

Emergency Telephone System Board of DuPage County

FY26 & FY27 Measurable Goals:

1. Legislative
 - a. Support State Surcharge Increase
2. Communication
 - a. ETS Board – reports no less than 2 business days prior to a meeting
 - b. Keep lines of communication open between PSAP & Board
 - i. Maintain Focus Groups that are made up of Police, Fire and PSAP reps
 - ii. Continue Monthly Podcast for users (current list of distribution 400)
 - iii. Expand outreach to municipalities/DMMC to ensure accurate information is being shared
3. Financial and Governance
 - a. Facilitate strategic planning process
 - i. Procure Consultant
 - ii. Coordinate workshops with Consultant
 - b. Identify 3 year spending plan for ETS Board discussion
 - c. Develop short and long term financial plan
 - i. Consider budget workshops for board members who want additional information
 - ii. Make sure 911 operators and organizations' needs are met and they have all the necessary resources to do their job effectively
 - iii. Discuss/Develop a plan for future/long term radio replacement or support
4. Operational
 - a. Ensure DuPage County 911 System maintains high availability and operational resilience
 - i. Maintain 99% system uptime annually
 - ii. Complete 100% of scheduled preventative maintenance
 - iii. Enhance call answer efficiency and service quality across all PSAPs in DuPage (operational to PSAPs? Naperville not in the ETSB purview)
 - iv. Cybersecurity: Strengthen technology infrastructure and cybersecurity
 1. Conduct cybersecurity risk assessment
 2. Provide cybersecurity training to 100% of ETSB and PSAP personnel
 - b. Increase public awareness of Text to 911 capabilities by 10% through outreach
 - c. Complete Mobile radio replacement project
 - d. Complete Encryption Conversion Project including appropriate access Fire and other public safety agencies
 - e. Provide Actionable (by the Board) recommendations for
 - i. CAD Replacement (RFP Process) vs refresh update
 - ii. Fire Station Alerting Replacement (RFP process) vs update the current system