Emergency Telephone System Board Of DuPage County

TO: Chair Schwarze and ETS Board
FROM: Linda Zerwin, Executive Director
DATE: May 14, 2025
SUBJECT: Hexagon CAD RFP
CC: Steering Committee

Background:
ETSB acquired the Hexagon CAD system in 2019. Since its implementation, the system has undergone multiple updates and enhancements to better support the daily 911 operations of the PSAP centers. With the current Hexagon contract set to expire in 2027, this presents a timely opportunity to engage with both PSAP centers and affiliated agencies to gather feedback on the system and determine the appropriate course of action moving forward.

Summary:
On August 14, 2024, the ETS Board authorized a CAD RFP Development Consultant Services contract with DeltaWRX in the amount of $181,243.16 (CAD portion). This was a joint contract with the RMS group for DeltaWRX services. The contract consists of four phases: (1) Needs Assessment, (2) System Requirements and RFP Development, (3) Proposal Evaluation and Vendor Selection and (4) Contract Negotiations.

Phase 1	Needs Assessment	Status
1	Project Planning meeting	Completed 2/4/25
2	Develop Project Steering Committee	Completed – see list below
3	Conduct Kickoff meeting	Completed – 5/14/25
4	Review Background materials	Completed
5	Conduct PSAP Facilities Tours & Interviews CAD	Completed
6	Conduct Interviews RMS	Not applicable
7	Develop Scoping Strategy for Procurement	Completed

In February 2025, ETSB, in partnership with DeltaWRX, began Phase 1. This consisted of a series of focus group meetings to evaluate the needs of the end-user community. The feedback gathered during these sessions was documented as part of the overall Needs Assessment. The focus groups identified both strengths of the current system and areas in need of improvement. Each item was assessed to determine whether it required vendor-supported enhancements or could be addressed through internal configuration by ETSB staff.

Status reports were provided to the ETS Board monthly. And an overview of the information collected was presented at the ETS Board meeting on April 9, 2024.

DeltaWRX and ETSB presented the Phase One findings to the Steering Committee for review on May 14, 2024. The primary objective of this meeting was to determine whether Option 1: Issue a Request for Proposal (RFP) to explore alternative solutions or Option 2: to continue with the current Hexagon CAD system. The review presented the two options based on the feedback. See attached slides.

As part of this discussion, DeltaWRX indicated that none of the major vendors currently serving systems as large as ETSB have been actively on a cloud-based platform and that some vendors

have pulled back from this format. Based on this information, the Steering Committee felt that waiting to see how vendors, including Hexagon, did in the next year with their cloud-based products was a good idea. The current system is a hardware-based system located on premises at each PSAP. The servers act as back for the other PSAP. There are roughly 26 integrations that run off of the CAD system.

The Steering Committee also discussed whether this was a 3-, 5- or 10-year plan. Executive Director Zerwin explained that when the contract renewal came up in 2027, there would need to be a hardware refresh. There was no specific downside to this since, as the group was aware, it takes 2-3 years to configure and move to a new CAD system. So, the worst that would happen during an RFP process is that ETSB would have to renew with Hexagon and refresh the hardware. Depending on where the RMS group was with their process, the hardware cost could be less.

Option 2 centered around taking the comments collected in the interviews and assessing them for configuration or enhancement work. The Steering Committee liked this option as an opportunity to take a look at some of the design choices initially made in CAD and MPS (Mobile for Public Safety), the patrol and fire agency mobile device users. Enhancements would require Hexagon work and most likely a cost. The ability of the Steering Committee to work together with the current system would allow them:

1. The opportunity to work together to as they head toward RFP development in the future
2. The opportunity to determine what they liked and didn't like about the current system and its capabilities including what they may want in the future
3. Identify system limitations versus training issues

Following a detailed review and discussion, the Steering Committee was in consensus to go with Option 2. None of the Steering Committee members present expressed a desire to go with Option 1 or RFP at this time. The next steps will focus on working collaboratively with the vendor to implement enhancements and configuration changes that better align the system with the evolving needs of the user agencies and the PSAPs.

Budget Impact:
See attached cost sheet.

DeltaWRX has indicated that the contract could be suspended for a reasonable period of time with no impact on the currently quoted costs based on the timelines discussed at the Steering Committee meeting.

Current Expense:	$ 48,915.25
Remaining Balance:	$132,327.91

Recommendation:
The Steering Committee recommends Option 2, delay RFP and work on configuration and enhancements of the current system and review in a year.

The Executive Director concurs.

Additionally, the Executive Director recommends that the title Steering Committee be suspended. This is a term utilized by DeltaWRX, in favor of the existing Focus Group format, since the group will be moving into configuration. The CAD Focus Group already exists and meets on alternate Tuesdays. This format is more in line with the County ordinance and the goal of the group to review the feedback and system design utilizing the test side of the CAD and MPS systems.

Future Impact:
What is different for this group is that the original deployment and the current environment now has a fully developed test/training environment and users who have been working on the system for several years.

The opportunity for the Steering Committee to begin to work together now under Option 2 is ideal for future growth and the development of the RFP. It will also make the consensus-based evaluation process of bidders more robust because in theory the group will be more cohesive and have a better working knowledge of their goals and realistic CAD/MPS capabilities.

In attendance at the May 14 meeting was:

Deputy Chief Rachel Bata, Roselle Police
Sgt. Dan Taylor, Lisle Police
Tyler Benjamin, DU-COMM
Steve Pierog, DU-COMM
Eric Roberts, DU-COMM
Scott Klein, DU-COMM
Gregg Taormina, ETSB
Kris Cieplinski, ETSB
Prithvi Bhatt, ETSB
Deputy Chief Scott Gray, Lisle-Woodridge
Lindsay Bukovic, ACDC
Kristina Iazzetto, ACDC
Ben Koechling, ACDC
Abby Medina, ACDC
Christopher Norton, ACDC
Christopher Willadsen, ACDC
Marilu Hernandez, ACDC
Linda Zerwin, ETSB

Now added to CAD Focus Group:
Deputy Chief Rachel Bata, Roselle Police
Deputy Chief Jose Gonzalez, Addison Police
Sgt. Dan Taylor, Lisle Police
Sgt. Will Fuentes, Addison Police
Ofc. Marcus Rivera, Addison Police
Ofc. Robyn Lyons, Wood Dale Police
Chief Steve Riley, Westmont Fire
Deputy Chief Scott Gray, Lisle-Woodridge Fire Protection District
Deputy Chief James Fitzgerald, Westmont Fire
Battalion Chief Joe Ostrander, Tri State Fire Protection District

ACDC:
Lindsay Bukovic
Kristina Iazzetto
Ben Koechling
Abby Medina
Christopher Norton
Christopher Willadsen
Marilu Hernandez

DU-COMM
Tyler Benjamin
Steve Pierog
Eric Roberts
Scott Klein

ETSB
Gregg Taormina
Kris Cieplinski
Prithvi Bhatt
Linda Zerwin*

DELTAWRX
management consultants

To: Linda Zerwin and Gregg Taormina

From: Michael Galvin and Brian Hudson

Date: May 16, 2025

Re: CAD/RMS Project: Phase 1, Step 7 Update (CAD Only)

On May 14th, DELTAWRX presented the "CAD Scoping Strategy for Procurement" to the CAD Steering Committee. The presentation provided a summary of our key findings from Phase 1 and a decision point for the CAD Steering Committee. That decision point was to determine the next step in the process.

The CAD Steering Committee was given two options to discuss and subsequently decide upon:

1. Develop and release an RFP for the replacement of the current Hexagon CAD solution; or
2. Remain on the current Hexagon CAD solution and re-invest in the solution via re-configuration and potential requests for system enhancements.

Following our review of key findings and the introduction of the two options, DELTAWRX facilitated a discussion with the CAD Steering Committee, allowing everyone an opportunity to share their perspectives and opinions. The CAD Steering Committee unanimously chose Option 2.

After the DELTAWRX presentation, members of ETSB presented an outline of potential configuration and solution enhancement requests and discussed the logistics of Option 2. At the conclusion of this presentation, the CAD Steering Committee confirmed their original decision of Option 2.

DUPAGE COUNTY, IL

CAD AND PRMS
RFP DEVELOPMENT PROJECT

CAD PROCUREMENT
STRATEGY PRESENTATION

MAY 2025

DELTAWRX
management consultants

TODAY'S GOAL

Determine Optimal Path Forward for the CAD Solution

Option 1

Go Out for RFP

CAD including interfaces and implementation

Single procurement with PRMS application with best-of-breed approach

Option2

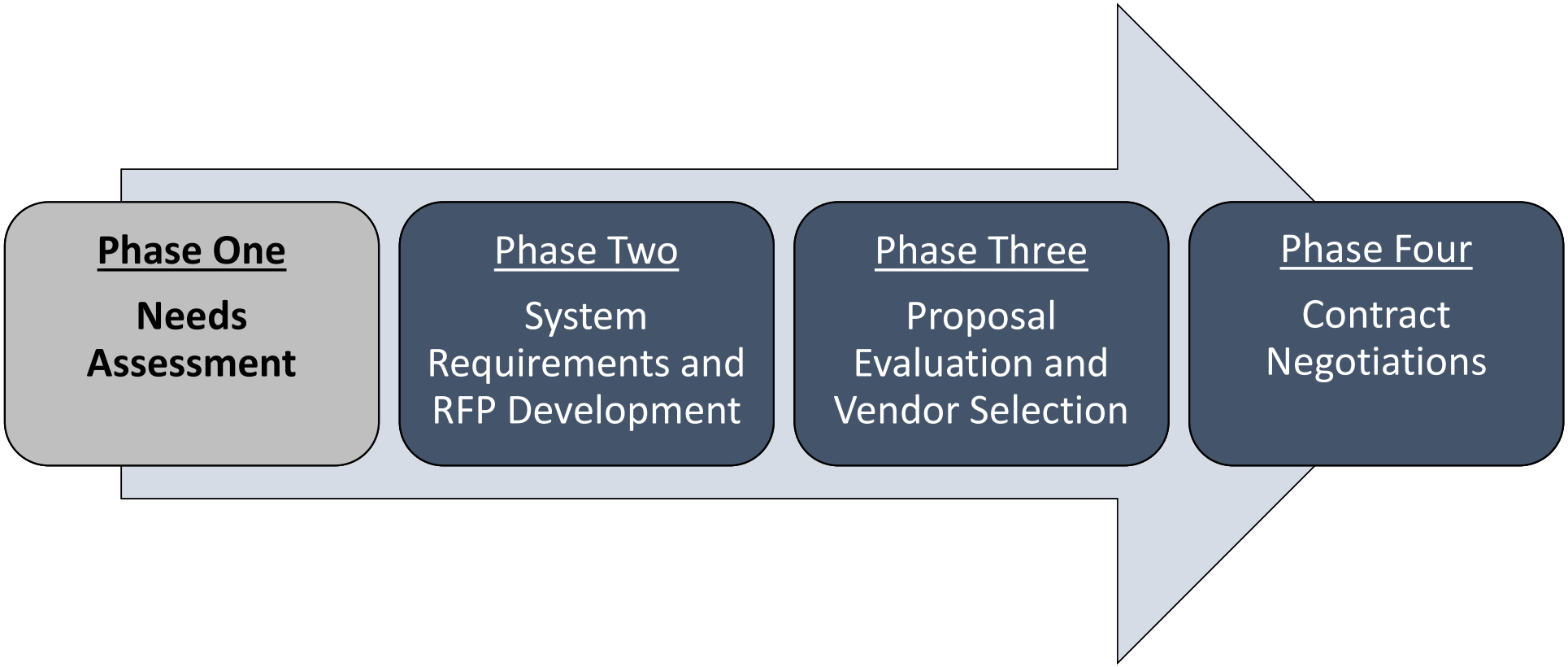
Remain with Hexagon

Re-invest in optimizing solution

Re-configuration, development and potential enhancements

DELTAWRX management consultants

PROJECT APPROACH



NEEDS ASSESSMENT METHODOLOGY

- Goal of Needs Assessment
  - Conduct outreach to users across the County
    - All levels of organizations – line level to executive management
  - Identify a Project Steering Committee
    - Provide guidance on key decisions over course of the project
  - Gain input to determine appropriate course of action for remainder of project
    - What do we want?
    - How do we get there?
- Methodology
  - Review of past procurement and implementation documentation
  - 1-on-1 interviews
  - Focus groups
  - On-site observations

KEY FINDINGS

- Not all issues attributed to the Hexagon applications are necessarily the fault of the applications
  - Many users had differing experiences regarding the same application/module/function – showing that there is a disconnect between knowledge of system amongst users
  - Concerns regarding application performance are difficult to pinpoint as it could be caused by a multitude of issues
    - Local hardware
    - Local maintenance
    - Network performance
- Structure of a consortium will inevitably lead to some level of compromise
  - Structures, policies, and procedures exist to protect the integrity of the application – modifications to the system are not as immediate as many would prefer

KEY FINDINGS

- Telecommunicators – particularly those with simultaneous call-taking/dispatch responsibilities – expressed frustration regarding system ability to support multi-tasking
  - As an example, active call entry when a T-Stop is called in; if call is not transferred to dispatch and user enters the T-Stop via command line, the original call will be abandoned
    - To avoid the original call abandonment, the workaround is to avoid the command line and open a second event window – but this workflow is not ideal for a single stage dispatch environment
- CAD's ability to perform functions in a multitude of ways is considered by some to be a hindrance
  - Dependent on OTJ trainer, personnel may be taught various ways to perform identical functions
- During observations, seemingly each telecommunicator was using a different primary map outside of the base CAD map (Multi-source map, VESTA, Flow, Command Central, Google)
  - Regardless of which map was primarily being used, the key takeaway is that the core CAD map was generally not the preferred map for users – whether it be due to the lack of consistent data or user-friendliness of the application

KEY FINDINGS

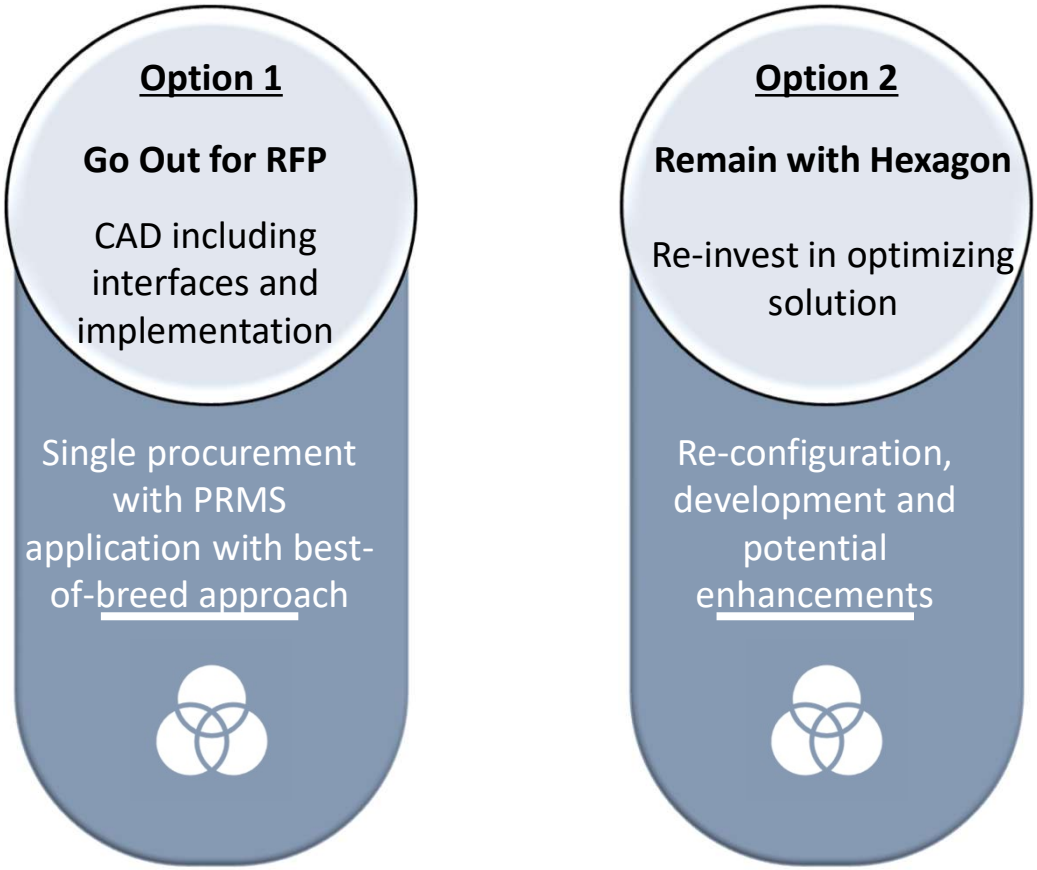
- Command line is a valuable tool for efficiency, but it has shortcomings that limit its effectiveness
  - Does not present required syntax, which could lead to incorrect data entry of a command
  - There is no direct feedback regarding failure of a command – if a user incorrectly inputs a command, they may not be made aware of it for several minutes
  - Aforementioned impact on use during an active entry of a call
- Mobile solution meets core functional needs of law users
  - System provides necessary situational awareness information regarding calls for service, locations, unit locations, and unit status
  - However, there are areas with which the Mobile itself could be improved
    - Mapping appearance and ease of navigation (lack of automatic scaling, GUI not up to standards of other products in appearance)
    - Varying form factor impact the usability of the application
  - During interviews, some personnel noted that there were performance issues with the Mobile – particularly with error pop-ups; however, it's unclear whether the issues were being caused by the actual application, the local hardware, or the installation of the application

KEY FINDINGS

- Urge to explore market, but apprehensive about change
  - Stakeholders were consistent in desire to see what is on the market and ensure the current system is the most cost-effective solution for the County
    - Are we getting the best value?
    - Are there other systems that may better meet our needs?
  - However, there is significant concern regarding change due to the level of effort involved
    - System Configuration
    - Testing
    - Training
    - Interface Development
  - Is the market Cloud-ready?
    - Bleeding edge vs. leading edge

TODAY'S GOAL

What is the Optimal Path Forward for the CAD Solution?



DELTAWRX management consultants

QUESTIONS?

Brian Hudson
bhudson@deltawrx.com

Michael Galvin
mgalvin@deltawrx.com

DELTAWRX
management consultants

CAD/MPS FINDINGS

DEFINITIONS

- Enhancement –

  Enhancement refers to any modification, upgrade, or addition made to an application code, to improve its capability, or efficiency. Including adding extra functionality or improving the user interface. Enhancements serve to improve user experience and meet evolving user needs. This generally would involve an additional cost.

- Configuration –

  Refers to the ability to change/modify a current setting within a given application to allow for the functionality to be different or provide additional capabilities to the end user. This would be handled internally with staff.

HEXAGON ENHANCEMENTS CAD

- Response Plan Character Length
- Execute Response Plans without generating a ticket
- Queries not able to crash CAD
- Special Situation Tab Highlight
- Response Plan quick stacking and pick lists
- Units lock to external hard to get out of that status
- Error/Warning messages when no one logged into that workstation
- Ability to modify color schemes and display settings
- Option to lock primary screen

HEXAGON ENHANCEMENTS CAD

- Ability to move Cad map to another screen
- CAD map does not provide aerial view
- Better multitasking ability in the CAD
- Better application integration

MPS ENHANCEMENTS

- LOC Field not visible to offices MPS devices
- Special situation flags color-coded
- Users cannot review message history (MPS)
- No Delete all option for messages (MPS)
- No color-coded alerts for dangerous locations (MPS)
- Delete function for names does not work (MPS)

CONFIGURATIONS CAD

- Closest unit dispatching
- Call stacking for fire
- Hidden pop-up messages
- Stacked event functionality
- Seamless copying of events to another town
- Two-minute warning pop-up
- CAD notes chronology becomes cluttered
- Unit status only displays vehicle location
- Cannot run LEADS number independently

OPEN FOR DISCUSSION