



## Emergency Telephone System Board of DuPage County Monthly Report

**November  
Board  
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity October 1 through October 31. 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!**

**Performance of Duty and Team Work – Bensenville Robbery/Flash Channel** On October 2, 2024, at 0129 hours, **TC Milnes** processed a phone call from a Bensenville business owner who stated that he was receiving live video footage from inside of his business and could see two unknown individuals inside. **TC Milnes** promptly generated a CAD and broadcasted the call on the DuPage Flash channel. **TC Milnes** remained on the phone with the owner updating officers with new information. **TC Flores**, who was assigned to the Bensenville Police talk group, dispatched units in under 10 seconds to the scene. The first police unit arrived in less than two minutes from the time of when the call was received. Upon the officer's arrival, he witnessed a vehicle speed away from the scene along with subjects fleeing from the building on foot. **TC Stevanovic** promptly notified DU-COMM to ensure neighboring towns were aware of the incident. **TC Stevanovic** also began checking LPR cameras for possible vehicle matches. **TC Bukovic** began monitoring ISPERN, as officers who were following the vehicle switched onto ISPERN. **TC Bukovic** also assisted by switching over the other agencies operating on the main channel to their alternate frequencies. **TC Flores** kept officers on the scene updated with information that **TC Milnes** and **TC Bukovic** provided from both the building owner and from units following the vehicle who fled. Three suspects were apprehended by officers.

**CPR Life Save** On October 14, 2024, at 08:04hrs, **TC William Kolberg** received a 911 call from a man at 708 Kristin Ct, Westmont, who stated his dad was on the floor. **TC Kolberg** confirmed the location, as per policy, generated CAD for EMS and police to respond to a possible heart attack within 35 seconds of receiving the call. **TC Kolberg** assured the son help was on the way for his dad. **TC Kolberg** continued gathering information from the patient's son and wife. **TC Kolberg** determined that the patient was no longer conscious breathing, quickly upgraded the CAD to alert responders the patient was in cardiac arrest and used EMD protocols to provide medical instruction to begin chest compressions. **TC Kolberg** coached the patient's son to perform quality compressions, encouraging him to keep going, until the responders arrive on the scene and take over care of the patient. The patient was transported to the hospital and ultimately survived a life-threatening event due to the contributions of **TC Kolberg**.

**Thank you for your service - Telecommunicator Terri Easton.** Terri started her career in dispatching when she was hired as a 911 dispatcher with the Addison Police Department in 1977. Since then, she served in a variety of positions with multiple dispatch agencies, before returning to ACDC in 2018 for a total of **47 years** in public safety!

**Promotion –** The ETS Boards extends congratulations to **Member Marilu Hernandez** who is now officially **Director Marilu Hernandez** of ACDC as of October 21, 2024!

**Thank you for your service – Good News and Bad News.** The ETS Boards extends a thank you and farewell to **Member Erik Kramer**, Fire Representative. We appreciate his service and his contributions and wish him well in his retirement. The ETS Board is happy to welcome **Chief Patrick Johl** as his replacement and to welcome **Deputy Chief Craig Jansen** replacing Chief Johl on the Policy Advisory Committee. A proclamation will be presented at the meeting for **Member Kramer's** service.



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## ADMINISTRATION AND FINANCIAL

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

November 18, 2024

December 16, 2024

The 911 Services Advisory Board met October 23 and October 28. The main purpose of the special call October 23 meeting, which was held in conjunction with the annual state 9-1-1 conference, was to allow for public comment. There were approximately 100 people who stayed for the state meeting and about 45 minutes of public comment on Administrative Rule 1325 and other 9-1-1 issues. The regular October 28 meeting continued with comments on Administrative Rule 1325, and the general consensus to streamline the language for the rule, and move sections to a guide or manual similar to LEADS.

### **Dissolution of the Ad Hoc Finance Committee**

With the approval of the FY25 budget, this committee is to be released and discharged from all further authority, duties, responsibilities, and obligations related to and arising from and in connection with the ETSB FY2025 Budget.

### **2025 Meeting Calendars**

On this agenda are the calendars for the PAC and the ETS Board meeting dates for 2025. The PAC calendar was recommended for approval by the PAC on November 4.

## RESOLUTIONS

### **Compensation Structure and Wage Adjustment Guidelines**

On the agenda this month is a resolution approving a 3.5% cost of living adjustment for ETSB staff that was incorporated into the FY25 budget that was approved in October. The COLA will be considered for approval by the County Board under FI-R-0195-24 on November 26, 2024, to be effective December 7, 2024.

### **Appointment**

On the agenda this month is a resolution recommending the appointment of Deputy Chief Craig Jansen of the Tri-State Fire Protection District as the fire representative for the Policy Advisory Committee (PAC) to fill the vacancy created by Chief Patrick Johl. Deputy Chief Jansen will be replacing Chief Johl who is moving up to the ETS Board to fill a vacancy on this Board because of the retirement of Chief Kramer. A letter of recommendation for Deputy Chief Jansen has been included from Chief Selvik. The fire rep position term runs through May 12, 2026.

### **Budget Transfers:**

There are two budget transfer for the November agenda.

**Encryption Plan:** Requested transfer of funds for FY24 from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53090 (Technical/Professional Services) for the development of an encryption plan for the DEDIR System.

Total amount of requested transfer: \$200,837.00 for a new account total of \$256,037.00.



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Annual Contract Payment #3 for Radio Contract: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in preparation for the third annual lease payment to Motorola Solutions Credit Company, Contract #680-0025142-000, for the DEDIRS radio replacement project PO 5522-1. The invoice is due on December 1 in the amount of \$6,651,399.48.

Total amount of requested transfer: \$6,651,400.00 for a new account total of \$7,302,672.00.

### **PROCUREMENT/MAJOR CONTRACTS**

#### **Purchase Orders**

Key Tower LLC: Purchase Order 924029

On this agenda is an affirming resolution for an Emergency Procurement to repair and replace systems within the Hidden Lake tower for functionality. The tower had a controller within the shelter with a faulty capacitor and the obstruction lighting failed. The lighting system is crucial to aircraft safety and required by the FCC under penalty for non-compliance. Chair Schwarze approved the Emergency Procurement on October 16. A replacement lighting kit was installed and is operational and the Notice to Airmen/Air Mission (NOTAM) was canceled.

Total amount of the replacement: \$25,744.19.

Environmental Systems Research Institute, Inc. (ESRI): Purchase Order 924038

Recommendation for a one (1) year renewal in service of ArcGIS Desktop Advanced software maintenance. ArcGIS software is used to edit and manage geographical data and includes advanced analysis and cartography tools. This renewal period will run January 1, 2025 through December 31, 2025.

Total cost of the renewal: \$18,555.00.

Motorola: Purchase Order 924030

This request is for Motorola engineers to develop an encryption plan for the DuPage Emergency Dispatch Interoperable Radio System. The encryption project is to convert the current Advanced Digital Privacy (ADP) software in the radios to 256-bit Advanced Encryption Standard (AES-256), the industry standard. This proposal encompasses Phase 1, which will assess the magnitude of the project and develop the plan. Additional information is provided under the DEDIR System Encryption section.

Total amount of \$200,836.99.

#### **Blanket Purchase Orders for FY2024**

There is one open purchase order on the agenda for FY2025 for Motorola. The open purchase order format was recommended by the Auditor's Office in 2010 as the proper process to allow staff to purchase small consumable replacement parts and equipment necessary for daily operations in a timely manner. The request is for thirteen (13) months, from December 1, 2024 through December 31, 2025, to allow for overlap into the next fiscal year to avoid a gap in purchasing ability.

Motorola Solutions, Inc.: Purchase Order 924031 Blanket Purchase Order

This request is for a thirteen (13) month blanket PO which will allow ETSB to service and maintain the portable and mobile radios and radio consoles in the DEDIR System. ETSB will be utilizing the new IL STARCOM Master Contract CMT2028589.

Total Authorized Amount: \$75,000.00.



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## Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 4,300.50	\$ 20,699.50
FY24 Dell	\$ 30,000.00	\$ 8,542.13	\$ 21,457.87
FY24 Motorola	\$ 50,000.00	\$ 35,403.42	\$ 14,596.58

## Change Orders:

Priority Dispatch: Change Order #4 for 920110/4330-1

Change Order #4 is requested to incorporate new contract pages into the purchase order for FY25-26. In June 2024, Protocol 41: Caller in Crisis (P41) was released in response to the rise in mental health distress calls. This new protocol requires one-time training for all TCs and is not in the current contract. Training quantities for courses have been adjusted, including P41, within a consolidated One Voucher Plan instead of individual certification quantities for ease of registration. Optional resources and services have also been quoted should the PSAPs choose to utilize them. Funds have been budgeted for the length of the contract in the amount of \$791,626.22. The licensing and training costs within the new contract pages is \$594,400.00, a decrease of \$197,226.00, not including any optional products. Upon expiration of this contract on November 30, 2026, any remaining funds within the contract will be released.

There is no monetary change being made to this contract.

## 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 FY24.

## Bills List FY24

Internal Payments FY24

The November Bills list will also include the interdepartmental transfer from ETSB to various County departments for cost sharing purposes and copy paper charges through the Mailroom. The amount of the transfer is: \$180,657.78.

Amount	Department	Services
\$34,000.00	Finance / CPA	Accounting Services
\$18,000.00	Finance / A/P	Accounting Services
\$25,000.00	County Auditor	Audit Review
\$60,000.00	State's Attorney's Office	Legal Services
\$8,580.00	Facilities Management	Shelter Lease/IGA
\$35,000.00	Information Technology	Network/DuJIS
\$77.78	Mailroom	Copy Paper

External Payments FY24

Total for Fund 5820 for November 13 meeting: \$1,407,044.73.

This bills list includes the second of six financing payments to Motorola for the console project in the amount of \$1,167,644.09.

## Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,217,302.86.

The June surcharge was received on October 7 in the amount of \$1,185,197.86.



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\$28,985.00 FSA Optional Equipment Reimbursement. This is for the optional equipment installed in the new Hanover Park Fire Station. ETSB procured the equipment through PURVIS and HPF made a reimbursement payment to ETSB.

Miscellaneous revenue:

\$2,400.00 This is the fourth of ten annual payments from AT&T under ETS-R-0057-20 for a license agreement for antennas and equipment on the tower located at 136 N. County Farm.

\$720.00 Dr. Lilly Peer to Peer training course from an outside agency that attended the course.

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

#### **Cybersecurity:**

Tech Focus is in discussion on cybersecurity. The ETSB IT Deputy Director is in the process of reviewing the current security policies and discussing these policies with the County IT cybersecurity personnel.

#### **State of Illinois ISP/Circuits/NextGen 911 ESInet:**

State of Illinois GIS NG 9-1-1: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy.

State of Illinois Text to 911: As reported last month, the PSAPs, ETSB and Intrado staff met to review the training and functionality of text to 9-1-1 in the system. ETSB and County staff met on September 3 to discuss partnering in a public education campaign for text to 9-1-1, 988 and 211. Public Education will depend on the go-live of the PSAPs to NG9-1-1 and text to 9-1-1 training.

While DU-COMM has cut over, there are several tasks that prohibit the launch of text to 9-1-1. ETSB and the PSAPs continue to work with AT&T on these issues.

NG9-1-1 Grant opportunity CAD to CAD interface: There is no additional information other than what was previously reported last month.

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

Hardware/software and NG911 Migration: DU-COMM cut over to the new hardware and the ESInet on October 22, 2024. An After-Action meeting was held on Thursday, October 24 for the second phase of the project cutover. Overall, the 9-1-1 portion of the cutover went smoothly initially. DU-COMM experienced an issue with the administrative lines not being able to connect immediately after cutover. This issue was resolved by Motorola with an update to the SBC configuration. The initial After-Action Report for Phase 2/DU-COMM cutover was completed by ETSB and PSAP staff on October 24. Several issues occurred after the initial review and ACDC continues to have some open items. The Directors reconvened on November 1 to discuss the status of project. The After Action Report was updated after the standing call with the NG911 project team November 4 and distributed to the ETS Board. There are still several open items for this project that have been escalated with both Motorola and AT&T.

At the end of the monthly report are the monthly and yearly stats for call handling of 911 and 10-digit dial calls for each PSAP. The ACDC calls will not be accurate for the month of September because of the migration to NG911. DU-COMM stats for October will also be inaccurate during the transition.





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## DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	456	406	33	29	0	6	0	4
MPS	499	534	53	46	0	32	0	6
<b>Total</b>	<b>955</b>	<b>940</b>	<b>86</b>	<b>75</b>	<b>0</b>	<b>38</b>	<b>0</b>	<b>10</b>

## Edge Frontier Issue:

The CAD system experienced issues with the Edge Frontier interface on the following dates and times:

- October 13, 2024 2:30 – 4:30 am outage time for all components to be restored
- October 30, 2024 2:30 – 3:30 pm outage time for all components to be restored
- October 31, 2024 12:45 – 6:30 pm outage time for all components to be restored

These issues impacted several interfaces that support applications for agencies including fire station alerting. ETSB has been working with Hexagon and has held several meetings to identify the root cause. Hexagon's review of the log files did not indicate any issues with the system itself. However, they recommended adjustments to the performance parameters for three of the interfaces. ETSB has implemented these updates and will continue to monitor the system closely over the next few weeks.

## Projects:

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ProQA Medical and Fire versions .50 was made available July 3. PSAPs have been advised and they are currently working on the translation tables. The installation of the .50 update will be scheduled and testing will commence when PSAPs advise they are ready.

The PSAPs have registered their personnel for .41 training and PSAPs will advise ETSB when that training has been completed. ACDC advised its personnel have been trained on .41 protocol.

LEADS 3.0 Upgrade: ETSB, in cooperation with the PSAPs, has completed the final testing of the new LEADS 3.0 environment. The outstanding issues from all previous tests have been resolved and final documentation has been submitted to the ISP indicating that ETSB is ready to go live. A response is pending from the ISP on the final date to move this into production.

## Absolute Secure:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	98	95	1	1	0	0	0	0

Absolute Secure Access: No system issues reported this past month. Currently there are approximately 950 devices registered.



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Comcast Maintenance/Trouble Tickets: No maintenance notifications or tickets opened for the month of October 2024.

Network Tickets: No network issues have been reported for the month of October 2024.

VMware Maintenance: ETSB applied patch updates to vCenter on October 29 and October 31. There was no impact to the PSAPs.

Windows Patching: The quarterly patch cycle that began on October 3 was completed successfully.

AQUA: System bug (Ticket 10240) ticket pending, waiting for Priority to provide training for the new version of AQUA. Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18. PSAPs are currently in the process of training. Once training is completed the version can be rolled out to production. Update remains the same for the month of October 2024.

## Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	161	138	20	18	6	0	0

## Fire Station Alerting:

At the October 31 FSA meeting, the group reviewed System Design memos pertinent to the configuration of the fire station alerting system and discussed what other information they would like Purvis to present at the meeting. ETSB has a teleconference scheduled with Purvis on November 4 to relay the information gathered at the October 31 meeting and to prep for the meeting that will take place November 14, 2024, during the regular Fire Standardization Focus Group meeting time. All fire agencies are invited to participate. The session will include a review of the current configuration, what is new in Purvis, mapping and app options, and a Q&A session for member agencies.

## Geographic Information Systems (GIS):

	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	445	337	72	52	17	0	0		0	0

## GIS Projects:

No projects currently pending.

GIS Redistricting Annual Status: ETSB sent out a reminder to all agencies regarding any potential new changes prior to the end of the year for major projects. Several agencies responded that no updates were needed. Wheaton sent updated data. ETSB is working with County GIS and



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anticipates the updates going into production in November. Currently, no other agencies have requested updates. ETSB will send out reminders on a semi-annual basis starting in 2025.

NG911 GIS Mapping for Go-Live: DU-COMM has successfully integrated NG911 via the CPE upgrade on October 22.

CPE (VESTA): As previously reported under CPE, the Vesta local map cutover for DU-COMM was completed on October 24, 2024. Data has been submitted to the Vesta map local server with the updates. There are a few open items from this project that are currently being tracked and worked through with AT&T and Motorola.

## 9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
130	0	0	0	6

**New Memos:** There were no new memos in this rating period.

**Closed Memos:** There were no closed memos during this rating period.

## Open Memos:

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

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

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types: One for shot and one for stab. This is currently at the Directors' level for review.

Memo 127: MFA in Command Central Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for Command Central Aware. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. This is different than memo 127 because Command Central Aware has different security concerns.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups.





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### **DuJIS PRMS:**

The RMS Manager's monthly memorandum for October has been attached to this report, as well as the Hexagon Service Manager's summary, and the Resident Systems Analyst's (RSA) weekly report(s).

### **DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)**

**AXS Consoles:** Chicago Communications is the vendor that will be doing the installation and will be staging the material as Motorola's channel partner. Chicago Communications will be onsite the week of November 4, 2024 to install one workstation as a test. At that point, a testing and training schedule can be finalized. The deployment plan has an encryption plan dependency.

**Encryption:** The encryption proposal will be on the agenda for PAC and ETS Board consideration. At the time the contract was executed in 2021, several individuals were employed by various entities who would be involved with the encryption plan. These individuals are no longer employed with their respective agencies. Additionally, the philosophy of the police chiefs regarding encryption has evolved since that time. These factors, along with the fact that while the system manager is capable of overseeing the DEDIR System and managing a deployed encryption plan, he does not have the engineering capacity and the access to the internal workings of STARCOM to complete this assignment as an individual. ETSB sent several people within the 911 and DEDIR System to training, however, these people have neither the time nor the internal knowledge of STARCOM to complete this assignment.

Note: After discussion at the PAC on November 4, 2024, the PAC members voted in favor of recommending approval of the proposal to the ETS Board Aye: 6 Opposed: 0 Abstain: 0

**APX8500 mobile:** Motorola has provided an option for the 8500 mobiles, the APX6500 dual radio. The demo units have been received and the focus group is working with the Radio System Manager to program the unit. Several agencies have submitted their review of the APX6500 dual radio.

**NFPA Committee:** Nothing to report this month.

**APXNext XN:** This Fire Focus Group is working on the configuration of the radio with the Radio System Manager. ETSB staff are working with agencies to review their templates depending on the agency, Erik Maplethorpe/DU-COMM and Jim Connolly/ACDC have been invited to participate in the meetings.

### **Motorola Radio System Manager Report:**

The October memorandum is located at the end of the monthly report.

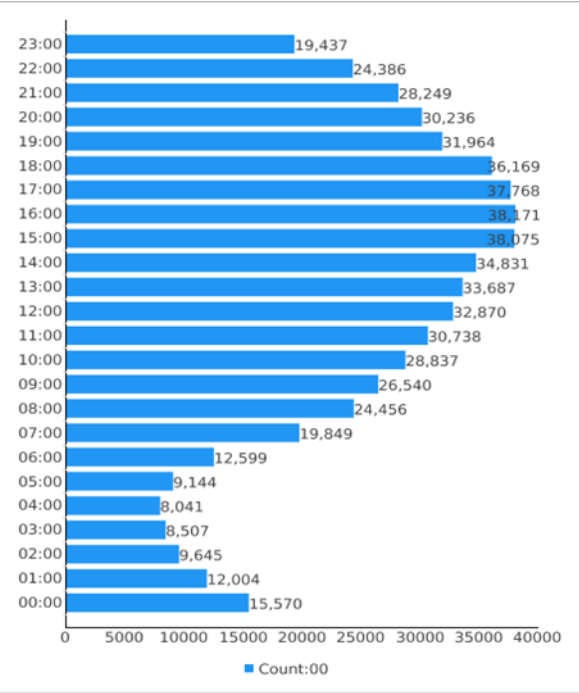
### **Policy Advisory Committee (PAC):**

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

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 01-01-2024 12:00:04 AM and 10-22-2024 11:20:51 AM

Calls by Hour Total: 591,773



Calls occuring between: 01-01-2024 12:00:04 AM and 10-22-2024 11:20:51 AM

Calls by Response Code

Response Code		Total
0	No Active Paths	14
1	One Path OK	18,970
2	Both Paths OK	572,180
7	Manual Query Denied	0
9	Record Not Found	609
Total		591,773

Calls by Query Type

Query Type		Total
I	Initial	279,640
M	Manual	643
R	Repeat	311,490
T	Test	0
Total		591,773

Calls by Call Type

Call Type		Total
A	Anonymous Call [911-0000]	1,207
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	558,355
U	Uninitialized Call [911-XXX-XXXX]	32,199
Z	Seizure with no ANI [000-0000]	3
Total		591,773

Calls by Class of Service

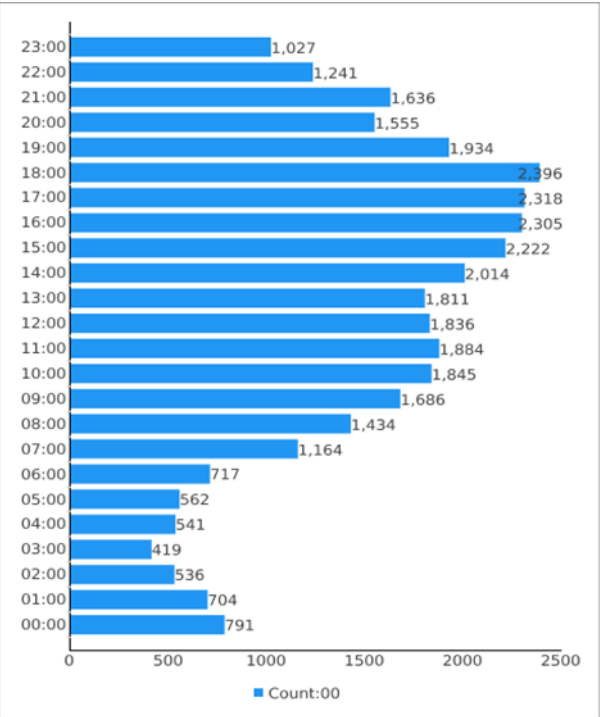
Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	279	294	36	0	609
0 Business OPX	1	0	0	0	1
1 Residence	4,767	25	196	0	4,988
2 Business	4,865	68	180	0	5,113
3 Residence PBX	0	0	0	0	0
4 Business PBX	688	3	25	0	716
5 Centrex	71	4	0	0	75
6 Coin 1 Way Ot	2	0	0	0	2
7 Coin 2 Way Out	0	0	0	0	0
8 Mobile	1	0	2	0	3
9 Residence OPX	0	0	0	0	0
A Cust Owned Coin Telephone	0	0	0	0	0
B ESCO Failure	1,153	0	63	0	1,216
C VoIP Residence	0	0	0	0	0
D VoIP Business	13	0	1	0	14
E VoIP Coin/Pay Phone	0	0	0	0	0
F VoIP Wireless	23	1	2	0	26
G Wireless Phase 1	39,076	43	6,638	0	45,757
H Wireless	190,443	181	302,392	0	493,016
J VoIP Nomadic	0	0	0	0	0
K VoIP Enterprise Solutions	0	0	0	0	0
T VoIP Coin/Pay Phone	89	0	360	0	449
V VoIP Services	38,140	24	1,586	0	39,750
X TEXT TO 911	0	0	0	0	0
Total	279,611	643	311,481	0	591,735

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 10-01-2024 12:08:09 AM and 10-22-2024 11:20:51 AM

Calls by Hour

Total: 34,578



Calls by Response Code

	Response Code	Total
0	No Active Paths	1
1	One Path OK	1,553
2	Both Paths OK	32,977
7	Manual Query Denied	0
9	Record Not Found	47
Total		34,578

Calls by Query Type

	Query Type	Total
I	Initial	16,301
M	Manual	35
R	Repeat	18,242
T	Test	0
Total		34,578

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	96
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	32,915
U	Uninitialized Call [911-XXX-XXXX]	1,567
Z	Seizure with no ANI [000-0000]	0
Total		34,578

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	27	20	0	0	47
0	Business OPX	0	0	0	0	0
1	Residence	251	0	8	0	259
2	Business	317	11	4	0	332
3	Residence PBX	0	0	0	0	0
4	Business PBX	35	0	1	0	36
5	Centrex	3	0	0	0	3
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	93	0	3	0	96
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	0	0	0	0	0
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	2,167	2	304	0	2,473
H	Wireless	11,084	1	17,824	0	28,909
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	8	0	36	0	44
V	VoIP Services	2,314	1	61	0	2,376
X	TEXT TO 911	0	0	0	0	0
Total		16,299	35	18,241	0	34,575

Calls occurring between: 10-01-2024 12:08:09 AM and 10-22-2024 11:20:51 AM

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/05/2024 03:57:29 PM

Grouping: Site & Call Origin

Date Range: 10/01/2024 12:00:00 AM - 10/31/2024 01:00:00 AM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	26,557	7,572	18,985	0		5,248	824	30	202	4,679		
DU-COMM	61,659	17,591	44,068	0	1,012	13,506	2,520	0	553	10,033	1,229	00:00:06
<b>Total</b>	<b>88,216</b>	<b>25,163</b>	<b>63,053</b>	<b>0</b>		<b>18,754</b>	<b>3,344</b>	<b>30</b>	<b>755</b>	<b>14,712</b>	<b>1,229</b>	<b>00:00:06</b>

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/07/2024 10:54:16 AM

Grouping: Site & Call Origin

Date Range: 10/01/2024 12:00:00 AM - 10/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	1,342	1,342	0	0	71	1,112	159	0	0	0	0	00:00:04
<b>Total</b>	1,342	1,342	0	0	71	1,112	159	0	0	0	0	00:00:04



# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/05/2024 03:53:59 PM

Grouping: Site & Call Origin

Date Range: 10/01/2024 12:00:00 AM - 10/31/2024 01:00:00 AM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,397	2,397	0	0	24	2,251	122	0	0	0	0	00:00:04
<b>Total</b>	2,397	2,397	0	0	24	2,251	122	0	0	0	0	00:00:04

Rave 9-1-1 Suite

2024										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March	25,980	61,053	63	7.98%	185	1,621	1	0	66	20,245
April	26,089	61,309	109	8.01%	150	1,631	0	0	82	19,121
May	26,101	61,337	89	8.02%	188	1,933	5	1	98	21,149
June	26,147	61,445	46	8.03%	147	2,203	0	0	104	19,444
July	26,276	61,749	129	8.07%	185	2,154	0	1	78	20,952
August	26,424	62,096	148	8.12%	144	1,972	3	0	72	19,995
September	26,496	62,266	72	8.14%	175	1,806	4	0	173	28,805
October	26,547	62,385	51	8.15%	163	1,604	3	0	116	26,189
November		0		0.00%						
December		0		0.00%						
<b>2024 Totals</b>	<b>25,980</b>	<b>61,053</b>	<b>894</b>	<b>7.96%</b>	<b>1,681</b>	<b>17,734</b>	<b>20</b>	<b>2</b>	<b>959</b>	<b>213,833</b>

# Rave Smart911 Monthly Enrollment

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	2	0	2
60103	2	1	3
60105	0	0	0
60106	3	0	3
60108	4	0	4
60117	0	0	0
60126	1	0	1
60128	0	0	0
60132	0	0	0
60133	0	1	1
60137	3	1	4
60138	0	0	0
60139	1	0	1
60143	0	1	1
60148	2	0	2
60157	0	0	0
60172	0	1	1
60181	1	0	1
60185	0	1	1
60186	0	0	0
60187	0	0	0
60188	1	2	3
60189	2	1	3
60190	0	0	0
60191	0	0	0
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	1	1	2
60515	4	0	4
60516	2	2	4
60517	1	0	1
60521	0	0	0
60522	0	0	0
60523	0	0	0
60525	8	0	8
60527	2	1	3
60532	0	0	0
60540	4	0	4
60555	4	1	5
60559	1	0	1
60561	1	1	2
60563	2	0	2
60564	2	0	2
60565	0	0	0
60570	0	0	0

Total Web Enrollments 51

Total App Enrollments 15

Total Enrollments 66

Total Zip Codes 26

From 10/1/2024 0:00

To 10/31/2024 0:00



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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

[www.dupageco.org/it](http://www.dupageco.org/it)

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: October 30, 2024  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- OCR 10.0/MFR project planning is ongoing.
  - Installation of OnCall Records 10.0 in test environment is underway.
  - Preliminary training material has been made available to agency workgroups.
- Held kick-off meeting for RMS RFP.
- Deploying new user management service.
  - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
  - Necessary to avoid operational issues associated with inconsistent user management.
  - Streamlines billing process and prevents overcharging.

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

- RMS RFP Process
  - Establish timeline for phases.
  - Form user groups. (currently underway)
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server

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

- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Requested support push from Hexagon support team.
  - More than 60% of open cases have been closed as a result.

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

- Continue planning phase of MFR/OCR 10.0 project.
- Begin 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.



**HEXAGON**  
SAFETY & INFRASTRUCTURE

## October 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	October 31, 2024

### Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	4	P2	0	P2	0
Below target <input type="checkbox"/>	P3	33	P3	6	P3	6
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

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

### Support Performance - Period ending October 31, 2024

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

#### Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.
2. <u>17</u> support tickets were resolved in the month of October 2024. (This does include some cases where licensing was requested)
3. CAD Upgrade complete. We will work with RSA to confirm that previous defects have been resolved with the new version.

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


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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

#### Notes From Above Activities:

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## RSA Weekly Status Report: RMS/CAD



**Date / Report / Author:**  
**Stakeholders for Distribution:**

**10/11/2024 RSA Weekly Status Report - Steve Burrell, RSA**

**DuPage:** Don Ehrenhaft, Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin

**Hexagon:** Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
<b>Closed Cases (09)</b>			
00336368	CodeSync invalid token issues – FBR Servers	RSA / Support	Closed
00304033	Informer display and printing (fingerprint response)	RSA / Support	Closed
00089873	Informer Does Not run the VIN correctly	RSA / Support	Closed
00097922	(LEADS/Informer) Running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system.	RSA / Support	Closed
00300446	Error with link when using "Forgot Password" at login page in OnCallRecords	RSA / Support	Closed
00374641	Migrate TEST env Licenses to new TEST RMS license holder server.	RSA	Closed
00374653	Orphaned SQL user for FBR server in TEST environment	RSA	Closed
00360254	Chronology from Archive not working	RSA / Support	Closed
00374623	SAP BI License request for CAD BI-Direct	RSA / Support	Closed
<b>High Priority Items</b>			

<b>Summary of Additional Work Performed This Week</b>			
	Worked on open tickets and sent out follow up emails.	RSA	
00332505	I/Netviewer Search not Working for custom range. Patch install planed for week of OCT 14	RSA / Support	In-Process
LEADS 3.0 Interface	LEADS 3.0 Interface In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00006232	Canceled BOLOS show up in informer returns	Support / RSA	In-Progress
	SecureLink VM entry and access for OCR implementations team.	RSA	In-Process
00360278	Shared Crew units not going out of service when E31 marked AV	RSA	In-Process
00360275	DISPATCHER not assigning CREW on Dispatch question.	RSA	In-Process



## RSA Weekly Status Report: RMS/CAD



00006935	<b>RMS incident supplement report does not display Reporting Officer Name</b> Install fix on PROD the week of OCT 14	RSA / Support	Solution Available

### Environment Versions & Discrepancies:

*This section highlights program versions and any differences between the environments*

Production	Test
<b>FBR:</b> 3.7.2012.6 (build date: 05/18/2021)	<b>FBR:</b> 3.7.2012.6 (build date: 05/18/2021)
<b>SSRS:</b> n/a	<b>SSRS</b> 2017 (using 2103 rdl)
<b>OCA:</b> 2212 ( <i>newest available ver. is 2309</i> )	<b>OCA:</b> n/a
<b>OCR:</b> 3.7.2104 ( <i>newest ver. is 2310</i> )	<b>OCR:</b> 3.7.2104 ( <i>newest ver. is 2310</i> ) <i>Refresh 08/02/24</i>
<b>NIBRS:</b> 2.3.2407	<b>NIBRS:</b> 2.3.2407
<b>Address Server:</b> 2.7.2004.02	Address Server: 2.7.2004.02
<b>IFCADRMSLINK:</b> 9.4.0.50297 (H1_2020)	<b>IFCADRMSLINK:</b> 9.4.0.50297 (H1_2020)
<b>CAD:</b> 9.4.0.63255 (2023 H2)	<b>CAD:</b> 9.4.0.63255 (2023 H2)

### Action Items

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

Project	Summary	Owner	Status	Next Steps
<b>BEAST Interface for OCR 10</b>	<b>Discussions ref BEAST Interface for OCR 10.</b>	RSA / DuPage	Waiting on Customer	DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.

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

SR Number	Summary	Product	Status	Target Resolution Date	Work Around?

**Current Open SR list for discussion:**

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

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
<b>00005926</b> (OnCall Records)	P3	<b>WebRMS returns no longer have linkable fields</b>	MPS	RSA / Support	<b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.
<b>00006232</b> (OnCall Records)	P3	<b>Cancelled BOLOS show up in Informer returns</b>	Informer	RSA / Support	<b>08/01/2024</b> – To be reviewed by Development.
<b>00006235</b> (OnCall Records)	P3	<b>Violation field in MPS informer WebRMS return does not show violation.</b>	Informer	RSA / Support	<b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.
<b>00006934</b> (OnCall Records)	P3	<b>Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports</b>	FBR	Escalated	CR has been filed. <b>CR# 321488</b>
<b>00006935</b> (OnCall Records) <b>AZDO 509323</b>	P3	<b>Reporting Officer not importing into Supplement Record.</b>	FBR	RSA / Support	12/06/2023 - UPDATED CASE PROBLEM. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. <b>10/11/2024 – fix delivered and applied to TEST environment. Searches working. Will apply fix to PROD the week of OCT 14.</b>
<b>00181662</b>	P3	<b>Can a Drivers license field be added to the supplemental information page?</b>	I/Netviewer	RSA	<b>02/09/2024</b> - Escalated to GTC.
<b>00223623</b>	P3	<b>IUCR Interface and Local Ordinance updates</b>	OCR / XALT	RSA / Support	<b>10/10/2024</b> – interface config in place in TEST environment.



## RSA Weekly Status Report: RMS/CAD



					DuPage RMS team is reviewing output and performance.
00230097	P3	<b>Error Accessing 1 Offender's Bookings</b>	OCR	RSA	<b>07/08/2024</b> – Also seeing 1 other name with same issue. Occurring at same agency
00273810	P3	<p><b>IUCS - Leader interface</b> - citations coming from IUCS are feeding into OCR with the incorrect statute.</p> <p>The ClerkCMSViolationKey, which is not being sent, needs to match statute_code.regional_code which comes from IUCS to OCR via the Statute Code Import interface. We cannot fix this in the interface, DuPage needs to get IUCS and the statute code table back in sync. It is out of sync due to a customer requested NIBRS configuration.</p>	LEADER	RSA / Support	<b>08/30/2024</b> - Teams working session today with Derek Smith & DuPage. Discussed more details ref the Clerks interface and translation / matching files from the Clerk's XML to OCR and other interfaces such as LEADER. Clerk's Office to do some work on their end ref the data output. Next meeting is scheduled for 1 week on SEPT 3.
00321237	P3	<b>Booking Cleanup Needed from previous EdgeFrontier issue in April 2023</b>	OCR	RSA	<b>08/07/2024</b> – Reviewing information
00331421	P3	<b>BI Direct: Event register and Incident Recall (from DUCOMM folder) reports not working</b>	SAP CAD-BI	Support	<b>10/08/2024</b> – Support SME obtainijg SAP BI license and plans to clone the productioipn server to the TEST enviroment. This is where the upgrade will be tested.
00332505 AZDO 756324	P2	<b>I/Netviewer Search not Working for custom range.</b>	I/Netviewer	RSA / Support	<p><b>08/22/2024</b> AZDO bug filed: 756324</p> <p><b>09/24/2024</b> – Patch obtained.</p> <p><b>10/10/2024</b> – Install on Secondary server scheduled for WED, OCT 16.</p>
00343130	P3	<b>F12 key will not create ticket when curser is in the notes field</b>	I/Dispatcher	RSA/Support	<b>09/05/2024</b> – Support unable to reproduce. Need workflow from customer.
00360238	P3	<b>Messaging Error in Mobile Responder</b>	MR	RSA	<b>09/24/2024</b> – reviewing information

00306275	P3	DISPATCHER not assigning CREW on Dispatch question.	I/Dispatcher	RSA	09/25/2024 – Need CAD team to reproduce and collect logs along with details on how the station crews are configured for the involved units.
00360278	P3	Shared Crew units not going out of service when E31 marked AV	I/Dispatcher	RSA	09/26/2024 – reviewing information.
00336360	P3	Units on Event monitor adding custom field	I/Dispatcher	RSA	10/01/2024 – Reviewing information.

#### Wellness items for discussion:

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

SR Number	Priority	Product	Title	
Summary				Status/Next Steps

*No Items at this time.*

#### Client Requests for System Modifications for discussion:

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

SR Number	Priority	Product	Title	
Summary				Status/Next Steps
1-6091909121	P-3	OnCall Records	Link a BOLO to a Field Interview (OCR)	
Ability to Link a BOLO to a Field Interview (OCR)				Planning Review Pending





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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** October 28, 2024  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

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

- APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has provided the proposal for the cutover plan.
- APX 4000: A firmware update was released and a schedule was developed in Monday.com to update. Emergency activation configuration change has been applied to 15 agencies/73 radios have been programmed. There are 6 agencies/24 radios that remain to be programmed. At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version. Sheriff's Office radios have been completed.
- APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles have been received and have been staged for demo to Fire Focus. Additional APX6500 mobiles have been configured and provided to Addison Fire for install and testing.
- APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agencies. Testing of the XN Demo radios was completed the week of June 17, 2024. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan.
- APXNext XE Fire: Testing of the XE Demo radios was completed June 17, 2024.

**Programming****Code plug updates:** There were none last month.**Codeplug Creation:**

APX6500 mobiles have been configured and provided to Addison Fire for install and testing.

**Radio Alignment:** There were none last month.**Service Tickets**

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Tickets			
			Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	74	56	3	3	1			2
APX Next (police)	119	92	12	14	1	9	2	
APX NextXN (fire)	1	0	1	0			1	
APX 8500 (mobiles)	29	28	1	1			1	
APX4000	9	4	2	1		1		1
<b>Total</b>	232	180	19	19	2	10	4	3



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**STARCOM21 Scheduled Maintenance:**

Command Central Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were 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 10/9 and 10/10. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 10/10/24

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 2024.09 – Patching 10/17/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ014010108 Wheaton - DuPage County. Work performed on 10/3/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ014010110 Hanover Park - DuPage County. Work performed on 10/8/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ014010112 Burr Ridge WT - DuPage County. Work performed on 10/10/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was converting links to ETH. Site affected SZ0140101 DuPage Lisle Prime - DuPage County. Work performed on 10/23/24 10:00:00 AM.

**SmartConnect Patches:**

- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 14/Oct/2024 @ 2:00 AM CDT (UTC-5)  
End: 14/Oct/2024 @ 9:30 AM CDT (UTC-5)
- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.



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Start: 17/Oct/2024 @ 8:00 AM CDT (GMT -5)

End: 17/Oct/2024 @ 10:00 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 22/Oct/2024 @ 3:30 AM CDT (GMT -5)  
End: 22/Oct/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 24/Oct/2024 @ 3:30 AM CDT (UTC-5)  
End: 24/Oct/2024 @ 9:30 AM CDT (UTC-5)

**Releases:**

- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1 CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product and features. No defect repairs included. Minor update and application is optional.
- APX NEXT Firmware. R07.02.00 CPS 2.150.244.0 is a maintenance release and was available 10/1/24. It included new product and features. No defect repairs included. Minor update and application is optional.

**STARCOM21 Unscheduled System Outages:**

There were none last month.

**Meetings:**

- October PAC meeting 10/7/24
- Fire Focus meeting 10/15/24

**Training:**

- APX Radio Management Workshop 10/30/24–11/1/24


**Grade of service report:**

September 2024 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	23.86	4.06	6.34	30.00	2965.63	14603.43	4.92	0.00	0.00	0.00
1:00:00	0.00	20.75	3.53	6.87	30.00	2532.23	12696.63	5.01	0.00	0.00	0.00
2:00:00	0.00	17.17	2.92	7.48	30.00	2015.57	10509.67	5.21	0.00	0.00	0.00
3:00:00	0.00	13.91	2.37	8.03	30.00	1570.37	8515.40	5.42	0.00	0.00	0.00
4:00:00	0.00	13.20	2.24	8.16	30.00	1493.17	8080.57	5.41	0.00	0.00	0.00
5:00:00	0.00	13.78	2.34	8.06	30.00	1566.20	8434.70	5.39	0.00	0.00	0.00
6:00:00	0.00	15.87	2.70	7.70	30.00	1922.10	9711.67	5.05	0.00	0.00	0.00
7:00:00	0.00	24.42	4.15	6.25	30.00	2980.60	14942.17	5.01	0.13	1.43	10.75
8:00:00	0.00	32.62	5.55	4.85	30.00	3993.40	19964.17	5.00	0.10	0.23	2.33
9:00:00	0.01	36.69	6.24	4.16	30.00	4464.63	22456.33	5.03	0.30	6.70	22.33
10:00:00	0.00	35.97	6.12	4.28	30.00	4369.37	22015.13	5.04	0.17	2.93	17.60
11:00:00	0.00	34.52	5.87	4.53	29.00	4201.59	21129.28	5.03	0.00	0.00	0.00
12:00:00	0.00	34.83	5.92	4.48	29.00	4210.86	21318.34	5.06	0.21	1.59	7.67
13:00:00	0.00	36.41	6.19	4.21	29.00	4484.31	22283.31	4.97	0.17	11.66	67.60
14:00:00	0.01	34.89	5.93	4.47	30.00	4290.03	21351.57	4.98	0.27	2.83	10.63
15:00:00	0.00	36.91	6.28	4.12	30.00	4598.80	22591.30	4.91	0.03	1.37	41.00
16:00:00	0.00	36.52	6.21	4.19	30.00	4539.50	22350.63	4.92	0.13	0.53	4.00
17:00:00	0.00	35.53	6.04	4.36	30.00	4421.17	21743.90	4.92	0.13	12.47	93.50
18:00:00	0.00	34.42	5.85	4.55	30.00	4263.90	21064.60	4.94	0.00	0.00	0.00
19:00:00	0.00	33.74	5.74	4.66	30.00	4229.47	20650.03	4.88	0.00	0.00	0.00
20:00:00	0.00	32.62	5.55	4.85	30.00	4140.60	19965.40	4.82	0.00	0.00	0.00
21:00:00	0.00	30.86	5.25	5.15	30.00	3877.93	18886.70	4.87	0.00	0.00	0.00
22:00:00	0.00	28.92	4.92	5.48	30.00	3648.93	17701.23	4.85	0.00	0.00	0.00
23:00:00	0.00	26.00	4.42	5.98	30.00	3245.03	15914.27	4.90	0.00	0.00	0.00



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

Group Alias	PTT Count
DU ACDC 2	33954
DU 3EAST	31505
DU ACDC 3	30608
DU 1EAST	26294
DU 3WEST	25057
DU 3 SOUTH	24914
DU 1WEST	24170
DU 1NORTH	23118
DU DPSO F1	22849
DU 1SOUTH	21684
DU 7 SOUTH	19083
DU 7WEST	17954
DU SHERIFF COURT	20163
DU EDU 1	16329
DU ACDC 1	14187
DU FIRE NORTH	12041
DU FIRE EAST	8831
DU FIRE SOUTH	8702
DU COD 1	7711
DU STWDTAC2	4617
DU FD ACDC1	6000
DU FD ACDC2	5305
DU DWGRV LOCAL	2336
DU BARTL LOCAL	2586
DU CSTRM LOCAL	2815

