



# 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.

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

**ACDC:** On November 1, Larry Nowak, Senior Regional Coordinator, LE Division of 3SI presented Challenge Coins as a thank to police and Telecommunicators who were involved in the armed robbery at Verizon this past September. With the assistance of 911 telecommunicators and 3SI technology, detectives and patrol officers were able apprehend the offenders. Pictured from left to right with Larry Nowak in the background are: **Telecommunicators Wojciech Mardula, Taylor Hawkins, Amy Lettenberger, Ben Koechling, Chrisopher Mahn and Maggie Check.** Officers involved include: Commander Frank Pope, Ofc. Doug Prafke, Det. Alex Ruffalo, Det. Joe McDermott, Ofc. Tom Hostetler, Det. Ramiro Arrez, Sgt. Steve Oskroba, Det. Gregg Garofalo, Ofc. Steve Anderson, Ofc. Dave Baquero, Ofc. Sal DiFatta, Ofc. Sam Garcia, and Ofc. Jake Peterson.



### **ADMINISTRATION and FINANCIAL**

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

The SAB met on October 30. The main topic of discussion was the presentation of the rewrite of the administrative rules. JCAR recommended a revision and consolidation of the Administrative Rules to make them cleaner and more consistent. At this meeting, Admin Rule 1326 was provided. As of this report, the 8 Largest Counties have not met to discuss any recommendations changes or to provide comments for Admin Rule 1326. The Board also elected to provide \$7.5M for consolidation grants. The ETS Board members have received a copy of the Executive Director's and SAB member meeting notes from this meeting.



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This was also Colonel Walter's last meeting. She is being promoted. Michael Yokley will be chairing the SAB meetings going forward.

Remaining schedule SAB meeting dates for 2023:

November 20, 2023

December 18, 2023

### **Future Growth**

There will not a discussion of Future Growth at the November meeting. Comments from board members is being assembled and Chair Schwarze would like the opportunity to review comments and speak with members prior to board discussion.

### **Budget**

Chair Schwarze and Director Zerwin presented the ETSB budget to the County Board on Tuesday, October 24. The County Board did not have any significant questions, just one clarifying question on revenue.

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

On the agenda this month is a resolution that will appoint Deputy Chief Patrick Johl as the Vice Chair of the PAC.

### **Surplus Assets**

Sale of Surplus Assets to the Bradford Police Department. On the agenda for November is the sale of four (4) APX7000/VHF radios.

Transaction total: \$2,000.00

## **Procurement / Major Contracts**

### **Change Orders**

AT&T, Inc.: Change Order #2 for 922020/5866-1

Avaya re-configuration and programming for the administrative phones in the two PSAPs and ETSB is part of the Customer Premise Equipment (CPE) redesign to make the systems independent of each other. The Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs in 2016 expires on the original PO 950900/2031-1 on November 24, 2023. Change Order #2 will extend the 24x7 maintenance on the CPE Avaya administrative phone system for the PSAPs for two (2) years at the same rate it is today and will be coterminous with the Vesta contract. The maintenance period will run November 25, 2023 through November 24, 2025.

Total amount of change order is \$32,262.48, for a new contract amount of \$6,007,240.59.

Motorola Solutions, Inc.: Change Order #1 for 920153/4951-1

This change order will finalize the number of units covered under this service agreement for FY23. This change order will allow Motorola to bill for the actual number of radio units which fluctuated based on the radio replacement project. The APX7000 series radios were end of life/end of support as of June 30, 2023, meaning the radios could no longer be sent into the depot for repair as part of this contract. Starting July 1, 2023, the APX7000 series radios were subtracted from the contract resulting in an adjusted count of 1,701 for July 1 through November 30, 2025. The number of radios will be adjusted as additional radios from the new contract are added.

This is a non-monetary change order.



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Motorola Solutions, Inc.: Change Order #3 921054/5522-1

Group Messaging Services is an enhancement for APX4000, APX6000, APX8000XE and mobile radios in the radio fleet for updating Alias identifiers. This cost will be applied to 727 of the 3,787 radios. APXNext radios do not use this service for programming. If approved, the Sheriff's Office portion of this purchase order for 248 radios, in the amount of \$34,397.60, would be reimbursed to ETSB making it cost neutral. The Board has received a supplemental memorandum. As of this report, the PAC had not met so their recommendation will be provided at the meeting.

Total amount of change order is Not to Exceed \$150,905.60, for a new contract amount of \$37,354,782.23.

## **Purchase Requests**

### **Renewal of Existing Contracts**

Monday.com: Purchase Order 922036 Project Management Software

This request is for a one (1) year subscription renewal of a project management tool for thirty (30) users. ETSB has used this communication tool for two years. Monday.com is a web and mobile app platform for work management including tracking projects and workflow, assignment of tasks and deadlines, and team collaboration. The platform's capabilities include unlimited boards, dashboards, file storage for project management. The subscription period will run from December 1, 2023 through November 30, 2024. ETSB has received much positive feedback regarding the use of Monday.com and the transparency it provides to users within the 9-1-1 System. Further, Monday.com has instituted a Nonprofit Organizations (NGO) discount of 29%.

Total amount: \$11,246.40.

Environmental Systems Research Institute, Inc. (ESRI): Purchase Order 923026

This request is 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, 2024 through December 31, 2024.

Total cost of the renewal: \$17,490.00.

Cellco Partnership dba Verizon Wireless: Purchase Order 923030

This request is for an ongoing utility service for wireless connectivity through Verizon for the use of data cards for DU-COMM and ETSB staff. The monthly charges are guaranteed through the master contract CMS793372P at a fixed rate and include the ability to upgrade equipment every ten months. This is for 14 units at an approximate monthly cost of \$36 per unit/month.

Total amount of request: \$6,100.00.

Alliant Insurance Services, LLC Purchase Order 923024

This request is for insurance services for one (1) year. The policy period runs from December 19, 2023 to December 19, 2024. Alliant Insurance Services continues as the insurance broker for the County and ETSB and has made recommendations for the upcoming year based on the current state of the market. The VFIS (Volunteer Firemen's Insurance Services, Inc.) policy covers equipment, property, portable equipment, general liability, management liability, and umbrella insurance coverage through National Union Fire Insurance Company of Pittsburgh, PA for a cost of \$89,760.00. There is an increase in cost commensurate with the increased portable and mobile radio values provided. The deductible for property and lost/broken radios has also been decreased from \$5,000 to \$2,500 per claim. The cyber security application was sent to eight carriers, each of whom declined because of the nature of ETSB operations. The cyber security proposal was obtained through the previous carrier and provides full cyber liability including privacy breach response, extortion, business interruption,



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media liability, as well as a professional liability component for technology services liability for a cost of \$20,505.00. The cyber security policy has a 6% increase with no change in terms. Overall, the policy is an annual premium increase from last year in the amount of \$18,469.00. The County Risk Manager replied that the policy looks good. Alliant representatives will be available via Zoom to answer questions.

Total Recommended Amount: \$110,265.00.

**Blanket Purchase Orders for FY2024**

There are three blanket purchase orders on the agenda for FY2024 for CDW-G, Dell and 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 requests are for thirteen (13) months, from December 1, 2023 through December 31, 2024, to allow for overlap into the next fiscal year to avoid a gap in purchasing ability.

**CDW Government LLC: Purchase Order 923027 Blanket Purchase Order**

This request is for a thirteen (13) month blanket PO which will allow staff to purchase replacement parts for systems with a value less than \$5,000 such as keyboards and cables for the 9-1-1 System. ETSB will be utilizing the National Intergovernmental Purchasing Alliance IPA2018011-01 purchasing cooperative.

Total Authorized Amount: \$25,000.00.

**Dell Marketing, LP: Purchase Order 923028 Blanket Purchase Order**

This request is for a thirteen (13) month blanket PO which will allow staff to purchase computer equipment with a value less than \$5,000. It should be noted that the 9-1-1 system has used Dell equipment since 2009 and Dell was the successful bidder for CAD workstations when the system was being replaced. ETSB will be utilizing the Midwestern Higher Education Compact MHEC-04152022.

Total Authorized Amount: \$30,000.00.

**Motorola Solutions, Inc.: Purchase Order 923029 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: \$50,000.00.

**Open Purchase Order Utilization**

<u>Purchase Order</u>	<u>Total</u>	<u>Year to Date</u>	<u>Remaining Balance</u>
FY23 CDW-G	\$ 25,000.00	\$ 6,909.61	\$ 18,090.39
FY23 Dell	\$ 30,000.00	\$ 8,583.32	\$ 21,416.68
FY23 Motorola	\$ 50,000.00	\$ 7,830.00	\$ 42,170.00

Open FY23 Purchase Orders will be reconciled and administratively closed releasing any remaining funds. This generally happens in February.

**Budget Transfers:**

Requested transfer of funds for FY24 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in preparation for the second annual lease payment to



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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 \$7,381,972.00

Requested transfer of funds for FY23 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-53806 (Software Licensing) payment of the Advanced Plus MCC7500 console and microwave backhaul maintenance Jan 1, 2023-Nov 30, 2023 and NICE logger maintenance Jan 1, 2023-June 30, 2023 on Motorola PO 6149-1.

Total amount of requested transfer: \$495,882.00 for a new account total of \$1,018,290.00

Requested transfer of funds for FY23 from 4000-5820-53805 (Other Transportation Charges) to 4000-5820-53804 (Postage & Postal Charges) for the shipping and insurance charges associated with radio equipment calibration maintenance.

Total amount of requested transfer: \$1,000.00 for a new account total of \$2,500.00.

### **Payment of Claims:**

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, DuPage County Auditor's letter and *Bank Account Payment History Report* for Internal and External Payments for FY23.

### **Bills List FY23**

External Payments FY23

Total for Fund 5820 for November 8 meeting: \$1,438,460.00

Dick Buss provided a semi-annual console cleaning service to the PSAPs in June. The invoice for this service was paid on the August bills list. Dick Buss contacted ETSB staff when his bank moved physical locations after he had mailed in the check and after a certain amount of time it had not been deposited. Working through the County Treasurer's Office, Dick Buss had the original payment cancelled and a new payment was issued on this month's payroll in the amount of \$20,000.00.

### **Revenue and Expenditures**

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,231,064.05.

The June surcharge was received on October 3 in the amount of \$1,227,343.85 and was reported in last month's report.

Under "CAD Interface Reimbursement" on the Revenue Report are multiple payments for a total amount of \$3,145.20. Per the below charts, these payments are for reimbursements for interfaces on the CAD system.

Under FSA Optional Equipment Reimbursement, the final agency sent in their payment in the amount of \$575.00. There are no further outstanding payments due for this year.



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### FSA Maintenance Reimbursement Costs by Agency

#### Hexagon Ancillary Service Annual Invoice: FlowMSP Easy Button, I/CADLink (for ID Networks), and Mobile Responder, I/Netviewer

Total revenue: Fund 5820 Participating agencies were invoiced for their first year of maintenance (July 2022 - June 2023) on the optional app licensing requested by agencies for Hexagon integration. It has been 60 days since the initial invoicing so per County procedure, outstanding agencies will be re-billed for their costs.

FlowMSP is software used by Fire agencies to store pre-plan information. The Easy Button allows fire users to click one button on Hexagon's MPS software to display the information contained in FlowMSP. The FlowMSP Easy Button provides enhanced customer service to fire agencies' end users by reducing the numbers of steps necessary to view information about a property. The PSAPs requested this button be added to the MPS software. The costs were split between the number of agencies who use the software within each PSAP (ACDC - 7, DU-COMM - 13).

	FY2022
<b>FlowMSP Easy Button</b>	\$ 3,448.00
<b>Remitted</b>	\$ 1,206.80
<b>ACDC</b>	\$ 1,206.80
<b>Remitted</b>	\$ 1,206.80
<b>DU-COMM</b>	\$ 2,241.20
<b>Remitted</b>	\$ 2,241.20

Mobile Responder is an app that provides field personnel access to CAD via phones or tablets. Users can view incident details, receive and acknowledge messages, update statuses, and query databases, among other functions.

I/Netviewer provides real-time incident information via the web allowing personnel to retrieve dispatch information without having CAD software installed on their computers.

Agencies who had not remitted payment after 60 days were rebilled per County Finance procedure.

	FY2022	FY2023	FY2024	FY2025	FY2026
<b>Mobile Responder</b>					
<b>I/Netviewer</b>	\$ 35,673.00	\$ 36,743.19	\$ 37,845.42	\$ 38,978.77	\$ 40,148.06
<b>Remitted as of 10/31/23</b>	\$ 28,664.00				
<b>Addison PD</b>	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
<b>Remitted</b>	\$ 604.00				
<b>Bartlett PD</b>	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
<b>Remitted</b>	\$ 604.00				
<b>Bensenville PD</b>	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
<b>Remitted</b>	\$ 754.00				
<b>Bloomington PD</b>	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
<b>Remitted</b>	\$ 604.00				
<b>Burr Ridge PD</b>	\$ 1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
<b>Remitted</b>					
<b>Carol Stream PD</b>	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
<b>Remitted</b>	\$ 300.00				



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Clarendon Hills PD	\$ 225.00	\$ 231.75	\$ 238.70	\$ 245.86	\$ 253.24
Remitted	\$ 225.00	\$	\$	\$	\$
Downers Grove PD	\$ 979.00	\$ 1,008.37	\$ 1,038.62	\$ 1,069.78	\$ 1,101.87
Remitted	\$ 979.00	\$	\$	\$	\$
DuPage Sheriff's Office	\$ 829.00	\$ 853.87	\$ 879.49	\$ 905.87	\$ 933.05
Remitted	\$	\$	\$	\$	\$
Elmhurst PD	\$ 904.00	\$ 931.12	\$ 959.05	\$ 987.83	\$ 1,017.46
Remitted	\$	\$	\$	\$	\$
Forest Preserve PD	\$ 300.00	\$ 309.00	\$ 318.27	\$ 327.82	\$ 337.65
Remitted	\$	\$	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 386.25	\$ 397.84	\$ 409.77	\$ 422.07
Remitted	\$ 375.00	\$	\$	\$	\$
Glendale Heights PD	\$ 302.00	\$ 311.06	\$ 320.39	\$ 330.00	\$ 339.90
Remitted	\$ 302.00	\$	\$	\$	\$
Hanover Park PD	\$ 150.00	\$ 154.50	\$ 159.14	\$ 163.91	\$ 168.83
Remitted	\$	\$	\$	\$	\$
Itasca PD	\$ 527.00	\$ 542.81	\$ 559.09	\$ 575.87	\$ 593.14
Remitted	\$ 527.00	\$	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,087.68	\$ 1,120.31	\$ 1,153.92	\$ 1,188.54
Remitted	\$	\$	\$	\$	\$
Lombard PD	\$ 1,579.00	\$ 1,626.37	\$ 1,675.16	\$ 1,725.42	\$ 1,777.18
Remitted	\$ 1,579.00	\$	\$	\$	\$
Oakbrook Terrace PD	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Roselle PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Villa Park PD	\$ 906.00	\$ 933.18	\$ 961.18	\$ 990.01	\$ 1,019.71
Remitted	\$ 906.00	\$	\$	\$	\$
Warrenville PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Wheaton PD	\$ 1,885.00	\$ 1,941.55	\$ 1,999.80	\$ 2,059.79	\$ 2,121.58
Remitted	\$ 1,885.00	\$	\$	\$	\$
Wood Dale PD	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Woodridge PD	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Addison Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bartlett Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Bensenville Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Bloomington Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Carol Stream Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Clarendon Hills Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Darien-Woodridge Fire	\$ 1,510.00	\$ 1,555.30	\$ 1,601.96	\$ 1,650.02	\$ 1,699.52
Remitted	\$ 1,510.00	\$	\$	\$	\$
Elmhurst Fire	\$ 2,260.00	\$ 2,327.80	\$ 2,397.63	\$ 2,469.56	\$ 2,543.65



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Remitted	\$	\$	\$	\$	\$
Glenside Fire	\$ 906.00	\$ 933.18	\$ 961.18	\$ 987.83	\$ 1,017.46
Remitted	\$ 906.00	\$	\$	\$	\$
Hanover Park Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Itasca Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Lisle-Woodridge Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Lombard Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Oakbrook Terrace Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Oak Brook Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Roselle Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Tri-State Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Villa Park Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Warrenville Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Westmont Fire	\$ 754.00	\$ 776.62	\$ 799.92	\$ 823.92	\$ 848.63
Remitted	\$ 754.00	\$	\$	\$	\$
Wheaton Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Winfield Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$
Wood Dale Fire	\$ 604.00	\$ 622.12	\$ 640.78	\$ 660.01	\$ 679.81
Remitted	\$ 604.00	\$	\$	\$	\$

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

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

State of Illinois GIS NG 9-1-1: Intrado (the vendor that will be managing the GIS database for the ESInet) completed the initial load of the data from DuPage County GIS. The provisioning boundary is complete and County GIS is working through the errors in the other layers (ie fire, law and EMS).

State of Illinois Text to 911: AT&T and the State of Illinois are working on the cutover plan for Text to 9-1-1. They are currently deciding if they will be transitioning agencies that have already cut over to the ESInet first or if they will concurrently roll out the early ESInet agencies with agencies as they cut over.

**Customer Premise Equipment (CPE):**

The PSAPS met on October 19 to finalize the backup call flow plan. The tentative agreement is to have a profile created for each other's PSAP in each other's CPE equipment. This profile will have access to the 9-1-1 overflow Uniform Resource Identifier (URI). Each PSAP will have two URIs, one





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for their own 9-1-1 calls and one for 9-1-1 calls that overflow from other PSAPs. The backup plan will also include access to 10 or 20 (depending on the PSAP) unpublished 10 digits numbers that can be used to receive calls that were forwarded from the PSAPs' administrative lines. ACDC and DU-COMM are finalizing the call flow backup and have a meeting scheduled with Motorola to complete a final review on November 9, 2023. This is the last dependency prior to completing the Vesta configuration for ACDC.

AT&T installed the IP Flex router for the SIP circuit at ACDC on October 23, 2023. The circuit will be tested and turned up on November 6, 2023. The new project timeline was reviewed with the PSAPS at the October 30, 2023 meeting.

ACDC and DU-COMM are finalizing the call flow backup and have a meeting scheduled with Motorola to complete a final review on November 9, 2023. This is the last dependency prior to completing the Vesta configuration for ACDC. The ACDC schedule has been updated with the following dates, AT&T is working on the schedule for DU-COMM but no dates have been finalized:

- Vesta Configuration December 5- December 15, 2023.
- Site Readiness complete January 15, 2024
- Operational Readiness testing January 22-February 2, 2024
- Admin and Agent Training February 5-9, 2024
- Tentative cutover date February 20, 2024

**DuJIS CAD:**

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	300	249	28	22	4	0	0	8
MPS	413	384	13	10	0	0	0	4
<b>Total</b>	<b>713</b>	<b>633</b>	<b>41</b>	<b>32</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>12</b>

**Interface configurations:**

FUSUS: (Oak Brook PD) FUSUS has confirmed that the interface is working as designed and is ready for additional agencies once FUSUS has completed their installation. The FUSUS interface for Oak Brook Terrace and Wheaton has both been deployed to FUSUS for initial testing.

Tablet Command: (Bartlett FD) All documentation has been signed off on and ETSB is currently working with Hexagon to get this installed and tested. The currently schedule is as follows:

Week	Task	Resource
<b>12/18/2023</b>	DUP16 - Setup InterCAD CAD Xalt for TabletCommand	Tim Forsberg
<b>1/1/2024</b>	DUP16 - TEST InterCAD CAD Xalt for TabletCommand	Tim Forsberg
<b>1/8/2024</b>	DUP16 - TEST InterCAD CAD Xalt for TabletCommand	Tim Forsberg
<b>1/15/2024</b>	DUP16 - TEST InterCAD CAD Xalt for TabletCommand	Tim Forsberg

Limited testing will occur during the week of 1/1/24 and 1/8/24.



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**First Arriving:** (Villa Park FD) Hexagon has received all information requested from Villa Park. Hexagon is in the process of preparing a Quote and SOW. Hexagon is hoping to have this in the hands of ETSB by 11/3/2023.

**LEADS 3.0 Interface:** (PSAPs) Hexagon, ETSB and PSAP staff are testing the new LEADS 3.0 interface. Since this interface is a PSAP cost an MOU is being finalized with both PSAPs. DU-COMM returned their signed MOU this month. ACDC's portion of the MOU will be completed at their November 6 meeting. This project remains on schedule for a deployment prior to December 31, 2023.

**CAD/MPS software update:**

ETSB staff have set up test CAD workstations at each PSAP with the new software installed. A Monday.com board has been created to track issues identified with the update. Both PSAPs have begun testing the software. No major issues have been discovered.

Test laptops have been programmed for both the police and fire instance of MPS. No major issues have been discovered. IT installation instructions are being finalized and will be confirmed by the MPS team. IT training sessions on the installation will be held in the coming months.

**NetMotion (Absolute Secure):**

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	88	87	16	16	0	0	0	0

**Comcast Network:**

The preliminary design of the network is due by the end of November. Comcast is in the process of validating the hardware. No changes with the new network deployment have been identified at this time.

**NetMotion:**

No major issues reported.

**Cybersecurity:**

The networking for the printers at ACDC has been modified to improve the cybersecurity posture. DU-COMM's networking modification is TBD.

**Windows Patching:**

Windows patching has started with the test and non-CAD servers. The remaining servers will be patched in November.

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

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	150	148	13	12	0	0	2



# Emergency Telephone System Board of DuPage County Monthly Report

## November Board Meeting

No major issues occurred with FSA this reporting period.

The Fire Standardization Focus Group has begun discussing fire station alerting since the Purvis contract expires in October 2024. The group is gathering research on other systems to determine if they will request a maintenance renewal or pursue other options.

### Geographic Information Systems (GIS) Data:

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	469	406	49	16	40	0	2	40	0	0

#### Fermi Lab Common Places Project:

The Fermilab common places have been added to the test side of CAD. DU-COMM and ACDC continue to work on testing the common places on the test side of CAD.

#### Addison Fire Response Districts Project:

ETSB staff is nearing completion with final verification and met with ACDC during the month of October before pushing into production in November.

#### Oak Brook Police Beat and Sub-Beat Project:

Oak Brook Police have requested adding sub-beats to their data for reporting purposes. ETSB, County GIS, RMS team and Hexagon are working to schedule an update to the GIS servers for WebRMS and FBR to add in the req sub-beats.

### 9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
124	1	0	0	8

#### **New Memos:**

1 new memo was opened this reporting period.

Memo 124: New CAD event type. DU-COMM has requested either a new event type or a modification of an existing event type for a car accident vs building. The CAD Focus Group will review the memo at the next meeting.

#### **Closed Memos:**

No closed memos this reporting period

#### **Open Memos:**

Memo 34: Installation of LAG on the Comcast network. The Tech Focus Group recommended Comcast add Link Aggregation (LAG) to the network at each end point. Comcast has the new hardware in their lab and is currently testing the configuration.



# Emergency Telephone System Board of DuPage County Monthly Report

## November Board Meeting

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Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work will be completed with the installation of the CAD update.

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

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

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM is currently mocking up hardware for testing that will be brought to the Tech Focus Group for review once the concept is proved.

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 Director's level for review.

Memo 123: Task Force Monitor. ACDC requested an additional window be added to CAD to track units assigned to the task force. The CAD Focus Group came to a consensus to add the Window and is currently testing the configuration.

### **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 Resident Systems Analyst's (RSA) weekly report(s).

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

### **DEDIR System Radio Replacement**

**Command Central Aware:** Command Central Aware is software that displays the GPS location of the portable radios on a website. The software was deployed to the PSAPs for testing and to validate the training material for the system. The PSAPs have provided feedback and requested the addition of DuPage specific layers to the Command Central Aware software. ETSB and Motorola are working to add the maps. The PSAPs are preparing to train staff and will work with ETSB to generate a deployment plan for the remaining Telecommunicators.

### **APXNext Radios (Police):**

**Radio Firmware Update:** There were no firmware updates in October.

### **Charger Firmware Update Requirements:**

There are no firmware updates currently scheduled for chargers.

### **APXNext XN (Fire):**

**Beta Site:** Last month the ETS Board approved the memorandum from the PAC Fire Focus Group regarding challenges with the NFPA1802 requirements in the new radios. This memorandum was submitted to the NFPA. Additionally, using the memorandum as a reference, a Tentative Interim Amendment (TIA) Request was also completed and submitted with suggested language changes to



# Emergency Telephone System Board of DuPage County Monthly Report

## November Board Meeting

NFPA. The TIA requires two letters of support, one from Joe Namm, Motorola, and one from Joe Brooks, Boston FD. Jim Connolly, Fire Focus Group Member, has spoken to the Chairman and Secretary of the NFPA 1802 committee and has been reaching out to a few other committee members to gain support for the TIA on behalf of the ETSB and PAC Fire Focus Group.

**Fire Focus Group Template:** As previously reported, the Fire Focus Group has received all agency submitted fire templates and is currently reviewing the spreadsheets to ensure standardization and conformity to the established format. Each template has been uploaded to Monday.com, and if any adjustments are needed, a Fire Focus Group member will add that notification to Monday.com.

Based on the delays in the encryption discussion on the police radios, the fire mobile radios will be programmed with the “third touch” template and configured to accept encryption when the final design is completed. If encryption is decided before all mobiles are programmed, the radio service manager can make the changes for the balance of the mobile fleet.

On the agenda this month is a request from the PAC Fire Focus Group to add “Group Message Services” to mobile and APX4000 and APX6000 radios. The ETS Board has received a supplemental memorandum regarding this request. As of this report, the PAC had not met so their recommendation will be provided at the meeting.

### **APX7000 Series Radio:**

**Declaration of Surplus and Sale of Equipment:** ETSB continues taking in police radios to be decommissioned, declared as surplus and sold. Since last month’s report, Elmhurst PD has turned in their radios.

### **STARCOM Wheaton Tower October 30-31<sup>st</sup> Outage:**

Summary:

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

Impact:

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

Timeline:

- On October 30 at approximately 11:00am, ETSB received a report from the Sheriff that the APX4000s were getting out of range and the APXNext were switching to LTE.
- ETSB staff contacted County Facilities to investigate the Bi-Directional Antennas on campus that boost the radio signal for STARCOM.
- While Facilities was investigating, ETSB received additional reports of the same behavior off campus.



# Emergency Telephone System Board of DuPage County Monthly Report

## November Board Meeting

- ETSB staff opened a ticket with Motorola. Motorola NOC started investigating and dispatched a technician to the Wheaton tower site and opened a ticket with AT&T.
- The Motorola technician arrived at around 1:00pm and confirmed that the Starcom equipment was functional but that the fiber connection into the network was down. Motorola escalated the AT&T ticket at 2:00pm.
- AT&T and Motorola arrived back at the site around 4:30pm. The AT&T techs were able to confirm that all equipment inside the shelter was functional and that the outside fiber cable had been damaged at some point between the tower site and the central office in West Chicago. The inside AT&T tech requested a high priority ticket for the outside AT&T crew to respond.
- While waiting for the outside crew, ETSB, AT&T and Motorola staff attempted to narrow down the fiber cut. At 8:30pm, Motorola and AT&T escalated the outside crew ticket.
- The inside AT&T crew stayed onsite to help the outside crew and to point out the possible location of the fiber break.
- The outside AT&T crew arrived onsite at around 11:30pm.
- A new fiber was run to replace the damaged fiber and the work was completed around 3:40am.
- The Wheaton Tower site was back online at 3:42am.

**Next Steps:**

- County Facility staff who are coordinating the construction project will be contacting everyone involved (Meade Electric and AT&T) in the relocation and repair of the fiber to determine if the repair is temporary or if any further steps are needed to ensure the operation of the STARCOM at the tower.

**Motorola VoLTE (Voice over LTE formerly known as WAVE Application)**

The State of Illinois, Department of Innovation and Technology (DOIT) and Motorola have a 10-year contract which began on June 23, 2023 and contains a new rate structure including pricing for the app formerly known as WAVE. This is an Android/iOS handheld cellular application for the connection to the LMR network and includes text messaging; video, photo and file sharing; location, mapping and tracking; group and private PPT calls and other features, independent of your carrier. Through ETSB Policy 911-005.11: DEDIRS WAVE Application, agencies have agreements with Motorola for this app at a monthly user cost of \$15. There will be a cost increase to users beginning in 2024 and continuing in subsequent years. The costs are shown in the table below. This is a cost to users who contract directly with Motorola. DEDIR System users are only required by policy to request access and notify ETSB via the PAC agenda.

2024	2025	2026	2027	2028	2029	2030	2031	2032
\$16.00	\$17.00	\$17.00	\$18.00	\$18.00	\$19.00	\$19.00	\$20.00	\$20.00

**APX7000 Maintainer:**

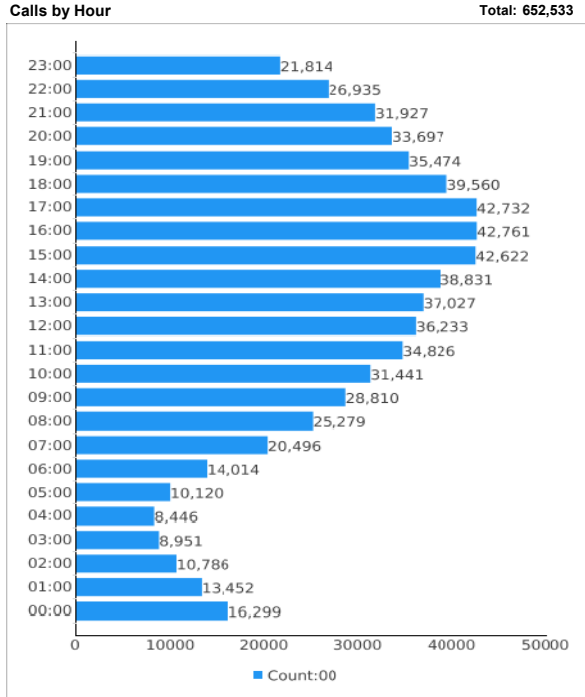
The DU-COMM monthly maintainer report for October is provided at the end of this report.

**Policy Advisory Committee (PAC):**

The PAC's regular meeting was October 2, 2023. The ETS Board agenda has the minutes from that meeting.

## ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 11-01-2023 04:52:45 AM



### Calls by Response Code

Response Code	Total	
0	No Active Paths	30
1	One Path OK	48,166
2	Both Paths OK	603,503
7	Manual Query Denied	0
9	Record Not Found	834
<b>Total</b>		<b>652,533</b>

### Calls by Query Type

Query Type	Total	
I	Initial	317,521
M	Manual	568
R	Repeat	334,444
T	Test	0
<b>Total</b>		<b>652,533</b>

### Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	1,586
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	615,648
U	Uninitialized Call [911-XXX-XXXX]	35,293
Z	Seizure with no ANI [000-0000]	5
<b>Total</b>		<b>652,533</b>

### Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	493	302	39	0	834
0	Business OPX	14	0	0	14
1	Residence	5,812	36	177	6,025
2	Business	5,839	105	133	6,077
3	Residence PBX	0	0	0	0
4	Business PBX	1,044	6	20	1,070
5	Centrex	80	2	3	85
6	Coin 1 Way Ot	5	0	0	5
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	1,511	0	76	1,587
C	VoIP Residence	0	0	0	0
D	VoIP Business	19	0	6	25
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	50,134	18	9,098	59,250
H	Wireless	208,863	82	323,649	532,594
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	43,687	17	1,243	44,947
X	TEXT TO 911	0	0	0	0
<b>Total</b>	<b>317,501</b>	<b>568</b>	<b>334,444</b>	<b>0</b>	<b>652,513</b>

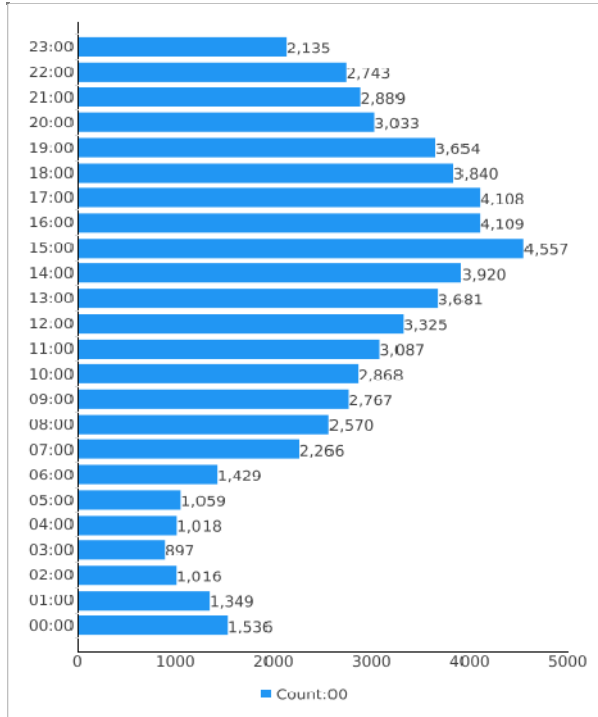
Calls occurring between: 01-01-2023 12:00:14 AM and 11-01-2023 04:52:45 AM

## ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 10-01-2023 12:01:38 AM and 10-31-2023 11:58:19 PM

### Calls by Hour

Total: 63,856



### Calls by Response Code

Response Code	Total	
0	No Active Paths	4
1	One Path OK	812
2	Both Paths OK	62,954
7	Manual Query Denied	0
9	Record Not Found	86
<b>Total</b>		<b>63,856</b>

### Calls by Query Type

Query Type	Total	
I	Initial	30,382
M	Manual	36
R	Repeat	33,438
T	Test	0
<b>Total</b>		<b>63,856</b>

### Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	124
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	60,237
U	Uninitialized Call [911-XXX-XXXX]	3,495
Z	Seizure with no ANI [000-0000]	0
<b>Total</b>		<b>63,856</b>

### Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total	
	N/A	56	20	10	0	86
0	Business OPX	0	0	0	0	0
1	Residence	554	3	13	0	570
2	Business	592	6	16	0	614
3	Residence PBX	0	0	0	0	0
4	Business PBX	81	0	3	0	84
5	Centrex	2	0	0	0	2
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	122	0	2	0	124
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	4,063	0	716	0	4,779
H	Wireless	20,299	3	32,548	0	52,850
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	4,611	4	130	0	4,745
X	TEXT TO 911	0	0	0	0	0
<b>Total</b>	<b>30,380</b>	<b>36</b>	<b>33,438</b>	<b>0</b>	<b>63,854</b>	

Calls occurring between: 10-01-2023 12:01:38 AM and 10-31-2023 11:58:19 PM



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

For (Call Origin)

Creation Date: 11/01/2023 01:01:37 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	284,487	103,598	180,889	0	4,740	88,236	8,763	0	1,859	0	6,682	00:00:04
	Internal	20,016	0	20,016	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	85,616	0	85,616	0	0	0	0	0	0	85,616	0	00:00:00
	<b>Total</b>	390,119	103,598	286,521	0	4,740	88,236	8,763	0	1,859	85,616	6,682	00:00:04
DU-COMM	Incoming	589,448	237,508	351,940	0	12,774	181,891	39,543	0	3,300	0	16,703	00:00:05
	Internal	89,205	0	89,205	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	143,242	2	143,240	0	0	0	0	0	0	143,242	0	00:00:00
	<b>Total</b>	821,895	237,510	584,385	0	12,774	181,891	39,543	0	3,300	143,242	16,703	00:00:05
<b>Total</b>		1,212,014	341,108	870,906	0	17,514	270,127	48,306	0	5,159	228,858	23,385	00:00:05

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/01/2023 01:00:50 PM

Grouping: Site & Call Origin

Date Range: 10/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	37,722	9,713	28,009	0	465	8,128	968	0	152	7,548	472	00:00:04
DU-COMM	79,530	22,365	57,165	0	1,127	16,954	4,145	0	139	12,943	1,233	00:00:05
<b>Total</b>	<b>117,252</b>	<b>32,078</b>	<b>85,174</b>	<b>0</b>	<b>1,592</b>	<b>25,082</b>	<b>5,113</b>	<b>0</b>	<b>291</b>	<b>20,491</b>	<b>1,705</b>	<b>00:00:05</b>

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

For (Call Origin)

Creation Date: 11/01/2023 12:58:36 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	26,259	26,259	0	0	740	23,643	1,876	0	0	0	0	00:00:04
	<b>Total</b>	26,259	26,259	0	0	740	23,643	1,876	0	0	0	0	00:00:04
DU-COMM	Incoming	29,210	29,210	0	0	465	26,847	1,898	0	0	0	0	00:00:05
	<b>Total</b>	29,210	29,210	0	0	465	26,847	1,898	0	0	0	0	00:00:05
<b>Total</b>		55,469	55,469	0	0	1,205	50,490	3,774	0	0	0	0	00:00:05

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/01/2023 12:57:35 PM

Grouping: Site & Call Origin

Date Range: 10/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,768	2,768	0	0	76	2,473	219	0	0	0	0	00:00:04
DU-COMM	3,061	3,061	0	0	35	2,810	216	0	0	0	0	00:00:05
<b>Total</b>	<b>5,829</b>	<b>5,829</b>	<b>0</b>	<b>0</b>	<b>111</b>	<b>5,283</b>	<b>435</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:05</b>

911 System Design Standardization Memos

Origin	Title	DESCRIPTION	STATUS of MEMO		CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
			(Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date						
CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	
CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	
CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	
CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	
FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Optional Equipment Status	Optional equipment forming options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
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	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review			Consensus				
TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		consensus				
TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
TECH	NICE Upgrade	Connect lines and postitns to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus				
Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus	
FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
CAD	Informer Unit Colum	Add a column that displays the unit in informer	Closed	09/15/20	Consensus					
CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					

CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus				
CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus				
CAD	Infomrner Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus				
CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus				
CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus				
CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus				
CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus				
CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus				
Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus			
CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development		Consensus				
CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development		Referred				Pending
CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
CAD	Mutple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development		Consensus				
CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development		Consensus				
CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research		Consensus				
CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus			
	Monday.com	Online project management tool	Closed						
TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22		Consensus			
CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development		Consensus				
FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus				
CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20	retracted				
CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus				
TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus			
CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors				Directors
CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus				Pending
TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending
CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus				
CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus				
CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21		Consensus			
CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus				
CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus				
CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus				
FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed						
CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21	Consensus				
CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus				
TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed						
CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus				
CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus				
CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus				
FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22		Consensus			
FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22		Consensus			
FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22		Consensus			
FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22		Consensus			
FSA	Pre-planned rels	Add pre-planned rels into LiveMum	Closed	07/28/22		Consensus			
FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed	08/11/22		Consensus			
CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus				
FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus
FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21		Consensus			
CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research		Consensus				
CAD	Add event code	Add Event code for 3SI	Closed	11/19/21	Consensus				
CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22	Consensus				
CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus				
FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus		
CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research						
CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research						
Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse			Impasse
CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					
CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research		Impasse		Impasse		
Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus			
CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus				
FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	22 Closed	12-Jan-23			Consensus		

FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus			
FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus			
FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus			
FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus			
Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus				
TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23						
CAD	Task Force Units	Create Monitors for the Task force group	Pending Research							
CAD	New Event code request	new or modified event type for Car vs Building	New							

**Motorola Monthly Incident Report  
October 2023**

Ticket ID	Priority	Title	Site name	Resolution	Date detected	Date modified	Status
INC000008271393	Priority 3	Position 28 is not passing phone audio through the radio system	Du-Comm Disp Center - Dupage Cnty - Starcom Z1		10/13/2023, 10:41:31 AM	10/13/2023, 3:15:13 PM	Closed
INC000008328176	Priority 3	Intermittently field cant hear dispatch and back	Du-Comm Disp Center - Dupage Cnty - Starcom Z1	user error	10/27/2023, 12:06:41 AM	10/27/2023, 1:20:20 PM	Open
INC000008333905	Priority 3	Pos. 5 desktop PTT button broken	Du-Comm Disp Center - Dupage Cnty - Starcom Z1	Replaced replacement gooseneck mic/ptt to Erik/customer. Closing ticket.	10/27/2023, 9:32:01 AM	10/30/2023, 4:23:22 PM	Closed





**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 25, 2023  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- NIBRS Reporting Tool is live.
- Data Sheet Refresh Subcommittee holding regular meetings.
  - This is a critical foundational step to begin the OCR 10.0/MFR project.
- OCR 10.0/MFR project kick-off was held October 24th.

### ***Victories:***

- NIBRS
  - Only 3 agencies remain to make submissions.
  - RMS team will be working with each remaining agency to complete submissions.
  - We anticipate transitioning this project from implementation to support within the next month.

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

- NIBRS Transition Go-Live/Certification
  - Support and assist remaining agencies with individual submission and certification.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

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

- Maintained weekly NIBRS Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.



**DUPAGE  
COUNTY**

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## INFORMATION TECHNOLOGY

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

- Transition NIBRS project to support.
- Commence planning phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.



## October Monthly Report

<b>Customer Name</b>	DuPage County, IL	<b>Alias</b>	DUPG2.00.11
<b>Customer PM</b>	Linda Zerwin/Mike Galvin	<b>Hexagon Sales</b>	TJ MCGEE
<b>Hexagon Support Manager</b>	Tony Capasso	<b>Project / Delivery Name</b>	DuPage ETSB
<b>New Change Requests</b>	<b>None</b>	<b>Reporting Period End</b>	<b>October 31, 2023</b>

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	1	P2	0	P2	2
Below target	<input type="checkbox"/>	P3	28	P3	10	P3	6
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending October 31, 2023	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.</p>

### Support Activities

#### Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 11** support tickets were resolved in the month of October 2023.
- Several of the CRs are resolved in later versions of CAD - Upgrade in progress

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

#### Notes From Above Activites:



# RSA Weekly Status Report: RMS/CAD



<b>Week Ending</b>	<b>10/20/2023</b>
<b>Type:</b>	RSA Weekly Status Report
<b>Reported by:</b>	Steve Burrell, RSA
<b>Stakeholders for Distribution:</b>	<b>DuPage:</b> Don Ehrenhaft, Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin <b>Hexagon:</b> Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
<b>Closed Cases (03)</b>			
00187925	Lisle PD submitted Jan thru June as their first NIBRS submission.		CLOSED
00185771	Age Range issue in FBR vs NIBRS validation.		CLOSED
Lisle NIBRS submissions	Resolved issue with Lisle NIBRS submissions.		CLOSED
<b>High Priority Items</b>			
NIBRS Data Submissions	Agencies are successfully submitting NIBRS data to the State of IL. Errors at this point are very low and are clerical / data entry in nature.	RSA / NIBRS Team / DuPage	In-Process (3 Agencies remain)
SSRS install troubleshooting	SSRS web portal will not display in TEST environment.	RSA / Support	In-Process
<b>Summary of Additional Work Performed This Week</b>			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS data submissions	Agencies are successfully submitting NIBRS data to the State of IL. Errors at this point are very low and are clerical / data entry in nature. It is extremely important that Agencies follow the directions / procedures provided during training and working sessions. Some agencies have not done this and as a result created problems that needed to be resolved.  Continue to work with DuPage and several agencies, on Teams calls, to walk them through the NIBRS submission process and answer any questions, confirm agencies are using the correct credentials etc.	RSA / NIBRS Team / DuPage	In-Process (3 Agencies remain)
Lisle NIBRS submissions	Resolved issue with Lisle NIBRS submissions. Several months were submitted at one time when only JAN was expected. Situation resolved. DuPage RMS Team to provide additional user training.	RSA / DuPage	CLOSED
Approval Process (OCR)	Discussed new approval process required for OCR 10.0	RSA / DuPage	In-Process
SSRS install troubleshooting	SSRS web portal will not display in TEST environment.	RSA / Support	In-Process
00185771	Age Range issue in FBR vs NIBRS validation - 10/06/2023 - Some agencies were entering "00" or "1-99" for a suspect with an unknown age. There are 2 problems with this:	RSA	CLOSED Workaround provided / user training



### RSA Weekly Status Report: RMS/CAD



	<p>NIBRS wants a smaller age range such as 20-29 OR just pick an age (best guess). The age can always be changed later if/when a suspect is identified.</p> <p>If there are any suspect identifiers entered (height, weight, hair color, gender, etc...) "0" or "00" cannot be used and age OR range must be entered.</p> <p>This will need to be addressed by DuPage as a user training user issue.</p> <p>We are currently looking into the possibility of turning off this rule if FBR.</p>		
<b>00150231</b>	<b>Disposition substitution when records move from FBR to OCR</b>	RSA	In-Process
<b>LEADS 3.0 Interface</b>	<p><b>LEADS 3.0 (beta) available for testing in a TEST environment.</b></p> <p>The intention of this delivery is to test certain functionality like connection with the state and other basic functions such as sending and receiving queries. Additionally, once we receive the sample data from the State of IL, I will forward that information to Development to apply to their existing work.</p> <p>DuPage to continue communicate with State of IL on creating a TEST LEADS 3.0 connection.</p> <p><b>08/17/2023</b> - Currently installing / troubleshooting LEADS 3.0 beta on the TEST environment. Will test after install.</p> <p><b>08/24/2023</b> – LEADS interface is receiving broadcast messages (in TEST) from LEADS but inquiry results are not being received.</p> <p><b>10/13/2023</b> - Waiting on documentation from DuPage</p>	RSA / Hexagon / DuPage	Waiting on Customer
<b>00143821</b>	<p><b>'EX-DATING RELATIONSHIP' causes error</b></p> <p><b>10/03/2023</b> - Investigating the possibility of turning off this NIBRS validation in FBR. OCR does and will handle the NIBRS validation.</p>	RSA / Support	In-Process
<b>00182284</b>	<p>MPS Issue, MPS does not open ticket number 8431 and 8487</p> <p><b>09/28/2023</b> - I spoke with Kris and Peter at DuPage about this. The problem is limited to only 1 agency with 2 newly installed computers. It sounds like a permissions issue and/or improperly named folders such as tmp vs temp. They will investigate and let me know.</p> <p><b>Will close on OCT 20 if no feedback is provided from DCSO.</b></p>	RSA	Waiting on Customer
<b>00185797</b>	<p>Juvenile contact OCR validation reverts back to not validated in NIBRS client (Wheaton PD)</p> <p><b>Situation:</b> An incident exists that has multiple arrestees linked to it, either Juvenile or adult. When the incident is NIBRS validated in OCR, consequently the linked arrests' status changes to 'Not Validated'. When an individual arrest is NIBRS validated, any other linked validated arrests (on the same incident) status is changed from valid to not validated.</p> <p><b>Current Workaround:</b> After all other incidents and arrests are validated via OCR, the arrests that fit the above criteria can be</p>	RSA / NIBRS Team	In-Development



### RSA Weekly Status Report: RMS/CAD



	validated via the NIBRS tool by clicking the "Validate All" button in the NIBRS client.		
<b>00132255</b>	<b>Units disappearing on screen but visible on another screen</b> Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
<b>00102630</b> <i>(FBR / Address server)</i>	<b>Address Validates in FBR without a Zip AND Doesn't validate w/ Zip</b> 05/09 – Testing to see if Zip is produced in data if not entered during validation.	RSA / Support	In-Process

#### Environment Versions & Discrepancies:

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

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021) OCA: 2212 OCR: Version: 03.07.2104 <i>(newest available ver. is 2304)</i> NIBRS: 02.03.2308.0002 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 <i>(newest available ver. is 2304)</i> NIBRS: 02.03.2308.0002 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121 <i>(Most recent refresh completed on 07/22/2022.)</i>



## RSA Weekly Status Report: RMS/CAD



### Action Items

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

Project	Summary	Owner	Status	Next Steps
<b>New Approval Process</b>	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
<b>00006926 (I/FRMS CADLINK)</b>	<b>IFCADRMSLINK Configuration Event Sync the search bug</b>  RC-A: Software bug. Fixed in patch Q4 2109	Escalated (Dev)	Solved Waiting on Customer	3/22 – CR has filed. <a href="#">CR# 319396</a> AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
<b>00007516</b>	<b>IFCADRMSLink No Primary Officer coming over – API Failures</b>	RSA	Solved	RC-A: Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
<b>00023778</b>	<b>Dispatch Tab not receiving CFS from CAD</b>	RSA	SOLVED Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
<b>00048958 AZDO 486781 (FBR)</b>	<b>Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update</b> Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		Solved Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 <b>10/07 – Scheduled install TBD by DuPage</b>
<b>Migration to SSRS</b>	<b>SSRS Migration</b> RSA will perform SSRS installation.	RSA	RSA	In-Process



**RSA Weekly Status Report: RMS/CAD**



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

<b>SR Number</b>	<b>Summary</b>	<b>Product</b>	<b>Status</b>	<b>Substatus</b>	<b>Target Resolution Date</b>	<b>Work Around?</b>





**RSA Weekly Status Report: RMS/CAD**



**Current Open SR list for discussion:**

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

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
<b>00005926</b> <i>(OnCall Records)</i>	P-3 MED	<b>WebRMS returns no longer have linkable fields</b>	HxGn MPS	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p> <p>11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information.</p> <p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p><b>01/26/2023</b> – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
<b>00006232</b> <i>(OnCall Records)</i>	P-3 MED	<b>Cancelled BOLOS show up in Informer returns</b>	HxGN – Informer	Assigned	<p>07/11 – reviewing possible solution.</p> <p>09/30 – Working session scheduled the week of Oct 31</p> <p><b>12/01</b> - – Miguel/Mo to set up a session with DuPage.</p>
<b>00006235</b> <i>(OnCall Records)</i>	P-3 MED	<b>There is a violation field in MPS informer WebRMS return that does not list the violation.</b>	HxGN – Informer	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p>



**RSA Weekly Status Report: RMS/CAD**



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p><b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.</p>
<p><b>00006934</b> (OnCall Records)</p>	P-3 MED	<p><b>Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports</b></p>	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. <b>CR# 321488</b></p> <p>10/21 – Gathering additional information for support.</p> <p><b>12/01</b> – Gathering data.</p>
<p><b>00006935</b> (OnCall Records) <b>AZDO 509323</b></p>	P-3 MED	<p><b>Reporting Officer not importing into Supplement Record.</b> On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue.</p> <p><b>RC-A:</b> Software bug. FBR not pulling data from needed customer field. Pending Development resolution.</p>	HxGN ONCALL RECORDS – FIELD BASED REPORTING	RSA / Support	<p><b>10/21</b> – A new AZDO ticket (<b>AZDO 509323</b>) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.</p>
<p><b>00006940</b> (I/Dispatcher)</p>	P3-MED	<p><b>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.</b></p>	I/Dispatcher	RSA/Acct Rep	<p>09/30 – will clarify with Kris @ DuPage and forward to support.</p> <p>10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event.</p>



## RSA Weekly Status Report: RMS/CAD



		<p>Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult.</p> <p>Recommendation: Attach the name of the TC that made the original ticket to remarks”</p>			<p>10/07 – Asked for LOE.  <b>01/06/2023</b> – GTC evaluating LOE.</p>
<b>00018093</b>	P3 – MED	<b>EdgeFrontier Install on CAD backup servers</b>	HxGN XALT	Assigned RSA	<p>01/14/2022 setting up install date with product specialist.            01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it.            11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14.  <b>12/01</b> – Delayed due to OnCall Analytics Upgrade Install.</p>
<b>00065074</b> AZDO 442583	P3-MED	<b>No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier</b> - event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	<p>03/23 – Potential issue found in IFCAD            03/23 – Patch deployed at other customer site. Will compare versions and research compatibility.            05/30 – patch received. Will deploy on TEST.            11/17 – delayed due to NIBRS issues / troubleshooting  <b>01/20</b> – Scheduled for the week of JAN 30</p>
<b>00089873</b> (Informer)	P3-MED	<b>Informer Does Not run VIN Correctly</b>	HxGN CAD I/Dispatcher	GPC	<p>10/19 – Dev currently reviewing.            10/24 - Dev to provide files for implementation / testing.            11/14 – HxGN Mgmt reviewing LOE / getting approvals &amp; resources allocated.</p>



### RSA Weekly Status Report: RMS/CAD



					<p>01/13 – Dev provided a file to correct this issue.  01/20 – Testing scheduled for JAN 24 or 25  <b>01/26/2023</b> – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.  Additional Informer files (for other SF cases) should also be available to test at that time.  <b>07/14/2023</b> – On hold until LEADS 3.0 interface is available.  <b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.</p>
<b>00097922</b> <i>(Informer)</i>	P3-MED	<b>When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system.</b> - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.  12/08 Working session DEC 13.  01/06 – Working session scheduled for Jan 11.  01/20 – Working session scheduled for Jan 23.  01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.   Additional Informer files (for other SF cases) should also be available to test at that time.  <b>02/10/2023</b> XAD working session scheduled for MN FEB 13  <b>07/14/2023</b> – On hold until LEADS 3.0 interface is available</p>



## RSA Weekly Status Report: RMS/CAD



00102630	P3-MED	<p><b>Address Validates in FBR without a Zip AND Doesn't validate with a Zip</b>          When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code filed is blank, the Geocode function works.</p> <p><i>Oakbrook PD Incident # OBPC2201665          09/08/2022          Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i></p>	FBR	RSA / Support	<p>10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD.</p> <p>10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB.</p> <p>10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD”</p> <p>10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change.</p> <p>11/02 – Support researching a possible FBR client config change.</p> <p><b>11/16</b> – Support still investigating issues.</p> <p><b>02/16/2023</b> - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.</p>
00132255 <i>(I/Disp)</i>	P-3	<b>Units disappearing from screen</b>	I/Disp	RSA / Support	<p><b>02/10/2023</b> – Did not see any problems with Listener.</p> <p><b>02/15/2023</b> – Confirm with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.</p>
00150231	P-3	<b>Disposition substitution when records move from FBR to OCR</b>	OCR	RSA	<p><b>05/29/2023</b> – will finish testing the week of JUNE 05</p>

**Wellness items for discussion:**

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

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.



### RSA Weekly Status Report: RMS/CAD

**Client Requests for System Modifications for discussion:**

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

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



# DU-COMM

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

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

## Memorandum

**TO:** Linda Zerwin, ETSB Executive Director  
**DATE:** Wednesday, November 1, 2023  
**FROM:** Matthew Baarman, Deputy Director  
**RE:** DEDIRS Maintenance Status Report – October

### Starcom System Outages:

#### Unplanned Work:

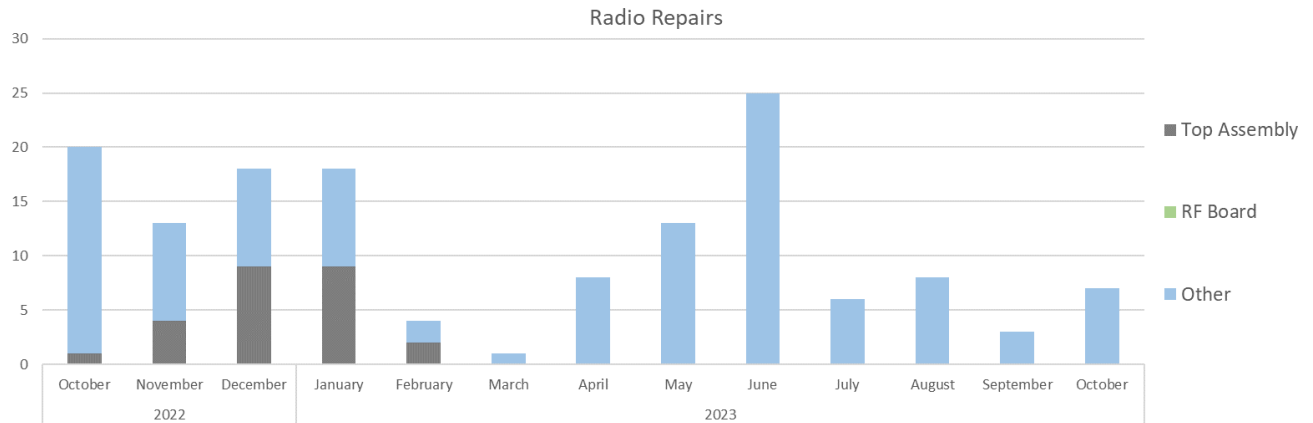
- 10/30/2023 – Fiber cut near Wheaton Tower at 10:56am, repairs completed at 03:45am on 10/31/2023.

#### Planned Work:

- 10/12/2023 – Two (2) short site trunking events to apply monthly security patches.
- 10/09/2023 – West Chicago yearly RF site maintenance completed.
- 10/05/2023 – Wheaton yearly RF site maintenance completed.
- 10/04/2023 – Streamwood yearly RF site maintenance completed.
- 10/03/2023 – 127<sup>th</sup> Street yearly RF site maintenance completed.

### Radio Repairs:

Repairs for the last 13 months follow:



A few highlights include:

- 12 fire batteries replaced.
- 10 RSMs replaced.
- 7 APX7000XE swapped for refurbished APX7000XE.
- 3 aliases updated.

### October Issues:

- Number of New Tickets = 10
- Number of Closed Tickets = 14
- Number of Open Tickets = 5

**Talkgroup Usage:**

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from October 1, 2023, thru October 31, 2023, follows (all time in seconds):

<b>Talkgroup Alias</b>	<b>Total Group Time</b>	<b>Group Count</b>	<b>Longest Call Time</b>	<b>Group Busy Count</b>	<b>Longest Busy Time</b>	<b>Count of Rejects</b>
DU ACDC 2	271,694	80,934	33	0	0	1,305
DU 3EAST	249,505	75,940	48	0	0	2,190
DU ACDC 3	240,589	70,987	43	0	0	922
DU 1EAST	231,520	67,155	44	0	0	1,669
DU DPSO F1	208,017	58,899	35	0	0	929
DU 3WEST	191,858	59,332	44	0	0	1,096
DU 1WEST	186,843	56,300	60	0	0	951
DU 1SOUTH	184,127	55,433	39	0	0	775
DU 3SOUTH	183,810	56,144	37	0	0	1,043
DU 1NORTH	163,498	50,978	37	0	0	685
DU 7SOUTH	151,197	46,615	36	0	0	684
DU 7WEST	134,706	39,386	35	0	0	392
DU FIRE NORTH	134,421	26,852	30	0	0	275
DU FIRE EAST	108,497	20,257	30	0	0	278
DU DPSO JAIL	104,177	34,495	19	0	0	2,048
DU ACDC 1	103,101	29,968	34	0	0	462
DU FIRE SOUTH	101,156	20,797	30	0	0	318
DU DPSO COURT	81,689	24,555	37	0	0	1,804
DU FDACDC1	79,891	13,279	30	0	0	147
DU FDACDC2	75,506	14,955	30	0	0	155