



Emergency Telephone System Board Of DuPage County Memorandum

TO: Chair Schwarze and ETS Board Members
FROM: Linda Zerwin, Executive Director
DATE: August 12, 2026
SUBJECT: Avaya Administrative Phone System

Background:

The current Avaya Phone System, originally procured in 2009, has supported the organization for more than 15 years. Although no official end of life date has been announced, Avaya has communicated a shift away from small to medium with 200 seats or lower that has led to concern about future support of the system. The existing maintenance agreement is set to expire in November 2026. In addition to aging hardware, the Avaya platform currently in place (IP500V2) and the shift away from small to medium system this may result in limited availability of technical support, software updates, and replacement components.

Given the critical role of telecommunications in emergency response and coordination, it is essential for ETSB to transition to a modern, reliable, and scalable communication solution. A system upgrade will align ETSB with current industry standards, strengthen interoperability with partner agencies, and reduce the risk of service interruptions caused by unsupported hardware or software.

ETSB has met with both PSAPs to evaluate solutions capable of meeting current administrative phone system requirements. ETSB also engaged County telecommunications staff to review the County's system architecture and capabilities. These discussions took place during March, April, and May of 2025. Each PSAP Director participated in the PSAP Directors Meetings where the topic was reviewed, as well as in a dedicated meeting with the County that included PSAP technical phone support personnel.

Based on these discussions, ETSB has identified four viable replacement options that meet the operational and technical needs of all stakeholders. Each option is outlined below, including associated costs, benefits, and implementation considerations.

The information below represents options that were investigated within the scope of the project. All costs would be the ETSB's from Capital Contingency and maintenance would be budgeted annually.

Option #1: Status quo: Utilize the existing Avaya Hardware

Budget Impact:

Renew annual maintenance contract
\$16,131.24 annually

Summary:

ETSB may elect to continue with the existing system by renewing the annual maintenance contract. This option would result in no operational changes for either PSAP and would avoid disruptions. However, reliance on the dated equipment poses increasing risks due to limited

support and potential hardware failures. Given the number of 10-digit dial (over 1M) that come into the centers, a phone system failure with end-of-life equipment is not a true option.

Option #2: Procure new phone equipment

Budget Impact:

ACDC/DU-COMM/ETSB: \$163,281.00 (Original purchase price)

Total Cost Implementation: \$200,000 to \$300,000

Annual Maintenance Cost: \$20,000.00 Time and Materials see contract

Summary:

Under this option, ETSB would procure a modern administrative phone system for both PSAPs and the ETSB office in the same configuration that currently exists.

Option #3: Utilize Existing Phone Systems

Budget Impact:

ACDC: \$25,000.00

DU-COMM: \$27,308.32

ETSB: \$5,759.66

Total Cost Implementation: \$58,067.98

Annual Maintenance Cost: \$20,000.00

Summary:

One option that was explored was the use of existing systems: The County phone system for ETSB and DU-COMM and the Village of Addison phone system for ACDC. While the PSAPs currently enjoy a shared system which allows 4 digit vs 10 digit dialing between both locations, this function is not critical to the operation of either location.

This approach significantly reduces costs for ETSB, DU-COMM, and ACDC while providing a modern, fully supported system with consistent maintenance and support resources. However, during the due diligence of this model, two things were challenging regarding completely integrating DU-COMM into the County System. First, since this system would feed into the 911 system, upon review of the infrastructure, ETSB and County have some concerns with the support of the DU-COMM administrative phone lines that revolves around the complexity related to the number of lines that are forwarded to the 911 center and the programming involved as it relates to the 911 system. Additionally, DU-COMM has a desire to be able to administer their administrative phone lines.

Option #4: Utilize Existing County Phone System with an additional system.

Budget Impact:

ACDC: \$25,000.00, Maintenance \$13,533.46 per year

DU-COMM: \$197,170.05 VOIP Networks system purchase, Maintenance \$19,432.17 per year

ETSB: \$5,759.66 for hardware (County to provide licensing and Maintenance)

Total Cost Implementation: \$227,929.71

Annual Maintenance Cost: \$32,965.63

Summary:

While not the most cost effective overall, Option 4 meets several system requirements.

ETSB would migrate to the County System. Other than the cost of the hardware there would not be an annual maintenance cost.

ACDC would move to the Village of Addison phone system with ETSB providing reimbursement for hardware and annual maintenance costs.

For DU-COMM, the building belongs to the County and the infrastructure is ETSB's. The volume and nature of calls for DU-COMM makes utilizing the County system a challenge. The recommendation is to put a administrative phone system in DU-COMM that remains part of the 911 System infrastructure as it is today but is first tier managed by DU-COMM.

Cost adjustments for this replacement have been added to the FY26 projection shown here. The original cost was \$163,241.00. The new cost quotes total \$228,469.60 or an increase of \$65,188.60. If approved, the Capital Management Plan Report will be adjusted to reflect these costs for the September meeting.

Under this option, each PSAP would operate independent phone systems, while ETSB would migrate to the County's Mitel system for administrative lines. The increase in expense for ACDC would be minimal because of the existing Village of Addison deployment. The most significant cost would be the new system for DU-COMM.

Recommendation:

The Executive Director recommends Option 4.

The most critical consideration in any purchase regarding the 911 System as a whole is operational with respect to interoperability for life safety. This is why the ETS Board moved towards a shared system after consolidation.

In discussion among the Directors, while this is a shared 911 system, in certain instances separation of systems makes the most sense operationally. Eliminating system-wide points of failure when possible, without impact to the 911 operations makes sense.

Additionally, the DuPage 911 System is consistently labeled one of the most complex systems by its vendors. Where infrastructure can be simplified, without impact to delivery of service and 911 operations, reducing complexity is always welcomed.

Further, while part of the infrastructure, these are the administrative phone lines and therefore, Option 4 meets the criteria for the current needs of the 911 System.

Finally, while it is important to always investigate all available options, the most cost effective is not always the best solution for a citizen population that exceeds 1M and 3,500+ public safety users including 120 telecommunicators.