



Emergency Telephone System Board of DuPage County Monthly Report

May Board Meeting

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

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

Work continues on the administrative rules and preparation for the statute in its sunset year in 2023. The Board has received the meeting notes from the April 17 meeting. The meeting notes included the ETSA legislative language which was filed April 21 under HB3490. As of this report, the last action on HB3490 was April 27, senate floor amendment No 2, Recommend Do Adopt Energy and Public Utilities, 009-000-000.

There was no language added to ETSA for non-home rule counties regarding the gap in legislation indicated in the State's Attorney memorandum regarding Des Plaines. Any language proposed by ISP to clean up this gap would be presented to the SAB for review and comment like any other legislation. The earliest this could be up would be the 2023 veto session.

Remaining schedule SAB meeting dates for 2023:

May 15, 2023
June 26, 2023
July 17, 2023
August 21, 2023
September 18, 2023
October 30, 2023
November 20, 2023
December 18, 2023

Staffing

On the agenda this month is an approving resolution of the ETSB Data Analyst position. Working with County HR, ETSB has made a conditional offer to this candidate. The candidate is still in the process of the required County background and reference checks, and a resume has been provided to the Board. Staff recommends approval of this person for this position pending successful completion of background and references.

Consolidation

As indicated in the 911 Services Advisory Board section, no language was added to ETSA for non-home rule counties regarding the gap in legislation indicated in the State's Attorney memorandum regarding Des Plaines. Staff continues to work through questions submitted, however, since the ETS Board is unable to move forward with Des Plaines statutorily, this work is a lesser priority than other projects for the near future.

With respect to the consolidation policy, the Board received background information from staff and the States Attorney's office regarding consolidation policy history and questions posed by the Board for discussion.



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Policy:

There are two policies for consideration on the May agenda.

911-005.8: DEDIR System Subscriber Unit Requirements: This policy has been reviewed and reworked by the PAC. The Board received a redlined copy of this policy which may have been difficult to follow because of the significant reorganization of the language. The major changes include listing the approved radios, radio requirements, and ETSB provided accessories including part numbers in appendices (final version) versus within the policy to allow PAC to add approved accessories and radios as requested and reviewed.

Previous boards elected not to include batteries, but when the purchase of replacement radios was delayed, the ETS Board elected to assume the cost of the batteries. It is the recommendation of the PAC for ETSB to continue to provide batteries.

The cost of the batteries as of this report is:

APXNext (Police)	\$181.08 each	Fleet: \$217,296
APXNext XN (Fire)	\$208.05 each	Fleet: \$229,688

Batteries have a life cycle of three years generally. ETSB will keep a supply available utilizing the open purchase order and replace batteries as needed while the life cycle is assessed. A complete replacement is not currently in the budget projection. If approved, staff will add the complete replacement cost into the budget in FY25.

APX7000 batteries, when available were: \$102.69

APX7000XE certified batteries are no longer available. Aftermarket batteries are: \$132.66

The PAC voted all in favor to recommend approval to the ETS Board.

911-026: CAD Interface Funding: Phase 2 of the DuPage Justice Information System (DuJIS) has been evolving since “go live” in 2019. Recently several agencies have requested interface connections to the Hexagon CAD system for applications that cannot be supported with 9-1-1 surcharge funds. One of the challenges in providing interface assistance to user agencies is the ability to move more quickly to meet their needs.

ETSB and PSAP staff have spent considerable time considering how to provide access for “real-time” applications for cameras, incident command, etc. for all agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.

Under the change order section of this report, there is additional information about the recommended funding for interfaces.

This policy is for the use of ETSB funds for interfaces for applications that do not qualify for 9-1-1 surcharge but will be reimbursed by requesting agencies in a similar manner as police report writing (RMS), fire station alerting additional purchases (FSA), and additional radios for DEDIRS. A Memorandum of Understanding (MOU) is also part of this policy. Both documents have been reviewed by the State’s Attorney’s Office. There will be an amendment to the policy and/or the MOU to account for shared costs between users. The complexity of shared users for this financial process and the audit trail necessary with surcharge funds has yet to be completely vetted by finance, auditor



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and staff, but staff did not want to delay this process any further for the three pending requests. How to work out the costs will be under discussion with the initiating agency and the agencies who wish to join after the fact.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. 72 APX7000/7000XE radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System.

Twenty-five (25) of these radios are requested for purchase by the Wyoming Community Fire Protection District at a cost of \$500.00 each. Because the total value of the sale is between \$10,000-\$24,999.99, approval of the sales contract will go on the DuPage County Finance Committee agenda on May 23 after approval at the ETS Board on May 10. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 54107: Proceeds for sale of assets, per the Finance Department.

Travel and Training:

On the agenda this month is one training/travel adjustment request.

National NENA Conference: Authorization to travel for the National NENA Conference was approved on the April 12 agenda. ACDC has requested their attendees return home on June 21 as opposed to June 20 as the schedule has listed "breakout sessions" which include training and continuing education credits for the attendees. This request is an adjustment of the dates of travel only; there is no monetary adjustment needed from the previously approved amount of \$2,500 per attendee.

Procurement / Major Contracts

Insight Public Sector: Purchase Order 923010

On the agenda is a recommendation for the approval of a contract to Insight Public Sector PO 923010 to provide 500 GTS H7038IS-LI portable radio batteries for the APX7000XE fire radios per lowest responsible Bid 23-052-ETSB. Aftermarket batteries for the APX7000XE radios are becoming available to replace existing batteries in the field during the gap for deployment of the new APXNext XN radios for fire. Any batteries remaining when the replacement fire radios are deployed can be sold. Seven (7) bid invitations were sent, three (3) vendors requested bid documents, and as of the close date of April 11, there were two (2) responsible bidders. The third vendor was deemed unresponsive as the battery they provided as a sample did not meet the bid specifications. Total amount of \$66,330.00.

Hexagon Safety & Infrastructure: Purchase Order 923011 Time and Material funds for Interfaces Recommendation for approval to create a time and material expense line which would allow agencies to proceed with their interfaces more quickly. Staff recommends a starting point of \$150,000 as most interfaces have been quoted at \$30,000 +/- . There are three requests currently pending. The contract would have a one-year time frame with the option to renew or extend the term if funds are still available. ETSB would make the initial payments and bill the user agency in arrears. If the ETS Board agrees, a payment plan could be put in place with the MOU for the interface for agencies. Since ETSB will be reimbursed, this will be a budget neutral cost, although funds would be obligated for this purpose.



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These interfaces are reviewed by Tech Focus Group to ensure stability of the system.
Total amount of \$150,000.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 787.30	\$ 29,212.70
FY23 Dell	\$ 30,000.00	\$ 2,115.50	\$ 22,884.50
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00

Budget Transfers:

Requested transfer of funds for FY23 from 4000-5820-53828 (Contingencies) to 4000-5820-53808 (Statutory and Fiscal Charges) for management fees associated with the ETSB investment accounts made through the County Treasurer's Office. Further details can be found below under the Bills List FY23 header.

Total amount of requested transfer: \$4,242.89 for a new account total of \$4,242.89. This is a new account line within the ETSB budget.

Requested transfer of funds for FY23 from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery Equipment/Parts) to cover the charges of 500 APX7000XE fire batteries per Bid 23-052-ETSB.

Total amount of requested transfer: \$70,000.00 for a new account total of \$130,000.00.

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

Internal Payments

Total for Fund 5820: \$4,242.89. The County Treasurer's Office utilized the investment services of William Blair & Company for ETSB funds but changed to another vendor in FY22. Until the closeout, management fees were subtracted from disbursements. An invoice in the amount of \$4,242.89 was received and paid by the Treasurer's Office for fees related to the closing of the ETSB account. This transfer is to reimburse those fees to the Treasurer.

External Payments FY23

Total for Fund 5820 for May 10 bills list: \$341,232.79.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,168,987.01

The January 2023 surcharge was received on May 1 in the amount of \$1,160,437.01.

Also received this month was a payment from the Glenside FPD for their purchase of optional equipment on the Fire Station Alerting (FSA) System in the amount of \$8,550.00.



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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.

FSA Maintenance Reimbursement Costs by Agency

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

9-1-1 CORE SYSTEM MANAGEMENT

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: In preparation for the move to NG-9-1-1, the State completed an audit and requested a separation of polygon boundaries by PSAPs. County GIS is working to provide the State the updates.

State of Illinois Text to 911:

No additional information to report this month on this topic.

ANI/ALI circuit DU-COMM:

On April 8, it was reported that ANI/ALI was being intermittently received at DU-COMM. ANI/ALI is the caller's location and telephone number. Initially, it appeared to be limited to some wireless carriers. AT&T responded out and found that the primary circuit was down and the secondary circuit was bouncing in and out of service. The secondary circuit was stabilized on April 11 and a work



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order was created to move the primary circuit to a new carrier (physical piece of copper). Both lines were back in service and remained stable as of April 14.

On April 19, DU-COMM reported that some ANI/ALI information was coming in with missing or incorrect character in the display. AT&T responded out and determined that one of the circuits was coming in at a decibel level higher than was expected. They did not find any definitive trouble, but verified and adjusted tones. DU-COMM reported that the problem was very intermittent and an AT&T Technician was dispatched to sit onsite to attempt to catch the problem live on April 28. On May 2, AT&T identified a circuit that they believe was the source of the issue. The circuit was taken out of service and no new issues have been identified. On May 4th AT&T replaced the ALI modem and DU-COMM technician staff confirmed the data was good. The circuit and modem will be monitored and the resolution center will be notified if issues should arise.

Phantom call on two trunks at DU-COMM:

On April 11, DU-COMM reported that phantom calls were ringing into the system every 7 minutes on two trunk lines. A ticket was opened with AT&T and the two affected trunks were taken out of service on April 14. AT&T investigated the network and determined that the two circuits needed to be moved off the common carrier (physical piece of copper) which was believed to be the problem. This issue was resolved on April 18.

Customer Premise Equipment (CPE):

The kickoff meeting for the upgrade, and separation, of the phone system is scheduled for Monday, May 8 at 1pm. The meeting will include PSAP representatives, ETSB staff, and vendor subject matter experts from AT&T and Motorola. The intent of the meeting is to review the scopes of work that were presented to the PSAPS and to work towards finalizing a timeline and project plan.

Logger:

The kickoff meeting for the replacement of the NICE logger system was held on Monday, May 1 at 1pm. The meeting included PSAP representatives, ETSB staff, and vendor subject matter experts from Eventide and Motorola. The intent of the meeting was to review the resources that were to be recorded and to work towards finalizing a timeline, project plan and site visits.

DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	147	127	39	36	7	8	0	0
MPS	224	208	7	5	4	0	0	0
Total	371	335	46	41	11	8	0	0

Interface configurations:

A supplemental memo has been provided that provides more detail on interfaces. The below interfaces are the in-process requests for which the Hexagon time and material change order is on the agenda.

FUSUS: (Oak Brook PD) A project board has been completed and shared with internal and external team members. The FUSUS device has been configured and will be installed on the ETSB network



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once the change order is complete. 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.

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) First Arriving is the third interface that is currently in development and is also 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.

NetMotion (Absolute Secure):

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	18	18	2	2	0	0	0	0

Hardware/Software update: ETSB staff successfully completed windows updates on both the primary and secondary side of VMware. VMware is the software that manages the virtual servers used in the CAD/RMS system.

Based on Tech Focus Group PSAP tech's availability, ACDC CAD workstations were patched in April. DU-COMM workstations are scheduled to be patched in May.

Cybersecurity:

There were no cybersecurity alerts on the CrowdStrike Falcon software during this reporting period.

ETSB has a retainer for cybersecurity services that expired in April and has been contracted for an additional year. Since ETSB did not require any reactive measure from CrowdStrike, the Tech Focus Group reviewed the catalogue of proactive services and recommended a virtual environment assessment. CrowdStrike is currently reviewing the system and compiling information for a report. This report will contain any cyber threat vulnerabilities and a review of the configuration for best practices. The exercise is expected to take 3 weeks.

Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	61	57	12	14	14	0	0

Since the completion of SCU updates in March, ETSB and Purvis have been tracking reports of error message pop-ups appearing on monitors. These pop-up error messages do not impact the



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performance of the system. Purvis is reviewing the Microsoft system logs of the agencies that have reported the messages to determine the root cause.

Geographic Information Systems (GIS) Data:

Year to Date			Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	291	243	48	16	32	0	4	38	0	0

Lombard project:

Lombard and DU-COMM staff are finalizing a review of the update. County GIS has made the final adjustments and the project is anticipated to be completed at the May map push.

GIS update policy review:

Tech Focus Group and CAD Focus Group members reviewed the policy to ensure updates to the map can accommodate large scale projects while still accounting for the established cadence for routine updates. At this point the policy is still under review.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
120	1	3	0	10

New Memos:

There were no new memos created during the previous month.

Memo Updates:

Memo # 119 Recall Dispatch. The FSA Focus Group came to a consensus to add a dispatch recall button on a 30-trial basis. ETSB staff has mocked up the button placement on the MPS screen for the FSA group to review. The 30-day trial will begin once the button location has been approved.

Memo # 120 Resync Units and Events. The FSA Focus Group came to a consensus to add a resync units and events button on a 30-trial basis. ETSB staff has mocked up the button placement on the MPS screen for the FSA group to review. The 30-day trial will begin once the button location has been approved.

Closed Memos:

Memo # 118 Strobe Light Timing. Closed: May 4, 2023

The FSA Focus Group came to a consensus to recommend a review of the wiring in the station to facilitate lengthening the time lights in the bunk room will remain on. The wiring at Itasca was revised and the lights are now staying activated longer.

Memo # 117 UE Delta Programming. Closed: May 4, 2023

The FSA Focus Group came to a consensus to close out this memo. A 30 day trial period was successfully and the UE Delta Service has been stable.



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DuJIS PRMS:

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

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIRS Radio Replacement

Intergovernmental Agreement: ETSB has asked agencies to review their equipment and make any final adjustments in preparation for the change order to the radio purchase contract. This date was extended based on questions from users. Once any additional equipment is finalized, the DU-COMM IGA can be finalized and adjustments made to any other agreements as needed.

The following information was also provided to users on April 27, 2023 via a Zoom meeting. Roughly 63 attendees logged onto the meeting.

Firmware Update:

The firmware update has been successfully deployed to all APXNext radios that have been active on the system. APXNext radios of users that were on vacation or have not been active since the firmware push will need to complete the update when the radio is back online.

One item was noted: After the firmware was updated, alias names reverted to the Starcom ID temporarily. After a few uses the updated alias list will populate on the radio.

APXNext XN Remote Speaker Microphone (RSM):

Motorola will be replacing the defective XN RSMs. The Mics were received the week of April 17. During Fire Standardization Focus Group, Chief Tanner asked about the root cause of the failure and the repair. The following information in italics was supplied by Motorola.

Motorola response on April 9 which created additional questions.

Symptom: XN RSM mic volume control:

- may spontaneously ramp volume up or down - without the lever being touched by the RSM wearer/user*
- may not result in an RSM speaker acoustic level change upon the lever actuation up or down ("does not work")*
- may result in inconsistent (occurs/does not occur) volume level changes upon successive volume lever actuations*

Symptom Causes:

- water getting into the XVN RSM volume control lever area is the manner in which the symptoms were caused*

Action/Resolution:

- RSMs that demonstrated the symptom were analyzed in the engineering test lab (Penang) for root cause.*
- The source of the leak around the volume control lever was identified and a new corrective seal was designed and tested in the engineering test lab. Replacement XVN500 RSMs are being built in the factory with this new corrected volume control seal.*



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Expected Shipment: May 1st

Received from Motorola on April 26.

Below are some additional details on the XN RSM mic resolution.

1.) What exactly was changed to correct the issue and what are the additional details surrounding the Motorola lab testing to ensure the problem was corrected.

The root cause was the adhesive used to seal the volume lever electrical switch from water penetration. Over large quantities of units, the adhesive did not perform consistently. Motorola was able to replicate the condition through a series of tests different than and in addition to the tests against which the original product was certified. The condition has been resolved by a change of volume switch adhesive that is also used elsewhere in the RSM to prevent water penetration. Motorola used the new series of tests plus the standard immersion tests to prove the adhesive change was successful. In addition, Motorola sampled and tested without failure the 1300+ units built in the factory with the volume switch adhesive change to ensure consistent performance.

2.). Are the microphones going to go back through the NFPA testing lab now that they have a new design to mitigate the water issue to be recertified. If not, why is that?

The adhesive change was reviewed by the NFPA regulatory certification body and their decision was that the XN RSM mic with the adhesive change did not require resubmission/recertification. For NFPA certified products, this is the standard procedure to determine what if any recertification is required for a product change.

The above information was also provided to the ETSB Board Fire Rep, Erik Kramer and The DuPage Fire Chiefs Association leadership for distribution. The above information was also provided to the FSA Focus Group on Thursday, May 4.

The information above provided by Motorola was read into the record at the PAC meeting to be made part of the minutes.

APX7000 Airtime and decommissioning for Police:

ETSB owned: Motorola will be turning off the airtime for all ETSB and Agency owned legacy APX7000 radios on June 1st. All ETSB APX7000 radios will not be able to access any encrypted channels once encryption is enabled. Agencies were asked open a Zendesk ticket with the serial number and asset tag number of any ETSB radios that need to remain online.

Agency owned: Any APX7000 that are agency owned should be upgraded for encryption if they will be used to access encrypted channels. Agencies were asked open a Zendesk ticket with the serial number of agency owned radios that need to remain online.

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 open a Zendesk ticket once the new radios are installed and for ETSB owned radios to be returned.



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APX7000 and APX7000 XE End of Life/End of Support:

Motorola has announced that the APX7000 series support is ending on June 30, 2023. Agencies were asked to submit a Zendesk ticket for radios that require repairs, they must be turned into the Depot prior to the June 30 date. However, several APX7000 series radios that have been sent to the depot have been returned without repair for lack replacement parts.

APX7000 Police radios for return:

ETSB will be sending out an equipment list of ETSB owned radios assigned to an agency with instructions. Agencies were asked to submit a Zendesk ticket to schedule dropping off the radios once they have received and completed the inventory list.

Last call for DEDIRS Radio changes deadline adjusted to May 15, 2023:

There was some confusion about what was covered in this deadline. All DEDIRS radios changes for both police and fire are due by May 15.

Fire Focus Group Template meetings:

The Fire Focus Group has developed the fire radio template and instructions to be used by each agency to select the resources that will be programmed into the radios. Each agency's point of contact received an invite to an in-person meeting at OHSEM to review the template and instructions. The first three meetings have been held. Fire Focus Group members were in attendance to answer any questions and provide assistance to users. The remaining meetings are scheduled for May 8, 15 and 16.

APX7000 Maintainer:

The DU-COMM monthly maintainer report is provided at the end of this report.

Policy Advisory Committee (PAC):

The PAC meeting was held on Monday, May 1 at 8:15am.

Initial discussion was held on the final talkgroup list. It was determined that the Fire Focus Group inadvertently provided an incomplete list for distribution. A corrected list was sent out after the meeting. While the Fire Focus Groups template meetings are continuing, there is still discussion at the PAC level on the talk groups and encryption. However, since there is a need to deploy the new fire radios and mics have been replaced, the goal of the Fire Focus Group is to utilize the first three talkgroup banks for existing talkgroup programming and 4-6 for the new changes in order to make the transition somewhat easier.

The Radio System Manager was able to program APXNext XN radios for the Fire Focus Group for testing during the first week of May.

WIFI for the mobiles is still in testing for future over the air programming.

In addition to the DEDIRS radio updates reported above the PAC discussed the following policy:

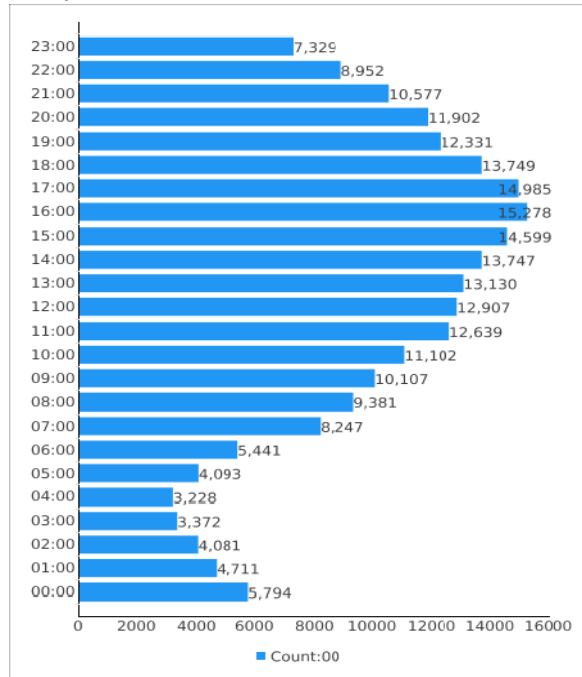
911-005.8: DEDIR System Subscriber Unit Requirements: See the policy discussion earlier in this report (page 2). The PAC were all in favor of recommending approval by the ETS Board of this policy.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 05-01-2023 04:57:05 AM

Calls by Hour

Total: 231,680



Calls by Response Code

	Response Code	Total
0	No Active Paths	23
1	One Path OK	36,232
2	Both Paths OK	195,087
7	Manual Query Denied	0
9	Record Not Found	341
Total		231,683

Calls by Query Type

	Query Type	Total
I	Initial	113,694
M	Manual	256
R	Repeat	117,734
T	Test	0
Total		231,684

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	632
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	218,946
U	Uninitialized Call [911-XXX-XXXX]	12,102
Z	Seizure with no ANI [000-0000]	3
Total		231,684

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	197	124	20	0	341
0	Business OPX	10	0	0	0	10
1	Residence	2,253	18	68	0	2,339
2	Business	2,341	52	40	0	2,433
3	Residence PBX	0	0	0	0	0
4	Business PBX	516	2	8	0	526
5	Centrex	31	0	0	0	31
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	597	0	36	0	633
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	7	0	3	0	10
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	17,412	9	3,083	0	20,504
H	Wireless	74,025	46	114,057	0	188,128
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	16,301	5	418	0	16,724
X	TEXT TO 911	0	0	0	0	0
Total		113,691	256	117,733	0	231,680

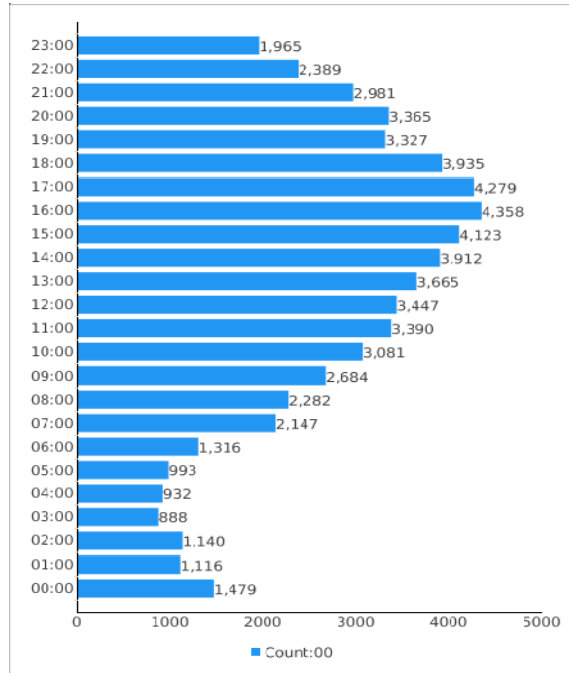
Calls occurring between: 01-01-2023 12:00:14 AM and 05-01-2023 04:56:42 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 04-01-2023 12:03:27 AM and 04-30-2023 11:59:54 PM

Calls by Hour

Total: 63,194



Calls by Response Code

Response Code	Total
0 No Active Paths	1
1 One Path OK	20,847
2 Both Paths OK	42,273
7 Manual Query Denied	0
9 Record Not Found	73
Total	63,194

Calls by Query Type

Query Type	Total
I Initial	31,244
M Manual	98
R Repeat	31,852
T Test	0
Total	63,194

Calls by Call Type

Call Type	Total
A Anonymous Call [911-0000]	162
E ESCO [911-0XXX]	0
S Standard ANI Received [NXX-XXXX]	59,659
U Uninitialized Call [911-XXX-XXXX]	3,370
Z Seizure with no ANI [000-0000]	3
Total	63,194

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	46	25	2	0	73
0 Business OPX	1	0	0	0	1
1 Residence	565	12	17	0	594
2 Business	574	25	11	0	610
3 Residence PBX	0	0	0	0	0
4 Business PBX	107	0	1	0	108
5 Centrex	10	0	0	0	10
6 Coin 1 Way Ot	0	0	0	0	0
7 Coin 2 Way Out	0	0	0	0	0
8 Mobile	0	0	0	0	0
9 Residence OPX	0	0	0	0	0
A Cust Owned Coin Telephone	0	0	0	0	0
B ESCO Failure	148	0	14	0	162
C VoIP Residence	0	0	0	0	0
D VoIP Business	1	0	3	0	4
E VoIP Coin/Pay Phone	0	0	0	0	0
F VoIP Wireless	0	0	0	0	0
G Wireless Phase 1	4,908	8	1,098	0	6,014
H Wireless	20,537	27	30,606	0	51,170
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	4,347	1	100	0	4,448
X TEXT TO 911	0	0	0	0	0
Total	31,244	98	31,852	0	63,194

Calls occurring between: 04-01-2023 12:03:27 AM and 04-30-2023 11:59:54 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/03/2023 07:56:40 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 04/30/2023 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	105,375	38,190	67,185	0	2,062	31,455	3,484	0	1,189	0	3,052	00:00:04
	Internal	7,788	0	7,788	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	32,124	0	32,124	0	0	0	0	0	0	32,124	0	00:00:00
	Total	145,287	38,190	107,097	0	2,062	31,455	3,484	0	1,189	32,124	3,052	00:00:04
DU-COMM	Incoming	218,432	86,207	132,225	0	5,342	64,233	14,352	0	2,280	0	7,167	00:00:05
	Internal	33,736	0	33,736	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	52,973	1	52,972	0	0	0	0	0	0	52,973	0	00:00:00
	Total	305,141	86,208	218,933	0	5,342	64,233	14,352	0	2,280	52,973	7,167	00:00:05
Total		450,428	124,398	326,030	0	7,404	95,688	17,836	0	3,469	85,097	10,219	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/03/2023 07:53:22 AM

Grouping: Site & Call Origin

Date Range: 01/01/2023 05:00:00 PM - 04/30/2023 09:00:00 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	9,472	9,472	0	0	296	8,481	695	0	0	0	0	00:00:05
DU-COMM	10,068	10,068	0	0	221	9,134	713	0	0	0	0	00:00:05
Total	19,540	19,540	0	0	517	17,615	1,408	0	0	0	0	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/03/2023 07:58:06 AM

Grouping: Site & Call Origin

Date Range: 04/01/2023 12:00:00 AM - 04/30/2023 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	27,941	10,798	17,143	0	406	8,646	893	0	853	0	1,380	00:00:04
	Internal	1,897	0	1,897	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	8,701	0	8,701	0	0	0	0	0	0	8,701	0	00:00:00
	Total	38,539	10,798	27,741	0	406	8,646	893	0	853	8,701	1,380	00:00:04
DU-COMM	Incoming	58,380	24,442	33,938	0	1,564	17,552	3,687	0	1,639	0	3,123	00:00:05
	Internal	8,552	0	8,552	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	14,149	0	14,149	0	0	0	0	0	0	14,149	0	00:00:00
	Total	81,081	24,442	56,639	0	1,564	17,552	3,687	0	1,639	14,149	3,123	00:00:05
Total		119,620	35,240	84,380	0	1,970	26,198	4,580	0	2,492	22,850	4,503	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/03/2023 07:54:58 AM

Grouping: Site & Call Origin

Date Range: 04/01/2023 12:00:00 AM - 04/30/2023 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	2,526	2,526	0	0	74	2,280	172	0	0	0	0	00:00:04
DU-COMM	2,624	2,624	0	0	80	2,364	180	0	0	0	0	00:00:05
Total	5,150	5,150	0	0	154	4,644	352	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 exepenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog 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	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review			Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	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	reinroduce 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 informer history	Enhancement tot product development		Consensus						
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus					
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development		Consensus						
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus					
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development		Referred					Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus					
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus					
63	07/30/20	CAD	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 alarm 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 RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus					
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22				Consensus			
96A	07/12/21	FSA	Border Station Depth	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 rels	Add pre-planned rels 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	In-Process								
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 Division 10 in the CAD map	Closed	09/13/22		Consensus					
106	11/29/21	CAD	In-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus					
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed					Consensus			
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research								
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus					
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research								
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed					Impasse		Impasse	
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22							
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse			
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus					
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	New								
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	Pending Research								
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	Pending Research								
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Pending Research								

Rave 9-1-1 Suite

2023										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	24,873	58,452	225	7.64%	178	2,059	3	0	98	79,738
February	24,980	58,703	107	7.67%	146	1,878	3	0	75	69,954
March	25,095	58,973	264	7.71%	167	2,231	0	0	73	76,493
April	25,194	59,206	115	7.74%	188	2,697	1	0	123	77,875
May		0								
June		0								
July		0								
August		0								
September		0								
October		0								
November		0								
December		0								
2023 Totals	25,194	59,206	711	7.67%	679	8,865	7	0	369	304,060

Motorola Monthly Incident Report
April 2023

Ticket ID	Priority	Title	Site name	Resolution	Date modified	Status
INC000007414684	Priority 2	NICE_Getting red Ex on the secure resource on the Ducomm side.	Du-Comm Disp Center_(NICE)	Decrypt Check box not Checked Calls Verified and Case Resolved 1. NICE_Getting red Ex on the secure resource on the Ducomm side. 2. Analysis: Unable to playback certain channels from DuComm IP Logger. 3. Fix / Resolution: Confirmed that the decrypt check box was not enabled. Per master list provided by Steve/ DuComm System administrator the channels were updated in AIS resource manager and then changes saved. Test calls placed and audio can now be played from Inform. 4. Case Closure Approval	4/4/2023, 3:59:31 PM	Closed
INC000007462406	Priority 2	NICE//ACDC is reporting their logger audio has static on playback	Addison (NICE) - Starcom Z1		4/17/2023, 2:44:20 PM	Open
INC000007480109	Priority 3	New resource was created, need to check provisioning manager	Addison		4/18/2023, 1:38:37 PM	Open

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT FOR DuPage County ETSB

5/1/23 SUBMITTED BY MARIAH WRIGHT

MAINTENANCE

3 maintenance completed between 02/28/23 thru 03/31/23

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
13008815	Customer	Add Subnet	Customer Inquiry	3/6/2023
13023989	Customer	Add URL	Customer Inquiry	3/8/2023
13323977	Customer	Add Subnet	Customer Inquiry	4/25/2023

SERVICE ASSURANCE

0 Tickets opened between 02/29/23 thru 04/30/23



**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, Interim PRMS Manager
DATE: April 26, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Reporting Certification with the Illinois State Police is complete with Carol Stream PD.
 - The next step is the filing of individual paperwork by each agency.
 - Chief Schar (Winfield) is currently coordinating with agencies on this effort.

Victories:

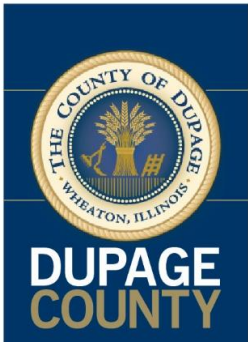
- NIBRS
 - Consortium certification is complete.
- OnCall Analytics (OCA)
 - Dashboards are fully developed and under review.

Challenges to Overcome:

- NIBRS Transition Go-Live/Certification
 - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The “go-live” process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
 - Hexagon has been asked to provide estimated timelines from certification to full implementation.
 - Hexagon and County IT are working to prepare the production environment for implementation.
- OnCall Analytics
 - Hexagon is looking into an issue with report subscriptions.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Friday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Established new framework for rapid resolution, consistent communication, and transparent interaction.



INFORMATION TECHNOLOGY

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

www.dupageco.org/it

Next Month's Actions Items:

- Test OnCall Analytics upgrade with Chief Thomas
- Solicit dashboard approval (OCA) from agency Command staff
- Communicating a plan to implement NIBRS in production (Go Live)
- Begin Go-live preparation for NIBRS
- Begin preparatory efforts for MFR/OCR 10.0 project



HEXAGON
SAFETY & INFRASTRUCTURE

April 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	April 30, 2023

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target ☒	P2	2	P2	1	P2	2
Below target ☐	P3	25	P3	6	P3	6
Above target ☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending April 30, 2023

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 4/21/2023.
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Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 12 support tickets were resolved in the month of April 2023.
- Several of the CRs are resolved in later versions of CAD

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 Activities:



RSA Weekly Status Report: RMS/CAD



Week Ending	04-21-2023
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 (7)			
00146219	No CFS data population OCR	RSA / Support	SOLVED / Pending Close
00144573	Bookings Caught in a Loop Creating Duplicates	RSA / Support	SOLVED / CLOSED
00089162	Address Changes to a Non-existent Address After Clicking Geocode	RSA / Support	Closed
High Priority Items			
001446219	No CFS data population OCR ActiveMQ message queues were getting flooded with information including multiple duplicate bookings.	RSA / Support	SOLVED / Pending Close
00144573	Bookings Caught in a Loop Creating Duplicates Modifications were made to the LiveScan interface so concurrent duplicate submissions will not be processes – just the 1 st instance of concurrent submissions.	RSA / Support	Solved / Closed
00089162	Address Changes to a Non-existent Address After Clicking Geocode DuPage to remove non-existent address from Master Location. DuPage to handle.	RSA / Support	Closed
00132255	Units disappearing on screen but visible on another screen Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00126827 (OnCall Records)	RMS-PRI-APP1 RMS App not working. No login screen. RMS-PRI-APP1 is currently offline from the load balancer to provide troubleshooting without impacting users. Currently troubleshooting the issue.	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 11/02 – Support researching a possible FBR client config change. 12/02 – Support has requested additional logs.	RSA / Support	In-Process



RSA Weekly Status Report: RMS/CAD



	02/15 2023 – RSA worked with Address server SME to help resolve this. Testing and review underway.		
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00127408	02/21/2023 – CLOSED. No further work from Hexagon is required at this point. Still need info from Dave at DuPage. Waiting on following info from the DuPage RMS Team. - How many bookings is each agency missing? - What is the list of agency names affected. - Provide the workflow / steps to create a LiveScan record, ie: - For each agency, does the process start in FBR or the Livescan machine, etc step by step. - Please provide the step by step booking workflow process for each agency if workflows are different. - Steps that have been taken to present regarding any attempted import of livescan records... what's steps were done, what info/folders saved and used for the import. Was it the error folder or archive folder? Etc...	RSA / Support DuPage	CLOSED Still need requested info from DuPage team / Dave
00142563	MPS error: Currently on 2 tablets only at Sheriff's Dept. No other agencies are affected. Sheriff's dept IT to investigate and reinstall software. Agency advised to re-install check the image used for the install and to check that the permissions / security is correct. Problem is isolated to 2 computers now	RSA / Support	Pending Close

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021) OCA: 2212 OCR: Version: 03.07.2104 (newest available ver. is 2212) NIBRS: 02.03.2211.2 + March 30 Hotfix Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 (newest available ver. is 2212) NIBRS: 02.03.2211.2 + March 30 Hotfix Address Server: 2004.02 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 needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 10/28 – Steve to gather some introduction info for DuPage. Target date of Jan 2023 for a TEAMS meeting to start the conversation /project.
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.
00006926	IFCADRMSLINK Configuration Event Sync the search bug	RSA	Solved	RC-A: Software bug. Fixed patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD
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.
00048958 (FBR)	Submitted Evidence from FBR is Not Coming into OnCall Records Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.		Solved Waiting on Customer	Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.
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.
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 DuPage will perform SSRS installation	DuPage	DuPage	10/26/2021 – Info sent to Dave & team @ DuPage



RSA Weekly Status Report: RMS/CAD



				01/07/2022 – Addtl info sent to Dave including RMS SSRS COTS reports. 09/22 – SSRS for WebRMS typically resides on the WebRMS DB server. Datasheets and reports can independently be pointed to the live DB or a read only copy. This is done in the report design. 10/07 – DuPage to provide a plan of what they would like to do. 11/04 – Additional SSRS documentation provided to DuPage RMS Team. 11/13 – DuPage started SSRS install on a new server
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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 (OnCall Records)	Reporting Officer not importing into Supplement Record. On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	CR# 324347 AZDO 509323 10/20 – From Blake: "Opened new ticket (AZDO 509323) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.		
00132255 (I/Disp)	units disappearing from screen	I/Dispatcher	RSA	02/10/2023 – Did not see any problems with Listener. 02/15/2023 – Confirmed with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.		
00142563	MPS error: Currently on 3 tablets. The error that the MDT's are getting is: <i>"A module declared a dependency on another module which is not declared to be loaded. Missing module(s): MobileWsgCore</i> <i>An unhandled exception occurred, and the application is terminating. For more information, see your Application event log."</i>	MPS	RSA / Support	03/31/2023 - reviewed attached logs. Windows logs have numerous errors but nothing that has started in the past 2 days to correlate with this error. No updates, new software installs or changes to the tablets		



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	11/03 – working session held. Additional working session scheduled for NOV 7 to test files. 11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information. 12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.
00006232 (OnCall Records)	P-3 MED	Cancelled BOLOS show up in Informer returns	HxGN – Informer	Assigned	07/11 – reviewing possible solution. 09/30 – Working session scheduled the week of Oct 31 12/01 - – Miguel/Mo to set up a session with DuPage.
00006235 (OnCall Records)	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	HxGN – Informer	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files.



RSA Weekly Status Report: RMS/CAD



					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.
00006934 (OnCall Records)	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. 12/01 – Gathering data.
00006940 (I/Dispatcher)	P3-MED	Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined. Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult.	I/Dispatcher	RSA/Acct Rep	09/30 – will clarify with Kris @ DuPage and forward to support. 10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event. 10/07 – Asked for LOE. 01/06/2023 – GTC evaluating LOE.

		Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00018093	P3 – MED	EdgeFrontier Install on CAD backup servers	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. 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
00089162 (FBR)	P3-MED	Address Changes to a Non-existent Address After Clicking Geocode Type in street address 4904 Drendel Rd in the incident address section of FBR, click Geocode and choose 4904 in the CandidateWindow then click Validate, the address changes to non-existent address 4903.	HxGN ONCALL RECORDS	Waiting on customer	07/18 – Mike D (ETSB) confirmed the correct location is in GIS. X & Y coordinates are correct, however the longitude is different. RSA to verify where Lat / Long are pulled from in this address verification process. 08/18 – Confirmed with Mike D (etsb) both 4904 and 4903 addresses are good addresses. Will need to look further into Address server for FBR. Mike also said he has an address update to do. Maybe this will correct the issue? Will monitor. 11/10 – Mike @ DuPage made some changes to address mapping ranges for the 4900 block of Drendel. DuPage to test and provide results. Met with Mike on 11/09 to discuss and this is a possible solution we agreed to implement.



RSA Weekly Status Report: RMS/CAD



					4903 address doesn't not exist – not a valid address. 12/01 – requested working session to gather more log files. 02/10 – Discussed DuPage eliminating False address in Master location and how many records affected by this bad address / Procedure to change address of those records.
00089873 (Informer)	P3-MED	Informer Does Not 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.
00092124 (I/Dispatcher)	P3-MED	DUC-CAD32 FREEZE	HxGN CAD I/Dispatcher	RSA / Support	11/01 – reviewed log verified a crash / hang. Uploaded logs to support.
00097922 (Informer)	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than



RSA Weekly Status Report: RMS/CAD



					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</i> <i>09/08/2022</i> <i>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. 02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00110730	P3-MED	DUC-CAD01 Crash	I/Dispatcher	RSA	11/03 – Reviewed logs. Verified crash / hang. Log files uploaded to support.
00114627	P3-MED	DUC-CAD20 CRASH	I/Dispatcher	RSA	Reviewing logs
00119988	P3-MED	I/Dispatcher informer crashes Pos 24 & 27 attempted to run the name Madrigal, Carlos m/w 102585 from the supplemental field and	I/Dispatcher	RSA	May be related to an unrecognized character. Will review at Cad Working session Mon, FEB 13. 02/24/2023 - Reviewing again for formatting unusual characters.

		it gave them a file dump error and crashed their CAD,			
00122028	P3-MED	No Felony vehicle record returned on informer query. File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue.	Informer	RSA / Support	File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue. 02/14/2023 – delivered file did not correct issue. Dev reviewing.
00124131	P-3 MED	DUC-CAD27 Crash	I/Dispatcher	RSA	Need logs
00131758	P-3 MED	Informer query in MPS not working properly.	Informer	RSA	Waiting on customer for information ref When did the prob start, What is the workflow process to reproduce, etc.

Wellness items for discussion:

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

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:

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

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



DU-COMM

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

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

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, April 27, 2023
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report – April

Starcom System Outages:

Unplanned Outages:

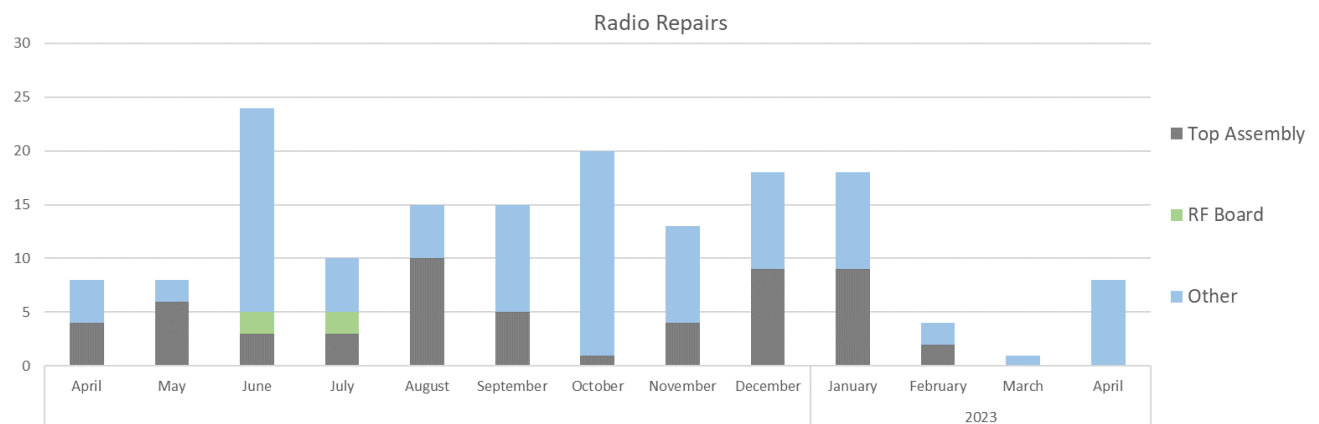
- None

Planned Outages:

- 04/22/23 Wheaton tower offline for about an hour due to AT&T fiber splicing near tower.
- 04/13/23 Two (2) short site trunking events at 8:45 am and 2:25 pm to apply security patches.

Radio Repairs:

The most common issue has been the top knob assembly. Repairs for the last 13 months follow:



A few highlights include:

- Four (4) radio firmware update and alignment
- Nine (9) fire batteries replaced
- Two (2) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Four (4) tickets pending administrative resolution
- One (1) APX7000XE sent to Depot after swap from spares
- One (1) APX7000XE replaced with non-certified spares

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from April 1, 2023 thru April 26, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	245,465	74,366	34	0	0	1,220
DU ACDC 3	218,037	62,863	34	0	0	854
DU 3EAST	200,925	62,820	31	0	0	1,563
DU DPSO F1	189,805	51,756	35	0	0	974
DU 1EAST	177,980	53,202	31	0	0	1,382
DU 1WEST	163,526	49,988	30	0	0	923
DU 3WEST	163,339	50,359	42	0	0	850
DU 3SOUTH	160,313	48,968	41	1	0	911
DU 1SOUTH	151,937	47,608	35	0	0	693
DU 1NORTH	150,143	46,587	30	0	0	546
DU 7WEST	120,505	35,540	36	0	0	378
DU 7SOUTH	115,940	36,540	41	0	0	489
DU FIRE NORTH	112,316	22,284	61	0	0	267
DU DPSO JAIL	104,131	34,659	19	0	0	1,857
DU ACDC 1	92,090	26,374	37	0	0	419
DU FIRE EAST	83,335	15,233	30	0	0	187
DU FIRE SOUTH	81,752	16,990	30	0	0	246
DU FDACDC1	65,077	10,772	30	1	0	149
DU DPSO COURT	61,611	19,564	57	0	0	1,355
DU FDACDC2	56,793	10,880	42	0	0	112

Radio Cache:

Roselle PD requested 9 radios for a local event this month.

Radio Cache Dual Band 800 Radios	APX7000		APX8000XE
	UHF	VHF	
Out on Loan	47	10	0
In Stock	9	22	4

April Issues:

- Number of New Tickets = 7
- Number of Closed Tickets = 14
- Number of Open Tickets = 5