Emergency Telephone System Board of DuPage County Monthly Report

July Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity June 1 through June 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulations on a Job Well Done!

High Tech after months of preparation, the CAD upgrade has been completed. **CAD Administrator Krzysztof Cieplinski** led the ETSB team of **Jerry Furmanski, Brian Kopas, Prithvi "Peter" Bhatt,** under the direction of **Deputy Director Gregg Taormina**, assisted by **Deputy Director Matthew Theusch.** ETSB is thankful for the help and assistance of the technical staff of ACDC: **Keith Marc** and DU-COMM: **Scott Klein, Eric Roberts.** Hexagon was onsite for two weeks for the cutover. And as of June 26, all reported issues had been resolved.

Thank you! We appreciate the patience of the Telecommunicators and the Police and Fire personnel during the cutover and the administrative staff of the PSAPs and police and fire departments who worked with the technical staff to prepare for cutover.

ETSB is growing! We welcome **Ms. Avery Kopas** born in April to **Brian and Jamie Kopas**. And we welcome **Ms. Myra Bhatt** born in June to **Prithvi "Peter" and Namrata Bhatt.** Congratulations to both families on their beautiful daughters!

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

All dates are Mondays unless otherwise noted:
July 15, 2024
August 19, 2024
September 16, 2024
October 28, 2024
November 18, 2024
December 16, 2024

The state meeting was held June 17. The ETS Board received a copy of the meeting notes along with the financial statements, minutes and presentation by Crowe on the preliminary revenue review. Additionally, the two strategic planning dates were pushed into the Fall so those meetings dates will be single days. There is a question of quorum for August.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM

All Sheriff's Office 9-1-1 calls have been transferred to DU-COMM. T-Mobile is still working to complete call routing in their coverage area. The PSAP and ETSB staff will continue to work to with T-Mobile. AT&T and Verizon have completed all their updates.

Budget Kick Off:

As a reminder, the Ad Hoc Finance Committee will meet at 9:30 am or immediately following the ETS Board meeting.

Procurement / Major Contracts

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	$ 25,000.00	$ 2,814.05	$ 22,185.95
FY24 Dell	$ 30,000.00	$ 3,002.00	$ 26,998.00
FY24 Motorola	$ 50,000.00	$ 19,426.46	$ 30,573.54

Deccan International: Purchase Order 924021
LiveMUM is a software utilized by PSAPs Telecommunicators that interfaces with a live CAD system to display current emergency responder coverage and offer move-up recommendations based on real-time data. LiveMUM WallMap has the ability to project multiple resource types side-by-side allowing dispatchers to view the overall coverage of service in real-time. The recommendation is for a renewal of maintenance on the LiveMUM and LiveMUM WallMap software, originally procured in 2012 under PO 950726, in the DU-COMM and ACDC PSAPs (Public Safety Answering Points) for three (3) years with the option to renew annually. Outside vendor access to the source code to maintain the existing product being used within the PSAPs is not permitted.
Total amount of request for three years: $132,190.00.

CDW Government: Purchase Order 924022
Recommendation for approval of Purchase Order 924022 to CDW-G for a one (1) year renewal of ExaGrid maintenance and support, for a period of October 2, 2024 through October 1, 2025. ExaGrid is a network storage solution that works with Veeam to provide backups of CAD data in case of a primary system failure or ransomware attack. This renewal is being made utilizing the Sourcewell-3037653 State of IL Participating Agreement (081419-CDW).
Total amount not to exceed: $9,436.00.

Budget Transfers:
Requested transfer of funds for FY24 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) for Milestone payments associated with the Intergraph Hexagon PO 1914-1.
Total amount of requested transfer: $169,918.00.

Payment of Claims:
On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24
External Payments FY24
Total for Fund 5820 for July 10 meeting: $297,633.62.

Revenue and Expenditures
Revenue**:** Equalization Revenue Reports are on the consent agenda: $1,041,953.80.

The February 2024 surcharge was received on June 17 in the amount of $1,041,953.80. In the June monthly report, it was reported there was an error with the January surcharge that would be adjusted

within February distribution. ISP has confirmed the difference was an additional $100,593.02 received as part of the January distribution that has been subtracted from the February distribution.

Surplus Assets

Declaration of Surplus Assets: On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Five (5) CAD workstations purchased in 2020-2021, and were previously utilized in the PSAPs for CAD that have been replaced as part of the equipment replacement cycle. DU-COMM has requested five (5) workstations to replace their tone logger and disaster recovery PCs.

Transfer of Inventory to County IT: There are 59 CAD workstations that have been requested by County IT for various uses throughout the County including replacing Security, Care Center, and training PCs.

Addendum to Resolution for Sale of Surplus Assets: On the June agendas for County Board and the ETS Board there was a resolution the sale of surplus assets. 519 of the legacy APX7000 UHF portable radios were approved for purchase to the Illinois State University (ISU) Emergency Management at a cost of $500.00 each. As part of the agreement, ISU was able to review the units and requested that fifteen radios be substituted for the fifteen other radios already declared surplus. Addendum A to Resolution ETS-R-0045-24 indicates which items have been substituted for the original items which were removed from the original list as demonstrated by a strikethrough.

9-1-1 CORE SYSTEM MANAGEMENT

Zendesk Integration Project with County:

As previously reported, in a review of the ETSB contract, the Executive Director in conversation with County Finance, determined that transition to the county contract would be most appropriate at the term date of ETSB's contract in September 2024. The paperwork for this transition will be on a subsequent agenda prior to the September term date for the ETSB contract.

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: As previously reported, the 9-1-1 Administrator conducted a call to review the current status of the GIS data in the NG 9-1-1 system. The State also hosted an AT&T training on June 20, 2024 to discuss the AT&T Public Safety Platform system of using ArcGIS to Geocode the ALI records. ALI records are the address that are sent with a 9-1-1 call to the PSAP when a person calls. County GIS continues to submit data to the Hub to work with our neighbors on bordering jurisdictions.

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. DuPage has been contacted by Intrado to begin discussion for this implementation.

NG9-1-1 Grant opportunity CAD to CAD interface: The State 9-1-1 Administrator has indicated in an email that sufficient funds exist for this grant, and that $6,802.958.37 has been awarded statewide. What costs remain to be funded, from the ETSB perspective, will be determined once the final award notification has been received.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: As of Monday, June 24, 2024 all four new IP Flex circuits and routers have been installed and IP scheme information has been provided to Motorola. Motorola is now scheduling the final installation of the software onto the servers at DU-COMM and is completing the configuration work with the IP Flex information at both ACDC and DU-COMM. A Motorola Field Engineer will be onsite in July to complete the work. Once the servers have been updated, configuration of the IP Flex circuits will be tested, and Telecommunicator, Admin and Mapping training will be scheduled.

DuJIS CAD:

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	282	262	103	91	5	88	2	1
MPS	293	258	83	80	0	80	0	8
Total	575	520	186	171	5	0	2	9

**Ticket count for June is higher than normal because of the CAD cutover, 168 of 186 submitted were related to password and agency settings.*

Projects:
CAD/MPS Software Update: ETSB, along with the support of Hexagon, completed a successful CAD/MPS upgrade on June 11, 2024. The upgrade went smoothly, and minimal issues were experienced. The majority of the issues encountered were related to the MPS software agency host files not having the correct information. ETSB worked with each agency to correct the files and ensure they were able to properly connect to the environment. ETSB continues to monitor the application and address issues that arise.

CAD Upgrade After Action Update:
ETSB staff provided a detailed after-action document to the Board that outlined all the events that took place with the CAD/MPS upgrade on June 21, 2024. There were two outstanding items that remained open. Staff is pleased to report:

Tow Rotation Data: ETSB CAD Administrator performed a compare within the SQL DB and successfully updated the Tow Rotation Data on June 24, 2024. All associated tickets have been updated and closed out. No reoccurrences have been communicated.

Common Place Data: All common place data has been updated as of June 26, 2024. All associated tickets have been updated and closed out.

Fusus: (Oak Brook PD, Wheaton PD and Oakbrook Terrace PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 for Oak Brook PD. Oak Brook PD 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. As of the filing of this report, there has been no communication of confirmation from Oak Brook PD.

The EdgeFrontier (Xalt) Interface for Wheaton PD and Oakbrook Terrace PD was also available and was and deployed into production October 13, 2023 on the Hexagon/ETSB side of the interface.

FUSUS was not ready for these agencies at this time. FUSUS began implementing their software with these agencies February 9, 2024.

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ETSB has provided communication to the PSAPs regarding the training being available and will work with the centers to get the documentation. Once the individuals have gone through the required training protocol, ETSB will be able to push the upgrade into the production environment.

LEADS 3.0 Interface (PSAP): ETSB continues to work with the State on the final testing of the LEADS 3.0 system with the new CAD upgraded system. The requested extension through July 31, 2024 was approved and ETSB is now preparing the final rollout schedule and plan. The plan and associated dates will be shared with the PSAPs to complete the final production rollout by the end of July. All testing within ETSB and PSAPs will be completed by July 19, 2024 in preparation for the final rollout.

MPS: Testing was completed for all agencies and the final rollout with the CAD/MPS upgrade was completed successfully. A few agencies ran into some issues after the rollout of the upgrade that included host file entries not having the proper updated file. These issues were addressed by the ETSB MPS support staff in the timely fashion to get all agencies up and running.

Absolute Secure (NetMotion):

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	61	60	11	12	0	0	0	0

Absolute Secure Access: No system issues reported this past month. Currently there are approximately 900 devices registered.

Comcast Maintenance/Trouble Tickets: ETSB experienced a network outage on June 27, 2024 at 12am central time. Comcast had a planned maintenance event scheduled. ETSB reached out to Comcast on June 6, 2024 to ensure this would not impact both circuits at the same time. It was confirmed by Comcast that they would not impact both circuits on June 10, 2024. During the scheduled maintenance period, the Comcast engineer performing the work inadvertently rebooted both devices at the same time causing the outage ETSB experienced. Due to this error in the maintenance event, ACDC experienced a CAD outage for a total of 4 minutes. DU-COMM was not impacted because the CAD configuration is not dependent on networking at the 420 location. The Executive Director has brought this to the attention of the Comcast executives to discuss what additional steps can be taken to ensure this does not happen again.

Network Tickets:
Printer Hardware Issue: (Ticket 12545) Toshiba 4525AC printer located in the DU-COMM center has been experiencing fax issues. The device seems to be taking a long time to process a fax. Toshiba tech support has been notified and they are looking into the issue.

VMware Maintenance: No maintenance is scheduled at this time.

Windows Patching: The next patch cycle will be in September 2024.

AQUA: System bug (Ticket 10240) ticket pending waiting for Priority to provide training for new version of AQUA**. Update:** Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18. Once the PSAPs have completed the training, ETSB will roll out the upgrade into the production system to correct this issue.

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	86	73	12	11	5	0	0

Purvis completed the yearly preventative maintenance for all stations.

Hanover Park new station: Hanover Park Station 16 has been completed and is scheduled to cut over in July. DU-COMM, ETSB, Hanover Park IT and Purvis technicians are completing final cutover testing prior to the move to the new station. On this month's bills list are the milestones for the installation and testing of both the optional and core equipment.

DU-COMM Fire West / Fire North Project: The final step in this DU-COMM project is to move the Glen Ellyn Volunteer Fire Company from Fire North to Fire East to operationally load balance the fire channels. This was originally scheduled to be completed in mid-July. DU-COMM recently received word that they would have access to complete another project at Downers Grove that has a higher priority and requested the timeline be delayed until the higher priority project is completed. There are no technical challenges with the current configuration for ETSB systems. DU-COMM will provide an update once the Downers Grove tower project is completed and an updated timeline will be developed.

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	282	262	61	29	32	0	0	31	0	0

NG911 GIS Mapping for Go-Live: County GIS is ready to push changes in August for ACDC. County GIS has set up a border data tool for other counties to use for NG911 submittal on the HUB for IL NG911 project and continues working with Cook and Will County for orphaned border overlaps.

GIS Projects:

Addison Fire Response Districts Project: County GIS supplied Addison an updated shapefile of the ADF's new district polygons after a few corrections requested. ETSB and County GIS are waiting for Addison to review the new shapefile sent on June 25, 2024.

Oak Brook Police Beat and Sub-Beat Project: ESZs have been created in the test CAD and DU-COMM has confirmed the data for LiveMUM is ready. This has been scheduled for the July 10, 2024 production map roll.

Sheriff Map Updates (SOP): All SOP beat polygon adjustments from the second round have been completed. All changes have been tested and confirmed by SOP and DU-COMM. These updates are scheduled for the next production map roll.

Glen Ellyn Volunteer Fire Company Shapefile: Glen Ellyn VFC reached out to ETSB to configure four new districts. After additional discussions, County GIS had a misunderstanding on how to allocate the district polygon for the changes. This has since been adjusted and will be pushed into the new training CAD on July 2, 2024.

Lombard Fire Districts F450 & F470: ETSB and DU-COMM testing was successful and this was pushed into production on June 12, 2024. Project has been completed.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	0	0	0	5

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

Closed Memos: There were no closed memos this reporting period.

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.

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.

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

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola System Manager Report:
This memorandum is located at the end of the monthly report.

DEDIR System:
CommandCentral Aware: Nothing to report for the previous month.

Encryption: As previously reported, ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 22 weeks. Motorola will be onsite July 8, 2024 to complete a site audit and to verify the installation process for the equipment at each PSAP.

APXNext and APX4000 Radios Firmware Update (Police):
Radio Firmware Update: The Motorola System Manager has completed 93 APX4000 firmware updates. The remaining agencies/radios are scheduled to be completed in July.

APX4000: Nothing further to report on the APX4000 radios.

APXNext / Police: The firmware release is available, but the changes made to the firmware for the APXNext XN in the software has created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted to accommodate both updates. Once that is completed, the schedule for the Firmware update will be distributed to the DEDIR System Points of Contact.

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. ETSB staff has had discussion with Motorola production about possible paths forward. ETSB has asked Motorola to work on a presentation for these concepts for presentation to the DEDIR System Focus Groups.

NFPA Committee: Retired Deputy Chief Connolly reported that all the edits to the NFPA standard requested by the Radio Focus Group have been accepted. The standard will be finalized in 2025. Motorola has begun investigating the effort needed to update the radios.

APXNext XN: All Agencies have completed the XN/XE demo period. As of this writing, 18 agencies have elected to select the APXNext XN and 1 agency has elected to select the APXNext XE. ETSB has started a preliminary discussion with Motorola to prepare for the change order once all the agencies have turned in their selection form. Some agencies have verbally advised they need to wait for a fire board meeting to complete the sign off.

Policy Advisory Committee (PAC):
The PAC's next regular meeting is on Monday, July 1, 2024.

On the PAC July agenda are three items. The approval of the previous month's meeting minutes, the approval of the DEDIRS Motorola System Manager's June report and the resolution to recommend access to DEDIR System as requested by Hanover Township Emergency Services.

STARCOM Wheaton Tower October 30-31 Outage:

July Monthly Report Update: The final step for verification is the firmware update for the APXNext radios. ETSB and Motorola staff will compete the testing as soon as the firmware is deployed.

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.
- 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.

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.

MOTOROLA SOLUTIONS

STARCOM21

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

TO: Linda Zerwin, ETSB Executive Director

FROM: Andy Saucedo, Motorola System Manager

DATE: June 26, 2024

SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: The firmware release is available, and a schedule is being developed. However, the changes to the firmware needed for the APXNext XN in the software that is used to deploy the firmware created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted within the software to accommodate both firmware updates. Once that is completed the schedule for the APXNext Firmware will be distributed to the DEDIR Points of contact.

- APX 4000: A firmware update was released, and the deployment is in process. As of this writing, 93 APX 4000s have been updated. Each radio takes approximately 10 minutes to update. Including the time it took to prepare the software, the Motorola System Manager has invested approximately 20 hours into this project.

- APX8500: There is nothing additional to report this month.

- APXNext XN/XE Fire: Testing of the XE and XN Demo radios was completed the week of June 17, 2024. As of this writing, 15 agencies have turned in their selection to ETSB. 14 Agencies have selected the XN radio and 1 Agency has selected the XE Radio.

- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports. A Monday.com dashboard has been created to share information on report requests.

Programming – Projects

Code plug updates: There were none last month.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

MOTOROLA SOLUTIONS

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Service Tickets

	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	141	112	9	9	2	0	0	7
APX Next (police)	84	55	15	15	6	6	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	20	20	1	1	0	0	0	0
APX4000	8	7	1	1	0	1	0	0
Total	253	194	26	26	8	7	0	8

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 6/12 and 6/13. 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, 6/13/24
  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 2024.05 – Patching 6/14/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

- Notification of planned maintenance to be performed affecting the MSO Downers Grove - Starcom Zone 1 system on 06-06-2024 at 08:00:00 AM Work performed: SZ01401 & SZ01405 - MTN-0036A-24 Upgrading the Fortinet FWs to the latest software version. z001telfirewall01,Z005intfw01,z005dmsfw01. Impact: There may be brief periods of service interruption while the technicians are working on the site

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
  The scheduled maintenance has been completed.
  Start: 3/June/2024 @ 9:00 AM CDT (UTC-5)
  End: 3/June/2024 @ 10:00 AM CDT (UTC-5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 12/Jun/2024 @ 12:00 AM CDT (GMT -5)
  End: 12/Jun/2024 @ 9:00 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 19/Jun/2024 @ 8:00 AM CDT (GMT -5)
  End: 19/Jun/2024 @ 1:00 PM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 20/Jun/2024 @ 12:00 AM CDT (GMT -5)
  End: 20/Jun/2024 @ 9:00 AM CDT (GMT -5)

Releases**:**

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

STARCOM21 Unscheduled System Outages:

- Users may experience an inability to access the Event Map in the CommandCentral Aware application. Events continue to process in the Event Monitor. Our team is currently working to restore normal performance levels. We apologize for any inconvenience.
  Jun *15*, *15:16* CDT
  Resolved - This issue has been resolved. The Event Map in CommandCentral Aware can be accessed successfully by all customers after reloading the application in the browser.
  If you continue to experience unexpected behavior, please contact Motorola Solutions Technical Support at 1-800-MSI-HELP.
  Jun *15*, *15:27* CDT

  There was no operational impact to the DEDIR users.

Meetings:

- June PAC meeting 6/3/24
- Fire Focus 6/18/24

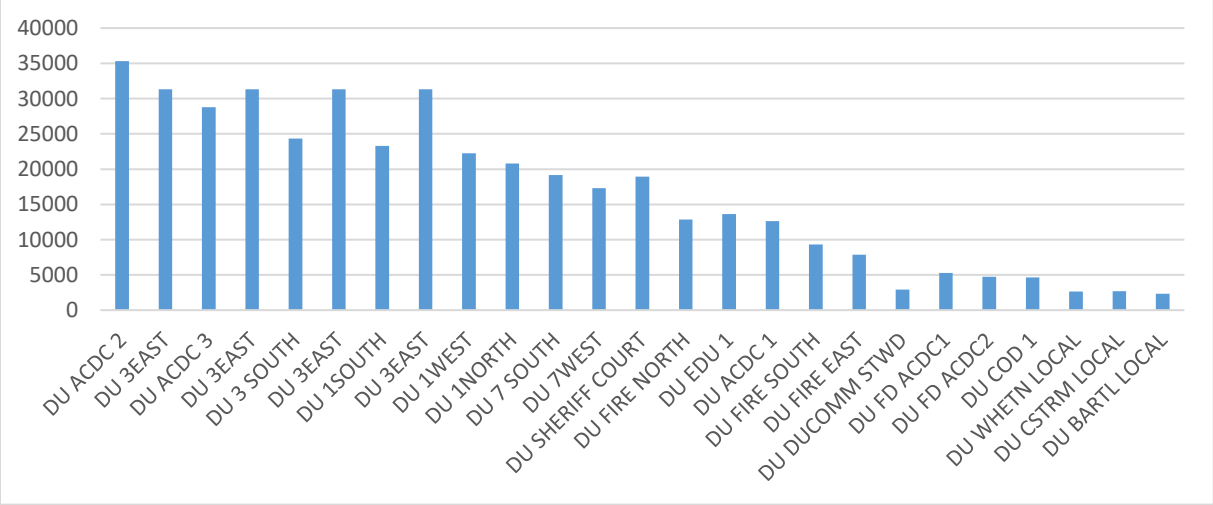
Training

- None at this time.

Grade of service report:

	May 2024 Starcom21 GoS Report										
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	23.15	3.93	6.47	31.00	2892.23	14164.77	4.90	0.00	0.00	0.00
1:00:00	0.00	19.67	3.34	7.06	31.00	2395.87	12037.35	5.02	0.00	0.00	0.00
2:00:00	0.00	16.37	2.78	7.62	31.00	1929.06	10016.39	5.19	0.00	0.00	0.00
3:00:00	0.00	12.69	2.16	8.24	31.00	1451.42	7766.61	5.35	0.00	0.00	0.00
4:00:00	0.00	12.22	2.08	8.32	31.00	1357.77	7478.84	5.51	0.00	0.00	0.00
5:00:00	0.00	13.59	2.31	8.09	31.00	1499.71	8319.55	5.55	0.00	0.00	0.00
6:00:00	0.00	15.58	2.65	7.75	31.00	1909.42	9536.71	4.99	0.00	0.00	0.00
7:00:00	0.00	23.59	4.01	6.39	31.00	2870.71	14434.42	5.03	0.10	6.19	64.00
8:00:00	0.00	29.72	5.05	5.35	31.00	3667.52	18188.16	4.96	0.03	3.26	101.00
9:00:00	0.00	33.08	5.62	4.78	31.00	4070.84	20247.65	4.97	0.19	3.16	16.33
10:00:00	0.01	35.45	6.03	4.37	31.00	4442.97	21696.77	4.88	0.52	7.23	14.00
11:00:00	0.00	34.08	5.79	4.61	31.00	4241.87	20859.23	4.92	0.19	9.81	50.67
12:00:00	0.01	34.84	5.92	4.48	31.00	4311.06	21322.19	4.95	0.26	2.10	8.13
13:00:00	0.02	36.33	6.18	4.22	31.00	4457.35	22234.61	4.99	0.97	11.48	11.87
14:00:00	0.06	35.85	6.09	4.31	31.00	4480.13	21937.77	4.90	2.65	23.68	8.95
15:00:00	0.06	37.18	6.32	4.08	31.00	4667.52	22754.39	4.88	3.03	29.68	9.79
16:00:00	0.02	37.28	6.34	4.06	31.00	4707.03	22813.35	4.85	0.87	11.58	13.30
17:00:00	0.00	36.19	6.15	4.25	31.00	4545.71	22145.68	4.87	0.06	1.32	20.50
18:00:00	0.00	34.18	5.81	4.59	31.00	4285.97	20920.84	4.88	0.13	0.10	0.75

Group Alias	PTT Count
DU ACDC 2	35333
DU 3EAST	31326
DU ACDC 3	28776
DU 3EAST	31326
DU 3 SOUTH	24331
DU 3EAST	31326
DU 1SOUTH	23304
DU 3EAST	31326
DU 1WEST	22261
DU 1NORTH	20804
DU 7 SOUTH	19140
DU 7WEST	17317
DU SHERIFF COURT	18939
DU FIRE NORTH	12847
DU EDU 1	13631
DU ACDC 1	12614
DU FIRE SOUTH	9307
DU FIRE EAST	7880
DU DUCOMM STWD	2909
DU FD ACDC1	5258
DU FD ACDC2	4742
DU COD 1	4635
DU WHETN LOCAL	2657
DU CSTRM LOCAL	2687
DU BARTL LOCAL	2330



Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2024 11:21:17 AM

Grouping: Site & Call Origin

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 01:00:00 AM

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	21,229	7,405	13,824	0	346	6,443	571	0	45	0	330	00:00:04
	Internal	945	0	945	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	5,208	0	5,208	0	0	0	0	0	0	5,208	0	00:00:00
	Total	27,382	7,405	19,977	0	346	6,443	571	0	45	5,208	330	00:00:04
DU-COMM	Incoming	62,722	24,889	37,833	0	1,315	19,953	3,485	0	136	0	1,270	00:00:06
	Internal	11,725	0	11,725	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	16,063	0	16,063	0	0	0	0	0	0	16,063	0	00:00:00
	Total	90,510	24,889	65,621	0	1,315	19,953	3,485	0	136	16,063	1,270	00:00:06
Total		117,892	32,294	85,598	0	1,661	26,396	4,056	0	181	21,271	1,600	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2024 11:23:59 AM

Grouping: Site & Call Origin

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 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	2,102	2,102	0	0	50	1,933	119	0	0	0	0	00:00:04
DU-COMM	3,521	3,521	0	0	46	3,314	161	0	0	0	0	00:00:06
Total	5,623	5,623	0	0	96	5,247	280	0	0	0	0	00:00:05

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2024 11:18:53 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 05/30/2024 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	124,619	43,786	80,833	0	2,305	36,501	4,142	0	838	0	2,315	00:00:04
	Internal	7,397	0	7,397	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	31,645	0	31,645	0	0	0	0	0	0	31,645	0	00:00:00
	Total	163,661	43,786	119,875	0	2,305	36,501	4,142	0	838	31,645	2,315	00:00:04
DU-COMM	Incoming	270,843	103,688	167,155	0	5,110	80,543	17,249	0	786	0	5,080	00:00:05
	Internal	46,610	0	46,610	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	63,083	1	63,082	0	0	0	0	0	0	63,083	0	00:00:00
	Total	380,536	103,689	276,847	0	5,110	80,543	17,249	0	786	63,083	5,080	00:00:05
Total		544,197	147,475	396,722	0	7,415	117,044	21,391	0	1,624	94,728	7,395	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2024 11:23:06 AM

Grouping: Site & Call Origin

Date Range: 05/01/2024 12:00:00 AM - 06/30/2024 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	5,215	5,215	0	0	88	4,832	295	0	0	0	0	00:00:04
DU-COMM	6,796	6,796	0	0	69	6,354	373	0	0	0	0	00:00:06
Total	12,011	12,011	0	0	157	11,186	668	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 Verifiation 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	Elminate 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 exepenses 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	WMware 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 offsite 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 infomrer	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	Infomrer 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	Mutiple 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	Mutiple 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 alalrm 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 supllies 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 businesss 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	Analsyis 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 relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus			
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	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			Consesus			
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 3Si	Closed	11/19/21	Consensus					
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 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 cybersecuirty	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					
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	New		Pending					

INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: June 26, 2024

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
  - County IT has completed necessary preliminary tasks.
  - Hexagon working on implementing a functional development environment.
- Leveraged PRMS communication channels to bolster cybersecurity alerting to agencies.
- Full extract of Addison RMS records provided to Addison.

Action Items:

- IGA
  - Continue working to develop new IGA.
  - Finalize exit agreement with Addison.
- Addison Axon project updates
  - Addison anticipates Go-live 07/08/2024.
  - Preparing to tender final extract of Addison's data after agency exit on 07/08/24.
- NetRMS
  - Move legacy system off of aging hardware to dedicated server
- RMS Usability
  - Assume responsibility for user management
    - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
    - Necessary to avoid operational issues associated with inconsistent user management.
    - Streamlines billing process and prevents overcharging.

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.

June 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**	**June 30, 2024**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	2	P2	0	P2	2
Below target	☐	P3	13	P3	8	P3	6
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending June 30, 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.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.
2. **16** support tickets were resolved in the month of June 2024. (This does include some cases where licensing was requested)
3. CAD Upgrade complete. Will work with RSA to confirm previous defects are resolved with new version

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

RSA Weekly Status Report: RMS/CAD

Date / Report / Author:	**06/14/2024 - 06/21/2024 RSA Weekly Status Report - Steve Burrell, RSA**
Stakeholders for Distribution:	**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 (06)		
00143796	**Getting Error sending a message to a few Dynamic message groups in dispatcher. -** This issue has not arisen during the cutover to the CAD MR Upgrade.	**RSA / Implementations**	**CLOSED**
00062603	**DUC-CAD12 position 12 locked up.** This issue has not arisen during the cutover to the CAD MR Upgrade.	**RSA / Implementations**	**CLOSED**
CAD Upgrade	**CAD upgrade completed.** Assisted Implementations team	**Assisted Implementations team**	**Completed**
00224623	**MPS calls not populating when Avail Quarters - some units @ Oakbrook FD.** Agency Network environment issue.	**RSA / Support / DuPage**	**SOLVED / CLOSED**
00280047 P-1	**Calls for service not transferring from CAD to FBR has been updated.**	**RSA / Support**	**Solved / Closed**
00282953	**Geo Coding not working / AddressServer Stopping**	**RSA / Support**	**Closed**
	High Priority Items		
00280047 P-1	**Calls for service not transferring from CAD to FBR has been updated.**	**RSA / Support**	**Solved / Closed**
	Summary of Additional Work Performed This Week		
	Worked on open tickets and sent out follow up emails.	RSA	
LEADS 3.0 Interface	**LEADS 3.0 Interface** In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress
00242421	Retired / no-longer-employed users/names still appear in the Assisted By field in FBR	RSA / Support	In-Progress
OCA	OCA Upgrade planning	RSA	In-Progress
BEAST Interface for OCR 10	Discussions ref BEAST Interface for OCR 10. DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.	RSA / DuPage	Waiting on Customer

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 *(newest available ver. is 2309)*	**OCA**: n/a
OCR: Version: 03.07.2104 *(newest available ver. is 2310)*	**OCR** Version: 03.07.2104 *(newest available ver. is 2310)*
NIBRS: 02.03.2401.08955	**NIBRS**: 02.03.2404
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	**IFCADRMSLINK**: Version 09.04.0.40121 *(Most recent refresh completed July 2023)*
CAD: 9.4.0.63255 (H2 2023)	**CAD:** 9.4.0.63255 (H2 2023)

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.
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"*	RSA / Support/ GTC	Waiting on Customer	*2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.* DUPage has decided to wait for the next OCA update due MAY / June
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.

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

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

Current Open SR list for discussion:

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

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 *(OnCall Records)*	P-3 MED	**WebRMS returns no longer have linkable fields**	MPS	Assigned	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006232 *(OnCall Records)*	P-3 MED	**Cancelled BOLOS show up in Informer returns**	Informer	Assigned	**12/01 -** – Miguel/Mo to set up a session with DuPage.
00006235 *(OnCall Records)*	P-3 MED	**There is a violation field in MPS informer WebRMS return that does not list the violation.**	Informer	Assigned	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006934	P-3 MED	**Cross Agency Approving Supervisor**	FBR	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support.

(OnCall Records)		**Missing from all Merit Agency FBR Reports**			**12/01** – Gathering data.
00006935 *(OnCall Records)* ***AZDO 509323***	P-3 MED	**Reporting Officer not importing into Supplement Record.** **RC-A:** Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	FBR	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. 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**	I/Dispatcher	GPC	**07/14/2023** – On hold until LEADS 3.0 interface is available. **09/28/2023** - On hold until LEADS 3.0 interface is in place.
00097922 *(Informer)*	P3-MED	**When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system**	Informer	RSA / Support	**07/14/2023** – On hold until LEADS 3.0 interface is available
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.
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.

00223623	P-#	**IUCR Interface and Local Ordinance updates**	OCR / XALT	RSA/Support	**04/25/2024 –** Currently in-process with DuPage RMS Team and DuPage County Clerk's office.

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	