



Emergency Telephone System Board of DuPage County Monthly Report

April Board Meeting

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

Congratulation on a Job Well Done!

NATIONAL PUBLIC-SAFETY TELECOMMUNICATIONS WEEK APRIL 14-20, 2024

ETS Board acknowledges the 126 first line Public Safety Telecommunicators and the 34 Public Safety Directors, Managers, Supervisors, the Administrative and Technical staff that support them at DU-COMM and ACDC for continued commitment to public safety dispatching within a rapidly changing work environment, while maintaining the highest level of professionalism and exemplary service to your fellow first responders and the community 24 hours a day, 7 days a week, 365 days a year.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

All dates are Mondays unless otherwise noted:

April 8, 2024 – cancelled

April 22, 2024

May 13, 2024

June 17, 2024

July 15, 2024

August 19, 2024

September 16, 2024

October 28, 2024

November 18, 2024

December 16, 2024

Legislation:

Below is a collection of legislation that pertains to ETS Boards, Telecommunicators or PSAPs and the legislation to request live access to encrypted radio. The most significant change developing is the insertion of Telecommunicators into labor language as a result of being termed first responders under the ETSA statute. Status as of April 3, 2024.

HB4339 Local Records – police scanners

Sponsor: La Shawn K. Ford

Filed: 1/3/24

1/16/24 Rules Committee

1/31/24 Executive Committee



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Synopsis As Introduced

Amends the Local Records Act. Provides that a law enforcement agency that encrypts police scanner transmissions must provide, by license or otherwise, real-time access to those transmissions to broadcast stations, broadcasting stations, radio broadcast stations, and newspapers. Effective January 1, 2025.

HB5128 EM Telephone Board Members

Sponsor: Patrick Windhorst

Michael J. Coffey Jr.

Dave Severin

Filed: 2/8/24 assigned to Rules Committee

2/28/24 Police & Fire Committee

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that an Emergency Telephone System Board shall include the county sheriff or the sheriff's designee and at least 2 (rather than 3) representatives of the 9-1-1 public safety agencies other than the sheriff's office.

HB5377 Community Emergency Services

Sponsor: Kelly M. Cassidy

Filed: 2/9/24 assigned to Rules

2/28/24 Assigned to Police & Fire Committee / Michael Kelly, Chair Chicago

3/5/24 Amendment #1 referred to Rules Committee

3/22/24 Amendment #1 referred to Police & Fire Committee, Adopted by Voice Vote, Do Pass As amended / Short Debate in Police & Fire Committee; 012-000-000; Placed on Calendar 2nd reading – Short Debate.

Synopsis as introduced

Amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes.

SB2812 Trauma Informed Response (Anna's Law)

Sponsor: Anne Gillespie

Filed: 1/17/12 referred to Assignments

Synopsis As Introduced

Creates the First Responder Trauma-Informed Response Training Act, which may be referred to as Anna's Law. Provides that, prior to the onboarding processes of a first responder, the individual must complete mandatory pass or fail trauma-informed response training, as established by the



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Department of Public Health. Provides that a first responder must also complete the pass or fail trauma-informed response training every 18 months after beginning work as a first responder. Provides that, if more than 18 months has elapsed after beginning work as a first responder and the first responder has not completed the retraining, the first responder may not perform trauma-related duties, such as responding to emergency calls, taking statements from victims, or interviewing victims. Provides that, if a first responder who is certified or licensed by the State or a subdivision of the State has not completed the required trauma-informed response retraining, the first responder may be decertified by the certifying entity or the first responder's license may be revoked by the licensing entity if retraining is not completed. Limits the concurrent exercise of home rule powers. Defines terms. Makes conforming changes in the Illinois Police Training Act and the Emergency Medical Services (EMS) Systems Act, including requiring the Department of Public Health to adopt rules to implement the trauma-informed response training and providing that the rules may allow or require the use of a training program from a university, college, or not-for-profit entity.

Notes: The training for this has been in place since 2016 according to ISP. In the full text, the first responder definition includes public safety telecommunicators and the definition of public safety telecommunicator "has the meaning given to that term in Section 3 of the Emergency Telephone System Act."

SB3294 Security Employee Bargaining

Sponsor: Linda Holmes
Filed : 2/7/2024
2/07/2024 Referred to Assignments
2/20/2024 Assigned to Labor
3/06/2024 Postponed – Labor
3/15/2024 Rule 3-9(a) / Re-referred to Assignments

Synopsis As Introduced

Amends the Illinois Public Labor Relations Act. Specifies that, for purposes of a provision in the Act concerning the resolution of disputes involving security employees, that the term "units of security employees of a public employer" includes units of county correction or detention officers, units of probation officers, and units of telecommunicators who are critical to public safety.

HB2161 Unlawful Discrimination – Family

Sponsor: Will Guzzardi
Filed : 2/6/2023
Sponsors Added: Maura Hirschauer, Sonya Harper, Nabeela Syed, Stephanie Kifowit,
2/20/2024 Lindsey LaPointe
2/29/24 Amendments #1 & #2 rules refers to Judiciary – Civil Committee
4/03/2024 House Committee Amendment # 1 and Amendment #2 adopted in Judiciary-Civil Committee by Voice Vote, Do Pass as a amended / short debate in Judiciary-Civil Committee; 010-003-000.

Synopsis As Introduced

Amends the Illinois Human Rights Act. Provides that it is the public policy of the State to prevent discrimination based on family responsibilities in employment. Defines "family responsibilities" as an employee's actual or perceived provision of care to a family member, whether in the past, present, or future. Provides that it is a civil rights violation for: (1) any employer to refuse to hire, to segregate, to



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engage in harassment, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment on the basis of family responsibilities; (2) any employment agency to fail or refuse to classify properly, accept applications and register for employment referral or apprenticeship referral, refer for employment, or refer for apprenticeship on the basis of family responsibilities; and (3) any labor organization to limit, segregate, or classify its membership, or to limit employment opportunities, selection and training for apprenticeship in any trade or craft, or otherwise to take or fail to take, any action which affects adversely any person's status as an employee or as an applicant for employment or as an apprentice, or as an applicant for apprenticeships, or wages, tenure, hours of employment, or apprenticeship conditions on the basis of family responsibilities. Provides that it is a civil rights violation for a person, or for 2 or more persons, to conspire to retaliate against a person because he or she has opposed that which he or she reasonably and in good faith believes to be discrimination based on family responsibilities. Makes conforming changes.

Note: Impact to potential shift work. Monitor.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM

The modification form has been submitted to the State 9-1-1 System Administrator indicating a May 1 cutover.

Appointments:

On the agenda this month are the reappointments of Chief Michael Rivas as the DU-COMM Police Representative and Interim Deputy Director Tyler Benjamin as the PSAP Representative for DU-COMM pursuant to ETSB Policy 911-006: Policy Advisory Committee. These appointments will be renewed for a term of May 12, 2024 through May 12, 2026.

Also on the agenda is a new appointment for Mr. Eric Burmeister as the PSAP Representative for ACDC. Mr. Burmeister will be replacing the ACDC Professional Standards Coordinator, Ms. Sherianne Hermes, who will be retiring in June. Ms. Hermes last PAC meeting will be the May meeting.

Procurement / Major Contracts

Purchase Requests

Renewal of Existing Contracts

AT&T Inc.: Purchase order 924015

Request for approval of the continuation of SIP (Session Initiated Protocol) utility service, a network-based phone call delivery method that reduces the 9-1-1 system's dependency for physical copper. This technology became operational in the three PSAPs in April 2018. This is an extension of the current Administrative, 10-digit, phone network. The PSAPs use this service to receive and place 10-digit dial calls. This is a continuation of services in ACDC and DU-COMM for a period of April 28, 2024 through April 27, 2025. The three-year pricing agreement continues the discount of Enhanced Features at 87.5% from \$2.00, or \$0.25 each, and the concurrent call paths (Calling Plan C) are discounted with the Calling Plan charges being discounted at 85.36%. That is a discount from the service guide rate of \$70.00, which after discount becomes \$10.25 per call path.

Total amount of request: \$345,000.00.



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New Contracts

Toshiba: Purchase Order 924012

This recommendation is to approve costs associated with the multi-functional digital copiers and printers for the ETSB office and PSAPs to be provided by Toshiba through the County contract PO 6956-1, approved by Finance and County Board on March 12, 2024. The ETSB contract PO 3880-1 with Canon expires May 24, 2024. The County searched for qualified providers to supply multi-function printers for all County departments, including ETSB, ACDC and DU-COMM. The new County contract PO 6956-1, arising from RFP #24-019-IT begins on April 1, 2024. ETSB will remain with Canon through the end of the current vendor contract and will deploy the Toshiba equipment the week of May 20. The Board received a supplemental memorandum regarding this contract.

Total contract amount not to exceed: \$94,450.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 2,323.16	\$ 22,676.84
FY24 Dell	\$ 30,000.00	\$ 0.00	\$ 30,000.00
FY24 Motorola	\$ 50,000.00	\$ 6,664.68	\$ 43,335.32

Budget Transfers:

The following transfers are two-fold. The first is administrative to align with the changes made by County Finance to create two new budget sub-accounts: 4000-5820-54100-0700: IT Equipment-Capital Lease and 4000-5820-53800-001: Copier Usage. The second involves transfers from Contingencies to these line items for the cost for copier lease and usage which is estimated to increase because of the additional printers requested by the PSAPs, if the contract is approved.

Requested transfer of funds for FY24 from 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment – Capital Lease) for charges associated with the Canon copier lease contract PO 3880-1 and the new Toshiba contract PO 6956-1 per GASB 87. The sub-account 4000-5820-54100-0700: IT Equipment-Capital Lease is an addition to the County budget and will be added to the ETSB budget.

Total amount of requested transfer: \$12,000.00

Requested transfer of funds for FY24 from 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Printing) for daily print charges associated with the Canon copier lease contract PO 3880-1 and the new Toshiba contract PO 6956-1 per the County Finance Department. This sub-account 4000-5820-53800-001: Copier Usage is an addition to the County budget and will be added to the ETSB budget.

Total amount of requested transfer: \$5,000.00

Change Orders

There are no change orders for the April agenda.

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, and *Bank Account Payment History Report* for Internal and External Payments for FY24.



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Bills List FY24

External Payments FY24

Total for Fund 5820 for April 10 meeting: \$232,600.58.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$2,387,090.19

The November 2023 surcharge was received on March 5 in the amount of \$1,179,811.84. The December 2023 surcharge was received on March 26 in the amount of \$1,207,278.35. The ETSB did not record a surcharge payment in December. These two payments within the month of March make the payment cycle current.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Twenty (20) CAD workstations purchased in 2016-2021, and 36 monitors for the CAD workstations purchased in 2019 listed on Attachment A, are being declared as surplus. These workstations/monitors were previously utilized in the PSAPs for CAD that have been replaced as part of the equipment replacement cycle.

Transfer of Inventory:

There are ten (10) workstations being declared as surplus assets, above, that have been requested by County IT for use in a training room at 421. The Office of Homeland Security and Emergency Management COMU has requested six (6) monitors to outfit Unified Command Post 3, (UCP3), as OHSEM is becoming the custodial agency.

9-1-1 CORE SYSTEM MANAGEMENT

Zendesk Integration Project with County

Currently this project is on hold. On March 13, 2024, the Transfer of Governance was approved by the ETS Board. This item appeared on the DuPage County Technology Committee as informational on March 19, and was approved by the Finance Committee and County Board on March 26. The execution of this document allowed SHI to prepare a quote for ETSB costs. The quote had not been received from Zendesk for the April agenda. This delay has no impact to the use of the Zendesk System for staff or users.

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: ISP has provided an updated tool for the GIS data submission process. This tool has been received by County GIS.

State of Illinois Text to 911: AT&T and the State of Illinois have begun the implementation of Text to 911 for 9-1-1 Systems that have cut over to NG 9-1-1 network.

NG9-1-1 Grant opportunity CAD to CAD interface: The State 9-1-1 Administrator is reviewing the applications for the NG 9-1-1 grants that have been received. The first priority is NG 9-1-1 hardware, the second priority is EMD integration with CAD and the third priority is the CAD-to-CAD interfaces. During her initial review, the State 9-1-1 Administrator believed there would be funding available for the CAD-to-CAD interfaces but the level is yet to be determined.



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Customer Premise Equipment (CPE):

The AT&T public safety team came onsite to meet with ETSB staff on March 27 to discuss the complications surrounding the installation of the diverse IP Flex path at 1471 Jeffrey. The current challenge is that the secondary circuit does not have the correct technology to support diversity for the IP Flex. IP Flex is used by the PSAPs for administrative 10 digits calls and to make outbound calls. The AT&T team committed to providing a solution to ETSB staff as soon as possible. The current deployment timeline is paused while AT&T resolves this diversity issue.

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	85	79	32	29	4	0	0	0
MPS	99	87	37	34	0	0	0	1
Total	184	166	69	63	4	0	0	1

Projects:

DSO Migration:

The Modification Plan for the Sheriff migration to DU-COMM has been sent to the State 9-1-1 Administrator.

ETSB and DU-COMM staff continue to refine the CAD configuration based on testing. All other known ETSB assigned tasks have been completed. The placeholder that has been attached to the bi-monthly CAD Focus Group meeting to review any feedback and discuss any changes needed will be continued through cutover.

Forest Preserve Channel Move Project:

ETSB is the process of configuring CAD to reflect the channel move in the event and unit monitors. ETSB is validating that the CAD is filtering in correctly and once completed ETSB will be ready for the channel move on April 29, 2024 at 6:30am.

Tablet Command: (Fire) Bartlett Fire has signed off for acceptance. The technical portion of this project is complete and will now move to invoicing.

Fusus:

(Oak Brook PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 and Oak Brook has confirmed that the Hexagon side of the interface is working as designed. ETSB staff communicated with Oak Brook at the end of March. Oak Brook advised they would confirm the status of the interface in April.

(Oak Brook Terrace PD and Wheaton PD) The Fusus interface for both Oak Brook Terrace and Wheaton were deployed to Fusus for initial testing on October 17, 2023, and that testing is currently in process.

Axon Interface to the Hexagon Archive Database

On the agenda is a resolution to access the Hexagon Archive Database through an Axon Interface. This request was reviewed and recommended for approval by the Tech Focus Group and the PSAP Directors



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per the process outlined in Policy 911-018: 9-1-1 System Administration. After review, it was determined that the access could now be approved.

ProQA Upgrade Project:

ETSB has configured the test server and initial testing is taking place. The new version has fixes in place that will solve the AED issue previously seen. This will be ready to be turned over to the PSAPs for testing by April 5, 2024. There is a dependency on ProQA to provide training on the new protocols to both PSAPs; ProQA has not yet provided a date.

LEADS 3.0 Interface (PSAP):

ETSB has completed testing the update along with Hexagon. ETSB is ready to turn this over to the PSAPs for additional testing. Progress continues to move forward with minimal issues at this time to meet the May 31, 2024, interface extension granted by the Illinois State Police.

CAD/MPS Software Update:

This roll out of this update is scheduled to go-live in June, 2024.

CAD: ETSB, in conjunction with Hexagon, has successfully upgraded the server to the H2 2023 version of the CAD software. ETSB is currently testing the environment and rolling out the CAD image to the PSAP test workstations. The expectation is that the ETSB will be ready to turn this over for PSAP testing by April 5, 2024.

MPS: The MPS environment has been successfully upgraded and tested. ETSB is in the process of placing the installation documentation as well as standing up a new download page for the new version of the software. ETSB staff will be coordinating with the RMS Police Executive Committee and the Fire MPS User Group for SMEs to do in-depth user testing. ETSB is ready to turn this over for full testing by April 5, 2024.

CAD Workstations Upgrades:

New CAD workstations were successfully deployed at ACDC.

DU-COMM prefers to use a mechanical keyboard which is not compatible with the new workstation. DU-COMM is currently testing a USB Hub to see if it will allow the mechanical keyboard to work with the new CAD workstations. After some testing, DU-COMM has advised that they will be purchasing new mechanical keyboards which will need to be tested with the new hardware. A meeting is scheduled for April 3 to obtain an update from DU-COMM MIS as to when they expect to receive the new keyboards and provide one to ETSB for testing purposes.

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
Absolute Secure	32	32	5	5	0	0	0	0

Absolute Secure Access:

No system issues reported this past month. Currently have approximately 900 devices registered.



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Comcast Maintenance/Trouble Tickets:

No reported issues for the previous month. There were 5 completed maintenance notifications.

During March, Comcast performed maintenance on five locations that touch the DuPage 9-1-1 System. Only one location, ACDC, was specific to the 9-1-1 system, but staff receives notification of maintenance in order to assist in trouble shooting any connectivity issues that may occur during a maintenance period. The maintenance window was approximately 20 minutes at each location.

VMware Upgrade:

Hexagon completed the VMware upgrade at the ACDC site. DU-COMM is scheduled for the week of April 1, 2024.

Windows Patching:

The next patch cycle will be in April 2024.

Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	46	39	16	12	0	0	2

There were no major system issues reported during the past month.

DU-COMM Fire West / Fire North Project:

The 30-day testing session is scheduled to end on April 10. As of this report, no issues have been reported.

Geographic Information Systems (GIS):

	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	148	108	29	10	23	0	0	18	0	0

Argonne Common Places Project :

County GIS reached out on March 26 requesting an updated status. Argonne has advised that they are still working on finalizing the review with their management.

Addison Fire Response Districts Project:

Validation of all testing results was scheduled for March 29, pending those results, ETSB is looking to push this into production at the April production map roll.

Oak Brook Police Beat and Sub-Beat Project:

This project is nearing the final phase. All ESZs have been created in the Test CAD environment. DU-COMM is working on programming the run orders into CAD. DU-COMM has advised that they



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are still working on testing everything. When this is completed, the map roll can be done in the test environment and verification can begin.

NG911 Project:

County GIS has completed the first round of data submittal and they are currently waiting to get the error report back to determine if there are any needed fixes.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	1	0	3	6

New Memos: There were no new memos this reporting period.

Closed Memos This Reporting Period:

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. LAG will be reviewed by the Tech Focus Group on March 4, 2024 for consensus to close the memo. Closed by Tech Focus Group on March 15, 2024. LAG was successfully installed.

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 came to a consensus to implement this change. The CAD Focus group closed this memo out on March 26, 2024. The new event type is in production CAD.

Memo 125: Integration of Priority dispatch software and the Eventide Recorder. The CAD Focus Group came to a consensus to add an integration between the audio recorder and the EMD quality assurance software. There is no cost to the integration at this point. The CAD Focus Group closed out this memo on March 26, 2024. This integration has been completed.

Open Memos:

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 standardized way to search for locations on the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

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

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



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

Memo 126: New Event type for electric vehicle fires. The CAD Focus Group came to a consensus to add the new event type. ETSB added the new event type to the test environment and testing is in process.

DuJIS PRMS:

The RMS Manager's monthly memorandum for March 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)

Motorola System Manager Report

This update is located at the end of the monthly report.

DEDIR System Radio Replacement

CommandCentral Aware: The software is now fully deployed to both PSAPs. There were no system issues reported.

Encryption: ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 30 weeks. Schedules are yet to be developed and may change. The PSAPs have a meeting scheduled for April 4 to discuss encryption.

APXNext Radios (Police):

Radio Firmware Update: As was previously reported, Motorola has advised that new firmware for the APXNext radios will be available at the end of April. Once the material is finalized, ETSB staff will schedule a virtual meeting with all DEDIRS points of contact to review the update process.

Additionally, Motorola has found a network error and has included a fix in the Firmware update that is scheduled for deployment at the end of April. Once the firmware is deployed the Motorola System Manager will visit the locations where connectivity issues were reported to test whether the fix addresses the issue identified.

Charger Firmware Update Requirements:

There are no firmware updates currently scheduled for chargers.

APXNext (Fire):

APX8500 and APX7500 mobile:

Update: Motorola has completed their data research and is in the process of reviewing the data and preparing a report on the issue.

Issue summary: Several agencies have identified a potential interference issue with the APX8500 mobiles. It has been reported that VHF audio can block out STARCOM audio when radios are in proximity. This was initially reported and can be replicated on APX8500 mobiles. Anecdotal reports have been received that at least one APX7500 mobile has experienced the same problem. That agency is doing additional testing and will report back to ETSB and Motorola.



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Motorola field engineering and the System Manager met with Westmont Fire staff on February 8. They completed several testing scenarios and were able to identify the power setting in the radio where the traffic from VHF would block out the STARCOM audio. This power setting has been provided to the Motorola product group for additional follow up.

NFPA Committee: Fire Focus Group Members Retired Deputy Chief Jim Connolly from Westmont and Lt John Sullivan from Addison participated in the review. Each reported it was successful meeting and there was substantial movement on the list of items identified by the Fire Focus Group.

APXNext XN: The Motorola product team is reporting that several items that were identified by the Fire Focus Group will be included in the end of April firmware release. Some of the features identified by the Fire Focus Group are currently supported but need to be configured. The remaining items on the Fire Focus Group list needed clarification from the NFPA committee meeting that took place in March of 2024. While there was approval of several recommendations, there was not sufficient time since the meeting and staff update with Motorola for Motorola to develop a timeline or production cost. The NFPA proposed changes will be considered for future Firmware releases.

Policy Advisory Committee (PAC):

The PAC's next regular meeting is on Monday, April 1, 2024.

Northlake Police Department Request for DEDIR System Access: On this agenda is one application for access to the DEDIR System. PAC reviewed the application under ETS-R-0026-24 on April 1, 2024. The PAC voted to recommend the ETS Board approve this resolution as amended to include access to InterOp1-8 (9), 3EAST, and ACDC2 pending a letter of sponsorship from Bensenville PD. Vote of PAC Members: 5 Ayes, 0 Nays, 1 Absent

STARCOM Wheaton Tower October 30-31 Outage:

April Update:

- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.
- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Summary of Event:

- 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.



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: April 1, 2024
SUBJECT: STARCOM21 and DEDIR System Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption and testing is being conducted on the OHSEM talkgroup. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of STARCOM21 to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering is still reviewing data and tests.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Service Tickets

April

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Part replaced	Alias or Configuration	Sent to Depot	Other
APX7000	39	37	19	19	7	4	0	0
APXNext (police)	24	16	6	7	2	4	0	2
APXNextXN (fire)								
APX8500(mobiles)	14	14	3	3	0	0	0	0
APX4000	4	4	1	1	1	0	0	0
Total	81	71	29	30	10	8	0	2

Programming – Projects

Code Plug Creation:

There were none for the previous month.

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Code Plug updates:

3/25/24 Elmhurst PD APX NEXT Additional NIPAS Zone and channels were added to a single radio. Northwest Central will be providing the associated encryption key needed, CKR1521.

Consolidations:

There were none the previous month.

Radio Alignment:

There were none for the previous month.

STARCOM21

Scheduled Maintenance:

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 3/13 and 3/14. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 3/14/24

8:48 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

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

Red X's on Consoles for 5 Minutes as well

- IL_STARCOM Monthly Application of Windows Motopatch 2024.02 – Patching 3/15/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

- There were none for the previous month.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 13/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 13/Mar/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 20/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 20/Mar/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 21/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 21/Mar/2024 @ 10:30 AM CDT (GMT -5)

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Radio Central Patches:

There were none for the previous month.

Unscheduled System Outages:

There were none for the previous month.

Releases:

As reported last month, APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 was released 2/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

Motorola will do a large scale cumulative release in April. The System Manager recommends pushing out the smaller releases with the large-scale cumulative release once the firmware becomes available for a more efficient process. The System Manager will develop a project plan for the users. This will be the second firmware update since the overall deployment of the APX NEXT radios.

Meetings:

March PAC meeting 3/4/24

Training

Genesis iVista Genwatch3 Basics Class 3/6/24



February 2024 STARCOM21 GoS Report

Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	20.56	3.50	6.90	29.00	2448.69	12583.38	5.14	0.00	0.00	0.00
1:00:00	0.00	18.18	3.09	7.31	29.00	2132.14	11126.62	5.22	0.00	0.00	0.00
2:00:00	0.00	15.01	2.55	7.85	29.00	1688.31	9183.66	5.44	0.00	0.00	0.00
3:00:00	0.00	12.71	2.16	8.24	29.00	1372.00	7777.03	5.67	0.00	0.00	0.00
4:00:00	0.00	13.55	2.30	8.10	29.00	1525.66	8289.76	5.43	0.00	0.00	0.00
5:00:00	0.00	13.05	2.22	8.18	29.00	1422.41	7988.79	5.62	0.00	0.00	0.00
6:00:00	0.00	14.52	2.47	7.93	29.00	1681.17	8885.62	5.29	0.00	0.00	0.00
7:00:00	0.00	21.99	3.74	6.66	29.00	2616.21	13458.90	5.14	0.00	0.00	0.00
8:00:00	0.00	27.33	4.65	5.75	29.00	3322.10	16725.72	5.03	0.00	0.00	0.00
9:00:00	0.00	30.72	5.22	5.18	29.00	3768.79	18801.59	4.99	0.00	0.00	0.00
10:00:00	0.00	32.38	5.50	4.90	29.00	3987.45	19817.79	4.97	0.00	0.00	0.00
11:00:00	0.00	29.51	5.02	5.38	29.00	3592.97	18058.17	5.03	0.00	0.00	0.00
12:00:00	0.00	32.14	5.46	4.94	28.00	3910.25	19672.57	5.03	0.00	0.00	0.00
13:00:00	0.00	31.85	5.41	4.99	29.00	3867.14	19491.10	5.04	0.07	2.45	35.50
14:00:00	0.00	31.56	5.37	5.03	29.00	3864.14	19316.28	5.00	0.07	1.38	20.00
15:00:00	0.00	33.70	5.73	4.67	28.00	4111.82	20622.25	5.02	0.00	0.00	0.00
16:00:00	0.00	33.89	5.76	4.64	28.00	4117.25	20742.46	5.04	0.00	0.00	0.00
17:00:00	0.00	31.06	5.28	5.12	28.00	3722.61	19007.00	5.11	0.00	0.00	0.00
18:00:00	0.00	28.91	4.91	5.49	27.00	3514.67	17692.19	5.03	0.00	0.00	0.00
19:00:00	0.00	28.48	4.84	5.56	28.00	3498.36	17431.00	4.98	0.00	0.00	0.00
20:00:00	0.00	28.58	4.86	5.54	28.00	3517.21	17488.39	4.97	0.00	0.00	0.00
21:00:00	0.00	26.78	4.55	5.85	29.00	3319.97	16392.41	4.94	0.00	0.00	0.00
22:00:00	0.00	24.81	4.22	6.18	29.00	3071.24	15184.00	4.94	0.00	0.00	0.00
23:00:00	0.00	23.36	3.97	6.43	29.00	2878.97	14294.72	4.97	0.00	0.00	0.00

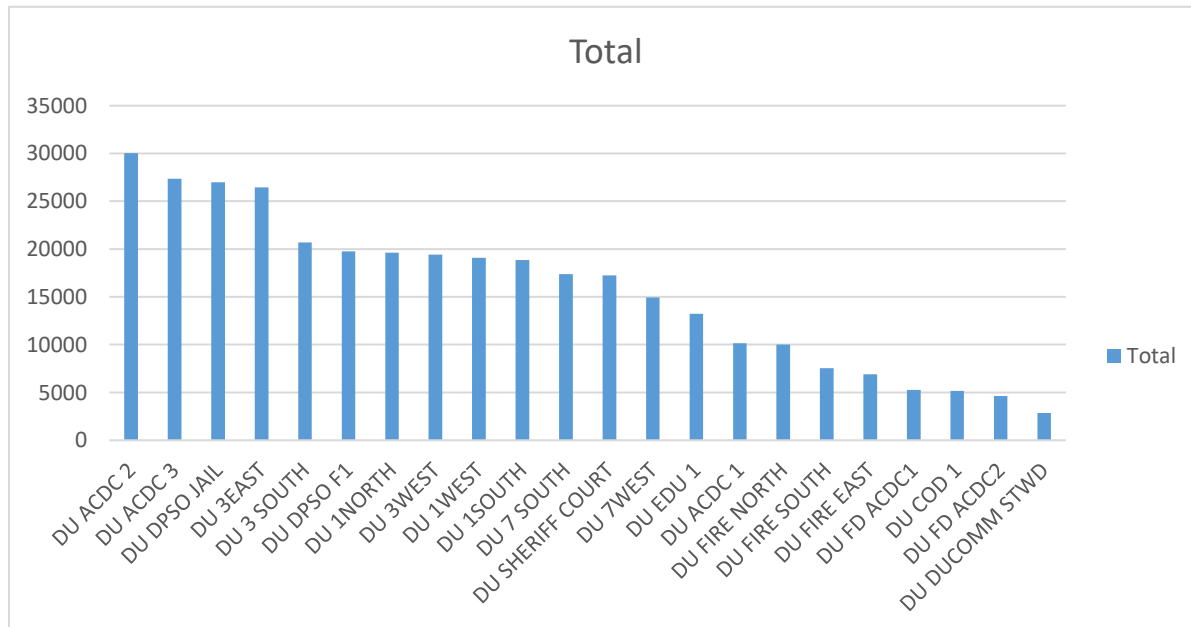
This chart is a portion of the state-wide report pertaining to the site used by DEDIR System. The state-wide report has complete data with the exception of perhaps a day or two during some of the timeframes when the core upgrade was being performed on Zone 1. Zone 2 did have a connection issue from the upgrade, which caused a couple days of outage, which has been resolved as well. In terms of the data for the month of February, there was a total of 14 sites that had higher than average busy rates for the month which is less than the previous month's total. The areas affected are still in the Northwest portion of the state along with the Southern portion of the state. Motorola is still working with the state to resolve these issues. Some of these issues should be resolved here with the work that has been done in the Northwest and one of the sites in the South in the month of March.



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DEDIR System Usage Report:

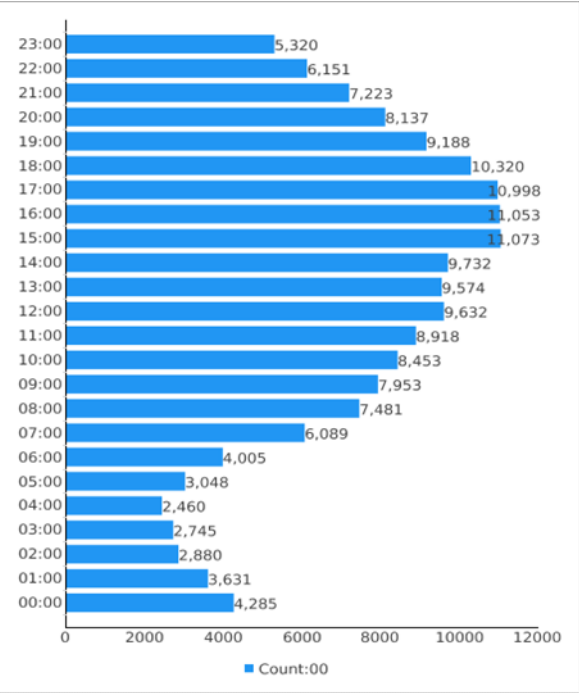
Talk Groups	Push To Talk Counts
DU ACDC 2	30039
DU ACDC 3	27359
DU 3EAST	26444
DU 1EAST	24838
DU 3 SOUTH	20701
DU DPSO JAIL	26973
DU 3WEST	19439
DU 1WEST	19085
DU 1NORTH	19621
DU DPSO F1	19756
DU 1SOUTH	18843
DU 7 SOUTH	17395
DU 7WEST	14926
DU SHERIFF COURT	17246
DU EDU 1	13223
DU FIRE NORTH	10028
DU ACDC 1	10158
DU FIRE SOUTH	7547
DU FIRE EAST	6907
DU DUCOMM STWD	2860
DU FD ACDC1	5272
DU COD 1	5148
DU FD ACDC2	4632
Grand Total	368440



ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2024 12:00:04 AM and 04-01-2024 04:54:46 AM

Calls by Hour Total: 170,349



Calls occurring between: 01-01-2024 12:00:04 AM and 04-01-2024 04:54:46 AM

Calls by Response Code

	Response Code	Total
0	No Active Paths	2
1	One Path OK	3,283
2	Both Paths OK	166,877
7	Manual Query Denied	0
9	Record Not Found	187
Total		170,349

Calls by Query Type

	Query Type	Total
I	Initial	80,767
M	Manual	150
R	Repeat	89,432
T	Test	0
Total		170,349

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	321
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	159,326
U	Uninitialized Call [911-XXX-XXXX]	10,698
Z	Seizure with no ANI [000-0000]	0
Total		170,354

Calls by Class of Service

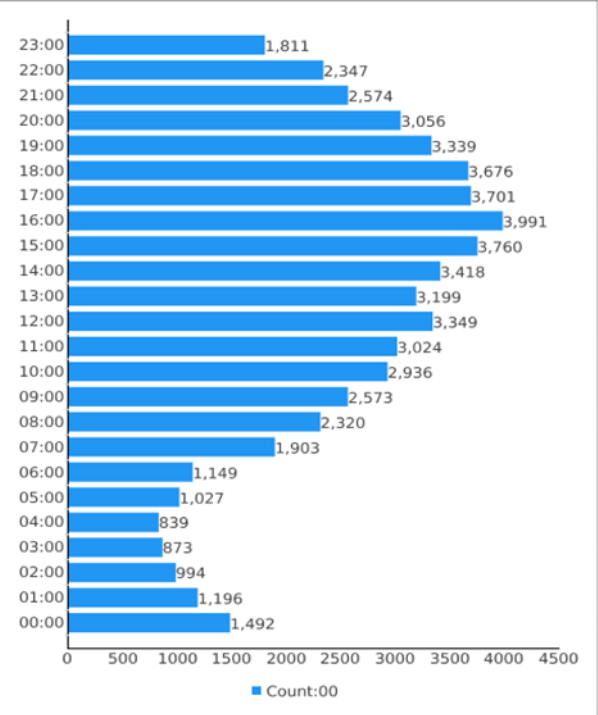
Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	82	85	20	0	187
0	Business OPX	0	0	0	0
1	Residence	1,574	17	57	1,648
2	Business	1,566	26	46	1,638
3	Residence PBX	0	0	0	0
4	Business PBX	202	3	6	211
5	Centrex	26	0	0	26
6	Coin 1 Way Ot	0	0	0	0
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	314	0	16	330
C	VoIP Residence	0	0	0	0
D	VoIP Business	13	0	1	14
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	11,183	1	1,774	12,958
H	Wireless	54,198	13	87,022	141,233
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	11,595	5	486	12,086
X	TEXT TO 911	0	0	0	0
Total	80,753	150	89,428	0	170,331

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 03-01-2024 12:00:48 AM and 03-31-2024 11:58:46 PM

Calls by Hour

Total: 58,547



Calls by Response Code

	Response Code	Total
0	No Active Paths	0
1	One Path OK	738
2	Both Paths OK	57,770
7	Manual Query Denied	0
9	Record Not Found	39
Total		58,547

Calls by Query Type

Query Type		Total
I	Initial	27,659
M	Manual	40
R	Repeat	30,848
T	Test	0
Total		58,547

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	94
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	54,579
U	Uninitialized Call [911-XXX-XXXX]	3,865
Z	Seizure with no ANI [000-0000]	0
Total		58,547

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	15	20	4	0	39
0	Business OPX	0	0	0	0
1	Residence	510	3	23	536
2	Business	518	12	20	550
3	Residence PBX	0	0	0	0
4	Business PBX	60	1	1	62
5	Centrex	10	0	0	10
6	Coin 1 Way Ot	0	0	0	0
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	95	0	8	103
C	VoIP Residence	0	0	0	0
D	VoIP Business	3	0	0	3
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	3,992	0	753	4,745
H	Wireless	18,584	2	29,829	48,415
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	3,869	2	210	4,081
X	TEXT TO 911	0	0	0	0
Total	27,656	40	30,848	0	58,544

Calls occurring between: 03-01-2024 12:00:48 AM and 03-31-2024 11:58:46 PM

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/03/2024 10:24:01 AM

Grouping: Site & Call Origin

Date Range: 03/01/2024 12:00:00 AM - 03/31/2024 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	24,607	8,420	16,187	0	348	7,163	838	0	71	0	357	00:00:04
	Internal	1,462	0	1,462	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	6,144	0	6,144	0	0	0	0	0	0	6,144	0	00:00:00
	Total	32,213	8,420	23,793	0	348	7,163	838	0	71	6,144	357	00:00:04
DU-COMM	Incoming	52,472	20,452	32,020	0	982	15,868	3,395	0	207	0	1,080	00:00:05
	Internal	8,899	0	8,899	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,264	1	12,263	0	0	0	0	0	0	12,264	0	00:00:00
	Total	73,635	20,453	53,182	0	982	15,868	3,395	0	207	12,264	1,080	00:00:05
Total		105,848	28,873	76,975	0	1,330	23,031	4,233	0	278	18,408	1,437	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/03/2024 10:21:04 AM

Grouping: Site & Call Origin

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

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,479	2,479	0	0	57	2,227	195	0	0	0	0	00:00:05
DU-COMM	2,888	2,888	0	0	34	2,674	180	0	0	0	0	00:00:05
Total	5,367	5,367	0	0	91	4,901	375	0	0	0	0	00:00:05

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/03/2024 10:23:21 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 03/31/2024 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	75,855	26,360	49,495	0	1,684	21,354	2,606	0	716	0	1,566	00:00:04
	Internal	4,814	0	4,814	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	19,441	0	19,441	0	0	0	0	0	0	19,441	0	00:00:00
	Total	100,110	26,360	73,750	0	1,684	21,354	2,606	0	716	19,441	1,566	00:00:04
DU-COMM	Incoming	156,546	59,295	97,251	0	3,045	45,710	10,060	0	480	0	2,984	00:00:05
	Internal	26,783	0	26,783	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	35,957	1	35,956	0	0	0	0	0	0	35,957	0	00:00:00
	Total	219,286	59,296	159,990	0	3,045	45,710	10,060	0	480	35,957	2,984	00:00:05
Total		319,396	85,656	233,740	0	4,729	67,064	12,666	0	1,196	55,398	4,550	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/03/2024 10:18:08 AM

Grouping: Site & Call Origin

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

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	7,580	7,580	0	0	189	6,774	617	0	0	0	0	00:00:04
DU-COMM	8,217	8,217	0	0	104	7,623	490	0	0	0	0	00:00:05
Total	15,797	15,797	0	0	293	14,397	1,107	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	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	
2	02/18/20	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	
3	03/17/20	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	
4	03/17/20	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	
5	03/14/20	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	
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	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	
8	04/03/20	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	
9	04/03/20	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	
10	04/06/20	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	
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
12	01/27/20	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	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
15	01/05/20	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	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	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	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	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	
20	02/26/20	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	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	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	
24	02/02/20	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	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
31	05/04/20	CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell ofsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus	
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in informer	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Informr Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					
54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus					
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus					

57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus				
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development			Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development			Referred			Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development			Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development			Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research			Consensus				
67	07/30/20	CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus				
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021				Consensus			
70	08/04/20		Monday.com	Online project management tool	Closed							
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22			Consensus			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development			Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21		Consensus				
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20		retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20			Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21		Referred to Directors			Directors	
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus			Pending	
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending	
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20		Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus			
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed							
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus				
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed							
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21		Consensus				
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22			Consensus			
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22			Consensus			
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus			
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus			
97	07/12/21	FSA	Pre-planned rels	Add pre-planned rels into LiveMum	Closed	07/28/22			Consensus			
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percatages	Closed	08/11/22			Consensus			
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21		Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus	
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consensus			
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21		Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 35i	Closed	11/19/21		Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22		Consensus				
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus			
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research							
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing				Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed				Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22						
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus				
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23		Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23				Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23				Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23				Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23				Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23				Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus				
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23						
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23		Consensus				
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24		Consensus				
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24		Consensus				
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	In Process/Testing			Consensus				

Rave 9-1-1 Suite

2024										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March	25,980	61,053	63	7.98%	185	1,621	1	0	66	20,245
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2024 Totals	25,980	61,053	250	7.96%	529	4,431	5	0	236	58,178

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT
FOR DuPage County ETSB

4/1/24 SUBMITTED BY IVAN SALGADO

MAINTENANCE

3 maintenances completed between 3/01/24 thru 3/31/24

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
15998160	Customer	ACL Update	Customer Inquiry	3/12/2024
16007342	Customer	ACL Update	Customer Inquiry	3/13/2024
16141932	Customer	ACL Update	Customer Inquiry	3/26/2024

SERVICE ASSURANCE

0 Tickets opened between 3/01/24 thru 3/31/24



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: March 27, 2024
RE: DuJIS RMS Monthly Update

Accomplishments:

- Data Sheet Refresh Subcommittee holding regular meetings.
 - Initial review of all datasheets is complete.
 - Development continues.
- OCR 10.0/MFR project planning is ongoing.
 - County IT has made substantial progress on preliminary tasks.
 - We anticipate having a functional development environment within the month.

Victories:

- New features added to PRMS News.
- MS Teams channel created for Mayors, Managers, and PRMS Oversight Committee.
- Invoicing brought current.
- Lombard will begin using NIBRS Reporting Tool

Action Items:

- IGA
 - Continue working to develop new IGA.
- Addison Axon project updates
 - Addison anticipates Go-live in summer 2024.
- NetRMS
 - Move legacy system off of aging hardware to dedicated server.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- 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.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Begin Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.
- Work with Hexagon to implement updates to both FBR and OnCall Analytics to address ongoing user complaints.



HEXAGON
SAFETY & INFRASTRUCTURE

March Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	March 31, 2024

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	0	P2	0	P2	2
Below target <input type="checkbox"/>	P3	18	P3	10	P3	6
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending March 31, 2024

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

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 9 support tickets were resolved in the month of March 2024.
- 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 Activities:



RSA Weekly Status Report: RMS/CAD



Date / Report / Author:
Stakeholders for Distribution:

03/29/2024 - RSA Weekly Status Report - Steve Burrell, RSA

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

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

Topic	Status Summary	Assignment / Escalation	Status
Closed Cases (4)			
00221200	MPS calls not populating for 2 FD MPS units (Westmont FD) Cause: incorrect Folder/file permissions, Power Management Settings	RSA	CLOSED
00222801	MPS loads but enroute, arrival buttons not working most of the time. (West Chicago) Cause: incorrect Folder/file permissions, Power Management Settings	RSA	CLOSED
00223104	Citations are being imported with incorrect time info.	RSA	CLOSED
00194607	DUC-CAD03 FREEZE when sending a message	RSA	CLOSED
High Priority Items			
LEADS 3.0 Interface	LEADS 3.0 Interface ETSB Leads testing to be completed as of MAR 08. Next steps are MPS and Dispatcher acceptance testing.	RSA / Hexagon / DuPage	Waiting on Customer
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS	Investigating why some errors no longer display a description for NIBRS validation errors. Found a query on loi_data that is doing a scan on the cdts index. Implementation of the index set on MON, APR 01 at 0600.	RSA / NIBRS Team	In-Process
00223856	Component Lazy Writes/sec of Application "MSSQLSERVER" on CAD-PRI-DB1 is currently in a "Warning" state.	RSA / Hexagon DBA Support	In-Process
00203010	Incident Numbers not showing in OCA 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. "mastlocation auto-combine job is causing data warehouse records to reference deleted locations" 2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.	RSA / Support/ GTC	Waiting on Customer
00207514	iTouch interface error reading NIST file	RSA / Support	Completed



RSA Weekly Status Report: RMS/CAD



	01/22/2024 – DuPage RMS Team to verify if problems are still occurring and to forward the information to RSA. 03/07/2024 – DuPage RMS Team to verify if problems are still occurring and to forward the information to RSA. 03/28/2024 – No errors reported. Will close case next week.		
00217087	Onboarding for Lombard PD use of NIBRS Reporting Client. "Incident record occurred before NIBRS cutoff date.." (Lombard PD) – NIBRS start date submitted by Lombard PD may be incorrect. DuPage RMS to verify the date Lombard PD started reporting any NIBRS info to the State of IL. 03/29/2024 – RSA to complete retransfer of records to NIBRS DB. ETA for completion Wed APR 3.	RSA / DuPage	In progress
00224623	MPS calls not populating when Avail Quarters (Multiple units) Oakbrook FD	RSA / DuPage	In-Progress
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress

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)	FBR: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	SSRS 2017 (using 2103 rdl)
OCA: 2212 (<i>newest available ver. is 2309</i>)	OCA: n/a
OCR: Version: 03.07.2104 (<i>newest available ver. is 2310</i>)	OCR Version: 03.07.2104 (<i>newest available ver. is 2310</i>)
NIBRS: 02.03.2401.08955	NIBRS: 02.03.2401.08955
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	IFCADRMSLINK: Version 09.04.0.40121 (Most recent refresh completed on 07/22/2022.)



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
New Approval Process	DuPage to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	In-Process	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00006926 (I/FRMS CADLINK)	IFCADRMSLINK Configuration Event Sync the search bug RC-A: Software bug. Fixed in patch Q4 2109	Escalated (Dev)	Solved Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	IFCADRMSLink No Primary Officer coming over – API Failures	RSA	Solved Waiting on Customer	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.
00048958 AZDO 486781 (FBR)	Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update 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 10/07 – Scheduled install TBD by DuPage

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

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?



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	Priorty	Summary	Product	Status	Substatus/Next Steps
00005926 (OnCall Records)	P-3 MED	WebRMS returns no longer have linkable fields	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>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.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
00006232 (OnCall Records)	P-3 MED	Cancelled BOLOS show up in Informer returns	HxGN – Informer	Assigned	<p>07/11 – reviewing possible solution.</p> <p>09/30 – Working session scheduled the week of Oct 31</p> <p>12/01 – Miguel/Mo to set up a session with DuPage.</p>
00006235 (OnCall Records)	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	HxGN – Informer	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</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>



RSA Weekly Status Report: RMS/CAD



					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. 09/28/2023 - On hold until LEADS 3.0 interface is in place.
00006934 (OnCall Records)	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. 12/01 – Gathering data.
00006935 (OnCall Records) AZDO 509323	P-3 MED	Reporting Officer not importing into Supplement Record. 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. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS – FIELD BASED REPORTING	RSA / Support	10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. 12/06/2023 - UPDATED CASE PROBLEM. I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. SO... The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
00089873 (Informer)	P3- MED	Informer Does Not run VIN Correctly	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing.



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					<p>11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated.</p> <p>01/13 – Dev provided a file to correct this issue.</p> <p>01/20 – Testing scheduled for JAN 24 or 25</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.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>07/14/2023 – On hold until LEADS 3.0 interface is available.</p> <p>09/28/2023 - On hold until LEADS 3.0 interface is in place.</p>
00097922 (Informer)	P3- MED	<p>When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. -</p> <p>When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.</p>	Informer	RSA / Support	<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.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>02/10/2023 XAD working session scheduled for MN FEB 13</p> <p>07/14/2023 – On hold until LEADS 3.0 interface is available</p>
00102630	P3- MED	<p>Address Validates in FBR without a Zip AND Doesn't validate with a Zip</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>



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		<p>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 field 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>			<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>11/16 – Support still investigating issues.</p> <p>02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.</p>
00143796	P-3	Getting Error sending a message to a few Dynamic message groups in dispatcher.	I/Disp	RSA	06/01/2023 – reviewed logs. Unable to find a cause.
00143821	P-3	'EX-DATING RELATIONSHIP' causes error in FBR validation	FBR	RSA / Support	06/14/2023 - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.
00148234	P-3	Recommend Issue	I/Disp	RSA	06/01/2023 - Issue appears to be center line point related resulting from a map update. This problem has occurred in the past. Will review other cases to confirm.
00181622	P-3	Can a Drivers license field be added to the supplemental information page?	I/Netviewer	RSA	11/06/2023 - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. 02/09/2024 - Escalated to GTC.

00194607	P-3	DUC-CAD03 FREEZE when sending a message	I/Disp	RSA	<p>11/15/2023 – unable to locate logs. Requested logs from ETSB CAD Team.</p> <p>03/29/2024 - No further actionable information top work with. Logs unavailable.</p> <p>Closing case.</p>
00207514	P-3	iTouch interface error reading NIST file	Xalt	RSA / Support	<p>01/22/2024 - Worked with Tim Forsberg today. A small 1ms delay was placed in the interface as a method to stop these random iTouch import errors. DuPage notified, asked to monitor the LiveScan imports and notify me if there are any problems.</p> <p>01/25/2024 – additional improvements to be implemented on Monday, JAN 29.</p> <p>02/07/2024 – Will re-evaluate log file data the week of FEB 12 and make modifications as needed from needed new logfile data.</p> <p>03/28/2024 – No errors reported. Will close case next week.</p>
00212261	P-3	Slow download performance in Attachment Management / Case Prep	OCR	RSA/Support	<p>03/27/2024 - After much review and research, I think we have found the solution. The difference with the solution is repeatable and consistent.</p> <p>The modification would need to be done to each APP server in the inpsuit propties file. The parameter change avoids a costly IMPLICIT CONVERSION from nvarchar to varchar. Each app server services would need to be restarted for the modification to take effect.</p> <p>Modification set for TUE APR 2</p>
00217807	P-3	On-board and configure Lombard PD to use the NIBRS Reporting Client	NIBRS	RSA	<p>Onboarding for Lombard PD use of NIBRS Reporting Client."Incident record occurred before NIBRS cutoff date.." (Lombard PD) – NIBRS start date submitted by Lombard PD may be incorrect. DuPage RMS to verify the date Lombard PD started reporting any NIBRS info to the State of IL.</p> <p>03/29/2024 – RSA to complete retransfer of records to NIBRS DB. ETA for completion Wed APR 3.</p>



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00220460	P-3	NIBRS Validation error code without message - E600U and IL 1.04	NIBRS	RSA/Support	03/11/2024 - AZDO Triage# 695507
00223623	P-#	IUCR Interface and Local Ordinance updates	OCR / XALT	RSA/Support	03/29/2024 - RSA to provide spreadsheet to RMS Team & Clerk's office. After Spreadsheet is completed for an agency, RSA will upload to OCR. Future work entails the re-writing of the interface for OCR 10.x
00223856	P-3	Component Lazy Writes/sec of Application "MSSQLSERVER" on CAD-PRI-DB1 is currently in a "Warning" state.	CAD	DBA Support	<p>03/25/2024 – DBA met with customer today to review query store queries. Found one query on un_hi with recommended index that we would like to plan at some point. We put this index in place on test and on the new upgrade system and it took 3:38 minutes and 8 minutes respectively to build. This means we will want to schedule a time when activity is low and users are aware there may be some minor slowness during build.</p> <p>We lowered the max memory setting on db1 from 57gb to 52gb. Will continue to monitor for Lazy Writes/sec alert.</p> <p>Will meet with the customer at 8am each day to monitor.</p> <p>03/26/2024 - Met with customer again on 3/26 to review more metrics. We will meet each morning this week at 8am to review additional metrics.</p> <p>03/29/2024 - Found a query on loi_data that is doing a scan on the cdts index. Attempted to create an index but after running for about 4 minutes this was locking users on the floor. We cancelled the create index command. We plan to create this index on Monday at 6am central time. The index created in test with online=on in 5 minutes so we are hoping that the timing will be about that long in live, but expecting it to be slightly longer if users are working in the system.</p>
00224623	P-3	MPS calls not populating when Avail Quarters	Customer Environment / 3 rd party	RSA	03/22/2024 - Teams meeting with ETSB (Peter, Gregg) and Oakbrook IT (Tom Gilbert, IT Dir)



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		(Multiple units) Oakbrook FD	software conflict		<p>Currently focusing on M94 and Oakbrook will propagate modifications to other units.</p> <ul style="list-style-type: none">• There were some issues with this on Friday MAR 23 where the permissions for the everyone group were not present and were blocked from setting / propagating them.• Even a local admin was unable to change these permissions.• Confirmed or modified permissions to allow everyone full access to C:\Program Files (x86)\Intergraph, C:\ProgramData\Intergraph, C:\Program Files (x86)\Common Files\Intergraph, C:\Temp, and the registry key Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Intergraph Public Safety<ul style="list-style-type: none">• There were some issues with this on Friday MAR 22 where the permissions for the everyone group were not present and were blocked from setting / propagating them. Even a local admin was unable to change these permissions.• Also removed power saving settings from Nic and USB hub & connections.• Created missing MPS ports 9400-9404 were allowed through firewall. <p>Will meet again on TUE MAR 26 to regroup after permission issues are resolved.</p> <p>03/29/2024 – Oakbrook IT to call 3rd party security vendor about configuring exclusions in security software to allow MPS to run.</p>
00224914	P-3	MPS error: “Unable to cast COM Object error” (Bartlett PD)	Customer Environment / 3 rd party software conflict	RSA	<p>03/28/2024 – PD IT will not contact 3rd party security vendor to list folder/files exceptions in the managed security software.</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.

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	