



# DU PAGE COUNTY

## ETSB - Emergency Telephone System Board

421 N. COUNTY FARM ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

### Final Summary

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Wednesday, August 13, 2025

9:00 AM

Room 3500B

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/84669307454?pwd=6oG7Pqj3ebZvLahdzsTtu5qEHXCzVh.1>

Meeting ID: 846 6930 7454

Passcode: 030284

#### 1. CALL TO ORDER

9:00 AM meeting was called to order by Chair Schwarze at 9:02 AM.

#### 2. ROLL CALL

##### ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Andres Gonzalez

Prithvi Bhatt (Remote)

##### COUNTY CLERK:

Chad Pierce, Deputy Clerk

##### STATE'S ATTORNEY:

Mark Winistorfer

##### ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Jason Blumenthal, County Board Office

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Don Ehrenhaft, County IT

Colin Fleury, West Chicago PD

Nick Kottmeyer, County Board Office

Nancy Llaneta, County Finance

Eileen Roberts, County Treasurer's Office

Roy Selvik, Addison PD

Ellen Smith, County Treasurer's Office

Jan Barbeau, State's Attorney's Office (Remote)

Tyler Benjamin, DU-COMM (Remote)

Kimberly Blair, DMMC (Remote)

- Jacquie Bucher, DU-COMM (Remote)
- Kevin Fleege, Oak Brook Fire (Remote)
- Joe Grage, Lombard PD (Remote)
- Jeffery Keefe, West Chicago Fire (Remote)
- Jimmy Lahanis, Darien-Woodridge Fire (Remote)
- Brad Malloy, Glendale Heights PD (Remote)
- Erik Maplethorpe, DU-COMM (Remote)
- Robert McMahon, Downers Grove PD (Remote)
- Anthony McPhearson, County CIO (Remote)
- Ryan Miller, DU-COMM (Remote)
- Bret Mowery, York Center Fire (Remote)
- Jason Norton, Darien PD (Remote)
- Suzette Quintell, DMMC (Remote)
- Matt Theusch, Citizen (Remote)
- DuPage County Finance Department (Remote)
- Livingston County ETSB (Remote)
- Steven (Remote)

On roll call, Members Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present. Member Schar was absent.

<b>PRESENT</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT</b>	Schar

**3. PUBLIC COMMENT**

There was no public comment.

**4. CHAIR'S REMARKS - CHAIR SCHWARZE**

Chair Schwarze said that the meeting would have a hard stop at 9:40am because many members would be attending the Crisis Recovery Center ribbon cutting at 10:00am. He said he would skip his usual job well done recognitions this morning but would recognize those personnel next month. He said the Ad Hoc Finance Committee meeting scheduled for 8:00am was not held that morning because policy matters needed to be discussed first, so the Ad Hoc Finance Committee meeting would be rescheduled.

Chair Schwarze said the meeting would begin with Executive Session and that once they returned, the agenda would be followed beginning with the Treasurer's report and then comments from the PAC. Chair Schwarze said the Emergency Telephone System Board would enter executive session to discuss pending litigation matters pursuant to 5 ILCS 120/2 (c) (11).

At 9:02am, a motion was made by Member Johl, seconded by Member Wolber, for ETSB to enter into Executive Session. On roll call, all "Ayes", motion carried. Pursuant to the carried vote, ETSB entered Executive Session.

**4.A. Treasurer's Report**

At 9:13am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze,

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Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present.

Upon returning from Executive Session, Chair Schwarze gave the floor to County Treasurer Henry who said the purpose of this meeting was to address investment income for the Emergency Telephone System Board. Treasurer Henry introduced Chief Deputy Treasurer Ellen Smith, who would make the presentation, along with Deputy Treasurer of Collections Eileen Roberts.

Ms. Smith said she is responsible for accounting and investments and that she was there to explain the ETSB investment portfolio. She said the funds were divided between a money market account at Wheaton Bank and Trust, which held about 25 percent for short-term liquid needs, and a managed bond fund handled by Great Lakes Advisors for longer term investment. Ms. Smith said the structure followed a 30-40-30 split between short, medium, and long maturities and that this balance kept funds available for projects, met contractual obligations like the Motorola agreement, and generated steady earnings.

Ms. Smith said the money market account reflected the trend of short-term rates, which had risen in 2022-2023 during Federal Reserve hikes and provided strong returns for ETSB, though rates were now beginning to decline. She said Great Lakes Advisors had managed ETSB funds since 2013 and after a 2022 RFP were given an additional \$25 million to invest. Ms. Smith said the investments were required to remain in high-grade securities and were currently placed largely in U.S. Treasuries and government agency bonds, with about 20 percent in corporate bonds from firms such as Goldman Sachs, Morgan Stanley, Allstate, SunTrust, Simon Property Group, Estee Lauder, Bristol Myers, and AstraZeneca.

Ms. Smith said about \$25 million would mature over the next eight quarters to provide liquidity and that she and County Treasurer Henry met with the fund manager semiannually to provide guidance. She explained a forecast showing that ETSB had reached its peak interest earnings in 2024, with slightly lower returns projected for 2025 due to expected Federal Reserve rate cuts. Ms. Smith said the forecast showed about \$1.5 million in earnings for 2025 and that the estimates would be updated as conditions changed. She ended by saying she was available to answer questions.

Vice Chair Franz asked if the interest income was identified as a separate line item in the revenue section of the budget and how it was tracked. Executive Director Zerwin said that the interest income was not typically tracked in the budget and that it was reported through the Treasurer's Report because it was handled on an annual basis. She said that this information would be useful for the Ad Hoc Finance Committee when discussions began on capital equipment. She said there were charts prepared for the capital contingencies account that showed where the ETS Board was financially.

Chair Schwarze thanked Chief Deputy Smith and Treasurer Henry and said the presentation showed very positive news. He then said he would ask the PAC Chiefs to come forward and share updates on the radios.

**5. MEMBERS' REMARKS**

There were no Members' remarks.

**6. CONSENT AGENDA**

Chairman Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Report for August 13; B/Revenue Report for August 13; C/Minutes Approval Policy Advisory Committee for July 7; D/Minutes Approval ETS Board for July 9. Member Johl motioned, seconded by Member Wolber. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for August 13; B/Revenue Report for August 13; C/Minutes Approval Policy Advisory Committee for July 7; D/Minutes Approval ETS Board for July 9. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

**6.A. Monthly Staff Report**

6.A.1. [25-1889](#)

Monthly Report for August 13 Regular Meeting

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [August Meeting Monthly Report](#)

**6.B. Revenue Report 911 Surcharge Funds**

7.B.1. [25-1887](#)

ETSB Revenue Report for August 13 Regular Meeting for Fund 5820/Equalization

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Revenue Report Regular Meeting 8.13.25 Fiscal Year.pdf](#)  
[Revenue Report Regular Meeting 8.13.25 History.pdf](#)

**6.C. Minutes Approval Policy Advisory Committee**

7.C.1. [25-1804](#)

ETSB PAC Minutes - Regular Meeting - Monday, July 7, 2025

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [2025-07-07 PAC Minutes Summary](#)

**6.D. Minutes Approval ETS Board**

6.D.1. [25-1886](#)

ETSB Minutes - Regular Meeting - Monday, July 9, 2025

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [2025-07-09 ETSB Minutes Summary.pdf](#)

<b>RESULT:</b>	APPROVED THE CONSENT AGENDA
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Joseph Maranowicz
<b>AYES:</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT:</b>	Schar

**7. VOTE REQUIRED BY ETS BOARD**

**7.A. Budget Transfers**

7.A.1. [ETS-R-0043-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingency) to 4000-5820-54100 (Capital IT Equipment) in the amount of \$88,776 for milestone payments associated with the Hexagon PO 950900/1914-1.

A motion to approve was made by Member Wolber seconded by Member Honig to approve.

Executive Director Zerwin said that the Members had received a memorandum regarding the budget transfer. She said the transfer was being done so that if the payment was not approved through the PRMS Oversight Committee in August, the Board would still be able to process the invoice on the next bills list because it was covered under the contract. She said if PRMS decided not to proceed, then it would be handled as a reimbursement as previously done, which was why the budget transfer was needed.

On roll call, all Members voted "Aye", motion carried.

**Attachments:** [BT 54199 to 54110 Hexagon OnCall/MFR Upgrade.pdf](#)  
[Memorandum for the Procedure of Payment of Hexagon Invoices.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Kyle Wolber
<b>SECONDER:</b>	Andrew Honig
<b>AYES:</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT:</b>	Schar

**7.B. Payment of Claims**

7.B.1. [25-1888](#)

Payment of Claims for August 13, 2025 for FY25 - Total for 4000-5820 (Equalization):

\$221,050.33.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Payment of Claims 8.13.25 FY25.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Andrew Honig

### 7.C. Resolutions

#### 7.C.1. [ETS-R-0041-25](#)

Resolution to amend and approve Policy 911-010: Expenditure Policy.

Chair Schwarze said he would take a motion to table items 7C1, 7C2, and 7C3 until the next meeting since there were only five minutes left before the meeting would adjourn. Executive Director Zerwin said the discussion affected how the Ad Hoc Finance Committee could make recommendations for budgeting and suggested starting with at least the first item. Member Robb made a motion to approve, seconded by Member Honig.

Vice Chair Franz asked about page four, section two of the Policy, which mentioned "ETSB and its member agencies." He asked what "member agencies" meant. Executive Director Zerwin said member agencies were originally defined at the time of referendum when the ETSB was formed for those that did not opt out, and others had become members by IGA. She said the term could depend on which part of the statute was being applied, since call handling agreements required both PSAPs and individual Police or Fire departments to sign, which in that regard made them member agencies. Vice Chair Franz said it would be helpful to have more clear definitions of terms like PSAP and member agency.

Member Maranowicz said from a budgetary perspective, the Policy was well done but raised questions about how to differentiate needs, wants, and priorities. He said if something was a need for both PSAPs, even if it cost \$300,000, ETSB should cover it, potentially from the \$1 million set aside for PSAPs. He said if something was just a want, then the PSAP should fund it on its own. He said ownership and operational questions also needed to be clarified.

Executive Director Zerwin said ETSB had to be very strict with financial policies because of past misuse of funds and because state and federal governments monitored surcharge usage. She said the Policy was intended to address Member Robb's purchase question but also to help guide the Ad Hoc Finance Committee in considering broader budget issues. Executive Director Zerwin said the Board needed to decide what expenses should be covered by ETSB versus treated as access requests, noting that ETSB funds were limited.

Vice Chair Franz said it would be better to continue this discussion in the Finance Committee. Executive Director Zerwin said she placed it on this agenda because the full Board would need to vote eventually and wanted to move it forward. Chair Schwarze said there was not enough time left to continue and said staff would work on rescheduling the Ad Hoc Finance Committee meeting. Vice Chair Franz made a motion to table the matter until the next meeting, seconded by Member Maranowicz.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [911-010 Expenditure ETS-R-009-004P executed 2.12.2009 Redacted.pdf](#)  
[Policy 911-010: Expenditure Policy draft](#)  
[Memorandum re ETSB Policies 8.13.25.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Mark Franz
<b>SECONDER:</b>	Joseph Maranowicz

7.C.2. [ETS-R-0042-25](#)

Resolution to amend and approve Policy 911-018: 9-1-1 System Administration.

Chair Schwarze asked for a motion was to table items 7C2 and 7C3. A motion to table was made by Member Honig, seconded by Member Johl. On voice vote, all Members voted "Aye," motion carried.

**Attachments:** [Policy 911-018: 9-1-1 System Administration draft](#)  
[Policy 911-018: Exhibit A.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Andrew Honig
<b>SECONDER:</b>	Pat Johl

7.C.3. [ETS-R-0039-25](#)

Resolution to amend and approve Policy 911-013.1: 9-1-1 System Interface Access and Fees.

**Attachments:** [Policy 911-013.1 9-1-1 System Interface Access and Fees July 9 2025 draft](#)  
[Policy 911-013.1: 9-1-1 System Interface Access and Fees August 2025 draft redline JR edits 8.5.25.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Andrew Honig
<b>SECONDER:</b>	Pat Johl

## 8. DEDIR SYSTEM

PAC Chair Selvik said that all Fire test radios had been distributed. He said some questions were submitted on Monday.com and were reviewed at the last PAC meeting. He said some of those questions involved channel naming conventions, which had previously been decided, so the Chiefs were reminded of those decisions. He gave an example where one agency asked why FD1 was not labeled ACDC FD1, and he said that matter had been settled long ago.

He said one question required PAC action and involved the use of ViQi with some channels, specifically a request to create a duplicate helicopter channel name. He said PAC decided not to do that because it would cause confusion, and instead they would educate users that they must say “eight eight” instead of “eighty-eight” when using ViQi. He said ETSB staff would provide information to clarify that with users.

He said all affidavits, Fleetmaps, and IGAs were now loaded into Monday.com for submission and that some agencies had already turned in their affidavits, with one agency having completed everything. He said ETSB staff would begin full rollout for agencies that had all documents submitted. He said everything was moving along and then asked if there were any questions.

Vice Chair Franz said he wanted to make a comment rather than a question. He said there was a significant issue raised at the last meeting regarding IGAs. He said DU-COMM had signed a Police IGA on behalf of its members, which had been approved by the County and worked well, and in his view, there was no reason to revisit the Police IGAs. He said he had requested at the last meeting that the same approach be taken for Fire, with DU-COMM signing one agreement for all its members. He said DU-COMM had held internal and external conversations and requested that same process. He said if ACDC wanted to do individual IGAs that was fine, but he wanted this matter placed on the agenda for next month’s meeting.

Member Maranowicz asked if the agency that had submitted everything was Carol Stream and whether it was a DU-COMM member. Executive Director Zerwin confirmed it was Carol Stream Fire, a DU-COMM Member.

Vice Chair Franz repeated that he wanted the Board to vote to place this matter on next month’s agenda. He said the issue had not been properly vetted, despite three years of work, and now there was disagreement. He said this Board had not been given a full explanation of why the same approach used with Police could not be applied to Fire. He said DU-COMM’s attorneys had reached out but had not received a response. ASA Winistorfer said there had been a response and discussion with DU-COMM’s attorneys.

Chair Schwarze said the Board could discuss the matter at the next meeting. He said it would likely be a lengthy discussion, so they would move on to Members' remarks.

### 8.A. Police

### 8.B. Fire

**9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN**

**10. OLD BUSINESS**

There was no old business.

**11. NEW BUSINESS**

There was no new business.

**12. EXECUTIVE SESSION**

**12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)**

**12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C ) (1)**

**12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS**

**12.D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)**

**13. MATTERS REFERRED FROM EXECUTIVE SESSION**

At 9:13am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present.

There was nothing referred from Executive Session. The meeting agenda continued with the Treasurer's Report under Chair's Remarks.

**14. ADJOURNMENT**

Without objection, the meeting of the ETS Board was adjourned at 9:44 a.m.

**14.A. Next Meeting: Wednesday, September 10 at 9:00am in 3-500B**



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-1889

**Agenda Date:** 8/13/2025

**Agenda #:** 6.A.1.

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# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

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

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



**Congratulation!** After months of preparation including more than 23 hours of project management education and a 150-question certification exam, ETSB’s **Administrative Assistant Andres Gonzalez Di Maso** has earned the **Certified Associate in Project Management** from the Project Management Institute. This globally recognized credential certifies his knowledge in project management fundamentals, predictive and agile methodologies, and business analysis frameworks. The skills gained through this program will allow him to contribute more strategically to ETSB projects.

**Speaking of Certifications: Congratulations to Deputy Director Tyler Benjamin, Technical Services Manager Erik Maplethorpe, Training Manager Amanda Schretter, Quality Assurance Manager Ryan Miller and Operations Manager MJ Martin** of DU-COMM who earned their **Emergency Number Professional (ENP)** certifications. This nationally recognized achievement demonstrates their high knowledge, expertise and excellence in 9-1-1 operations, leadership in public safety leadership and awareness of current issues in the field. This certification has been earned by 1,800 of the 102,700 emergency telecommunicators in the United States and Canada. Earning the ENP is no small feat, passing a 150 question exam requires a comprehensive understanding of technology, operations, management, and policy in our industry.

**Performance of Duty – Congratulations to TL Mardula, TC Bukovic, & TC Vertucci** who received a Performance of Duty Memo for their collaboration during a potential arson. On May 16th, multiple 911 calls simultaneously came in for a man with a gas can starting vehicles on fire. TCs processed calls expeditiously, keeping all responders updated, and prioritizing this event as an active incident with the alleged offender still on scene. Shortly after, the alleged offender was apprehended without incident. The manner in which this incident was handled shows dedication to the ACDC Mission and demonstrates the ability to work as a team, the ability to communicate, and provide responder safety.

### **ADMINISTRATION**

#### **Ad Hoc Finance Committee**

The meeting of the Ad Hoc Finance Committee for August 13 at 8:00am will be cancelled in order to hear the Treasurer’s presentation of the ETSB financial position and to discuss policies related to the budget at the Board meeting.

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

- August 18 (Monday)
- September 15 (Monday)



# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

October 22 (Wednesday)  
November 17 (Monday)  
December 15 (Monday)

**State 9-1-1 Administrator:** The new State 9-1-1 Administrator was introduced at the July 14 SAB meeting. The ETS Board has received meeting notes from that meeting.

### **Administrative Rules Review:**

On July 25, the 8 Largest Counties Representatives spent 3.5 hours reviewing administrative rules per the request of the Chair. The comments were sent to the Chair on August 5. There were no additional comments on Admin Rules 1324 and 1326 during the review period. The Board has received the comments on Admin Rule 1325.

### **Addition to the ETSB Monthly Report**

Included at the end of this report is the ACDC monthly report. The Executive Director has been receiving this report, and with the permission of ACDC, is including it for ETS Board information.

### **Policy**

Based on the discussion at the July meeting, the following policies will be on the August agenda for discussion: Policy 911-010: Expenditure Policy, Policy 911-013.1: CAD Interface Access and Fees and Policy 911-018: System Administration because they are companion policies to the topic of 9-1-1 System Design, Expenditures and access to the system. The edits submitted by Member Robb have been inserted into appropriate policies. A memorandum detailing the changes and recommendations is posted with policy 911-010: Expenditure Policy.

### **Policy 911-010: Expenditure Policy**

This policy had been in draft form since its original approval in 2009 but changes did not move forward. This policy received clean based on the current statute and ordinance changes, reference to other policies and definitions. The policy formalizes the County process, the Ad Hoc Finance Committee and incorporates some of Member Robb's language with adjustments that have been detailed in a longer memorandum.

### **Policy 911-013.1: CAD Interface Access and Fees**

This policy will be on the agenda after a request to table to the August meeting by Member Robb. Member Robb submitted her recommended changes for Board review to Chair Schwarze, ETSB staff and ASA Winistorfer on Tuesday, August 5 at 10:00 am. They are currently under SAO review. They will be posted to the agenda along with SAO/ETSB edits and a memorandum.

### **Policy 911-018: System Administration**

This policy received clean based on the current statute changes, number of PSAPs, current staffing, Monday.com, help desk email addresses and the insertion of a section title: Financial Obligations. The Emergency Law Enforcement Protocols were deleted. ETSB does not own this product. It was in the original contract but DU-COMM decided it did not want to deploy this protocol so a change order was issued with the vendor.



# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

### FINANCIAL

#### Budget Transfers

There are no budget transfers for the August agenda.

#### Open Purchase Orders for FY2025

In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

#### Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	\$ 75,000.00	\$ 25,076.10	\$ 49,923.90

#### Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY25.

#### Bills List FY25

External Payments FY25

Total for Fund 5820 for August 13 meeting: \$221,050.33.

#### Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$5,060,973.86.

The March surcharge was received on July 15 in the amount of \$1,144,685.51.

PRMS Reimbursement: The Finance Department has completed an interdepartmental transfer of funds for contract cost sharing for FY24 in the amount of \$780,310.30 for the following:

RMS Maintenance 7/1/23-6/30/24	\$ 623,361.00
Hexagon RSA Services	\$ 149,806.50
Shared County Licensing	\$ 7,139.80

NG911 Withholding Revenue: The distribution of unused funds back the 9-1-1 systems, pursuant to Sections 30(b)(1.5)(A) and (B) of the Emergency Telephone Systems Act, was received on July 9 in the amount of \$1,614,314.27.

It should be noted that this is \$839,696.33 less than the previous year which was \$2,361,360.11 (FY24). In FY22 the amount was \$2,348,343.23 and in FY23 the amount was \$2,261,360.11. The drop is due in part to the costs associated with deployment of Text to 9-1-1 and there is some service duplication between the NG9-1-1 network and legacy system during the transition.

Grant Reimbursement: A reimbursement from the Illinois State Police for the SFY23 NG9-1-1 Expenses Grant Program #23-NG-484-0043-110 was received on July 3 for the total Grant Award amount of \$1,521,663.78.



### 9-1-1 CORE SYSTEM MANAGEMENT

#### Logger:

On June 20, 2025, a Severity 1 ticket was opened due to connectivity issues with the primary Eventide recorder at DU-COMM. A support technician arrived on-site at approximately 10:45am. Upon investigation, it was determined that the primary recorder had suffered database corruption, requiring a full restoration.

During the period when the primary system was inaccessible, there was no loss of radio or phone recordings. ETSB confirmed that ACDC successfully captured DU-COMM's IP radio traffic, and all VHF audio was also recorded. The backup system operated as expected, ensuring uninterrupted capture of all phone and radio audio.

The database rebuild was completed on June 21, 2025, after which the restoration of the archived data to the primary system began. However, the initial attempt to restore the archive revealed that the current recorder software version did not support the restoration process. Following agreement from both DU-COMM and ACDC, the system was upgraded to version 2025.1 on June 25, 2025.

After the upgrade, the archive restoration proceeded and was successfully completed on June 30, 2025 at approximately 6:09pm. Throughout this timeframe, there was no loss of analog, radio, or Vesta IP call recordings, as all data remained available on the backup system hosted at ACDC.

#### Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There are two remaining punch list issues: One issue involves the Voiance language line services and does not impact 9-1-1 service and the other the Genovation keypad. AT&T and Motorola have provided ETSB with the software update version 8.4 that contains the Genovation Keypad resolution. ETSB is currently working with AT&T to schedule the update. This is expected to be completed at ACDC the week of August 27, 2025. After this update has been installed at ACDC and appears to have no issues, the update will be scheduled at DU-COMM.

#### CPE XSTL Configuration Parsing Task:

ACDC: Completed April, 2025

DU-COMM: ETSB again reached out to DU-COMM in July to move the file implementation forward. DU-COMM would like to continue wait until all of the remaining AXS Radio Console items have been resolved and closed prior to moving forward with this. DU-COMM is experiencing issues that do not appear at ACDC.

#### DuPage Justice Information System (DuJIS)

**CAD Focus Group.** Next meeting is August 12 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

The CAD Focus Group met on July 29. The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration. See the System Memos section for current status.

- Memo #133: CAD Config CAD Notes Chronology Cluttered
- Memo #134: CAD Config Call Stacking Functionality for Fire Dispatch
- Memo #135: CAD MPS Config Closest Unit Dispatching
- Memo #136: CAD MPS Config Copying Events to Another Town



# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

Memo #137: CAD Config Hidden Pup Up Messages  
Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently  
Memo #139: CAD MPS Config Ability to Run LEADs Number Independently  
Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

### **CAD/MPS Focus Group: (Members in Blue were absent)**

DC Rachel Bata, Roselle PD

DC James Fitzgerald, Westmont FD

Sgt. Will Fuentes, Addison PD

DC Jose Gonzalez, Addison PD

DC Scott Gray, Lisle-Woodridge FPD

Ofc. Robyn Lyons, Wood Dale PD

BC Joe Ostrander, Tri State FPD

Chief Steve Riley, Westmont FD

Ofc. Marcus Rivera, Addison PD

Sgt. Dan Taylor, Lisle PD

### **DU-COMM**

Tyler Benjamin

Steve Pirog

Eric Roberts

### **ACDC:**

Lindsay Bukovic

Kristina Iazzetto

Ben Koechling

Abby Medina

Christopher Norton

Christopher Willadsen

Marilu Hernandez

Mike Sampey

### **ETSB**

Gregg Taormina

Kris Cieplinski

Prithvi Bhatt

Linda Zerwin

It should be noted that this meeting was also during the APCO national conference which was attended by some PSAP personnel.

### **9-1-1 System Memos:**

#### **New Memos:**

None in the past month.

#### **Closed Memos:**

Memo 134: Fire Dispatch Call Stacking Functionality. During the discussion with the CAD/MPS Focus Group, ETSB communicated that the system currently is configured to support call stacking for both Police and Fire. ACDC uses this functionality during "surge events" (major storms etc). DU-COMM felt this may be a potential training issue within the operations centers. In addition, the Fire Chiefs that were present for the discussion were opposed to utilizing this functionality. They prefer to leave the events in pending to allow for self-dispatch during high volume events. The group recommended no procedural changes and a consensus decision to close this memo.

#### **Pending Research:**

**Memo 127: MFA in CommandCentral Aware.** The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user IDs created for each user of the application. This solution will potentially be a bit administrative intensive, initially. There is also an additional dynamic of allowing the Real Time Crime Center (RTCC) outside of the PSAP access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this has been a discussion point for PAC.



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**Memo 128: MFA Infrastructure implementation.** ETSB, in participation with the PSAPs, is in the process of implementing individual user ID accounts for all of the CAD workstations. During the July 2025 patching cycle, ETSB has been rolling out the individual user ID accounts to the centers. ACDC has been completed and DU-COMM is expected to complete on August 4, 2025.

**Memo 135: Closest Unit Dispatching.** ETSB communicated that the CAD system is capable of dispatching closest unit via street mapping as opposed to beat based. At the end of the discussion the group agreed that implementation was not recommended and a consensus decision to not move forward with this memo. Referred to Fire Standardization Focus Group as part of the LiveMum discussion.

**Memo 137: Hidden Pop-Up Messages.** The current CAD functionality has a two-minute timer when entering a CAD event. If the event is not acted upon within two minutes a pop-up box will appear on the screen. This pop-up is tied to the primary configured screen and will typically be hidden behind any windows that are currently open. This can be difficult to locate within multiple screens, and it will freeze CAD functionality until acknowledged. This presents an issue for the TCs working across multiple events. In addition, it was identified that improper screen-clearing practices are happening that also trigger the screen freezing issue. TCs are not clearing screens properly and the CAD system identifies an improper screen clear, and the system believes the screen is still active which is also triggering the two-minute pop-up window to appear. The original intent of the pop-up (added in 2019) was a safety net to ensure the TCs acknowledge and complete the event entry. Suggest solution from the group was to educate TCs on proper screen clearing procedure and suppress the two-minute pop-up window but maintain critical pop-up messages for officer emergencies. Pending additional configurations within the CAD system and follow-up on training.

**Memo 138 & 139: Ability to run handicap placard and LEADS numbers independently via MPS.** The Hexagon CAD system supports this capability via Informer and Command Line. The officers in the field would like to have the ability to run these independently from their MDT devices. ETSB is currently looking into this as a configuration change via a form within MPS, prior to reaching out to Hexagon for a potential enhancement. Pending research.

**Memo 140: Unit Status only Displays Vehicle Location.** The current status within MPS will only display the location of the officer's vehicle, and this can be problematic during foot pursuits and prolonged scenes. The Emergency Communication Centers have the ability to access Command Central Aware that is a utility that tracks the radios. This allows the centers to know where that officers are at all times. During the discussion, it was mentioned that there may be labor agreement barriers to this from the MPS side and officer tracking may conflict with union contracts. This will need to be investigated. An additional suggestion was to investigate the potential of Command Central Aware integration into the map with filtered data to avoid map clutter. This is pending research related to the potential integration and the reliability of GPS data.

### Enhancement Request:

**Memo 133: CAD Config CAD Notes Chronology Cluttered.** The goal of this request is to reduce the clutter and redundant information in the call chronology for better operational efficiency. Suggestions from the group are as follows:

- Remove "New comment" lines to minimize unnecessary vertical space.



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- Eliminate assigned unit counters since totals are already shown in the header.
- Suppress repeated address info during unit status changes (e.g., en route/dispatched).
- Streamline station dispatch info by omitting non-essential origin details.
- Consider removing Informer query results (officer names/plates) to ease FOIA redactions and reduce clutter.

ETSB will be pulling together a scope that will be provided to Hexagon for discussion and recommendations.

**Memo 136: Copying Events to another Town.** The item was brought up by the TCs within the centers that the process to copy an event is a complex process and requires the TCs to maintain knowledge of agency specific beats and group assignments within the CAD system. A recommendation was to potentially have a dropdown menu that could auto populate group information to reduce the need to remember or manually look up the information. Members of the CAD/MPS Focus team are reaching out to the TCs to obtain additional information and at that time, ETSB will prepare a scope to provide Hexagon as this would be an enhancement request within the current system.

**Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS):**

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	348	302	205	162
CAD	516	516	337	311	160	140
<b>Total</b>	<b>1140</b>	<b>1140</b>	<b>685</b>	<b>613</b>	<b>365</b>	<b>302</b>

**MPS Ticket Reporting:**

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
36	29	8	7	8	0	2	3	4	1	3

**CAD Ticket Reporting:**

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
16	14	0	14	0	2

**CAD Manager:**

Database Management:

Completed the buildout of the new views for Oak Brook and Downers Grove AXON interface projects.



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### CAD Configuration:

The CAD Administrator extensively worked with Hexagon and County GIS to resolve the MSS database issues. See the additional details under GIS.

### CAD Issue Resolution:

ETSB CAD Administrator assisted Bloomingdale with an AXON BWC download issue. This is resolved.

### System Development and Deployment:

None this month.

### Collaboration and Meetings:

ETSB had two members of the team participate in Hexagon hosted MPS Administration Training the week of July 28, 2025

### **CAD Interface Projects:**

Axon Addison Project: Project started on February 24, 2025. Ticket # 8044

Current Status: In Testing

ETSB has confirmed with Axon that all of the views that have been provided are completed. Addison is now running off the new views and ETSB is ready to assist if Axon reaches out for assistance. Project will close once confirmation has been received from Axon and Addison that all data points and configuration are working as expected.

Estimated cost: \$3,877.47

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136

Current Status: In Process

ETSB supplied the new view data point configuration to Axon. This implementation will begin once the Oak Brook project has moved into the testing phase.

Estimated Cost: \$3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108

Current Status: In Process

ETSB supplied new views required for Oak Brook to Axon. Axon is in the process of implementing the views and configuration. Testing will begin within the next few weeks.

Estimated Cost: \$3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109

Current Status: Pending MOU

MOU sent to Oak Brook – Pending response from Oak Brook. Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.

ETSB Estimated Cost: \$4,508.00

Hexagon Quote Xalt Interface: \$28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730

Current Status: Pending MOU, MOU sent to DU-COMM in July

DU-COMM requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). This would interface would be with the logger. DU-COMM is assuming the



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cost for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger. Because the logger was not represented in the ETSB security policy, changes need to be made to incorporate it. Those changes are before the Board. The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.

ETSB Estimated Cost: \$4,508.00

Motorola API Interface Quote: \$15,079.93

ProQA Version v5.1.152.1 Logic Version 8.0.838

Current Status: ACDC testing was completed on June 20, 2025. DU-COMM testing in process.

Priority issued a critical bulletin update notification on June 6, 2025, and ETSB installed the update on the test workstations at ACDC and DU-COMM on June 10, 2025. This is currently being tested by the PSAPs and thus far all testing seems to be good. ACDC has communicated that they have completed testing. DU-COMM reported they are in the final stages of their test plan and are completing an internal approval process. DU-COMM has communicated they will be ready in August 2025 to move forward at that time.

**Network**

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	64	63	164	152

Past Month						
Totals			Categories of Open Tickets			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
164	35	32	2	32	0	1

ETSB Network – Absolute Secure:

ETSB reports no issues for the month of July 2025. System had approximately 920 devices registered.

Comcast Maintenance/Trouble Tickets:

No trouble tickets were opened in the month of July 2025, and no maintenance was scheduled.

Windows Patching:

ETSB July 2025 patching has completed at ACDC. Patching at DU-COMM will be completed by August 8, 2025.

Network Projects:

Absolute Security Upgrade: June 17, 2025

Status: Planning Stage

The current version requires a security upgrade as communicated by Absolute. ETSB is reviewing the update to determine if downtime will be required. There will be a complete review after the July 2025 patching cycle is done.



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CAD Workstation Individual ID Logon: July 28, 2025

Status: Planning Stage

ETSB, in participation with the PSAPs, are in the process of converting the CAD workstations to individual auto-logins. ACDC has been completed and ETSB is working through DU-COMM in conjunction with the patching updates for July.

VMware Maintenance:

No maintenance updates for July 2025.

**Tech Focus Group:**

The ETSB Technical Focus Group meets on a bi-weekly basis to review and discuss topics related to system security, infrastructure enhancements, and proposed projects that may impact the current 911 system. These meetings ensure that all initiatives are evaluated for technical feasibility, security implications, and overall integration with existing infrastructure according to policy.

**Discussion Topics from the Most Recent Meeting:**

- UPS Battery Replacements Project
- Purvis Central Server Upgrade
- Workstation User ID and Password Security
- Radio Console Updates
- Access Interface Requests

Each project or scope of work is reviewed in detail, with all members encouraged to provide input, share concerns, and offer implementation recommendations. The group collaborates to assess the scope of each project, and members are given the opportunity for input with respect to configuration, operations, deployment/implementation schedules. Final decisions on whether a project moves forward are determined by a consensus. Tech Focus also reviews access requests to the system per Policy 911-013.

**Tech Focus Group:**

ETSB	ACDC	DU-COMM	County IT	Sheriff IT
Gregg Taormina	Mike Sampey	Erik Maplethorpe	Don Ehrenhaft	Jason Snow
Prithvi Bhatt	Jim Connolly	Eric Roberts		
Krzysztof Cieplinski	Keith Marc			
Jerry Furmanski				

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

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	104	89	117	110

Past Month				
Categories of Open Tickets				
Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
19	21	16	3	0



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**Purvis Ticket Status Update:**

Ticket created - Date	Ticket resolved - Date	Location Common Name	Component	Resolution
7/4/2025	7/4/2025	Winfield Station 31	FSCU	Restart/Power Cycle System
6/23/2025	7/7/2025	Roselle Station 64	Station Hardware Turn-out Timer, Grid Connect	Replaced Component
7/9/2025	7/9/2025	Roselle Station 64	Purvis Reporting Capability Question	Question Answered
6/25/2025	7/14/2025	Addison Station 1	Configuration Update	Tier1 Configuration Change
7/10/2025	7/14/2025	Wheaton Station 39	Station Hardware Reader Board, Ethernet Module, Power Supply	Replaced Component
7/7/2025	7/16/2025	Roselle Station 64	Station Hardware Turn-out Timer, Grid Connect	Replaced Component
7/8/2025	7/16/2025	Villa Park Station 81	Station Hardware LED Night Light	Plugged in Component
7/14/2025	7/16/2025	Bensenville Station 107	General Audio Issue	Wire Pull
7/16/2025	7/17/2025	Elmhurst Station 89	Station Hardware Message Board	Non-Purvis Issue
7/17/2025	7/18/2025	Itasca Station 66	Station Hardware UPS_CyberPower	Non-Purvis Issue
7/15/2025	7/22/2025	Lombard Station 45	Station Hardware Turn-out Timer, Grid Connect	Replaced Component
7/21/2025	7/23/2025	Addison Station 71	Station Hardware Turn-out timer, Grid Connect	Replaced Component
7/24/2025	7/24/2025	Carol Stream Station 29	Station Hardware Message Board	Non-Purvis Issue
7/24/2025	7/25/2025	Warrenville Station 11	Station Hardware Station Control Unit	Cycled Component
7/21/2025	7/28/2025	Addison Station 73	Station Hardware Turn-out timer, Grid Connect Power Supply	Replaced Component
7/24/2025	7/28/2025	Tri-State Station 109	Customer Network/Circuit Issue	Non-Purvis Issue
7/7/2025	7/29/2025	Wheaton Station 38	Station Hardware RTS	Replaced Component
7/24/2025	7/29/2025	Downers Grove Station 53	Station Reported Down	Restart/Power Cycle System
7/15/2025	7/30/2025	Hanover Park Station 15	Station Hardware Message Board, HDMI Extender	Replaced Component
7/16/2025	7/30/2025	Wheaton Station 38	Non-FSAS Issue Existing Light Control	Ticket Cancelled
7/25/2025	7/31/2025	Warrenville Station 11	Station Reported Down	Services Restarted

**Projects:**

**Fire Station Alerting System-wide Upgrade:**

Status: Planning Stage for Implementation

ETSB and CommZone worked together to install the new Central Servers within the datacenter. The project continues to move forward and ETSB is now working with Purvis on a rollout plan and the server upgrade and configuration plan. Purvis has supplied the MOP (Method of Process) and that document outlines the steps required to complete the central servers upgrade. ETSB is meeting with Purvis to discuss some of the details related to the upgrade for clarification, and once that information has been obtained, the configuration of the servers will begin.



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### Message Board Project:

Status: Completed

This project was necessary as part of the overall Purvis system upgrade.

### Purvis FSA IP Information Request:

Status: Completed

This information was needed for the overall Purvis system upgrade.

### RIU: DU-COMM project

Status: Completed

This Project kicked off in 2021. Installation of the test/training RIU has been completed and DU-COMM testing will begin the week of April 7, 2025. DU-COMM plans to complete the testing by May 9, 2025. DU-COMM has communicated that all testing was completed on June 23, 2025. This now allows the Purvis upgrade to proceed.

### Itasca Fire Protection District New Station #67:

Status: Pending Delivery of Equipment

The ETSB Board approved the costs for this project in July. ETSB is in contact with the Purvis Project Manager to begin the kickoff and planning of the new station tasks.

### **Fire Standardization Focus Group:**

The Fire Standardization Group meets bi-weekly to discuss topics related to Fire Station Alerting, ongoing project updates, and potential new features that could operationally enhance a station's ability to serve the community effectively. The Focus Group is made up of Fire Chiefs or Deputy Chiefs. ETSB facilitates this meeting like the other Focus Groups. ETSB, ACDC and DU-COMM personnel attend to provide technical system information, answer questions and take tasks from the meeting. Over the past two meetings, the group has focused on the following key initiatives:

- **Fire Station Alerting System Enhancements:** Discussions centered on the central server upgrades and the installation of new message board modules. These modules will enable stations to customize their monitors with various widgets and display configurations, tailored to the specific information station personnel wish to view. The module IP configuration has been completed, and the central server upgrades are now underway.
- **LiveMUM Application:** The group also reviewed the LiveMUM application, which supports automated gap coverage when stations are committed to extended calls. The focus has been on optimizing the application to ensure effective countywide coverage and exploring configurations that incorporate mutual aid resources from surrounding agencies. Collaboration with the vendor is ongoing to enhance the application's capabilities.

### **Talk Group**

ACDC 2  
 Fire South  
 ACDC 1  
 Fire North  
 Fire North  
 Fire East  
 Fire West

### **Focus Group Members**

Chief Patrick Johl, Wood Dale FPD      Co-Chair  
 Chief Scott Spinazola, Downers Grove FD      Co-Chair  
 Chief Patrick Brenn, Tri-State FD  
 Chief Richard Cassady, Glenside FPD  
 Chief Chris Clark, Glen Ellyn VFC  
 Chief Dick Dufort, Elmhurst FD  
 Chief Eric Fors, Hanover Park FD

### **Also in attendance:**

**ACDC:**  
 Eric Burmeister  
 Michele Beebe  
 David Dobey  
 Abby Medina  
 Marilu Hernandez  
**DU-COMM**



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Fire West	Chief William Gabrenya, Bartlett FPD
ACDC 2	Chief Brock Herion, Addison FPD
Fire South	Chief Jimmy Lahanis, Darien-Woodridge FPD
ACDC 1	Chief Steve Riley, Westmont FD
Fire East	Chief Richard Sanborn, York Center FD

Tyler Benjamin  
Steve Pirog  
Jessica Robb  
**ETSB**  
Gregg Taormina  
Linda Zerwin

### Geographic Information Systems (GIS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	324	271	398	298

Past Month									
Totals					Categories of Open Tickets				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
39	0	161	132	110	17	15	4	3	0

### GIS Map Roll:

ETSB met with Hexagon and County GIS to resolve the MSS database issues. After the discussion, the issue was identified and corrected within the system. This issue involves moving to the formal Hexagon process. Over time, the first ETSB GIS Manager created specialized processes that were conflicting with the current GIS process. During the week of July 28, 2025, ETSB successfully completed a map roll in the training environment and performed some initial map validations that proved to be accurate. ETSB is pushing the map updates out to ACDC training workstations for additional testing and validation. Once completed, ETSB will push the map updates out to the training workstations at DU-COMM for validation and testing. Once completed, the team will perform the production map roll to all workstations in the environment.

### GIS Redistricting Annual Status:

No new projects in July.

### GIS Projects:

#### Darien-Woodridge Fire Protection District Redistricting

Project started: June 3, 2025 Ticket #17456

Current Status: In Process

Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS compiled and sent a large format PDF map on July 17, 2025, of Darien-Woodridge's jurisdictional boundary for Darien-Woodridge to mark up their new fire district boundaries to then send back to GIS. One hour was spent in GIS compiling this PDF map. GIS has not received follow up from Darien-Woodridge as of August 4, 2025.



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**Completed Projects:**

Agency	Project	Started	Completed	Hours
Winfield FPD	Seven New Districts	12/13/24	2/19/25	ETSB – 9, County GIS -- 20
Wood Dale FPD	New Fire District	1/30/25	2/19/25	ETSB – 6, County GIS -- 2
Tri-State FPD	New Fire District	1/03/25	2/19/25	ETSB – 6, County GIS -- 2

**NG9-1-1 GIS Mapping:**

**Database Version and Updates:**

County GIS has successfully geocoded the ALI AT&T dataset containing approximately 200,000 records. The majority of these records have been matched, with just over 2,000 initially unmatched entries.

From those 2,000 unmatched records, County GIS has now resolved most, leaving only 43 remaining. Upon investigation, these final 43 entries appear to be outdated phone numbers with no valid address information.

With the next processing run, County GIS is confident they will achieve the targeted 98% match rate for the ETSB data on the State system.

**School Critical Incident Mapping:**

**DuPage School Critical Incident Mapping Task Force (DuSCIM):**

As previously reported, DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

The Task Force has had two demonstrations from vendors. First was “CRG (Critical Response Group)” and the second was with “911infrom”. We will be conducting one coming up with Centegix.

**ETSB On-Call Summary:**

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	7/4/2025	4:16 PM	Purvis Disconnect	ETSB walked Wheaton Station 39 through an SCU reboot which solved the issue.
DU-COMM	7/16/2025	7:24 PM	Tornado Siren Down	ETSB advised that issue is handled via the City of Wheaton
DuPage Sheriff	7/24/2025	10:50 AM	Unit Screen Down	MPS Services were restarted
DU-COMM	7/24/2025	10:15 PM	Lisle-Woodridge Fire Station 53 is hearing all traffic on their in-house speaker for all of fire south	VGA extender issue. Tech re-seated the cable and rebooted all devices.

**DuJIS PRMS:**

The RMS Manager’s monthly memorandum for June has been attached to this report.



# Emergency Telephone System Board of DuPage County Monthly Report

**August  
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## **DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)**

**APXNext XN:** For the July 22 podcast, Fire Agencies were asked to attend in person to review the APXNext XN radio procedures, receive training, and collect two (2) test radios per agency. There will be a two-week testing period in which agencies are asked to approve their template and/or note any functional issues or errors. A total of 27 out of 29 agencies attended the podcast in person, where they picked up their test radios and National Night Out handouts. The remaining agencies collected their test radios between July 23 and 25.

Most Fire Agencies also picked up their accessories on July 22, while the remaining agencies collected their accessories throughout the week. As of now, only Oak Brook Fire is still pending accessory pickup.

**Radio Testing Feedback:** Configuration related concerns were submitted during the initial testing period by Glen Ellyn Fire, West Chicago Fire, and Roselle Fire. These included minor codeplug issues, certain channels not receiving, transmitting, or announcing correctly in the NEW FIRE MAIN zone and discrepancies with Hazard Zone activation on specific talkgroups. In addition, Tri-Com channels were incorrectly labeled using VHF names instead of the intended STARCOM21 identifiers. These matters have been reviewed and addressed by the Radio System Manager to ensure alignment with the approved radio programming standards.

During the first week of fire radio testing by participating agencies, the following comments were submitted regarding Talkgroup Naming and Reassignment. These changes were previously agreed upon and discussed by the Fire Focus Group and are documented in detail in Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, which was disseminated to all agencies. The following summarizes the feedback received for PAC review and discussion.

From Deputy Chief Brandon Mitsuka via Monday.com (Villa Park Fire) – 7/23/2025

1. Clarification Requested: The NEW FIRE ALT template lists FD OPS 1, FD OPS 3, FD OPS 2; however, in the actual radios these appear as 31, 22, 21. A clear mapping of old vs. new OPS channel assignments is requested.
  2. Channel Identity Questions:
    - 9-DPSO F1 – Is this the same as the former ACDC 5?
    - 10-PD 1 – Should be labeled as ACDC 1
    - 11-PD 2 – Should be labeled as ACDC 2
  3. ACDC 3 & ACDC 5 Clarification: Who are the current users of these channels? Additional detail requested to define their intended use and user base.
- From Chief Kevin Fleege via Zendesk #18319 (Oak Brook Fire) – 7/31/2025
1. Helicopter Channel Naming (7AG88D):
    - ViQi reportedly confuses 7AG88D with 7AG80D.
    - Suggestion to rename or alias 7AG88D to something more intuitive (e.g., “Helo”) so that voice assistant and screen labels are clearer for users.
  2. FD1 and FD2 Labels: Suggest updating to ACDC FD1 and ACDC FD2 to help field personnel immediately identify these as ACDC channels.



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3. Naming Alignment for VHF/STARCOM Equivalents:
  - LT FDSP 1 and vFD250 appear to be the same operationally (one on STARCOM, one on VHF).
  - Suggest renaming LT FDSP 1 to FD250 to follow current naming conventions (similar to FDEAST/ vFDEAST pairing).

Summary:

**No PAC Action Required:**

- Deputy Chief Mitsuka was provided with the policy to answer the mapping questions.
- The use of ACDC FD1 vs FD1. This is the naming convention that ACDC has chosen.
- Fleege #3. These are the naming conventions of LTACC. This will be what the LTACC dispatcher uses to refer to their talk group when assigning.

**PAC Action Required:** Fleege #1 Helicopter Channel Naming. This will be what the dispatcher uses to refer to the talk group when assigning. However, a ViQi name could be added. What name?

Outcome: PAC discussed this issue at length at the August 4 meeting and determined that the naming convention worked and that under FAQ ETSB could add using individual numbers (ie: saying 8 8 and not 88) for clarity for ViQi.

**APX8500 Mobiles:** Alternative model options within Motorola have not met the needs of the fire chiefs for all applications. Concurrently, the ETSB, along with two members of the Fire Focus Group, have been testing other manufacturers to determine whether radio issues identified with this model are a benchmark or specific to the APX8500. Two manufacturers, Tait and Kenwood, have mobiles that have completed the drive test and bench test without demonstrating the radio issue of the 8500.

ETSB had demo models for chiefs to see at the “in person” portion of the July 22 podcast. Along with the models, manufacturer reps were available to answer any technical questions about their products for the DEDIR System member agencies present.

After the presentations, manufacturer reps were asked to step out or offline so that agencies could discuss preferences. Of the 20 Police agencies with APX8500 mobile radios, 9 were absent from the July 22 podcast and 8 remained undecided regarding their preferred replacement option. Among the 27 Fire agencies that attended the podcast, 26 indicated a preference for the Tait TM9900 as their replacement mobile radio.

The options below were in the podcast notes, however, in the interest of time, these options were not discussed.

Option 1: Replace the APX8500s deployed in the system and upgrade the APX7500. There are approximately 105 APX8500 mobiles in the DEDIR System. The APX7500 would be upgraded to TDMA and AES encryption. The chosen replacement model would then be provided for new vehicles and/or broken units. There are some logistics challenges with the upgrade of the APX7500 including bringing these models to the current firmware update. These challenges will be discussed at the meeting.

Method A: Remove the mobile from the vehicle and bring it into ETSB for reconfiguration. There are obvious challenges with this method such as a piece of apparatus being without a mobile for several days, uninstall and reinstall time/cost.



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Method B: Motorola would come out to each station and do the updates. There are certain challenges with this method including having solid WiFi throughout the process. Because the mobiles are several firmware updates out of date, this process will take 30+/- minutes.

Option 2: Replace all Mobile Radios with the chosen replacement. This would depend on order lead time. The first vehicles to be updated would be those with an APX8500.

### **CommandCentral Aware**

The ETSB repeated the information about CommandCentral Aware from the May 20 podcast. On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies who would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more, or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest, we will have Motorola repeat the presentation. This was a last call for those interested in licensing.

**APX4000.** An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. Reminder that walk-in traffic is available Tuesday through Thursday 8:30 to 4:00. The update will take about 15 minutes. The goal is to get this completed during the two-week testing period for the XNs in order to complete this project and to free up the programmers for final programming of XNs.

Elmhurst PD	1
Wheaton PD	1

### **PAC Focus Groups**

The Police Focus Group did not meet in July, no August meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in July. The next meeting has not been scheduled.

### **PAC DEDIR System Monthly Summary**

#### **Motorola Wednesday Morning Status Call – July 2, 2025**

**AXS Consoles:** All consoles have been installed at both dispatch centers. Motorola is still actively working to resolve the issues we have seen at DU-COMM regarding logouts and speaker mapping. Based on current research by our product team it is tied back to the Moto Patch. There is an additional patch that will be coming out to clear this up and reduce future occurrences. I will also be working with Gregg to ensure all spare equipment has been accounted for that has been used for installation due to equipment issues.

**DFSI:** Installation is scheduled for ACDC for July 9th. There will be a Motorola team on site the morning of the 9th to start installation and configuration.

**Encryption:** Motorola is looking to schedule an in person meeting with ETSB to address remaining questions regarding finalizing the encryption consulting plans completion

**Motorola Wednesday Morning Status Call – July 9, 2025** no call - ETSB Board meeting.



# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

### **Motorola Wednesday Morning Status Call – July 16, 2025**

**AXS Consoles:** Motorola has scheduled to have multiple STs on site the week of July 21 to begin installing the updated patch at both centers. The techs will need to install it at each position individually. We will be starting the patches at DU-COMM and then moving on to ACDC. Installation time is unknown at this moment as work has not begun, but it is expected to take several days to implement. The goal is to eliminate the speaker mapping issue and the logging out issues that have been seen.

**DFSI:** The Motorola DFSI team was on site last week and was unable to make much progress on installation. There was some confusion on the Moto side with regards to programming that needed to be addressed. We are rescheduling a team to return to start the process again and working with Jim Connelley and his team to meet their expectations.

**Encryption:** Meeting with ETSB is scheduled for 7/22 to discuss additional details pertaining to the implementation of the encryption consultation project. More details to follow scheduled meeting

### **Motorola Wednesday Morning Status Call - July 23, 2025**

**AXS Consoles:** Motorola tech team is on site this week working through the installation of the moto patch at each position. As of last evening they have completed 6 confirmed positions at DU-COMM and will continue to work until complete.

**DFSI:** DFSI Motorola team is back on site this week to work through installation. Progress is being made, but there are a few issues with scope and console programming to be addressed. Anticipated installation and cutover by the end of this week

**Encryption:** Motorola and ETSB met on Tuesday 7/22 to discuss implementation and needs for the encryption project. ETSB provided needed information to Motorola and Matt Downer is compiling remaining information to complete the process for consultation. Prior to full release, Motorola will present to ETSB and discuss any changes or adjustments that might be needed before full release to all.

### **Motorola Wednesday Morning Status Call – July 30, 2025**

**AXS Consoles:** Last week (July 21st) we had several techs on site to manually push updates to all of the OPs at both DU-COMM and ACDC. These updates are supposed to address the logout issues as well as the speaker mapping issues that we have been seeing at both sites. At this time, we have had one incident, but we will continue to monitor. Matt Downer is planning to come on site at DU-COMM the week of August 18 to change the connections in the switch to finish up the redundancy NICs for the OP positions.

**DFSI:** Techs were on site at ACDC last week to install and configure the DCGs for the DFSI. The installation was complete but ran into an issue with one of the Tait base stations. Dave Gossage from ABeep is working to get that device fixed. Motorola team will be back on site the week of August 18 to figure configuration, cutover, program consolettes and complete name changes in the provisioning manager.

**Encryption:** The Motorola team met with ETSB on the week of July 21 to run through the process and gather additional information for the report. Matt Downer is compiling the remaining information for his report and will present it to ETSB once complete.



# Emergency Telephone System Board of DuPage County Monthly Report

## August Board Meeting

### Radio Alias List and Templates Updates

This document outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

#### Documents Submission Status as of June 24 - Complete

Configuration Completed	29
<b>Total Agencies</b>	<b>29</b>
<b>Template Selection</b>	
Option 1 Current Template No HZ	2
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
<b>Total</b>	<b>29</b>



## Emergency Telephone System Board Of DuPage County PAC Discussion Item – Radio Testing

Configuration related concerns were submitted during the initial testing period by Glen Ellyn Fire, West Chicago Fire, and Roselle Fire. These included minor codeplug issues, certain channels not receiving, transmitting, or announcing correctly in the **NEW FIRE MAIN** zone and discrepancies with **Hazard Zone** activation on specific talkgroups. In addition, Tri-Com channels were incorrectly labeled using VHF names instead of the intended STARCOM21 identifiers. These matters have been reviewed and addressed by the Radio System Manager to ensure alignment with the approved radio programming standards.

During the first week of fire radio testing by participating agencies, the following comments were submitted regarding **Talkgroup Naming and Reassignment**. These changes were previously agreed upon and discussed by the Fire Focus Group, and are documented in detail in **Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System**, which was disseminated to all agencies. The following summarizes the feedback received for PAC review and discussion.

- **From Deputy Chief Brandon Mitsuka via Monday.com (Villa Park Fire) – 7/23/2025**
  1. **Clarification Requested:** The NEW FIRE ALT template lists **FD OPS 1, FD OPS 3, FD OPS 2**; however, in the actual radios these appear as **31, 22, 21**. A clear mapping of old vs. new OPS channel assignments is requested.
  2. **Channel Identity Questions:**
    - **9-DPSO F1** – Is this the same as the former **ACDC 5**?
    - **10-PD 1** – Should be labeled as **ACDC 1**
    - **11-PD 2** – Should be labeled as **ACDC 2**
  3. **ACDC 3 & ACDC 5 Clarification:** Who are the current users of these channels? Additional detail requested to define their intended use and user base.
- **From Chief Kevin Fleege via Zendesk #18319 (Oak Brook Fire) – 7/31/2025**
  1. **Helicopter Channel Naming (7AG88D):**
    - ViQi reportedly confuses **7AG88D** with **7AG80D**.
    - Suggestion to rename or alias **7AG88D** to something more intuitive (e.g., “Helo”) so that voice assistant and screen labels are clearer for users.
  2. **FD1 and FD2 Labels:** Suggest updating to **ACDC FD1** and **ACDC FD2** to help field personnel immediately identify these as ACDC channels.
  3. **Naming Alignment for VHF/STARCOM Equivalents:**
    - **LT FDSP 1** and **vFD250** appear to be the same operationally (one on STARCOM, one on VHF).
    - Suggest renaming **LT FDSP 1** to **FD250** to follow current naming conventions (similar to **FDEAST/ vFDEAST** pairing).

### Summary:

#### No PAC Action Required:

- Deputy Chief Mitsuka was provided with the policy to answer the mapping questions.
- The use of ACDC FD1 vs FD1. This is the naming convention that ACDC has chosen.
- Fleege #3. These are the naming conventions of LTACC. This will be what the LTACC dispatcher uses to refer to their talk group when assigning.

PAC Action Required: Fleege #1 Helicopter Channel Naming. This will be what the dispatcher uses to refer to the talk group when assigning. However, a ViQi name could be added. What name?

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** July 31, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. There are 3 agencies/9 radios that remain to be programmed. (Elmhurst/1, Lombard/7, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates. APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered.

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios will be tested by the agencies and if issues are found in the programming they will be submitting change requests via Zendesk tickets. Testing is scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

**Programming – Projects**

**Code plug updates:** There were none last month.

**Codeplug Creation:** No additional code plug creation outside of the project.

**Consolidations:** There were none last month.

**Radio Alignment:**

There were none last month.

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**Service Tickets**

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	81
APXNext (PD)	144	144
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
<b>Total</b>	<b>279</b>	<b>279</b>

2025	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	58	53	1	0	0	0	1	2
APX Next (PD)	75	66	12	11	1	7	0	4
APX NextXN (FD)	21	14	7	3	0	2	0	5
APX 8500 (mobile)	11	6	1	0	0	0	0	1
APX4000	18	12	2	2	0	2	0	0
<b>Total</b>	<b>183</b>	<b>151</b>	<b>23</b>	<b>16</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>12</b>

**STARCOM21 Scheduled Maintenance:**

**System Maintenance:**

- STARCOM21 planned maintenance was performed on 7/8/2025. Motorola Starcom team performed an update to the Edge routers on all zones. The activity lasted from 10:30 AM to 1:00pm PM. Some disruptions to voice and data call could have occurred during this time.

**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 7/9 and 7/10. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 7/10/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

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

Red X's on Consoles for 5 Minutes as well

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- IL STARCOM Monthly Application of Windows Motopatch 2025.06 – Patching 7/18/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

There was none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance was completed.

Start: 20/Jul/2025 @ 9:30 PM CDT (UTC -5)

End: 21/Jul/2025 @ 5:30 AM CDT (UTC -5)

Radio Central Patches:

There were none last month.

Radio Management CPS Patches:

There were none last month.

Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.
- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

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**STARCOM21 Unscheduled System Outages:**

- Service outage with CommandCentral Aware, Aware for 911, SmartTranscription, CommandCentral DEMS, Responder, Records, and Admin. When attempting to log in, users receive an error message or a statement that the service is unavailable. Users who were already logged in were redirected to an error screen. 7/25/25 9:34:00am CDT Full functionality was restored to all CommandCentral and Cirrus applications and users were able to log in without issue. 7/25/25 10:15am CDT

**Meetings:** Fire and PD Podcast July 22nd.

**Training:** There was none last month.

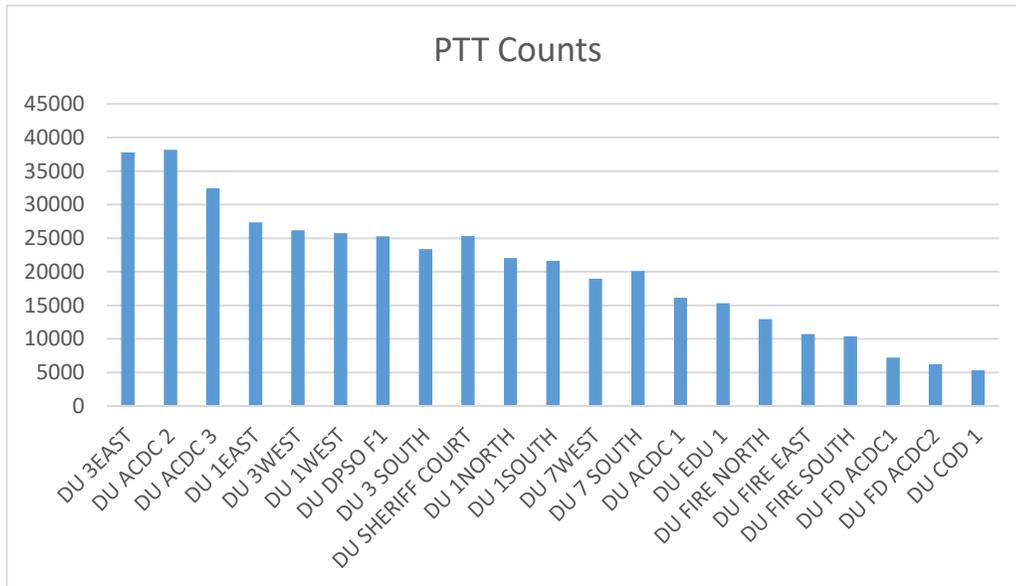
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Grade of service report:

June 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.87	3.72	6.68	30.00	2718.43	13386.90	4.92	0.00	0.00	0.00
1:00:00	0.01	18.83	3.20	7.20	30.00	2294.37	11523.13	5.02	0.17	0.90	5.40
2:00:00	0.00	15.89	2.70	7.70	30.00	1896.90	9727.13	5.13	0.00	0.00	0.00
3:00:00	0.00	12.99	2.21	8.19	30.00	1501.97	7948.40	5.29	0.00	0.00	0.00
4:00:00	0.00	11.80	2.01	8.39	30.00	1354.03	7223.50	5.33	0.00	0.00	0.00
5:00:00	0.00	13.38	2.27	8.13	30.00	1519.83	8186.83	5.39	0.00	0.00	0.00
6:00:00	0.00	15.57	2.65	7.75	30.00	1807.30	9531.23	5.27	0.00	0.00	0.00
7:00:00	0.00	21.98	3.74	6.66	30.00	2542.63	13454.43	5.29	0.00	0.00	0.00
8:00:00	0.00	29.30	4.98	5.42	30.00	3419.90	17929.17	5.24	0.00	0.00	0.00
9:00:00	0.00	33.82	5.75	4.65	30.00	4040.67	20697.23	5.12	0.10	2.83	28.33
10:00:00	0.00	33.54	5.70	4.70	30.00	4017.57	20526.53	5.11	0.10	20.07	200.67
11:00:00	0.00	32.80	5.58	4.82	30.00	3936.73	20071.93	5.10	0.00	0.00	0.00
12:00:00	0.00	32.96	5.60	4.80	30.00	3913.10	20173.60	5.16	0.00	0.00	0.00
13:00:00	0.00	34.86	5.93	4.47	30.00	4139.23	21333.30	5.15	0.03	1.37	41.00
14:00:00	0.00	34.77	5.91	4.49	30.00	4185.63	21276.80	5.08	0.10	29.73	297.33
15:00:00	0.00	35.92	6.11	4.29	30.00	4343.73	21983.83	5.06	0.17	1.83	11.00
16:00:00	0.00	35.77	6.08	4.32	30.00	4325.40	21891.57	5.06	0.10	5.73	57.33
17:00:00	0.00	34.15	5.81	4.59	30.00	4138.00	20899.43	5.05	0.03	0.20	6.00
18:00:00	0.00	32.99	5.61	4.79	30.00	3955.53	20192.90	5.10	0.00	0.00	0.00
19:00:00	0.00	32.31	5.49	4.91	30.00	3963.10	19775.93	4.99	0.00	0.00	0.00
20:00:00	0.00	31.35	5.33	5.07	30.00	3870.53	19186.17	4.96	0.00	0.00	0.00
21:00:00	0.00	31.12	5.29	5.11	30.00	3851.07	19046.07	4.95	0.00	0.00	0.00
22:00:00	0.00	28.32	4.81	5.59	30.00	3595.20	17333.97	4.82	0.00	0.00	0.00
23:00:00	0.00	25.61	4.35	6.05	30.00	3208.23	15671.57	4.88	0.00	0.00	0.00

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<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	37775
DU ACDC 2	38166
DU ACDC 3	32434
DU 1EAST	27343
DU 3WEST	26165
DU 1WEST	25764
DU DPSO F1	25274
DU 3 SOUTH	23400
DU SHERIFF COURT	25345
DU 1NORTH	22058
DU 1SOUTH	21606
DU 7WEST	18956
DU 7 SOUTH	20121
DU ACDC 1	16142
DU EDU 1	15310
DU FIRE NORTH	12957
DU FIRE EAST	10726
DU FIRE SOUTH	10398
DU FD ACDC1	7194
DU FD ACDC2	6195
DU COD 1	5315



Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verifiatio of address	disable automatically geo-verifying addresses that are unique in the system.	Closed
4	03/17/20	CAD	on-off ramp entries	Enhance the TCS' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
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
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
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
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
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
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
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
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	Wmware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in infomrer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign mutple units	Allow dispatch assign to work with multiple units	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for alalarm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021
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
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power suppllies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
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
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
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
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Opened
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Opened
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Opened
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

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

For (Call Origin)

Creation Date: 08/01/2025 08:30:58 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 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	132,545	41,902	90,643	0	1,683	35,106	4,518	169	426	0	2,887	00:00:04
	Internal	7,504	0	7,504	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	33,344	0	33,344	0	0	0	0	0	0	33,344	0	00:00:00
	<b>Total</b>	173,393	41,902	131,491	0	1,683	35,106	4,518	169	426	33,344	2,887	00:00:04
<b>Total</b>		173,393	41,902	131,491	0	1,683	35,106	4,518	169	426	33,344	2,887	00:00:04

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

For (Call Origin)

Creation Date: 08/01/2025 08:39:51 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 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			
DU-COMM	Incoming	422,079	166,743	255,336	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06
	Internal	76,579	0	76,579	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	105,733	0	105,733	0	0	0	0	0	0	105,733	0	00:00:00
	<b>Total</b>	604,391	166,743	437,648	0	6,499	132,836	25,108	389	1,911	105,733	15,785	00:00:06
<b>Total</b>		604,391	166,743	437,648	0	6,499	132,836	25,108	389	1,911	105,733	15,785	00:00:06

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:29:54 AM

Grouping: Site & Call Origin

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 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	28,980	7,068	21,912	0	260	6,060	665	13	70	5,650	491	00:00:04
<b>Total</b>	28,980	7,068	21,912	0	260	6,060	665	13	70	5,650	491	00:00:04

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:38:32 AM

Grouping: Site & Call Origin

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 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			
DU-COMM	99,728	28,301	71,427	0	1,006	23,153	3,760	68	314	17,704	3,147	00:00:07
<b>Total</b>	99,728	28,301	71,427	0	1,006	23,153	3,760	68	314	17,704	3,147	00:00:07

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

For (Call Origin)

Creation Date: 08/01/2025 08:32:16 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 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	6,553	6,553	0	0	231	5,528	790	4	0	0	0	00:00:04
<b>Total</b>	6,553	6,553	0	0	231	5,528	790	4	0	0	0	00:00:04

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

For (Call Origin)

Creation Date: 08/01/2025 08:43:05 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 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			
DU-COMM	166,743	166,743	0	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06
<b>Total</b>	166,743	166,743	0	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:28:58 AM

Grouping: Site & Call Origin

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	1,041	1,041	0	0	27	911	103	0	0	0	0	00:00:04
<b>Total</b>	1,041	1,041	0	0	27	911	103	0	0	0	0	00:00:04

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:41:04 AM

Grouping: Site & Call Origin

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 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			
DU-COMM	28,301	28,301	0	0	1,006	23,153	3,760	68	314	0	3,147	00:00:07
<b>Total</b>	28,301	28,301	0	0	1,006	23,153	3,760	68	314	0	3,147	00:00:07

Rave 9-1-1 Suite

2025										
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	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
<b>2025 Totals</b>	<b>27,876</b>	<b>65,509</b>	<b>1,035</b>	<b>8.56%</b>	<b>1,091</b>	<b>11,878</b>	<b>7</b>	<b>2</b>	<b>309</b>	<b>161,966</b>

**Motorola Monthly Incident Report**  
**July 2025**

Incident Number	Site	Status Text	Ticket Open Date	Description
INC0002762866	DuComm Dispatch CTR	Closed	7/16/2025 3:25:05 PM	AUX IODSM02 Red X's on all dispatch OP's. Verified resources no longer red x on ops. Erik/customer gave ok for closure.
INC0002772156	Addison Consolidated Dispatch Center	Pending	7/18/2025 9:40:44 AM	Lost all communication on starcom



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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

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

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: July 30, 2025  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- OCR 10.0/MFR project is ongoing.
  - Entering Functional Acceptance Testing on 8/5/25.
- RMS RFP Steering committee meeting monthly.
- RMS RFP Evaluation Team Meeting to review RFP Draft.

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

- RMS RFP Process
  - Finalize RFP for release.
  - Engage Evaluation Group
- OCR 10.0/MFR
  - Complete configuration tasks
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application. **(Complete)**
  - Preparation for phase 2 (NetRMS) is underway.

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

- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Established bi-weekly meeting with support team.

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

- Begin Testing Phase of MFR/OCR 10.0 project.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.



# July Monthly Report

<b>Customer Name</b>	DuPage County, IL	<b>Alias</b>	DUPG2.00.11
<b>Customer PM</b>	Linda Zerwin/Mike Galvin	<b>Hexagon Sales</b>	TJ MCGEE
<b>Hexagon Support Manager</b>	Tony Capasso	<b>Project / Delivery Name</b>	DuPage ETSB
<b>New Change Requests</b>	<b>None</b>	<b>Reporting Period End</b>	<b>July 31, 2025</b>

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	2	P2	2	P2	0
Below target	<input type="checkbox"/>	P3	21	P3	5	P3	3
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending July 31, 2025	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>We have establish a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.</p>

### Support Activities

#### Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 18 support tickets were resolved in the month of July 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.
- MR RN Update in progress

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

**Notes From Above Activites:**



**June  
2025**



**ACDC Monthly Report  
Prepared by  
Director Marilu Hernandez**

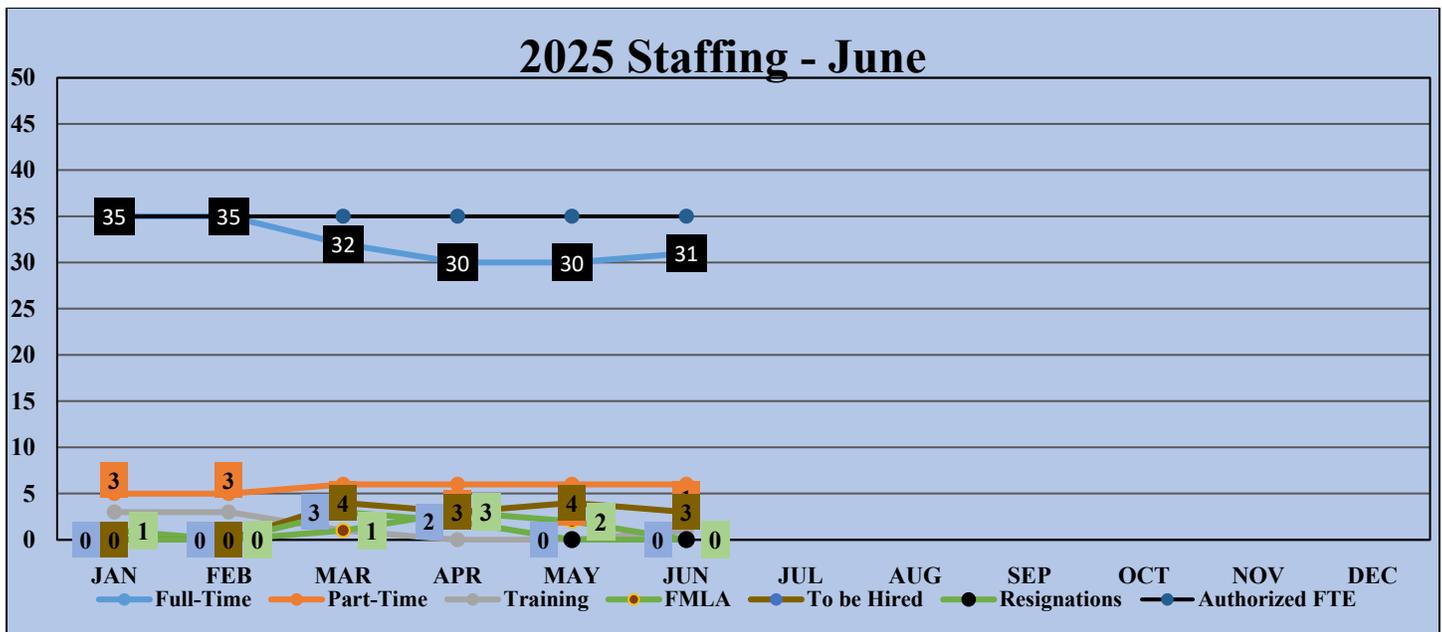


# Addison Consolidated Dispatch Center (ACDC)

## Staffing

ACDC has an authorized staff of 35 full-time Telecommunicators (TCs), six part-time TCs, and three part-time Alarm Board Operators. Each of the three shifts, typically, have either an Operator in Charge (OIC), Team Lead (TL), or an Operations Manager (OM) working. Additionally, ACDC has an authorized Clerk/Typist, Professional Standards Coordinator (PSC), Deputy Director of Communications, and Director of Communications; furthermore, ACDC has a Village IT Public Safety System Administrator stationed to ACDC.

Currently, we have one Probationary Telecommunicator who has completed the Classroom Phase of training, and training on phones accompanied by a Communications Training Officer on Day Shift. From the most current interviews, we have three potential hires in background. We continue to interview to fill the remaining opening, and the Alarm Board Operator, scheduled to retire July 18th.



## Resignation N/A

## Recognition

TL Mardula, TC Bukovic, & TC Vertucci received a Performance of Duty Memo for their collaboration during a potential arson. On May 16<sup>th</sup>, Multiple 911 calls simultaneously came in for a man with a gas can starting vehicles on fire, TCs processed calls expeditiously, keeping all responders updated, and prioritizing this event as an active incident with the alleged offender still on scene. Shortly after, the alleged offender was apprehended without incident. Congratulations on a job well done. The manner in which this incident was handled shows dedication to the ACDC Mission and demonstrates the ability to work as a team, your ability to communicate, and provide responder safety.

# Training

ACDC trains on a monthly basis. Training includes call-taking scenarios, in-progress dispatching, policy review, specialty, incident-specific, and miscellaneous hands-on training.

## The High-Risk, Low Frequency (HRLF) training scenarios for June:

### HRLF Scenario 25-06 Scenario #1 Drowning

Category	Question	Yes_Percentage
HRLF Scenario Basics	CAD created within the time standard?	100.00
HRLF Scenario Basics	Nature of the call determined?	100.00
HRLF Scenario Basics	Created CAD properly?	100.00
HRLF Scenario Basics	CAD created with two letter town code?	63.16
HRLF Scenario Basics	Verified address of occurrence?	94.74
HRLF Scenario Goals	Advised caller to get the child out of the water, if safe to do so.	94.74
HRLF Scenario Goals	Initiated EMD?	100.00
HRLF Scenario Goals	Navigate EMD correctly?	73.68
HRLF Scenario Summary	Advised caller help was on the way?	100.00
HRLF Scenario Summary	Used calming techniques/empathy?	100.00
HRLF Scenario Summary	Completed on the first attempt?	94.74
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

### HRLF Scenario 25-06 Scenario #2 PD Radio Active Shooter

Category	Question	Yes_Percentage
HRLF Radio Goals	Notify Sergeant	76.92
HRLF Radio Goals	Hold non-emergency radio traffic	46.15
HRLF Radio Goals	Echoed Locations and descriptions	84.62
HRLF Radio Goals	Mark Time in CAD when entry is made?	92.31
HRLF Radio Goals	Log updates from officers in CAD	100.00
HRLF Scenario Goals	Tones Used	100.00
HRLF Scenario Goals	Broadcast on Duflash w/Proper Channel	92.31
HRLF Scenario Goals	Updates Given Over the Air	100.00
HRLF Scenario Summary	Completed on the first attempt?	100.00
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

### HRLF Scenario 25-06 Scenario #3 Radio FD MABAS Box Structure Fire

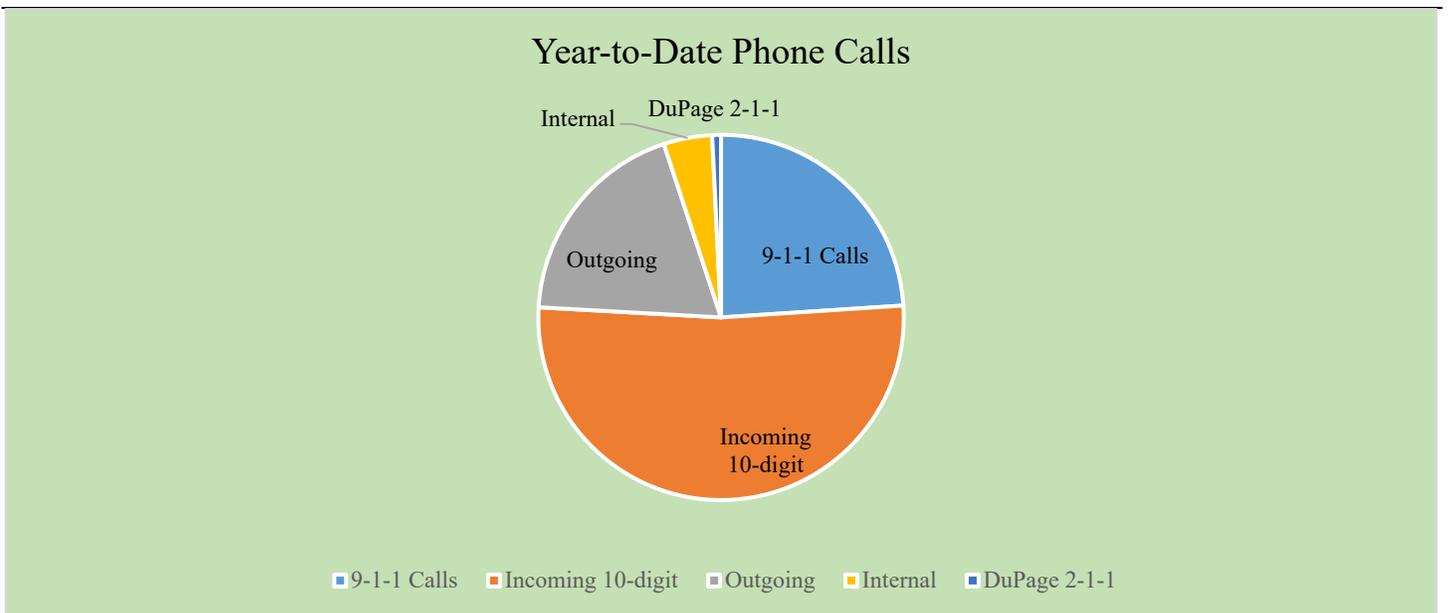
Category	Question	Yes_Percentage
HRLF Radio Goals	Create and Send IAR Message with Box Card Attached	72.73
HRLF Radio Goals	Announced Box Alarm over the radio following MABAS script	100.00
HRLF Radio Goals	Tracked units, confirming all all companies due are responding	72.73
HRLF Radio Goals	Identify correct replacement unit	100.00
HRLF Scenario Summary	Completed on the first attempt?	81.82
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

# Additional Training

- Six TCs recertified CPR certification, training hosted at ACDC
- One TC recertified as an APCO Instructor
- Six TCs attended the AXON Roadshow 2025 hosted by Oakbrook PD
- Two Team Leads initiated the APCO Communication Center Supervisor Course
- One TC viewed the LLRMI – Crisis Communications/Negotiations for Dispatchers webinar
- DD initiated the APCO Communications Center Manager 1<sup>st</sup> Ed
- Two TCs, two OMs, and the Director attended the NENA Conference
- Two TCs attended the APCO Active Shooter Incidents for Public Safety Communications training
- PSC completed the Lead Instructor Course
- DD completed self-paced APCO Cybersecurity for ECC
- One TC participated in the Full RTF Active Shooter Drill in Western Springs
- PSC certified as an APCO Communication Training Officer – Instructor

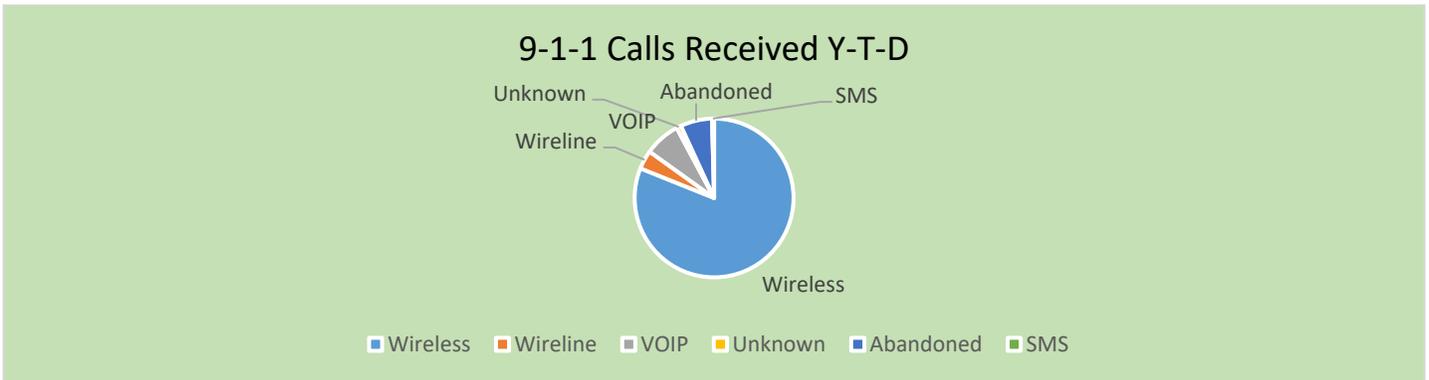
## Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502							34,834
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874							75,511
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313							27,694
Internal	1,096	876	898	1,041	1,157	1,166							6,234
DuPage 2-1-1	197	151	150	140	230	256							1,124
<b>Total</b>	<b>25,079</b>	<b>20,216</b>	<b>23,591</b>	<b>23,283</b>	<b>26,117</b>	<b>27,111</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>145,397</b>



# 9-1-1 Calls Answered and Text-to-911

9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596							29,524
Wireline	297	219	233	206	224	244							1,423
VOIP	717	607	639	151	660	601							3,375
Unknown	59	47	73	61	65	51							356
Abandoned	403	320	413	411	442	407							2,396
SMS	47	42	16	24	17	10							156
<b>Total</b>	<b>6,493</b>	<b>5,254</b>	<b>6,016</b>	<b>5,866</b>	<b>6,692</b>	<b>6,909</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>37,230</b>



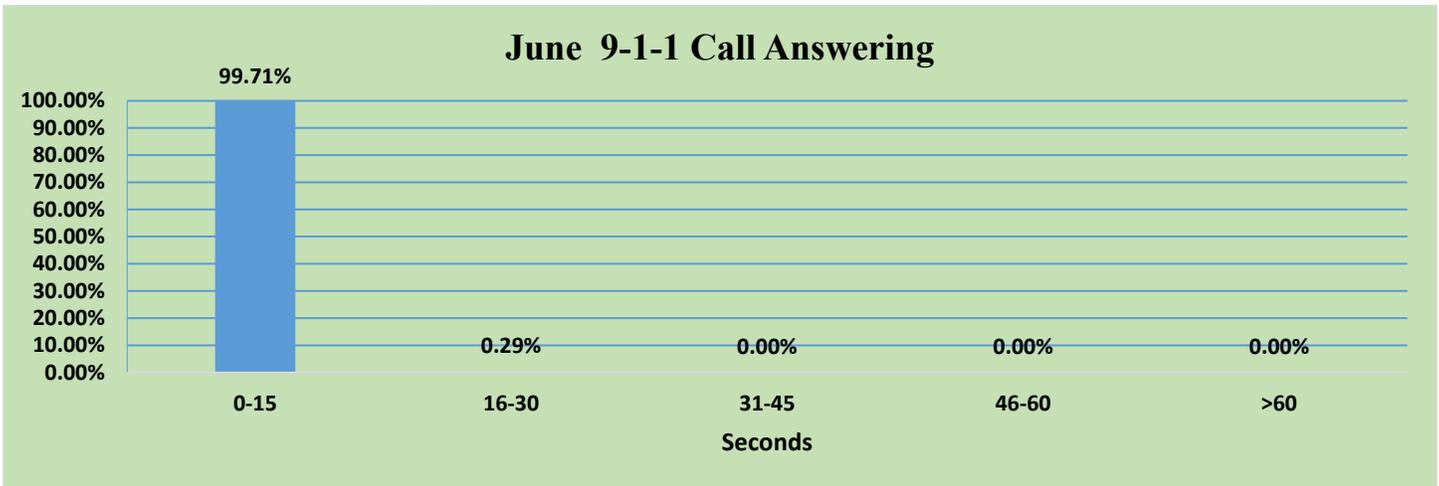
## NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):

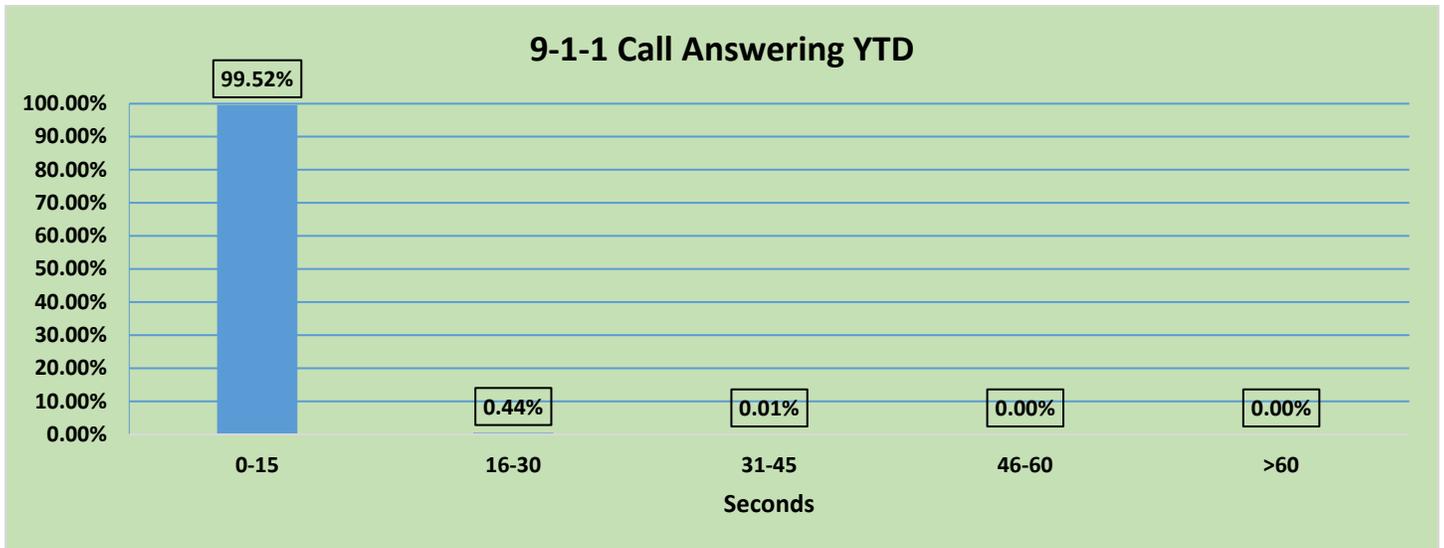
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

**NENA's vision is a public made safer by 9-1-1 services delivered by highly-trained emergency communications professionals and powered by the latest technologies.**

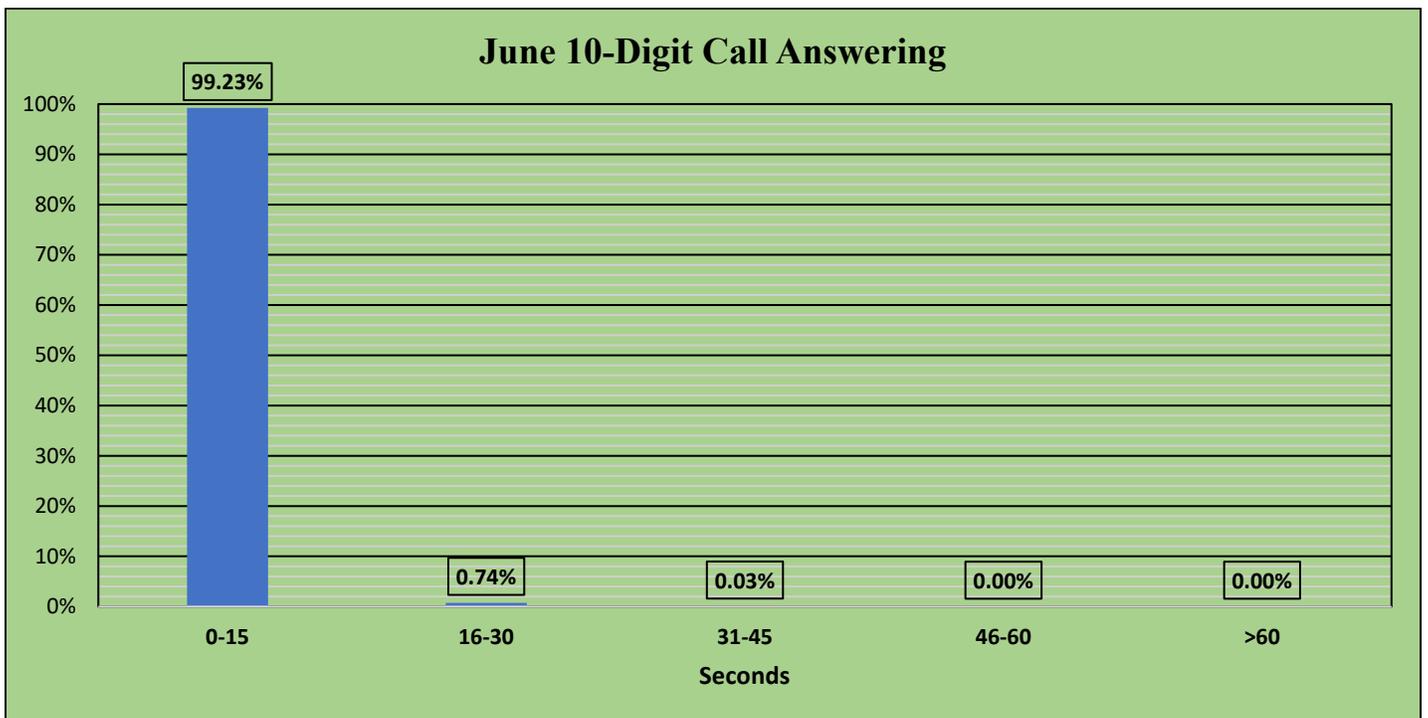
The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.



# 911 Call Answering – YTD



# 10-Digit Call Answering



# TOP

# Call Takers

JUNE

## TOTAL CALLS

HAWKINS - - - 1183

WATERMAN - - - 1132

SZCZEPANIAK- - - 1118

VALLEE - - - 1073

GODLEWSKI - - -998

FICARROTTA - - 991

MARDULA - - - 984

MOOTREY - - - 982

CHECK - - - 925

VALDEZ - - -923

## 911 CALLS

HAWKINS - - -357

GODLEWSKI - - - 296

CHECK - - -283

MARDULA - - -263

VALDEZ - - - 262

MAHN - - - 235

KOECHLING - - - 229

MOOTREY - - -225

OLIVER - - - 221

NUDD - - - 215

## NON-EM

SZCZEPANIAK- - - 999

WATERMAN - -951

VALLEE - - - 867

HAWKINS - - - 826

FICARROTTA- - -788

MOOTREY - - - 757

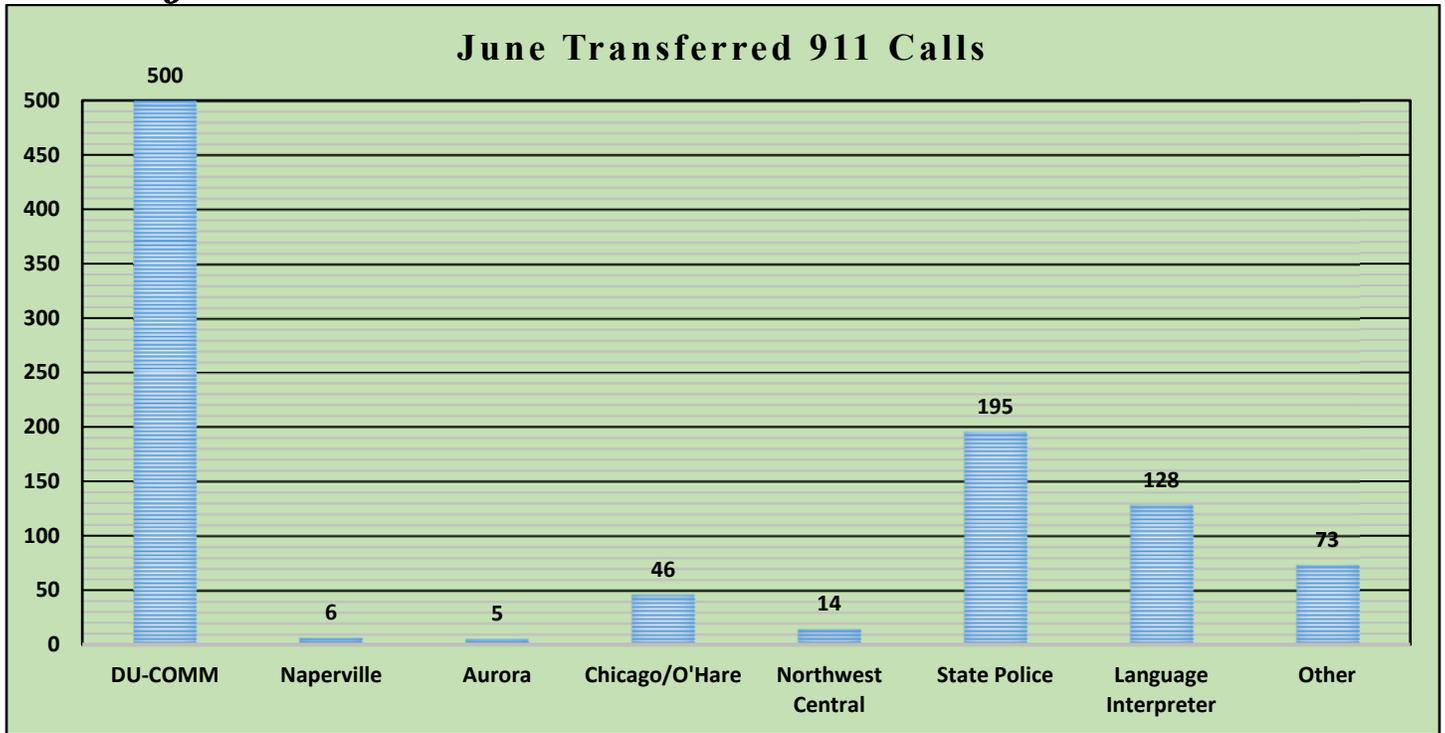
MARDULA - - - 721

GODLEWSKI - - - 702

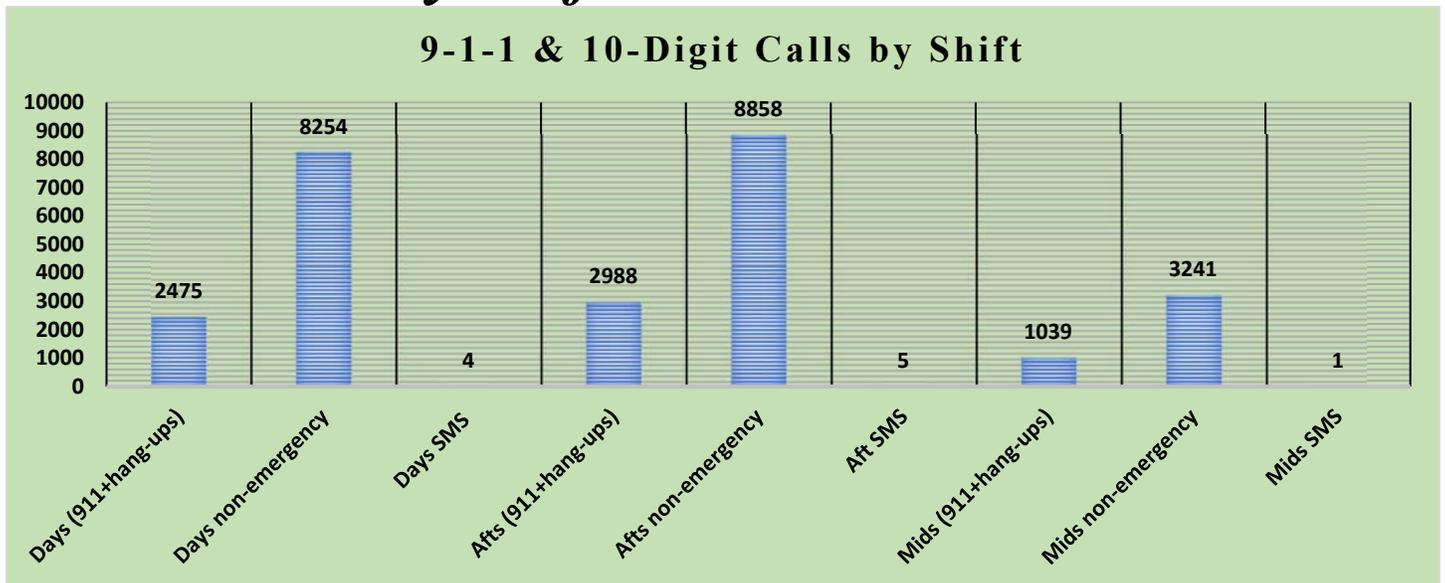
VAN ALSTINE - - - 664

VALDEZ - - - 661

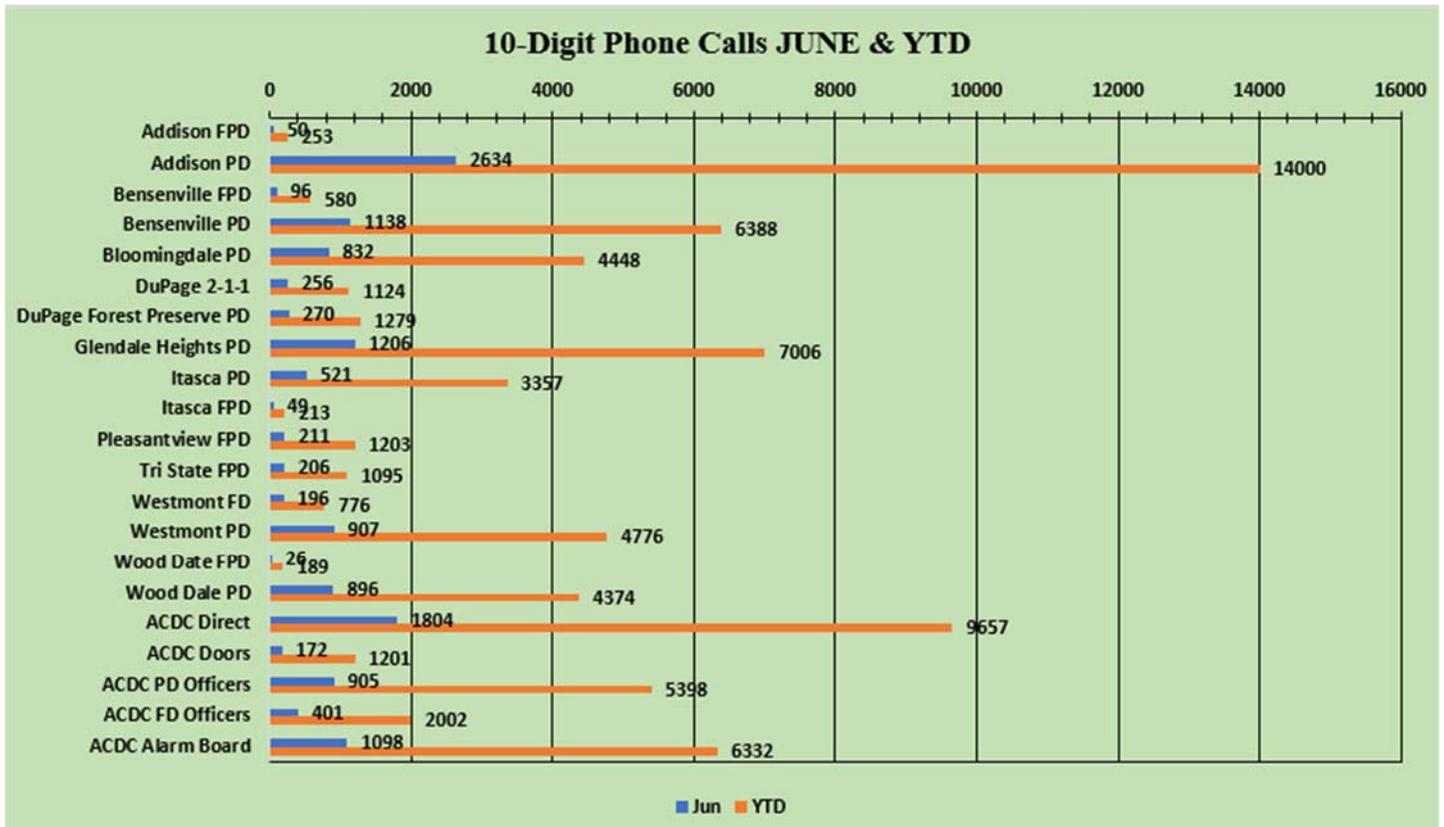
# Transferred 911 Calls



# Calls & SMS by Shift – June



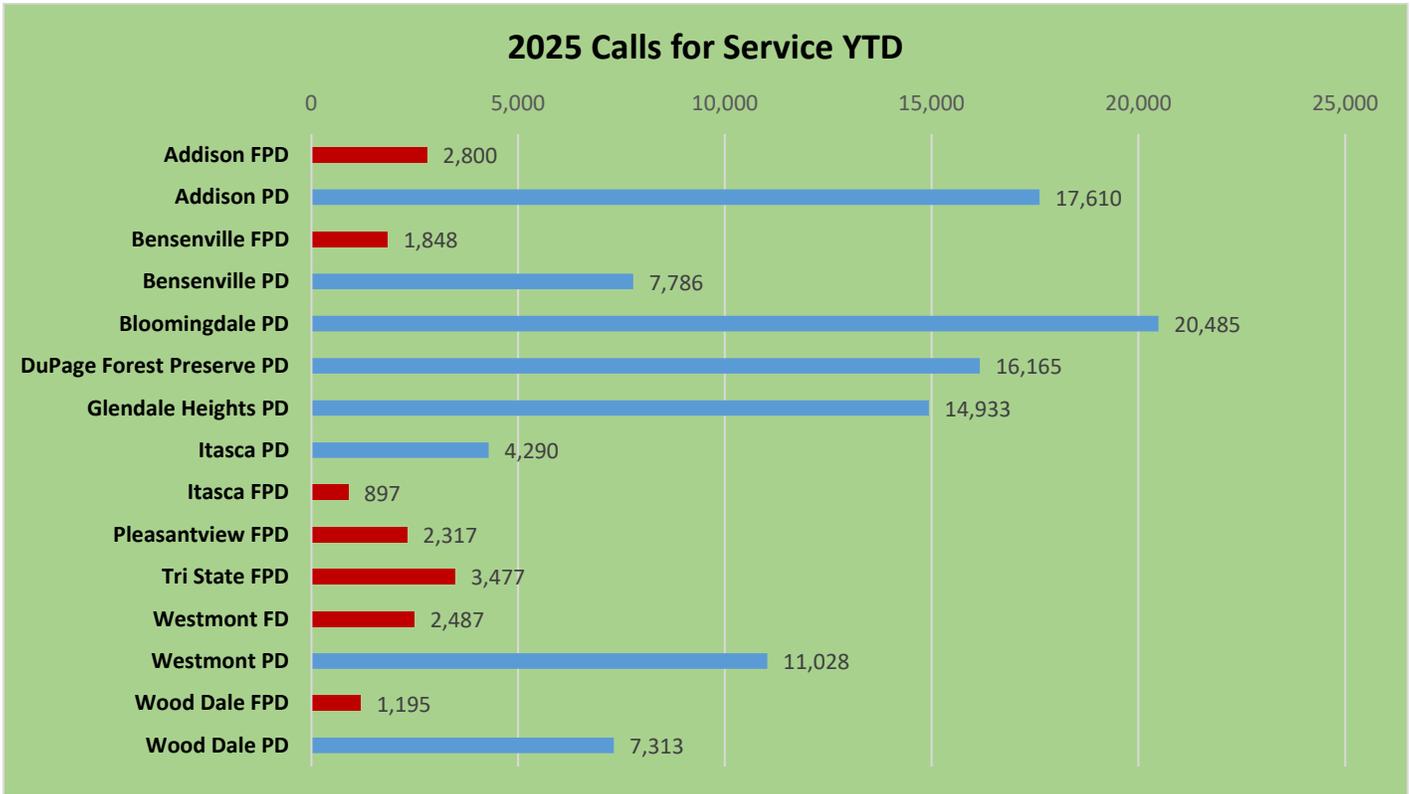
# Member Agency & Misc. Phone Calls



# Calls for Service-Month (CFS)

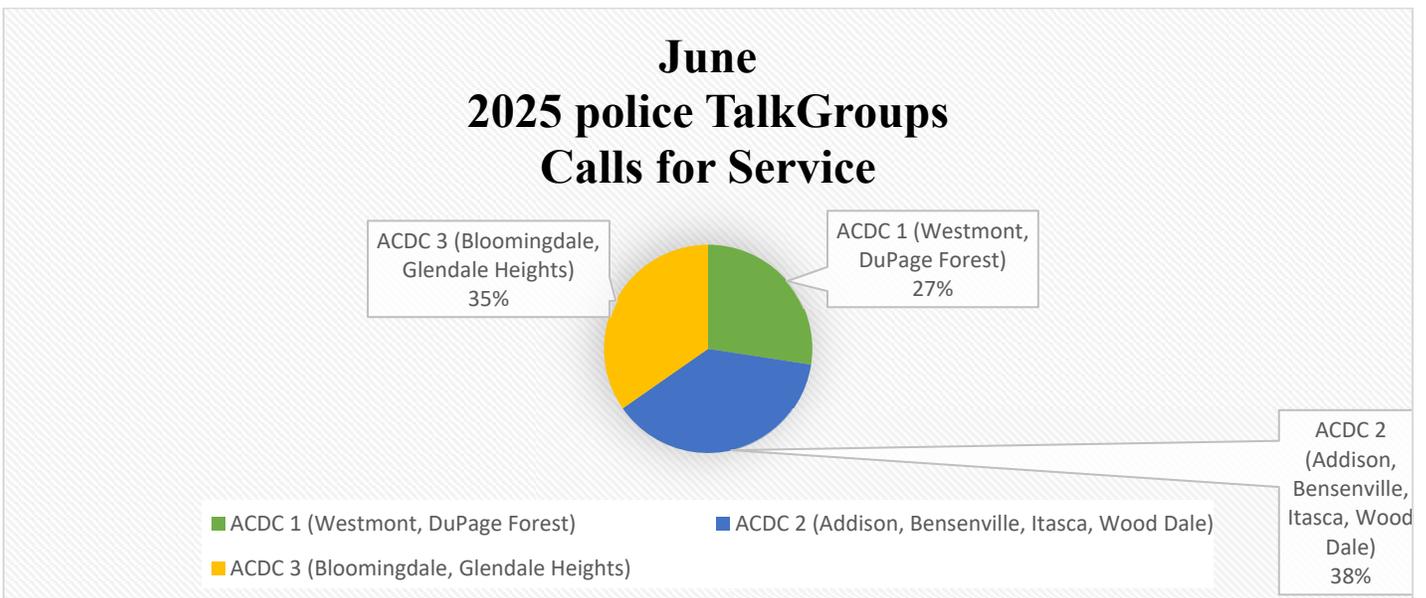


# Calls for Service (CFS) - YTD



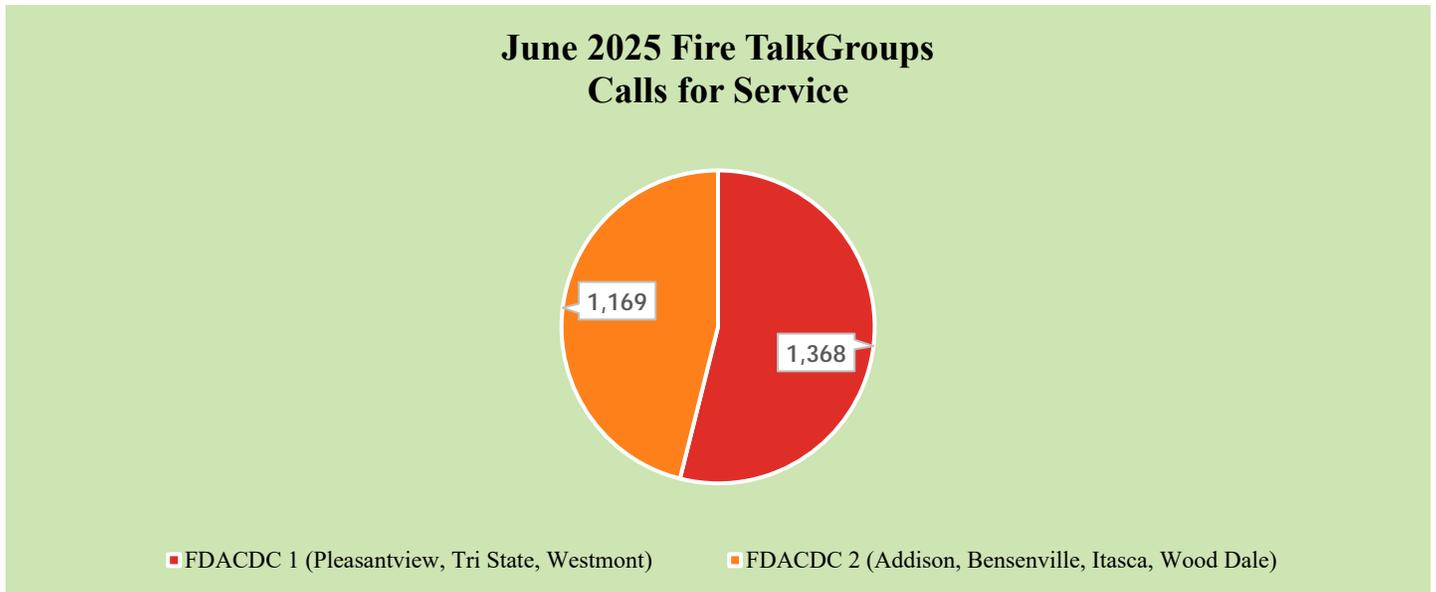
## Police Calls for Service by Talk Group – June

ACDC 1 (Westmont, DuPage Forest)	4,624
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,273
ACDC 3 (Bloomington, Glendale Heights)	5,998

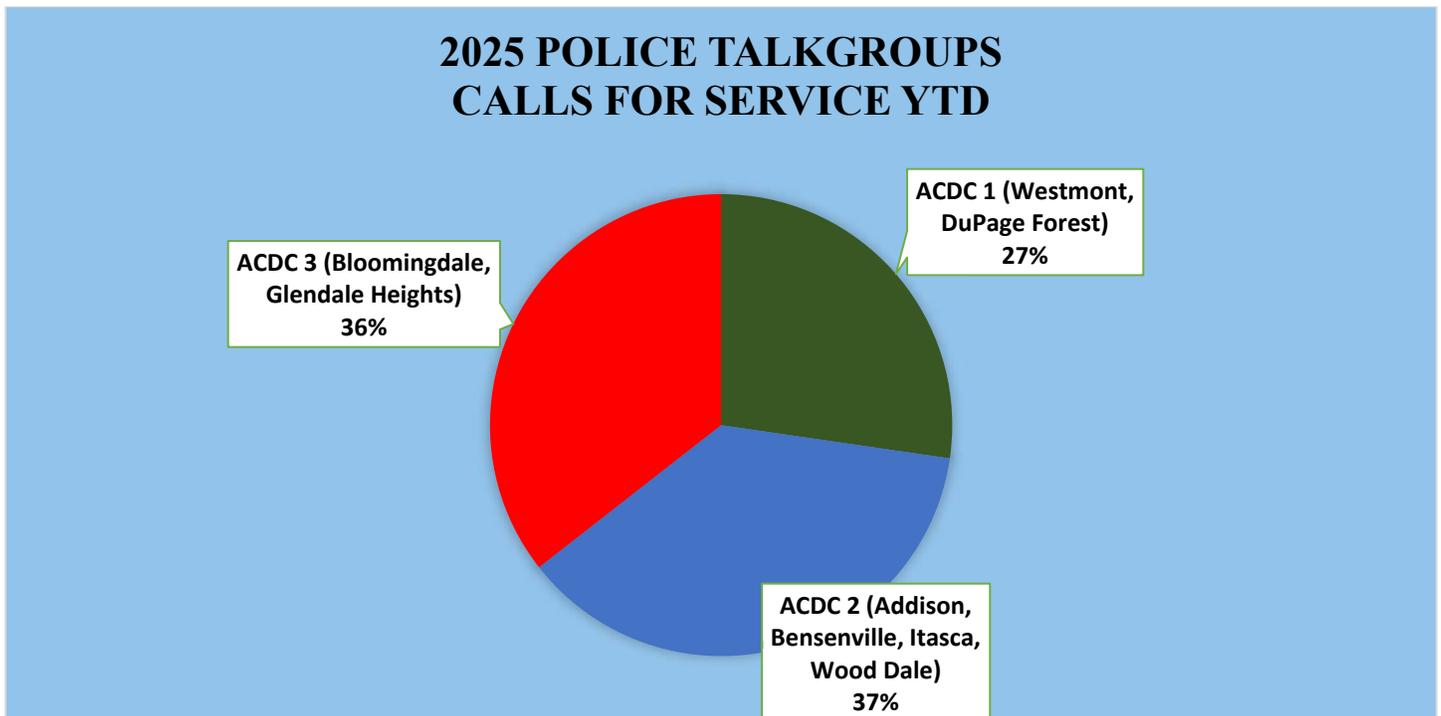


# Fire Calls for Service by Talk Group – June

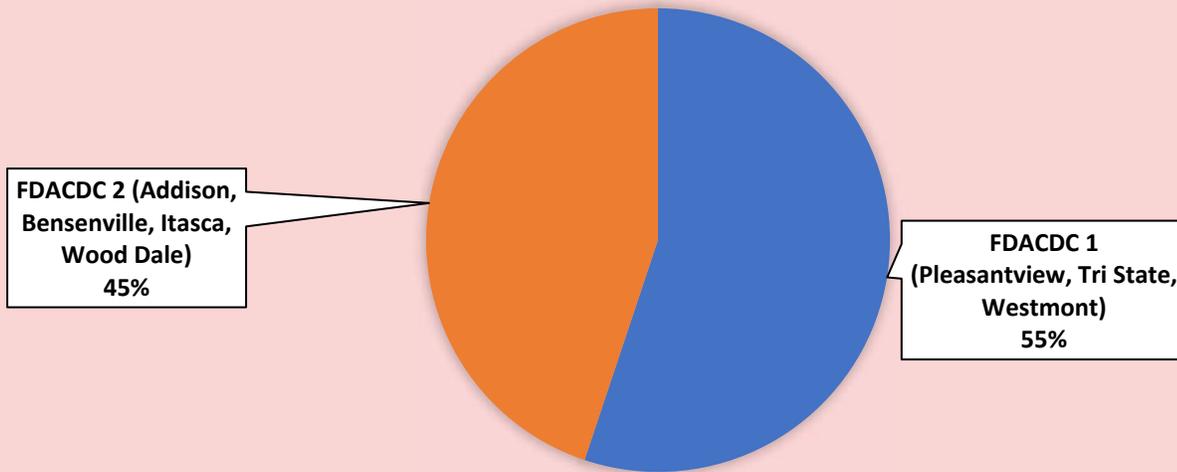
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,368
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,169



# Police & Fire Calls for Service by Talk Group – YTD



## 2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



## *MABAS Alarms Dispatched (YTD)*

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st

# Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	12								
Bensenville	18								
Itasca	4								
Pleasantview	11								
Tri State	21								
Westmont	11								
Wood Dale	3								
Other FD Agency	10								
Total Reported Fires	90	38	41	12	42%	88%	73	3	0
<b>Actual Fires</b>	<b>44</b>	<b>22</b>	<b>20</b>	<b>2</b>	<b>50%</b>	<b>95%</b>		<b>0</b>	<b>0</b>
<b>Actual fires: % under 61 seconds. Goal is 90% under 60 seconds</b>		<b>50.0%</b>							
<b>Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% <i>includes actual fires under 61 seconds</i></b>			<b>95.5%</b>						
<b>Actual fires: % over 106 seconds. Goal is 0%</b>				<b>4.5%</b>					
<b>Actual fires delayed by caller or Other PSAP</b>	<b>0</b>								
<b>Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of</b>	<b>0.0%</b>	<b>0.0%</b>							
<b>Actual fires received as fire alarm</b>	<b>7</b>								
<b>% actual fires received as fire alarm</b>	<b>16%</b>								

# Performance Measures

Each event is reviewed for accuracy, processing times (<61 seconds), adherence to policy, professionalism, and overall performance. The reviewed calls result in, but not limited to, recognition, training, and/or progressive discipline. In addition, any potential liability to ACDC is documented such as personnel errors, caller error, equipment failures, actions or inactions of callers and/or other PSAPs issues.

## Police:

ACDC reviews all High-Risk Low Frequency (HRLF) calls for service involving weapons, physical altercations, and in-progress crimes.

23 Calls Reviewed for – June	
<b>Policy Violations</b>	Violations <ul style="list-style-type: none"> <li>• Failure to verify address per policy</li> <li>• Failure to use DU FLASH</li> <li>• Failure to self-dispatch</li> <li>• Failure to obtain description of gun</li> </ul>
<b>Error in Accuracy</b>	Violation <ul style="list-style-type: none"> <li>• Radio dispatch on wrong channel</li> </ul>
<b>Performance Issue</b>	Violations <ul style="list-style-type: none"> <li>• Delay in dispatch</li> <li>• Delay in asking weapons</li> </ul>
<b>Equipment Malfunctions or CAD Issues</b>	
<b>Other PSAP or Caller Issue</b>	Violation <ul style="list-style-type: none"> <li>• Caller provided multiple different locations</li> </ul>

## Fire:

General Alarm Review

16 Calls Reviewed – June	
<b>Policy Violations</b>	Violations <ul style="list-style-type: none"> <li>• Failure to transfer to other PSAP, as per policy</li> </ul>
<b>Error in Accuracy</b>	Violation <ul style="list-style-type: none"> <li>• Miscoded CAD event</li> </ul>
<b>Performance Issue</b>	Violation <ul style="list-style-type: none"> <li>• Line of questioning for proper CAD code</li> </ul>
<b>Equipment Malfunctions or CAD Issues</b>	
<b>Other PSAP or Caller Issue</b>	Violation <ul style="list-style-type: none"> <li>• Delay by other PSAP</li> <li>• Miscoded CAD event</li> </ul>

# Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Wood Dale PD	Complainant was not met with & CAD cross-referenced	TC advised officer to meet with caller and address was provided, CAD notes did not merge due to failure to use “duplicate” CAD function	Non-Bonafide
Pleasantview	TC failed to upgrade	DU-COMM generated two CADs for UNK Medical, instead of a vehicle fire, ACDC TC failed to upgrade	Bonafide
Westmont FD	Delay on IAR received	IAR message sent out at the time of the incident, but some users reported receiving it the next day	Non-Bonafide
Itasca FD	Active911 failed to send a second notification to members once incident was upgraded	Software error	Non-Bonafide

## Collaboration / Committee’s / Focus Groups / Miscellaneous

ACDC participates in various working groups and committees that involve collaboration between the Emergency Telephone System Board (ETSB) staff, DU-COMM, and member agencies.

This section will highlight programs or topics of interest.

### ETSB Podcast - - - July 22 @ 1300 hrs.

<https://us02web.zoom.us/j/81325428452?pwd=eNTD5Da2eK1GCCbhiWcmOKIsJj0DHB.1>

### CAD Focus: (CAD Focus is a collaboration between ETSB and the PSAPs for all things CAD)

- DeltaWRX CAD Steering Committee Presentation and CAD/MPS findings emailed 06/03

### Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)

- June 19, 2025 informational only

### Fire Operations: (Fire Operations is a monthly meeting with fire member agencies discussing operations)

- Recording of firegrounds (vFG RED, vFD WHT, vFG BLU, 7FG GRN)
- Fire North MABAS @ ACDC
  - Div. 12 requirements
  - DU-COMM requirements
- Tollway Dispatch
- Emergency Operations (general tone)

**Police Operations: (Police Operations is a monthly meeting with police member agencies discussing operations)**

- Staffing
- RTIC to incorporate monitoring software for Fire Departments, Community Development, Public Works, etc.
- Radio Etiquette on both sides of radio TCs and responders
- E-Bike Ordinance vs State

**ACDC Visitors**

- RTIC Meeting
- Intern Sit Along
- Dick Buss & Associates cleaned all consoles!! *Thank you!*

**Community Outreach**

- Addison Rock 'N Wheels
- Wood Dale Public Works Open House
- Westmont Squad Car Night
- Suburban Law Enforcement Academy (SLEA) Presentation at COD

**Task Force / Special Detail Participation**

- 6/3/2025 Saturation Task Force
- 6/12/2025 Saturation Task Force

**Special Events**

- 6/14/2025 Addison PD POW! 5K
- 6/18/2025 Glendale Heights PD Special Detail



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-1887

**Agenda Date:** 8/13/2025

**Agenda #:** 7.B.1.

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**EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY25**

**FY25**

**REVENUE BY FISCAL YEAR**

Equalization \$ Remitted for:	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	TOTALS	
Month Received:	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26		
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51								\$ 8,788,716.27
NG9-1-1 Withholding (1x)								\$ 1,614,314.27								\$ 1,614,314.27
Misc. Payments																\$ -
PRMS Reimbursement								\$ 780,310.30								\$ 780,310.30
Grant Reimbursement								\$ 1,521,663.78								\$ 1,521,663.78
Sale of Assets																\$ -
CAD Interface Reimbursement																\$ -
FSA Optional Equip Reimbursement						\$ 13,825.00										\$ 13,825.00
DEDIRS Reimbursement		\$ 756,532.95				\$ 1,822.81										\$ 758,355.76
DEDIRS Airtime Reimbursement	\$ 32,446.14	\$ 1,267.56														\$ 33,713.70
Investment Earnings																\$ -
<b>Total</b>	<b>\$ 1,088,296.30</b>	<b>\$ 1,806,626.59</b>	<b>\$ 1,048,032.56</b>	<b>\$ 1,074,150.85</b>	<b>\$ 1,121,322.86</b>	<b>\$ 1,111,265.89</b>	<b>\$ 1,200,230.17</b>	<b>\$ 5,060,973.86</b>	<b>\$ -</b>	<b>\$ 13,510,899.08</b>						

**FY24**

**HISTORY BY FISCAL YEAR**

Equalization \$ Remitted for:	Dec 23	Sep 23	Oct 23	Nov & Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	TOTALS
Month Received:	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	
<b>Total</b>	<b>\$ 859.50</b>	<b>\$ 1,168,971.56</b>	<b>\$ 1,178,650.54</b>	<b>\$ 2,387,090.19</b>	<b>\$ 32,729.44</b>	<b>\$ 2,228,214.14</b>	<b>\$ 1,041,953.80</b>	<b>\$ 3,863,176.75</b>	<b>\$ 1,382,731.50</b>	<b>\$ 1,209,215.64</b>	<b>\$ 1,217,302.86</b>	<b>\$ 2,040,059.63</b>	<b>\$ 17,750,955.55</b>			

**FY23**

Equalization \$ Remitted for:	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul & Aug 23	TOTALS
Month Received:	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	
<b>Total</b>	<b>\$ 1,205,441.29</b>	<b>\$ 1,174,607.20</b>	<b>\$ 1,178,184.35</b>	<b>\$ 1,207,259.89</b>	<b>\$ 1,239,871.71</b>	<b>\$ 1,213,587.19</b>	<b>\$ 1,072,172.19</b>	<b>\$ 1,313,566.32</b>	<b>\$ 1,202,129.95</b>	<b>\$ 1,248,895.63</b>	<b>\$ 1,263,874.63</b>	<b>\$ 5,595,938.60</b>	<b>\$ 18,915,528.95</b>

**FY22**

Equalization \$ Remitted for:	Aug & Sep 21	Oct & Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun & Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	TOTALS
Month Received:	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	
<b>Total</b>	<b>\$ 2,281,331.33</b>	<b>\$ 283,343.34</b>	<b>\$ 2,295,684.39</b>	<b>\$ 1,236,187.16</b>	<b>\$ 1,180,527.91</b>	<b>\$ 1,148,317.36</b>	<b>\$ 3,628,564.29</b>	<b>\$ 1,195,731.64</b>	<b>\$ 1,783.40</b>	<b>\$ 1,217,048.99</b>	<b>\$ 2,588,679.15</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 17,057,198.96</b>

**FY21**

Equalization \$ Remitted for:	Aug 20	Sep 20	Oct & Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	TOTALS	
Month Received:	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	
<b>Total</b>	<b>\$ 1,151,538.31</b>	<b>\$ 1,172,211.67</b>	<b>\$ 2,283,028.54</b>	<b>\$ 1,189,281.74</b>	<b>\$ 1,183,771.22</b>	<b>\$ 1,129,498.24</b>	<b>\$ 1,340,002.97</b>	<b>\$ 1,166,522.22</b>	<b>\$ 1,162,663.88</b>	<b>\$ 32,062.24</b>	<b>\$ 1,178,282.73</b>	<b>\$ 1,337,665.72</b>	<b>\$ 14,326,529.48</b>

**FY20**

Equalization \$ Remitted for:	Aug & Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun & Jul 2020	Aug 2020	Sept 20	Oct 20	Nov 20	TOTALS
Month Received:	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	
<b>Total</b>	<b>\$ 2,372,557.66</b>	<b>\$ 237,970.24</b>	<b>\$ 1,303,902.24</b>	<b>\$ 1,282,440.05</b>	<b>\$ 1,289,985.71</b>	<b>\$ 1,416,758.41</b>	<b>\$ 1,187,415.00</b>	<b>\$ 1,336,415.71</b>	<b>\$ 1,335,142.56</b>	<b>\$ 1,264,789.84</b>	<b>\$ 2,554,594.67</b>	<b>\$ 49,641.50</b>	<b>\$ 15,631,613.59</b>		

**FY19**

Equalization \$ Remitted for:	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	TOTALS
Month Received:	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	
<b>Total</b>	<b>\$ 1,163,697.11</b>	<b>\$ 1,228,103.25</b>	<b>\$ 1,158,413.81</b>	<b>\$ 1,237,539.40</b>	<b>\$ 1,185,868.21</b>	<b>\$ 1,214,820.52</b>	<b>\$ 1,265,128.93</b>	<b>\$ 1,168,117.80</b>	<b>\$ 1,203,652.90</b>	<b>\$ 1,170,171.21</b>	<b>\$ 1,212,817.56</b>	<b>\$ 1,642,301.51</b>	<b>\$ 14,850,632.21</b>

**FY18**

Equalization \$ Remitted for:	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan & Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	TOTALS
Month Received:	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	
<b>Total</b>	<b>\$ 599,817.91</b>	<b>\$ 566,629.95</b>	<b>\$ 618,246.90</b>	<b>\$ 614,106.20</b>	<b>\$ 754,806.21</b>	<b>\$ 2,695,870.09</b>	<b>\$ 1,337,153.75</b>	<b>\$ 1,203,123.36</b>	<b>\$ 1,215,516.34</b>	<b>\$ 1,202,131.11</b>	<b>\$ 1,188,947.34</b>	<b>\$ 1,258,080.66</b>	<b>\$ 13,254,429.82</b>

**FY17**

Equalization \$ Remitted for:	Jul & Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	TOTALS
Month Received:	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	
<b>Total</b>	<b>\$ 1,246,502.41</b>	<b>\$ 599,721.32</b>	<b>\$ 594,666.10</b>	<b>\$ 1,097,049.38</b>	<b>\$ 681,034.05</b>	<b>\$ 649,029.93</b>	<b>\$ 810,751.53</b>	<b>\$ 723,846.35</b>	<b>\$ 695,361.11</b>	<b>\$ 833,344.09</b>	<b>\$ 557,280.60</b>	<b>\$ 599,817.91</b>	<b>\$ 8,832,810.78</b>

**FY16**

Equalization \$ Remitted for:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jan & Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Nov 16	TOTALS
Month Received:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	
<b>Total</b>	<b>\$ -</b>	<b>\$ 1,123,587.68</b>	<b>\$ 743,609.37</b>	<b>\$ 674,806.22</b>	<b>\$ 726,277.16</b>	<b>\$ 713,088.37</b>	<b>\$ 518,118.75</b>	<b>\$ 4,499,487.55</b>					

**EQUALIZATION SURCHARGE HISTORY**

<b>Month of</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>TOTAL</b>
<b>2016</b>	\$ 580,655.87	\$ 542,517.55	\$ 743,171.81	\$ 674,131.18	\$ 725,522.32	\$ 712,956.19	\$ 517,623.85	\$ 620,047.11	\$ 626,455.30	\$ 599,721.32	\$ 594,666.10	\$ 722,868.38	\$ 7,660,336.98
<b>PrePaid Back pay</b>					\$ 118,567.00								\$ 118,567.00
<b>Wireless Carrier xfer</b>					\$ 255,594.00								\$ 255,594.00
<b>2017</b>	\$ 680,994.05	\$ 649,029.93	\$ 810,751.53	\$ 695,361.11	\$749,256.32	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 8,129,624.80
<b>2018</b>	\$ 1,522,691.96	\$ 1,173,178.13	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 1,162,776.33	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 14,887,655.44
<b>2019</b>	\$ 1,176,781.81	\$ 1,124,652.57	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,191,630.05	\$ 1,159,547.61	\$ 1,303,891.19	\$ 1,282,359.45	\$ 1,271,244.04	\$ 14,529,995.12
<b>2020</b>	\$ 1,237,988.13	\$ 1,173,880.52	\$ 1,280,265.88	\$ 1,213,090.68	\$ 1,224,007.79	\$ 1,287,371.61	\$ 1,266,405.76	\$ 1,151,538.31	\$ 1,144,938.67	\$ 1,139,491.71	\$ 1,143,518.88	\$ 1,189,281.74	\$ 14,451,779.68
<b>2021</b>	\$ 1,175,626.22	\$ 1,114,241.24	\$ 1,333,912.53	\$ 1,166,022.22	\$ 1,154,554.99	\$ 1,178,282.73	\$ 1,213,170.06	\$ 1,149,140.27	\$ 1,131,666.06	\$ 1,191,512.63	\$ 1,104,147.61	\$ 1,236,187.16	\$ 14,148,463.72
<b>2022</b>	\$ 1,175,917.91	\$ 1,087,494.93	\$ 1,254,382.66	\$ 1,167,246.40	\$ 1,214,648.99	\$ 1,383,485.38	\$ 1,193,122.77	\$ 1,205,441.29	\$ 1,164,779.92				\$ 10,846,520.25
<b>NG9-1-1 Withholding (1x)</b>			\$ 2,348,343.23										\$ 2,348,343.23
<b>2023</b>	\$ 1,174,384.35		\$ 1,179,289.89	\$ 1,239,871.71	\$ 1,160,437.01	\$ 1,072,172.19	\$ 1,285,081.08	\$ 1,178,132.95	\$ 1,233,355.83	\$ 1,227,343.85	\$ 2,367,619.76		\$ 13,117,688.62
<b>NG9-1-1 Withholding (1x)</b>											\$ 2,601,413.84		\$ 2,601,413.84
<b>2024</b>	\$ 1,166,094.82	\$ 1,178,650.54	\$ 2,387,090.19		\$ 1,307,137.14	\$ 1,041,953.80	\$ 1,217,316.64	\$ 1,365,561.66	\$ 1,157,731.43	\$ 1,185,197.86	\$ 1,159,349.63	\$ 1,055,850.16	\$ 14,221,933.87
<b>NG9-1-1 Withholding (1x)</b>							\$ 2,361,360.11						\$ 2,361,360.11
<b>2025</b>	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	1121322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51						\$ 7,732,866.11
<b>NG9-1-1 Withholding (1x)</b>							\$ 1,614,314.27						\$ 1,614,314.27



## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-1804

**Agenda Date:** 8/4/2025

**Agenda #:** 7.C.1.

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**DU PAGE COUNTY**  
**ETSB - Policy Advisory Committee**  
**Draft Summary**

421 N. COUNTY FARM ROAD  
 WHEATON, IL 60187  
 www.dupagecounty.gov

**Monday, July 7, 2025**

**8:15 AM**

**Room 3500A**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/85096688476?pwd=nVxK24SrCir2sbJcJO7ejwPFLsZuYX.1>

**Meeting ID: 850 9668 8476**

**Passcode: 165312**

**1. CALL TO ORDER**

8:15 AM meeting was called to order by Acting Chair Clark at 8:17 AM.

**2. ROLL CALL**

Attendees:

- Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member
- Gregg Taormina, DuPage Emergency Telephone System Board (Remote)
- Eve Kraus, DuPage Emergency Telephone System Board (Remote)
- Andres Gonzalez, DuPage Emergency Telephone System Board
- Scott Bukovic, Westmont PD (Remote)
- Jim Connolly, Village of Addison (Remote)
- Colin Fleury, West Chicago PD (Remote)
- Tom Gallahue, ILEAS (Remote)
- Erik Maplethorpe, DU-COMM (Remote)
- Bob Murr, College of DuPage (Remote)

On roll call, Members Clark, Benjamin, Burmeister, and Jansen were present, which constituted a quorum. Chair Selvik was absent. Member Fleury was present remotely, however, as a non-voting Member.

<b>PRESENT</b>	Benjamin, Burmeister, Clark, and Jansen
<b>ABSENT</b>	Selvik, and Fleury

**3. PUBLIC COMMENT**

There was no public comment.

**4. CHAIR'S REMARKS - ACTING CHAIR CLARK**

Acting Chair Clark thanked the Emergency Telephone System Board staff and Fire Focus Group members for advancing the Fire Radios project. He said good progress had been made over the last month, and there was light at the end of the tunnel. He thanked everyone who contributed.

**5. MEMBERS' REMARKS**

There were no Members' remarks.

**6. CONSENT ITEMS**

6.A. [25-1630](#)

DEDIR System June Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:** [Motorola System Manager Report June 2025](#)

<b>RESULT:</b>	ACCEPTED AND PLACED ON FILE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Craig Jansen

6.B. [25-1631](#)

ETSB PAC Minutes - Regular Meeting - Monday, June 2, 2025

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:** [2025-02-06 PAC Minutes Summary](#)

<b>RESULT:</b>	ETSB RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Craig Jansen
<b>SECONDER:</b>	Eric Burmeister

**7. COMMITTEE APPROVAL REQUIRED**

7.A. [25-1636](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Western Will County Communication Center (WESCOM) pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Member Burmeister made a motion to approve, seconded by Member Jansen. Acting Chair Clark asked if there were any comments. Member Benjamin asked if offering access to DU Naperville FD1 and DU Naperville FD Fireground 1 required discussion with Naperville. Ms. Zerwin said that discussions about the permissions with Naperville had taken place and agreements were already in place. She said that this was the new form, and the Policy Advisory Committee had opened more talkgroups and provided opportunities for them to be added. Acting Chair Clark asked for any additional comments to which there were none.

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [WESCOM MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Craig Jansen

7.B.     [25-1637](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Northlake Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Acting Chair Clark asked if there were any comments and said it looked like the item included all the interoperable channels in addition to Bensenville and Elmhurst Local. There were no further comments. On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [Northlake PD DEDIR System Access Application \(Modification\)](#)  
[Northlake PD MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Tyler Benjamin

7.C.     [25-1638](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Westchester Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Acting Chair Clark asked if there were any comments, to which there were none. On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [Westchester PD Application](#)  
[Westchester PD MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Tyler Benjamin
<b>SECONDER:</b>	Craig Jansen

7.D. [25-1639](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Northwest Central Dispatch Center pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Member Burmeister made a motion to approve, seconded by Member Jansen. Member Burmeister recommended the item be amended to include a couple of Fire channels. Acting Chair Clark agreed and said FD2, FD North, FD East, FD Ops 22, East 2, East 3, and North 2 should be added, and that North 1 and 3 were already included. Member Burmeister confirmed. Acting Chair Clark said the goal was to include East 1, 2, 3 and North 1, 2, 3. He said the amendment essentially granted access to FD2, FD North, FD East, and their associated OPS channel groups.

Acting Chair Clark asked if there were any other comments and asked for a motion to amend. Member Benjamin made a motion to approve as amended, seconded by Member Jansen.

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:** [NWCD DEDIRS Application modification\\_Redacted](#)  
[NWCD MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED AS AMENDED
<b>MOVER:</b>	Tyler Benjamin
<b>SECONDER:</b>	Craig Jansen

7.E. [25-1640](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Illinois State Police pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Acting Chair Clark opened discussion and said that a concern had been expressed by Fire Focus Group member Connolly, that talkgroup 3D02 was not included in the MOU, and that talkgroup had been recommended by the State Police. He said he did not have firsthand knowledge of what that meant.

Ms. Zerwin said it was not on the list and confirmed it had come from the State Police. Acting Chair Clark said he was unsure if they had the authority to tell the State Police what to include. Ms. Zerwin said their talkgroups could not be added and recommended approving the item “as is” and following up with the State Police to bring it back the following month. Acting Chair Clark agreed. Member Burmeister said they could request it from the State Police. There was no further discussion.

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [DuPage ETSB to ISP MOU\\_Redacted](#)  
                                  [ISP to DuPage ETSB MOU\\_Redacted](#)

**RESULT:**            APPROVED AT COMMITTEE  
**MOVER:**             Eric Burmeister  
**SECONDER:**        Tyler Benjamin

7.F.     [25-1661](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Illinois State Toll Highway Authority pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Chair Clark said this item had a similar situation where a talkgroup included in the template was not listed in the MOU, and said follow up with the Tollway would be needed on that element. Member Burmeister agreed. Ms. Zerwin asked which talkgroup was needed from the Tollway. Acting Chair Clark said it was Tollway Reach. He confirmed there was a motion on the floor and called the vote to adopt the motion as originally presented.

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [Outside Agency CKR MOU Tollway\\_Redacted](#)

**RESULT:**            APPROVED AT COMMITTEE  
**MOVER:**             Eric Burmeister  
**SECONDER:**        Craig Jansen

7.G.     [25-1642](#)

Lombard Police Department WAVE Application

Acting Chair Clark said Lombard Police were looking to utilize WAVE and asked if there were any comments to which there were none. On voice vote, all Members voted “Aye”, motion carried.

**Attachments:**     [911-005.11 WAVE Use on DEDIRS Attachment A LOP signed\\_Redacted](#)

**RESULT:**            APPROVED AT COMMITTEE  
**MOVER:**             Eric Burmeister  
**SECONDER:**        Tyler Benjamin

**8. PARENT COMMITTEE APPROVAL REQUIRED**

**8.A. [ETS-R-0034-25](#)**

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Regional Emergency Dispatch Center.

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Member Jansen. Acting Chair Clark asked if there was any discussion. Member Benjamin said he recognized the item concerned an old policy, but since it was open for discussion, he wanted to address Section 5, which dealt with matters of policy. He said it would be cleaner and more respectful to the Police and Fire Chiefs who set DU-COMM’s policy if Section 5 were removed and replaced with a phrase such as “actions will be taken according to PSAP policy.”

Ms. Zerwin clarified the current item under discussion was for Red Center. Member Benjamin apologized for his confusion.

Ms. Zerwin explained that modifications could be handled in committee, but a new application, such as Red Center’s, had to go to the ETS Board. Acting Chair Clark said Red Center was requesting all the interoperable channels, and in exchange, would allow the use of several of its talkgroups. Acting Chair Clark asked if there were any other comments on the Red Center application. Hearing none, he called the vote.

On voice vote, all Members voted “Aye” to recommend approval to the ETS Board, motion carried.

**Attachments:**     [Red Center MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	ETSB RECOMMENDED FOR APPROVAL
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Craig Jansen

**8.B. [ETS-R-0035-25](#)**

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Rosemont Public Safety Department.

Acting Chair Clark asked if there was any discussion. Hearing none, he called the vote. On voice vote, all Members voted “Aye” to recommend approval to the ETS Board, motion carried.

**Attachments:**     [Rosemont Du Page Application 6.26.25 Redacted](#)  
                                  [Rosemont DuPage MOU Executed Redacted](#)  
                                  [Bensenville Letter Redacted](#)

**RESULT:**             ETSB RECOMMENDED FOR APPROVAL  
**MOVER:**             Tyler Benjamin  
**SECONDER:**         Eric Burmeister

**9.     DEDIR SYSTEM**

9.A.     [25-1641](#)

July DEDIR System Update

Ms. Zerwin acknowledged there were questions about the report and said the goal was to have Fire Chiefs attend the next podcast on July 22 in person, though a Zoom link would still be available. At that meeting, two test radios would be distributed to the Fire Chiefs, and there would be discussion on mobile radio options. She said they were reaching a point where off-brand solutions might be necessary, and input from the Fire Chiefs would be needed.

Ms. Zerwin said Motorola had asked for a freeze on changes to begin programming radios, and the Fire Focus Group had done well with testing, although with over 100 talkgroups, complete testing was difficult. She said the Chiefs would have the chance to test and review the programming, and additional talkgroups could be considered in a later phase.

Acting Chair Clark said the intent was for the Chiefs to confirm that their user-selectable or agency-selectable items had been programmed correctly and to test their day-to-day operations with mutual aid partners. He said it should not take long. Ms. Zerwin added that two weeks should be sufficient.

**Attachments:**     [DEDIR System Update - 07 2025.pdf](#)

9.B.     [25-1680](#)

Discussion of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Emergency Button.

Ms. Zerwin said the Policy had previously been tabled at the PAC's request until Fire radios were available for operational review. She said it was now being brought back for discussion, as updates and training materials needed to be finalized. She explained that there were accompanying training slides for emergency button usage that would need revision before distribution.

Acting Chair Clark invited comments. Member Benjamin acknowledged he had spoken out of order earlier but now clarified his concerns with Section 5 of the Policy. He said it contained operational content that should be governed by Police and Fire Chiefs through

their respective committees, not by ETSB Policy. He recommended replacing the section with a general statement that actions would follow PSAP governance or local agency procedures.

Acting Chair Clark questioned how emergency activations worked across PSAPs. Member Burmeister said both PSAPs receive the alerts. Member Benjamin said DU-COMM does not receive ACDC's audible alerts, only a visual indication. Member Burmeister emphasized that the accidental activation section was critical to ensure agencies interpreted alerts correctly, especially when mutual aid is involved. He said not using the word "accidental" could cause confusion and response as if it were a real incident. Member Benjamin agreed with the need for the term "accidental" but reiterated that Chiefs should retain control over operational terms and procedures. Acting Chair Clark agreed that policies between PSAPs should not conflict and that collaborative language should be developed. Member Benjamin suggested that he and Member Burmeister work together on shared language. Acting Chair Clark said that was his recommendation and Member Burmeister agreed.

Ms. Zerwin noted that the radio system is standardized and said STARCOM's procedures for emergency button activation should be reviewed as well. She said she would review state-level guidance to ensure compliance. Member Fleury asked why the policy was part of ETSB governance rather than local chief authority. Ms. Zerwin said the original 2018 policy created by chiefs aimed to create standardization across the system.

Acting Chair Clark said discussion should continue and suggested that once agreement was reached on changes, the Chiefs should review the language. Ms. Zerwin said the policy would come back with recommended language changes and emphasized that annual emergency button training would remain required. She encouraged Members to send revisions to Mr. Gonzalez so they could be incorporated into a redlined draft. Acting Chair Clark concluded by saying the policy would likely return as a discussion item on the next agenda.

**Attachments:**     [911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button draft](#)  
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button redline draft](#)

### **9.C. Police**

Ms. Zerwin said the Police Focus Group did not meet last month, so aside from work related to encryption, there was nothing else to report.

### **9.D. Fire**

Ms. Zerwin said there was nothing else to report.

## **10. OLD BUSINESS**

There was no old business.

**11. NEW BUSINESS**

There was no new business.

**12. ADJOURNMENT****12.A. Next Meeting: Monday, August 4 at 8:15am in Room 3-500A**

Member Benjamin made a motion to adjourn the meeting at 8:42 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-1886

**Agenda Date:** 8/13/2025

**Agenda #:** 6.D.1.

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# DU PAGE COUNTY

## ETSB - Emergency Telephone System Board

421 N. COUNTY FARM ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

### Draft Summary

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Wednesday, July 9, 2025

9:00 AM

Room 3500B

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/89312813737?pwd=Zclx112Re6GM1kuvBtiyGXwIKZKX19.1>

Meeting ID: 893 1281 3737

Passcode: 288826

#### 1. CALL TO ORDER

9:00 AM meeting was called to order by Chair Schwarze at 9:02 AM.

#### 2. ROLL CALL

##### ETSB STAFF:

Linda Zerwin  
Gregg Taormina  
Eve Kraus  
Andres Gonzalez

##### COUNTY CLERK:

Adam Johnson

##### STATE'S ATTORNEY:

Mark Winistorfer

##### ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio  
Jan Barbeau, State's Attorney's Office  
Tyler Benjamin, DU-COMM  
Jason Blumenthal, County Board Office  
Jay Burla, Motorola  
Eric Burmeister, ACDC  
Chris Chisnell, Motorola  
Chris Clark, Glen Ellyn Fire  
Don Ehrenhaft, County IT  
Nancy Llaneta, County Finance  
Anthony McPhearson, County CIO  
Mike Sampey, Village of Addison  
Roy Selvik, Addison PD  
Dominic Storelli, Motorola  
Rachel Bata, Roselle PD (Remote)

- Rob Brill, Wheaton Fire (Remote)
- Rich Cassady, Glenside Fire (Remote)
- Matt Coppock, Roselle Fire (Remote)
- Dave Godek, Clarendon Hills Fire (Remote)
- Jimmy Lahanis, Darien-Woodridge Fire (Remote)
- Erik Maplethorpe, DU-COMM (Remote)
- Jim McCarthy, Bartlett Fire (Remote)
- Bret Mowery, York Center Fire (Remote)
- Bob Murr, College of DuPage (Remote)
- Ryan Miller, DU-COMM (Remote)
- Alison Murphy, DMMC (Remote)
- Steve Reynolds, Elmhurst Fire (Remote)
- Matt Theusch, RapidSOS (Remote)
- Chris W. (Remote)
- Livingston County ETSB (Remote)

On roll call, Members Schwarze, Franz, Eckhoff, Honig, Johl, Maranowicz, Robb, Schar, and Wolber were present. Members Hernandez, Markay, and McCarthy were absent.

<b>PRESENT</b>	Schwarze, Franz, Eckhoff, Honig, Johl, Maranowicz, Robb, Schar, and Wolber
<b>ABSENT</b>	Hernandez, Markay, and McCarthy

**3. PUBLIC COMMENT**

There was no public comment.

**4. CHAIR'S REMARKS - CHAIR SCHWARZE**

Chair Schwarze said that without objection, he was going to begin with Agenda Item 8: DEDIR System and turned the meeting over to PAC Chair Selvik and PAC Vice Chair Clark.

Upon return to Chair's Remarks, Chair Schwarze began his comments by congratulating Scott Klein who is leaving DU-COMM July 4 to take a new position. ETSB wishes him luck in his new position.

Chair Schwarze announced that Hexagon had revealed the spin-off of its Asset Lifecycle Intelligence and Safety, Infrastructure & Geospatial divisions, and related businesses, which will operate as Octave.

Chair Schwarze said that on Tuesday, July 8, 2025, police officers in DuPage County participated in the 100th Countywide Saturation Mission, operating alongside the Chicago Vehicular Hijacking Task Force. Previous monthly reports have noted the participation of ACDC telecommunicators and OHSEM Coordinator John Nebl in specific events. These missions inside DuPage County began three (3) years ago, on May 17, 2022, and continue at a rate of three (3) missions per month. Covert police teams rely upon intelligence of crime trends to drive patrols and focus. They leverage the highest forms of technology - to include police helicopters, radio interoperability tech, license plate reader cameras, drones, tire deflation

devices, GPS tracking systems - all monitored by “real-time crime centers” and 911 dispatchers. These multi-agency missions rely on solid relationships and unified strategies across municipal police, regional 911 dispatch centers, DuPage County OHSEM, City OEMC, State Police, City-County air assets, Federal law enforcement, and other regional task forces. In DuPage County alone, these operations have resulted in the seizure of dozens of firearms, dozens of stolen/felony cars, and hundreds of criminal arrests.

Chair Schwarze then recognized the following Telecommunicators that will be honored at the July 23 DU-COMM Board of Directors meeting.

TC Hannah Peat of DU-COMM answered a 9-1-1 call from a caller reporting that a 1-year-old child was turning purple. TC Peat quickly determined the child was unconscious and not breathing. She submitted the call in just 45 seconds while immediately beginning EMD protocols. Despite the caller’s panic, TC Peat remained calm and began CPR instructions. After several breaths were delivered, the caller reported hearing the child cry. Recognizing this as a sign of improvement, TC Peat used the breathing diagnostic tool to confirm the child was breathing adequately. She continued providing care instructions while checking on the child’s condition until paramedics arrived and made contact with the patient. TC Peat reassured the caller throughout the event and offered praise for their actions once help arrived. Her composure and quick response were critical to the child’s survival.

TC Alexis Schulze of DU-COMM answered a 9-1-1 call from a woman reporting that her 87-year-old husband had become unresponsive while trying to get back into bed. She also believed he was not breathing. TC Schulze quickly recognized the severity of the situation and submitted the call within 1 minute and 15 seconds, immediately initiating EMD protocols for cardiac arrest. Although the caller mentioned having an AED, TC Schulze used sound judgment and instructed her to begin CPR without delay, recognizing that time was critical. She provided clear, calm instructions and continued to reassure the caller as she performed CPR on her husband. TC Schulze remained composed and supportive throughout the emotionally charged event, offering strength and guidance until paramedics arrived. While the patient later passed away at the hospital, he achieved ROSC in the field-giving his family precious time to say goodbye.

Chair Schwarze then recognized DU-COMM Operations Manager Judith Menough who is celebrating 35 years of dedicated service to 9-1-1 communications. Ops Manager Menough has held numerous roles throughout her career, including Communications Supervisor, CTO, Operator-In-Charge, and Cross-trained Telecommunicator. Known for her strong leadership, professionalism, and unwavering support of her team, Ops Manager Menough is a respected and valued member of the DU-COMM family. Her commitment to excellence has had a lasting impact on the organization, its member agencies, and the communities we serve.

**5. MEMBERS' REMARKS**

There were no Members' remarks.

**6. CONSENT AGENDA**

Chairman Schwarze asked for a motion to combine Consent Agenda Items B/Monthly Report for

July 9; C/Revenue Report for July 9; D/Minutes Approval Policy Advisory Committee for June 2; E/Minutes Approval ETS Board for June 11. Member Honig motioned, seconded by Member Wolber. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items B/Monthly Report for July 9; C/Revenue Report for July 9; D/Minutes Approval Policy Advisory Committee for June 2; E/Minutes Approval ETS Board for June 11. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

**6.A. Monthly Staff Report**

6.A.1. [25-1667](#)

Monthly Report for July 9 Regular Meeting

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [July Meeting Monthly Report.pdf](#)

**6.B. Revenue Report 911 Surcharge Funds**

On voice vote, all Members voted "Aye", motion carried.

6.B.1. [25-1663](#)

ETSB Revenue Report for July 9 Regular Meeting for Fund 5820/Equalization

**Attachments:** [Revenue Report Regular Meeting 7.9.25 Fiscal Year](#)  
[Revenue Report Regular Meeting 7.9.25 History](#)

**6.C. Minutes Approval Policy Advisory Committee**

On voice vote, all Members voted "Aye", motion carried.

6.C.1. [25-1631](#)

ETSB PAC Minutes - Regular Meeting - Monday, June 2, 2025

**Attachments:** [2025-02-06 PAC Minutes Summary](#)

**6.D. Minutes Approval ETS Board**

On voice vote, all Members voted "Aye", motion carried.

6.D.1. [25-1666](#)

ETSB Minutes - Regular Meeting - Monday, June 11, 2025

**Attachments:** [2025-06-11 ETSB Minutes Summary.pdf](#)

<b>RESULT:</b>	APPROVED THE CONSENT AGENDA
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Joseph Maranowicz

<b>AYES:</b>	Schwarze, Franz, Eckhoff, Honig, Johl, Maranowicz, Robb, Schar, and Wolber
<b>ABSENT:</b>	Hernandez, Markay, and McCarthy

**7. VOTE REQUIRED BY ETS BOARD**

**7.A. Payment of Claims**

7.A.1. [25-1664](#)

Payment of Claims for July 9, 2025 for FY25 - Total for 4000-5820 (Equalization): \$792,286.81

On voice vote, all Members voted "Aye", motion carried.

**Attachments:**     [Payment of Claims 7.9.25 FY25](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Joseph Maranowicz
<b>SECONDER:</b>	Pat Johl

**7.B. Change Orders**

7.B.1. [25-1671](#)

ETS-R-0066F-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, for the purchase of new core Fire Station Alerting (FSA) equipment for a new Itasca Fire Protection District Fire Station, to increase the funding in the amount of \$77,085, resulting in an amended contract total of \$677,230, an increase of 12.84%.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:**     [PURVIS 924025 Change Order 5.pdf](#)  
[PURVIS 924025 Decision Memo.pdf](#)  
[Itasca IL PC2026-045 Core.pdf](#)  
[Purvis Memorandum of Understanding\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Jessica Robb

7.B.2. [25-1672](#)

ETS-R-0066G-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, for the purchase of new optional Fire Station

Alerting (FSA) equipment for a new Itasca Fire Protection District Fire Station, to increase the funding in the amount of \$20,690, resulting in an amended contract total of \$697,920, an increase of 3.06%.

Vice Chair Franz asked if every time there is a new fire station, ETSB purchases a new PURVIS system. Executive Director Zerwin said there is a System Control Unit (SCU) component and if the station is new, then yes, ETSB purchases the full equipment and uses any old equipment as spare depending on the age of the equipment. There were no further questions.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Purvis 924025 Change Order 6.pdf](#)  
[Purvis 924025 Decision Memo.pdf](#)  
[Itasca IL PC2026-046 Optional.pdf](#)  
[Attachment C to MOU.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Kyle Wolber
<b>SECONDER:</b>	Pat Johl

7.B.3. [25-1674](#)

2016AD-16 - Amendment to Resolution 2016-16, issued to Intergraph Corporation, d.b.a. Hexagon Safety & Infrastructure, a Delaware Corporation, PO 950900/1914-1, for additional Mobile Responder and I/NetViewer licenses and one (1) additional year of maintenance, to increase the funding in the amount of \$25,981, resulting in an amended contract total of \$22,503,687.78, an increase of 0.12%.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Hexagon 950900 Change Order 30.pdf](#)  
[Hexagon 950900 Decision Memo.pdf](#)  
[\(2025-85729\) Mobile Responder & NetViewer Licenses\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Mark Franz
<b>SECONDER:</b>	Pat Johl

7.C. **Purchase Resolutions**

7.C.1. [ETS-R-0036-25](#)

Awarding resolution to DECCAN International, PO 925021, for an optional renewal of maintenance on the LiveMUM software in the ACDC and DU-COMM PSAPs, for the

period of September 1, 2025 through August 31, 2026, for a contract total of \$44,050, per renewal option under PO 924021/7179-1, first of two options to renew.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Deccan 925021 LiveMUM PRCC\\_Redacted.pdf](#)  
[DuPage - 2024-2026 Renewal Notification\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Joseph Maranowicz
<b>SECONDER:</b>	Pat Johl

7.C.2. [ETS-R-0037-25](#)

Recommendation for the approval of a contract to EOLA Power LLC, to furnish, deliver, and install 372 UPS replacement batteries within the ACDC and DU-COMM PSAPs, for a contract total of \$144,835.20; Per lowest responsible bid 25-040-ETSB.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [EOLA 25-040-ETSB PRCC\\_Redacted.pdf](#)  
[BID Tab 25-040-ETSB \(Revised\).pdf](#)  
[EOLA Power LLC\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	David Schar
<b>SECONDER:</b>	Kyle Wolber

7.D. Resolutions

7.D.1. [ETS-R-0034-25](#)

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Regional Emergency Dispatch Center.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Red Center MOU executed 6.24.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Joseph Maranowicz

7.D.2. [ETS-R-0035-25](#)

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Rosemont Public Safety Department.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Rosemont Du Page Application 6.26.25\\_Redacted](#)  
[Rosemont DuPage MOU Executed\\_Redacted](#)  
[Bensenville Letter\\_Redacted](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	David Schar
<b>SECONDER:</b>	Pat Johl

7.D.3. [ETS-R-0038-25](#)

Resolution to amend and approve Policy 911-013: Information Technology and Network Security.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [911-013 Information Technology and Network Security Policy July 1 2025 draft.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Kyle Wolber
<b>SECONDER:</b>	Pat Johl

7.D.4. [ETS-R-0039-25](#)

Resolution to amend and approve Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees.

Vice Chair Franz asked for a summary of what was being accomplished with this policy. ASA Winistorfer said his understanding is that the changes will broaden the section which previously only covered items that were interfaced with CAD. This policy would cover interfaces that would hang off of the 911 system and secure a payment structure. Vice Chair Franz thanked ASA Winistorfer for the legal reply and asked Executive Director Zerwin if the changes were vetted by the Policy Advisory Committee (PAC) or the PSAPs, that all policy changes go through PAC first. Executive Director Zerwin said this is not a PAC policy, that PAC is for radio policies. Vice Chair Franz said that is not true at all, that there are a lot of things that PAC discusses that are not radio based and that this is not following protocol. Executive Director Zerwin replied that PAC does not deal with policies and procedures of the ETSB. Vice Chair Franz said he thought this should be a PAC discussion and that this is not new, that the PSAPs ask for additional

services all the time. He said, when the policy was created, which he thinks is wrongly characterized as something he requested, which he does not recall, but this was set this up so that when outside agencies ask for additional services through ETSB they should pay a fee. He said he thought that was a good policy. Vice Chair Franz continued saying what it sounds like we are doing is trying to shift and then charge each PSAP anytime they ask for anything additional that is not approved by somebody and that was not the intent of the policy. He said there is no legal issue here, that DU-COMM is a PSAP, not an agency. Vice Chair Franz said this is a totally different approach to what we have talked about recently and thinks it goes back to the fundamental issue he sees with ETSB. Sometimes our statutory authority is to support the PSAPs that exist under the Ordinance for 911 service. The PSAPs do not support us. We have it flipped. This policy is not appropriate, needs to be vetted and if folks feel differently we should at least table this and let DU-COMM's attorney take a look at this since they have not had a chance to review it. Vice Chair Franz said it does not have his support at all, that it is completely out of left field.

Member Robb said he ask would be a motion to table until DU-COMM's legal has an opportunity to talk with ASA Winistorfer further about this. She said this seems to have been born out of a DU-COMM request specifically and they would like time to have their legal vet this. Member Robb said they just received the MOU on Monday afternoon and they have not had time to go over it thoroughly, and that the packet came out late on a holiday weekend. She said DU-COMM has not been able to get hold of their lawyer concerning this.

Vice Chair Franz said fundamentally we are going to start sending invoices to the PSAPs any time we feel we need to be reimbursed. He said that does not make any sense, that we are here to support the PSAPs, and that he does not understand the change at all.

Executive Director Zerwin said this is a security policy. In the sense that it is a security policy, anything that attaches to the 911 system has to be reviewed no matter where it comes from. The question that we had was whether the fees apply to the DU-COMM portion because the policy only considered CAD because up until this point the only things that had ever been requested have been off of the CAD system. The particular thing that DU-COMM is requesting hangs off the logger. She said the policy does not speak to that and that is the why there is a language adjustment to 911 system. The policy now becomes more all encompassing versus just CAD. Executive Director Zerwin continued saying because the security system is based on [vendor name removed], based on the security breach that other agencies within our system have experienced, even Addison, that makes the system vulnerable. The Tech Focus Group looks at everything that comes into the system regardless of where it comes from. In the sense of diversion of funds, the fees are put in place because ETSB staff should be working on those things that are related to 911 since the staff is paid by 911 surcharge. ETSB should be charging for LEADS because LEADS is something specifically mentioned by the Attorney General as not an allowable cost. There is a LEADS interface that the PSAPs pay for and that ETSB oversees as well because it connects into the system. She said that is the point of the policy and that looking at the fee structure, it is not over the top. Executive Director

Zerwin said this was the collective recommendation from the State's Attorney review on how ETSB should proceed to encompass software that is purchased by not the ETSB, but an outside agency who wants to own it, control it and connect it to the system. She said drones, FUSUS, all those things in the past have gone to CAD but that this interface is on the logger. Member Robb said she understands adding the language concerning the logger, but this is a 911 allowable surcharge cost product. She said all our agencies in Illinois are using surcharge funds in order to purchase this product. What she is not understanding is charging the PSAP for the time to connect and maintain a product if it is allowable by surcharge funds. She said DU-COMM is not asking for Axon, which she understand is not an allowable cost. Member Robb said this is a training and quality assurance component to better serve the community, to better train our individuals to do their job and is a PSAP cost.

ASA Winistorfer said he believes it is an allowable cost. He said the ETSB is a sole authority for distribution of surcharge funds and it has not been decided at this time whether to spend the money to facilitate access. So this covers a situation where the access is not, or that decision has not yet been made, and the agency wishes to connect anyway. He said at this point DU-COMM could connect and at a later date this Board could decide to reimburse DU-COMM if they wish or if you wished to ask before purchasing the software, then the Board could have made the decision in advance, in which case the billing portion of this would not apply.

Executive Director Zerwin said more to the question, is that just because something is an allowable cost, does not mean it is coming from an outside agency. She said the policy does not speak to that if you are connecting something and that was part of the nuance of does it apply? Does it not apply? Does allowable come into play with this discussion?

Vice Chair Franz asked who the outside agency is. Executive Director Zerwin said it would be anybody outside of the ETSB, including the PSAPs if they want to buy something and connect it.

Vice Chair Franz said he understands the security standpoint and that everything needs to be reviewed but that he does not think there was any discussion about including the PSAPs as an outside agency to assess fees when the policy was created. He said there have been a hundred things worked on in the time he has been here and they always get worked out, that sometimes ETSB needs to play referee and make a decision. But to change the policy and say we are going to charge DU-COMM seems improper. ASA Winistorfer said that under the Statute, the ETSB cannot delegate its authority to be the decider on how surcharge is spent. He said we cannot just allow something or facilitate access without an actual decision by the Board and that decision should happen in this case. Vice Chair Franz said he is not arguing that, he is talking about the policy change.

Member Honig said that if DU-COMM is requesting to table this item for more time to review it, especially when it came out, then he is in favor of that. He said he may not share all of Vice Chair Franz's discussion points, but they are here to support the PSAPs and if they are asking for more time, that provides the Board more time to assess and

revisit in the next meeting. He said he is not familiar with the fees and asked whether there is a specific change in the dollar amount that this policy would cost. Chair Schwarze said the fees were established not long ago but that the fee structure is not necessarily an issue. Executive Director Zerwin said it is \$4,500 from the ETSB portion. She said this requires an interface from Motorola that would cost DU-COMM \$15,000.

Executive Director Zerwin suggested they do not table the policy and continue the discussion and amend, if necessary. She said that if DU-COMM is in a hurry to get the interface running, with the policy in place, movement could continue in the background while the Board looks at the MOU and the attorneys can discuss. Executive Director Zerwin said DU-COMM had expressed concern that this was being inordinately delayed and she did not want to delay it further by tabling the item. Member Robb said it had already been three months since their original request and that delaying it another month would not be severely detrimental. She would rather have their legal have the opportunity to export policy and the MOU.

Vice Chair Franz asked if they have to remove the motion before they can table the policy, that he would like to motion to table this. ASA Winistorfer said you just make a motion to table it now. Vice Chair Franz said he would make a motion to table, seconded by Member Maranowicz.

Member Eckhoff asked if there is something in the process now that this policy would apply to that has been pending for three months for DU-COMM. He asked if Executive Director Zerwin wanted the policy so ETSB can charge DU-COMM. Executive Director Zerwin replied yes, that they could debate whether this applies to DU-COMM purchasing when the police allows for the logger to allow for the MOU, but that does not matter. Member Eckhoff said if the policy gets pushed off for a month, can DU-COMM push off whatever their purchased would apply to. Vice Chair asked if the logger purchase should be on the next agenda to approval to have the ETSB consider approving the purchase. He asked if that is in essence what Member Robb asked for three months ago. Member Robb replied no, but that she would like the time to speak with her legal in terms of perhaps adding something to the agenda in terms of having the ETSB pay for this connection fee. Member Honig clarified, instead of DU-COMM. Member Robb confirmed, correct because it is an allowable cost and she understands she has not asked for that yet of this Board, and so she would like the time. Vice Chair Franz said so that could be on the agenda as well as the policy, that the logger itself has already been Member Robb confirmed we already have the logger.

Executive Director Zerwin said so this is the first time that DU-COMM has indicated they wanted ETSB to pay for an interface in discussion. She said this is also part of the policy because nothing then prevents an agency with an allowable expense, unless there is policy, to buy something and have an expectation of an unbudgeted expense. She said in FY25, this \$15,000 would be unbudgeted if ETSB is going to pay for it. The funds set aside for time and material on the Hexagon contract does not exist for Motorola or any other vendor that would connect to another component of the system. Executive Director Zerwin said this would be an unbudgeted expense out of the Contingencies line item. She

said they are now opening the door for an expectation that the PSAPs can buy whatever they want and because it is allowable, that cost comes to ETSB and that is something that we should look at in the policy. We may come back with different language then or within a finance policy regarding purchasing.

Member Honig asked that if a PSAP were purchasing an item or interface and they want to put the cost on ETSB, couldn't there be language in the policy or MOU that the expense would be proportional to the time it would take ETSB staff to operate. If the PSAP is purchasing the service/software and ETSB were doing the heavy lifting the PSAP would be charged. He felt there was a good way to look at the policy with it being broad but also specific to the nature of the request. Executive Director Zerwin said there is already a partial policy in that each year during the budget process the ETSB asks the PSAPs to submit any capital requests and there would be time to consider who pays for it and what is involved.

Member Maranowicz said he supports DU-COMM although the request would be unbudgeted and come the end of the year, ACDC and DU-COMM would know these contingencies came up, there was funding that was provided, but you do not get both (meaning the end of year PSAP allocation). He said they should look at the policy and if the request is legal, the funding should be provided. Member Maranowicz believed that DU-COMM should have their legal review.

Vice Chair Franz said he concurs, that it should be the exception not the rule. He said they would rather have budgeted expenses but that sometimes things come up and over the last 12 years he has been on the ETS Board, they have done a number of those.

ASA Winistorfer clarified there was a motion to table this item to a date certain, which is the next ETS Board meeting, and a second. Vice Chair Franz agreed.

Member Eckhoff asked if there was a concern that this does not getting approved today. Executive Director Zerwin said it would slow the process. She said she thinks there is intent to do the interface to the logger and that the question would be whether to proceed with Motorola to continue development so that when the policy is resolved they are not waiting on development. Executive Director Zerwin said this is where they put her in a no win situation. The expense cannot be authorized unless there is something that says the PSAP or agency intends to pay for it. Member Eckhoff inquired into the downfall if this waits another 30 days as opposed to telling DU-COMM now this is how you are going to pay for it or reimburse ETSB. Executive Director Zerwin said she brought up not tabling the policy to move it forward while the discussion of who is paying for what happens. Vice Chair Franz asked if the PSAPs had been charged for any expense before. Executive Director Zerwin responded, LEADS. Vice Chair Franz rephrased his question to ask if the PSAPs had been charged for a legal surcharge expense. Executive Director Zerwin said the policy was not changed to ask for ETSB staff services to be paid for so we are walking down Vice Chair Franz interrupted and said right, but that is for an outside agency, not a PSAP. Executive Director Zerwin said DU-COMM is a cooperative government entity and in a sense is a separate agency. Vice Chair Franz said it is a

separate agency but that we are here to support the PSAPs. Member Maranowicz said he thought they are doing it with the radios by saying the next renewal process is on the PSAPs to pay for. Executive Director Zerwin said the mobile and CSO radios are examples. Vice Chair Franz said but that is with the agency. Executive Director Zerwin responded, with DU-COMM, too.

Chair Schwarze asked for a roll call vote. On roll call, all Members voted "Aye", motion carried.

**Attachments:** [Policy 911-013.1 9-1-1 System Interface Access and Fees July 1 2025 draft.pdf](#)  
[Policy 911-013.1 9-1-1 System Interface Access and Fees August 2025 draft redline JR edits 8.5.25.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Mark Franz
<b>SECONDER:</b>	Joseph Maranowicz

## 8. DEDIR SYSTEM

Without objection, Chair Schwarz began with Agenda Item 8: DEDIR System and turned the meeting over to PAC Chair Selvik and PAC Vice Chair Clark.

PAC Chair Selvik began by saying the Fire Chiefs had all been invited to the in-person Podcast on July 22 during which they would take back two (2) radios per agency for testing and training purposes before the full rollout.

PAC Vice Chair Clark thanked ETSB staff for their support and said a lot of details had been worked out in the last few weeks to plan for the testing rollout. PAC Chair Selvik recognized PAC Vice Chair Clark for running the Fire Focus Group and their level of accomplishments.

Chair Schwarze asked for any questions. Vice Chair Franz asked if there was a presentation from Motorola. Chair Schwarze replied that Motorola was present for questions.

Member Maranowicz asked if they could explain the project delays to this point. The Motorola representatives introduced themselves: Account Manager Chris Chisnell, Vice President of the Midwest Jay Burla, and Area Sales Manager of Illinois Dominic Storelli. Mr. Chisnell began by saying from a Motorola perspective that DuPage County is a complex area with complex scenarios and that if something were rolled out incorrectly, it would cause twice the problems and delays and that with the number of departments/Chiefs, the deployment has been a monumental effort. The upcoming deployment was discussed by the Motorola representatives in terms of a programming plan and timeline to turn out the test radios, any potential template or programming changes from the agencies which could be pushed out over the air but may require restructuring, additional Motorola staff brought in to assist, the new talk group agreements, and how to manage expectations of the deployment process moving forward.

Executive Director Zerwin also brought up the impact of the mobile radios and options available as well as the costs, State's Attorney's opinion, and FCC criteria of first responder radios and the corresponding Intergovernmental Agreements (IGAs) with the agencies. ASA Winistorfer said the reason each agency will attest to the use of the radios is because the Chief of the agency is the only one who can speak for his/her personnel within the respective agency. ASA Winistorfer said each agency would also sign the IGA directly with the County, on behalf of its ETSB, as opposed to the previous version in which DU-COMM elected to sign for all their agencies.

Vice Chair Franz expressed frustration regarding the IGAs having to go through their respective agencies' boards for execution following the attestation of the Chiefs and the potential delays involved in the process, that this should be kept as simple as possible. He also said that Motorola not being prepared with a presentation on where we are with the radios, with the mobiles, and next steps was inexcusable. Chair Schwarze said he respectfully disagreed, that Motorola had been invited to answer questions, as requested by Vice Chair Franz in the June meeting. Chair Schwarze said he felt the PAC Chair and Vice Chair along with Executive Director Zerwin had done a solid job explaining the status of where the radios are this morning and said Motorola would answer any questions. Vice Chair Franz addressed Motorola and said gentlemen, this is a multi-million dollar contract and said you (Motorola) came to answer questions, and asked, so where are we with the project? Test radios go out, then what? What's the timeline? Vice Chair Franz continued saying this has not been a smooth process and said when he explains the challenges and complications of the project, the question will then be asked, when will it roll out? And he (Vice Chair Franz) cannot answer that question. Vice Chair Franz then asked, so what are the timelines? What is after the testing phase? Now we have to do IGAs, which will be a month, then what? When will agencies have workable radios? Vice Chair Franz finished with, answer me that, please.

Chris Chisnell of Motorola answered that this is a joint process and that he cannot answer all those questions. PAC Vice Chair Clark said that he is familiar with the radio, the programming, and the inventory and that he could speak to those points. He explained that programming was starting today and would be completed by July 22 if all goes well. PAC Vice Chair Clark said that when Motorola gets the word the test radios are good, they can begin programming the rest of the agency's radios. He said from a technical standpoint, the distribution of those radios would involve collection of the old radios and provisioning of the new radios, and that agencies cannot have old and new at the same time for a number of technical reasons, so deployment may take a day per agency. PAC Vice Chair Clark said that while he cannot speak to the IGAs, from a technical standpoint, he does not see anything that will slow deployment at this point. He finished by asking Executive Director Zerwin if some of the IGAs were already done.

Executive Director Zerwin briefly explained the affidavit previously referenced by ASA Winistorfer, the execution of the IGAs and discussion of a letter of intent for the boards who do not meet in July to keep the fire deployment project moving forward, as has been done before. She said the IGA is the same instrument that had been executed by DU-COMM on behalf of their police agencies and had been run through their members and attorneys with the exception of one change to amend a billing date, as the 2022 IGA referenced a date that has now passed. Member Maranowicz said at the time of the police deployment, he did not want to sign on behalf of ACDC agencies, that to Executive Director Zerwin's point, the Village of Addison's legal

staff had said they did not want to take on that responsibility for their agencies. Executive Director Zerwin confirmed that Warrenville Fire, a DU-COMM agency, had also elected to sign their IGA directly with County/ETSB.

Member Eckhoff asked for clarification of the two (2) test radios per agency and the process to test them. PAC Vice Chair Clark explained the channel lineups chosen in their programming and the testing they would run through, including mutual aid with their neighboring agencies. Discussion ensued on the timeline of the testing, the physical deployment, and any bottlenecks which at this time could have a detrimental effect on that agency, but not the overall system. There were questions regarding the additional Motorola staff and their roles in the project. Mr. Chisnell said Motorola could bring in an entire team, as many resources as needed, to manage any changes and ensure the radios are right. PAC Vice Chair Clark said that the nature of this is that even if DuPage does not change anything locally, somebody somewhere else is going to change something. And the beauty of these radios is those changes can be pushed out over the system without touching all of the radios. He said we are getting this as close as we can to perfect, but it will never be perfect, that there will always be updates going out, and that is how the radios were designed and why we bought them. Member Eckhoff expressed his frustration that he wants to ensure the first responders have the tools they need to protect the public and if there is any way to put pressure on whoever has created a bottleneck in that process.

PAC Vice Chair Clark talked about the test radios as being used as training radios, as well. He said training materials will be provided but that they do not expect a huge learning curve as the radios are not drastically different from the radios they have today, that the radios have the same, but enhanced, functionalities. PAC Vice Chair Clark said the day the new radios show up, personnel are going to lose their old ones, and that they need to be productive from day one.

Member Honig thanked Motorola for coming out to answer questions and said it makes him feel better that there is more responsiveness and aid being provided in the rollout. He also thanked Chiefs Selvik and Clark for their hard work through this long process and working through the frustrations.

Member Schar said that in terms of deployment, his is a smaller Police department but that it took literally less than an hour to turn in their radios, pick up the news ones, and they were out on the street in use. He believed any bottleneck would be on the department, not the system, and that he has spoken to peers at larger departments who had the same experience as his.

Vice Chair Franz said in terms of the project management side, would additional resources from Motorola allow for multiple agencies to roll out on the same day and close the gap. Executive Director Zerwin said that it would not fall on Motorola, that the physical deployment would be ETSB's responsibility. She said if the initial few agencies roll out without issue, then with enough staff and assistance perhaps from OHSEM with the physical deliveries, we may be able to do more than one. Executive Director Zerwin said the difference between the police and fire rollout is that there are nuances with the IDs of the fire radios which makes the rollout a bit more of a challenge and that the nature of the fire deployment may be such that it would be better to make the switch on location but may depend. Vice Chair Franz asked for a timeline for the rest of the year in terms of assignments. Executive Director Zerwin said the project managers have a

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Gantt chart that shows the breakdowns and could be sent out.

Vice Chair Franz then asked for a timeline for the IGA process and how that would be rolled out. Would a letter be sent to each agency? What would be said in the letter? Vice Chair Franz stated that thought the police radios, from what he had heard, had rolled out well through DU-COMM and did not know why we would not want to just do the same thing. Chair Schwarze said he believed that it was mentioned that maybe an affidavit could be signed, meaning there is no need for an IGA in hand if the meeting is not for a few weeks. Executive Director Zerwin responded, no, that it is the State's Attorney's recommendation because of the affidavit. Chair Schwarze paused any response, and said to Vice Chair Franz, who had been speaking to another Member, that this question involves one of Vice Chair Franz's questions and that he (Chair Schwarze) wanted to make sure Vice Chair Franz is understanding, please. Chair Schwarze then apologized to ASA Winistorfer. ASA Winistorfer said this was the recommendation of the State's Attorney, not ETSB trying to change things up. He said the affidavit is basically saying that under penalty of perjury, the radios are used for first responders in the initial dispatch. ASA Winistorfer said the Chief has to attest because it is operational and that IGAs should be individual. He said agencies with an IGA with DU-COMM will have to re-execute. ASA Winistorfer continued saying the affidavits can be signed, that on the police side, the APX4000 or APXNext model radios are being distributed to CSOs and that ETSB will be pay for police mobiles as per the opinion. He said any agency with an individual IGA in place would only need the affidavit. Chair Schwarze asked an example question of an agency who may not have a meeting for a month or so, that they can sign the affidavit and provide the IGA at a later date after their meeting. Executive Director Zerwin answered that the agency would sign a Letter of Intent (LOI) and within the LOI the agency would state their intent to execute the IGA at their next meeting and provide the specific date. She said this process had been used before and that it will not hold up the process.

Member Maranowicz said that the Village of Addison's legal department was very specific in what was just said, and that Addison did not want to assume responsibility on behalf of their members. He said he did not want to speak for DU-COMM, but that if some department went rogue and handed out a radio to someone they were not supposed to, why would Addison be accountable for that? He said from an ACDC perspective, if you do something, it is on you, the agency. Member Maranowicz said he respectfully disagrees with Vice Chair Franz, that he (Member Maranowicz) likes the way it is set up from a liability standpoint, that if you, the agency, does something wrong, it is not DU-COMM's fault. It is the agency's fault, and you should have known better. Member Robb said she would agree in terms of pushing the ownness back onto the department. She said she was not here when DU-COMM took on the IGAs for all the police departments, but it was her intent to change that with the fire departments and have the fire departments sign individually. Member Robb said she is very much for the...especially given the change in the State's Attorney's opinion coming down the pike.

There was an unrecognized question and comment from Mr. Jim McCarthy President of the Bartlett Fire Protection District who asked if there is a template for the IGA. He said the Bartlett board has not met yet in June and does not see why his board would not approve the IGA in advance of getting the radios. Mr. McCarthy asked if there is a reason why they should not approve it in advance. Chair Schwarze asked if Mr. McCarthy would send him an email with his

questions and provided his email address. Mr. McCarthy responded that he could do that but was unclear as to why, that if they have an opinion on this why can't the question be answered. He continued saying he could send the email and asked them if there was a checklist for the testing process. There was a brief deliberation between Chair Schwarze and ASA Winistorfer regarding board meeting procedure and a non-member who wished to be recognized outside of public comment after which Chair Schwarze stated he would recognize Mr. McCarthy and turned to Executive Director Zerwin to address the questions. Executive Director Zerwin responded there is a template and template resolution, as it is the same template as was used before. She said there is no reason why Mr. McCarthy's, or any, board could not approve it ahead of time. Executive Director Zerwin said in terms of a checklist, there are items the Fire Focus Group has put together that would be provided to the Chiefs, specific things to look at, and that there may be questions or comments that come from training. Mr. McCarthy asked that once the radio checks have been done, would this be on a first come first served basis. He said there have been people who have dragged their feet on simple replies and that he does not want to suffer that they have been prompt in theirs. Executive Director Zerwin said that when information is submitted, it is more likely than not that the programmers will take information coming in on a daily basis and that when agencies are ready with their paperwork, they can get into the queue. Executive Director Zerwin said it would probably be first come, first served. Mr. McCarthy thanked Executive Director Zerwin who replied in kind. Chair Schwarze asked if Mr. McCarthy had any further questions as he had the floor at the moment. Mr. McCarthy replied, no, not at all and thank you very much.

Chair Schwarze asked if there were any other questions for Motorola, to which there were none. Chair Schwarze thanked the Motorola representatives for their time.

Chair Schwarze then moved back to Agenda Item 4: Chair's Remarks.

**8.A. Police**

**8.B. Fire**

**9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN**

There was nothing further to discuss.

**10. OLD BUSINESS**

Member Robb asked about system acceptance for the AXS consoles. She requested a status because of the volume issues as well as the Telecommunicators randomly being logged out. Executive Director Zerwin said she believed that Motorola was working through those and once they are resolved, then they can move onto acceptance testing. She said the system cannot be accepted if there is a problem. Member Robb asked what was happening with the logging out issues. Deputy Director Taormina provided an update from Motorola regarding the patch update and subsequent reboot. Executive Director Zerwin said if nothing has occurred within 10-14 days, and the PSAPs are comfortable moving onto acceptance testing, that process could begin.

Member Robb then inquired into the GIS projects and said there has not been a map rollout since April and that a update is pending from Hexagon. Mr. Taormina said there is a meeting set between him and Hexagon to go through the process and that the MSS database which had an

issue had to be rebuilt. He said the submissions have been staged so once the database is ready, he hopes that the changes can be pushed out.

Executive Director Zerwin said she appreciated the opportunity for staff to attend the Hexagon conference last month, that Mr. Cieplinski and Mr. Bhatt were able to work with Hexagon developers on that issue and come back with ideas.

Member Eckhoff said that in terms of the tabled policy, there has to be an understanding between all parties involved in terms of what ETSB's duties and responsibilities and obligations and believed the attorneys should sit down with everyone else and get that clear understanding.

Chair Schwarze closed old business with a reminder that the Ad Hoc Finance Committee meeting would follow this one.

**11. NEW BUSINESS**

There was no new business.

**12. EXECUTIVE SESSION**

At 10:20am, a motion was made by Vice Chair Franz, seconded by Member Maranowicz, for ETSB to enter into Executive Session. On roll call, all "Ayes", motion carried. Pursuant to the carried vote, ETSB entered Executive Session.

**12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)**

**12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C ) (1)**

ETSB is going into Executive Session Pursuant to Section 5 ILCS 120/2(c)(1) for the purpose of considering the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body

**12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS**

**12.D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)**

**13. MATTERS REFERRED FROM EXECUTIVE SESSION**

At 10:55am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze, Franz, Eckhoff, Honig, Johl, Maranowicz, Robb, Schar, and Wolber were present.

Member Eckhoff made a motion to submit the job postings to fill the open positions and to adjust the salaries as outlined, seconded by Member Maranowicz. Vice Chair Franz commented on the process saying that a motion is not done for every vacancy for the County and believed ETSB creates extraordinary rules that we should not be doing.

On roll call, all Members voted "Aye", motion carried.

**14. ADJOURNMENT**

**14.A. Next Meeting: Wednesday, August 13 at 9:00am in 3-500B**

Without objection, the meeting of the ETS Board was adjourned at 10:57am.





ETSB Resolution

421 N. COUNTY FARM ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

File #: ETS-R-0043-25

Agenda Date: 8/13/2025

Agenda #: 7.A.1.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE  
SYSTEM BOARD OF DU PAGE COUNTY  
FOR FISCAL YEAR 2025

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$88,776.00

From Fund/Object Code: 4000-5820-54199: Capital Contingency

To Fund/Object Code: 4000-5820-54100: Capital IT Equipment

Purpose: Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54100 (Capital IT Equipment) for the OnCall Records to Mobile Field Reporting (MFR) upgrade deliverables associated with the Hexagon PO 950900-1914-1 per the County Finance Department.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$88,776.00 from 4000-5820-54199 (Capital Contingency) to 4000-5820-54100 (Capital IT Equipment) be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 13th day of August, 2025 at Wheaton, Illinois.

\_\_\_\_\_  
GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois  
**BUDGET ADJUSTMENT**  
 Effective January 22, 2024

From: 4000  
 Company #

ETSB-EQUALIZATION  
 From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54199		<b>CAPITAL CONTINGENCY</b>	\$ 88,776.00			
Total				\$ 88,776.00			

To: 4000  
 Company #

ETSB-EQUALIZATION  
 To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54100		<b>IT EQUIPMENT</b>	\$ 88,776.00			
Total				\$ 88,776.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54100 (Capital IT Equipment) for the MFR deliverables associated with the Hexagon PO 950900/1914-1.  
 [Total Transfer Amount: \$88,776.00]

\_\_\_\_\_  
 Department Head Date

Activity \_\_\_\_\_  
 (optional) Chief Financial Officer Date

\*\*\*\*Please sign in blue ink on the original form\*\*\*\*

Finance Department Use Only

Fiscal Year \_\_\_\_\_ Budget Journal # \_\_\_\_\_ Acctg Period \_\_\_\_\_

Entered By/Date \_\_\_\_\_ Released & Posted By/Date \_\_\_\_\_



## Emergency Telephone System Board Of DuPage County Memorandum

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**TO:** Chair Schwarze and ETS Board Members  
**FROM:** Linda Zerwin, Executive Director  
**DATE:** August 4, 2025  
**SUBJECT:** Procedure for payment of Hexagon PO 1914-1 costs

The purpose of this memorandum is to discuss the payment of the capital portions of Intergraph/Hexagon, to become Octave in 2026, PO 1914-1 invoices fronted by ETSB with 9-1-1 surcharge funds that require reimbursement by the PRMS Oversight Committee.

### **Background:**

Hexagon has provided ETSB with two (2) invoices.

Capital Cost: The first invoice, P250000353, is for Milestone #2: Upon Completion of 'Task - Server Software Staging' in the amount of \$71,021 and Milestone #5: Upon completion of 'Task - OnCall Records & MFR Delta Workshops' in the amount of \$17,755.

Total invoice amount of \$88,776.00.

These milestones are part of the OnCall Records/MFR System Upgrade project. The milestones were approved by the ETS Board and PRMS Oversight Committee in June. There was discussion at the June 11 PRMS Oversight Committee as to how this invoice should be paid because PRMS has an Equipment Replacement Fund (ERF) for this purpose that has sufficient funds. There was only a discussion and no consensus to move forward and allow the invoice to be paid directly to Hexagon by PRMS.

Past invoices have been paid by ETSB and reimbursed by PRMS as part of the annual true up of shared contract costs made by the Finance Department through an interdepartmental budget transfer. The discussion was based around the goal of the PRMS consortium to become self-sufficient, eliminating the need for ETSB to front the capital portions of the Hexagon contract that are PRMS costs.

There are three (3) milestones left in this project not including the two (2) aforementioned milestones for a total of \$195,338.00. This upgrade is scheduled to be completed in FY25 Q4.

The PRMS Oversight Committee should transfer funds from their 5840: ERF to 5830: Operating to pay the current invoice of \$88,776.00 directly and still bill their agencies in arrears in their annual invoicing. If PMRS believes that they will finish this project in FY25, they should transfer the total amount for the balance of the project (\$284,114) at their next meeting and authorize staff to pay those invoices upon acceptance of the milestones. This would also require a budget transfer at their August 27 meeting authorized by PRMS Oversight Committee from their ERF to the appropriate operating line item in their budget.

Annual Maintenance: The second invoice, DUPAGE2025, is for annual maintenance, on both the CAD (\$876,306.21) and RMS (\$628,631.52) systems for a total invoice amount of \$1,504,937.73. Annual invoices for maintenance have also been paid by ETSB and reimbursed by PRMS annually in arrears.



## Emergency Telephone System Board Of DuPage County Memorandum

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Based on the IGA, there is an expectation by participating agencies that ETSB will front this cost through the end of the current contract and be reimbursed in arrears.

### **Budget Impact:**

The maintenance invoice of \$1,504,937.73 is a budgeted expense. The RMS budget portion of \$628,631.52 is budget neutral because it will be reimbursed.

### **Recommendation:**

Pay the Maintenance Invoice: Staff recommend that the maintenance invoice continue to be paid in same manner through the end of the current contract on June 30, 2027. Once the current contract is completed, ETSB would recommend separate maintenance contracts with any renewals. Separate contracts would allow the ETSB to reduce its budget by the RMS cost in its operating line items \$639,703.08 (FY26 cost).

Direct the Milestone Invoices to PRMS for Payment: Staff recommend that the milestone invoices for capital costs be directed to PRMS for payment. This is appropriate and eliminates one financial transfer and several steps for ETSB and County Finance staff. ETSB should not be paying RMS Capital costs from its Capital Contingency Fund.



## Payment of Claims

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-1888

**Agenda Date:** 8/13/2025

**Agenda #:** 7.B.1.

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## EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County  
421 N. County Farm Road, Wheaton, Illinois 60187  
630-550-7743 ETSB911@dupagecounty.gov

### BOARD MEMBERS:

**Mr. Greg Schwarze**  
Chairman  
DuPage County Board  
Representative

**Mr. Mark Franz**  
Vice Chairman  
Village of Glen Ellyn  
DuPage Mayors & Managers  
Conference Representative

**Mrs. Gwen Henry, Ex-Officio**  
DuPage County Treasurer

**Ms. Jean Kaczmarek, Ex-Officio**  
Secretary - DuPage County Clerk

**Mr. Grant Eckhoff**  
DuPage County Board  
Representative

**Ms. Marilu Hernandez**  
Addison Consolidated Dispatch  
Center  
(ACDC) Representative

**Mr. Andrew Honig**  
DuPage County Board  
Representative

**Chief Patrick Johl**  
Wood Dale Fire Protection District  
DuPage County Fire Chiefs  
Association Representative

**Mr. Joseph Maranowicz**  
Village of Addison  
DuPage Mayors & Managers  
Conference Representative

**Ms. Sheryl Markay**  
Public Representative

**Deputy Chief Dan McCarthy**  
DuPage Sheriff's Office  
Representative

**Ms. Jessica Robb**  
DuPage Public Safety  
Communication  
(DU-COMM) Representative

**Chief David Schar**  
Village of Winfield  
DuPage County Police Chief

**Mr. Kyle A. Wolber**  
Superior Air-Ground  
Ambulance Services, Inc.  
Emergency Services Representative

**Ms. Linda Zerwin**  
Executive Director  
9-1-1 System Coordinator

TO: DuPage County Finance Department

FROM: Greg Schwarze, Chair  
Emergency Telephone System Board of DuPage County

DATE: August 13, 2025

SUBJECT: ETSB Inter-department Claims FY25 August 13, 2025

The Inter-fund transfer for Payment of Claims as detailed on the following page has been approved by the ETS Board at a meeting held on August 13.

FY2025 Total Inter-fund Payment of Claims: \$77.78

APPROVED BY:

\_\_\_\_\_  
Greg Schwarze, Chair

ATTEST:

\_\_\_\_\_  
Secretary

# DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD | 9-1-1

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<u>Object Code</u>	<u>Services</u>	<u>Department</u>	<u>Amount</u>	<u>PO/Resolution</u>
5820-52200	Copy Paper	Mailroom	\$77.78	Invoice #1358432601



# EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County  
421 N. County Farm Road, Wheaton, Illinois 60187  
630-550-7743 ETSB911@dupagecounty.gov

**BOARD MEMBERS:**

**Mr. Greg Schwarze**  
Chairman  
DuPage County Board  
Representative

**Mr. Mark Franz**  
Vice Chairman  
Village of Glen Ellyn  
DuPage Mayors & Managers  
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DuPage County Fire Chiefs  
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Village of Addison  
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**Ms. Sheryl Markay**  
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DuPage Sheriff's Office  
Representative

**Ms. Jessica Robb**  
DuPage Public Safety  
Communication  
(DU-COMM) Representative

**Chief David Schar**  
Village of Winfield  
DuPage County Police Chief

**Mr. Kyle A. Wolber**  
Superior Air-Ground  
Ambulance Services, Inc.  
Emergency Services Representative

**Ms. Linda Zerwin**  
Executive Director  
9-1-1 System Coordinator

**TO:** DuPage County Treasurer's Office  
**FROM:** Greg Schwarze, Chair  
Emergency Telephone System Board of DuPage County  
**DATE:** August 13, 2025  
**SUBJECT:** ETSB Payment of Claims List FY25 – August 13, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on August 13, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated August 1, 2025.

<u>FY2025 Equalization Fund (4000-5820):</u>	\$	<u>221,050.33</u>
<b>Total:</b>	\$	<b>221,050.33</b>

APPROVED BY:

\_\_\_\_\_  
Greg Schwarze, Chair

ATTEST:

\_\_\_\_\_  
Secretary

**EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY  
FY25 EXPENDITURE VS. BUDGET**

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,037,446	\$ 1,037,446	\$ 559,182.57	\$ -	\$ 478,263.23	54%	46%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 6,113.11	\$ -	\$ 4,086.89	60%	40%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 33,053	\$ 33,053	\$ -	\$ -	\$ 33,052.67	0%	100%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,796	\$ 13,796	\$ 5,747.78	\$ -	\$ 8,047.92	42%	58%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 50,505.81	\$ -	\$ 34,772.23	59%	41%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 40,962.27	\$ -	\$ 38,402.33	52%	48%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 90,182.43	\$ -	\$ 166,985.87	35%	65%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ -	\$ -	\$ 39,000.00	0%	100%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 100,500	\$ 100,500	\$ 21,069.35	\$ 1,880.21	\$ 77,550.44	21%	77%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 32,579	\$ 832.82	\$ 100.00	\$ 31,646.18	3%	97%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 317.20	\$ -	\$ 432.80	42%	58%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 275,000	\$ 31,900.41	\$ 49,923.90	\$ 193,175.69	12%	70%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 1,500	\$ 1,500	\$ 23.63	\$ -	\$ 1,476.37	2%	98%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ 32,600.00	\$ -	\$ 118,500.00	22%	78%
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 344,139	\$ 51,480.00	\$ 292,659.16	\$ -	15%	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 30,000	\$ 30,000	\$ 19,804.11	\$ (504.11)	\$ 10,700.00	66%	36%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 436,081	\$ 50,915.25	\$ 205,324.39	\$ 179,841.36	12%	41%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 96,286.00	\$ -	\$ 41,642.15	70%	30%
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ 8,512.97	\$ -	\$ 11,487.03	43%	57%
4000	5820	53220-0000	WATER & SEWER	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%	100%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	\$ 1,176,887	\$ 1,176,887	\$ 537,799.12	\$ 357,655.92	\$ 281,431.56	46%	24%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 1,043,827.92	\$ 589,155.16	\$ 182,168.92	58%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 5,862.03	\$ -	\$ 39,137.97	13%	87%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ 287.46	\$ -	\$ 49,712.54	1%	99%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 659,626	\$ 659,626	\$ 72,680.42	\$ 508,559.82	\$ 78,386.17	11%	12%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ -	\$ -	\$ 20,580.00	0%	100%
4000	5800	53410-0000	RENTAL OF MACHINERY & EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%	100%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 50,000	\$ 50,000	\$ 4,980.27	\$ -	\$ 45,019.73	10%	90%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 145,000	\$ 27,604.00	\$ -	\$ 117,396.00	19%	81%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%
4000	5820	53800-0001	COPIER USAGE	\$ 6,000	\$ 6,000	\$ 3,116.59	\$ -	\$ 2,883.41	52%	48%
4000	5820	53801-0000	ADVERTISING	\$ 3,000	\$ 3,000	\$ 50.60	\$ -	\$ 2,949.40	2%	98%
4000	5820	53803-0000	MISCELLANEOUS MEETING EXPENSE	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 1,500.00	0%	100%
4000	5820	53804-0000	POSTAGE & POSTAL CHARGES	\$ 3,000	\$ 3,000	\$ 676.98	\$ -	\$ 2,323.02	23%	77%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES	\$ 2,884,318	\$ 2,884,318	\$ 874,584.87	\$ 1,810,587.71	\$ 199,145.21	30%	7%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,202,408	\$ 486,266.19	\$ 258,318.58	\$ 457,823.09	40%	38%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 40,000.00	\$ -	\$ 13,000.00	75%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,486,606	\$ -	\$ 672,360.91	\$ 814,245.09	0%	55%
4000	5820	54100-0000	IT EQUIPMENT	\$ 97,845	\$ 62,845	\$ -	\$ 62,845.00	\$ -	0%	0%
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE	\$ 13,000	\$ 13,000	\$ 7,568.64	\$ -	\$ 5,431.36	58%	42%
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 1,019,760	\$ 14,681.50	\$ -	\$ 1,005,078.50	1%	99%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 651,272	\$ 12,215,433	\$ 9,074,685.68	\$ -	\$ 3,140,747.32	74%	26%
Total				\$ 14,511,844	\$ 26,076,005	\$ 13,261,651	\$ 4,808,867	\$ 8,005,487	51%	31%
<b>EXPENDITURES FOR PERIOD: July 9, 2025</b>						<b>\$ 221,050.33</b>	<b>Internal Transfer:</b>	<b>\$ 77.78</b>		
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ -	\$ -	\$ 300,000.00	0%	100%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 32,705,925	\$ 32,705,925	\$ (11,564,161.00)	\$ -	\$ 21,141,764.00	-35%	65%



# OFFICE OF THE COUNTY AUDITOR

**Bill White, JD, CIA**  
*DuPage County Auditor*

421 N. County Farm Road  
Wheaton, Illinois 60187  
(630) 407-6075  
[www.dupagecounty.gov/auditor](http://www.dupagecounty.gov/auditor)

To: Hon. Greg Schwarze, Chairman  
DuPage County Emergency Telephone System Board (ETSB)  
  
ETSB Members

From: Bill White, J.D., C.I.A. *WFW*  
County Auditor

Subject: Internal Audit of Accounts Payable  
#25-30

Date: August 5, 2025

The Office of the County Auditor has completed a limited scope internal audit of the transaction processing of ETSB invoices submitted for payment. The audit identified two exceptions that required correction by the Finance Department.

All of the invoices submitted have been reviewed and released for payment by the County Auditor. The results of the audit are presented below.

## **Results**

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My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the August 13, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated August 1, 2025, have been examined and are recommended for payment. The total amount of the expenditures is \$221,050.33:

- FY2025 Equalization Fund (4000-5820) \$221,050.33

Two exceptions were identified by the County Auditor.

An SHI International, Corp. invoice for \$3,643.20 for software subscription licenses was entered into MHC with an incorrect description by the Finance Department. The County Auditor disapproved the invoice on July 17, 2025. The invoice description was corrected by the Finance Department and the County Auditor recommended the invoice for payment on that same day.

A ComEd invoice for \$186.22 for electric utility services was entered into MHC with an incorrect description by the Finance Department. The County Auditor disapproved the invoice on July 16, 2025. The invoice description was corrected by the Finance Department and the County Auditor recommended the invoice for payment on that same day.

### **Objective**

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The County Auditor will perform a series of procedures designed to evaluate the internal controls involved in the processing of transactions in the accounts payable system. The actual procedures performed will depend upon the County Auditor's assessment of risks associated with the transactions.

### **Background/Audit Scope**

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Invoices and the related supporting documentation are initially prepared and submitted for payment processing by County departments to the centralized accounts payable function administered by the Finance Department.

The County Auditor performs audit procedures on the payment documentation after the information has been entered into the accounts payable system by the Finance Department. These procedures include reviewing the scanned images of the invoice and supporting documentation and comparing it to the information entered into the system. Significant discrepancies noted between the supporting documentation and the information recorded in the system are identified by the County Auditor as exceptions. In these situations, the County Auditor notifies the Finance Department of the problem. When the discrepancies are resolved, the County Auditor approves the invoice.

A Bank Account Payment History Report is generated by the Finance Department after the invoices have been approved and the County Auditor verifies that each of the recommended payments was properly posted to the County's General Ledger.

### **Audit Findings and Recommendations**

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The County Auditor audited 28 invoices submitted for payment, two exceptions were identified.

The Finance Department should verify the accuracy of invoices entered into the ERP and MHC systems prior to forwarding to the County Auditor for review and payment recommendation.

The ETSB should continue to regularly review available ERP reports and real-time transaction information to monitor the progress of invoices submitted for payment to preclude the potential for incorrect payments.

Thank you for your continued assistance.

cc: Linda Zerwin, Executive Director  
Jeff Martynowicz, Chief Financial Officer



# Bank Account Payment History

AP255 Date 08/01/25  
Time 11:43

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code ACH  
Payment Date Range 08/01/25 thru 08/01/25  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	536201	Payment Date	08/01/25	Vendor	26753	AMAZON CAPITAL SERVICES	Status Issued	
	26753	17KR-PHCH-CQHD	IX 102	07/30/25		9.49	0.00	9.49
	26753	1C3K-1LC9-KGXN	IX 102	07/12/25		1,497.98	0.00	1,497.98
			***	Payment Total		1,507.47	0.00	1,507.47
Payment Number	536202	Payment Date	08/01/25	Vendor	44522	TOSHIBA AMERICA BUSINESS	Status Issued	
	44522	6597515	IX 102	08/01/25		1,438.39	0.00	1,438.39
			***	Payment Total		1,438.39	0.00	1,438.39
Payment Number	536203	Payment Date	08/01/25	Vendor	20971	VOIANCE LANGUAGE SERVICES, LLC	Status Issued	
	20971	2025044844	IX 102	07/30/25		2,012.04	0.00	2,012.04
			***	Payment Total		2,012.04	0.00	2,012.04
			***	Payment Code ACH Total		4,957.90	0.00	4,957.90
				Payment Count		3		

# Bank Account Payment History

AP255 Date 08/01/25  
Time 11:43

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code CHK

Payment Date Range 08/01/25 thru 08/01/25  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 10008	1215509 8438423018	Payment Date 08/01/25 2025	Vendor 10008 IX 102	07/19/25		6,350.62	0.00	6,350.62
			*** Payment Total			6,350.62	0.00	6,350.62
Payment Number 10008	1215510 630495190207	Payment Date 08/01/25 2025	Vendor 10008 IX 102	08/15/25		309.56	0.00	309.56
			*** Payment Total			309.56	0.00	309.56
Payment Number 10008	1215511 630665711307	Payment Date 08/01/25 2025	Vendor 10008 IX 102	08/03/25		1,073.08	0.00	1,073.08
			*** Payment Total			1,073.08	0.00	1,073.08
Payment Number 10008	1215512 630R06015906	Payment Date 08/01/25 2025	Vendor 10008 IX 102	07/16/25		1,826.18	0.00	1,826.18
			*** Payment Total			1,826.18	0.00	1,826.18
Payment Number 10008	1215513 630R06015907	Payment Date 08/01/25 2025	Vendor 10008 IX 102	08/15/25		1,826.18	0.00	1,826.18
			*** Payment Total			1,826.18	0.00	1,826.18
Payment Number 10008	1215514 S667122122-25172	Payment Date 08/01/25	Vendor 10008 IX 102	07/21/25		1,015.65	0.00	1,015.65
			*** Payment Total			1,015.65	0.00	1,015.65
Payment Number 10009	1215515 287316512139X07082025	Payment Date 08/01/25	Vendor 10009 IX 102	07/30/25		396.45	0.00	396.45
			*** Payment Total			396.45	0.00	396.45
Payment Number 10023	1215516 6819698000 052725	Payment Date 08/01/25	Vendor 10023 IX 102	06/26/25		186.22	0.00	186.22
	10023 6819698000 062525		IX 102	07/25/25		241.00	0.00	241.00
	10023 8713843000 061925		IX 102	07/19/25		1,425.56	0.00	1,425.56
			*** Payment Total			1,852.78	0.00	1,852.78
Payment Number 12382	1215517 246304904	Payment Date 08/01/25	Vendor 12382 IX 102	08/14/25		38,756.09	0.00	38,756.09
			*** Payment Total			38,756.09	0.00	38,756.09
Payment Number 34678	1215518 WO-729377-1	Payment Date 08/01/25	Vendor 34678 IX 102	08/09/25		51.90	0.00	51.90
			*** Payment Total			51.90	0.00	51.90
Payment Number 41555	1215519 41555 0501739-IN	Payment Date 08/01/25	Vendor 41555 IX 102	03/27/25		2,429.00	0.00	2,429.00
			*** Payment Total			2,429.00	0.00	2,429.00
Payment Number 46619	1215520 46619 EXP20250527	Payment Date 08/01/25	Vendor 46619 IX 102	07/25/25		624.00	0.00	624.00

# Bank Account Payment History

AP255 Date 08/01/25  
Time 11:43

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code CHK

Payment Date Range 08/01/25 thru 08/01/25  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1215520	Payment Date	08/01/25	Vendor	46619	GONZALEZ DI MASO, ANDRES	Status Issued	
				*** Payment Total		624.00	0.00	624.00
Payment Number	1215521	Payment Date	08/01/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
	10115 8330307101			IX 102	07/26/25	6,824.31	0.00	6,824.31
				*** Payment Total		6,824.31	0.00	6,824.31
Payment Number	1215522	Payment Date	08/01/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
	10115 9450320250602			IX 102	07/31/25	122,219.00	0.00	122,219.00
				*** Payment Total		122,219.00	0.00	122,219.00
Payment Number	1215523	Payment Date	08/01/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
	10115 9450620250602			IX 102	07/31/25	7,800.00	0.00	7,800.00
				*** Payment Total		7,800.00	0.00	7,800.00
Payment Number	1215524	Payment Date	08/01/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
	10115 1187146438			IX 102	06/04/25	8,760.74	0.00	8,760.74
				*** Payment Total		8,760.74	0.00	8,760.74
Payment Number	1215525	Payment Date	08/01/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
	10115 1187148389			IX 102	07/02/25	8,760.74	0.00	8,760.74
				*** Payment Total		8,760.74	0.00	8,760.74
Payment Number	1215526	Payment Date	08/01/25	Vendor	39549	ODP BUSINESS SOLUTIONS, LLC	Status Issued	
	39549 430610047001			IX 102	08/07/25	91.24	0.00	91.24
				*** Payment Total		91.24	0.00	91.24
Payment Number	1215527	Payment Date	08/01/25	Vendor	14389	SHI INTERNATIONAL CORP	Status Issued	
	14389 B19616250			IX 102	05/10/25	3,643.20	0.00	3,643.20
				*** Payment Total		3,643.20	0.00	3,643.20
Payment Number	1215528	Payment Date	08/01/25	Vendor	11201	UNITED STATES POSTAL SERVICE	Status Issued	
	11201 34855593 063025 ETSB			IX 102	07/30/25	67.48	0.00	67.48
				*** Payment Total		67.48	0.00	67.48
Payment Number	1215529	Payment Date	08/01/25	Vendor	10597	VERIZON	Status Issued	
	10597 6116537031			IX 102	07/20/25	432.12	0.00	432.12
				*** Payment Total		432.12	0.00	432.12
Payment Number	1215530	Payment Date	08/01/25	Vendor	18942	ZERWIN, LINDA	Status Issued	
	18942 TRV20250615			IX 102	07/15/25	982.11	0.00	982.11
				*** Payment Total		982.11	0.00	982.11
				*** Payment Code CHK Total		216,092.43	0.00	216,092.43
				Payment Count		22		
				*** Cash Code 1414 Total		221,050.33	0.00	221,050.33
				Payment Count		25		

# Bank Account Payment History

AP255 Date 08/01/25  
Time 11:43

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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*** Pay Group 4000 USD	Total	221,050.33	0.00	221,050.33
	Payment Count	25		



## ETSB Resolution

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

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**File #:** ETS-R-0041-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.1.

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### RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF POLICY 911-010: EXPENDITURE POLICY

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-010: Expenditure Policy to authorize the expenditure and disbursement of funds consistent with State and Federal requirements to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-010: Expenditure Policy, initially adopted and approved by the DU PAGE ETSB on February 12, 2009; and

WHEREAS, DU PAGE ETSB Policy 911-010: Expenditure Policy has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-010: Expenditure Policy.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-010: Expenditure Policy be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# 9-1-1

**EMERGENCY TELEPHONE SYSTEM BOARD**  
Enhanced 9-1-1 Emergency Service for DuPage County  
421 N. County Farm Road Wheaton, Illinois 60187  
Tel: 630-550-7743 Fax: 630-955-1130

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Title: Expenditure Policy

Policy No: ETS 009 004P

## EXPENDITURES

### A. Emergency Telephone System Act Section 15.3 Surcharge Funds.

Funds held and collected from the surcharge ("Surcharge Funds") for emergency telephone systems authorized by Section 15.3 of the Emergency Telephone System Act (hereinafter the "Act"), 50 ILCS 750/15.3 shall be expended, in accordance with Section 15.4 of the Act, 50 ILCS 750/15.4 and the DuPage County ETSB By-laws, only to pay the costs of the following or costs associated with them and reasonably necessary for their implementation:

- (1) design of the Emergency Telephone System;
- (2) the coding of the initial Master Street Address Guide data base and update and maintenance thereof;
- (3) the repayment of any monies advanced for the implementation of the system;
- (4) the charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement and update thereof to increase operational efficiency and improve the provision of emergency services;
- (5) The non-recurring charges related to installation of the Emergency Telephone System and the ongoing network charges;
- (6) The acquisition and installation, or the reimbursement of costs therefore to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the emergency telephone system and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs;
- (7) Other products and services necessary for the implementation, upgrade, and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.

An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of an automatic record keeping system relating to the purchase of "mobile data transmitters equipped with automatic vehicle locators," authorized in No. 4 above, where such a record keeping system would interact with the emergency telephone systems' dispatch system and would, among other things, provide mapping assistance and location tracking of equipment for emergency response personnel, as well as logging telephone and radio calls and generating statistical information relating to emergency responses. See Attorney General Opinion, 98 Ill. Atty. Gen. Op. 005, at pp. 8-10. An example of expenditures *not* associated with nor reasonably necessary for the implementation of any of the above purposes would be the payment of costs for conducting driver's license checks, making inquiries into LEADS and responding to non-emergency situations, or the costs of a record keeping system that creates a database of police and firefighter field investigation reports and interviews facilitating the produce the various reports required of emergency personnel by the state. *Id.*, at pp. 8-9. The Illinois Attorney General has opined that such costs are not necessary for direct maintenance of an emergency telephone system. *Id.*, at p. 9.

Concerning specifically the "costs of personnel attributable directly to the operation of the system" provided for in Item No. 7 above, Surcharge Funds can be used to pay costs of benefits as well as compensation for dispatchers who are responsible for answering incoming 9-1-1 calls and for contacting the appropriate public safety agency in regard to requests for emergency services. See Attorney General Opinion, 98 Ill. Atty. Gen. Op. 009, at p. 4-5. Also, the restrictive language "attributable directly to the operation of the system" does not preclude dispatchers from performing incidental non-emergency tasks, along with their primary duties of monitoring communication equipment. *Id.*

## **B. Non-Surcharge Funds**

Funds other than those held and collected from the surcharge for emergency telephone systems authorized by Section 15.3 of the Act ("Non-Surcharge Funds") shall be expended in accordance with any legally binding earmark or restriction on them or, if none, for any of the duties and responsibilities of the Board provided for in Article III D. and E. of the DuPage County ETSB By-laws. Whenever possible, Non-Surcharge Funds shall be reserved and used for payment of costs not eligible for application of Surcharge Funds before being expended for the costs of functions and items that can be satisfied out of Surcharge Funds. For example, where an employee is hired to perform dispatcher duties part-time and other non-emergency functions for the remainder of the time, Surcharge Funds could only be properly used to pay that portion of that employee's time of attributable to attending the emergency telephone system, with the other portion of such employees' compensation being paid from Non-Surcharge Funds. See 98 Ill. Atty. Gen. Op. 009, at p. 5.

## **C. Expenditure of Funds**

No expenditure funds of the DuPage County ETSB, whether Surcharge or Non-Surcharge Funds, shall be authorized, except, as provided Article III D. 6. of the DuPage County ETSB By-laws, upon the direction of the Board by resolution adopted by a majority of all members of the Board present at duly convened meeting of the Board. Such direction shall be by roll call vote and shall be evidence by either a separate written resolution or notation of such resolution in the minutes of the meeting. The adoption of such resolution shall be authority for the Coordinator, or other staff member at his or her direction, to complete the necessary purchase order, voucher, or other documentation necessary to draw funds upon the Treasurer and to submit such

the Treasurer. Approval by resolution of a contract or other instrument containing a schedule of payments shall be sufficient authority for the Coordinator, or other staff member at his or her direction, to complete the necessary purchase order, voucher, or other documentation necessary for the payment thereof in accordance the terms of that contract or instrument.

Adopted: February 12, 2009

By \_\_\_\_\_  
Vice Chairman ~~B~~radley Bloom  
Acting Chairman

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-010  
Previous Policy #: ETS 009 004P  
Effective Date: February 12, 2009  
Revised: August 13, 2025

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## Expenditure Policy

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### Purpose:

The purpose of this policy is to advise on the disbursement of 9-1-1 surcharge funds consistent with State and Federal requirements, specifically, to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act (ETSA)  
83 Illinois Administrative Code Part 725 Part 1325  
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

Consistent with 911-18: System Administration, wherein the ETSB has listed its core components, the ETSB seeks to define the 9-1-1 System by limiting the system to core components in an effort to ensure long-term stability and sustainability of those components necessary to receive and dispatch 9-1-1 calls, or that are mandated by ETSA. A defined system will assist in the ETSB's other goal of direct financial support for the PSAPs as defined in the IGA between the parties executed under Resolution #ETS-R-0056-23.

### Definitions:

Ad Hoc Committee: In Illinois, an Ad Hoc Committee is a temporary group formed to address a specific, non-recurring issue or problem. It is not a permanent part of an organization and is dissolved once its task is completed. These committees are often established to provide advice or information to a larger body.

Capital Cost: Within the Operating Budget are capital line items for new IT Equipment (54100), new Software (54107), and new Equipment and Machinery with a value over \$35,000 (54110).

Capital Contingencies (54199): This line item was developed by the Chief Financial Officer and outside auditor in 2020 as the "savings account" for the replacement of existing ETSB equipment. This fund ensures that the ETSB is sustainable and capable of replacing core components on a regular or emergency basis as an ongoing process.

Contingencies (53828): The County defines Contingencies as "This is a budgetary account placed in certain County Funds to provide for contingent items that may occur during the budget year. This account is used for transfer purposes only. Expenditures cannot be charged to this account." A contingency fund is money specifically set aside to cover emergency costs or other unplanned, urgent needs. Previous examples include costs are increases in fees in utilities, increase in renewed contracts or personnel costs (IMRF, Insurance), radio batteries.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Discharging an Ad Hoc Committee: In Illinois, discharging an ad hoc committee means formally dissolving it. It is the process of formally ending its existence once its specific, temporary purpose has been fulfilled. Key aspects of discharging an Ad Hoc Committee in Illinois include: Completion of Task, Formal Action, Final Reporting, Cessation of duties.

Operating Budget: An operating budget is a detailed financial plan that outlines an organization's expected revenues and expenses for a specific period, typically one fiscal year. It acts as a guide for managing day-to-day operations and helps entities make informed decisions and control spending.

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## POLICY

### I. Policy Statement

#### A. Emergency Telephone System Act Section 15.4 Surcharge Funds

Funds held and collected from the surcharge ("Surcharge Funds") for emergency telephone systems authorized by Section 15.4 of the Emergency Telephone System Act (hereinafter the "Act"), 50 ILCS 750/15.4(b) shall be expended, in accordance with Section 15.4 of the Act, 50 ILCS 750/15.4 and the DuPage ETSB By-laws, only to pay the costs of the following or costs associated with them and reasonably necessary for their implementation:

(b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:

- (1) Planning a 9-1-1 system.
- (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
- (3) Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
- (4) Authorizing all disbursements from the fund.
- (5) Hiring any staff necessary for the implementation or upgrade of the system.
- (6) (Blank).
- (7) Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of a portable radio and Mobile for Public Safety (MPS) GPS (previously mobile data transmitters equipped with automatic vehicle locators), where such a system would interact with the ETSB's 9-1-1 system and would, among other things, provide unit status and location of emergency response personnel for efficient dispatch. See *Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9 – 10.*

# Emergency Telephone System Board Of DuPage County Policy and Procedures



An example of expenditures *not* associated with nor reasonably necessary for the implementation of any of the above purposes would be the payment of costs for conducting driver's license checks, making inquiries into LEADS and responding to non-emergency situations, or the costs of a record keeping system that creates a database of police and firefighter field investigation reports and interviews facilitating the produce the various reports required of emergency personnel by the state. *Id.*, at pp. 8-9. The Illinois Attorney General has opined that such costs are not necessary for direct maintenance of an Emergency Telephone System. See *Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9.*

## B. Non-Surcharge Funds

Funds other than those held and collected from the surcharge for emergency telephone systems authorized by Section 15.3: Local Non-Wireless Surcharge and Section 15.3(a): Local Wireless Surcharge of the Act and Administrative Rule 1325, shall be considered "Non-Surcharge Funds" and shall be expended in accordance with any legally binding earmark or restriction on them or, if none, for any of the duties and responsibilities of the Board provided for in Article VI of the DuPage County ordinance pertaining to Procurement or Section 20-40 pertaining to the ETSB. Whenever possible, Non-Surcharge Funds shall be reserved and used for payment of costs not eligible for application of Surcharge Funds before being expended for the costs of functions and items that can be satisfied out of Surcharge Funds. For example, where an employee is hired to perform dispatcher duties part-time and other non-emergency functions for the remainder of the time, Surcharge Funds could only be properly used to pay that portion of that employee's time attributable to attending the emergency telephone system, with the other portion of such employees' compensation being paid from Non-Surcharge Funds. See *98 Ill. Atty. Gen. Op. 009, at p. 5.*

## C. Expenditure of Funds

No expenditure funds of the DuPage ETSB, whether Surcharge or Non-Surcharge Funds, shall be authorized, except, as provided in Section 4(c): Finance and Procurement of the DuPage County Ordinance pertaining to the ETSB (DuPage Ord 20-40), upon the direction of the Board by resolution adopted by a majority of all members of the Board present at duly convened meeting of the Board, except where a super majority is required by the Ordinance. Such direction shall be evidenced by either a separate written resolution or notation of such resolution in the minutes of the meeting.

The adoption of such resolution shall be authority for the 9-1-1 System Manager, or other staff member at their direction, to complete the necessary purchase order, voucher, or other documentation necessary to draw funds upon the Treasurer and to submit such the Treasurer. Approval by resolution of a contract or other instrument containing a schedule of payments shall be sufficient authority for the 9-1-1 System Manager, or other staff member at their direction, to complete the necessary purchase order, voucher, or other documentation necessary for the payment thereof in accordance with the terms of that contract or instrument.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## II. Budget Process and Requests

Per County Ordinance 20-40, the ETSB shall follow the County's Budget Calendar for the completion and submission of its budget for appropriation approval by the County Board. The ETSB and its member agencies will utilize the County's forms for this process.

### Ad Hoc Finance Committee:

To ensure the goals of this policy, the Chair of the ETS Board shall annually seat an Ad Hoc Finance Committee to review the ETSB Operating and Capital Contingencies budgets, including any budget requests and provide a recommendation to the ETS Board. The Ad Hoc Finance Committee is subject to the Open Meetings Act.

The Ad Hoc Finance Committee shall be formed in May and shall be discharged by the Chair annually upon the ETSB approval of the fiscal year budget (typically at the November ETS Board meeting).

### Capital Budget Requests:

The ETSB shall receive budget requests for the next fiscal year utilizing the County provided form. Each agency submitting a budget request shall be responsible to have a basic cost quote which includes initial and four years of cost for the new program or initiative.

The Executive Director of the ETSB and the PSAP Directors shall work together to determine the Capital Budget requests best suited for the 9-1-1 System. Those recommendations will be forwarded to the Ad Hoc Finance Committee. The Ad Hoc Finance Committee will review the joint recommendations of the Directors, where available, and determine which requests will be included in the Budget Recommendation. The Executive Director may also determine whether sufficient funds exist in the current fiscal year to move the purchase forward and advise the ETS Board.

### Required vs Allowable Costs:

The term allowable cost does not automatically obligate the ETSB to reimburse or purchase any software or hardware. The ETSB is tasked with 9-1-1 System Design. It does this through the use of Focus Groups and meetings with the Directors who make recommendations to the ETS Board. Anything that is not currently part of the 9-1-1 System must be approved by the ETS Board and added to the appropriate policies prior to expenditure.

A PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB during the budget process if it is an allowable use of 9-1-1 surcharge funds. If it is outside of the Budget Process, it may be submitted on the appropriate DuPage County Budget Form to the Executive Director for review. The Executive Director will include the status of the Budget and whether sufficient funds exist for the request, if approved, as well as the future impact to additional Fiscal Years. The ETS Boards may approve or deny such requests.

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



A PSAP may use the 9-1-1 surcharge provided to it through Resolution #ETS-R-0056-23 to pay for interface access for “real time” applications requested by a PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by or approved by the ETS Board.

If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency.

Policy adopted \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT



## Emergency Telephone System Board Of DuPage County Memorandum

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**TO:** Chair Schwarze and ETS Board members  
**FROM:** Linda Zerwin, Executive Director  
**DATE:** August 5, 2025  
**SUBJECT:** ETSB Policies 911-010: Expenditure Policy, 911-018: System Administrator, and 911-013.1: 9-1-1 System Interface Access and Fees

### **Background:**

Before the ETS Board on the August agenda are the above three policies. Some of these policies were reviewed and updated earlier this year and one was in the process of being updated when Member Robb submitted suggested changes to previously updated policies. They are brought now as they interact with each other and should be considered by the ETS Board together. All proposed changes to the policies have been made in redline.

**911-010: Expenditure Policy:** This policy has been in effect since 2009. There have been several unsuccessful attempts to update it. With the changes in the ETSA statute and administrative rules, it is important to move forward with this policy. Additionally, certain language proposed by Member Robb may, depending on the ETS Board's direction, work better in this policy versus 911-013.1: 9-1-1 System Interface Access and Fees. An original copy of the policy is included along with the clean and redline copy. This policy has also been moved into the current policy format.

Strike outs in this policy are made to delete or change language that no longer applies, or is inconsistent with current State Statutes, Administrative Rules, and Federal laws.

In the proposed amendments to 911-013.1, Member Robb added a #6 to Purpose. As there is no difference in the process for access for member agencies, whether PSAPS or not, the concern expressed by DU-COMM is budgetary. This concept has been moved to the 911-010: Expenditure Policy to address DU-COMM's concern in the appropriate policy.

Definitions have been added for clarity.

In Section 1.A: the cites have been corrected to current statute and (b) has been updated. With respect to the strike out of the last paragraph in Section A, in 2008-9 because the Emergency Telephone System Act stated the following language below, this paragraph no longer applies. Additionally, some examples have been amended for clarity.

The 2008-9 language is included below for your reference:

*"750/15.4. Emergency Telephone System Board; powers  
§ 15.4. (a) The corporate authorities of any county or municipality that imposes a surcharge under Section 15.3 shall establish an Emergency Telephone System Board. The corporate authorities shall provide for the manner of appointment and the number of members of the Board, provided that the board shall consist of not fewer than 5 members, one of whom may be a public member who is a resident of the local exchange service territory included in the 9-1-1 coverage area, one of whom (in counties with a population less than 100,000) may be a member of the county board, and at least three of whom shall be representative of the 9-1-1 public safety agencies, including but not limited to police departments, fire departments, emergency medical*



## Emergency Telephone System Board Of DuPage County Memorandum

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*services providers, and emergency services and disaster agencies, and appointed on the basis of their ability or experience. Elected officials are also eligible to serve on the board. Members of the board shall serve without compensation but shall be reimbursed for their actual and necessary expenses. Any 2 or more municipalities, counties, or combination thereof, that impose a surcharge under Section 15.3 may, instead of establishing individual boards, establish by intergovernmental agreement a Joint Emergency Telephone System Board pursuant to this Section. The manner of appointment of such a joint board shall be prescribed in the agreement.*

*(b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:*

- (1) Planning a 9-1-1 system.*
- (2) Coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems.*
- (3) Receiving monies from the surcharge imposed under Section 15.3, and from any other source, for deposit into the Emergency Telephone System Fund.*
- (4) Authorizing all disbursements from the fund.*
- (5) Hiring any staff necessary for the implementation or upgrade of the system.*

*(c) All monies received by a board pursuant to a surcharge imposed under Section 15.3 shall be deposited into a separate interest-bearing Emergency Telephone System Fund account. The treasurer of the municipality or county that has established the board or, in the case of a joint board, any municipal or county treasurer designated in the intergovernmental agreement, shall be custodian of the fund. All interest accruing on the fund shall remain in the fund. No expenditures may be made from such fund except upon the direction of the board by resolution passed by a majority of all members of the board. Expenditures may be made only to pay for the costs associated with the following:*

- (1) The design of the Emergency Telephone System.*
- (2) The coding of an initial Master Street Address Guide data base, and update and maintenance thereof.*
- (3) The repayment of any monies advanced for the implementation of the system.*
- (4) The charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement and update thereof.*
- (5) The non-recurring charges related to installation of the Emergency Telephone System and the ongoing network charges.*
- (6) The acquisition and installation, or the reimbursement of costs therefor to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the emergency telephone system and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs.*
- (7) Other products and services necessary for the implementation, upgrade and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an*



## Emergency Telephone System Board Of DuPage County Memorandum

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*emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.*

*(d) The board shall complete the data base before implementation of the 9-1-1 system. The error ratio of the data base shall not at any time exceed 1% of the total data base.*

*P.A. 79-1092, § 15.4, added by P.A. 85-978, § 4, eff. Dec. 16, 1987. Amended by P.A. 86-101, § 2, eff. July 26, 1989; P.A. 86-1350, § 1, eff. Jan. 1, 1991; P.A. 87-146, § 2, eff. Aug. 20, 1991; P.A. 88-497, § 5, eff. Sept. 13, 1993. P.A. 90-698, § 15, eff. August 7, 1998.*

In Section 1.B: Non-Surcharge Funds, the cites and titles have been updated.

In Section 1.C: Expenditures and Funds, the cites, titles and gender references have been updated.

In Section 2: Budget Process and Requests, there is new language. This section references the County Budget Calendar, and formalizes the Ad Hoc Finance Committee.

Additionally, there is a section for Required vs Allowable Costs. While DU-COMM would like to establish a process to allow access for “real time” applications by PSAPs for specific allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board, there are several points to consider:

1. If the cost is an allowable expense, then ETSB should buy it in its entirety (software and interface) and manage it making it available to both PSAPs to be consistent with the overarching goal of standardization. If the ETS Board does not approve a cost in its entirety, then the PSAP may proceed like any other member agency and purchase the software and interface on its own.
2. Being at the purchasing whim of the PSAPs, or any other member agency, during the budget cycle for unbudgeted expenses can be a slippery slope. Inserting a new program because a PSAP “wants it” does not make it critical to the 9-1-1 System. There is a process for new programs and initiatives. Working outside of that process could create budgetary issues.

Additionally, while not always successful, ETSB does attempt to schedule projects. Inserting unbudgeted, new services or programs into the workload may delay project timelines of 9-1-1 core components.

Finally, the ETS Board is designated as the sole entity entrusted with expending 9-1-1 surcharge funds. 50 ILCS 750/15.4(c), DuPage County Ord 20-40. The ETS Board is not granted the authority to delegate that responsibility, even to the PSAPs.

3. ETSB operates on the lighter side of staffing of personnel. This is accomplished because the 9-1-1 System is manageable. Opening the door to this type of whim purchasing could create the need for more staff.



## Emergency Telephone System Board Of DuPage County Memorandum

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4. Member Franz requested a policy that accounted for ETSB staff time for ancillary systems. This policy should be applied uniformly to all agencies' individual projects, including PSAPs. The PSAP is there for the member agencies and the surcharge comes from the taxpayers, therefore, the policy should be applied equally.
5. The ETSB has a process to assist the PSAPs with allowable costs that they do not want ETSB to consider paying for. Executed in 2023, Resolution #ETS-R-0056-23 provides \$1M to the PSAPs for allowable costs annually. DU-COMM's portion of this \$1M is \$650,000.
6. If one of the goals of standardization of the core equipment is to be able to provide additional funds to the PSAPs, as detailed in Resolution #ETS-R-0056-23, then paying for interfaces for software and equipment demanded by a member agency outside of the budgetary process, simply because the expenditure is allowable, should not be done.
7. The PSAPs act on behalf of their members. This means that if certain software and equipment are allowable costs, but not procured by the ETSB for its member police and fire agencies, a PSAP could manipulate its favored status to, in effect, force the ETSB to pay for systems or services, despite the fact that 1) different systems or services may already be provided (regardless of whether they are core systems), 2) the additional systems or services are not budgeted and may not have been procured consistently with DuPage County procurement requirements, and 3) the ETSB did not have the opportunity to consider the utility of the system or service prior to purchase. There should be language to specifically prohibit this.

With respect to Member Robb's recommended language for 911-013.1: 9-1-1 System Interface Access and Fees of "*Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the authority to approve or deny such requests.*"

The statutory duties of the ETSB include: #1 Planning a 9-1-1 system, and #2 coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems. 50 ILCS 750/15.4(b). Although supporting the PSAPs is an important consideration, it is not accurate to say that the policy of the ETSB is "to support the PSAPs in their mission to provide high-quality 9-1-1 services to residents of DuPage County." Rather, the ETSB's duty is to provide a 9-1-1 System that can receive a 9-1-1 call and dispatch to the point of arrival. It is the PSAPs' duty to provide high-quality 9-1-1 services to residents of DuPage County. While the ETSB should support the PSAPs where possible, it should only do so once the statutory needs of the system have been met and should never do so at the expense of the system. The ETSB and the PSAPs have already agreed to this in the IGA under Resolution #ETS-R-0056-23:



## Emergency Telephone System Board Of DuPage County Memorandum

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Section 4.1: Financial Objectives. The Parties agree that 9-1-1 services are provided by the citizen 9-1-1 surcharge. (ETSB) and taxpayer general fund property taxes (PSAP). The Parties agree that certain citizens are, therefore, contributing to 9-1-1 services in both general fund and surcharge payments. The Financial objectives shall:

- A. seek to find additional ways to reduce the cost to the citizen for delivery of 9-1-1 service from the ETSB and the PSAPs while meeting their expectations; and
- B. seek to continue a financially sustainable model to provide long term funding for 9-1-1 services in the ETSB geographic service area.

And in section 4.3.1 of the IGA it states “The grant shall only be made if the ETSB has met all of its core financial obligations in providing for the operation/maintenance of the 9-1-1 System and capital equipment replacement.”

The expenditure of 9-1-1 surcharge funds for any additional equipment and software beyond the core equipment mandated by the ETSB, without discussion and approval from the ETS Board, delegates the ETSB’s sole responsibility as steward of these restricted funds to any agency that purchases something that is considered an “allowable cost.” It is not a best practice to allow purchases outside of the budget and procurement process unless there is an emergency or critical situation. Member Robb’s language has been incorporated into this policy with certain language changes set forth below.

*A PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB during the budget process if it is an allowable use of 9-1-1 surcharge funds. If it is outside of the Budget Process, it may be submitted on the appropriate DuPage County Budget Form to the Executive Director for review. The Executive Director will include the status of the Budget and whether sufficient funds exist for the request, if approved, as well as the future impact to additional Fiscal Years. The ETS Board may approve or deny such requests.*

As noted below, under policy 911-013.1, there is no difference in the process for interface access, the concern expressed by DU-COMM is who should pay for it. The cost outlined in Policy 911-013.1 would apply if the reimbursement request is denied. With respect to the language moved from #6 in the 911-013.1: 9-1-1 System Interface Access and Fees, the ETSB staff recommends the following language changes:

First, the term budget amendment is not the proper process. If the ETSB did not have sufficient funds, it would have to determine whether it would ask for an additional budget appropriation through the County Board. Additionally, the final sentence containing “Staff time spent supporting the PSAP will not be billed” should be rejected. In this case, the PSAP should be treated the same as any other agency is tasked with reviewing requests under the security policy and determining with the Tech Focus Group viability, technical feasibility and impact to security, and the capacity of the 9-1-1 System. Work for a project or interface that the ETSB does not pay for should be treated the same for all the member agencies and ETSB staff time should be reimbursed.

Further, the ESTB staff propose the following additional language: *A PSAP may use the 9-1-1 surcharge provided to it through Resolution #ETS-R-0056-23 to pay for interface access for “real time” applications requested by a PSAP for specific, allowable, expenditures of 9-1-1 surcharge funds that were not previously budgeted by or approved by the ETS Board.*



## Emergency Telephone System Board Of DuPage County Memorandum

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**911-018: System Administrator:** This policy has been in effect since 2019. It is being updated to reflect the changes in the ETSA statute and administrative rules. This policy details the goals of standardization and lists the core equipment provided by ETSB. It should be considered along with ETSB Policies 911-010: Expenditure Policy, and 911-013.1: 9-1-1 System Interface Access and Fees. Taken together, these three policies will allow ETS Board members to get a better understanding of the operations and goals of the 9-1-1 System currently in place.

In this policy, the Additional Authority section statutes and administrative codes that do not apply have been stricken. Under Goals, Emergency Law Enforcement Dispatch is stricken because it is not a software owned by ETSB. At the time of the policy, DU-COMM was considering it but then declined it and later abandoned the Q&A (Quality Assurance) program offered by Priority Dispatch. Also under Goal, the language has been corrected to reflect that after consolidation, there are now only two PSAPs, not three.

Under Policy Statement, statutory updates have been made, the Deputy Director of IT has been added (a position that did not exist in 2019). The word direction has been substituted for supervision.

In Section 3, the term 9-1-1 System Memo as been added. The previous term used to describe this form was Evaluation Request Form. Recommended Stakeholder Groups has been changed to Focus Groups to reflect the ordinance language changes. Language has been added to account for the use of Monday.com and dashboards and help desk emails have been updated.

**911-013.1: 9-1-1 System Interface Access and Fees:** This policy has been in effect since March of 2025. It is an off shoot of 911-013.1: Information Technology and Network Security that was updated to reflect current systems and network requirements. 911-013 is the starting point for access to the 9-1-1 System. 911-013.1 is the policy that details the costs associated with access.

With respect to Member Robb's edits:

Under Purpose:

- #1 The addition of PSAPs is redundant to user agencies. PSAPs are a user agency.
- #4 The deletion of "or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for, speaks to the concerns expressed in the itemized points to consider in the 911-010: Expenditure Policy explanation above.
- #6 The addition of this item, "To establish a process to allow access for "real time" applications requested by PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board." As stated earlier, this policy is for costs, language has been added to 911-010: Expenditure Policy. Under Purpose, Member Robb has added a #6. There is no difference in the process for access, the concern expressed by DU-COMM is budgetary, the cost would apply if the Board denies the budget request.

However, the ETS Board will have to decide if there should be a distinction between the user agencies of police and fire and the PSAPs. The police and fire agencies may also wish to purchase systems that are considered allowable. The ETS Board will have to determine where to draw the line.



## Emergency Telephone System Board Of DuPage County Memorandum

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### Under Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but **may** be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds **or because the expenditure request was/is not approved by the ETS Board.**

The redline is the language submitted by Member Robb, after deleting “or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.” The change is a distinction without a difference. In legal terms, basically where two things or concepts are presented as being distinct or different, but in reality, they are essentially the same or have no practical or legal consequence for differentiating between them. Given this, ETSB staff recommends the ETSB utilize the language provided by the States Attorney’s Office.

### Under Policy Statement

The addition of the fourth paragraph, “Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the authority to approve or deny such requests.”

This language has been moved to the 911-010: Expenditure Policy.

### Under Fees:

Member Robb has added “Any time spent on projects that do not qualify as allowable uses of 9-1-1 surcharge funds must be reimbursed accordingly.” And deleted, “Therefore, their time must be reimbursed.” The recommendation is to keep the original language. Again, the concern is budgetary and not process. If the budget request is denied, then costs should be the same for a project outside of the core system regardless of whether it is an allowable expense. Simply being allowable does not obligate the ETSB to reimburse the cost of an unbudgeted expense or a denied expense.

Member Robb has added “If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget amendment request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency. However, if the requesting agency is a PSAP within the DuPage ETSB system, only the cost of the interface itself will be charged to the PSAP. Staff time spent supporting the PSAP will not be billed.”

This has been moved to 911-010 and addressed above.



## Emergency Telephone System Board Of DuPage County Memorandum

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Within the Memorandum of Understanding:

Under Other 9-1-1 System Component: Member Robb has removed “not procured by ETSB for which ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.”

Under Purpose and scope: Member Robb has submitted the following changes - Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and ~~either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that tis the subject of this MOU.~~

Under Background: Member Robb has submitted the following changes - Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds ~~or where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.~~

For the reasons already set forth above, ETSB Staff recommends that these changes be rejected.

These three policies and the changes recommended when considered with the IGA executed under Resolution #ETS-R-0056-23 leave the ETS Board with the following tasks:

1. Affirm or amend the current budget processes through the recommended changes in 911-010: Expenditure Policy.
  - a. Budget requests are received through the budget process and the ETSB may approve or reject the request for a new service or equipment as a capital request.
  - b. The ETSB needs to determine whether not it will accept all allowable costs from PSAPs and other members at all outside of the budget process (unless there is an emergency).
2. Determine whether it wants to add to the core system components. If ETSB assumes the cost of the interface of an allowable cost system. Staff would recommend that if there is expansion of the 9-1-1 system’s financial obligation, that the ETSB have an out clause that obligates the Requestor to any costs should the Requestor decide to cease to use a system within the contract period if the ETSB cannot cancel the contract or execute a change order to redirect the funds. This has occurred in the past and takes up substantial ETSB staff time.

The referenced IGA is attached to this memorandum for the convenience of the reader.



## ETSB Resolution

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

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**File #:** ETS-R-0042-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.2.

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RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF  
POLICY 911-018: 9-1-1 SYSTEM ADMINISTRATION

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-018: 9-1-1 System Administration to define various elements of administration to provide one seamless, standardized 9-1-1 system for all PSAPs and PSAP positions; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-018: 9-1-1 System Administration, initially adopted and approved by the DU PAGE ETSB on June 25, 2019, 2009; and

WHEREAS, DU PAGE ETSB Policy 911-018: 9-1-1 System Administration has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-018: 9-1-1 System Administration.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-018: 9-1-1 System Administration be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-018  
Previous Policy #: New  
Effective Date: June 25, 2019  
Revised: August 13, 2025

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## 9-1-1 System Administration

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### Purpose:

The purpose of this policy is to provide guidance for the effective administration of the Emergency Telephone System Board of DuPage County 9-1-1 System hardware and software components.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act  
Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

The goal of this policy is to define the various elements of administration within the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless, standardized 9-1-1 System for all PSAPs and PSAP positions within its 9-1-1 System, and the extent that user agency's configurations impact the overall goals of the system as interfaced, including, but not limited to:

- Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS)
- DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)
- Fire Station Alerting (FSA) core system
- Logger
- Network
- Customer Premise Equipment (CPE)
- Smart911
- LiveMum
- Dispatch Protocols
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch

A guideline for system standards has been developed. The goals include:

- Does this request continue the standardization model?
- Does this configuration increase efficiencies?
- Does this configuration reduce the time to dispatch?
- Can this be duplicated in a manual environment?

Any agency specific deviations create challenges in the ability to duplicate processes in a manual environment. With two PSAPs dispatching for 62 police and fire agencies, the two PSAP Directors, along with the ETSB, established a priority to serve the community and first responders in the most effective, efficient manner through streamlined processes and general coding within the 9-1-1 system.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies, DuPage ETSB staff, and contracted vendors or other authorized agents that may be charged with the duty to maintain the data archive.

## **POLICY**

### 1. Policy Statement

DuPage ETSB staff is responsible for the administration of the 9-1-1 system components. Unless otherwise indicated, ETSB staff, under the direction of the 9-1-1 System Manager/Executive Director, will be responsible for maintaining the 9-1-1 system, including coordination of any installation, configuration, customization, modification, and troubleshooting of the system.

At the discretion of the 9-1-1 System Manager/Executive Director of DuPage ETSB, PSAP technical staff members will be granted access to the system. The purpose of this access will be to allow approved technical and 9-1-1 personnel the ability to provide assistance with CAD administration under the supervision of the CAD System Administrator. (Policy 911-018.1, Section 2c) or any other 9-1-1 System under the supervision of Deputy Director of ETSB IT or their designee.

DuPage ETSB reserves the right to prohibit or revoke access to the 9-1-1 system for abuse, intentional disregard of policies, or other actions which may disrupt or change the 9-1-1 system without prior approval of a change.

### 2. Procedure for Policy

This policy will consist of various sub-policies designed to provide oversight to the 9-1-1 system consistent with the goals of DuPage ETSB and any governing ordinances and State or Federal Statutes.

The ETS Board shall allow the 9-1-1 System Manager to update any attachments of any sub-policy to ensure the information is current, so long as it does not substantively change the intent of the policy. Significant changes shall be brought to the ETS Board for approval through the appropriate process.

### 3. 9-1-1 System Memo Procedure to Request Changes / Additions / Deletions to the 9-1-1 System

Any 9-1-1 System User may submit a System Memo (Exhibit A) via their agency's internal process for any changes/additions/deletions to the 9-1-1 System. Users are asked to proceed in this manner to begin the vetting process.

The Evaluation Request Form, along with any supporting documentation, should be submitted to <https://dupageetsb.zendesk.com> unless a dashboard for a specific process or project has been created. Then the request should be submitted on the dashboard according to the dashboard instructions. The ETSB staff will start the review process. Review by Focus Groups, as listed on the form, will be simultaneous in order to ensure an expedient response. Focus Groups should respond within thirty (30) days of receipt of the form. ETSB staff will be the facilitator for each Focus Group with a calendar invite for the deadline for response. It will be the responsibility of the Focus Groups listed on the form to provide current point of contact information to ETSB staff via <https://dupageetsb.zendesk.com>.

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



4. Financial Obligations:

Any request that results in changes in existing ETSB contracts in which the requestor has a financial obligation, will neither diminish nor relinquish the requestor from those obligations. By submitting a System Memo Form, the requestor acknowledges they may be obligated for financial impacts (i.e. additional Interfaces).

If the request involves a third-party software, requestors should not enter into any contracts until the request is approved, in the event that the request is denied.

Policy adopted: \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Policy 911-013: Information Technology and Network Security Appendix G: Network Systems Access Request Form

**TO:** Emergency Telephone System Board 9-1-1 System Manager  
**FROM:**  
**SUBJECT:** Interface Request Form

**Type of Interface (select one)**

<input type="checkbox"/>	<b>Real Time Interface</b>
The current CAD system utilizes <i>Edge Frontier (Xalt Interface)</i> , which is designed to handle these types of interfaces. <i>Edge Frontier (Xalt Interface)</i> allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An <i>Edge Frontier (Xalt Interface)</i> interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.	
<input type="checkbox"/>	<b>Other 9-1-1 System Component</b>
This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces at the cost of the requesting agency. Requestor should list the type of interface needed (real time, API etc).	
<input type="checkbox"/>	<b>Asynchronous Interface</b>
For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.	

With the submission of this form, I confirm that I reviewed and understand the DuPage ETSB Information Technology and Network Security Policy, Policy No: 911-013, [the "Policy"]. I understand that an MOU will be required and there may be fees and costs involved for any interface that is not 9-1-1 related.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Print Name of Agency Head

Please include a short description or attach a copy to this request for the following:

- **Technical Requirements:** (will also be reviewed by Tech Focus Group)
- **Desired Project Implementation Schedule:** (include/attach a go-live goal or schedule)
- **Vendor Service Level Agreement (SLA)** (It is important that ETSB know the hours of work)

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Agency:	
Agency Contact:	
Email:	
Cellphone:	
IT Administrator:	
Cellphone:	
Email:	
Vendor Name:	
Contact:	
Cellphone:	
Email:	
Interface:	

**Internal Review**

**Recommendation:**

Yes = Support of Request

No = Oppose Supporting the Request. (a No Recommendation will provide a brief summary of the opposition to the ETS Board submitted via the 9-1-1 System Coordinator)

Yes    No

**Tech Focus Group Recommendation**

- Technical Requirements received
- Project Implementation Schedule received
- Vendor SLA received

**9-1-1 System Manager**

- MOU executed

**ETS Board Approved:** \_\_\_\_\_ Chair's Initials: \_\_\_\_\_  
Date



## ETSB Resolution

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

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**File #:** ETS-R-0039-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.3.

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RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF POLICY 911-013.1:  
9-1-1 SYSTEM INTERFACE ACCESS AND FEES

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-013.1: 9-1-1 System Interface Access and Fees to provide a secure network that protects the integrity and confidentiality of information of the 9-1-1 System while maintaining accessibility for its users; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-013.1: 9-1-1 System Interface Access and Fees, initially adopted and approved by the DU PAGE ETSB on March 12, 2025; and

WHEREAS, DU PAGE ETSB Policy 911-013.1: 9-1-1 System Interface Access and Fees has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-013.1: 9-1-1 System Interface Access and Fees.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-013.1: 9-1-1 System Interface Access and Fees be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013.1  
Previous Policy #: New  
Effective Date: March 12, 2025  
Revised: August 13, 2025

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## 9-1-1 System Interface Access and Fees

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### Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for 9-1-1 System Interface requests not suitable for 9-1-1 surcharge, or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for, from user agencies that will facilitate development in a more timely manner.
5. To provide a process to allow access for “real-time” applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b), 50 ILCS 750/35(9), and Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board.

### Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but will be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to the contract. The ETSB staff will follow DuPage County accounts payable procedures.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Definitions:

**Authorized Agent:** The executive officer of a fire protection district, municipality or other participating group (“agency”) or their designee that is empowered to bind the agency through an IGA, MOU, or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual’s designation on agency letterhead by the appropriate person with authority.

**Computer Aided Dispatch (CAD)** means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

**CAD Administrator:** The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

**County Board:** Shall refer to the DuPage County Board.

**Scope of Work:** A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

**Stakeholders:** All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

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## POLICY

### **I. Policy Statement**

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups such as the PSAP Directors and the PSAP Tech Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

### **II. Process**

1. Agencies complete the *Interface Request Form* from 911-013: Information Technology and Network Security and submit the form to ETSB via the ticketing system.
2. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-013: Information Technology and Network Security.
3. Agencies shall also complete a “letter of intent” to the ETSB, indicating its understanding of and intent to enter into the contract for work.
4. Once the Tech Focus Group has completed their review and authorized the project, the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



authorized agent of the Agency will initial and date the Scope of Work at least twice:

- First, when the authorized agent, ETSB project manager and vendor agree to the initial design; and
- Second, when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase, this shall be determined by the Tech Focus Group. When a portion of the Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

5. Agencies shall complete a "memorandum of understanding" ("MOU") for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
6. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.
7. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.

### III. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Therefore, their time must be reimbursed. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the project.

The hourly rate used will be determined by the ETSB hourly rate of the Fiscal Year in which the project was initiated for the initial purchase of a system or the upgrade of an existing system. However, for maintenance of existing systems, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

### IV. Compliance

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by Agencies who have complied with all required paperwork. Such obligations will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the Project Manager, will ensure that stakeholders in any project have approved the scope of work, the time needed by ETSB, and work performed prior to submission for payment.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agent cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Memorandum of Understanding 9-1-1 System Interface Request Between the Emergency Telephone System Board of DuPage County (ETSB) and [Agency]

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and \_\_\_\_\_ (Agency) the participating Agency governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the agency(s) and recommended by the Tech Focus Group attached to this MOU:

Interface:

Vendor name:

Type of Interface:

### Real Time Interfaces

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

### Other 9-1-1 System Component

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces (e.g. 9-1-1 interfaces not procured by ETSB for which the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.

### Asynchronous Interfaces

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

## I. Purpose and Scope

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB 9-1-1 system and used by public safety service members within the ETSB 9-1-1 System service area.

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that is the subject of this MOU.

## II. Background

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds or

# Emergency Telephone System Board Of DuPage County Policy and Procedures



where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.

Access for (describe software)

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The Tech Focus Group has recommended that there should not be any direct connections to the production 9-1-1 system.

### III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system or any other component of the 9-1-1 System where an Asynchronous Interface is possible (9-1-1 system) via an Asynchronous Interfaces or Edge Frontier (Xalt Interface) or interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

Real Time Interfaces: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the CAD vendor.

Interfaces to other 9-1-1 System Components: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the appropriate vendor.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor or other ETSB technician. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by the vendor.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface by ETSB staff. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-013.1: 9-1-1 System Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the Interface Cost Estimate.

### IV. Responsibilities of the Agency

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance

# Emergency Telephone System Board Of DuPage County Policy and Procedures



for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or vendor or other ETSB staff member. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The Agency agrees to indemnify and hold harmless the County of DuPage and the DuPage County ETSB, and all of its present, former and future officers, including board members, commissioners, employees, attorneys, agents and assigns from and against any and all losses, liabilities, damages, claims, demands, fines, penalties, causes of action, costs and expenses whatsoever, including, but not limited to, attorneys' fees and court costs, present or future, known or unknown, sounding in law or equity that arise out of or from or otherwise relate, directly or indirectly, to this Memorandum or its use of Edge Frontier (Xalt Interface) System to the extent authorized by law. Nothing in this MOU shall affect the DuPage County State's Attorney's status as the exclusive legal representative of DuPage County, including the ETSB. ETSB and the County of DuPage also do not waive any defenses, privileges, or immunities, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act 745 ILCS 10/2-101 *et seq.* due to indemnification.

The Agency agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the County of DuPage or the DuPage County ETSB, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating, directly or indirectly, to this Memorandum or its use of the Edge Frontier (Xalt Interface) System to the extent authorized by law. This MOU is controlled by the laws of the State of Illinois and the exclusive venue for interpretation of this MOU, or any dispute arising therefrom, is the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois.

## **V. Interface Time and Material Funding – Choose one**

[ ] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## **VI. Fees**

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the Parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a retainer. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05 (hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces.

## **Further Agreements of the Parties**

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgraded of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



interface is determined to adversely impact the CAD system's ability to function for its primary mission. Such notification shall be via email for documentation and made within a reasonable timeframe prior to disconnection. If exigent circumstances exist, notification shall be made as soon as practicable after disconnection.

## VII. 911-013.1 9-1-1 System Interface Access and Fees Policy

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1: 9-1-1 System Interface Funds and understand the process and fees associated with an interface to the 9-1-1 system of DuPage ETSB and agree to follow the policy as part of this MOU.

## VIII. Term, Termination, and Modification of Agreement

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

Emergency Telephone System Board of  
DuPage County

(Name of Agency)

By \_\_\_\_\_  
Chair

By \_\_\_\_\_  
Authorized Agent

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013.1  
Previous Policy #: New  
Effective Date: March 12, 2025  
Revised: ~~July 9, 2025~~ August 13, 2025

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## 9-1-1 System Interface Access and Fees

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### Purpose:

1. To provide a process to allow access for any applications requested by user agencies or PSAPs without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for 9-1-1 System Interface requests not suitable for 9-1-1 surcharge, ~~or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for,~~ from user agencies that will facilitate development in a more timely manner.
5. To provide a process to allow access for “real-time” applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches
- 5.6. To establish a process to allow access for “real time” applications requested by PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b), 50 ILCS 750/35(9), and Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but ~~may will~~ be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds or because the expenditure request was/is not approved by the ETS Board. or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall

# Emergency Telephone System Board Of DuPage County Policy and Procedures



be detailed in any formal document relating to the contract. The ETSB staff will follow DuPage County accounts payable procedures.

## Definitions:

**Authorized Agent:** The executive officer of a fire protection district, municipality or other participating group (“agency”) or their designee that is empowered to bind the agency through an IGA, MOU, or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual’s designation on agency letterhead by the appropriate person with authority.

**Computer Aided Dispatch (CAD)** means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

**CAD Administrator:** The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

**County Board:** Shall refer to the DuPage County Board.

**Scope of Work:** A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

**Stakeholders:** All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

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## POLICY

### **I. Policy Statement**

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups such as the PSAP Directors and the PSAP Tech Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

[Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the](#)

# Emergency Telephone System Board Of DuPage County Policy and Procedures



[authority to approve or deny such requests.](#)

## II. Process

1. Agencies complete the *Interface Request Form* from 911-013: Information Technology and Network Security and submit the form to ETSB via the ticketing system.
2. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-013: Information Technology and Network Security.
3. Agencies shall also complete a "letter of intent" to the ETSB, indicating its understanding of and intent to enter into the contract for work.
4. Once the Tech Focus Group has completed their review and authorized the project, the authorized agent of the Agency will initial and date the Scope of Work at least twice:
  - First, when the authorized agent, ETSB project manager and vendor agree to the initial design; and
  - Second, when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase, this shall be determined by the Tech Focus Group. When a portion of the Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

5. Agencies shall complete a "memorandum of understanding" ("MOU") for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
6. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.
7. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.

## III. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. [Any time spent on projects that do not qualify as allowable uses of 9-1-1 surcharge funds must be reimbursed accordingly. Therefore, their time must be reimbursed.](#) Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the project.

The hourly rate used will be determined by the ETSB hourly rate of the Fiscal Year in which the project was initiated for the initial purchase of a system or the upgrade of an existing system. However, for maintenance of existing systems, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

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If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget amendment request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency. However, if the requesting agency is a PSAP within the DuPage ETSB system, only the cost of the interface itself will be charged to the PSAP. Staff time spent supporting the PSAP will not be billed.

#### IV. Compliance

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by Agencies who have complied with all required paperwork. Such obligations will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the Project Manager, will ensure that stakeholders in any project have approved the scope of work, the time needed by ETSB, and work performed prior to submission for payment.

If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agent cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



**Memorandum of Understanding  
9-1-1 System Interface Request  
Between the Emergency Telephone System Board of DuPage County (ETSB)  
and  
[Agency]**

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and \_\_\_\_\_ (Agency) the participating Agency governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the agency(s) and recommended by the Tech Focus Group attached to this MOU:

Interface:

Vendor name:

Type of Interface:

**Real Time Interfaces**

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## [ ] Other 9-1-1 System Component

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces (e.g. 9-1-1 interfaces ~~not procured by ETSB for which the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.~~

## [ ] Asynchronous Interfaces

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

### Purpose and Scope

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB 9-1-1 system and used by public safety service members within the ETSB 9-1-1 System service area.

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and ~~either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that is the subject of this MOU.~~

## II. Background

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds ~~or where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.~~

Access for (describe software)

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The Tech Focus Group has recommended that there should not be any direct connections to the production 9-1-1 system.

## III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system or any other component of the 9-1-1 System where an Asynchronous Interface is possible (9-1-1 system) via an Asynchronous Interfaces or Edge Frontier (Xalt Interface) or interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

Real Time Interfaces: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the CAD vendor.

Interfaces to other 9-1-1 System Components: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the appropriate vendor.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor or other ETSB technician. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by the vendor.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface by ETSB staff. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-013.1 9-1-1 System Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the Interface Cost Estimate.

#### **IV. Responsibilities of the Agency**

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or vendor or other ETSB staff member. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The Agency agrees to indemnify and hold harmless the County of DuPage and the DuPage County ETSB, and all of its present, former and future officers, including board members, commissioners, employees, attorneys, agents and assigns from and against any and all losses, liabilities, damages, claims, demands, fines, penalties, causes of action, costs and expenses whatsoever, including, but not limited to, attorneys' fees and court costs, present or future, known or unknown, sounding in law or equity that arise out of or from or otherwise relate, directly or indirectly, to this Memorandum or its use of Edge Frontier (Xalt Interface) System to the extent authorized by law. Nothing in this MOU shall affect the DuPage County State's Attorney's status as the exclusive legal representative of DuPage County, including the ETSB. ETSB and the County of DuPage also do not waive any defenses, privileges, or immunities, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act 745 ILCS 10/2-101 *et seq.* due to indemnification.

The Agency agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the County of DuPage or the DuPage County ETSB, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating,

# Emergency Telephone System Board Of DuPage County Policy and Procedures



directly or indirectly, to this Memorandum or its use of the Edge Frontier (Xalt Interface) System to the extent authorized by law. This MOU is controlled by the laws of the State of Illinois and the exclusive venue for interpretation of this MOU, or any dispute arising therefrom, is the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois.

## V. Interface Time and Material Funding – Choose one

[ ] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

## VI. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the Parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a retainer. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05

# Emergency Telephone System Board Of DuPage County Policy and Procedures



(hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces.

## **Further Agreements of the Parties**

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgraded of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the interface is determined to adversely impact the CAD system's ability to function for its primary mission. Such notification shall be via email for documentation and made within a reasonable timeframe prior to disconnection. If exigent circumstances exist, notification shall be made as soon as practicable after disconnection.

## **VII. 911-013.1 9-1-1 System Interface Access and Fees Policy**

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1 9-1-1 System Interface Funds and understand the process and fees associated with an interface to the 9-1-1 system of DuPage ETSB and agree to follow the policy as part of this MOU.

## **VIII. Term, Termination, and Modification of Agreement**

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

Emergency Telephone System Board of \_\_\_\_\_ (Name of Agency)  
DuPage County

By \_\_\_\_\_

By \_\_\_\_\_

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



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Chair

Authorized Agent

Date: \_\_\_\_\_

Date: \_\_\_\_\_

DRAFT