



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 29. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulation on a Job Well Done!

Persistent Engagement special mention to **Operations Administrator Eve Kraus** for her work in finding and clearing up errors in the Comcast contract that resulted in a net credit of \$93,463.04. This work took approximately fifteen months to complete. Ms. Kraus was able to reconcile the Comcast accounts to the satisfaction of the County Auditor. With the assistance of County CPA **Melanie Koga** and her team in County Finance, a change order will be on the March agenda to correct the rates in the contract which allow the invoices to be paid and the account brought up to date in March.

Well wishes to **Melanie Koga, CPA** as she takes a new position. Ms. Koga has been an instrumental member of the County Finance Department for many years assisting ETSB with the oversight and submission of the State required AFR report, the annual audit of the ETSB accounts, being available to assist with general ledger questions and just generally fun to work with. The ETSB staff will miss working with her.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

The February 15 meeting was cancelled because of weather.

All dates are Mondays unless otherwise noted:

March 11, 2024 - cancelled

March 25, 2024

April 8, 2024

April 22, 2024

May 13, 2024

June 17, 2024

July 15, 2024

August 19, 2024

September 16, 2024

October 28, 2024

November 18, 2024

December 16, 2024

County Capitalization Policy

The County will be moving forward with the changes in the Capitalization policy. Staff met with CPA Melanie Koga to review some of the pending changes and prepare for a status meeting with Deputy Finance Director Mary Catherine Wells on March 6. The staff will be providing a more detailed memorandum outlining additional changes to the budget needed to meet GSAB requirements in future meetings after receiving direction from County Finance.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Legislation:

Below is a collection of legislation that pertains to ETS Boards, Telecommunicators or PSAPs and the legislation to request live access to encrypted radio. The most significant change developing is the insertion of Telecommunicators into labor language as a result of being termed first responders under the ETSA statute.

HB4339 Local Records – police scanners

Sponsor: La Shawn K. Ford

Filed: 1/3/24

1/16/24 Rules Committee

1/31/24 Executive Committee

Synopsis As Introduced

Amends the Local Records Act. Provides that a law enforcement agency that encrypts police scanner transmissions must provide, by license or otherwise, real-time access to those transmissions to broadcast stations, broadcasting stations, radio broadcast stations, and newspapers. Effective January 1, 2025.

HB5128 EM Telephone Board Members

Sponsor: Patrick Windhorst

Michael J. Coffey Jr.

Dave Severin

Filed: 2/8/24 assigned to Rules Committee

2/28/24 Police & Fire Committee

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that an Emergency Telephone System Board shall include the county sheriff or the sheriff's designee and at least 2 (rather than 3) representatives of the 9-1-1 public safety agencies other than the sheriff's office.

HB5377 Community Emergency Services

Sponsor: Kelly M. Cassidy

Filed: 2/9/24 assigned to Rules

2/28/24 Assigned to Police & Fire Committee / Michael Kelly, Chair Chicago

3/5/24 Amendment #1 referred to Rules Committee

Synopsis as introduced

Amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes.



SB2812 Trauma Informed Response (Anna’s Law)

Sponsor: Anne Gillespie

Filed: 1/17/12 referred to Assignments

Synopsis As Introduced

Creates the First Responder Trauma-Informed Response Training Act, which may be referred to as Anna's Law. Provides that, prior to the onboarding processes of a first responder, the individual must complete mandatory pass or fail trauma-informed response training, as established by the Department of Public Health. Provides that a first responder must also complete the pass or fail trauma-informed response training every 18 months after beginning work as a first responder. Provides that, if more than 18 months has elapsed after beginning work as a first responder and the first responder has not completed the retraining, the first responder may not perform trauma-related duties, such as responding to emergency calls, taking statements from victims, or interviewing victims. Provides that, if a first responder who is certified or licensed by the State or a subdivision of the State has not completed the required trauma-informed response retraining, the first responder may be decertified by the certifying entity or the first responder's license may be revoked by the licensing entity if retraining is not completed. Limits the concurrent exercise of home rule powers. Defines terms. Makes conforming changes in the Illinois Police Training Act and the Emergency Medical Services (EMS) Systems Act, including requiring the Department of Public Health to adopt rules to implement the trauma-informed response training and providing that the rules may allow or require the use of a training program from a university, college, or not-for-profit entity.

Notes: The training for this has been in place since 2016 according to ISP. In the full text, the first responder definition includes public safety telecommunicators and the definition of public safety telecommunicator “has the meaning given to that term in Section 3 of the Emergency Telephone System Act.”

SB3294 Security Employee Bargaining

Sponsor: Linda Holmes

Filed : 2/7/2024

2/7/2024 Referred to Assignments

2/20/2024 Assigned to Labor

3/6/24 Postponed – Labor

Synopsis As Introduced

Amends the Illinois Public Labor Relations Act. Specifies that, for purposes of a provision in the Act concerning the resolution of disputes involving security employees, that the term "units of security employees of a public employer" includes units of county correction or detention officers, units of probation officers, and units of telecommunicators who are critical to public safety.

HB2161 Unlawful Discrimination – Family

Sponsor: Will Guzzardi

Filed : 2/6/2023

Sponsors Added: Maura Hirschauer, Sonya Harper, Nabeela Syed, Stephanie Kifowit,

2/20/2024 Lindsey LaPointe

2/29/24 Amendments #1 & #2 rules refers to Judiciary – Civil Committee



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Synopsis As Introduced

Amends the Illinois Human Rights Act. Provides that it is the public policy of the State to prevent discrimination based on family responsibilities in employment. Defines "family responsibilities" as an employee's actual or perceived provision of care to a family member, whether in the past, present, or future. Provides that it is a civil rights violation for: (1) any employer to refuse to hire, to segregate, to engage in harassment, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment on the basis of family responsibilities; (2) any employment agency to fail or refuse to classify properly, accept applications and register for employment referral or apprenticeship referral, refer for employment, or refer for apprenticeship on the basis of family responsibilities; and (3) any labor organization to limit, segregate, or classify its membership, or to limit employment opportunities, selection and training for apprenticeship in any trade or craft, or otherwise to take or fail to take, any action which affects adversely any person's status as an employee or as an applicant for employment or as an apprentice, or as an applicant for apprenticeships, or wages, tenure, hours of employment, or apprenticeship conditions on the basis of family responsibilities. Provides that it is a civil rights violation for a person, or for 2 or more persons, to conspire to retaliate against a person because he or she has opposed that which he or she reasonably and in good faith believes to be discrimination based on family responsibilities. Makes conforming changes.

Note: Impact to potential shift work. Monitor.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM

The DuPage County Sheriff's Office provided ETSB with a Letter of Intent to migrate from ACDC to DU-COMM. There will be an action item on the agenda for this approval with the Sheriff's formal request letter and supplemental information. This requires a 9-1-1 Plan Modification with the State 9-1-1 Administrator. This short form modification plan is in process. Historically, staff has not brought the internal plan modifications to the ETS Board for approval.

The Sheriff has been working with DU-COMM to migrate dispatching services from ACDC to DU-COMM effective May 1, 2024. ETSB was able to turn a CAD testing format over to the DU-COMM at the end of February for Telecommunicator training.

Procurement / Major Contracts

Purchase Requests

Renewal of Existing Contracts

CDW Government LLC: Purchase Order 924008

ETSB has a CrowdStrike monitoring services license offered through the State at no cost and the Tech Focus Group discussed augmenting services to include the Retainer through CrowdStrike for cyber-attack mitigation and assistance. This additional service provides rapid engagement professional technical assistance in the event of a cyber security breach to the 9-1-1 System network. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1. If Retainer hours are not used in response to a computer security incident within the term of the contract, hours may be used for Incident Response Services or other hourly services within the CrowdStrike platform.

Total contract amount: \$46,800.00



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

New Contracts

Insight Public Sector: Purchase Order 924007

This recommendation is to approve a contract to provide 500 GTS H7038IS-LI battery Li-Ion portable radio batteries for the APX7000XE fire radios. Batteries for the APX7000XE fire radios continue to be replaced for immediate use in the field to bridge the deployment gap for the new APXNext XN fire radio and continue to be difficult to source. Insight Public Sector was the only vendor that County Procurement received a response from and they are utilizing the OMNIA Partners (Cobb County) IT Products and Services (#23-6692-03) contract at a 22.937% discount and is \$1.66 less per battery than the FY23 Bid 23-052-ETSB.

Total contract amount: \$65,500.00

Insight Public Sector: Purchase Order 924010

This recommendation is for SolarWinds Log and Event Manager licensing and one year of maintenance for a period running March 13, 2024 through March 12, 2025. This is a security monitoring software that is currently being use for CAD, Absolute Secure (formerly NetMotion) and other ETSB 9-1-1 systems. The software is used to notify IT staff of various security related issues (unauthorized logins attempts, AD objects creation/modifications, suspicious traffic activity, etc.). This software works in conjunction with Network Performance Monitor and allows preventative action to be taken before a system failure. This purchase is utilizing the Omnia Partners (Cobb County) IT Products and Services (#23-6692-03) contract. Other vendor quotes were obtained from SHI (\$35,191.85) and CDW-G (\$36,905.47) utilizing their respective contracts. Purchasing through Insight offered the lowest cost.

Total contract amount: \$34,265.61

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 2,323.16	\$ 22,676.84
FY24 Dell	\$ 30,000.00	\$ 0.00	\$ 30,000.00
FY24 Motorola	\$ 50,000.00	\$ 0.00	\$ 50,000.00

Change Orders

Comcast Business Communications LLC: Purchase Order 922043/6145-1 Change Order #3

The renewal of existing services on the fiber network connecting the 9-1-1 network was approved by the ETS Board on November 9, 2022. This change order is being executed to document that LAG was added to the circuit and to adjust the language in the contract to reflect that the circuits do not extend beyond the state (amending the language from Interstate to Intrastate tax jurisdiction). This is an administrative change order to reflect the corrections in the rate charges. There is no monetary change to the overall encumbrance of the contract as the cost corrections fall below the threshold of the original contract dollar value. This change order corrects the contract and allows all fifteen invoices be processed for payment in the amount of \$530,802.52. Invoices for December 2022 through November 2023 would be paid with FY24 funds and accrued back to FY23 by Finance for a total amount of \$422,357.97, the subsequent invoices fall within FY24. The ETS Board has received a copy of the memorandum provided to the County Auditor for the explanation of the account.

SHI International Corp and Zendesk: Purchase Order 923018/6586-1 Change Order #1 (Pending)

On this agenda is a resolution authorizing ETSB Chairman Schwarze to sign the Transfer of Governance on behalf of ETSB. The execution of this document will allow SHI International to prepare a quote to add



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

ETSB to the Enterprise Suite Level Service Contract created by the County. The current ETSB Zendesk contract expires in September 2024. In order for SHI to prepare a quote for Zendesk services for years FY25-26, Zendesk requires a Transfer of Governance form executed by ETSB and the County. Per Zendesk, this form allows Zendesk legal to confirm both the assignor and assignee are current Zendesk customers. While the Transfer will allow for the generation of a quote for upgraded services and lock in the cost for multi-year savings, the agreement is non-binding if ETSB chooses not to move forward. The Transfer will then go to the Technology Committee as informational on the March 19 agenda, with County Board to follow on March 26 and Chair Conroy to sign on behalf of the County. Once the quote is received, ETSB staff will do a cost comparison and make a recommendation to the ETS Board at the next meeting. The ETS Board has received a memorandum regarding this matter.

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, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24

External Payments FY24

Total for Fund 5820 for March 13 meeting: \$708,626.28

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,178,650.54

The October 2023 surcharge was received on February 12 in the amount of \$1,178,650.54.

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: ISP has provided an updated tool for the GIS data submission process. This tool has been received by County GIS.

State of Illinois Text to 911: AT&T and the State of Illinois have completed kickoff calls with Intrado. Intrado is the vendor that will handle the delivery of the text to the 9-1-1 centers. The two PSAPs are in the process of gathering data.

NG9-1-1 Grant opportunity CAD to CAD interface: ETSB has provided quotes from both Central Square and Hexagon to the 9-1-1 System Administrator to review for the CAD to CAD interface. She has confirmed receipt and has advised that DuPage will be a part of a group grant application once her review is complete.

Customer Premise Equipment (CPE):

The DU-COMM location has both IPFlex circuits installed. Final testing of the new circuit will be completed once the ORT date has been finalized by AT&T and the circuit installation has been completed at ACDC.

AT&T is working to finalize the design of the second circuit at ACDC. AT&T engineering confirmed that two diverse fiber paths are in place; however, AT&T now indicates that the IPFlex service requires a Dedicated Internet Service (ADI) to complete the order. ETSB and PSAP staff have requested a meeting with the AT&T engineers to review the design showing ADI.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Once the circuit has been completed, AT&T will reissue cut over dates for the transition to NG9-1-1 and the new Vesta platform.

DuJIS CAD:

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
CAD	53	49	33	33	4	0	0	0
MPS	62	53	33	25	0	0	0	1
Total	115	102	66	58	4	0	0	1

Projects:

DSO Consolidation:

ETSB and DU-COMM staff met and reviewed a spreadsheet of tasks needed to be completed for the Sheriff's Office move to DU-COMM. Currently, all ETSB assigned tasks have been completed. The CAD system has been updated on the test environment and has been turned over to DU-COMM for verification. A placeholder has been attached to the bi-monthly CAD Focus Group meeting to review any feedback and discuss any changes needed.

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

On February 26, 2024 ETSB spoke with Oak Brook police to confirm the interface was working as designed, and to finalize the interface sign off documents. Oak Brook is reviewing internally and will report back to ETSB.

Tablet Command: (Fire) This project has been turned over to Barlett Fire Protection District. Final Steps: Bartlett Fire internal signoff process for acceptance.

LEADS 3.0 Interface: (PSAPs) ETSB continues to test the update along with Hexagon and the Aurora Police Department. Progress continues to move forward with minimal issues at this time to meet the May 31, 2024 interface extension granted by the Illinois State Police.

CAD/MPS software update:

ETSB, in conjunction with Hexagon, has successfully upgraded the server to the H2 2023 version of the CAD software. ETSB is currently testing the environment and things are going very well. The expectation is that the ETSB will be ready to get this version rollout out to the PSAP training environment by mid-March for PSAP testing.

The MPS upgrade project is currently on hold pending the Hexagon MPS update which is planned to be completed by March 15, 2024. Once the update is completed, ETSB will validate everything is working and the test laptops that will be provided to the Police & Fire test teams will be re-configured with the updated version of MPS. ETSB staff will be coordinating with the RMS Police Executive Committee and the Fire MPS User Group for SMEs to do in-depth user testing. Installation instructions for agencies' local IT have been finalized and distributed to the project team.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

CAD Workstations Upgrades:

New CAD workstations were successfully deployed at ACDC. DU-COMM prefers to use a mechanical keyboard which is not compatible with the new workstation. DU-COMM is currently testing a USB Hub to see if it will allow the mechanical keyboard to work with the new CAD workstations. Replacement pending test results.

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
Absolute Secure	27	27	12	12	0	0	0	0

Absolute Secure Access:

No system issues reported. Currently have approximately 900 devices registered.

Comcast Network Hardware upgrade:

ETSB is excited to report that the upgrade to the new comcast network infrastructure went very smoothly and the new environment has been running for approximately four weeks with no issues to report. Project has been closed out successfully.

VMware Upgrade:

Hexagon will start a VMware upgrade on Monday, March 4 at the ACDC site. DU-COMM will be scheduled for a later date in March.

Windows Patching:

The next patch cycle will be in April 2024.

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	30	27	16	15	0	0	2

There were no major system issues reported.

DU-COMM Fire West / Fire North Project:

ETSB and DU-COMM staff met with Purvis to discuss options for testing which combines Fire West and Fire North for a 30-day testing period. Purvis demonstrated the process for adding the Fire West agencies into the Fire North talkgroup on the Dispatch Management (DM) console. The switch does not require backend programming changes and can be completed in a few minutes once the data is staged. Undoing the switch can be accomplished from the DM console in a few minutes in the event the testing needs to be suspended.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Geographic Information Systems (GIS):

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	118	81	52	18	23	0		18	0	0

Argonne Common Places Project :

As of February 27, County GIS held a meeting with all of Argonne GIS team and the DuPage County GIS team members and walked through the requirements of CAD GIS data integration. Waiting on Argonne lab team to configure data for us to review.

Addison Fire Response Districts Project:

This project is in the final phase. ACDC is currently in the test environment and verifying all of the changes and updates requested Addison Fire are prepped and ready for the upcoming map roll. This project is on track.

Oak Brook Police Beat and Sub-Beat Project:

This project is nearing the final phase. All ESZs have been created in the Test CAD environment. DU-COMM is working on programming the run orders into CAD. When this is completed, the map roll can be done in the test environment and verification can begin.

NG911 Project:

County GIS is working on the MSAG portion of the ISP NG911 data submittal using the updated workflow tools ISP has provided. These tools allow for better accuracy of the data needed for submittal.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	1	0	0	9

New Memos:

Memo 126: New Event type for electric vehicle fires. The CAD Focus Group came to a consensus to add the new event type. ETSB added the new event type to the test environment and testing is in process.

Closed Memos: No memos were closed during 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. LAG will be reviewed by the Tech Focus Group on March 4, 2024 for consensus to close the memo.

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.



Emergency Telephone System Board of DuPage County Monthly Report

**March
Board
Meeting**

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

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

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM is going to re-test that setting on the new radios prior to closing out the memo.

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 Directors' level for review.

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

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

DuJIS PRMS:

The RMS Manager's monthly memorandum for February 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)

Motorola System Manager Report

This update is located at the end of the monthly report.

DEDIR System Radio Replacement

CommandCentral Aware: CommandCentral Aware has been deployed to both PSAPs. ACDC has provided access and training to all their Telecommunicators. As was reported last month, DU-COMM supervisory staff has been provided access and is currently evaluating their trainings options.

Encryption: Currently the Police Focus Group is testing radio encryption on the OHSEM talkgroup with ADP encryption. As this testing is ongoing the Motorola System manager and OHSEM staff are working on finalizing the testing plan for AES.

APXNext Radios (Police):

Radio Firmware Update: Motorola has advised that a new firmware for the APXNext radios will be available at the end of April. The Motorola System Manager is reviewing the release notes and



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

material for an information session is being developed. Once the material is finalized, ETSB staff will schedule a virtual meeting with all DEDIRS points of contact to review the update process.

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.

APXNext (Fire):

APX8500 and APX7500 mobile:

Several agencies have identified a potential interference issue with the APX8500 mobiles. It has been reported that VHF audio can block out STARCOM audio when radios are in proximity. This was initially reported and can be replicated on APX8500 mobiles. Anecdotal reports have been received that at least one APX7500 mobile has experienced the same problem. That agency is doing additional testing and will report back to ETSB and Motorola.

Motorola field engineering and the System Manager met with Westmont Fire staff on February 8. They completed several testing scenarios and were able to identify the power setting in the radio where the traffic from VHF would block out the STARCOM audio. This power setting has been provided to the Motorola product group for additional follow up.

APXNext XN/XE: As reported last month, the Fire Focus Group members have received demo radios of the APXNext XE. This radio is the ruggedized version of the APXNext radio that was distributed to the police agencies. The Fire Focus Group is evaluating the capabilities of the XE as an alternative solution.

NFPA Committee: Fire Focus Group Members Retired Deputy Chief Jim Connolly from Westmont and Lt John Sullivan from Addison will be participating in the NFPA review of the standard at their annual meeting the week of March 3, 2024.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. 101 APX7000/7000XE radios from 2011, listed on Attachment A, are being declared as surplus. These are the legacy radios turned in from Lisle and Woodridge PDs.

Sale of Inventory:

On this agenda is a resolution to approve the sale of inventory to the Wayne Police Department. Five (5) APXNext single band portable radios and accessories were procured for Wayne PD as part of the radio replacement project. A sales agreement accompanies the resolution and if approved by the ETS Board, will follow on the March 26 agenda for County Finance approval as all assets purchased by ETSB with 9-1-1 surcharge are considered property of the County by statute.

Total amount of the sale: \$32,656.40

Policy Advisory Committee (PAC):

The PAC's next regular meeting is on Monday, March 4, 2024.

STARCOM Wheaton Tower October 30-31 Outage:

March Update:

- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.



Emergency Telephone System Board of DuPage County Monthly Report

**March
Board
Meeting**

- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Summary of Event:

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

Impact:

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

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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: March 1, 2024
SUBJECT: STARCOM 21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption and testing is being conducted on the OHSEM talkgroup. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering is still reviewing data and tests.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.

Service Tickets

Feburary

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	20	18	8	8	8	0	0	0
APX Next (police)	18	12	12	14	5	5	0	2
APX NextXN (fire)								
APX 8500 (mobiles)	11	11	4	4	4	0	0	0
APX4000	3	3	2	2	2	0	0	0
Other models	1	1	0	0	0	0	0	1
Total	53	45	26	28	20	5	0	3



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

Programming – Projects

Code plug updates:

2/27/24 Warrenville PD APX 8500 firmware updated to R30.04 to address a control head power on/off issue. Also additional zone and channel were added to the VHF capable dual head, Zone WRP VHF PW Channel WARN PW Frequency 154.00250.

Codeplug Creation:

There were none at this time.

Consolidations:

There were none at this time.

Radio Alignment:

There were none at this time.

STARCOM21

Scheduled Maintenance:

System Patches:

- Notification of planned maintenance to be performed affecting the STARCOM21 system CRQ000000277393 - Starcom Wave - Update Windows security certificate - 2/1/24
Notification of planned maintenance to be performed affecting the Starcom system on Thursday the 1st, beginning at 10:30 am and lasting approximately 15 minutes.
Work performed: Wave system security certificate implementation.
Work completed by: Motorola NOC
Impact: All Wave users on the system
- The Starcom21 System with help from the Upgrade Operations team will be upgraded to the 2022.1 release beginning Tuesday, January 16th. This effort will last two weeks until Friday, January 26th for central and southern Illinois. And it will resume again from 2/13 until 2/23 Northern Illinois.
- Tuesday, 2/13/24
1:00 PM- Site Trunking Event- Please be aware this will be around a 5-minute event
Red X's on Consoles for 5 Minutes as well
- Wednesday, 2/14/24
10:00 am- Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
4:30 pm - Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
- Thursday, 2/15/24
12:00pm- Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
Conventional Resources will be unavailable during CCGW Reboots

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- IL_STARCOM Monthly Application of Windows Motopatch 2024.01 – Patching 2/14/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- IL Starcom System ID: 0140 ASTRO: 2020.1 - 2024.Q1 March Core Patching for Zone(s) 1 2 3 5. Remote Security Update Services (RSUS) team is scheduled to apply applicable security patches to the following ASTRO System: IL Starcom System ID: 0140. The patching activity was planned for the following date(s) and start times: 3/13/2024 9:00 AM CST and 3/14/2024 8:30 AM CST. The RSUS team will be applying important security patches to the identified ASTRO system.

Command Central Patches:

There were none at this time.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 15/Feb/2024 @ 3:30 AM CST (UTC -6)
End: 15/Feb/2024 @ 9:30 PM CST (UTC -6)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 19/Feb/2024 @ 9:00 PM CST (GMT -6)
End: 20/Feb/2024 @ 7:00 AM CST (GMT -6)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 20/Feb/2024 @ 9:00 PM CST (GMT -6)
End: 21/Feb/2024 @ 7:00 AM CST (GMT -6)
- [Scheduled Maintenance] SmartConnect (Canada, United States)
The scheduled maintenance has been completed.
Start: 22/Feb/2024 @ 3:30 AM CST (UTC -6)
End: 22/Feb/2024 @ 9:30 AM CST (UTC -6)
- [Scheduled Maintenance] SmartConnect (Canada, United States)
The scheduled maintenance has been completed.
Start: 28/Feb/2024 @ 3:30 AM CST (UTC -6)
End: 28/Feb/2024 @ 9:30 AM CST (UTC -6)

Radio Central Patches:

There were none at this time.

Unscheduled System Outages:

There were none at this time.



MOTOROLA SOLUTIONS



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Releases:

APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 was released 2/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

Motorola will do a large scale cumulative release in April. The System Manager recommends pushing out the smaller releases with the large-scale cumulative release once the firmware becomes available for a more efficient process. The System Manager will develop a project plan for the users. This will be the second firmware update since the overall deployment of the APX NEXT radios.

Meetings:

February PAC meeting 2/5/24

Training

There was none at this time.



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Grade of service report:

January 2024 Starcom21 GoS Report

Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.03	3.58	6.82	31.00	2562.97	12872.23	5.02	0.00	0.00	0.00
1:00:00	0.00	18.51	3.15	7.25	31.00	2270.29	11329.97	4.99	0.00	0.00	0.00
2:00:00	0.00	16.22	2.76	7.64	31.00	1942.58	9925.81	5.11	0.00	0.00	0.00
3:00:00	0.00	14.51	2.47	7.93	31.00	1718.00	8880.52	5.17	0.00	0.00	0.00
4:00:00	0.00	15.69	2.67	7.73	31.00	1861.55	9602.23	5.16	0.00	0.00	0.00
5:00:00	0.00	16.05	2.73	7.67	31.00	1870.16	9825.19	5.25	0.00	0.00	0.00
6:00:00	0.00	17.33	2.95	7.45	31.00	2144.74	10605.19	4.94	0.00	0.00	0.00
7:00:00	0.72	26.06	4.43	5.97	31.00	3211.84	15951.45	4.97	23.13	123.19	5.33
8:00:00	0.84	31.42	5.34	5.06	31.00	3818.90	19226.06	5.03	32.19	172.39	5.35
9:00:00	0.00	32.58	5.54	4.86	31.00	4010.48	19936.35	4.97	0.10	2.26	23.33
10:00:00	0.00	32.68	5.56	4.84	31.00	4026.55	20000.74	4.97	0.03	0.13	4.00
11:00:00	0.00	30.65	5.21	5.19	31.00	3759.29	18758.87	4.99	0.03	1.32	41.00
12:00:00	0.00	31.76	5.40	5.00	31.00	3909.06	19437.06	4.97	0.19	1.29	6.67
13:00:00	0.00	32.69	5.56	4.84	31.00	4007.58	20004.97	4.99	0.03	7.13	221.00
14:00:00	0.00	32.73	5.56	4.84	31.00	4076.68	20032.74	4.91	0.19	4.06	21.00
15:00:00	0.06	34.57	5.88	4.52	31.00	4339.42	21155.00	4.88	2.39	27.10	11.35
16:00:00	0.02	33.53	5.70	4.70	31.00	4186.23	20519.10	4.90	0.97	12.19	12.60
17:00:00	0.00	32.07	5.45	4.95	31.00	3996.06	19624.19	4.91	0.03	0.10	3.00
18:00:00	0.00	29.00	4.93	5.47	31.00	3594.84	17747.35	4.94	0.00	0.00	0.00
19:00:00	0.00	27.37	4.65	5.75	31.00	3464.29	16749.84	4.83	0.00	0.00	0.00
20:00:00	0.00	27.24	4.63	5.77	31.00	3452.00	16670.23	4.83	0.16	0.48	3.00
21:00:00	0.00	26.01	4.42	5.98	31.00	3275.68	15916.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.88	4.23	6.17	31.00	3151.19	15227.29	4.83	0.00	0.00	0.00
23:00:00	0.00	22.63	3.85	6.55	31.00	2847.97	13851.29	4.86	0.00	0.00	0.00



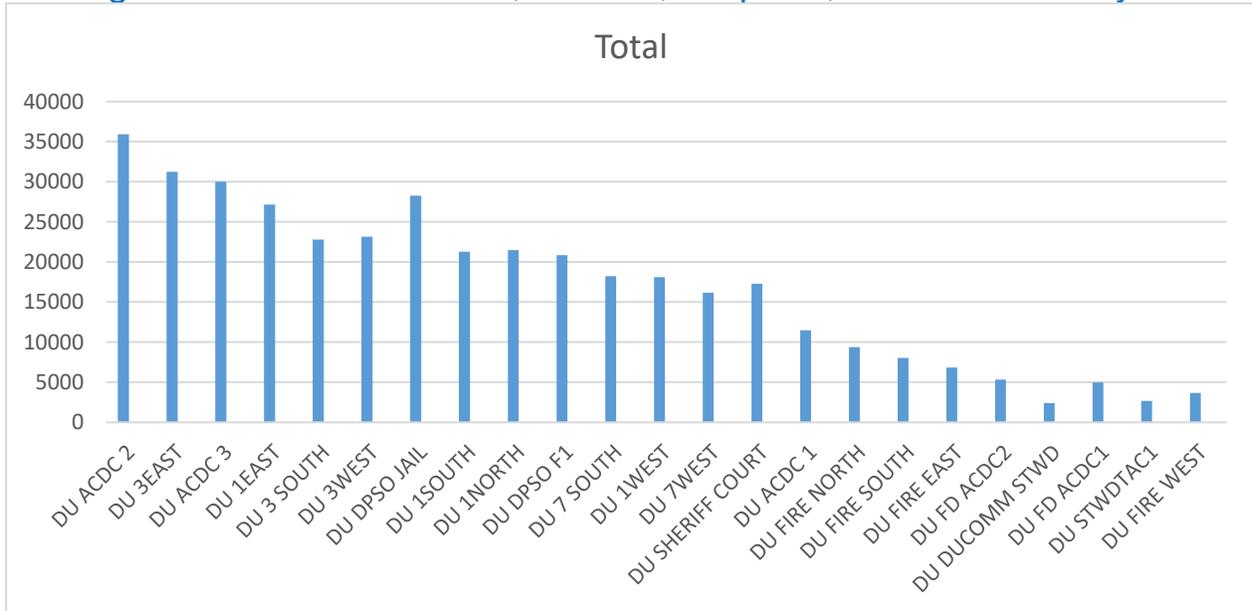
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DEDIRS Usage Report:

Talk Groups	Push To Talk Counts
DU ACDC 2	35938
DU 3EAST	31259
DU ACDC 3	30003
DU 1EAST	27162
DU 3 SOUTH	22799
DU 3WEST	23145
DU DPSO JAIL	28275
DU 1SOUTH	21296
DU 1NORTH	21474
DU DPSO F1	20855
DU 7 SOUTH	18240
DU 1WEST	18094
DU 7WEST	16182
DU SHERIFF COURT	17266
DU ACDC 1	11485
DU FIRE NORTH	9368
DU FIRE SOUTH	8024
DU FIRE EAST	6848
DU FD ACDC2	5318
DU DUCOMM STWD	2401
DU FD ACDC1	4976
DU STWDTAC1	2674
DU FIRE WEST	3664
Grand Total	477401



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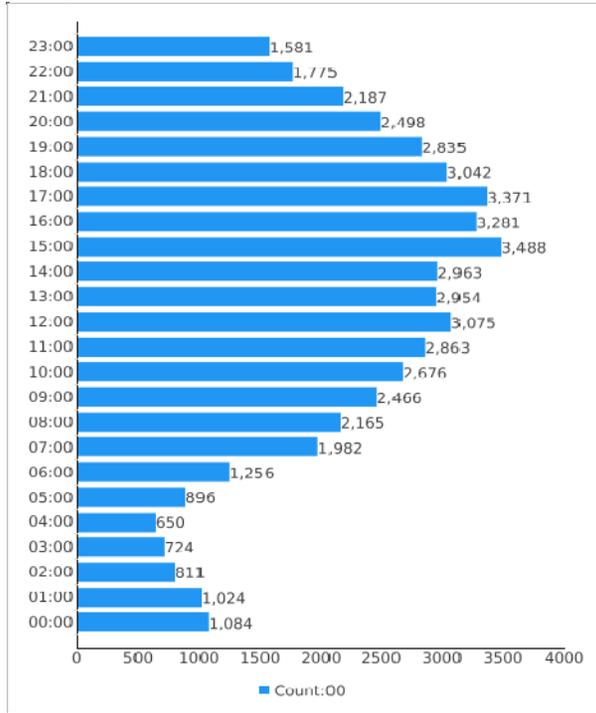


ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 02-01-2024 12:02:29 AM and 02-29-2024 11:57:05 PM

Calls by Hour

Total: 51,647



Calls by Response Code

Response Code	Total	
0	No Active Paths	0
1	One Path OK	530
2	Both Paths OK	51,065
7	Manual Query Denied	0
9	Record Not Found	52
Total		51,647

Calls by Query Type

Query Type	Total	
I	Initial	24,433
M	Manual	37
R	Repeat	27,177
T	Test	0
Total		51,647

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	104
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	47,616
U	Uninitialized Call [911-XXX-XXXX]	3,927
Z	Seizure with no ANI [000-0000]	0
Total		51,647

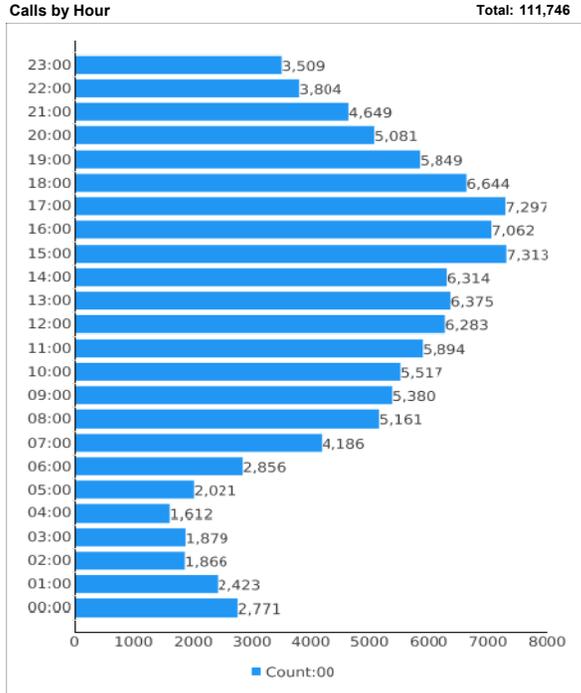
Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	26	26	0	0	52
0	Business OPX	0	0	0	0
1	Residence	420	1	6	427
2	Business	534	3	16	553
3	Residence PBX	0	0	0	0
4	Business PBX	64	0	2	66
5	Centrex	7	0	0	7
6	Coin 1 Way Ot	0	0	0	0
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	102	0	2	104
C	VoIP Residence	0	0	0	0
D	VoIP Business	4	0	1	5
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	3,497	0	491	3,988
H	Wireless	16,120	5	26,526	42,651
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	3,651	2	129	3,782
X	TEXT TO 911	0	0	0	0
Total	24,425	37	27,173	0	51,635

Calls occurring between: 02-01-2024 12:02:29 AM and 02-29-2024 11:57:05 PM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2024 12:00:04 AM and 03-01-2024 04:54:01 AM



Calls by Response Code

Response Code	Total	
0	No Active Paths	2
1	One Path OK	2,543
2	Both Paths OK	109,053
7	Manual Query Denied	0
9	Record Not Found	148
Total		111,746

Calls by Query Type

Query Type	Total	
I	Initial	53,081
M	Manual	110
R	Repeat	58,555
T	Test	0
Total		111,746

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	227
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	104,668
U	Uninitialized Call [911-XXX-XXXX]	6,851
Z	Seizure with no ANI [000-0000]	0
Total		111,746

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	67	65	16	0	148
0	Business OPX	0	0	0	0
1	Residence	1,060	14	34	1,108
2	Business	1,046	14	26	1,086
3	Residence PBX	0	0	0	0
4	Business PBX	142	2	5	149
5	Centrex	16	0	0	16
6	Coin 1 Way Ot	0	0	0	0
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	219	0	8	227
C	VoIP Residence	0	0	0	0
D	VoIP Business	10	0	1	11
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	7,186	1	1,012	8,199
H	Wireless	35,603	11	57,173	92,787
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	7,721	3	276	8,000
X	TEXT TO 911	0	0	0	0
Total	53,070	110	58,551	0	111,731

Calls occurring between: 01-01-2024 12:00:04 AM and 03-01-2024 04:54:01 AM

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/01/2024 09:43:18 AM

Grouping: Site & Call Origin

Date Range: 02/01/2023 12:00:00 AM - 02/29/2024 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	364,858	133,006	231,852	0	7,658	110,203	11,492	0	3,653	0	9,176	00:00:04
	Internal	24,727	0	24,727	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	104,411	0	104,411	0	0	0	0	0	0	104,411	0	00:00:00
	Total	493,996	133,006	360,990	0	7,658	110,203	11,492	0	3,653	104,411	9,176	00:00:04
DU-COMM	Incoming	748,173	298,119	450,054	0	15,810	228,523	49,984	0	3,802	0	19,618	00:00:05
	Internal	116,969	0	116,969	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	178,850	3	178,847	0	0	0	0	0	0	178,850	0	00:00:00
	Total	1,043,992	298,122	745,870	0	15,810	228,523	49,984	0	3,802	178,850	19,618	00:00:05
Total		1,537,988	431,128	1,106,860	0	23,468	338,726	61,476	0	7,455	283,261	28,794	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/01/2024 09:45:41 AM

Grouping: Site & Call Origin

Date Range: 02/01/2024 12:00:00 AM - 02/29/2024 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	2,295	2,295	0	0	56	2,048	191	0	0	0	0	00:00:04
DU-COMM	2,403	2,403	0	0	27	2,228	148	0	0	0	0	00:00:05
Total	4,698	4,698	0	0	83	4,276	339	0	0	0	0	00:00:05

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/01/2024 09:40:43 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 02/29/2024 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	390,391	141,880	248,511	0	8,163	117,678	12,303	0	3,736	0	9,709	00:00:04
	Internal	26,549	0	26,549	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	112,494	0	112,494	0	0	0	0	0	0	112,494	0	00:00:00
	Total	529,434	141,880	387,554	0	8,163	117,678	12,303	0	3,736	112,494	9,709	00:00:04
DU-COMM	Incoming	800,740	318,748	481,992	0	17,194	244,274	53,349	0	3,931	0	20,829	00:00:05
	Internal	125,330	0	125,330	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	191,770	3	191,767	0	0	0	0	0	0	191,770	0	00:00:00
	Total	1,117,840	318,751	799,089	0	17,194	244,274	53,349	0	3,931	191,770	20,829	00:00:05
Total		1,647,274	460,631	1,186,643	0	25,357	361,952	65,652	0	7,667	304,264	30,538	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/01/2024 09:44:40 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 02/29/2024 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	5,101	5,101	0	0	132	4,547	422	0	0	0	0	00:00:04
DU-COMM	5,329	5,329	0	0	70	4,949	310	0	0	0	0	00:00:05
Total	10,430	10,430	0	0	202	9,496	732	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)		Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed		04/22/20	Consensus	N/A	N/A	N/A	N/A	
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed		03/16/20	Consensus	N/A	N/A	N/A	N/A	
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development			Research	N/A	N/A	N/A	N/A	
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	Closed		03/15/22	Consensus	N/A	N/A	N/A	N/A	
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed		03/16/20	Consensus	N/A	N/A	N/A	N/A	
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed		08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed		03/16/20	Consensus	N/A	N/A	N/A	N/A	
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development			Consensus	N/A	N/A	N/A	N/A	
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed		04/08/20	Consensus	N/A	N/A	N/A	N/A	
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed		10/06/20	Consensus	N/A	N/A	N/A	N/A	
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed		01/23/20	N/A	N/A	Consensus	N/A	N/A	
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed		01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed		03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate 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 formatting 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 time.	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	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 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 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 alarlm 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												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			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/four digit abbreviation for the Railroad	Closed		02/05/21			Consensus										
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed		08/11/22												Consensus	
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed		08/11/22												Consensus	
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed		08/11/22			Consensus									Consensus	
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed		08/11/22			Consensus									Consensus	
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed		07/28/22			Consensus									Consensus	
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed		08/11/22			Consensus									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	In Process/Testing														Consensus	
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed														Impasse	
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed		15-Nov-22													Impasse
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									Consensus	
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed		18-May-23			Consensus									Consensus	
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed		18-May-23			Consensus									Consensus	
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed		5-Sep-23			Consensus										
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed		5-Sep-23													
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed		7-Nov-23			Consensus										
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Pending Research					Consensus										
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	In Process/Testing					Consensus										
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	In Process/Testing					Consensus										

Rave 9-1-1 Suite

2024										
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	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March		0		0.00%						
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2024 Totals	25,848	60,743	187	7.96%	344	2,810	4	0	170	37,933

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

3/4/24 SUBMITTED BY IVAN SALGADO

MAINTENANCE

1 maintenance completed between 2/01/22 thru 2/29/24

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
15663833	Customer	ACL Update	Customer Inquiry	2/5/2024

SERVICE ASSURANCE

0 Tickets opened between 2/01/24 thru 2/29/24



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
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www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: February 28, 2024
RE: DuJIS RMS Monthly Update

Accomplishments:

- Data Sheet Refresh Subcommittee holding regular meetings.
 - Nearly all datasheets have gone through initial review.
 - Development has started.
- OCR 10.0/MFR project planning is ongoing.
 - County IT has made substantial progress on preliminary tasks.

Victories:

- New Funding Model implemented.
- Invoicing brought current.
- PRMS FAQ distributed and info session scheduled.
- IGA draft distributed to agencies.
- Lombard will begin using NIBRS Reporting Tool

Action Items:

- IGA
 - Produce final version for approval and distribute to agencies.
- NIBRS
 - Working to encourage 5 agencies still manually reporting to begin using the tool.
- Addison Axon project updates
 - Addison anticipates Go-live in summer 2024.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.
- Work with Hexagon to implement updates to both FBR and OnCall Analytics to address ongoing user complaints.



February Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	February 29, 2024

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	0	P2	0	P2	2
Below target	<input type="checkbox"/>	P3	18	P3	10	P3	6
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending February 29, 2024	
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.</p>

Support Activities	
Objectives Completed This Period	
1. Weekly meetings were held. No Onsite meetings were held this month.	
2. <u>17</u> support tickets were resolved in the month of February 2024.	
3. Several of the CRs are resolved in later versions of CAD - Upgrade in progress	
Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding #	
Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)	
1. 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:	02/09/2024
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Don Ehrenhaft, Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
Closed Cases (14)			
00212774	Install NIBRS Update (2.3.2401) to PROD environment	RSA	CLOSED
00212789	incident does not appear in RMS but the CFS does and iNetviewer shows the incident	RSA / RMS Interface Support	CLOSED
00213058	Obtain and stage Xalt licenses for Hexagon Interface Team – OCR 10.X pre-production environment.	RSA	CLOSED
00185797	Juvenile contact OCR validation reverts back to not validated in NIBRS client (Wheaton PD) (Fixed in 2.3.2401)	RSA / NIBRS Support	CLOSED
00191909	Village of Medinah not in city list. (Fixed in 2.3.2401 City validation turned off.)	RSA / NIBRS Support	CLOSED
00065074	No Purvis tones went off for Tristate units dispatched. (Fixed in H1 2020 & will be covered in CAD upgrade.)	RSA / Support	CLOSED
00018093	Install EdgeFrontier on backup site (Will be handled in CAD upgrade.)	RSA / CAD Upgrade Team	CLOSED
00136319	BOLOs are no longer returning during MPS queries. (Duplicate of 00006232. Will be handled there.)	RSA / Support	CLOSED
00006940	Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.	RSA / DuPage	CLOSED
00132255	Units disappearing from screen. (Fixed with Windows Updates. Previously broken by a windows update.)	RSA / Support	CLOSED
00210524	Unable to create case number in MPS (No response from Bartlett PD.)	RSA	CLOSED
00213600	Some agencies receiving an error when installing NIBRS client (Solved by turning off anti-virus and providing zip file with shorter path.)	RSA	CLOSED
00191450	CAD position 16 crashed while sitting idle (The exception suggests that another application, such as antivirus, had a lock on a file that CAD was attempting to manipulate.)	RSA / Support	CLOSED
00194797	DUC-CAD20 CRASH (The exception suggests that another application, such as antivirus, had a lock on a file that CAD was attempting to manipulate.)	RSA	CLOSED
High Priority Items			
LEADS 3.0 Interface	LEADS 3.0 Interface Continue to conduct working and testing sessions to verify functionality of the numerous LEADS queries and custom forms.	RSA / Hexagon / DuPage	In-Process



RSA Weekly Status Report: RMS/CAD



	More testing the week of Jan 29 th . After a working session will be scheduled with HxGN implementor prior to setting a go-live date for the LEADS 3.0 interface. Testing documentation results forwarded to LEADS 3.0 SMEs. Will schedule a working session with them as soon as possible to finish work.		
00212789	incident does not appear in RMS but the CFS does. (Solved by modifying a filter for Bartlett PD units in a CAD to RMS interface.)	RSA / RMS Interface Support	CLOSED
00212774	Install NIBRS Update (2.3.2401) to PROD environment	RSA	CLOSED
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00205672	Geocode feature not functioning properly 01/04/2024 - Duplicate case. This will be merged with SF 00102630. This is now affecting all agencies.	RSA / Support	In-Process
00203010	Incident Numbers not showing in OCA 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. "mastlocation auto-combine job is causing data warehouse records to reference deleted locations" <i>(Slated for 2309.3 release in MAY)</i>	RSA / Support/ GTC	In-process
00207514	iTouch interface error reading NIST file 01/22/2024 - Worked with Tim Forsberg today. A small 1ms delay was placed in the interface as a method to stop these random iTouch import errors. DuPage notified, asked to monitor the LiveScan imports and notify me if there are any problems. 01/25/2024 – additional improvements to be implemented on Monday, JAN 29.	RSA / Support	In-Process

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021)	FBR: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	SSRS 2017 (using 2103 rdl)
OCA: 2212 (newest available ver. is 2309)	OCA: n/a
OCR: Version: 03.07.2104 (newest available ver. is 2310)	OCR Version: 03.07.2104 (newest available ver. is 2304)
NIBRS: 02.03.2308.0002	NIBRS: 02.03.2308.0002
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	IFCADRMSLINK: Version 09.04.0.40121 (Most recent refresh completed on 07/22/2022.)



RSA Weekly Status Report: RMS/CAD



Action Items

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

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	In-Process	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 Waiting on Customer	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.
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



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?



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> <p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p>



RSA Weekly Status Report: RMS/CAD



					<p>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.</p>
<p>00006934 <i>(OnCall Records)</i></p>	<p>P-3 MED</p>	<p>Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports</p>	<p>HxGN ONCALL RECORDS – FIELD BASED REPORTING</p>	<p>Escalated</p>	<p>3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. 12/01 – Gathering data.</p>
<p>00006935 <i>(OnCall Records)</i> AZDO 509323</p>	<p>P-3 MED</p>	<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>	<p>HxGN ONCALL RECORDS – FIELD BASED REPORTING</p>	<p>RSA / Support</p>	<p>10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. 12/06/2023 - UPDATED CASE PROBLEM. I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. SO... The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.</p>



RSA Weekly Status Report: RMS/CAD



<p>00089873 <i>(Informer)</i></p>	<p>P3- MED</p>	<p>Informer Does Not run VIN Correctly</p>	<p>HxGN CAD I/Dispatcher</p>	<p>GPC</p>	<p>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.</p>
<p>00097922 <i>(Informer)</i></p>	<p>P3- MED</p>	<p>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.</p>	<p>Informer</p>	<p>RSA / Support</p>	<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. 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</p>



RSA Weekly Status Report: RMS/CAD



<p>00102630</p>	<p>P3-MED</p>	<p>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. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i></p>	<p>FBR</p>	<p>RSA / Support</p>	<p>10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues. 02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.</p>
<p>00143796</p>	<p>P-3</p>	<p>Getting Error sending a message to a few Dynamic message groups in dispatcher.</p>	<p>I/Disp</p>	<p>RSA</p>	<p>06/01/2023 – reviewed logs. Unable to find a cause.</p>
<p>00143821</p>	<p>P-3</p>	<p>'EX-DATING RELATIONSHIP' causes error in FBR validation</p>	<p>FBR</p>	<p>RSA / Support</p>	<p>06/14/2023 - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.</p>
<p>00148234</p>	<p>P-3</p>	<p>Recommend Issue</p>	<p>I/Disp</p>	<p>RSA</p>	<p>06/01/2023 - Issue appears to be center line point related resulting from a map update. This problem has occurred in the past. Will review other cases to confirm.</p>
<p>00181622</p>	<p>P-3</p>	<p>Can a Drivers license field be added to the supplemental information page?</p>	<p>I/Netviewer</p>	<p>RSA</p>	<p>11/06/2023 - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. 02/09/2024 - Escalated to GTC.</p>



RSA Weekly Status Report: RMS/CAD



00194607	P-3	DUC-CAD03 FREEZE when sending a message	I/Disp	RSA	11/15/2023 – unable to locate logs. Requested logs from ETSB CAD Team.
00207514	P-3	iTouch interface error reading NIST file	Xalt	RSA / Support	<p>01/22/2024 - Worked with Tim Forsberg today. A small 1ms delay was placed in the interface as a method to stop these random iTouch import errors. DuPage notified, asked to monitor the LiveScan imports and notify me if there are any problems.</p> <p>01/25/2024 – additional improvements to be implemented on Monday, JAN 29.</p> <p>02/07/2024 – Will re-evaluate log file data the week of FEB 12 and make modifications as needed from needed new logfile data.</p>

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.



RSA Weekly Status Report: RMS/CAD



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	