical concerns with the approach. After the Tech Focus Group review, Villa Park will need to sign a letter of intent and MOU for the project to proceed. A new Monday.com board has been created.

LEADS 3.0 Interface: (PSAPs) Hexagon, ETSB and PSAP staff are testing the new LEADS 3.0 interface. This project remains on schedule for a deployment prior to December 31, 2023.

CAD/MPS software update:

ETSB staff has set up test CAD workstations at each PSAP with the new software installed. A Monday.com board has been created to track issues identified with the update. A testing cadence and touch point has been agreed to, but final dates are to be determined.

The MPS will be available for testing by the MPS team (volunteers from DuJIS police and fire agencies) in the next two weeks. IT installation instructions are being finalized and will be confirmed by the MPS team. IT training sessions on the installation will be held in the coming months.

NetMotion (Absolute Secure):

	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
NetMotion	62	61	15	15	0	0	0	0

Comcast Network: The Comcast Engineer assigned to DuPage received the equipment and is in the process of testing. Once the testing is completed, ETSB and Comcast will go through all the existing routing policies to streamline the existing configuration.

Windows Patching: Quarterly patching is scheduled for the third week of October.

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NetMotion:

No major issues reported. ETSB audited inactive accounts and reduced the total number of active licenses to 700.

Cybersecurity:

There were no cybersecurity alerts this month. ETSB will be deploying the remaining cybersecurity recommendation from CrowdStrike during the October windows patching updates.

Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	137	136	7	9	0	0	0

On October 3, 2023 at approximately 1:30 pm ETSB received a ticket that Purvis audio was garbled or missing. ETSB was able to determine that the system was inadvertently switched to the backup alerting solution and opened a ticket with Purvis. Investigation determined that the switch was human error done manually. A new Purvis technician was working on an unrelated ticket for an error when they manually switched to the backup solution to perform work but failed to make notification as is part of the process. Purvis has provided training to the new technicians and updated their notes on our account to ensure that this does not happen again. ETSB staffed based on this information reverted the system back to the main platform. Audio returned to normal at around 3:30 pm. The cause of the garbled audio was based on a testing scenario that was in process and the system would not have been switched with this untested scenario active if Purvis had made notification.

Geographic Information Systems (GIS) Data:

	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	420	370	43	9	50	0	2	40	0	0

Fermi project:

The Fermilab common places have been added to the test side of CAD. DU-COMM and ACDC have tested the updates and have confirmed they are working as designed. The updates will be in the next map roll scheduled for the second week of October.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
123	0	0	2	7

New Memos:

No new memos this reporting period

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Closed Memos:
No closed memos this reporting period

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

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

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

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

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

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

Memo 123: Task Force Monitor. ACDC requested an additional window be added to CAD to track units assigned to the task force. The CAD Focus Group came to a consensus to add the Window and is currently testing the configuration.

DuJIS PRMS:
The RMS Manager's monthly memorandum for September has been attached to this report, as well as the Hexagon Service Manager's summary and Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIR System Radio Replacement

Command Central Aware:
Command Central Aware is a web-based software that displays the APX Next radio locations on a map. This software has been deployed to a group of PSAP staff to review the software and to finalize the training material. Once the PSAPs have finished their review and updated their training documents, accounts for all Telecommunicators will be created and training scheduled.

Emergency Telephone System Board
of DuPage County
Monthly Report

October
Board
Meeting

APXNext Radios (Police):
Radio Firmware Update: There were no firmware updates in September.

Charger Firmware Update Requirements:
There are no firmware updates currently scheduled for chargers.

APXNext XN (Fire):
Beta Site:
The Fire Focus Group continues to meet with the Motorola Product team for the APXNext XN radios to work through the NFPA (National Fire Protection Association) 1802 standards that were built into the radio. On the agenda this month is a memorandum that was compiled by the Fire Focus Group for submission to the NFPA Committee to address the concerns raised by the group for the operation of the NFPA radio. The NFPA is now accepting comments for the 1802 standard. The 1802 standard are the specifications of the new fire radios and all vendors providing a radio in this standard have just passed certification within the last few months. The Focus Group should begin this process as subject matter experts and can be supported by the ETS Board as needed.

Fire Focus Group Template:
As previously reported, the Fire Focus Group has received all agency submitted fire templates and is currently reviewing the spreadsheets to ensure standardization and conformity to the established format. Each template has been uploaded to Monday.com, and if any adjustments are needed, a Fire Focus Group member will add that notification to Monday.com. The individual that submitted the template will receive a notification via email if there are questions or updates needed to the fire template. That individual can either log into Monday.com or reply to the email with their response. Once all adjustments have been made, a final template should be submitted to Zendesk which will then be provided to Motorola for programming. The Fire Focus Group is finalizing the last few templates.

Based on the delays in the encryption discussion on the police radios, the fire mobile radios will be programmed with the "third touch" template and configured to accept encryption when the final design is completed. If encryption is decided before all mobiles are programmed, the radio service manager can make the changes for the balance of the mobile fleet.

APX7000 Series Radio:
Declaration of Surplus and Sale of Equipment: ETSB continues taking in police radios to be decommissioned, declared as surplus and sold.   Since last month's report, Bartlett PD and Villa Park PD have turned in their radios; Itasca PD remains in the queue.

APX7000 Maintainer:
The DU-COMM monthly maintainer report for September is provided at the end of this report.
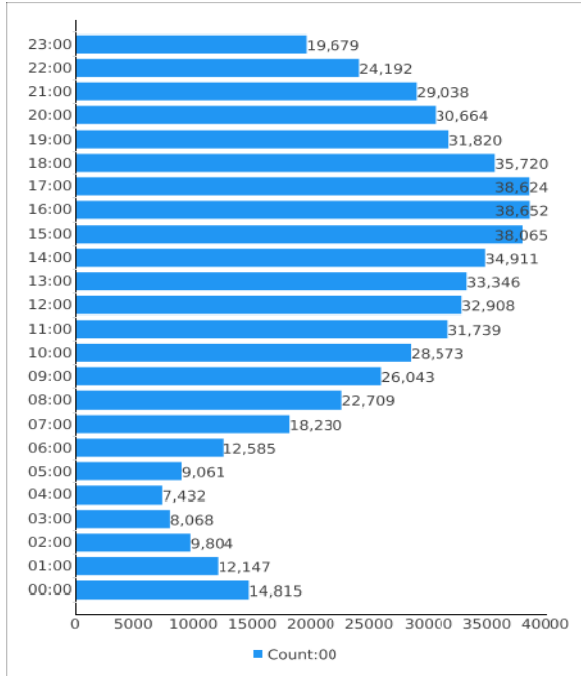
Policy Advisory Committee (PAC):
The PAC's regular meeting was September 11, 2023. The ETS Board agenda has the minutes from that meeting.

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 01-01-2023 12:00:14 AM and 10-01-2023 04:47:36 AM

Calls by Hour

Total: 588,825

Hour	Count
23:00	19,679
22:00	24,192
21:00	29,038
20:00	30,664
19:00	31,820
18:00	35,720
17:00	38,624
16:00	38,652
15:00	38,065
14:00	34,911
13:00	33,346
12:00	32,908
11:00	31,739
10:00	28,573
09:00	26,043
08:00	22,709
07:00	18,230
06:00	12,585
05:00	9,061
04:00	7,432
03:00	8,068
02:00	9,804
01:00	12,147
00:00	14,815

Calls by Response Code

	Response Code	Total
0	No Active Paths	26
1	One Path OK	47,350
2	Both Paths OK	540,701
7	Manual Query Denied	0
9	Record Not Found	748
Total		**588,825**

Calls by Query Type

	Query Type	Total
I	Initial	287,198
M	Manual	532
R	Repeat	301,095
T	Test	0
Total		**588,825**

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	1,461
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	555,566
U	Uninitialized Call [911-XXX-XXXX]	31,792
Z	Seizure with no ANI [000-0000]	5
Total		**588,825**

Calls by Class of Service

|	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	437	282	29	0	748
0	Business OPX	14	0	0	0	14
1	Residence	5,262	33	164	0	5,459
2	Business	5,243	99	117	0	5,459
3	Residence PBX	0	0	0	0	0
4	Business PBX	963	6	17	0	986
5	Centrex	78	2	3	0	83
6	Coin 1 Way Ot	5	0	0	0	5
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	1,388	0	74	0	1,462
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	19	0	6	0	25
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	46,077	18	8,379	0	54,474
H	Wireless	188,615	79	291,193	0	479,887
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	39,079	13	1,113	0	40,205
X	TEXT TO 911	0	0	0	0	0
Total		**287,180**	**532**	**301,095**	**0**	**588,807**

Calls occuring between: 01-01-2023 12:00:14 AM and 10-01-2023 04:47:36 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 09-01-2023 12:00:12 AM and 09-30-2023 11:55:19 PM

Calls by Hour   Total: 63,613
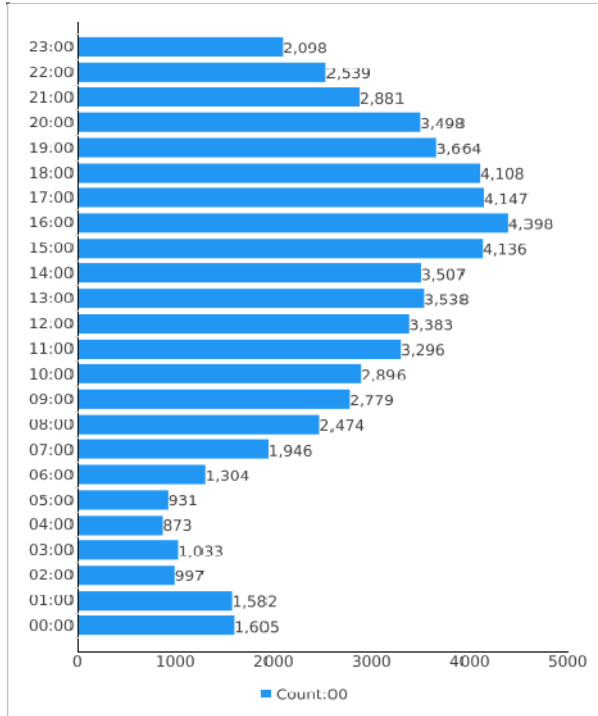
Calls by Response Code

	Response Code	Total
0	No Active Paths	0
1	One Path OK	786
2	Both Paths OK	62,754
7	Manual Query Denied	0
9	Record Not Found	73
Total		**63,613**

Calls by Query Type

	Query Type	Total
I	Initial	30,231
M	Manual	51
R	Repeat	33,331
T	Test	0
Total		**63,613**

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	129
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	59,704
U	Uninitialized Call [911-XXX-XXXX]	3,778
Z	Seizure with no ANI [000-0000]	2
Total		**63,613**

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	39	33	1	0	73
0	Business OPX	0	0	0	0	0
1	Residence	563	1	19	0	583
2	Business	506	8	24	0	538
3	Residence PBX	0	0	0	0	0
4	Business PBX	79	1	3	0	83
5	Centrex	5	0	0	0	5
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	121	0	8	0	129
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	4	0	1	0	5
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	4,317	0	882	0	5,199
H	Wireless	20,142	7	32,246	0	52,395
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	4,453	1	147	0	4,601
X	TEXT TO 911	0	0	0	0	0
Total		**30,229**	**51**	**33,331**	**0**	**63,611**

Calls occuring between: 09-01-2023 12:00:12 AM and 09-30-2023 11:55:19 PM

Non-Sensitive Customer Data - Use pursuant to AT&T instructions

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/03/2023 02:02:35 PM

Date Range: 01/01/2023 12:00:00 AM - 09/30/2023 01:00:00 AM

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	255,133	93,544	161,589	0	4,259	79,808	7,773	0	1,704	0	6,195	00:00:04
	Internal	18,235	0	18,235	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	77,848	0	77,848	0	0	0	0	0	0	77,848	0	00:00:00
	Total	351,216	93,544	257,672	0	4,259	79,808	7,773	0	1,704	77,848	6,195	00:00:04
DU-COMM	Incoming	530,021	214,386	315,635	0	11,609	164,331	35,291	0	3,155	0	15,430	00:00:05
	Internal	80,137	0	80,137	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	129,893	2	129,891	0	0	0	0	0	0	129,893	0	00:00:00
	Total	740,051	214,388	525,663	0	11,609	164,331	35,291	0	3,155	129,893	15,430	00:00:05
Total		1,091,267	307,932	783,335	0	15,868	244,139	43,064	0	4,859	207,741	21,625	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/03/2023 02:09:49 PM

Date Range: 09/01/2023 12:00:00 AM - 09/30/2023 01:00:00 AM

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	36,443	9,377	27,066	0	404	7,998	819	0	156	7,554	499	00:00:04
DU-COMM	76,496	21,529	54,967	0	1,019	16,381	3,986	0	143	12,430	1,238	00:00:05
Total	112,939	30,906	82,033	0	1,423	24,379	4,805	0	299	19,984	1,737	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/03/2023 02:08:16 PM

Date Range: 01/01/2023 12:00:00 AM - 09/30/2023 01:00:00 AM

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	23,405	23,405	0	0	662	21,089	1,654	0	0	0	0	00:00:04
	Total	23,405	23,405	0	0	662	21,089	1,654	0	0	0	0	00:00:04
DU-COMM	Incoming	26,039	26,039	0	0	429	23,932	1,678	0	0	0	0	00:00:05
	Total	26,039	26,039	0	0	429	23,932	1,678	0	0	0	0	00:00:05
Total		49,444	49,444	0	0	1,091	45,021	3,332	0	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/03/2023 02:06:07 PM

Date Range: 09/01/2023 12:00:00 AM - 09/30/2023 01:00:00 AM

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	2,533	2,533	0	0	55	2,280	198	0	0	0	0	00:00:04
DU-COMM	3,092	3,092	0	0	38	2,869	185	0	0	0	0	00:00:06
Total	5,625	5,625	0	0	93	5,149	383	0	0	0	0	00:00:05

Legend:
- In process/Testing
- Implemented
- Pending Research
- Closed/Enhancement
- Closed

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

#	Date	Cat	Name	Description	Status	Date				
54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus			
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus			
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus			
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus		
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development		Consensus			
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus			
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development		Referred			Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus			
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus			
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development		Consensus			
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development		Consensus			
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus			
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research		Consensus			
67	07/30/20	CAD	Adjust name and tx field	add field for alalrm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus			
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus			
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus		
70	08/04/20		Monday.com	Online project management tool	Closed					
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22		Consensus		
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development		Consensus			
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus	Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus			
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20	retracted			
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus			
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus		
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors			Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus			Pending
80	10/30/20	TECH	Power Supply	Procure redundant power suplies for switches etc	Closed	03/23/21				Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus			
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus			
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus	
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus			
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus			
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus			
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed					
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed	05/09/21	Consensus			
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus			
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed					
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus			
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus			
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus			
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22		Consensus		
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22		Consensys		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22		Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22		Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22		Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22		Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus			
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23				Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21		Consesus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus			
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research		Consensus			
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus			
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22	Consensus			
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus			
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed			Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research					
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus			
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research					
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed		Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22				
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research		Impasse		Impasse	
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus		
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus			
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23		Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23		Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23		Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23		Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23		Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23	Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23				
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Pending Research					

Rave 9-1-1 Suite

	2023									
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	24,873	58,452	225	7.64%	178	2,059	3	0	98	79,738
February	24,980	58,703	107	7.67%	146	1,878	3	0	75	69,954
March	25,095	58,973	264	7.71%	167	2,231	0	0	73	76,493
April	25,194	59,206	115	7.74%	188	2,697	1	0	123	77,875
May	25,257	59,354	58	7.76%	193	3,719	0	0	85	94,250
June	25,340	59,549	57	7.78%	202	4,084	0	0	116	42,965
July	25,396	59,681	56	7.80%	153	1,617	2	0	37	14,164
August	25,455	59,819	66	7.82%	129	1,120	0	0	40	11,308
September	25,554	60,052	79	7.85%	130	1,754	0	1	60	19,444
October										
November										
December										
2023 Totals	**25,194**	**59,206**	**1,027**	**7.67%**	**1,486**	**21,159**	**9**	**1**	**707**	**486,191**

Motorola Monthly Incident Report
September 2023

Ticket ID	Type	Priority	Title	Site name	Resolution	Date detected	Date modified	Status
INC000008095732	Manual	Priority 3	configure new profiles on a playback recorder	Addison Consolidated Disp Cntr - Starcom Z1	1. Symptom / Error Message: configure new profiles on a playback recorder 2. Analysis: Issue is not with NICE 3. Fix / Resolution: None 4. Case Closure Approval: Keith by phone 9/5 *** I did a quick health check of the system and it was working and tested good ***	8/31/2023, 11:09:15 AM	9/5/2023, 5:58:22 PM	Open

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: September 27, 2023

RE: DuJIS RMS Monthly Update

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*Accomplishments***:**

- NIBRS Reporting Tool is live.
- Data Sheet Refresh Subcommittee holding regular meetings.
    - This is a critical foundational step to begin the OCR 10.0/MFR project.
- OCR 10.0/MFR project kick-off tentatively scheduled for mid-October.

Victories:

- NIBRS
    - Several agencies have successfully submitted and been certified by the state.
    - Several agencies have completed submission of records YTD.
    - We anticipate transitioning this project from implementation to support within the next month.

Action Items:

- NIBRS Transition Go-Live/Certification
    - Support and assist remaining agencies with individual submission and certification.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly NIBRS Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.

Next Month's Actions Items:

- Transition NIBRS project to support.
- Project kick off meeting for MFR/OCR 10.0.
- Continue to work with Data Sheet Refresh subcommittee.

September 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	**September 30, 2023**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	1	P2	0	P2	2
Below target	☐	P3	24	P3	9	P3	6
Above target	☐	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 September 30, 2023

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

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. **15** support tickets were resolved in the month of September 2023.

3. Several of the CRs are resolved in later versions of CAD - Upgrade in progess

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)

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

Week Ending	10/06/2023 (as of 10/4//2023 - in progress)
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	**DuPage:** Don Ehrenhaft**,** Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin
	Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
	Closed Cases (4)		
00180666	**Data retransfer from OCR to NIBRS DB for validation changes in new NIBRS client (2308)**		CLOSED
00179784	**Wheaton PD NIBRS Reporting Toll submission problem "Error Contact System Administrator"**		CLOSED
00177274	**Install latest NIBRS client install software FED and IL (2.3.2308)**		CLOSED
00176647	**NIBRS retransfer for Statute Code Capitalization fix**		CLOSED
00183939	**Data Sheets not loading**		CLOSED
00182512	**Manually reported cases re-queueing - West Chicago**		CLOSED
00183641	**LEADER (Citation) Not Importing Citations**		CLOSED
00183087	**Increased field length for Statute fields in OCR**		CLOSED
00185145	**Attachment Management - Convert Attachments and Merge into PDF not working**		CLOSED
	High Priority Items		
NIBRS Go-Live	**Agencies are successfully submitting NIBRS data to the State of IL.** Errors at this point are very low and are clerical / data entry in nature.	RSA / OCR DEV / DuPage	In-process
00183037	**Need increased character limit for statute (due to changes at State of IL) OCT 11th deadline.** Performed procedure to extend the length of the statute fields in the TEST environment. All worked correctly as expected. Procedure completed for PROD on Monday OCT 2.	RSA / Support	CLOSED
00132255	**Units disappearing on screen but visible on another screen** Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00006935 (OnCall Records) *AZDO 509323*	**Reporting Officer not importing into Supplement Record.** **10/21 –** A new AZDO ticket (*AZDO 509323*) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.	GPC	Under-review
00102630 (FBR / Address server)	**Address Validates in FBR without a Zip AND Doesn't validate w/ Zip** 05/09 – Testing to see if Zip is produced in data if not entered during validation.	RSA / Support	In-Process

Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS data submissions	Continue to work with DuPage and several agencies, on Teams calls, to walk them through the NIBRS submission process and answer any questions, confirm agencies are using the correct credentials etc.	RSA / NIBRS Team / DuPage	Completed
00185137	**LEADER_Citation Interface is Down -creating duplicates** It appears too many files were dumped into the import folder (for reprocessing) at once and they couldn't be processed in 30 seconds. It looks like a couple of hundred were dumped in there. Advised DuPage that small batches usually work better.	RSA / Support / DuPage	In Process
00150231	**Disposition substitution when records move from FBR to OCR**	RSA	In-Process
LEADS 3.0 Interface	**LEADS 3.0 (beta) available for testing in a TEST environment.** The intention of this delivery is to test certain functionality like connection with the state and other basic functions such as sending and receiving queries. Additionally, once we receive the sample data from the State of IL, I will forward that information to Development to apply to their existing work. DuPage to continue communicate with State of IL on creating a TEST LEADS 3.0 connection. **08/172023** - Currently installing / troubleshooting LEADS 3.0 beta on the TEST environment. Will test after install. **08/24/2023** – LEADS interface is receiving broadcast messages (in TEST) from LEADS but inquiry results are not being received. **09/29/2023** - Waiting on documentation from DuPage	RSA / Hexagon / DuPage	Waiting on Customer
00143821	**'EX-DATING RELATIONSHIP' causes error** **10/03/2023** - Investigating the possibility of turning off this NIBRS validation in FBR. OCR does and will handle the NIBRS validation.	RSA / Support	In-Process
00182284	MPS Issue, MPS does not open ticket number 8431 and 8487 **09/28/2023** - I spoke with Kris and Peter at DuPage about this. The problem is limited to only 1 agency with 2 newly installed computers. It sounds like a permissions issue and/or improperly named folders such as tmp vs temp. They will investigate and let me know.	RSA	Waiting on Customer

Environment Versions & Discrepancies:
This section highlights program versions and any differences between the environments

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

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

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

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

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?
00006935 *(OnCall Records)*	**Reporting Officer not importing into Supplement Record.** On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue. **RC-A:** Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	==CR# 324347== ==AZDO 509323== **10/20** – From Blake: "Opened new ticket (***AZDO 509323***) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.		
00132255 *(I/Disp)*	**units disappearing from screen**	I/Dispatcher	RSA	**02/10/2023** – Did not see any problems with Listener. **02/15/2023** – Confirmer with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.		
00185137	**LEADER_Citation Interface is Down - creating duplicates**	Interfaces - LEADER	RSA / Support In-Process	**10/03/2023 -** It appears too many files were dumped into the import folder (for reprocessing) at once and they couldn't be processed in 30 seconds. It looks like a couple of hundred were dumped in there. Advised DuPage that small batches usually work better.		

Current Open SR list for discussion:

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

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

					12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006934 *(OnCall Records)*	P-3 MED	**Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports**	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. **12/01** – Gathering data.
00006940 *(I/Dispatcher)*	P3-MED	**Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.** Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult.	I/Dispatcher	RSA/Acct Rep	09/30 – will clarify with Kris @ DuPage and forward to support. 10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event. 10/07 – Asked for LOE. **01/06/2023** – GTC evaluating LOE.

		Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00018093	P3 – MED	**EdgeFrontier Install on CAD backup servers**	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Them we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. **12/01** – Delayed due to OnCall Analytics Upgrade Install.
00065074 <mark>AZDO 442583</mark>	P3-MED	**No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier** - event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting **01/20** – Scheduled for the week of JAN 30
00089873 *(Informer)*	P3-MED	**Informer Does Not run VIN Correctly**	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.

						07/14/2023 – On hold until LEADS 3.0 interface is available. **09/28/2023** - On hold until LEADS 3.0 interface is in place.
00097922 *(Informer)*	P3-MED	**When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. -** When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer		RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **02/10/2023** XAD working session scheduled for MN FEB 13 **07/14/2023** – On hold until LEADS 3.0 interface is available
00102630	P3-MED	**Address Validates in FBR without a Zip AND Doesn't validate with a Zip** When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code filed is blank, the Geocode function works. *Oakbrook PD Incident # OBPC2201665* *09/08/2022*	FBR		RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are "not being brought over from CAD" 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change.

		Address: 149 Briarwood Drive N, Oakbrook, IL 60523			11/02 – Support researching a possible FBR client config change. **11/16** – Support still investigating issues. **02/16/2023** - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00150231	OCR	**Disposition substitution when records move from FBR to OCR**	OCR	RSA	**05/29/2023** – will finish testing the week of JUNE 05

Wellness items for discussion:

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

Title	*Priority*	*SR Number*	*Summary*	*Product*	*State*	*Status/Next Steps*

  No Items at this time.

Client Requests for System Modifications for discussion:

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

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

DU-COMM
DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

Matthew Baarman
Deputy Director
Support Services
mbaarman@ducomm.org
630.260.7514 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director

DATE: Thursday, September 28, 2023

FROM: Matthew Baarman, Deputy Director

RE: DEDIRS Maintenance Status Report – September

## Starcom System Outages:
Unplanned Work:
- None

Planned Work:
- 09/29/2023 – Addison yearly RF site maintenance planned.
- 09/27/2023 – Westchester yearly RF site maintenance completed.
- 09/25/2023 – Yearly RF Site maintenance started with completing Lisle Tollway site.
- 09/14/2023 – Two (2) short site trunking events to apply monthly security patches.

Radio Repairs:
Repairs for the last 13 months follow:
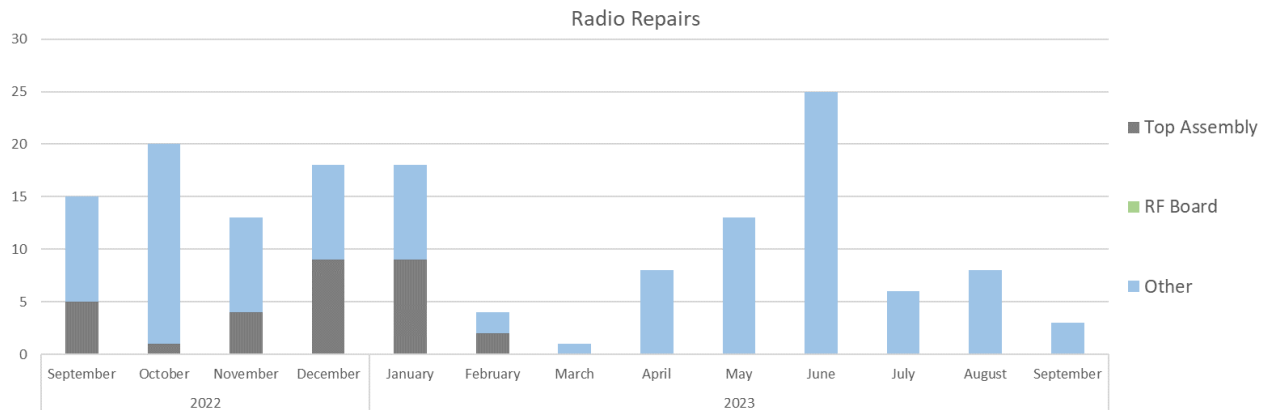
A few highlights include:
- 3 APX7000XE swapped with refurbished ones.
- 53 Fire batteries replaced.
- 3 RSM replaced.

September Issues:
- Number of New Tickets = 12
- Number of Closed Tickets = 14
- Number of Open Tickets = 4

Talkgroup Usage:

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

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	258,851	77,359	33	0	0	1,288
DU ACDC 3	235,509	67,780	54	0	0	1,096
DU 3EAST	218,144	67,602	39	0	0	1,579
DU 1EAST	193,985	55,956	36	0	0	1,290
DU DPSO F1	191,120	53,487	31	0	0	925
DU 1WEST	172,506	52,105	41	0	0	871
DU 3WEST	169,136	52,314	53	0	0	863
DU 3SOUTH	160,449	47,968	45	0	0	817
DU 1SOUTH	156,587	47,210	42	1	0	722
DU 1NORTH	156,383	48,034	35	0	0	598
DU 7WEST	134,979	40,091	41	1	0	427
DU 7SOUTH	132,921	41,049	32	0	0	646
DU FIRE NORTH	126,876	26,872	32	0	0	352
DU DPSO JAIL	112,553	36,963	21	0	0	2,295
DU ACDC 1	97,281	27,845	30	1	0	385
DU FIRE EAST	92,178	16,937	39	0	0	224
DU FIRE SOUTH	90,403	18,280	31	0	0	225
DU FDACDC1	72,960	11,923	60	2	2	143
DU DPSO COURT	71,373	21,848	39	0	0	1,740
DU EDU 1	69,058	18,013	47	0	0	527