



## Emergency Telephone System Board of DuPage County Monthly Report

**July  
Board  
Meeting**

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

### **Congratulations on a Job Well Done!**

**Best Wishes** – Congratulations to **Scott Klein** who is leaving DU-COMM July 4 to take a new position. ETSB wishes him luck in his new position. Scott Klein has been an instrumental part of DU-COMM MIS for 18 years. Although he was a Prescient contracted employee, he certainly has been part of the DU-COMM family and the ETSB family also. ETSB is grateful for Scott's input and work on the Tech Focus Group, Fire Standardization Focus Group and CAD configuration for Hexagon CAD. ETSB also appreciates Scott's willingness to work on LiveMum from the beginning when it was initially purchased for the DU-COMM Alliance. Luckily, he won't be too far. We congratulate Woodridge for getting a quality IT person and wish Scott Klein all the best.

**Announcement / Hexagon Spin Off – Octave** On June 17 at the Hexagon Live Conference, announced that the spin-off of its Asset Lifecycle Intelligence and Safety, Infrastructure & Geospatial divisions, and related businesses, will operate as Octave. See press release at the end of this report for details.

**Saturation Patrol Participants Milestone:** On Tuesday, July 8, 2025, police officers in DuPage County participated in the **100<sup>th</sup> Countywide Saturation Mission**, operating alongside the Chicago Vehicular Hijacking Task Force. Previous monthly reports have noted the participation of **ACDC telecommunicators** and **OHSEM Coordinator John Nebl** in specific events.

Mission background: These missions inside DuPage County began three (3) years ago, on May 17, 2022, and continue at a rate of three (3) missions per month. Covert police teams rely upon intelligence of crime trends to drive patrols and focus. They leverage the highest forms of technology – to include police helicopters, radio interoperability tech, license plate reader cameras, drones, tire deflation devices, GPS tracking systems – all monitored by "real-time crime centers" and 911 dispatchers. These multi-agency missions rely on solid relationships and unified strategies across municipal police, regional **911 dispatch centers**, **DuPage County OHSEM**, City OEMC, State Police, **City-County air assets**, Federal law enforcement, and other regional **task forces**. In DuPage County alone, these operations have resulted in the seizure of dozens of firearms, dozens of stolen/felony cars, and hundreds of criminal arrests.

**The following TCs will be honored at the July 23 DU-COMM Board of Directors meeting!**

**Infant Resuscitation – TC Hannah Peat** of DU-COMM on Friday, April 11, answered a 9-1-1 call from a caller reporting that a 1-year-old child was turning purple. **TC Peat** quickly determined the child was unconscious and not breathing. She submitted the call in just 45 seconds while immediately beginning EMD protocols. Despite the caller's panic, **TC Peat** remained calm and began CPR instructions. After several breaths were delivered, the caller reported hearing the child cry. Recognizing this as a sign of improvement, **TC Peat** used the breathing diagnostic tool to confirm the child was breathing adequately. She continued providing care instructions while checking on the child's condition until paramedics arrived and made contact with the patient. **TC Peat** reassured the caller throughout the event and offered praise for their actions once help arrived. Her composure and quick response were critical to the child's survival.



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## **Congratulations on a Job Well Done! continued**

**Cardiac Arrest – TC Alexis Schulze** of DU-COMM on Friday, May 24, answered a 9-1-1 call from a woman reporting that her 87-year-old husband had become unresponsive while trying to get back into bed. She also believed he was not breathing. **TC Schulze** quickly recognized the severity of the situation and submitted the call within 1 minute and 15 seconds, immediately initiating EMD protocols for cardiac arrest. Although the caller mentioned having an AED, **TC Schulze** used sound judgment and instructed her to begin CPR without delay, recognizing that time was critical. She provided clear, calm instructions and continued to reassure the caller as she performed CPR on her husband. **TC Schulze** remained composed and supportive throughout the emotionally charged event, offering strength and guidance until paramedics arrived. While the patient later passed away at the hospital, he achieved ROSC in the field—giving his family precious time to say goodbye.

**Thank you for your service – DU-COMM Operations Manager Judith Menough** is celebrating 35 years of dedicated service to 9-1-1 communications! Judith has held numerous roles throughout her career, including Communications Supervisor, CTO, Operator-In-Charge, and Cross-trained Telecommunicator. Known for her strong leadership, professionalism, and unwavering support of her team, Judith is a respected and valued member of the DU-COMM family. Her commitment to excellence has had a lasting impact on the organization, its member agencies, and the communities we serve. Congratulations, Judith, and thank you for 35 incredible years!

## **ADMINISTRATION**

### **911 Services Advisory Board (SAB) and 911 Legislation:**

July 14 (Monday) - cancelled  
August 18 (Monday)  
September 15 (Monday)  
October 22 (Wednesday)  
November 17 (Monday)  
December 15 (Monday)

### **State 9-1-1 Administrator:**

The Governor's Office has announced the appointment of Alicia Atkinson as the next Statewide 9-1-1 Administrator effective July 1, 2025. The official announcement is viewable at the link below.

State Advisory Board Chair, Michael Yokley stated in his email advising the SAB board member that he would like to extend my deepest gratitude to Cindy Barbera-Brelle for her many years of dedicated service as the State's first Statewide 9-1-1 Administrator. Her leadership and commitment have played a pivotal role in shaping and advancing 9-1-1 in Illinois. Cindy will be returning on a contractual basis for a transition period with the new Administrator.

[https://gov-pritzker-newsroom.prezly.com/gov-pritzker-announces-one-executive-appointment?fbclid=IwY2xjawLDziRleHRuA2FlbQlXMQABHsoy5LBJhxZyNJS3VUt1vGYX9Y7NQ8D\\_L\\_tMS5w7rN8de8KfUVm5i1TeaXKle\\_aem\\_dOamiQe1wyc5H\\_nduQpETQ](https://gov-pritzker-newsroom.prezly.com/gov-pritzker-announces-one-executive-appointment?fbclid=IwY2xjawLDziRleHRuA2FlbQlXMQABHsoy5LBJhxZyNJS3VUt1vGYX9Y7NQ8D_L_tMS5w7rN8de8KfUVm5i1TeaXKle_aem_dOamiQe1wyc5H_nduQpETQ)



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**Legislation:** HB1866 was sent to the Governor on June 24, 2025. The Board will receive an overview of the statute when the Bill is signed by the Governor.

## **Ad Hoc Finance Committee**

The meeting of the Ad Hoc Finance Committee will be July 9 at 9:30am or immediately following the ETS Board meeting.

## **Policy 911-13 Information Technology and Network Security**

To recap, this is an existing policy. However, since there were wholesale changes made, a clean copy was provided to the ETS Board for discussion and approved in March. This language was added based on Vice Chair Franz's concerns about time spent by staff and to comply with ETSA Section 35 (b) *The obligation or expenditure of surcharge revenues received under this Act for a purpose or function in consistent with 47 CFR 9.23 and this Section shall constitute diversion, which undermines the purpose of this Act by depriving the 9-1-1 system of the funds it needs to function effectively and to modernize 9-1-1 operations.*

New changes are redlined. These changes come as a result of an unanticipated interface CommsCoach, purchased by DU-COMM. The current policy does not consider interfaces to other 9-1-1 System components other than CAD. DU-COMM has requested an interface for a software called CommsCoach. DU-COMM would like to interface with the Logger which is a different core component from CAD. The policy and forms currently only consider CAD. The recommendations for this policy include changing CAD to 9-1-1 Systems for consistency and providing compensation for time for ETSB staff for the work performed for non-interfaces of applications not procured by ETSB which the ETS Board has not previously authorized 9-1-1 surcharge expenditure owned interfaces. There is also a real time interface section added for interfaces other than CAD. This language is broader in intent to allow for other interfaces to other 9-1-1 Components in the future. The inclusion of these types are interfaces into the process is necessary to protect the integrity of the 9-1-1 system.

## **Policy 911-013.1 CAD Interface Access and Fees**

This policy has also received a refresh. The updates were made to be consistent with the 911-013 policy. New changes are redlined.

## **FINANCIAL**

### **Contracts over \$15,000**

#### **EOLA Power LLC: Purchase Order 925006**

Recommendation for approval Purchase Order 925006 to EOLA Power LLC to furnish, deliver and install 372 UPS replacement batteries within the ACDC and DU-COMM PSAPs per bid #25-040-ETSB. To maintain the maximum functionality of the units, the batteries should be replaced at regular intervals. The current batteries in the units were replaced in 2021. While EOLA Power LLC was not the lowest bidder, PWR Storage Solutions LLC was unable to provide the certifications for their technicians as required in the RFP. As the second lowest bidder, EOLA was contacted by County Procurement with the same request and was able to provide the certificates. Bid packages sent out: 51, Bid Responses: 6, four (4) of which were deemed non-responsive for not including the required documents.

Total amount of \$121,404.00

#### **Deccan: Purchase Order 925021**

LiveMUM is an existing software tool that interfaces with a live CAD system to display current coverage and offer move-up recommendations to the Telecommunicators. This renewal will allow for the



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continuation of LiveMUM maintenance at a fixed cost for the second of three years under Purchase Order 924021/7179-1. This renewal is the first of two annual options to renewal. Annual maintenance cost for FY25-26 is \$44,050.00.

## **Change Orders:**

### **Purvis 924025/7298-1: Change Order 5**

Itasca Fire Protection District is building a new fire Station #67. Since this is a new installation, new core equipment will be needed to complete the installation. ETSB covered the cost of core fire station alerting equipment for the initial deployment of the software. This change order will also document the revised milestone schedule for payment and accounting of contractual obligations.

Total amount of equipment is \$74,285.00, amount of annual maintenance is \$2,800.00, for a total change order amount of \$77,085.00, and a new contract amount of \$677,230.00.

### **Purvis 924025/7298-1: Change Order 6**

Itasca Fire Protection District is making a request for additional equipment for the station. The agency has signed an MOU with ETSB financially obligating their individual agency to the portion of this change order as listed on their quote. This is a budget neutral cost for ETSB as the agency will reimburse the charges.

Total amount of equipment and installation is \$19,790.00

Amount of annual maintenance is \$900.00

Total change order amount of \$20,690.00, and a new contract amount of \$697,920.00.

### **Hexagon 950900/1914-1: Change Order 30**

Mobile Responder connects first responders to the PSAP via a smartphone or hand-held tablet and enables first responders to follow live operations, run searches, receive events and alerts, and self-attach to events to improve safety and efficiency in the field. I/NetViewer is a public safety web tool that provides remote access to information about an agency's resources and workload. Agencies have requested additional licensing to aid in their daily operations. These licenses do not qualify for use of surcharge, therefore, the agencies will be invoiced for the initial purchase and one (1) year of maintenance. The maintenance period will run July 9, 2026 through July 8, 2027.

The amount of the licensing is \$21,193.00 and comes with one (1) year of maintenance an additional year of maintenance is \$4,788.00

New contract amount of \$22,503,687.78.

## **Open Purchase Orders for FY2025**

In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

### **Open Purchase Order Utilization**

| Purchase Order | Total        | Year to Date | Remaining Balance |
|----------------|--------------|--------------|-------------------|
| FY25 Motorola  | \$ 75,000.00 | \$ 25,076.10 | \$ 49,923.90      |

## **Payment of Claims:**

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

### **Bills List FY25**

External Payments FY25



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Total for Fund 5820 for July 9 meeting: \$792,286.81.

Dispute Resolution – AT&T: Multiple payments are being made to AT&T for the SIP in the amount of \$111,668.48. These invoices are for the second half, the call paths, for the SIP account. The purpose of this memorandum is to document the reason for the delay in payment. ETSB staff disputed the charges of the wrong circuits and was initially informed a credit of \$4,273.51 was due based on AT&T calculations. ETSB further disputed the charges per the attached spreadsheet with a second Client Solutions Executive who assigned to our account. An additional \$17,330.49 was credited to this account on the March 19, 2025 invoice.

## **Revenue and Expenditures**

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,200,230.17. The February surcharge was received on June 6 in the amount of \$1,200,230.17.

Additionally, on June 30, the ISP advised 9-1-1 Authorities that the annual payment pursuant to Sections 30(b)(1.5)(A) and (B) of the Emergency Telephone Systems Act has been issued. The 9-1-1 authority distribution process has been completed and payments were requested from the Illinois Office of the Comptroller Friday, June 27, 2025. This year's return of unused funds withheld totals \$19M. The DuPage ETSB share will be \$1,614,314.27.

## **9-1-1 CORE SYSTEM MANAGEMENT**

### **Logger:**

On Friday, June 20, a ticket was opened regarding connectivity issues with the primary Eventide recorder. Upon investigation and coordination with the vendor on site, it was determined that the primary recorder has experienced database corruption. The device required a full restoration. The vendor was onsite by 1:51 pm on June 20. The restore of the DU-COMM recorder was unsuccessful. The vendor returned on Monday morning to continue the work. All recordings are happening, and nothing is being missed anything at this time. On June 23, the DU-COMM primary recorder was brought online and is functioning normally. The vendor will require approximately one day to bring the archive data back in. At this time, current recordings can be accessed through the normal process.

DU-COMM was provided with a way to access the ACDC environment on June 20 via email. The connection information for the ACDC environment that was provided on June 20, 2025, was again provided to the DU-COMM in an email update on June 25.

Initial findings ruled out issues related to networking, user credentials, or hardware failures. The technician determined that the system's database had become corrupted and would require a complete rebuild. The first rebuild attempt was unsuccessful, as the technician lacked access to required software components necessary to complete the process.

Since all recording resources remained unaffected and backup systems were actively capturing calls, screens, and radio traffic, the full system restore was scheduled for Monday morning. This timing aligned with the return of the ETSB assigned technician from vacation, ensuring qualified oversight of the restoration process.

The vendor had difficulty with archive data being brought back into the primary recorder. The vendor was un-successful in bringing that data back into the primary recorder. During the investigation, it was identified that the current version of the software will not allow the restoration to be completed.





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The vendor requires the environment to be upgraded to the version 2025.1 release to successfully bring the calls back into the primary recorder. The date for the upgrade will be communicated as soon as it is scheduled.

## Impact:

- All Analog call data is fully accessible on the primary recorder for all calls.
- Radio calls that the PSAPs require access to during the timeframe the primary was down are accessible on the ACDC recorder.
- Vesta IP Calls were not available until the primary recorder is upgraded and the restore completed, but are available on the ACDC environment.

## **Customer Premise Equipment (CPE):**

**Hardware/software and NG911 Migration:** There are two remaining punch list issues: One issue involves the Voiance language line services and the other the Genovation keypad. There is a fix for the keypad that has been rolled out to ACDC and has been in place for two months with no reported issues. Motorola and AT&T continue to work on these two remaining issues following the migration to the NG911 system.

## XSTL Configuration Task:

ACDC: Complete

DU-COMM: ETSB will be reaching out to schedule the XSLT file update now that the AXS Console installation has been completed.

## **DuPage Justice Information System (DuJIS)**

**CAD Focus Group.** Next meeting is July 29 at 2pm.

The following System Memos have been added to the dashboard for discussion on configuration.

- Memo #133: CAD Config CAD Notes Chronology Cluttered
- Memo #134: CAD Config Call Stacking Functionality for Fire Dispatch
- Memo #135: CAD MPS Config Closest Unit Dispatching
- Memo #136: CAD MPS Config Copying Events to Another Town
- Memo #137: CAD Config Hidden Pup Up Messages
- Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
- Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
- Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

## **Members added to CAD/MPS Focus Group:**

DC Rachel Bata, Roselle PD  
DC Jose Gonzalez, Addison PD  
Sgt. Dan Taylor, Lisle PD  
Sgt. Will Fuentes, Addison PD  
Ofc. Marcus Rivera, Addison PD  
Ofc. Robyn Lyons, Wood Dale PD  
Chief Steve Riley, Westmont FD  
DC Scott Gray, Lisle-Woodridge FPD  
DC James Fitzgerald, Westmont FD  
BC Joe Ostrander, Tri State FPD

## **DU-COMM**

## **ACDC:**

Lindsay Bukovic  
Kristina Iazzetto  
Ben Koechling  
Abby Medina  
Christopher Norton  
Christopher Willadsen  
Marilu Hernandez  
Mike Sampey

## **ETSB**

Gregg Taormina



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Tyler Benjamin  
Steve Pirog  
Eric Roberts

Kris Cieplinski  
Prithvi Bhatt  
Linda Zerwin

## Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS):

|          | Year to Date<br>2024 |        |
|----------|----------------------|--------|
| Category | Opened               | Closed |
| MPS      | 624                  | 624    |
| CAD      | 516                  | 516    |
| Total    | 1140                 | 1140   |

| 2024 Same Month<br>Comparison |        | Year to Date<br>2025 |        |
|-------------------------------|--------|----------------------|--------|
| Opened                        | Closed | Opened               | Closed |
| 282                           | 262    | 169                  | 133    |
| 293                           | 258    | 144                  | 126    |
| 575                           | 520    | 313                  | 259    |

### MPS Ticket Reporting:

| Past Month |        |                            |                                       |                       |                         |                       |                      |                |                       |                   |
|------------|--------|----------------------------|---------------------------------------|-----------------------|-------------------------|-----------------------|----------------------|----------------|-----------------------|-------------------|
| Totals     |        | Categories of Open Tickets |                                       |                       |                         |                       |                      |                |                       |                   |
| Totals     | Closed | Configuration              | Unit /<br>Events<br>Not<br>Populating | Connectivity<br>Issue | De-<br>Activate<br>User | GPS<br>Not<br>Working | Installation<br>Help | LEADS<br>Issue | New<br>User<br>Access | Password<br>Reset |
| 24         | 20     | 3                          | 4                                     | 7                     | 3                       | 1                     | 3                    | 1              | 1                     | 1                 |

### CAD Ticket Reporting:

| Past Month |        |                            |                          |                        |                             |
|------------|--------|----------------------------|--------------------------|------------------------|-----------------------------|
| Totals     |        | Categories of Open Tickets |                          |                        |                             |
| Total      | Closed | System<br>Error<br>Tickets | Configuration<br>Tickets | Referred to<br>Hexagon | Open/Waiting on<br>Customer |
| 9          | 6      | 0                          | 6                        | 0                      | 3                           |

### CAD Manager:

Database Management: Continued management of purge jobs to ensure operational efficiency and optimal performance of the CAD database.

### CAD Configuration:

Addressed user requests that included:

- Added additional units to the CAD system.
- Modified CAD users to add additional skills to user profile.
- Provided support and troubleshooting for CAD user base.
- Continuation of the project moving DU-COMM Fire West agencies to Fire North. Expected completion second week of July.

### CAD Issue Resolution:

- Resolved an issue with IAMRESPONDING data communications.
- Resolved CAD related concerns and user ticket requests.

### System Development and Deployment:

- Nothing to report for the month of June 2025.



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## Collaboration and Meetings:

- Working with Hexagon on the map roll MSS database issue that has caused ETSB to roll back the map roll that was done in the training environment.
- Attended the Hexagon Live Conference engaging with public safety professionals from various agencies and states to exchange best practices, innovative strategies and discuss effective approaches to system troubleshooting and resolutions.

## **CAD Interface Projects:**

Axon Addison Project: Project started on February 24, 2025. Ticket # 8044

Current Status: In Process

ETSB continues to work with Axon to fully implement the RMS solution. Axon has confirmed they have all the data fields required and they are in the process of completing the SQL query on their end and we will be testing the solution in the up coming weeks.

Estimated cost: \$3,877.47

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136

Current Status: In Process

The MOU was approved during the May 2025 board meeting. ETSB met with Axon on May 28, 2025, ETSB has confirmed with Axon that all the required data fields have been provided. Axon has confirmed the data fields and they are currently in the process of configuring the environment.

Estimated Cost: \$3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108

Current Status: In Process

MOU completed on the June Agenda for Board Approval. The ETS Board has approved the MOU and ETSB will begin discussions with Axon to ensure all data points required are confirmed and delivered. Once Axon provides final confirmation, ETSB and Axon will begin the configuration of the data transfer.

Estimated Cost: \$3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109

Current Status: Pending MOU

MOU sent to Oak Brook – Pending response from Oak Brook. Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.

ETSB Estimated Cost: 4,508.00

Hexagon Quote Xalt Interface: \$28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730

Current Status: In review – Pending approval of policy change, draft MOU sent to DU-COMM

DU-COMM requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). This would interface would be with the logger. DU-COMM will be paying has paid for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger. Because the logger was not represented in the ETSB security policy changes need to be made to incorporate it. Those changes are before the Board. The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.

ETSB Estimated Cost: \$4,508.00

Motorola API Interface Quote: \$15,079.93





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ProQA Version v5.1.152.1 Logic Version 8.0.838

Current Status: ACDC testing complete. DU-COMM testing in process.

Priority issued a critical bulletin update notification on June 6, 2025, and ETSB installed the update on the test workstations at ACDC and DU-COMM. This is currently being tested by the PSAPs and thus far all testing seems to be good. ACDC has communicated that they have completed testing and DU-COMM is in the final stages of their test plan.

## **Network**

| Category        | Year to Date<br>2024 |        | 2024 Same Month<br>Comparison |        | Year to Date<br>2025 |        |
|-----------------|----------------------|--------|-------------------------------|--------|----------------------|--------|
|                 | Opened               | Closed | Opened                        | Closed | Opened               | Closed |
| Absolute Secure | 155                  | 155    | 61                            | 60     | 129                  | 120    |

| Past Month |       |        |                            |                          |                        |                             |
|------------|-------|--------|----------------------------|--------------------------|------------------------|-----------------------------|
| Totals     |       |        | Categories of Open Tickets |                          |                        |                             |
| Opened     | Total | Closed | System<br>Error<br>Tickets | Configuration<br>Tickets | Referred to<br>Comcast | Open/Waiting<br>on Customer |
| 129        | 10    | 9      | 0                          | 10                       | 0                      | 1                           |

## **Network – Absolute Secure:**

ETSB reports no issues for the month of June 2025. Previously the system had approximately 950 devices registered. During the ETSB auditing, both the users and license usage the total usage went down to 920.

## **Network Projects:**

### **Absolute Security Upgrade:**

Status: Planning Stage

The current version requires a security upgrade as communicated by Absolute.

## **CAD Workstation Individual ID Logon:**

Status: Planning Stage

ETSB, in participation with the PSAPs, are in the process of converting the CAD workstations to individual auto-logins. This was discussed during the Tech Focus Group and a consensus was reached to setup the workstations with individual user IDs that would allow auto-login for security. This will eliminate the generic common user-id that is currently in place across all CAD workstations, thus providing much better security protocols within the environment.

## **Comcast Maintenance/Trouble Tickets:**

There were no trouble tickets opened for the month of June 2025, and no maintenance scheduled. All County services are now working as expected and DPSO CAD workstations are fully functional.

## **County Network:**

No issues report for the month of June 2025. It should be noted that the batteries for the UPS are in the process of being replaced. Additionally, ETSB has asked County Facilities for assistance in determining if the UPS is over its capacity.

## **VMware Maintenance:**

No maintenance updates for June 2025.



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## Windows Patching:

No patching updates were scheduled for the month of June 2025. Quarterly patching will begin in July 2025.

## **Fire Station Alerting System (FSAS):**

|          | <b>Year to Date<br/>2024</b> |        | <b>2024 Same Month<br/>Comparison</b> |        | <b>Year to Date<br/>2025</b> |        |
|----------|------------------------------|--------|---------------------------------------|--------|------------------------------|--------|
| Category | Opened                       | Closed | Opened                                | Closed | Opened                       | Closed |
| FSA      | 221                          | 221    | 86                                    | 73     | 98                           | 89     |

| <b>Past Month</b>                 |        |                         |                          |                            |
|-----------------------------------|--------|-------------------------|--------------------------|----------------------------|
| <b>Categories of Open Tickets</b> |        |                         |                          |                            |
| Total                             | Closed | System Error<br>Tickets | Configuration<br>Tickets | Open/Referred<br>to Purvis |
| 9                                 | 9      | 0                       | 9                        | 0                          |

## **Purvis Vendor Ticket Status:**

| Ticket ID | Ticket created - Date | Ticket resolved - Date | Location Common Name       | Component  | Resolution                   |
|-----------|-----------------------|------------------------|----------------------------|--|------------------------------|
| 35996     | 02-03-25              | 06-11-25               | Itasca Station 67          | Quote for Optional Equipment                               | Quote Provided               |
| 36992     | 05-12-25              | 06-03-25               | Warrenville Station 11     | Station Hardware Control Unit                              | Replaced Component           |
| 37137     | 05-22-25              | 06-13-25               | Bloomington Station 21     | Station Hardware Control Unit                              | Replaced Component           |
| 37144     | 05-23-25              | 06-09-25               | Clarendon Hills Station 86 | Station Hardware Reader Board,Ethernet Module,Power Supply | Replaced Component           |
| 37147     | 05-23-25              | 06-18-25               | Winfield Fire Station 31   | Station Hardware Reader Board,Ethernet Module              | Replaced Component           |
| 37184     | 05-29-25              | 06-09-25               | Clarendon Hills Station 86 | General Audio Issue  | Replaced Component           |
| 37194     | 05-30-25              | 06-09-25               | Warrenville Station 31     | Run Research   | Network Issue Cleared on Own |
| 37196     | 05-30-25              | 06-16-25               | Tri-State Station 124      | Station Reported Down                                      | Restart/Power Cycle System   |
| 37364     | 06-17-25              | 06-18-25               | Roselle Station 64         | Station Hardware Turn-out Timer, Grid Connect              | Cycled Component             |

## **Projects:**

### **Fire Station Alerting System-wide Upgrade:**

Status: Planning Stage for Implementation

ETSB has reached out to Purvis to advise that all the testing related to the TREs that DU-COMM was performing has been completed and we are now ready to move forward with the planning and installation of the new central servers and the upgrade to the v4.9 to support the new message board modules. Purvis will be providing the Method of Process (MOP) that will outline the steps required for the upgrade and server installation. This schedule will be put into Monday.com in the same manner SCU upgrades are handled.

### **Message Board Project:**

Status: Complete

Purvis has completed the configuration of the modules with the IP information that was supplied by the stations. ETSB and Purvis are working on a deployment schedule for the stations and once



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established this will be published on Monday.com. Kickoff meetings will be held with each station that will provide communication on dates and requirements in the forthcoming weeks.

### Purvis FSA IP Information Request:

Status: Completed

ETSB has created a Monday board that will be assigned to all the Chiefs to submit IP information that is required by Purvis for the installation of the new message boards into each station.

### RIU: DU-COMM project

Status: Complete

Installation of the test/training RIU has been completed and DU-COMM testing will begin the week of April 7, 2025. DU-COMM plans to complete the testing by May 9, 2025. DU-COMM has communicated that all testing has been completed on June 23, 2025. This now allows the Purvis upgrade to proceed.

DU-COMM Technical Services Staff successfully tested the ETSB PURVIS TRE solution against some of the known more difficult tones for alerting receivers to decode. This testing was performed after DU-COMM Technicians completed the final installation and tuning of the VHF Control Stations for the TRE solution. Each channel opened pagers at the agencies and/or test pagers at DU-COMM successfully. Technical Services Manager, Erik Maplethorpe, also indicated that this solution is a backup and will sound different than the normal tone and voice as it will be going out over VHF and through the comparators.

### Itasca Fire Protection District New Station #67:

Status: Quote provided to Itasca Fire for optional equipment.

Purvis has supplied Itasca with quotes for the requested optional equipment. The floor plans were updated to correct a typo, but outside of that everything else remains the same. Pending Itasca response to optional equipment quotes.

### Winfield Fire Protection District New Station #31:

Status: Complete

Winfield Station 31 successfully went live (5/28) at approximately 4:00 PM, in line with having the station operational before the crew moved in on 5/29. The station is now alerting normally and both the Federal Informer radio monitor feature and backup tone out alerting are working as expected. CommZone successfully installed the final two strobes and adjusted the mezzanine speaker volume as needed. Milestone update has been submitted to ETSB for project signoff and completion.

### Open Item Updates:

#### Audio Failure: Resolved:

Purvis and CommZone resolved the open issue with the Federal Informer audio, tone out cable and RTS video. Through diagnostic testing it was determined that one of the two speakers in the mezzanine audio zone was causing a loading/short in the system and have been disconnected.

#### False "Test" Triggers: Resolved

The intermittent RTS video and false station manual activation triggers were the result of excessive radio audio noise/emission from the informer. The informer was relocated to a different location within the station and the audio common ground shielding was removed since it was contributing to the problem.



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## Geographic Information Systems (GIS):

| Year to Date<br>2024 |        |        | 2024 Same Month<br>Comparison |        | Year to Date<br>2025 |        |
|----------------------|--------|--------|-------------------------------|--------|----------------------|--------|
| Category             | Opened | Closed | Opened                        | Closed | Opened               | Closed |
| GIS                  | 612    | 612    | 282                           | 262    | 359                  | 298    |

| Past Month |        |      |                 |                                      |                            |              |                            |                               |                     |
|------------|--------|------|-----------------|--------------------------------------|----------------------------|--------------|----------------------------|-------------------------------|---------------------|
| Totals     |        |      |                 |                                      | Categories of Open Tickets |              |                            |                               |                     |
| Totals     | Closed | Open | Pending Refresh | Pending Production Map Roll/ In Test | Address Point              | Common Place | Jurisdiction/ Intersection | Map Layer/ MSAG/ Street Range | Referred to Hexagon |
| 32         | 0      | 121  | 90              | 19                                   | 16                         | 9            | 3                          | 4                             | 0                   |

### GIS Map Roll:

After the May map roll into the training environment, it was discovered during testing that not all the data was showing as expected. Upon further investigation with Hexagon, the MSS database is being looked at to ensure the data is properly pushed into the database. The map roll into the training environment was rolled back and ETSB is pending an update from Hexagon.

### GIS Redistricting Annual Status:

Redistricting projects were on hold until staffing was finalized. Agencies that want to do redistricting or beat assignment changes can submit their request through a Zendesk ticket. We will begin scheduling this work. Annexations and other work will continue as needed.

### GIS Projects:

No new projects were opened in June 2025.

### Completed Projects:

| Agency        | Project             | Started  | Completed | Hours                      |
|---------------|---------------------|----------|-----------|----------------------------|
| Winfield FPD  | Seven New Districts | 12/13/24 | 2/19/25   | ETSB – 9, County GIS -- 20 |
| Wood Dale FPD | New Fire District   | 1/30/25  | 2/19/25   | ETSB – 6, County GIS -- 2  |
| Tri-State FPD | New Fire District   | 1/03/25  | 2/19/25   | ETSB – 6, County GIS -- 2  |

### NG9-1-1 GIS Mapping:

Database Version and Updates: County GIS continues to finalize the map using the 5.0.2 version. GIS has been conducting extensive cleanup work beyond their routine updates. The features GIS has addressed include both spatial and attribute components. GIS reports that much of the spatial cleanup has focused on resolving topology errors—such as dangles in the road centerlines, stacked duplicate polygons in common areas, and gaps between beat areas and district/jurisdictional boundaries.

On the attribute side, GIS has been correcting typos, removing erroneous spaces, and resolving mismatches among town codes, ESNs, and ZIP codes.

NGE911 Data: County GIS has their address points against the ALI data provided by AT&T. Through this process, they have reviewed and verified over 2,000 address points that were initially flagged as “tied” in our geocoding results using this ALI data.



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A tied address occurs when multiple candidate locations receive the same highest match score for a given input address, preventing the system from selecting a single best match. In such cases, the result is flagged with a status code of "T".

Thanks to this verification, GIS Manager Ricker is confident the map will reach the 98% match rate required. The map was previously at approximately 96%.

**Boundaries:** County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project. GIS staff continues to work with Will County to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

## **School Critical Incident Mapping:**

### **DuPage School Critical Incident Mapping Task Force (DuSCIM):**

DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

The Task Force has had two demonstrations from vendors. First was "CRG (Critical Response Group)" and the second was with "911infrom". We will be conducting one coming up with Centegix.

## **9-1-1 System Memos:**

The following memos were created based on the feedback received from the CAD and MPS users. The Focus Groups as scheduled to begin work on these memos at the July 29 meeting.

### **New Memos:**

- Memo #133: CAD Config CAD Notes Chronology Cluttered
- Memo #134: CAD Config Call Stacking Functionality for Fire Dispatch
- Memo #135: CAD MPS Config Closest Unit Dispatching
- Memo #136: CAD MPS Config Copying Events to Another Town
- Memo #137: CAD Config Hidden Pop Up Messages
- Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
- Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
- Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

### **Closed Memos:**

None in the past month.

### **Pending Research:**

Memo 127: MFA in CommandCentral Aware. Additional discussions on this memo took place. The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user ID's created for each user of the application. This solution, however, will potentially be a bit administrative intensive if the Real Time Crime Center (RTCC) are allowed to access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this may be a discussion point for PAC.

Memo 128: MFA Infrastructure implementation. ETSB in participation with the PSAPs is in the process of implementing individual user ID accounts for all of the CAD workstations. This decision was made during discussions with the TECH Focus team members and will remove the generic user account the TCs utilize today and implement a unique user ID for each position with a unique password for each.





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This will allow for a much higher level of security within the environment. The unique password will not be shared with the user community and access to the CAD system will be via automatic logon during the launch of the application.

## ETSB On-Call Summary:

| Agency  | Date      | Time     | Description of Issue | Resolution  |
|---------|-----------|----------|----------------------|---|
| DU-COMM | 6/3/2025  | 11:21 AM | LEADS issue          | County IT inadvertently disconnected network connection   |
| DU-COMM | 6/15/2025 | 10:25 AM | LEADS Issue          | Connection went down at approximately 10:20 am. The server had memory issue and rebooted; the LEADS service did not start up after rebooting and Hexagon was engaged to rebuild the switch file. ISP was engaged to restart their connection, and the system was available at 11:40 am. |

## DuJIS PRMS:

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

## DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR System)

The Police Focus Group did not meet in June.

## AXS Console Install:

ACDC: Complete

DU-COMM: Complete

Open Items:

Motorola is currently investigating some volume issues at certain DU-COMM positions.

Acceptance Testing for AXS: Once these items have been resolved, ETSB, DU-COMM and Motorola will go through the final acceptance testing to close out the project.

## CommandCentral Aware

On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest we will have Motorola repeat the presentation. If you have questions from the presentation, please submit them on a Zendesk ticket so that we can follow up.

**APX4000.** An emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. The update will take about 15 minutes.

|              |    |
|--------------|----|
| Oak Brook PD | 1  |
| Itasca PD    | 1  |
| Elmhurst PD  | 12 |
| Lombard PD   | 7  |
| Wheaton PD   | 1  |



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## **APXNext Firmware Updates: Police Only**

Firmware Update APXNext/Police: Of the 274 radios from the March report, there are 2 police radios that have not completed the firmware updates. Those agencies have not been able to locate those radios. The migration to the new platform has been completed.

Bensenville BAP JENKINS and Bartlett BEP CARRERA

## **APXNext Firmware Updates – Multi- Chargers**

No update scheduled as of this report.

## **PAC DEDIR System Monthly Summary**

### **PAC Focus Groups**

The Police Focus Group did not meet in June, no July meeting scheduled as of the writing of this document.

The Fire Focus Group did not meet June 16 at 2:00pm. The next meeting has not been scheduled. Information from the June 16 meeting is below.

### Fire Focus Group Notes

June 16, 2025 2:00 pm, Conference room 107

### Agenda Notes

1. Status reports
  - a. Encryption keys
    - i. All encryption keys necessary for Fire radios have been obtained and are in the key loader. Andy S. Reports that they are also loaded in the KMF.
    - ii. Fire Focus Group test radios need keys loaded. Andy S. has already done some.
  - b. Radio Channel Templates
    - i. All have been submitted and reviewed. Andy S. has created code plugs for testing.
  - c. Radio Alias Lists
    - i. Alias lists have been completed and identified two test radios per agency. The test radios will not have conflicting radio ID's.
    - ii. Eve will verify that agency fleet maps agree with previously approved radio counts.
2. Radio testing
  - a. Master Template
    - i. Status
      1. Ongoing. Any changes must be submitted to Andy S. by this Friday (6/20)
    - ii. Needs/assignments
      1. Cook County Sheriff system is not working correctly. Need to verify programming or see if radio ID's need to be added to Cook County Zone 5.
  - b. Agency Samples
    - i. Identify test radios
      1. Listed in master alias list in red.
    - ii. Schedule



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1. Begin programming and distribution next week. Request response from agencies asap.
3. Portable Radio Deployment
  - a. Process
    - i. Agencies deployed first come first served (approved MOU).
    - ii. Agency deployment should begin in July.
    - iii. Is it possible to get old mobile chargers in advance? Can agencies get old police multi chargers to charge radios while mobile chargers are being installed?
  - b. Schedule
    - i. One day per agency to collect existing portable radios and replace with new in one process.
4. Mobile Radios
  - a. APX7500 upgrade
    - i. Process
      1. Work on codeplug has not yet begun.
      2. There is a good possibility that the new template will not fit in the APX7500 radios due to memory limitations.. May need to create a "slimmed down" codeplug. Possibly no channel announce on SWIT zones.
      3. Still trying to determine whether programming will occur on site or at ETSB.
      4. It is likely that some radios may be bricked in the process. There are limited spares. Need a plan of how to respond to bricked radios. Can Motorola be pressured to repair them?
    - ii. Schedule
      1. This will likely take several days per agency.
      2. Will the schedule be impacted by Policy encryption programming?
      3. Can Motorola provide additional personnel to complete?
  - b. APX7500 replacement
    - i. Status of options
      1. No details provided.

### **Motorola Wednesday Morning Status Call – June 4, 2025**

**Motorola Wednesday Morning Status Call - June 11, 2025** no call - ETSB Board meeting.

**Motorola Wednesday Morning Status Call – June 18, 2025** PM on vacation, no report.

### **Motorola Wednesday Morning Status Call – June 25, 2025**

**AXS:** Currently we are working with the product teams to identify the root cause of the issues we have been seeing at both centers with the log outs and the spark issues. At this time, the believed cause of the logging out issues was caused by the MotoPatches that have been pushed out and settings that were not accounted for in the MS Edge Browser. The current plan of action is that in the next patch, there will be a fix implemented into the patch that will remove the browser settings that were causing the logging out issues.

For the speaker mapping issues, we are continuing to investigate. The project Field Engineer was at Du-Comm today troubleshooting and pulling additional logs to be provided to the product team for additional review. At the time we do not have a root cause and are exploring potential fixes to



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this issue. Motorola has an internal technical meeting at the end of this week to continue to review these issues and work towards resolution.

**DFSI:** All testing has been completed and we are moving forward with the installation of DFSI at ACDC. The current plan of action is to have the DFSI installed the week of July 7th at the ACDC site. We are continuing to work with ACDC and Jim Connolly in preparation of the installation.

**Encryption:** At this current time all resources have been focused on getting the Fire Radios deployed. We are working with the service team on this and hoping to make quick progress. Peter Keleher is working as the Service PM to help get these radios into the field.

## Radio Alias List and Templates Updates March 2025

The March 2025 update outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

### Documents Submission Status as of June 24

|                         |           |
|-------------------------|-----------|
| Configuration Completed | 29        |
| <b>Total Agencies</b>   | <b>29</b> |

### Template Selection

|   |           |
|---|-----------|
| Option 1 Current Template No HZ         | 2         |
| Option 2 with HZ in Selectable Channels | 6         |
| Option 2 NO HZ in Selectable Channels   | 21        |
| <b>Total</b>                            | <b>29</b> |

## Encryption KVL update: **Complete**

ETSB finished collecting all keys for the KVL. Additionally, the second KVL that was ordered has been delivered and can be configured. MOUs from the updated policy are being sent out. The PAC will be seeing re-executed agreements with the newly approved form on the July and future agendas. New requests will be sent through the ETS Board.



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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** June 30, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:****DEDIR System Radio Replacement**

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

APX8500 Mobile: Alternate options to the APX8500 are being considered. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Portables: Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration. All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also, quantity 51 Radio Central Link Issue fixes have been applied and fully completed. Fire Focus group is testing the Master configuration and updating Monday.com with channel status.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

**Programming – Projects**

**Code plug updates:** APX NEXT XN: Modification made to Fire Master configuration and all changes have been incorporated. All agency templates on Monday.com that were marked Ready For Configuration have been completed. Fire Focus will be reviewing the remaining agencies for accuracy and update the status.

**Codeplug Creation:** APX XN Master configuration is being updated as testing proceeds and finds error. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and will be applied to the Master when Fire Focus has completed testing.

**Consolidations:** There were none last month.



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Radio Alignment:

There were none last month.

**Service Tickets**

| 2024              | Year to Date |        |
|-------------------|--------------|--------|
| Category          | Opened       | Closed |
| APX 7000XE        | 81           | 80     |
| APX Next (PD)     | 144          | 140    |
| APX NextXN (FD)   | 1            | 1      |
| APX 8500 (mobile) | 42           | 42     |
| APX4000           | 11           | 11     |
| <b>Total</b>      | 279          | 279    |

| 2025              | Year to Date |        | Past Month |        |                       |                        |               |       |
|-------------------|--------------|--------|------------|--------|-----------------------|------------------------|---------------|-------|
|                   |              |        | Totals     |        | Categories of Tickets |                        |               |       |
| Category          | Opened       | Closed | Total      | Closed | Consumable replaced   | Alias or Configuration | Sent to Depot | Other |
| APX 7000XE        | 57           | 52     | 4          | 2      | 0                     | 0                      | 0             | 2     |
| APX Next (PD)     | 63           | 55     | 12         | 7      | 1                     | 6                      | 5             | 0     |
| APX NextXN (FD)   | 13           | 11     | 0          | 0      | 0                     | 0                      | 0             | 0     |
| APX 8500 (mobile) | 10           | 6      | 2          | 2      | 0                     | 0                      | 0             | 2     |
| APX4000           | 16           | 10     | 8          | 2      | 2                     | 1                      | 2             | 3     |
| <b>Total</b>      | 159          | 134    | 26         | 13     | 3                     | 7                      | 7             | 7     |

**STARCOM21 Scheduled Maintenance:**

System Maintenance:

There was none last month.

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 6/11 and 6/12. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 6/12/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.05 – Patching 6/20/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.



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Command Central Patches:

There was none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance was completed.

Start: 15/Jun/2025 @ 9:30 PM CDT (UTC -5)

End: 16/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance was completed.

Start: 16/Jun/2025 @ 9:30 PM CDT (UTC -5)

End: 17/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance was completed.

Start: 25/Jun/2025 @ 3:00 AM CDT (UTC -5)

End: 25/Jun/2025 @ 9:00 AM CDT (UTC -5)

Radio Central Patches:

There were none last month.

Radio Management CPS Patches:

There were none last month.

Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

| Serial Number | Model Number | Codeplug Version | Firmware Version | Group | Radio Alias | Job Status                  | Last Contact Time    |
|---------------|--------------|------------------|------------------|-------|-------------|-----------------------------|----------------------|
| 142CXX1154    | H45TGT9PW8AN | R33.00.01        | R06.04.00        | BAP   | BAP JENKINS | Running: Waiting For Device | 8/16/2023 9:51:49 AM |
| 142CXX0922    | H45TGT9PW8AN | R29.00.01        | R04.61.00        | BEP   | BEP CARRERA | Running: Waiting For Device | 1/30/2023 5:55:20 PM |

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.
- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.

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

**STARCOM21 Unscheduled System Outages:**

There were none last month.

**Meetings:** Fire Focus June 16<sup>th</sup>.

**Training:** Radio Central New Application June 9<sup>th</sup> – 13<sup>th</sup>.



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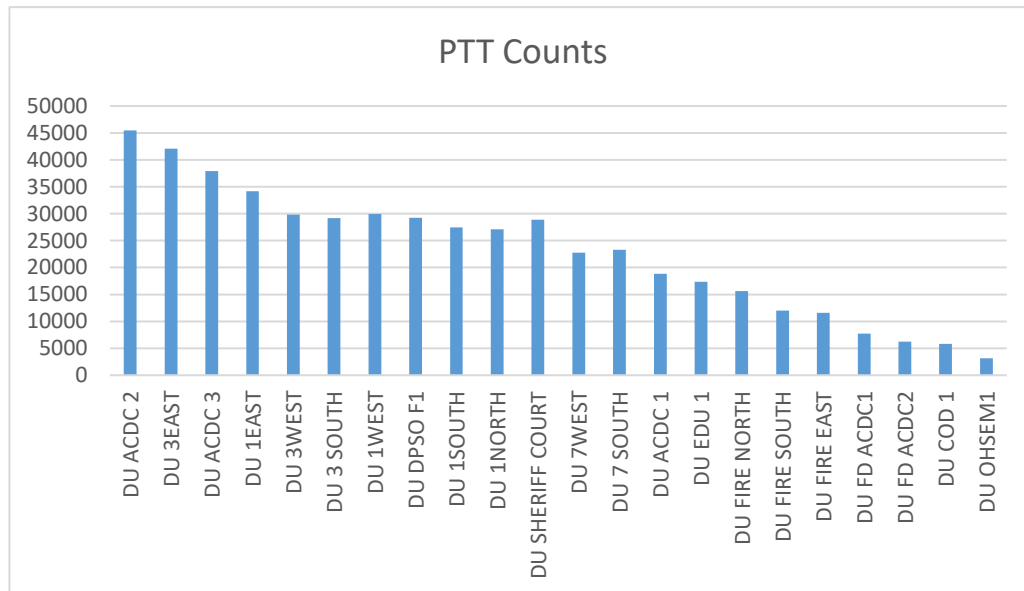
Grade of service report:

| May 2025 Starcom21 GoS Report |                  |             |         |                |              |                   |                       |                         |            |                       |                         |
|-------------------------------|------------------|-------------|---------|----------------|--------------|-------------------|-----------------------|-------------------------|------------|-----------------------|-------------------------|
| Hour                          | GoS Calculations |             |         |                |              | PTT and Busy Data |                       |                         |            |                       |                         |
|                               | GoS              | Utilization | Erlangs | Excess Erlangs | Days of Data | Total PTTs        | Total Talk Time (sec) | Average Talk Time (sec) | Total Busy | Total Busy Time (sec) | Average Busy Time (sec) |
| 0:00:00                       | 0.00             | 22.03       | 3.75    | 6.65           | 31.00        | 2808.55           | 13482.19              | 4.80                    | 0.00       | 0.00                  | 0.00                    |
| 1:00:00                       | 0.00             | 18.02       | 3.06    | 7.34           | 31.00        | 2260.48           | 11026.97              | 4.88                    | 0.00       | 0.00                  | 0.00                    |
| 2:00:00                       | 0.00             | 15.14       | 2.57    | 7.83           | 31.00        | 1882.58           | 9267.74               | 4.92                    | 0.00       | 0.00                  | 0.00                    |
| 3:00:00                       | 0.00             | 12.41       | 2.11    | 8.29           | 31.00        | 1507.48           | 7594.58               | 5.04                    | 0.00       | 0.00                  | 0.00                    |
| 4:00:00                       | 0.00             | 11.46       | 1.95    | 8.45           | 31.00        | 1399.03           | 7012.26               | 5.01                    | 0.00       | 0.00                  | 0.00                    |
| 5:00:00                       | 0.00             | 13.17       | 2.24    | 8.16           | 31.00        | 1579.97           | 8060.52               | 5.10                    | 0.00       | 0.00                  | 0.00                    |
| 6:00:00                       | 0.00             | 15.32       | 2.60    | 7.80           | 31.00        | 1859.32           | 9376.26               | 5.04                    | 0.00       | 0.00                  | 0.00                    |
| 7:00:00                       | 0.00             | 22.68       | 3.86    | 6.54           | 31.00        | 2716.42           | 13881.48              | 5.11                    | 0.03       | 0.03                  | 1.00                    |
| 8:00:00                       | 0.00             | 30.45       | 5.18    | 5.22           | 31.00        | 3688.29           | 18634.03              | 5.05                    | 0.10       | 0.19                  | 2.00                    |
| 9:00:00                       | 0.01             | 34.50       | 5.86    | 4.54           | 31.00        | 4151.52           | 21112.81              | 5.09                    | 0.52       | 2.87                  | 5.56                    |
| 10:00:00                      | 0.00             | 33.89       | 5.76    | 4.64           | 31.00        | 4106.77           | 20743.61              | 5.05                    | 0.06       | 9.84                  | 152.50                  |
| 11:00:00                      | 0.00             | 33.95       | 5.77    | 4.63           | 30.00        | 4095.70           | 20779.23              | 5.07                    | 0.03       | 0.13                  | 4.00                    |
| 12:00:00                      | 0.00             | 33.55       | 5.70    | 4.70           | 31.00        | 4014.19           | 20533.68              | 5.12                    | 0.13       | 3.32                  | 25.75                   |
| 13:00:00                      | 0.01             | 36.42       | 6.19    | 4.21           | 31.00        | 4400.16           | 22289.19              | 5.07                    | 0.26       | 11.94                 | 46.25                   |
| 14:00:00                      | 0.00             | 35.24       | 5.99    | 4.41           | 31.00        | 4295.87           | 21566.90              | 5.02                    | 0.16       | 1.68                  | 10.40                   |
| 15:00:00                      | 0.00             | 36.45       | 6.20    | 4.20           | 31.00        | 4469.06           | 22308.00              | 4.99                    | 0.06       | 1.39                  | 21.50                   |
| 16:00:00                      | 0.00             | 36.73       | 6.24    | 4.16           | 31.00        | 4515.10           | 22481.45              | 4.98                    | 0.10       | 5.58                  | 57.67                   |
| 17:00:00                      | 0.00             | 34.34       | 5.84    | 4.56           | 31.00        | 4243.52           | 21013.48              | 4.95                    | 0.00       | 0.00                  | 0.00                    |
| 18:00:00                      | 0.00             | 33.43       | 5.68    | 4.72           | 31.00        | 4094.32           | 20458.77              | 5.00                    | 0.00       | 0.00                  | 0.00                    |
| 19:00:00                      | 0.00             | 32.54       | 5.53    | 4.87           | 31.00        | 4079.35           | 19914.58              | 4.88                    | 0.13       | 4.10                  | 31.75                   |
| 20:00:00                      | 0.00             | 31.87       | 5.42    | 4.98           | 31.00        | 4022.68           | 19503.94              | 4.85                    | 0.00       | 0.00                  | 0.00                    |
| 21:00:00                      | 0.00             | 30.62       | 5.21    | 5.20           | 31.00        | 3890.35           | 18738.00              | 4.82                    | 0.00       | 0.00                  | 0.00                    |
| 22:00:00                      | 0.00             | 27.69       | 4.71    | 5.69           | 31.00        | 3571.81           | 16943.58              | 4.74                    | 0.00       | 0.00                  | 0.00                    |
| 23:00:00                      | 0.00             | 22.03       | 3.75    | 6.65           | 31.00        | 2808.55           | 13482.19              | 4.80                    | 0.00       | 0.00                  | 0.00                    |



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

| Group Alias      | PTT Count |
|------------------|-----------|
| DU ACDC 2        | 45468     |
| DU 3EAST         | 42103     |
| DU ACDC 3        | 37929     |
| DU 1EAST         | 34170     |
| DU 3WEST         | 29844     |
| DU 3 SOUTH       | 29183     |
| DU 1WEST         | 29924     |
| DU DPSO F1       | 29218     |
| DU 1SOUTH        | 27471     |
| DU 1NORTH        | 27099     |
| DU SHERIFF COURT | 28869     |
| DU 7WEST         | 22739     |
| DU 7 SOUTH       | 23289     |
| DU ACDC 1        | 18855     |
| DU EDU 1         | 17342     |
| DU FIRE NORTH    | 15630     |
| DU FIRE SOUTH    | 12003     |
| DU FIRE EAST     | 11584     |
| DU FD ACDC1      | 7719      |
| DU FD ACDC2      | 6209      |
| DU COD 1         | 5796      |
| DU OHSEM1        | 3141      |





# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 03:16:16 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

| Site         | Call Origin  | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |       |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|-------|-----|---------|---|--------------------------|-------------------------------------|
|              |              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP  | SMS | Unknown |   |                          |                                     |
| ACDC         | Incoming     | 110,485     | 34,834        | 75,651            | 0     | 1,423                             | 29,046   | 3,853 | 156 | 356     | 0   | 2,396                    | 00:00:04                            |
|              | Internal     | 6,234       | 0             | 6,234             | 0     | 0                                 | 0        | 0     | 0   | 0       | 0   | 0                        | 00:00:00                            |
|              | Outgoing     | 27,694      | 0             | 27,694            | 0     | 0                                 | 0        | 0     | 0   | 0       | 27,694  | 0                        | 00:00:00                            |
|              | <b>Total</b> | 144,413     | 34,834        | 109,579           | 0     | 1,423                             | 29,046   | 3,853 | 156 | 356     | 27,694  | 2,396                    | 00:00:04                            |
| <b>Total</b> |              | 144,413     | 34,834        | 109,579           | 0     | 1,423                             | 29,046   | 3,853 | 156 | 356     | 27,694  | 2,396                    | 00:00:04                            |

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 11:00:04 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

| Site         | Call Origin  | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |        |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|--------|-----|---------|---|--------------------------|-------------------------------------|
|              |              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP   | SMS | Unknown |   |                          |                                     |
| DU-COMM      | Incoming     | 351,205     | 138,442       | 212,763           | 0     | 5,493                             | 109,683  | 21,348 | 321 | 1,597   | 0   | 12,638                   | 00:00:05                            |
|              | Internal     | 65,429      | 0             | 65,429            | 0     | 0                                 | 0        | 0      | 0   | 0       | 0   | 0                        | 00:00:00                            |
|              | Outgoing     | 88,029      | 0             | 88,029            | 0     | 0                                 | 0        | 0      | 0   | 0       | 88,029  | 0                        | 00:00:00                            |
|              | <b>Total</b> | 504,663     | 138,442       | 366,221           | 0     | 5,493                             | 109,683  | 21,348 | 321 | 1,597   | 88,029  | 12,638                   | 00:00:05                            |
| <b>Total</b> |              | 504,663     | 138,442       | 366,221           | 0     | 5,493                             | 109,683  | 21,348 | 321 | 1,597   | 88,029  | 12,638                   | 00:00:05                            |

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 03:13:45 PM

Grouping: Site & Call Origin

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |      |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP | SMS | Unknown |   |                          |                                     |
| ACDC         | 26,855      | 6,502         | 20,353            | 0     | 244                               | 5,596    | 601  | 10  | 51      | 5,313   | 407                      | 00:00:04                            |
| <b>Total</b> | 26,855      | 6,502         | 20,353            | 0     | 244                               | 5,596    | 601  | 10  | 51      | 5,313   | 407                      | 00:00:04                            |

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2025 10:57:51 AM

Grouping: Site & Call Origin

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |       |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|-------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP  | SMS | Unknown |   |                          |                                     |
| DU-COMM      | 91,829      | 26,662        | 65,167            | 0     | 982                               | 21,436   | 3,787 | 91  | 366     | 16,719  | 2,776                    | 00:00:06                            |
| <b>Total</b> | 91,829      | 26,662        | 65,167            | 0     | 982                               | 21,436   | 3,787 | 91  | 366     | 16,719  | 2,776                    | 00:00:06                            |

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 03:17:43 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |      |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP | SMS | Unknown |   |                          |                                     |
| ACDC         | 5,512       | 5,512         | 0                 | 0     | 204                               | 4,617    | 687  | 4   | 0       | 0   | 0                        | 00:00:04                            |
| <b>Total</b> | 5,512       | 5,512         | 0                 | 0     | 204                               | 4,617    | 687  | 4   | 0       | 0   | 0                        | 00:00:04                            |



# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 11:10:09 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |       |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|-------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP  | SMS | Unknown |   |                          |                                     |
| DU-COMM      | 16,400      | 16,400        | 0                 | 0     | 207                               | 15,111   | 1,009 | 73  | 0       | 0   | 0                        | 00:00:05                            |
| <b>Total</b> | 16,400      | 16,400        | 0                 | 0     | 207                               | 15,111   | 1,009 | 73  | 0       | 0   | 0                        | 00:00:05                            |

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 03:15:22 PM

Grouping: Site & Call Origin

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |      |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP | SMS | Unknown |   |                          |                                     |
| ACDC         | 967         | 967           | 0                 | 0     | 24                                | 836      | 107  | 0   | 0       | 0   | 0                        | 00:00:04                            |
| <b>Total</b> | 967         | 967           | 0                 | 0     | 24                                | 836      | 107  | 0   | 0       | 0   | 0                        | 00:00:04                            |

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2025 11:09:28 AM

Grouping: Site & Call Origin

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

| Site         | Total Calls | Call Category |                   |       | Call Service (Emergency Incoming) |          |      |     |         | Outgoing<br>(Emergency,<br>Non-<br>Emergency,<br>Other) | Abandoned<br>(Emergency) | Avg Wait<br>(Emergency<br>Incoming) |
|--------------|-------------|---------------|-------------------|-------|-----------------------------------|----------|------|-----|---------|---|--------------------------|-------------------------------------|
|              |             | Emergency     | Non-<br>Emergency | Other | Wire-Line                         | Wireless | VoIP | SMS | Unknown |   |                          |                                     |
| DU-COMM      | 3,061       | 3,061         | 0                 | 0     | 48                                | 2,842    | 171  | 0   | 0       | 0   | 0                        | 00:00:06                            |
| <b>Total</b> | 3,061       | 3,061         | 0                 | 0     | 48                                | 2,842    | 171  | 0   | 0       | 0   | 0                        | 00:00:06                            |

| Memo # | Date Opened | Origin | Title                                       | DESCRIPTION  | STATUS of MEMO<br>(Pending, In Process/Testing,<br>Pending/Research,<br>Implemented,<br>Closed/Enhancement tot<br>Product Development,<br>Technically Not Feasible,<br>Closed) |
|--------|-------------|--------|---|--|--|
| 1      | 04/08/20    | CAD    | Informer Trigger words                      | Request to eliminate words that trigger an alert when entered into CAD   | Closed   |
| 2      | 02/18/20    | CAD    | Alphanumeric Verification                   | enables a setting that will allow alphanumeric addresses to geo-verify without a space.                          | Closed   |
| 3      | 03/17/20    | CAD    | Auto Verifiatio of address                  | disable automatically geo-verifying addresses that are unique in the system.                                     | Technically Not Feasible   |
| 4      | 03/17/20    | CAD    | on-off ramp entries                         | Enhance the TCs' ability to identify on and off ramps for the highways   | Closed   |
| 5      | 03/14/20    | CAD    | Pro-QA data export                          | Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software      | Closed   |
| 6      | 03/18/20    | CAD    | Eliminate the 2 or 3 digit code from Purvis | Removing the 2 or 3 digit code from the Purvis announcement.   | Closed   |
| 7      | 03/17/20    | CAD    | Half addresses                              | Presentation of two options for how to handle half-addresses.  | Closed   |
| 8      | 04/03/20    | CAD    | Command Line Font size                      | The font size larger on the command lines- expanded to the multi-command line                                    | Closed   |
| 9      | 04/03/20    | CAD    | PI-Delay                                    | Adjust an event code that corresponded to a car accident with injuries that was delayed                          | Closed   |
| 10     | 04/06/20    | CAD    | Street Aliases                              | Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64                  | Closed   |
| 11     | 01/27/20    | FSA    | Cover Memo                                  | Outline of the memo process  | Closed   |
| 12     | 01/27/20    | FSA    | Formula for Agency Costs                    | Costing formula options for exepenses relating to changes in systems   | Closed   |
| 13     | 12/19/19    | FSA    | Standardization of Recommends               | Using Z units in CAD   | Closed   |
| 14     | 01/23/20    | FSA    | Activating New Tone                         | Adding a rules to Engines to faciliate tones   | Closed   |
| 15     | 01/05/20    | FSA    | Add Units to Calls                          | Add Unit to calls from mobiles without generating a tone   | Closed   |
| 16     | 01/27/20    | FSA    | Optional Equipment Status                   | Optional equipment forming options   | Closed   |
| 17     | 02/28/20    | FSA    | Open Radio                                  | Leaving the radio open for two minutes after the Purvis alert in the stations                                    | Closed   |
| 18     | 03/05/20    | FSA    | Dead End Streets                            | Remove Dead End from the announcement  | Closed   |
| 19     | 02/26/20    | FSA    | LSI Data Into CAD                           | Add Hazardous Material data from the State into CAD  | Closed   |
| 20     | 02/26/20    | FSA    | Flow MSP                                    | The font size larger on the command lines- expanded to the multi-command line                                    | Closed   |
| 21     | 03/02/20    | FSA    | Additional Goals                            | Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch | Closed   |
| 22     | 03/01/20    | FSA    | Non-standard CAD programming                | Creating CAD command that are unique to an agency or a small subset of agencies                                  | Closed   |
| 23     | 01/27/20    | TECH   | Purvis Proposal                             | Review of the proposal to address the back-up alerting solution  | Closed   |
| 24     | 02/02/20    | TECH   | ICD from Hexagon for LEADS                  | Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal                                | Closed   |
| 25     | 04/20/20    | CAD    | Assist other priority change                | DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times           | Closed   |
| 26     | 04/20/20    | CAD    | Macro request On-Unit                       | DU-COMM request a macro to combine to add the vehicle when logging a unit on duty                                | Closed   |
| 27     | 04/20/20    | CAD    | New Event code request                      | DU-COMM request to add two new event codes   | Closed   |
| 28     | 04/20/20    | Tech   | Switch Design                               | DU-COMM recommendation for a switch design review  | Closed   |
| 29     | 04/30/20    | FSA    | Translations                                | Request to have the PSAPs manage FSA translations  | Closed   |
| 30     | 04/04/20    | Tech   | Enhanced Monitoring                         | Review the three proposals from Solar winds  | Closed   |
| 31     | 05/04/20    | CAD    | Fire Priorities                             | Request to re-visit the Fire events priorities from ACDC   | Closed   |
| 32     | 05/22/20    | FSA    | Priority Column                             | Request to add priority columns back into MPS  | Closed   |
| 33     | 05/26/20    | FSA    | Self-assgin                                 | Request the ability to self-dispatch calls from pending  | Closed   |
| 34     | 05/27/20    | TECH   | LAG   | Install LAG on the Comcast side of the Network   | Closed   |
| 35     | 05/27/20    | TECH   | Security                                    | Review Results of the Nessus system testing  | Closed   |
| 36     | 05/27/20    | TECH   | WMware upgrade                              | Install upgrade to Vmware from 6.0-6.7   | Closed   |
| 37     | 05/27/20    | TECH   | Software Review                             | Conduct a software review comparable to the cutover review   | Closed   |
| 38     | 05/27/20    | CAD    | 9-1-1 Call Flow                             | Reivew the 9-1-1 Call flow process   | Closed   |
| 39     | 05/28/20    | CAD    | Updated Macro                               | Request to reduce the CDCMDKEY   | Closed   |
| 40     | 06/01/20    | CAD    | Update LEADS Trigger words                  | Reintroduce trigger words from SOS for DL status   | Closed   |
| 41     | 06/03/20    | TECH   | NICE Upgrade                                | Connect lines and positions to the NICE Recorder/DSO end of life update  | Closed   |
| 42     | 06/10/20    | FSA    | Available on Event                          | Would like the MPS be programmed to change status to AOE   | Closed   |
| 43     | 06/15/20    | TECH   | Dell Storage                                | Dell offsite storage   | Closed   |
| 44     | 06/19/20    | Tech   | CAD Workstations At DU-COMM                 | Install the ETSB image on the Workstations at DU-COMM  | Closed   |
| 45     | 06/19/20    | FSA    | BARB procurement                            | Pros and Cons of the application   | Closed   |
| 46     | 07/06/20    | CAD    | EDIT unit Roster                            | Change the Display from Employee number to Sign on ID  | Closed   |
| 47     | 07/06/20    | CAD    | Informer Unit Column                        | Add a column that displays the unit in infomrer  | Closed   |
| 48     | 07/06/20    | CAD    | Multi-Command line                          | Force CAPS lock on the multicommand line   | Closed   |
| 49     | 07/06/20    | CAD    | Add select event hot key                    | Eliminate a step when selecting a unit on an event   | Closed   |
| 50     | 07/06/20    | CAD    | Unit Roster                                 | Add the Badge number to the Unit display   | Closed   |
| 51     | 07/06/20    | CAD    | Informer Hot Key                            | Add a hot key that opens up into Informer  | Closed   |
| 52     | 07/06/20    | CAD    | Dispatch Assign                             | Dispatch assing to work automatically  | Closed   |
| 53     | 07/06/20    | CAD    | Dispatch Assign mutple units                | Allow dispatch assign to work with multiple units  | Closed   |

| Memo # | Date Opened | Origin | Title                                | DESCRIPTION   | STATUS of MEMO<br>(Pending, In Process/Testing,<br>Pending/Research,<br>Implemented,<br>Closed/Enhancement tot<br>Product Development,<br>Technically Not Feasible,<br>Closed) |
|--------|-------------|--------|--------------------------------------|---|--|
| 54     | 07/06/20    | CAD    | Monitor preference                   | Allow the monitors to be saved from each login                              | Technically Not Feasible   |
| 55     | 07/06/20    | CAD    | Vin Response                         | Allow title search to be run in Informer                                    | Closed   |
| 56     | 07/06/20    | CAD    | Informer history                     | Develop a way to search for informer history                                | Technically Not Feasible   |
| 57     | 06/18/20    | Tech   | Carrier diversity                    | Request to explore surplus bandwidth to provide carrier diversity           | Closed Jan 12, 2021  |
| 58     | 06/16/20    | CAD    | UL Functionality                     | Ability to add apartment number using the UL Function                       | Closed   |
| 59     | 06/16/20    | CAD    | Commit and Cover                     | Add Commit and Cover command to the right click list                        | Closed   |
| 60     | 07/16/20    | CAD    | TC name in the Remarks               | ADD the PSAP and first initial to the TC name in remarks                    | Closed   |
| 61     | 07/30/20    | CAD    | Available on Event                   | Would like AOE to set the timer to 0  | Closed   |
| 62     | 07/30/20    | CAD    | Remove CUS                           | Remove CUS from Status codes PD RR IC WP TA AD                              | Closed   |
| 63     | 07/30/20    | CAD    | Mutiple Clearing units               | Change programming to allow multiple units to be cleared                    | Closed   |
| 64     | 07/30/20    | CAD    | F2 enhancement                       | Want F2 to bring to the command line anywhere in the program                | Closed   |
| 65     | 07/30/20    | CAD    | Mutiple On units                     | Want the ONU command to work for multiple units                             | Closed   |
| 66     | 07/30/20    | CAD    | Unit Transport streamline            | Get rid of the dashes in the command line for unit transport                | In-Process Research  |
| 67     | 07/30/20    | CAD    | Adjust name and tx field             | Add field for alarim and to companies that doesn't impact LOI               | Closed   |
| 68     | 07/30/20    | CAD    | Alias EMD codes                      | Want the EMD numeric code entered as alias for event type                   | Closed   |
| 69     | 04/20/20    | TECH   | CISA request                         | Cybersecurity testing   | 10/12/2021   |
| 70     | 08/04/20    |        | Monday.com                           | Online project management tool  | Closed   |
| 71     | 08/04/20    | TECH   | Vmware upgrade                       | Upgrade to VMware version 6.7   | Closed   |
| 72     | 08/03/20    | CAD    | Duplicate and Cancel                 | Attach the name of the TC that made the original ticket to remarks          | Technically Not Feasible   |
| 73     | 08/27/20    | FSA    | Default MPS CADVIEW screen           | Change the default MPS screen to Event list                                 | Closed   |
| 74     | 08/27/20    | CAD    | Right Click update                   | Using the Spreadsheet submitted update the right click list                 | closed   |
| 75     | 09/10/20    | CAD    | K9 Event codes                       | Add event codes for the different types of dogs                             | Closed   |
| 76     | 09/10/20    | CAD    | Relocate Unit Monitor                | Add a new monitor for relocated unites                                      | Closed   |
| 77     | 09/25/20    | TECH   | ALI Re-bid Times                     | Review the options to adjust the time for Automatic ALI re-bids             | Closed   |
| 78     | 10/20/20    | CAD    | Call Source                          | Default Call Source to Phone  | Closed   |
| 79     | 10/28/20    | CAD    | Edit unit Code                       | Change the two digit unit code for Elgin from EG to EN                      | Closed   |
| 80     | 10/30/20    | TECH   | Power Supply                         | Procure redundant power supplies for switches etc                           | Closed   |
| 81     | 11/15/20    | CAD    | Retail Theft                         | Change the subtype to Reatil-Delay  | Closed   |
| 82     | 11/15/20    | CAD    | Caller Name LOI Search               | Disable Caller Name from the LOI Search                                     | Closed   |
| 83     | 12/10/20    | CAD    | Bomb Threat                          | Use a code for bomb threat instead of the words in Purvis                   | Closed   |
| 84     | 01/1/26/21  | CAD    | Timers                               | Remove the shift timers from the system                                     | Closed   |
| 85     | 01/26/21    | CAD    | Live Mum additions                   | Add stations to match or come close to matching LiveMUM from CAD            | Closed   |
| 87     | 02/23/21    | CAD    | Common places for DSO                | Add common place names for DSO lots for a DSO response                      | Closed   |
| 88     | 03/31/21    | FSA    | Available on Event                   | Add the ability for MPS to self dispatch from Available on event            | Closed   |
| 89     | 04/16/21    | CAD    | KH and Business names Spec Situation | Remove the KH and businessss files from notification                        | Closed   |
| 90     | 04/19/21    | CAD    | Live Mum changes                     | Change the ETB of arrive danger to 40 minutes                               | Closed   |
| 91     | 05/18/21    | TECH   | TRE change                           | Redesign the TRE to ensure it passes to Starcom                             | Closed   |
| 92     | 05/26/21    | CAD    | Add subtypes to Assist               | Create two new subtypes for assist to the SA and coroner                    | Closed   |
| 93     | 06/09/21    | CAD    | TestCase for Pro QA                  | Turn on the test case option in ProQA                                       | closed   |
| 94     | 06/28/21    | CAD    | Standardized RR names                | Tracks xx where xx is a two/four digit abbreviation for the Railroad        | Closed   |
| 95     | 07/12/21    | FSA    | Cross Staffed Apparatus              | "Jump Crews" in Live Mum different than CAD                                 | Closed   |
| 96A    | 07/12/21    | FSA    | Border Station Depth                 | Analysis of station depth for border agencies                               | Closed   |
| 96B    | 07/12/21    | FSA    | Border Station Run orders            | Adjust the run orders of stations based on Analysis from 96                 | Closed   |
| 96C    | 07/12/21    | FSA    | Drive Time Adjustments               | Adjust the drive time for Mutual aid agencies                               | Closed   |
| 97     | 07/12/21    | FSA    | Pre-planned relos                    | Add pre-planned relos into LiveMum  | Closed   |
| 98     | 07/12/21    | FSA    | Unit Depletion                       | Program LiveMUM to make recommends based on unit depletion percatages       | Closed   |
| 99     | 07/13/21    | CAD    | Wayne township Coverage              | Add a note to the Wayne township area about for overnight disptaching       | Closed   |
| 100    | 07/13/21    | FSA    | EBT Request                          | Request DECCAN run two hears of data for more accurate EBT                  | Paused   |
| 101    | 07/21/21    | FSA    | COQ report number request            | Request a report number for agencies receiving COQ equipment                | Closed   |
| 102    | 08/10/21    | CAD    | Update Skill list                    | Add Drone to the Skill list   | Closed   |
| 103    | 09/07/21    | CAD    | CAD/Vesta Standardization            | Adjust one of the systems to search for intersections using the same syntax | Closed   |

| Memo # | Date Opened | Origin  | Title   | DESCRIPTION   | STATUS of MEMO<br>(Pending, In Process/Testing,<br>Pending/Research,<br>Implemented,<br>Closed/Enhancement tot<br>Product Development,<br>Technically Not Feasible,<br>Closed) |
|--------|-------------|---------|---|---|--|
| 104    | 11/02/21    | CAD     | Add event code                                | Add Event code for 3Si  | Closed   |
| 105    | 11/16/21    | CAD     | Add a layer to the map                        | Create a layer for Divison 10 in the CAD map  | Closed   |
| 106    | 11/29/21    | CAD     | in-custody time stamp                         | Program CAD to include the time stamp in the list of times  | Closed   |
| 107    | 11/29/21    | FSA     | Add new agency to CAD                         | Create a new agency in CAD for mabas division 12  | Closed   |
| 108    | 01/18/22    | CAD     | ANI/ALI dump work flow                        | Change the programming so that the keyboard can be used after ANI/ALI dump  | Closed   |
| 109    | 02/02/22    | CAD     | Timer for Delayed call                        | Want to have a timer for Trbl alarms to delay dispatch 10 minutes   | Closed   |
| 110    | 5/2/2022    | Tech    | Options for Tones                             | Explore audio setting options for tones on the fire channels  | In Process/Testing   |
| 111    | 7/30/2022   | Tech    | Purvis Proposal                               | Review Purvis Proposal  | Closed   |
| 112    | 10/3/2022   | CAD     | LPR Event                                     | New CAD Event for License plate reader  | Closed   |
| 113    | 10/3/2022   | CAD     | Shot Stab event type                          | Separate out the shot fired and gunshot into two type codes   | Closed   |
| 114    | 1/13/2022   | Tech    | Open USB ports                                | Request to open USP ports to the Bridge   | Closed   |
| 115    | 1/10/2023   | CAD     | Train Cleared                                 | Request to add commands to menus and boards   | Closed   |
| 116    | 1/10/2023   | FSA     | Emergency Button Mobile                       | Request to change the functionality of the emergency button   | Closed   |
| 117    | 3/22/2023   | FSA     | UE Delta Programming                          | Remove MAF units from CADView   | Closed   |
| 118    | 3/22/2023   | FSA     | Strobe light timing                           | Up the time out for the strobe units to 2 minutes   | Closed   |
| 119    | 3/22/2023   | FSA     | Recall dispatch                               | Add a Recall dispatch button to MPS   | Closed   |
| 120    | 3/22/2023   | FSA     | Resync Units and Events                       | Add a resync button to MPS  | Closed   |
| 121    | 8/16/2023   | Tech    | Shared Drives                                 | Shared drive in the DMZ to reduce Cybersecurity   | Closed   |
| 122    | 8/18/2023   | TECH    | Shared Subnet                                 | Allow traffic point to point for printers for cybersecurity   | Closed   |
| 123    | 8/21/2023   | CAD     | Task Force Units                              | Create Monitors for the Task force group  | Closed   |
| 124    | 10/3/2023   | CAD     | New Event code request                        | New or modified event type for Car vs Building  | Closed   |
| 125    | 11/9/2023   | CAD     | Priority integration                          | Integrate Priority Aqua program with Eventide   | Closed   |
| 126    | 2/20/2024   | CAD     | New Event code request                        | New event type for Electric Vehicle fire  | Closed   |
| 127    | 5/23/2024   | CAD     | MFA Command Central Aware                     | Decision to add MFA to Command Central Aware Website  | Pending Research   |
| 128    | 7/11/2024   | Tech    | MFA Infrstructure/Applications                | Decision to implement MFA within the ETSB 911 system  | Pending Research   |
| 129    | 7/30/2024   | CAD     | Adjust incident types for Alarms              | Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD   | Closed   |
| 130    | 8/9/2024    | CAD     | Add Macros                                    | Add macros that are currently deployed for 10 and 12 for MABAS Division 16  | Closed   |
| 131    | 1/30/2025   | CAD     | Change town/street code                       | Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data   | Opened   |
| 132    | 1/29/2025   | CAD     | New Animal Sub-Type/Nuisance                  | Add new CAD Sub-Type Nuisance to animal   | Closed   |
| 133    | 6/25/2025   | CAD     | CAD Notes Chronology Cluttered                | Remove some of the information that filters into the CAD notes chronology   | Opened   |
| 134    | 6/25/2025   | CAD     | Call Stacking Functionality For Fire Dispatch | Request to allow Call Stacking functionality for Fire dispatching   | Opened   |
| 135    | 6/25/2025   | CAD/MPS | Cloest Unit Dispatching                       | During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.  | Opened   |
| 136    | 6/25/2025   | CAD/MPS | Copying Events to Another Town                | The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process                             | Opened   |
| 137    | 6/25/2025   | CAD     | Hidden Pop Up Messages                        | There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged                      | Opened   |
| 138    | 6/25/2025   | CAD/MPS | Run Handicapped Placard Independently         | Communicated that it is not possible to run a Handicapped Placard independent   | Opened   |
| 139    | 6/25/2025   | CAD/MPS | Run LEADs Number Independently                | Communicated that it is not possible to run a LEADS number independent  | Opened   |
| 140    | 6/25/2025   | MPS     | Unit Status Only Displays Vehicle Location    | In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle | Opened   |
|        |             |         | In process/Testing                            |   |  |
|        |             |         | Implemented                                   |   |  |
|        |             |         | Pending Research                              |   |  |
|        |             |         | Technically Not Feasible                      |   |  |
|        |             |         | Enhancement tot product development           |   |  |
|        |             |         | Closed  |   |  |

Rave 9-1-1 Suite

| 2025        |                                   |  |                  |                 |                        |                         |                 |                               |                                 |                        |
|-------------|-----------------------------------|--|------------------|-----------------|------------------------|-------------------------|-----------------|-------------------------------|---------------------------------|------------------------|
| Month       | Total Number of Smart911 Accounts | Total Number of Individuals within those Accounts (Average 2.35 per profile) | Profile Increase | % of Population | Number of Profile Pops | Number of Chat Sessions | Number of Notes | New Facility Profiles Created | Number of Facility Profile Pops | RapidSOS Location Hits |
| January     | 27,064                            | 63,600   | 223              | 8.31%           | 165                    | 1,322                   | 2               | 1                             | 63                              | 24,739                 |
| February    | 27,185                            | 63,885   | 121              | 8.35%           | 147                    | 1,201                   | 2               | 0                             | 45                              | 22,005                 |
| March       | 27,403                            | 64,397   | 218              | 8.42%           | 121                    | 1,499                   | 0               | 1                             | 70                              | 24,893                 |
| April       | 27,548                            | 64,738   | 145              | 8.46%           | 153                    | 1,402                   | 2               | 0                             | 25                              | 17,559                 |
| May         | 27,680                            | 65,048   | 132              | 8.50%           | 172                    | 1,765                   | 0               | 0                             | 57                              | 23,164                 |
| June        | 27,816                            | 65,368   | 136              | 8.54%           | 170                    | 2,259                   | 1               | 0                             | 29                              | 24,193                 |
| July        |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| August      |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| September   |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| October     |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| November    |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| December    |                                   | 0  |                  | 0.00%           |                        |                         |                 |                               |                                 |                        |
| 2025 Totals | 27,816                            | 65,368   | 975              | 8.54%           | 928                    | 9,448                   | 7               | 2                             | 289                             | 136,553                |



**Motorola Monthly Incident Report**  
**June 2025**

| Incident Number | Site                                 | Status Text | Ticket Open Date      | Description   |
|-----------------|--------------------------------------|-------------|-----------------------|---|
| INC0002551262   | DuComm Dispatch CTR                  | In Progress | 6/3/2025 12:36:13 PM  | When pressing button for OP14 the AXIO all town request times out   |
| INC0002567197   | Addison Consolidated Dispatch Center | Pending     | 6/6/2025 1:27:47 PM   | AXS - When clearing Emergency on ACIM resource it only clears on consoles using same config, does not clear on consoles with different config |
| INC0002613454   | DuComm Dispatch CTR                  | In Progress | 6/16/2025 9:17:29 AM  | OP17 has no audio from the radio or phone   |
| INC0002613486   | DuComm Dispatch CTR                  | Pending     | 6/16/2025 9:20:17 AM  | OP28 has no audio from the Select Speaker   |
| INC0002613499   | DuComm Dispatch CTR                  | In Progress | 6/16/2025 9:23:16 AM  | OP27 has a possible dead speaker at DU-COMM Dispatch Site SZ01401D48.   |
| INC0002639351   | DuComm Dispatch CTR                  | Pending     | 6/20/2025 10:06:42 AM | AXS Consoles switching speaker resources on the Peripheral Configuration Tool. This has occurred on OPs 6,8,1,16.                             |



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: June 25, 2025  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- OCR 10.0/MFR project is ongoing.
  - Configuration tasks complete.
- RMS RFP Steering committee meeting monthly.
- Continued memory optimization is improving overall performance.
- All CJIS Agencies using new application.

### ***Action Items:***

- RMS RFP Process
  - Finalize RFP for release.
  - Assemble/Engage Evaluation Group
- OCR 10.0/MFR
  - Complete configuration tasks
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application.(Complete)
  - Preparation for phase 2 (NetRMS) is underway.

### ***RSA – Customer Support Collaboration:***

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

### ***Next Month's Actions Items:***

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