Emergency Telephone System Board of DuPage County Monthly Report | April Board Meeting

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

ADMINISTRATION

Congratulations on a job well done!
National Public Safety Telecommunicators Week April 13-19, 2025
TEXT to 9-1-1 Official Launch

Special Thanks to all the Telecommunications staff of **Addison Consolidated Dispatch Center (ACDC), DuPage Public Safety Communications (DU-COMM)** and our DuPage Neighbors at the Village of **Naperville PSAP** and all the Public Safety Answering Points for all their great work through the year 24/7/365 for National Public Safety Telecommunicators Week next week. A proclamation was shared at the County Board on April 8 and ETSB will have one at their Board meeting April 9.

Happy 50th Anniversary! To DU-COMM

Congratulations to the all Telecommunicators, Employees and Members, past and present, of DU-COMM.

To honor this significant accomplishment, the DuPage County Board on Tuesday, April 8 at 10:00 am and ETS Board on Wednesday, April 9 at 9:00 am will have proclamations.

Welcome to ETSB's new Administrative Assistant **Andres Gonzalez-Di Maso** who started February 24. He has hit the ground running. His Monday.com skills can be seen in new boards for DEDIR System fire radios, Purvis Hardware update and several other boards. He has also completed a **Monday.com Work Management Core** certification in March.

Always ready to help! Thank you to **Emergency Management Coordinator John Nebl** who coordinated a group of OSHEM Volunteers to help the Radio Service Manager with multi-charger firmware updates. This helped with the battery cycling for police radios and kept the Radio Service Manager focused on the fire radio deployment. Thank you to **Paul Zucker, Rod Simon, Woj Mardula, Randy Broadwell, Jim Janiak** and **OSHEM Coordinator Conan Foley** for their time. Their two day field trip around the County in teams of two was much appreciated!

Welcome to the ETSB newest board member, **Mr. Kyle Wolber**, the EMS rep. He is the Director of Logistics and External Relations for Superior Ambulance/EMT-B. We now have a full house!

911 Services Advisory Board (SAB) and 911 Legislation:
April 7 (Monday)
April 21 (Monday)
May 5 (Monday)
May 19 (Monday)

June 16 (Monday)
July 14 (Monday)
August 18 (Monday)
September 15 (Monday)
October 22 (Wednesday)
November 17 (Monday)
December 15 (Monday)

Legislation: The Board has been receiving weekly updates on the bills we have been following. There was no change from the previous week's status.

State Disbursement: The ETS Board may have noticed a dip in the monthly surcharge over the past few months. The ISP has been investigating the cause and will provide some background information at the next meeting. The surcharge is down approximately $100,000 or 10%. This change is not specific to DuPage, but the impact is greater to other 9-1-1 systems.

Village of Addison Axon Interface Memorandum of Understanding
Under Policy 911-013: Information Technology and Network Security and Policy 911-013.1: CAD Interface Access and Fees, Village of Addison had completed all the requirements and reviews for interface access for an Axon RMS interface. This interface already exists and approving this interface request will allow ETSB to complete compliance under the recently made changes to the above-named policies. The Executive Director recommends approval.

Wheaton Tower IGA
On the April agenda is an agreement between the Village of Addison and the County and ETSB for use of the Wheaton tower for improvement of public safety services for the Forest Preserve. This is a standard tower agreement that has been reviewed by the States Attorney's Office. The placement of the Antenna does not interfere with other parties on the tower and the space request in the building has been reviewed as well as within the allocated space. The Executive Director recommends approval.

FINANCIAL

Contracts under the $15,000 (Within the Executive Director Signing Authority)
Police Legal Sciences: Purchase Order 925014
The Law Enforcement training from Police Legal Sciences is reality-based online training for 9-1-1 Telecommunicators. TCs experience actual 911 calls each month and then participate in an analysis of the call through visualizing the scene, professionalism, customer service, and outcome of the call. The PSAP supervisors previously vetted this online training which provides appropriate interactive training for the Telecommunicators, and the consensus of the CAD Focus Group was that they want to continue with this service. The discounted cost of $60 per TC has remained the same since originally purchased in 2015. The service fee is new this year because PLS is building a new software system to deliver the training to clients. As part of the new system, PLS must utilize a learning records system that will cost PLS $2 per user per year.
Total amount of $9,382.00.

AT&T: Purchase Order 925017
While Plain Old Telephone System (POTS) lines themselves are not executed against a contract since they are a utility, there is a CompleteLink pricing contract associated with them. ETSB pays for nineteen (19) POTS lines in the PSAPs, DU-COMM (14) and ACDC (5), as a backup for the phone system. The CompleteLink contract expires in May and without an agreement in place, the POTS lines will revert to their original pricing, which is significantly higher.
There is no cost associated with this pricing agreement.

Contracts Over $15,000 That Require Board Approval
Crowdstrike: Purchase Order 925011
ETSB has a CrowdStrike monitoring services license offered through the State at no cost. The Tech Focus Group discussed augmenting services to include the Retainer through CrowdStrike for cyber-attack mitigation and assistance. ETSB has had a Retainer service in place since 2022. This additional service provides rapid engagement professional technical assistance in the event of a cyber security breach to the 9-1-1 System network. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1. If Retainer hours are not used in response to a computer security incident within the term of the contract, hours may be used for Incident Response Services or other hourly services within the CrowdStrike platform. This procurement is made through the OMNIA Mesa 2024056-1-GOV (2024056) contract.
Total contract amount: $51,480.00.

Change Orders:
Crowdstrike: Purchase Order 924008/6951-1
Request for Change Order #2 to extend the expiration date in the County Finance software from April 9 2025 to July 8, 2025 to allow for the Retainer service hours not utilized for FY24-25 to be scheduled for alternate services per the CrowdStrike contract. As an alternate service, allowed per the contract, the Tech Focus Group has recommended the hours be used for external penetration testing of the ETSB Systems. The Tech Focus Group concurred that proceeding with this testing would effectively assess the environment and provide valuable insights into any potential vulnerabilities. The delay in performing this testing within the contract time limits included a review of the services to be performed and by whom, and the scheduling of the testing plan which took longer than anticipated based on the nature of the 9-1-1 system.
This is a non-monetary change order.

AT&T CAMA Trunks PO 917107/2277-1: Change Order #6
Request for Change Order #6 to extend the CAMA trunks length of service by one (1) year and adjust the expiration date from September 14, 2025, to September 14, 2026, in the County Finance software system as the State transitions to NG911. This purchase order will remain open until the transition is complete and the State closes its account with AT&T for tracking purposes. There is no monetary change being made to this contract because the State pays this cost.

Hexagon Safety & Infrastructure: Purchase Order 923011/6442-1 Change Order #2
On this agenda is a recommendation to extend the term of the contract from May 10, 2025, to May 9, 2026. The option to extend the term was part of the original contract. This contract allows agencies to request an Xalt interface to the CAD, as needed, per Policy 911-013: Information Technology and Network Security for interfaces that are not 9-1-1 related. Along with the contract extension Change Order #2 will encumber additional funds in the amount of $51,305.09 to bring the contract value in the

County ERP system to $150,000.00 to be consistent with the change order extension paperwork. The FY25 budget earmarked $150,000.00.

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	$ 15,717.25	$ 59,282.75

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
Total for Fund 5820 for April 9 meeting: $193,985.25.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $1,074,150.85.

The November surcharge was received on March 6 in the amount of $1,074,150.85.

9-1-1 CORE SYSTEM MANAGEMENT

New this year is the division of 2024 and 2025 tickets. The Executive Director and IT Deputy Director would like to acknowledge that the technical staff has closed 2024 tickets in the areas of: Network, Fire Station Alerting, and GIS! These areas are highlighted in red for this month.

Cybersecurity:
The ETSB IT Deputy Director, along with several staff members, engaged in a tabletop exercise in collaboration with County IT cybersecurity personnel in March. This exercise simulated a ransomware attack on a system, providing a scenario-based, hands-on learning experience. During the exercise, teams were tasked with selecting responses to the bad actor's demands. Each choice triggered subsequent demands in the simulator, requiring the team to make a series of critical decisions until the final impact was revealed. Possible outcomes included complete data loss, partial data loss, or financial payment to the ransomware organization.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the initial issues, there are still 5 remaining.

ETSB, in collaboration with AT&T and Motorola, have tested the ANI/ALI file configuration update that will solve three of the five outstanding issues. This was tested at ACDC for proof of concept and can be ready to roll out to the centers. ETSB will work with DU-COMM to help them understand the update and the

changes associated with it and then it will be tested and validated by DU-COMM prior to implementation. Both PSAPs will need time to train the Telecommunicators before implementation.

DuJIS CAD:

2024	Year to Date	
Category	Opened	Closed
CAD	516	497
MPS	624	624
Total	1140	1123

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	117	93	43	37	12	22	3	6
MPS	116	91	36	28	6	22	1	7
Total	233	184	79	65	18	44	4	13

Projects:

Axon Addison Project: Addison's request was reviewed by Tech Focus at the March 24 meeting. Tech Focus recommended. The Village has executed the MOU and it is on the April agenda for approval.

Axon Downers Grove Police Department: On February 24, 2025, the ETSB received a Zendesk ticket #16136 requesting assistance for access for AXON RMS. Policy and paperwork have been supplied to Downers Grove for review and submission to ETSB. Downers Grover has submitted their request. This request is scheduled for review at the April 7 Tech Focus meeting.

Axon Oak Brook Police Department**:** On February 21, 2025, the ETSB received a Zendesk ticket #16108 requesting assistance for access for AXON RMS. Oak Brook has provided their request form. This request is scheduled for review at the April 7 Tech Focus meeting.

Flock Drone Oak Brook Police Department**:** Oak Brook Police Department has purchased Drone software and is requesting a real time interface to the 9-1-1 CAD system. This request has been referred to Hexagon. Hexagon does not have an existing interface for Flock so this interface will have to be created. Staff is working on setting up a meeting with the vendor and agency to develop scope of work. The request has also been referred to the States Attorney for review for video retention requirements.

CAD RFI DeltaWRX Project:
The DeltaWRX reports are included at the end of this report.

On the agenda for April is a presentation by DeltaWRX for a review of Phase 1. DeltaWRX concluded the stakeholder interviews for Phase 1 of the project and presented an update at the PRMS Oversight Committee for police report writing in March.

CAD Manager:

Database Management:

ETSB worked to address backup congestion on the database server by purging non-event and non-unit tables that successfully freed up space on the database server allowing the backups to complete in a shorter timeframe.

CAD Configuration:

ETSB addressed user requests that included:

- Added units to the CAD system to enhance operational capabilities.
- Managed user accounts within CAD, including adding and removing users as needed.
- Modified user skills in CAD to align with updated role requirements.

CAD Issue Resolution:

- Worked directly with Bloomingdale Police to resolve a report number issue affecting RMS reports, providing face-to-face support for a timely resolution.
- Collaborated with Hexagon on ANI/ALI mapping to address a "BLVD issue." While unresolved, significant progress was made; a new ANI/ALI format is pending
- Partnered with Hexagon, AT&T, and Motorola to configure a new ANI/ALI format and resolve parsing issues caused by extra characters in the ANI/ALI dump
- Investigated with Hexagon to determine why the Tablet Command interface occasionally disrupts Edge Frontier service.

System Development and Deployment:

- Worked with Hexagon to resolve the staging area creation issue; the solution is ready for deployment.
- ETSB successfully implemented a Police Beat column to units on the event monitor for PD and FD builds; this solution is approved and awaits production deployment.
- Implemented the TEST Purvis system into the Test Edge Frontier server for device testing.

Network – Absolute Secure:

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	155	155

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	72	64	44	42	18	20	0	6

Absolute Secure Access:
ETSB reports no issues for the month of March 2025. Currently the system has approximately 950 devices registered. ETSB is reviewing the number of registered devices to identify their last access date to determine if devices can be cleaned up from the server.

Comcast Maintenance/Trouble Tickets:
ETSB reports no issues for the month of March and no configuration changes.

Network Tickets:
No network issues have been reported for the month of March 2025.

VMware Maintenance:
No maintenance updates for March 2025.

Windows Patching:
No patching updates for March 2025.

Fire Station Alerting System (FSAS):

2024	Year to Date	
Category	Opened	Closed
FSA	221	221

2025	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	32	30	13	13	8	5	13

Fire Station Alerting: As reported in October 2024, the Fire Standardization Focus Group reviewed the results of the survey at the September 5, 2024 meeting. Overall, the agencies are either satisfied or very satisfied with the customer support of both Purvis, the manufacturer, and Communications Zone, the onsite service vendor. With respect to an overall rating, 27 of the 29 fire agencies reported either being satisfied or very satisfied with the system, with two agencies reporting they were not satisfied with the system.

The Focus Group reviewed two takeaways and recommended the following next steps:

- ETSB staff work with the two agencies that are reporting not being satisfied to determine how best to improve their experience.
- Request Purvis provides a demonstration on the capabilities of the system and any new features that are available today that were not available during the initial configuration.
- Several comments requested the ability to configure the system to meet the needs of the individual departments. Note: Different configurations are possible in the current Purvis system. The configuration decisions made during the initial deployment were made for standardization by different chiefs on the Fire Standardization Focus Group. The current Fire Standardization Focus Group would like to review the configuration based on operations today after the demonstration by Purvis.

The first two items are complete. The last item is pending a system upgrade which is the project below. This project has a dependency on a DU-COMM project radio toning project.

Projects:

Fire Station Alerting System-wide Upgrade: There is one dependency to this project, DU-COMM has a TRE project to complete for radio pager tones. Once the DU-COMM project is completed, the upgrade can continue.

The upgrade of the software on the servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations.

The servers have been in-house. The modules are currently on order. A Monday.com board is being created to gather information required by the agencies for this project.

Itasca Fire Protection District New Station #67: ETSB staff, ACDC staff and PURVIS/CommZone met with the Itasca Fire Protection District and their Architects on February 18. Itasca FPD and Purvis are working on site plans and will submit a proposal for any optional equipment with their core equipment proposal when ready.

Winfield Fire Protection District New Station #31: The cabling installation has been done, and Chief Evans has indicated the work completed. Chief Evans also stated that his contractor was complimentary of both staff and the work performed by CommZone. Milestones 1A and 1B have been executed for payment.

New this month are tickets submitted with Purvis. The Deputy Director worked with Purvis to collect data. March was the first month of data collection.

Purvis Ticket Status:

Ticket ID	Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
36299	2025-03-03	2025-03-03	Bartlett 1	Station: Hardware: Reader Board	Configuration Push
36337	2025-03-04	2025-03-21	Elmhurst 41	Station: Hardware: Station Control Unit: Power Supply	Replaced Component
36357	2025-03-07	2025-03-07	Glen Ellyn 62	Station Reported Down	Restart/Power Cycle System
36366	2025-03-07	2025-03-10	Addison 73	Station: Hardware: Reader Board	Cycled Component
36370	2025-03-10	2025-03-10	Wheaton 39	Station: Hardware: Ceiling Speaker LED: LED PCB	Configuration Push
36371	2025-03-10	2025-03-10	West Chicago 7	Error Message	Restart/Power Cycle System
36407	2025-03-12	2025-03-27	ACDC PSAP/ DuComm PSAP	Central: Hardware: Radio Interface Unit	Hardware Install Completed
36412	2025-03-13	2025-03-18	Carol Stream 27	Station: Hardware: Station Control Unit: Logic Supply	Cycled Component
36433	2025-03-14	2025-03-18	York Center 77	Station: Hardware: Turn-out Timer: Grid Connect Power Supply	Replaced Component
36443	2025-03-16	2025-03-17	West Chicago 7	Station: Hardware: Ceiling Speaker LED	Restart/Power Cycle System
36451	2025-03-18	2025-03-18	Lombard 44	Station: Hardware: Station Control Unit: Logic Supply	Cycled Component
36542	2025-03-27	2025-03-31	Addison 73	Station: Hardware: Turn-out Timer: Grid Connect Power Supply	Replaced Component
36572	2025-03-31	2025-03-31	Bensenville 107	Customer Network/Circuit Issue	Network Issue Cleared on Own

Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	612

2025	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	171	76	50	23	27	10	10	0	1	2

GIS Map Roll: GIS team successfully tested and verified updated maps and rolled them into the training/production side of CAD for the monthly of March.

GIS Redistricting Annual Status:
ETSB will send out another reminder on a semi-annual basis starting in the second quarter of 2025.

GIS Projects:
No new projects were started this month.

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:

Data Base Version and Updates: The State has made version 5.0.2 available. County GIS have downloaded the new tools for editing and submitting the data. This 5.0.2 version was downloaded at the beginning of March, and data was submitted with these new tools on March 10.

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 is currently collaborating with Will County to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

State of Illinois Text to 911: The goal is to do public education campaign for Text-to-911, 988 and 211 in April and to do an official launch of Text-to-911 with National Public Safety Telecommunications Week April 13-19, 2025. Press kits were sent out to 9-1-1 System agencies. We are also working on additional handouts for events with County 988 and 211.

School Critical Incident Mapping**:**
In Illinois, critical incident mapping for schools, mandated by Section 50 of the School Safety Drill Act, provides funding for schools to obtain and share crisis response mapping data with first responders,

ensuring accurate and timely emergency responses. Key aspects of Illinois' critical school mapping initiative include:

Funding: The Illinois Legislature allocated $16 million to the State Board of Education to establish a grant program for crisis response mapping data.

Purpose: The data is intended for use by local, county, state, and federal first responders during emergencies on school grounds.

Requirements: Crisis response mapping data must meet specific criteria, including compatibility with existing security software, printable format, on-site verification, and site-specific labeling.

Data Content: The maps should include room labels, hallway names, external door/stairwell numbers, hazard locations, critical utilities, key boxes, AEDs, trauma kits, parking areas, athletic fields, surrounding roads, and neighboring properties.

Confidentiality: Crisis response mapping data is confidential and exempt from disclosure under the Freedom of Information Act.

Grant Program: The State Board of Education provides grants to entities (like school districts) upon approval of an application that includes crisis response mapping data for all schools under their jurisdiction.

Ongoing Review: Subject to appropriation, the crisis response mapping data may be reviewed annually to update the data as necessary.

DuPage School Critical Incident Mapping Task Force (DuSCIM): DuSCIM is made up of approximately twenty stakeholders within the County representing education and public safety including the PSAPs, ETSB, the Regional Office of Education and County GIS.

DuSCIM is finalizing the database schema that they would like to use for school mapping and will be scheduling demonstrations from the following school mapping vendors to showcase their applications and services to the task force. The vendors are as follows:

- Critical Response Group-CRG
- 911 INFORM
- Centegix

9-1-1 System Memos:
ETSB staff did a review of the 9-1-1 System memos after the CAD system upgrade. There were several system memos in the comprehensive list found at the end of the monthly report that were listed as *Enhancements to Production* that are now able to be closed successfully. Memos that required an enhancement that was not achieved in the upgrade will be listed as *Technically Not Feasible* and were discussed with the Directors to determine a future direction. Those *Technically Not Feasible* memos were moved to *Closed* Memos. Beginning with the April monthly report, the *Closed Memos* category will reflect only newly closed memos.

Closed Memos:
Memo 129: Alarm Sub-Type define in CAD
Memo 132: New Cad Sub-Type Animal Nuisance

Pending Research:
Memo 108: Change ANI/ALI dump workflow in CAD. ETSB investigated this memo and the associated SR with Hexagon that was created. The current CAD system does not have the ability to accommodate this request. This is technically not feasible.

Memo 113: Shot/Stab Event Type. Schedule for April Directors agenda for discussion.

Memo 127: MFA in CommandCentral Aware. The Tech Focus Group had some additional discussion on this during the last meeting. All members at this point do not have a solid solution to implement 2FA within this environment. The solution can be fully implemented internally without issue as the individuals utilizing the product are internal staff of the County and PSAP centers. The concerns come when we start discussing the external individuals that would like to have access to the tool that is a Web based application and the ability to support 2FA at those locations such as the RTCC. These individuals are outside members of the organization and the potential for turnover is high, as well as the security concern of individuals utilizing the tool at a non-authorized location such as a home. The status will be reviewed with the Directors.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group discussed this during the last meeting, and it has been determined that we are able to implement MFA for all administrative level users within the environment that have access to critical server infrastructure. The team concluded that the CAD workstations do not require the implementation of MFA on those workstations as they are currently on a closed network with no internet access and housed in a secure key card access area of the facility.

Memo 129: Event Subtype adjustment. During the March 7, 2025 Director's Meeting all participants agreed to close this request out and not implement this in the CAD system. Memo noted in the closed section of the report.

ETSB On-Call Summary:

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	3/9/2025	9:06 PM	CAD Backup caused slowness for a couple minutes	Cleared on its own - Investigating
DU-COMM	3/14/2025	6:08 AM	Purvis was down for York Center station.	CommZone onsite restarted SCU
DU-COMM	3/16/2025	8:36 PM	One radio was not working for Lilse PD. Opened ticket by DU-COMM to NOC	Cleared on its own. Ticket is opened with NOC.
Bartlett Chief	3/21/2025	5:04 PM	Tablet Command was not working. ETSB worked with Bartlett to correct issue	Restart interface for Tablet Command.
DU-COMM	3/26/2025	6:14 AM	MPS Interface Issue	ETSB restarted server interface
DU-COMM	3/28/2024	6:00 PM	CAD Backup caused slowness for a couple minutes	Cleared on its own - Investigating
DU-COMM	3/31/2025	6:27 AM	ASN Instance 1 active peered busied out, DU-COMM opened Res Center ticket EH076395	AT&T resolved the issue with a node restart

DuJIS PRMS:
The RMS Manager's monthly memorandum for March has been attached to this report.

APRIL DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola Wednesday Morning Status Call – March 5, 2025 – in person report to ETS Board.
Motorola Wednesday Morning Status Call – March 12, 2025 - no call ETSB Board meeting.

Motorola Wednesday Morning Status Call – March 19, 2025
Encryption: Have updated information for the DuPage Talkgroups new AES plan. Andy S to meet with ETSB on the MOUs talkgroups this week to make sure we have updated information. Andy is looking into some of the radio's capacity for duplicating DuPage talkgroups. (APX 4000) We are currently working with the new AXS consoles (ACDC) to devise a plan for the migration to AES and OTEK operations. We hope to have this resolved this week.

AXS Consoles: As of Tuesday night 6 consoles had been fully installed and were functioning. There was an issue with only one port being available for IRR and Eventide Logging, but we have used a splitter to provide feed to both systems. I have reached out to Motorola engineering to determine appropriate steps in resolving this issue. Installation to continue at pace of 2-3 consoles per day.

DFSI: Met with Jim Connolly last week to discuss ACDC need for DFSI and potential hurdles in implementation. Motorola is still planning on setting up Tait system in the lab to test prior to implementation in the field. Linda Z provided contact with Purvis to help Motorola determine method of providing data to Purvis system with DFSI implementation. Reaching back out to Leonardo to get system diagrams to help determine setup for DU-COMM system.

Motorola Wednesday Morning Status Call – March 26, 2025
Encryption: Motorola is still waiting for new console installation to be complete and configuration to be finalized so we can provide ADP to AES Encryption on the consoles. Matt Downer is currently working on finalizing documenting the encryption plan created from gathered information. Andy Saucedo is still working to gather all MOU information for encryption. Motorola is currently tracking down information on inventory, as well.

AXS Console Installation: As of Tuesday 2/26/25, there were 16 consoles installed at the ACDC dispatch center. Installation continues with the goal of full implementation and completion prior to April 10th. Motorola STs and ChiComm are continuing to troubleshoot issues as they arise. Installation continues at the pace of 2-3 positions per day.

DFSI: The Motorola lab has stated that the original time available for lab testing is not available any longer. Motorola is working with the lab engineers to lock down a schedule where the Tait system can be tested. The Motorola equipment (spare borrowed from ETSB) has been configured in the lab and they are actively working on networking. Once we have a date secured, we will work with Jim Connolly to test Tait equipment.

PAC Member Fire Deputy Chief Craig Jansen provided an update at the ACDC Fire Ops meeting on March 11. PAC Vice Chair Fire Chief Chris Clark provided an update to the DU-COMM fire chiefs at their Ops meeting on March 20.

Fire Focus Report: Friday, March 21, 0900 to 12:30

1. Status of obtaining encryption keys. Who is responsible and is help needed?
    a. Andres will reference the contact information from each of the MOU's (about 15) and provide a spreadsheet that Andy can reference to make contact and get the keys. If Andy needs assistance, he will reach out to the Focus Group.
    b. Prior to programming radios, the CKR's must be established and entered into the radio. The key may be able to be loaded over the air but not the CKR. Therefore getting the CKR's is on the critical path.
2. IGA status.
    a. MOU's will need to be updated listing the CKR's. ETSB has created an updated form similar to the Grundy County Form.
3. Requests for all hazard zone mode for fire ground channels/talkgroups.
    a. Oak Brook and Clarendon Hills have requested that their radios be set up so fireground tactical channels are only available in Hazard Zone mode.
        i. Agency selectable zones can be set up with all tactical channels using Hazard Zone operation only.
        ii. The same channels and talkgroups exist in several other Zones in the radio and are available in non-Hazard Zone mode. This is part of the standardized radio template.
        iii. It is not possible to prevent a user from selecting the non-Hazard Zone version of the channel from another Zone.
4. Radio ID/ RSI numbering- pros/cons of 10 million series vs 270000. Same or new IDs.
    a. Discussed the benefits and detriments of using the existing 270000 radio ID series or the 10 million series.
        i. Using the existing radio ID's (270000 series) would allow aliases on existing mobile radios to continue to work. This would also benefit non-Starcom VHF radios that are currently set up to decode aliases.
        ii. Using the existing radio ID's (270000 series) would allow the Radio ID and the Encryption ID to be the same. The KVL only supports 6 digits.
        iii. Using the existing radio ID's (270000 series) could complicate radio testing as effort would be needed to avoid two radios with the same ID.
    b. Linda will inquire about using the current 270000 series radio ID's.
        i. Need to confirm that ID's in the range not currently assigned to DuPage are available.
5. Confirm FD Template Channel naming:
    a. Zones 1-3 Existing template with existing names
    b. Zones 4 & 5- User Selects using new naming conventions
    c. Zone 6 - 15 new FD OPS channels and names
    d. Zones 8 & 9 in all radios (new zones with HZ)
    e. User Select Zones 66 & 67 use all new names

    Confirmed that Zones 1-3 will be deleted once talkgroup names are changed.
6. Fleetmap/Template Reviews:
    a. Review Assignments/Status
        i. Andres updated the Monday spreadsheet with separate status for Template and Fleetmap reviews.

   b. Number of characters/spaces
      i. Radio Alias and System Alias shall be the same
      ii. Total characters limit is 14
      iii. All aliases will begin with “DUxxx” including DU for DuPage and three letter agency code with no space in between.
      iv. This leaves 9 remaining characters available.
      v. If 8 or fewer characters are needed, a space will be added following the agency code.
   c. Where should docs be located (fleetmap, template, signoff page)?
      i. Monday spreadsheet updated.
7. Focus Group Testing of final template
   a. Testing required
      i. Andy will program a codeplug with the Addison FD template and push it to Focus Group members for evaluation.
      ii. All controls, display, volume levels, etc. need to be evaluated.
      iii. Regional mutual aid resources need to be tested.
   b. Responsible parties
      i. Will and Grundy Counties: John Sullivan
      ii. North Cook and Kane County: Chris Clark
      iii. South Cook County: Craig Jensen
      iv. State and Tollway: Jim Connolly
8. Training program development and delivery methods
   a. Who’s developing materials?
      i. In process of obtaining base materials from Motorola
   b. How will training be delivered?
      i. Resources (Documents, slides, videos) will be provided to agencies two weeks prior to radio delivery.
9. Status of Motorola updates to XN portables
   a. No updates.
10. Roll Out Strategy by agency
   a. Agency test radios, test period
      i. Agency will receive two radios to test for one week.
      ii. Chris Clark will determine a radio ID for use, preferably a new one.
   b. Radio exchange
      i. Radios will be exchanged one for one. One agency per day.
11. Mobile radio solution status update.
   a. Motorola working on it. Presenting soon.
12. Command Central
   a. Will Command Central Aware be made available agencies?
   b. Need information on license fees.

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	
Awaiting Template Review	9
Awaiting Alias Review	1
Awaiting Full Review	1
Documents Pending	1
Pending Sign Off Memo	1
Ready for configuration	12
Waiting on Agency Response	4
Total Agencies	**29**

.Template Selection	
Pending Selection	2
Option 1 Current Template No HZ	1
Option 2 with HZ in Selectable Channels	5
Option 2 NO HZ in Selectable Channels	21
Total	**29**

Motorola Radio System Manager Report:
The System Manager's memorandum is located at the end of the monthly report.

Firmware Update Multi-Charger:
Multi-chargers' firmware updates were completed March 26 and 27 by two teams of two from OHSEM. The System Manager previously completed updates for Bloomingdale PD and the Sheriff's Office. The System Manager is in the process of testing the firmware update for the single chargers and its impact on the battery and battery life.

The teams verified asset tags as well as performed the update. This was a good asset check and ETSB staff will verify the lists and notes of the teams against inventory sheets. There were two chargers that could not be located. And there was one unit that would not accept the download. This unit staff will look at it for system issues and possible replacement.

Firmware Update APXNext/Police: In the March report there were 274 police radios that needed firmware updates, as of March 31 there are 81 police radios that still have not completed the firmware updates. A list will be provided at the end of this update. Agencies have been asked to complete their updates by April 15.

A refreshed sheet for police agencies requiring firmware updates was provided for the ACDC Police Ops meeting on March 18. The DU-COMM Chiefs meeting on March 11 was cancelled.

The DU-COMM Police Ops meeting on March 26 was cancelled but the firmware information was provided to DU-COMM Directors for distribution. The DU-COMM Support Services meeting on April 2 is also cancelled.

A firmware report was run on March 31 and follows this report.

Multi-Charger Firmware Update Project			
Agency	# of Units APXNext	# of Units APX4000	Status
Addison PD	7		Complete
Bartlett PD	6		1 Charger could not be found
Bloomingdale PD	6		Complete
Burr Ridge PD	4		Complete
Carol Stream PD	1		1 Charger could not be found
Darien PD	4		Complete
Downers Grove PD	7		Complete
DuPage Sheriff	2	21	Complete
Elmhurst PD	11	2	Complete
Forest Preserve PD	1		Complete
Glendale Heights PD	1		Complete
Hanover Park PD	4		Complete
Hinsdale PD	3		Complete
Lisle PD	5		Partially Complete
Lombard PD	11	1	1 Charger could not be found
Oakbrook Terrace PD	3		Complete
Oak Brook PD	8		1 Charger would not accept update
Roselle PD	6		Complete
Villa Park PD	5		Complete
Warrenville PD	4		Complete
Willowbrook PD	3		Complete
Wheaton PD	8	3	Partially Complete
West Chicago PD	4		Complete
Wood Dale PD	1		Complete
Woodridge PD	2		Complete
	116	29	

POLICE AGENCIES REQUIRING FIRMWARE UPDATES – as of March 31, 2025

RADIO STATUS: Running: Package Downloaded have downloaded the firmware to the radio but it has not been applied by the user. These radios are the ones that seem to be susceptible to the radio restart error that is happening. Any radio that gets stuck in a constant restart cycle will need a factory reset, reprogram, and key loading of the radio at the ETSB office. Submit a Zendesk ticket for that radio and schedule a time to bring it in, please.

BARTLETT PD	CSP BACIDOR	**LISLE PD**	**VILLA PARK PD**
BAP SERAFIN	CSP KOELLER	LIP ARNOLD	VPP Bastian
BAP CARULLI	CSP CZERNEK	LIP CARROLL	VPP Blake
BAP BUBIS	CSP DUNTMAN	LIP HURT	VPP Bregman
BAP PRETKELIS	**FOREST PRESERVE**	**LOMBARD PD**	VPP Perez
BAP SALLIS	FPP Johnson	LOP OLIVER	VPP Velazquez
BAP KEYSER	**GLENDALE HTS PD**	**OAK BK TERR PD**	VPP Raymond
BAP NESSLING	GHPHALIPAJ3034	OTP 20	WCP CHASSAGNE
BENSENVILLE PD	GHP AMODIO3017	OTP 22	WCP LEVATO
BEP MIRANDOLA	GHP GARCIA396	**SHERIFFS OFFICE**	WCP ONEIL
BEP CHA	GHPSTODDARD374	SOP NAVRTIL	WCP CARGOLA
BEP EMA	GHPSTACHURA395	SOPSCHOENENBER	**WHEATON PD**
CAROL STREAM PD	GHPSHAFFREY954	SOP GREEN	WHP Lord
CSP ZAKRSKI	GHP JENCA953	SOP HODGE	**WOOD DALE PD**
CSP MCGOVRN	GHPPSHEEHAN950	SOP MERIT 2	WDP Singto
CSP MCINTYR	GHPLOMIBAO3027	SOP BIBBIANO	**WOODRIDGE PD**
CSP FREER	GHP MASCIO399	SOP FAVELA	WOP 132
CSP PLAKETT	GHPLNHARDT3004	SOP SCHULTZ	WOP 119
CSP DUMDIE	GHP SCHON397	SOP HARRAH	
CSP JUSTINIANO	GHPROSARIO3007	SOP FOX	
CSP ROE		SOP GRAVEL	
CSP CCADLE		SOP THOMAS	
CSP FAUTH			

RADIO STATUS: Running: Waiting For Device has not been powered on to accept the download.

BARTLETT PD	**GLENDALE HTS PD**	**WHEATON PD**	**WINFIELD PD**
BAP JENKINS	GHPGRZKWCZ3020	WHP Tschida	WFP SCHANE
BENSENVILLE PD	**VILLA PARK PD**	WHP Spare 1	**WOOD DALE PD**
BEP CARRERA	VPP Grabowski	WHP Klamerus	WDP Werner
FOREST PRESERVE	**WESTMONT PD**	WHP K Lucas	
FPP Clausen	WSP Santiago		

MOTOROLA SOLUTIONS

STARCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: March 28, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

APX4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. An 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.

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Motorola Product Group to meet with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA/MOU finalization with outside agency. 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.

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration and all changes have been incorporated. Fire templates on Monday.com are being reviewed by Fire Focus for accuracy.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	72
APX Next (PD)	144	122
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	42
APX4000	11	16
Total	269	252

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	36	33	24	22	9	7	8	0
APX Next (PD)	17	16	25	16	5	10	6	4
APX NextXN (FD)	6	5	6	5	0	0	0	6
APX 8500 (mobile)	4	2	4	2	0	0	0	4
APX4000	4	4	4	4	2	1	0	1
Total	67	60	63	49	16	18	14	15

STARCOM21 Scheduled Maintenance:

System Maintenance:

Starcom Zone 1 Work Performed 3/14. The Verizon Field Technician installed a DB9 cable between the Juniper/SRX345-SYS-JB and Cradlepoint routers and conducted a failover. Cutover 29901 Marvalis to Downers Grove, with Josh F. onsite.
Performed at the following sites:
SZ01401 Downers Grove
SZ014029901 Marvalis ISP
Performed by: Starcom21, Motorola FSO, and Verizon
Impact was less than 3 min outage.

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 3/12 and 3/13. These patches caused an impact to the system in all Zones.
It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 3/13/25
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

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IL STARCOM Monthly Application of Windows Motopatch 2025.02 – Patching 3/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
Motorola Solutions Cloud Platform Maintenance
[Scheduled Maintenance] Command Central Products (United States)
Start: 17/Mar/2025 @ 9:30 PM CDT (UTC -5)
End: 18/Mar/2025 @ 12:00 AM CDT (UTC -5)

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 17/Mar/2025 @ 4:30 AM CDT (UTC-5)
End: 17/Mar/2025 @ 6:00 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 27/Mar/2025 @ 4:30 AM CDT (UTC-5)
End: 27/Mar/2025 @ 6:00 AM CDT (UTC -5)

Radio Central Patches:
[Scheduled Maintenance] Radio Central (United States)
The scheduled maintenance has been completed.
Start: 21/Mar/2025 @ 9:00 PM CST
End: 22/Mar/2025 @ 5:00 AM CST

Radio Management CPS Patches:
There were none last month.

Radio Central CPS Patches:
RadioCentral Migration. Your agency will soon be migrated to the new, cloud-based RadioCentral platform, and enjoy benefits such as web-based login, role-based access control, agency partitioning, and improved organization within the platform. With authorization and certifications in CCCS, US Gov, and Motorola Solutions Authorized Cloud (StateRAMP and FedRAMP), agencies across the globe will receive the programming enhancements from the new RadioCentral platform.

Action items:

- Review the RadioCentral LXP Training Course.
- Respond to the survey (one person per agency).
- Select your migration window in the link after completing the survey.
- Ensure your fleet is up to date with minimum FW version R04.60.00 (APX NEXT).
- Ensure you have an up-to-date version of CPS (R35.00.00 or later).
- Ensure there are no pending changes or active jobs in the current RadioCentral platform.
- Familiarize your agency with the Migration Guide.

Releases**:**
APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new product and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

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 Meeting 3/21/25.

Training: There was none last month.

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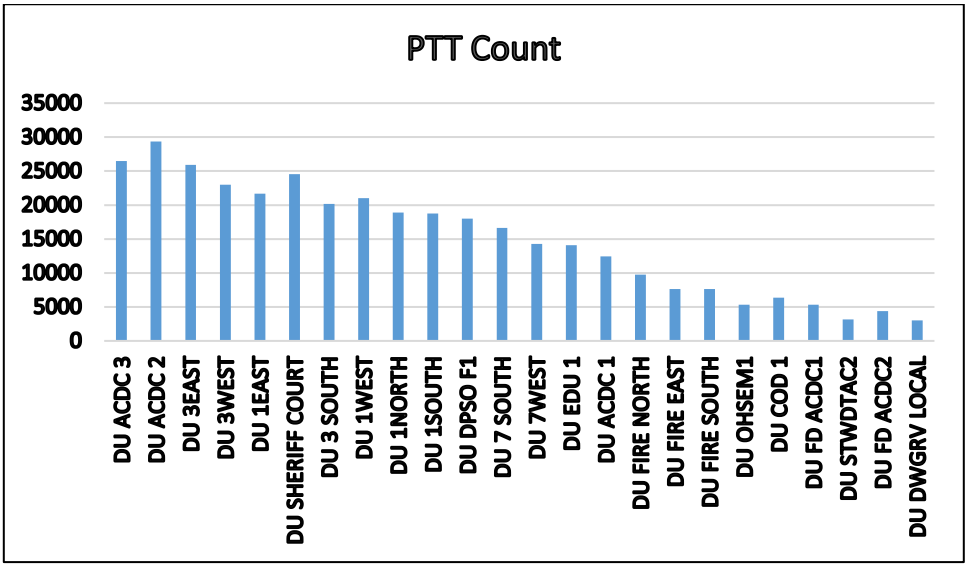
Grade of service report:

March 2025 Starcom21 GoS Report												
	GoS Calculations					PTT and Busy Data						
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	24.03	4.09	6.31	31.00	2932.77	14709.00	5.02	0.00	0.00	0.00
1:00:00	0.00	21.55	3.66	6.74	31.00	2462.61	13190.55	5.36	0.00	0.00	0.00
2:00:00	0.00	17.78	3.02	7.38	30.00	2043.63	10882.37	5.33	0.00	0.00	0.00
3:00:00	0.00	14.82	2.52	7.88	31.00	1651.23	9071.90	5.49	0.00	0.00	0.00
4:00:00	0.00	13.96	2.37	8.03	31.00	1522.61	8545.06	5.61	0.00	0.00	0.00
5:00:00	0.00	14.62	2.49	7.91	31.00	1600.00	8947.00	5.59	0.00	0.00	0.00
6:00:00	0.00	16.02	2.72	7.68	31.00	1816.29	9802.81	5.40	0.00	0.00	0.00
7:00:00	0.00	23.10	3.93	6.47	31.00	2707.26	14135.61	5.22	0.00	0.00	0.00
8:00:00	0.00	30.78	5.23	5.17	31.00	3671.52	18834.65	5.13	0.00	0.00	0.00
9:00:00	0.00	34.56	5.88	4.52	31.00	4184.26	21150.94	5.05	0.00	0.00	0.00
10:00:00	0.00	35.48	6.03	4.37	31.00	4296.45	21716.77	5.05	0.03	0.03	1.00
11:00:00	0.00	34.23	5.82	4.58	31.00	4160.71	20950.81	5.04	0.03	4.23	131.00
12:00:00	0.00	33.87	5.76	4.64	31.00	4098.68	20727.39	5.06	0.03	1.32	41.00
13:00:00	0.00	34.25	5.82	4.58	31.00	4131.58	20961.77	5.07	0.03	0.84	26.00
14:00:00	0.00	35.07	5.96	4.44	30.00	4270.83	21461.13	5.03	0.00	0.00	0.00
15:00:00	0.00	36.86	6.27	4.13	30.00	4477.67	22556.20	5.04	0.20	1.67	8.33
16:00:00	0.00	34.42	5.85	4.55	31.00	4179.87	21063.23	5.04	0.00	0.00	0.00
17:00:00	0.00	33.72	5.73	4.67	31.00	4102.65	20638.48	5.03	0.00	0.00	0.00
18:00:00	0.00	33.99	5.78	4.62	31.00	4122.06	20799.19	5.05	0.03	1.32	41.00
19:00:00	0.00	32.76	5.57	4.83	31.00	4012.06	20048.13	5.00	0.00	0.00	0.00
20:00:00	0.00	32.13	5.46	4.94	31.00	3984.29	19662.39	4.93	0.00	0.00	0.00
21:00:00	0.00	30.71	5.22	5.18	31.00	3798.26	18794.39	4.95	0.00	0.00	0.00
22:00:00	0.00	28.73	4.88	5.52	31.00	3580.52	17583.77	4.91	0.00	0.00	0.00
23:00:00	0.00	26.88	4.57	5.83	31.00	3310.87	16452.23	4.97	0.00	0.00	0.00

In the system overall, the report is complete except for Zone 3 that missed 5 days of data due to a network error between Genesis and the Zone core. There were only 9 sites this month that had higher busy counts this past month. These sites are on the West side of the state - Moline, Savanna, Sterling, and then down in the Southern part of the state - Cadiz, Baumgart, Alexander Co., Pulaski Co., Bald Knob, Golconda. This report shows only the DuPage data. The busy counts do not impact the DEDIR System.

Group Alias	PTT Count
DU ACDC 3	26489
DU ACDC 2	29344
DU 3EAST	25922
DU 3WEST	23004
DU 1EAST	21683
DU SHERIFF COURT	24530
DU 3 SOUTH	20171
DU 1WEST	21025
DU 1NORTH	18888
DU 1SOUTH	18739
DU DPSO F1	17980
DU 7 SOUTH	16609
DU 7WEST	14268
DU EDU 1	14099
DU ACDC 1	12451
DU FIRE NORTH	9773
DU FIRE EAST	7653
DU FIRE SOUTH	7628
DU OHSEM1	5305
DU COD 1	6383
DU FD ACDC1	5324
DU STWDTAC2	3167
DU FD ACDC2	4403
DU DWGRV LOCAL	3002



Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2025 09:06:34 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 03/31/2025 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 (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	52,632	16,627	36,005	0	749	13,631	1,963	105	179	0	1,136	00:00:04
	Internal	2,870	0	2,870	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,886	0	12,886	0	0	0	0	0	0	12,886	0	00:00:00
	Total	68,388	16,627	51,761	0	749	13,631	1,963	105	179	12,886	1,136	00:00:04
Total		68,388	16,627	51,761	0	749	13,631	1,963	105	179	12,886	1,136	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2025 01:23:29 PM **Grouping: Site & Call Origin**

Date Range: 01/01/2025 12:00:00 AM - 03/31/2025 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 (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	166,250	63,737	102,513	0	2,659	49,916	10,457	39	666	0	5,317	00:00:05
	Internal	32,854	0	32,854	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	41,428	0	41,428	0	0	0	0	0	0	41,428	0	00:00:00
	Total	240,532	63,737	176,795	0	2,659	49,916	10,457	39	666	41,428	5,317	00:00:05
Total		240,532	63,737	176,795	0	2,659	49,916	10,457	39	666	41,428	5,317	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2025 09:04:53 AM

Grouping: Site & Call Origin

Date Range: 03/01/2025 12:00:00 AM - 03/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	23,441	5,603	17,838	0	233	4,642	639	16	73	4,384	413	00:00:04
Total	23,441	5,603	17,838	0	233	4,642	639	16	73	4,384	413	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2025 01:20:40 PM

Grouping: Site & Call Origin

Date Range: 03/01/2025 12:00:00 AM - 03/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	84,485	22,439	62,046	0	930	17,629	3,594	28	258	14,502	1,934	00:00:05
Total	84,485	22,439	62,046	0	930	17,629	3,594	28	258	14,502	1,934	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2025 09:12:58 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 03/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	7,294	7,294	0	0	473	5,926	887	8	0	0	0	00:00:04
Total	7,294	7,294	0	0	473	5,926	887	8	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2025 01:24:49 PM **Grouping: Site & Call Origin**

Date Range: 01/01/2024 12:00:00 AM - 03/31/2025 11:59:59 PM **Filter Criteria: Please, refer to the last page.**

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	438,146	117,501	320,645	0	5,641	91,843	18,787	143	1,087	76,264	9,519	00:00:05
Total	438,146	117,501	320,645	0	5,641	91,843	18,787	143	1,087	76,264	9,519	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2025 09:11:53 AM

Grouping: Site & Call Origin

Date Range: 03/01/2025 12:00:00 AM - 03/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	837	837	0	0	22	693	122	0	0	0	0	00:00:04
Total	837	837	0	0	22	693	122	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2025 01:22:44 PM

Grouping: Site & Call Origin

Date Range: 03/01/2024 12:00:00 AM - 03/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	438,146	117,501	320,645	0	5,641	91,843	18,787	143	1,087	76,264	9,519	00:00:05
Total	438,146	117,501	320,645	0	5,641	91,843	18,787	143	1,087	76,264	9,519	00:00:05

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, 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 Verifiation 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	Elminate the 2 or 3 digit code from Pur	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 formating 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 mutiple units	Allow dispatch assign to work with multiple units	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 alalrm 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 supllies 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//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 Situatic	Remove the KH and businesss 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	Analsyis 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 percetages	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
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	Pending Research
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
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	Pending Research
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 cybersecuirty	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 boulavard 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

In process/Testing
Implemented
Pending Research
Technically Not Feasible
Enhancement tot product development
Closed

Motorola Monthly Incident Report

March 2025

Incident Number	Site	Ticket Open Date	vendor_onsite_date	Ticket Resolution Date	Priority Text	Resolution	Description
INC0002173385	DuComm Dispatch CTR	3/16/2025 8:48:16 PM		3/24/2025 10:29:49 AM	P3	Ted spoke to Erik at DUCOMM and he says is ok to close the Lisle ticket, They have an ETSB ticket open	Lisle PD reported no COMMS and 1 officer (DULIP VALUS) is having radio issues/can't hear radio traffic well.
INC0002175226	Addison Consolidated Dispatch Center	3/17/2025 8:44:33 AM		3/18/2025 8:34:44 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0002175263	Addison Consolidated Dispatch Center	3/17/2025 8:53:45 AM		3/18/2025 8:34:46 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0002177411	Addison Consolidated Dispatch Center	3/17/2025 2:23:26 PM		3/18/2025 8:34:47 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	Summary: CRITICAL MALFUNCTION LINK FAULT
INC0002177412	Addison Consolidated Dispatch Center	3/17/2025 2:23:33 PM		3/18/2025 8:34:46 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	Summary: DOWN VPM LINK FAULT
INC0002177422	Addison Consolidated Dispatch Center	3/17/2025 2:25:28 PM		3/18/2025 8:34:47 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0002177680	Addison Consolidated Dispatch Center	3/17/2025 2:58:00 PM		3/18/2025 8:34:46 AM	P3	Short description: Addison Consolidated Dispatch Center AXS console install	DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0002177694	Addison Consolidated Dispatch Center	3/17/2025 2:59:33 PM		3/20/2025 8:09:41 AM	P3	FSO spoke to Caleb/SOC, advised CHG 127573 open for ACDC this week. ChiComm is installing AXS consoles onsite all week, so ignore any login failures this week. Already closed 2177718 SOC ticket for op32 login failures.	Activity: A user or device unsuccessfully attempted to authenticate using local or domain credentials at least 3 times.
INC0002177718	Addison Consolidated Dispatch Center	3/17/2025 3:04:46 PM		3/18/2025 8:36:58 AM	P3	Ref CHG0000127573 ChiComm is on-site installing new AXS consoles this week. Ignore login failures at this site for this week.	The SOC has conducted an investigation and determined that dupagetrain unsuccessfully attempted to access the system from Z001S047OP43
INC0002105988	Addison Consolidated Dispatch Center	3/3/2025 2:55:39 PM	3/3/2025 3:49:20 PM	3/6/2025 1:31:03 PM	P2	Verified with Keith that Bloomingdale panic alarms are coming through visually on PD ops and audibly on ops 9/13. Keith gave ok for closure.	Bloomingdale PD 5 panic alarms are not working on MCC7500 screens
INC0002238390	DuComm Dispatch CTR	3/28/2025 6:17:54 PM		3/31/2025 3:07:03 PM	P3	FSO went to site, rebooted consolette tied to port 9A ACIM port on CCGW02. Alarm cleared. Closing ticket.	Summary: DOWN CHANNEL FAILED - Conv channel 1 failed
INC0002238393	DuComm Dispatch CTR	3/28/2025 6:18:05 PM		3/31/2025 3:07:05 PM	P3	Resolution notes copied from Parent Incident: FSO went to site, rebooted consolette tied to port 9A ACIM port on CCGW02. Alarm cleared. Closing ticket.	Summary: MINOR MALFUNCTION BETWEEN 100 and 50 INCLUSIVE CHANNELS AVAILABLE - More than half channels are up : Up:7 Partial:0 Dn:1 from Site 2005

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		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	**27,403**	**64,397**	**562**	**8.31%**	**433**	**4,022**	**4**	**2**	**178**	**71,637**

DUPAGE COUNTY
INFORMATION TECHNOLOGY
630-407-5000
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it@dupageco.org
www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: March, 27, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
  - OCR Configuration Workshop held on Mar. 10th - 13th.
  - MFR Administrator Training held on Mar. 26th.
  - MFR Configuration Workshop scheduled for Apr. 28th - May 1st.
- DeltaWRX presented to the PRMS Oversight Committee on the status of the RMS RFP

Action Items:

- RMS RFP Process
  - Assemble Steering Committee
  - Assemble Evaluation Group
- OCR 10.0/MFR
  - Hold several configuration Workgroup meetings
  - 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. (Target date in April 2025)
  - 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.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

DELTAWRX
management consultants

To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: April 1, 2025

Re: CAD/RMS Project: Status Report March 2025

CAD/RMS Project

In March, DELTAWRX concluded our stakeholder interviews for Phase 1 of the project and presented a project update to the PRMS Oversight Committee. A similar update will be provided at the next ETSB Board meeting.

The next step in the process is to deliver our "CAD and RMS Procurement Strategy" presentation to both the CAD Project Steering Committee and the RMS Steering Committee. As of the time of this writing, those meetings have not been finalized; however, we are hopeful to present our findings to those steering committees in April.

Once the DELTAWRX team can meet with the two steering committees and deliver our report, we hope to form a consensus amongst the teams regarding the direction of the project. Until those meetings, however, the project cannot move forward as this is a critical decision point for the project and decisions regarding strategy and scope must be finalized. While we fully expect the steering committees to be aligned with recommendations, it is crucial that we facilitate these discussions to ensure consensus and allow our stakeholders to provide direction.

March Monthly Report

Customer Name	DuPage County, IL	**Alias**	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	**Hexagon Sales**	TJ MCGEE
Hexagon Support Manager	Tony Capasso	**Project / Delivery Name**	DuPage ETSB
New Change Requests	**None**	**Reporting Period End**	**March 31, 2025**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	2	P2	2	P2	0
Below target	☐	P3	28	P3	5	P3	3
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending March 31, 2025

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.
2. **18** support tickets were resolved in the month of March 2025.
3. CAD Side call with Hexagon support has been reestablished.
4. RMS Side call with Hexagon support has been established as well.

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites: