



Emergency Telephone System Board of DuPage County Monthly Report

August Board Meeting

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

Congratulation on a Job Well Done!

In June, DU-COMM received a 9-1-1 call and a female voice could be heard, but the line went dead. Per procedure, **TC Pablo Garcia** called the number back. The call was answered by a female speaking to someone, but not answering or acknowledging TC Garcia. She can be heard pleading and crying and asking someone to "Please stop". Throughout the eighteen-minute call, TC Garcia tried to get her to respond and answer his questions. Rapid SOS software was used to locate the vehicle and police were dispatched to the area, per the information provided.

Abandoned 9-1-1 calls, or misdialled calls, are commonplace. A veteran Telecommunicator learns to actively listen for cues that indicate there is an emergency. Rather than assume this was an accidental misdial, TC Garcia's active listening skills and quick thinking helped him determine the subject was in need of emergency assistance. TC Garcia, and his partners, used their resources to find the caller and send help.

Based upon the police report, 9-1-1 call, and radio traffic it is apparent TC Garcia's instinct, experience, and skills made all the difference in the positive outcome of this call.

Thank you, TC Garcia, for being a valuable asset to DU-COMM and the citizens we serve.

Welcome to our newest ETSB staff member! ETSB welcomes **Gregg Taormina**, the Deputy Director of IT. This is a new position for ETSB and we look forward to having Gregg on the team.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

On May 19, HB3940 passed both Houses and was sent to the Governor's Office for signature on June 16. On July 28, 2023, the Governor signed this HB3940 making it Public Act 103-0366 extending the surcharge to December 31, 2025.

The July 17, 2023 meeting was cancelled.

Remaining schedule SAB meeting dates for 2023:

- August 21, 2023
- September 18, 2023
- October 30, 2023
- November 20, 2023
- December 18, 2023



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Executive Session Minutes:

Per the Open Meetings Act, the ETS Board will conduct its second review of the year of executive session minutes at the July meeting. The review will include a review of minutes from March 10, 2021, May 12, 2021, February 9, 2022, September 14, 2022, February 8, 2023, and June 14, 2023 will be provided to the Board for review to determine if these minutes should remain under rule of executive session or if they can be released to the public.

Surplus Assets

Sale of Surplus Assets to the City of St. Charles. On the agenda for August is the sale of eight (8) APX7000/VHF radios.
Transaction total: \$4,000.00

Consolidation

As previously reported, the consolidation policy Chair Schwarze has recommended that consolidation and any policy be included as part of the strategic planning process that he has proposed.

Budget

Budget Kick Off:

The Ad Hoc Finance Committee met on July 28. This meeting included an overview of the operating budget including individual line items. The Ad Hoc Finance Committee reviewed the proposed costs in larger line items including:

- 53090: Technical / Professional Services
- 53250: Wired Communication Services
- 53806: Software Licenses
- 53807: Software Maintenance Agreements
- 53830: Other Contractual Expenses

Treasurer Henry will present additional information for more in-depth discussion at the August ETS Board meeting.

The Ad Hoc Finance Committee reviewed the expenses in the operating line items. There was a request to have additional history on the use of the Contingency line item and miscellaneous dollars in certain line items to cover the increase in contract renewals, utility increases etc. The Directors will be meeting to discuss capital requests in order to make a recommendation to the Ad Hoc Finance Committee/ETS Board for new capital projects/costs/

Travel and Training:

On the agenda this month are two training requests:

Hexagon Public Safety Users Group (HPSUG): Authorization to travel for HPSUG which takes place this year from November 6-9 in Plano, TX. This conference brings together public safety professionals to discuss current trends, issues of interest and best practices that impact the industry. This request for overnight travel is for two (2) participants from ETSB, four (4) from ACDC and one (1) from DU-COMM.

Total estimated cost per attendee: \$2,700.00, total amount not to exceed: \$18,900.00



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Mutual Aid Box Alarm System In-Service Training for Dispatchers: Authorization to travel for to send four (4) ACDC Operations Managers/Telecommunicators to the Mutual Aid Box Alarm System (MABAS) Dispatcher In-Service training in Champaign, IL on September 13-14. This is a two-day in-service training for dispatchers to participate in radio communication drills, extrication exercises, technical rescue, live fire, and hands-on training in realistic environments. Attendees will have the opportunity to "connect the dots" between the moment the call is taken and what occurs on the scene of an incident.

Estimated cost per attendee is \$1,000.00, for a total conference cost not to exceed \$4,000.00.

Procurement / Major Contracts

Non-Monetary Change Order

AT&T Inc.: Purchase Order 917107/2277-1 Change Order 4 (carryover from the July agenda)

On the agenda this month is a request to extend the CAMA trunks length of service for one (1) year and adjust the expiration date from September 14, 2023 to September 14, 2024 in the County Finance software system. This is considered a utility so there is no specific contract per se. Additional trunk lines in the CPE system allow the PSAPs to direct overflow 9-1-1 calls from outside jurisdictions to specific lines. This is a non-monetary change order to extend the service term in the County AP system.

Change Orders

Motorola Inc.: Purchase Order 921054/5522-1 Change Order 2

This purchase order is made through the IL State Master Contract 24302 - STARCOM21, IL DIT7016660. Along with the volume discounts provided in the original contract, Motorola also provided an additional customer discount of \$833,018. There was also a return credit of \$286,927.50 for equipment. Total for the additional discount and returns of \$1,119,945.50.

The total amount of additional capital costs is \$2,478,018.72, for a new contract total of \$37,203,876.63.

Budget:

The change order costs will be invoiced separately from the larger financing package. This means that as the equipment is received, funds will be transferred from 54199: Capital Contingency into 54110: Other Capital Equipment and Machinery in FY23 and FY24.

Background:

This request is to provide additional portable and mobile radio units and accessories to augment the original equipment order to be used on the DuPage Emergency Dispatch Interoperable Radio System on STARCOM21. ETSB has met with each agency to review their equipment needs and has reconciled the radio count for the agency adjustments and the ETSB cache. The ETSB has had a cache of radios throughout the existence of the DEDIR System. These radios provided to users to continue communication capability if an assigned radio has to be sent into the depot for repair. Additionally, end of support on the existing APX7000 fleet was scheduled to end on December 31, 2023 but because of a shortage of parts, specifically top assemblies which make up the majority of the fleet repairs, Motorola moved that date up to June 30, 2023. APX7000s are no longer supported for upgrade or repair. Based on this information, some agencies elected to replace the APX7000s as opposed to keeping them in service. Per mutual agreement, Motorola guaranteed one change order to reconcile the equipment list at the original contract pricing. Upon approval of this change order, if there are any future purchases, the new state pricing would apply.



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Purchase Requests

Deccan International: Purchase Order 923017 (carryover from the July agenda)

This request is for a renewal of maintenance for the LiveMum software in the DU-COMM and ACDC PSAPs. LiveMum is a software tool that interfaces with a live Computer Aided Dispatch (CAD) system to display current coverage and offer move-up recommendations to Telecommunicators (TCs) based on real-time data. This renewal is the fifth and final of five optional annual renewals. This maintenance covers the period from September 1, 2023 through August 31, 2024.

Total amount of renewal: \$41,523.00.

SHI International Corp: Purchase Order 923018

This request is for a renewal of licensing for an existing service, Zendesk. The subscription period will run from September 8, 2023 through September 7, 2024, with an option to end this contract early to consolidate into a County-wide contract before the end of the term. Any time remaining on this PO would result in a credit of costs towards the next contract. This purchase is being made through the Sourcewell Technology Catalog Solutions Contract #081419-SHI.

Total amount of \$29,423.75.

Budget Transfers:

Requested transfer of funds for FY23 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (IT Equipment) for the payment and accounting of contractual obligations of the Dell PO 923020/6546-1 for the 300 CAD replacement monitors in the PSAPs approved on July 25.

Total amount of requested transfer: \$55,050.00 for a new account total of \$1,710,107.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 1,264.09	\$ 28,735.91
FY23 Dell	\$ 30,000.00	\$ 8,583.32	\$ 22,884.50
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00

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

External Payments FY23

Total for Fund 5820 for August 9 bills list: \$74,254.06.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$30,985.24

At the July 25 Ad Hoc Finance Committee meeting, the ETSB Accountant provided a chart of PRMS reimbursements made to ETSB since the 2019 fiscal year. Those amounts have been added to the revenue chart as PRMS Reimbursement shown each month under the Consent Agenda: ETSB Revenue Report 911 Surcharge Funds. Those funds are typically entered as year-end entries after agencies have submitted their annual payments by the Finance Department and so are listed under the month of November.



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Under "Miscellaneous" on the Revenue Report is a payment in the amount of \$28,485.24 for annual charges to the Pleasantview Fire Protection District for membership charges on DEDIRS, per IGA ETS-R-0564-16.

Five (5) radios were previously declared and surplus and sold to the Toulon Police Department on the July 25 agenda. Toulon picked up their radios on August 2 and submitted payment to ETSB in the amount of \$2,500.00.

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. There is one outstanding payment; the agency has been re-billed and the invoice sent to the agency's Finance Director.

FSA Maintenance Reimbursement Costs by Agency

	FY2022	FY2023	FY2024
FSA Opt Equip Maint Remitted	\$ 15,345.00	\$ 15,345.00	\$ 15,345.00
	\$ 14,770.00	\$	\$
Addison Fire Remitted	\$ 3,500.00	\$ 3,500.00	\$ 3,500.00
	\$ 3,500.00	\$	\$
Bartlett Fire Remitted	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
	\$ 2,000.00	\$	\$
Clarendon Hills Fire Remitted	\$ 960.00	\$ 960.00	\$ 960.00
	\$ 960.00	\$	\$
Elmhurst Remitted	\$ 575.00	\$ 575.00	\$ 575.00
	\$	\$	\$
Glenside Fire Remitted	\$ 200.00	\$ 200.00	\$ 200.00
	\$ 200.00	\$	\$
Lombard Fire Remitted	\$ 2,200.00	\$ 2,200.00	\$ 2,200.00
	\$ 2,200.00	\$	\$
Pleasantview Fire Remitted	\$ 500.00	\$ 500.00	\$ 500.00
	\$ 500.00	\$	\$
Roselle Fire Remitted	\$ 500.00	\$ 500.00	\$ 500.00
	\$ 500.00	\$	\$
Tri-State Fire Remitted	\$ 1,010.00	\$ 1,010.00	\$ 1,010.00
	\$ 1,010.00	\$	\$
Warrenville Fire Remitted	\$ 600.00	\$ 600.00	\$ 600.00
	\$ 600.00	\$	\$
Westmont Fire Remitted	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
	\$ 3,000.00	\$	\$
York Center Fire Remitted	\$ 300.00	\$ 300.00	\$ 300.00
	\$ 300.00	\$	\$

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: County GIS and ETSB staff participated in a meeting with Illinois State Police GIS on July 13, 2023. Intrado, the vendor responsible for maintaining the NG9-1-1 database, provided an update on the Enterprise Geospatial Database Management System



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(EGDMS). This is the system that is used to upload data to the master database used to route 9-1-1 calls in the ESINet.

41 PSAPS statewide have cutover to the NG 911 ESInet. 79 PSAPs remain to be cutover.

State of Illinois Text to 911: The implementation of Text to 911 is tied to the CPE project. The solution will be embedded into the new CPE system and will go live at the same time with the new hardware and software.

9-1-1 notification Hinsdale copper failure: The FCC made a rule change in March of 2023 that requires PSAPs be notified anytime their customers are not able to dial 9-1-1 regardless of the system that is experiencing a problem. Previously telecommunications vendors only needed to notify PSAPs if there was a problem with 9-1-1 network or equipment. On July 3rd AT&T notified ETSB and PSAP staff that 103 customers in Hinsdale had no phone service because of a copper failure. This copper failure affected customers that used legacy copper phone line connections. AT&T advised on July 19th the copper failure was repaired and those 103 customers had their phone service back.

Customer Premise Equipment (CPE):

The tentative date for go-live on the NG9-1-1 network and the new CPE equipment has been adjusted to November 28 and December 5 this time has been pushed from October 24 and October 25 to accommodate work being done for the second IP Flex installation.

As previously reported, along with the new equipment, Text to 911 will be deployed on or about the same time. The Text to 911 aspect of the project is still under development in the timeline. ETSB is working with the County PIO to develop a media campaign which will incorporate 211, 911, 988 and Text to 911. The County PIO will also work with local PIOs of the municipal and fire district partners for a 9-1-1 systemwide launch on as many media platforms as possible.

All CPE hardware has been delivered and inventoried by ETSB, PSAP and AT&T technicians. The hardware is in storage at each PSAP and will be installed by AT&T in the weeks prior to the cutover dates.

The PSAP managers met with AT&T to work through the NG 9-1-1 call flow options in the ESINet. AT&T will provide the PSAPs with a workbook to help guide the decision-making process for determining how calls will route in the following if either PSAPs is unavailable or overloaded.

Motorola is finalizing the call flow documents that are specific to the VESTA hardware. These documents will show how calls flow within the PSAP.

Logger:

Motorola and Eventide met with the PSAP and ETSB staff on August 1, 2023, to conduct a Detailed Design Review (DDR) review and set dates project dates together. The implementation team reviewed the block diagram, the equipment list, the cutover plan, training and finalized the deployment schedule.



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Eventide will be installed at ACDC the week of August 14, and DU-COMM the week of August 21. The onsite work will take approximately 2 days. Following the installation of equipment at DU-COMM Eventide will complete the configuration, integration, and testing of the new loggers by August 25.

Eventide will be cutover at ACDC on August 29. The Eventide trainer will complete training for ACDC staff on August 30 and 31.

Barring any unforeseen challenges and after verifying the data is correctly recording on the ACDC logger, Eventide will cutover DU-COMM on September 5.

DuJIS CAD:

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Open Tickets			
			Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	220	183	24	15	0	4	0	4
MPS	348	318	36	27	0	0	0	0
Total	568	501	60	32	0	4	0	4

Interface configurations:

FUSUS: Oak Brook, Wheaton and Oak Brook Terrance completed a letter of intent to move forward with the FUSUS interface to CAD. Hexagon began work on the interface on July 17 and had a coordination meeting with FUSUS on July 26 to review the data output. Hexagon has been in the process of testing the interface. Through testing it was determined that the data shared between the devices is not functioning as expected. Hexagon and FUSUS will meet to discuss resolution.

Tablet Command: (Bartlett FPD) Tablet Command is the second interface that is currently in development and will be included in the interface change order referenced in the supplemental memo. The Tech Focus Group has discussed, but not finalized, approval of this interface because the final scope of work has not been received by ETSB and reviewed by the Tech Focus Group.

First Arriving: (Villa Park FD) This is the third interface and will be scoped once the first two interfaces are finalized. Pleasantview Fire has expressed an interest in the interface but has yet to submit a formal request.

LEADS 3.0 Interface: (PSAPS) Hexagon has developed a test LEADS 3.0 interface to verify connectivity with the state and other basic functions. It will be deployed to the test environment in August. ETSB staff will verify connectivity with the state the following week and will verify queries are capable of being sent and received. Additional testing will be completed once the sample data is received from Illinois State Police. The new interface will be live this year. The legacy interface to LEADS is end of life on December 31, 2023.

CAD/MPS software update: ETSB and Hexagon staff continue to work on verifying the new version of the CAD software. Customizations that were requested by DUJIS team members from the PSAPs and police and fire agencies during the initial configurations are producing errors in the software update. Hexagon has three staff members working with ETSB to update the code to allow for the customizations.



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NetMotion (Absolute Secure):

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	27	27	3	3	0	0	0	0

VMWare version update: Both the Primary and Secondary sides of VMWare has been updated.

ProQA update: ProQA software was updated on two test workstations at each PSAP. ETSB staff will update the translation tables in July and turn the workstations over to the PSAPs for testing. Barring any unforeseen challenges, the software should be updated by the middle of August.

Windows Patching: Windows patching is scheduled for the week of August 9. All Tech Focus and PSAP Managers have been notified.

Cybersecurity:

There were no cybersecurity alerts on the CrowdStrike Falcon system.

Fire Station Alerting System (FSAS):

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	106	88	12	10	12	0	0

There were no major system issues during this reporting period.

Geographic Information Systems (GIS) Data:

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	312	212	27	26	40	0	3	0	40	0

Lombard project:

This project has been completed. Lombard Fire has successfully updated their responses to include an additional ambulance.

Addison project:

Addison Fire has requested a project to complete a redistricting of their jurisdiction. This data has been uploaded to the training side of CAD and is currently being tested. There is not currently a timeline for a push to production.



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9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
120	0	0	0	6

New Memos:

There were no new memos created during the previous month.

Closed Memos:

There were no memos closed during the previous month.

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.

DuJIS PRMS:

The RMS Manager's monthly memorandum for June has been attached to this report, as well as the monthly support overview and activities report from Hexagon and the weekly Resident Systems Analyst's (RSA) report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIR System Radio Replacement

APXNext Radios (Police):

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

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.



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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 standards that were built into the radio. After the last meetings, the focus groups asked the radio manager to provide two different formats for testing on the portables. Those two formats have been deployed in two separate radios per focus group member. After two weeks the focus groups will meet to discuss the results. No date has been set for that meeting.

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. There are a few agencies that still need to finalize their templates.

LTE Scan Function:

The scanning tool on the APXNext and APXNext XN radios is not available when the radio is connected to LTE. This feature is not available on radios connected to STARCOM.

APX7000 Series Radio:

Declaration of Surplus and Sale of Equipment: ETSB continues taking in police radios to be decommissioned, declared as surplus and sold. As of the writing of this report, four agencies have turned in their radios to ETSB: Carol Stream PD, Clarendon Hills PD, Downers Grove PD, and Westmont PD.

APX7500 Returns: Once APX8500 mobile radios are installed, ETSB will need to be notified to remove APX7500 mobile radios from the airtime contract. Agencies were asked to open a Zendesk ticket once the new radios are installed and for ETSB owned radios to be returned.

As noted in the Motorola Change Order 2 details provided earlier in this report, the APX7000 series radios are no longer supported for repair through Motorola. There will be a change order coming before the Board for the Radio Management tool contract PO 920153/4951-1 to remove the APX7000s from the radio count as part of the annual fee. Coinciding with the cessation of support and the return of the APX7000s, ETSB staff has been working on an airtime report of radios to be deactivated in the Starcom21 system. This report was completed and provided to Motorola. In addition, a second report was completed for the new APXNext, APX4000 and APX8500 mobiles to begin billing of monthly airtime charges as of July 1. The new radios were sorted by their use in the system of Local, Limited, Dual, Campus, and County rates for billing.

APX7000 Maintainer:

The DU-COMM monthly maintainer report for July will be provided at the September meeting.

Policy Advisory Committee (PAC):

PAC had a regular meeting on July 10, 2023.



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ETS-R-0038-23: Police 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) This policy was reviewed for changes submitted by PAC members. See the PAC Minutes of the July 10 meeting for specific details. The PAC recommended that this policy be tabled to complete the changes discussed at the July 10 meeting with possible approval at their August 7 meeting. This resolution is on the August agenda. As of this report, the PAC has not made a final recommendation.

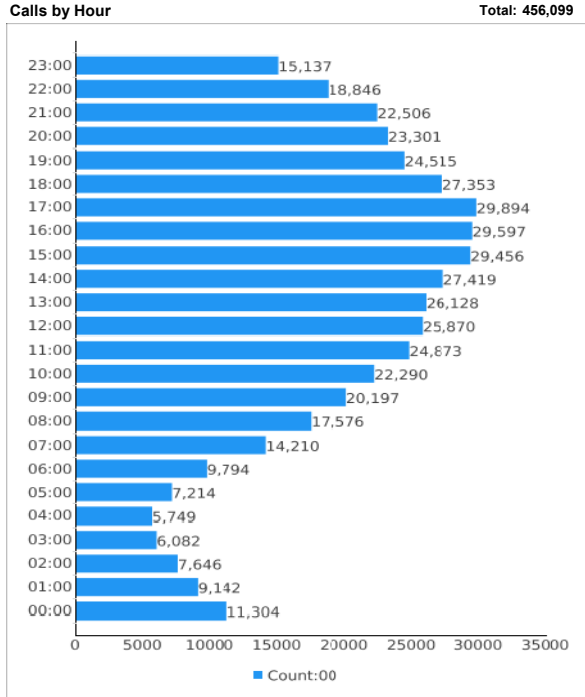
911-005.3: Access to the DuPage Emergency Dispatch Interoperable Radio System Encrypted Talk Groups. The discussion regarding this policy was whether, based on the current encryption plan, it is needed for DEDIR System members and whether to incorporate some of this language into the 911-005.2 (above). See the PAC meetings for the July 10 meeting for specific details. As of this report, the PAC has not made a final recommendation.

Encryption:

LEADS: Member Hermes said a question came up after the zoom meeting held by Deputy Director Theusch for the Police Chiefs, and she thought it was important for this group to hear. She said the question concerned LEADS dissemination over an encrypted channel while Fire personnel and EMTs are on that channel. She said she spoke to the LAC (LEADS Agency Coordinator), who said there was nothing in LEADS that actually states that anything cannot be disseminated to proper public safety agencies. She said these settings are usually multi-agency responses. Member Hermes said the fact that public safety personnel are listening is not really a LEADS issue. The bottom line is operations have to run, and there is no LEADS violation. Running criminal histories over the air would be the biggest deal, and that is not done often. Ms. Zerwin asked if the LAC had a specific recommendation. Member Hermes said the LAC's recommendation was to remain status quo, encryption or not.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 08-01-2023 04:47:33 AM



Calls by Response Code

Response Code	Total	
0	No Active Paths	25
1	One Path OK	45,631
2	Both Paths OK	409,866
7	Manual Query Denied	0
9	Record Not Found	577
Total		456,099

Calls by Query Type

Query Type	Total	
I	Initial	223,885
M	Manual	417
R	Repeat	231,797
T	Test	0
Total		456,099

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	1,143
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	430,733
U	Uninitialized Call [911-XXX-XXXX]	24,219
Z	Seizure with no ANI [000-0000]	3
Total		456,099

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	341	209	27	0	577
0	Business OPX	14	0	0	14
1	Residence	4,082	27	114	4,223
2	Business	4,107	85	68	4,260
3	Residence PBX	0	0	0	0
4	Business PBX	784	4	11	799
5	Centrex	63	0	3	66
6	Coin 1 Way Ot	5	0	0	5
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	1,090	0	54	1,144
C	VoIP Residence	0	0	0	0
D	VoIP Business	13	0	5	18
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	36,816	18	6,691	43,525
H	Wireless	146,588	64	224,090	370,742
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	29,968	10	734	30,712
X	TEXT TO 911	0	0	0	0
Total	223,871	417	231,797	0	456,085

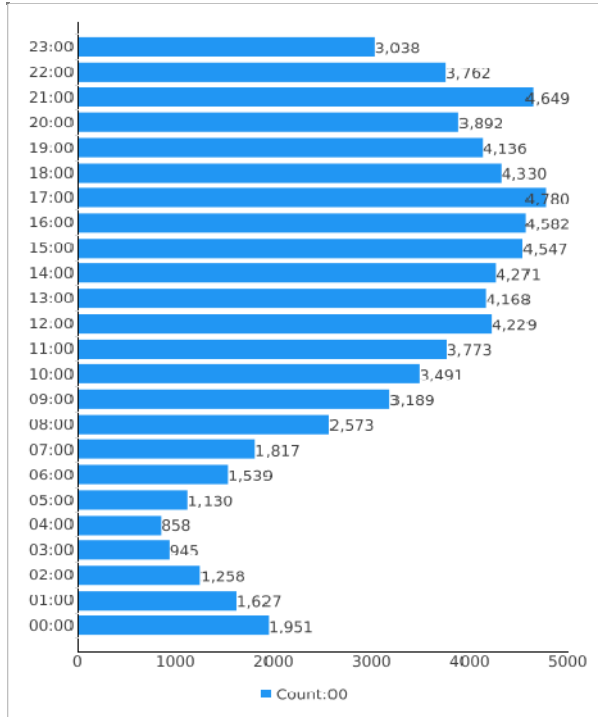
Calls occurring between: 01-01-2023 12:00:14 AM and 08-01-2023 04:47:33 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 07-01-2023 12:00:23 AM and 07-31-2023 11:55:19 PM

Calls by Hour

Total: 74,535



Calls by Response Code

Response Code	Total	
0	No Active Paths	0
1	One Path OK	3,632
2	Both Paths OK	70,830
7	Manual Query Denied	0
9	Record Not Found	73
Total		74,535

Calls by Query Type

Query Type	Total	
I	Initial	36,068
M	Manual	53
R	Repeat	38,414
T	Test	0
Total		74,535

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	124
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	70,104
U	Uninitialized Call [911-XXX-XXXX]	4,307
Z	Seizure with no ANI [000-0000]	0
Total		74,535

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total	
	N/A	50	19	4	0	73
0	Business OPX	0	0	0	0	0
1	Residence	664	3	22	0	689
2	Business	647	12	12	0	671
3	Residence PBX	0	0	0	0	0
4	Business PBX	92	1	1	0	94
5	Centrex	11	0	2	0	13
6	Coin 1 Way Ot	1	0	0	0	1
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	120	0	4	0	124
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	2	0	1	0	3
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	6,183	6	1,200	0	7,389
H	Wireless	23,814	12	37,069	0	60,895
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	4,481	0	99	0	4,580
X	TEXT TO 911	0	0	0	0	0
Total	36,065	53	38,414	0	74,532	

Calls occurring between: 07-01-2023 12:00:23 AM and 07-31-2023 11:55:19 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/02/2023 08:20:30 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 07/31/2023 01:00:00 AM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	197,515	73,633	123,882	0	3,383	62,750	6,056	0	1,444	0	5,122	00:00:04
	Internal	14,062	0	14,062	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	61,389	0	61,389	0	0	0	0	0	0	61,389	0	00:00:00
	Total	272,966	73,633	199,333	0	3,383	62,750	6,056	0	1,444	61,389	5,122	00:00:04
DU-COMM	Incoming	409,237	167,487	241,750	0	9,264	128,504	26,880	0	2,839	0	12,637	00:00:05
	Internal	61,438	0	61,438	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	102,387	2	102,385	0	0	0	0	0	0	102,387	0	00:00:00
	Total	573,062	167,489	405,573	0	9,264	128,504	26,880	0	2,839	102,387	12,637	00:00:05
Total		846,028	241,122	604,906	0	12,647	191,254	32,936	0	4,283	163,776	17,759	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/02/2023 08:24:12 AM

Grouping: Site & Call Origin

Date Range: 07/01/2023 12:00:00 AM - 07/31/2023 01:00:00 AM

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	42,645	11,297	31,348	0	466	9,929	813	0	89	9,546	604	00:00:04
DU-COMM	87,117	26,217	60,900	0	1,401	20,586	4,037	0	192	15,586	1,569	00:00:05
Total	129,762	37,514	92,248	0	1,867	30,515	4,850	0	281	25,132	2,173	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2023 02:47:11 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 07/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	18,165	18,165	0	0	534	16,366	1,265	0	0	0	0	00:00:04
	Total	18,165	18,165	0	0	534	16,366	1,265	0	0	0	0	00:00:04
DU-COMM	Incoming	19,675	19,675	0	0	343	18,029	1,303	0	0	0	0	00:00:05
	Total	19,675	19,675	0	0	343	18,029	1,303	0	0	0	0	00:00:05
Total		37,840	37,840	0	0	877	34,395	2,568	0	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2023 02:45:58 PM

Grouping: Site & Call Origin

Date Range: 07/01/2023 12:00:00 AM - 07/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,946	2,946	0	0	80	2,694	172	0	0	0	0	00:00:04
DU-COMM	3,442	3,442	0	0	44	3,191	207	0	0	0	0	00:00:05
Total	6,388	6,388	0	0	124	5,885	379	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	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	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	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	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	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	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	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	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	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	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	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expensess relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	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	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	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	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	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	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	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	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	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	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	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	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	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 time.	Closed	04/22/20	Consensus	N/A	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	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	Request 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	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22						Consensus
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell ofsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending				Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in infomrnr	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					

54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development			Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development			Consensus					
56	07/06/20	CAD	Informor history	Develop a way to search for informor history	Enhancement tot product development			Consensus					
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus					
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development			Consensus					
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus					
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development			Referred				Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus					
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus					
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development			Consensus					
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development			Consensus					
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus					
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research			Consensus					
67	07/30/20	CAD	Adjust name and tx field	add field for alalm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus					
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus					
69	04/20/20	TECH	CISA request	Cybersecurity testing		10/12/2021						Consensus	
70	08/04/20		Monday.com	Online project management tool	Closed								
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22						Consensus	
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development			Consensus					
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus				Consensus	
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed	04/20/21		Consensus					
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20		retracted					
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus					
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20						Consensus	
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21		Referred to Directors					Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus					Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21							Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed	12/15/20		Consensus					
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus					
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21						Consensus	
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus					
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus					
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus					
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed								
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus					
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus					
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed								
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus					
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed	06/18/21		Consensus					
94	06/28/21	CAD	Standardized RFR names	tracks xx where xx is a two/for digit abbreviation for the Railroad	Closed	02/05/21		Consensus					
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed	08/11/22						Consensus	
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22						Consensus	
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22						Consensus	
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22						Consensus	
97	07/12/21	FSA	Pre-planned 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 perctages	Closed	08/11/22						Consensus	
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displatching	Closed	07/16/21		Consensus					
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23							Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21						Consensus	
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21		Consensus					
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus					
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus					
105	11/16/21	CAD	Add a layer to the map	Create a layer for 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	7/3/2022	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	

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		0								
August		0								
September		0								
October		0								
November		0								
December		0								
2023 Totals	25,194	59,206	826	7.67%	1,074	16,668	7	0	570	441,275

Rave Smart911 Monthly Enrollment

Zip Code		App Enrollments	Total Enrollments
60101	0	1	1
60108	1	0	1
60126	3	2	5
60133	1	0	1
60137	7	0	7
60143	0	2	2
60148	2	0	2
60187	1	0	1
60188	0	1	1
60190	1	0	1
60191	2	0	2
60515	0	1	1
60517	2	0	2
60521	4	0	4
60523	1	0	1
60525	8	0	8
60527	1	0	1
60532	0	2	2
60540	3	0	3
60559	1	0	1
60561	3	0	3
60563	1	0	1

Total Web Enrollments 50

Total App Enrollments 7

Total Enrollments 57

Total Zip Codes 23

From 6/1/2023 0:00

To 6/30/2023 23:59

Date Run 7/10/2023

Motorola Monthly Incident Report
July 2023

Ticket ID	Priority	Title	Site name	Resolution
INC000007859735	Priority 2	ACDC recorder playback has no audio	Addison Consolidated Disp Cntr_(NICE) - Starcom Z1	Stopped services and removed buffered files. Restarted the logger. On power up, confirmed that the logger is recording calls again.
INC000007907450	Priority 3	MCC7500 OP3 and OP13 locked up and need investigation.	Du-Comm	Customer needs to upgrade per MTN-0182A-21-NA, but will monitor for now.

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

7/1/23 SUBMITTED BY MARIAH WRIGHT

MAINTENANCE

2 maintenance completed between 07/01/23 thru 07/31/23

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
13899145	Customer	NAT for State Police	Customer Inquiry	7/6/2023
13941605	Customer	Subnet add	Customer Inquiry	7/11/2023

SERVICE ASSURANCE

0 Tickets opened between 07/01/23 thru 07/31/23



**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: July 26, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
 - Workshops had nearly 100% attendance.
 - User engagement was extremely high.
 - Feedback was very positive.

Victories:

- NIBRS
 - Consortium on track to go live on August 1, 2023.
 - User confidence high.
 - Consistently providing communication to end-users, maintaining engagement.
- Issue Resolution
 - Continuous use of resolution strategies has cut average open ticket numbers by 50%.

Action Items:

- NIBRS Transition Go-Live/Certification
 - Agencies have been given instruction on how to make final preparations for implementation.
 - Agencies are being provided with spreadsheets listing specific records that need to be addressed.
 - Production Reporting Tool has been distributed, including detailed instructions for successful installation.
- 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.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.



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Next Month's Actions Items:

- NIBRS Implementation (Go-Live).
- Support Go-live activities for NIBRS.
- Project kick off meeting for MFR/OCR 10.0.
- Hold kick off meeting for Data Sheet Redesign subcommittee.



July 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	July 31, 2023

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	0	P2	1	P2	2
Below target	<input type="checkbox"/>	P3	20	P3	8	P3	6
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending July 31, 2023	
GREEN	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 7/14/2023.</p>

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 16** support tickets were resolved in the month of July 2023.
- Several of the CRs are resolved in later versions of CAD - Upgrade in progress
- Discussed and confirmed Hexagon's commitment to maintaining VMWare Updates

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



RSA Weekly Status Report: RMS/CAD



Week Ending	07-14-2023
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Don Ehrenhaft, Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
Closed Cases (8)			
00012763	DUC-CAD09 remarks not updating	RSA	CLOSED
00052020	DUC-CAD01 SS button did not light up	RSA	CLOSED
00165012	ETL Failed on JUL 08	RSA	CLOSED
00149212	Subscriptions not sending out paginated reports.	RSA	CLOSED
00165021	RMS DB refresh (PROD to TEST)	RSA	CLOSED
00165023	RMS-PRI-DB1 failed over to RMS-PRI-DB2 due to backup job conflict.	RSA	CLOSED
00165438	RMS Incident & Arrest datasheets not displaying.	RSA	CLOSED
00162662	CAD lag issues and crashes	HxGN Support	CLOSED
High Priority Items			
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 prep	Worked on prep tasks for agencies already reporting manually to NIBRS & NIBRS Transfer Service on PROD.	RSA / NIBRS Team	Part 1 Completed. Part 2 to start July 18
LEADS 3.0 Interface	Provided requested information to Hexagon Development team. Working with ETSB to obtain some additional information from ISP/LEADS.	RSA / Hexagon / DuPage	In-Process
00156706	CAD Map Shading Currently looking at CAD and local software / polygon issue. When zoomed in color does not display correctly – possibly some default color settings.	RSA / Support / DuPage	SOLVED Waiting on Customer for confirmation



RSA Weekly Status Report: RMS/CAD



	06/21/2023 – Teams meeting with Hexagon Map SME. ETSB team provided with the info needed to fix the issue. Waiting for confirmation from ETSB after some brief testing.		
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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 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2305 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 (<i>newest available ver. is 2212</i>) NIBRS: 02.03.2305 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121 (<i>Most recent refresh completed on 07/22/2022.</i>)



RSA Weekly Status Report: RMS/CAD



Action Items

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

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



RSA Weekly Status Report: RMS/CAD



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

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?
00006935 <i>(OnCall Records)</i>	<p>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.</p> <p>RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.</p>	HxGN ONCALL RECORDS	GPC	<p>CR# 324347 AZDO 509323</p> <p>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.</p>		
00132255 <i>(I/Disp)</i>	units disappearing from screen	I/Dispatcher	RSA	<p>02/10/2023 – Did not see any problems with Listener.</p> <p>02/15/2023 – Confirmer with Kris (DuPage) users ar NOT using nay custom display filters that were not issued by ETSB.</p>		



RSA Weekly Status Report: RMS/CAD



Current Open SR list for discussion:

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

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



RSA Weekly Status Report: RMS/CAD



					<p>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.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
00006934 <i>(OnCall Records)</i>	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. 12/01 – Gathering data.</p>
00006940 <i>(I/Dispatcher)</i>	P3-MED	<p>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.</p> <p>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.</p>	I/Dispatcher	RSA/Acct Rep	<p>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.</p>



RSA Weekly Status Report: RMS/CAD



		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. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. 12/01 – Delayed due to OnCall Analytics Upgrade Install.
00065074 AZDO 442583	P3-MED	No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier - event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting 01/20 – Scheduled for the week of JAN 30
00089873 <i>(Informer)</i>	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.



RSA Weekly Status Report: RMS/CAD



00092124 <i>(I/Dispatcher)</i>	P3-MED	DUC-CAD32 FREEZE	HxGN CAD I/Dispatcher	RSA / Support	11/01 – reviewed log verified a crash / hang. Uploaded logs to support.
00097922 <i>(Informer)</i>	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
00102630	P3-MED	Address Validates in FBR without a Zip AND Doesn't validate with a Zip When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code field is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i>	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues.



RSA Weekly Status Report: RMS/CAD



					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	