



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

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

Final Summary

Wednesday, March 12, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

<https://us02web.zoom.us/j/85323774647?pwd=hFoqTrJt3KeWn6Xm53NbMnOak39UFI.1>

Meeting ID: 853 2377 4647

Passcode: 016802

1. CALL TO ORDER

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

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Andres Gonzalez

Prithvi Bhatt (Remote)

Brian Kopas (Remote)

COUNTY CLERK:

Adam Johnson, Chief Deputy Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Michelle Beebe, ACDC

Eric Burmeister, ACDC

Todd Carlson, Hanover Park PD

Ted Crawford, Hanover Park PD

David Dobey, ACDC

Colin Fleury, West Chicago Fire

Grecia Flores, ACDC

Nancy Llaneta, County Finance

Wojciech Mardula, ACDC

Anthony McPhearson, County CIO

Abigail Medina, ACDC

Mike Sampey, Village of Addison

Roy Selvik, Addison PD
 Thomas Packard, County Finance
 Rachel Bata, Roselle PD (Remote)
 Michael DeVries, Downers Grove PD (Remote)
 Jeffery Keefe, West Chicago Fire
 Jim McGreal, Downers Grove PD (Remote)
 Bret Mowery, York Center Fire (Remote)
 Jason Norton, Darien PD (Remote)
 Matt Pasquini, DMMC (Remote)
 Richard Sanborn, Jr., York Center Fire (Remote)
 Johnny Turkovich, Oakbrook Terrace Fire (Remote)

On roll call, Members Schwarze, Eckhoff, Hernandez, Honig, Johl, Markay, Maranowicz, McCarthy, Schar were present. Members Franz and Robb were absent. The EMS Rep position is vacant.

PRESENT	Schwarze, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, and Schar
ABSENT	Franz, and Robb

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SCHWARZE

Chair Schwarze began his remarks with recognition of several accomplishments.

Chair Schwarze began by congratulating TC Renee Calzaretta of ACDC who on Saturday, December 7 answered a 9-1-1 call from a LaGrange Highland resident reporting his wife was in labor. TC Calzaretta immediately dispatched resources from the Pleasantview Fire Protection District while simultaneously starting EMD instructions. While on the phone, the husband voiced that his wife's water broke, and believed the baby would soon be delivered. TC Calzaretta reassured the caller that she would provide him with instructions, and quickly inquired if he could see any part of the baby. Within 90 seconds, the father confirmed the baby was born, and excitedly announced "it was a baby girl". After regaining the attention of the father, TC Calzaretta confirmed the baby was completely out and quickly advanced through the EMD protocols to provide instructions for the care of the newborn baby and the mother. She regularly checked on the status of both mother and baby, until the paramedics arrived on scene and made contact with the patients. Throughout this event, her composure never wavered.

Chair Schwarze also congratulated TC Kyle Ficarrota of ACDC who on December 9, 2024 at 2202hrs, received a call from an Itasca resident reporting a 61-year-old male fainted. TC Ficarrota verified the address per policy, gathered pertinent information, and generated a CAD in under 60-seconds. Through the course of the use of the EMD protocol, it was determined the patient's breathing became ineffective. TC Ficarrota shunted appropriately to CPR instructions, directed and guided the caller to perform high quality CPR. TC Ficarrota remained calm and direct with the caller to make sure he was performing CPR efficiently. Paramedics arrived within

three minutes after the initial dispatch and took over CPR. The patient was transported and made a full recovery.

Chair Schwarze then congratulated Deputy Director Eric Burmeister of ACDC after successfully passing the NENA ENP exam. This certification has been earned by 1,759 of the 102,700 emergency telecommunicators in the United States. To earn an ENP you must pass a 150 questions exam, demonstrate expertise in telecommunications operations, information systems, legislation, organizational management and employee management.

Chair Schwarze then congratulated the following individuals:

Newly promoted Operations Manager Grecia Flores who began her assignment on March 1. Throughout her career at ACDC, Grecia fulfilled multiple roles including Communications Training Officer, Operator In Charge, and Team Lead. Operations Manager Flores is also a dedicated and active participant on several teams including the PINK Team to promote camaraderie, the CALEA Team, as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. She is an involved member of IL-TERT, Peer Support, Photography Team, Policy Review Committee, Radio Drill Team, Task Force, an active partner as a SLEA instructor for police cadets at the College of DuPage and is an active contributing member to Community Outreach events.

Day Shift Team Lead Wojciech Mardula who was appointed as the Day Shift Team Lead and commenced his assignment on January 1. TC Mardula or “Woj” brings a wealth of knowledge & experience to the position, as a senior Telecommunicator with over 27 years of service. Woj is an active member of the community as a Communications Team Leader of service. Woj is an active member of the community as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. He is cross-trained Telecommunicator on both police and fire disciplines and is a contributing member of the training program as a Communications Training Officer, classroom instructor, forms part of the MERIT-SWAT Tactical Dispatchers, the Peer Support Team administrator, the VESTA Team, Surveillance Team, and Radio Drill Team.

COML Professional Standards Coordinator Abby Medina who commenced her assignment in January. PSC Medina hit the ground running and worked diligently to update all ACDC policies, Written Directives, call-guides, and all pertinent proofing materials for the successful completion of the web-based CALEA assessment. CALEA Public Safety Communications Accreditation helps centers improve their services and meet international standards, it demonstrates that a center is committed to excellence and meeting best practices. The accreditation helps dispatch centers develop or improve relationships with the communities we serve. PSC Medina is heading and preparing for the upcoming on-site in-person CALEA Assessment scheduled to commence April 14th.

Chair Schwarze proudly announced that next month would celebrate National Public Safety Telecommunicators Week on April 13-19, 2025 during which Text-to-911 would officially launch in DuPage County. Chair Schwarze extended an open invitation to the County Board meeting on April 8 at 10:00am and the ETS Board meeting on April 9 at 9:00am.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT AGENDA

Chair Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Report for March 12; B/Revenue Report for March 12; C/Minutes Approval Policy Advisory Committee for February 3; D/Minutes Approval ETS Board for February 12. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

Chair Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for March 12; B/Revenue Report for March 12; C/Minutes Approval Policy Advisory Committee for February 3; D/Minutes Approval ETS Board for February 12. Member Johl motioned, seconded by Member Schar. On voice vote, all Members voted "Aye", motion carried.

6.A. Monthly Staff Report

6.A.1. [25-0666](#)

Monthly Report for March 12 Regular Meeting

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

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

6.B. Revenue Report 911 Surcharge Funds

6.B.1. [25-0668](#)

ETSB Revenue Report for March 12 Regular Meeting for Fund 5820/Equalization

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

Attachments: [Revenue Report Regular Meeting 3.12.25 Fiscal Year.pdf](#)
[Revenue Report Regular Meeting 3.12.25 History.pdf](#)

6.C. Minutes Approval Policy Advisory Committee

6.C.1. [25-0625](#)

ETSB PAC Minutes - Regular Meeting - Monday, February 3, 2025

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

Attachments: [2025-02-03 PAC Minutes Summary.pdf](#)

6.D. Minutes Approval ETS Board

6.D.1. [25-0669](#)

ETSB Minutes - Regular Meeting - Wednesday, February 12, 2025

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

Attachments: [2024-02-12 ETSB Minutes Summary.pdf](#)

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Pat Johl
SECONDER:	David Schar
AYES:	Schwarze, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, and Schar
ABSENT:	Franz, and Robb

7. VOTE REQUIRED BY ETS BOARD

7.A. Budget Transfers

7.A.1. [ETS-R-0011-25](#)

Transfer of funds for FY25 from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services) in the amount of \$181,244 for consulting service charges associated with PO 924013/7234-1.

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

Attachments: [BT 53020 to 53090 DeltaWRX.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

7.B. Payment of Claims

7.B.1. [25-0667](#)

Payment of Claims for March 12, 2025 for FY25 - Total for 4000-5820 (Equalization): \$344,669.53

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

Attachments: [Payment of Claims 3.12.25 FY25.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Marilu Hernandez

7.C. Change Orders

7.C.1. [25-0681](#)

Resolution to decrease and close the following contracts that have a remaining balance of over \$10,000 and have expired: Comcast PO 2018-1 Change Order #10; DU-COMM PO

1071-1 Change Order #12; Motorola PO 2757-1 Change Order #8; Propio PO 6320-1 Change Order #3; Lilly Counseling PO 6485-1 Change Order #1; Deccan International PO 4006-1 Change Order #1; CDW-G PO 6759-1 Change Order #1; Dell PO 6771-1 Change Order #1; Motorola PO 6739-1 Change Order #1; PURVIS PO 3187-1 Change Order #21; Motorola PO 4961-1 Change Order #1; CDW-G PO 4970-1 Change Order #1.

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

Attachments: [Multiple contracts to decrease and close 3.12.25.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	David Schar

7.D. Purchase Resolutions

7.D.1. [ETS-R-0006-25](#)

Recommendation for the approval of a contract purchase order to Rave Mobile Safety, PO 925003, for five (5) years of Smart911 with an annual option to renew years two (2) through five (5), for the period of April 1, 2025 to March 31, 2030, for a total contract amount not to exceed \$596,500; Per 55 ILCS 5/5-1022(c) not suitable to competitive bids. (Sole Source - patented technology).

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

Attachments: [Rave 925003 PRCC.pdf](#)
[Rave 925003 Sole Source Letter.pdf](#)
[Smart911 Renewal - Q-49611 - ETSB of DuPage County - 2024-12-02 114940 \(2\).pdf](#)
[Rave 925003 Vendor Ethics Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.D.2. [ETS-R-0007-25](#)

Recommendation for the approval of a contract to Facility Gateway Corporation, to provide uninterrupted power supply (UPS) preventive maintenance and on-call emergency repair service as needed, for Facilities Management and the Emergency Telephone System Board (ETSB), for the period April 1, 2025 through March 31, 2026, for a total contract amount not to exceed \$36,317.72, per renewal option under bid award #23-031-FM. First option to renew. (\$30,317.72 for Facilities Management and \$6,000 for ETSB)

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

Attachments: [Facility Gateway Corporation - PRCC.pdf](#)
[#23-031-FM Bid Tab.pdf](#)
[Facility Gateway Corporation - Pricing Pages_Redacted.pdf](#)
[Facility Gateway Corporation - Signed
Renewal_Redacted.pdf](#)
[Facility Gateway Corporation - VE_Redacted.pdf](#)
[25-0685 County Board Resolution.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Joseph Maranowicz

7.E. Resolutions

7.E.1. [25-0674](#)

ETS-R-0060A-24 Amendment to the Appointment to the Emergency Telephone System Board of DuPage County Policy Advisory Committee - Chief Chris Clark (DU-COMM Fire Representative and Vice Chair).

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

Attachments: [VC Notice of Nomination.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.E.2. [ETS-R-0009-25](#)

Resolution to approve Policy 911-027: Emergency Telephone System Act Designating a 9-1-1 System Manager.

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

Attachments: [911-027 Emergency Telephone System Act Designating a
9-1-1 System Manager draft 2.12.25.pdf](#)
[911-027 Attachment A 911 System Manager Duties and
Responsibilities Draft.pdf](#)

RESULT:	APPROVED
MOVER:	Sheryl Markay
SECONDER:	Joseph Maranowicz

7.E.3. [ETS-R-0010-25](#)

Appointment of 9-1-1 System Manager.

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Marilu Hernandez

7.E.4. [ETS-R-0013-25](#)

Resolution to amend the agency head title for the Emergency Telephone System Board of DuPage County.

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

RESULT:	APPROVED
MOVER:	Andrew Honig
SECONDER:	Pat Johl

7.E.5. [ETS-R-0008-25](#)

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

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

Attachments: [Policy 911-013 Information Technology and Network Security March 12 2025 draft.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Marilu Hernandez

7.E.6. [ETS-R-0012-25](#)

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

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

Attachments: [Policy 911-013.1 CAD Interface Access and Fees draft March 12 2025.pdf](#)
[911-013.1 Attachment A Interface Memorandum of Understanding March 12 2025 draft.pdf](#)
[911-013.1 Attachment B CAD Interface Funds 2.12.25 draft.pdf](#)

RESULT:	APPROVED
MOVER:	Marilu Hernandez
SECONDER:	Joseph Maranowicz

8. DEDIR SYSTEM

8.A. Police

8.B. Fire

PAC Chair Selvik updated the Board on the status of encryption. He said there was a call with Motorola on March 6 and that there are several documents being updated including the fleetmap and information regarding the Common Key Reference (CKR), Unique Key Encryption Key (UKEK), outside agency Memorandums of Understanding (MOUs), and management of these items as they relate to the rollout of the fire portable radios.

PAC Chair Selvik said the Fire Focus Group had a number of meetings which includes the Fire Standardization standing meeting, the ETSB podcast, Fire Ops meetings with both PSAPs. He said that 16 agencies had turned in their fleetmaps for review by Fire Focus members, 12 of which had turned in the required memorandum regarding their agency's decision regarding the hazard zone template options. Chair Selvik said the remote speaker microphones with the channel select knob were scheduled to be delivered the week of March 17. He said the hope is to get everything loaded into the radios while the paperwork and accessories are coming in to more quickly deploy the radios.

Chair Schwarze thanked the Members of the PAC, including the Member Clark as the newly appointed Vice Chair.

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

Ms. Zerwin provided a legislative update from bills included on the the State 9-1-1 Advisory Board agenda from March 10, 2025. Those updates are attached to the minutes of this meeting. Member Honig asked if the Members would continue to receive updates, to which Ms. Zerwin replied, yes and asked for direction on how often the Board wanted and update. After discussion, the consensus was Friday unless there was significant movement. Member Maranowicz asked about surcharge on devices other than cell phones. Ms. Zerwin said additional devices, such as tablets or watches, are already tied to a cell phone unless they have a sim card and so would not be charged a second time. She said not every cellular device dials 9-1-1. She used the example of cellular service for GPS that is used in for things such as the railways to determine train car locations for routing which would not dial 9-1-1. There is still research about how to effectively

collect surcharge on new devices but not over tax people.

[25-0828](#)

State Advisory Board Legislative Updates

Attachments: [SAB Legislative Updates 3.10.25.pdf](#)

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. EXECUTIVE SESSION

At 9:44am, a motion was made by Member Johl, seconded by Member Honig, 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)

Pursuant to the Open Meetings Act 5 ILCS 120/2(C)(21) - Semi-Annual Review of Executive Session Minutes

March 10, 2021; September 14, 2022; June 14, 2023; August 14, 2024, October 9, 2024

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

13.A. Disposition of Executive Session Minutes

At 9:50am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze, Eckhoff, Hernandez, Honig, Johl, Markay, Maranowicz, McCarthy, Schar were present.

Chair Schwarze introduced Andres Gonzalez, the new Administrative Assistant for ETSB and apologized he had not done so earlier in the meeting. Mr. Gonzalez then said a few words of introduction about himself.

Chair Schwarze asked for a motion to release the minutes of September 14, 2022 and August 14, 2024. Member Eckhoff motioned, seconded by Member McCarthy. On roll call, all "Ayes", motion carried.

Chair Schwarze asked for a motion to retain the minutes of March 10, 2021, June 14, 2023, and October 9, 2024 as presented during Executive Session. Member Eckhoff motioned, seconded by Member Markay. On roll call, all "Ayes", motion carried.

14. ADJOURNMENT

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

Without objection, the meeting of the ETS Board was adjourned at 9:53am.



ETSB Other Action Item

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

File #: 25-0666

Agenda Date: 3/12/2025

Agenda #: 6.A.1.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 28. 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!

Baby Delivery – TC Renee Calzaretta of ACDC on Saturday, December 7 answered a 9-1-1 call from a LaGrange Highland resident reporting his wife was in labor. **TC Calzaretta** immediately dispatched resources from the Pleasantview Fire Protection District while simultaneously starting EMD instructions. While on the phone, the husband voiced that his wife's water broke, and believed the baby would soon be delivered. TC Calzaretta reassured the caller that she would provide him with instructions, and quickly inquired if he could see any part of the baby. Within 90 seconds, the father confirmed the baby was born, and excitedly announced "it was a baby girl". After regaining the attention of the father, **TC Calzaretta** confirmed the baby was completely out and quickly advanced through the EMD protocols to provide instructions for the care of the newborn baby and the mother. She regularly checked on the status of both mother and baby, until the paramedics arrived on scene and made contact with the patients. Throughout this event, her composure never wavered.

Life Save – TC Kyle Ficarrotta On December 9, 2024 at 2202hrs, **TC Kyle Ficarrotta** received a call from an Itasca resident reporting a 61-year-old male fainted. **TC Ficarrotta** verified the address per policy, gathered pertinent information, and generated a CAD in under 60-seconds. Through the course of the use of the EMD protocol, it was determined the patient's breathing became ineffective. **TC Ficarrotta** shunted appropriately to CPR instructions, directed and guided the caller to perform high quality CPR. **TC Ficarrotta** remained calm and direct with the caller to make sure he was performing CPR efficiently. Paramedics arrived within three-minutes after the initial dispatch and took over CPR. The patient was transported and made a full recovery thanks to your efforts.

Emergency Number Professional (ENP) – Congratulations to Deputy Director Eric Burmeister of ACDC after successfully passing the NENA ENP exam! This certification has been earned by 1,759 of the 102,700 emergency telecommunicators in the United States. To earn an ENP you must pass a 150 questions exam, demonstrate expertise in telecommunications operations, information systems, legislation, organizational management and employee management.

Promotions at ACDC! Congratulations to newly promoted!

Operations Manager Grecia Flores in February. She began her assignment on March 1. Throughout her career at ACDC, Grecia has fulfilled multiple roles including Communications Training Officer, Operator In Charge, and Team Lead. **Operations Manager Flores** is also a dedicated and active participant on several teams including the PINK Team to promote camaraderie, the CALEA Team, as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. She is an involved member of IL-TERT, Peer Support, Photography Team, Policy Review Committee, Radio Drill Team, Task Force, an active partner as a SLEA instructor for police cadets at the College of DuPage and is an active contributing member to Community Outreach events. Congratulations Grecia on your promotion.



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

Promotions at ACDC! Congratulations to newly promoted! (cont.)

Day Shift Team Lead Wojciech Mardula in January. **TC Wojciech Mardula** was appointed as the Day Shift Team Lead and commenced his assignment on January 1. **TC Mardula** or “**Woj**” brings a wealth of knowledge & experience to the position, as a senior Telecommunicator with over 27 years of service. **Woj** is an active member of the community as a Communications Team Leader of service. **Woj** is an active member of the community as a Communications Team Leader (COML) managing communications during incidents, disasters, and events. He is cross-trained Telecommunicator on both police and fire disciplines and is a contributing member of the training program as a Communications Training Officer, classroom instructor, forms part of the MERIT-SWAT Tactical Dispatchers, the Peer Support Team administrator, the VESTA Team, Surveillance Team, and Radio Drill Team.

(COML)**Professional Standards Coordinator Abby Medina** in January. **Abigail Medina** was named the ACDC Professional Standards Coordinator (PSC) and commenced her assignment in January. **PSC Medina** hit the ground running and worked diligently to update all ACDC policies, Written Directives, call-guides, and all pertinent proofing materials for the successful completion of the web-based CALEA assessment. CALEA Public Safety Communications Accreditation helps centers improve their services and meet international standards, it demonstrates that a center is committed to excellence and meeting best practices. The accreditation helps dispatch centers develop or improve relationships with the communities we serve. **PSC Medina** is heading and preparing for the upcoming on-site in-person CALEA Assessment scheduled to commence April 14th.

Next month: **National Public Safety Telecommunicators Week April 13-19, 2025**
TEXT to 9-1-1 Official Launch

Proclamations: County Board meeting Tuesday, April 8 at 10:00 am
ETS Board meeting Wednesday April 9 at 9:00 am
Come and help us celebrate our first First Responders!

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

- February 24 (Monday) cancelled
- March 10 (Monday)
- March 24 (Monday)
- April 7 (Monday)
- April 21 (Monday)
- May 5 (Monday)
- May 19 (Monday)
- June 16 (Monday)
- July 14 (Monday)
- August 18 (Monday)
- September 15 (Monday)
- October 22 (Wednesday)
- November 17 (Monday)
- December 15 (Monday)



HB1866 Next Gen9-1-1 Implementation

has been filed by SAB member House Rep Angelica Guerrer-Cuellar
January 29, 2025 referred to Rules Committee.
February 25, 2025 assigned to Executive Committee.

Synopsis As Introduced

Amends the Emergency Telephone System Act. Makes changes to the definitions of terms defined in the Act. Requires a municipality with a population over 500,000 to provide Next Generation 9-1-1 service by January 1, 2029 (rather than January 1, 2026). Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$5.00 per network connection. Provides that, on or after January 1, 2029 (rather than January 1, 2026), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$2.50 per network connection. Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population in excess of 500,000 may by ordinance continue to impose and collect a monthly surcharge per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis that does not exceed \$5.00. Provides that, on or after January 1, 2027 (rather than January 1, 2026), a municipality with a population in excess of 500,000 may impose and collect its wireless carrier surcharge if the monthly surcharge does not exceed \$2.50 per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis. Removes references to "enhanced 9-1-1". Provides for the repeal of the Act on December 31, 2028 (rather than December 31, 2025). Effective January 1, 2026.

SB1295 9-1-1 Telecommunicator CPR

filed by Senator Doris Turner
January 28, 2025 First Reading referred to Assignments,
February 4, 2025 to State Government
February 20, 2025 Postponed – State Government
February 25, 2025 Section Committee Amendment #1 Sen Doris Turner, referred to Assignments.
March 4, 2025 Senate Committee Amendment No 1 Assignments Refers to State Government,
Added Co-Sponsor Sen Michael Halpin

Synopsis As Introduced

Amends the Illinois State Police Law. Provides that, beginning January 1, 2026, all 9-1-1 telecommunicators who provide dispatch for emergency medical conditions shall be required to be trained, utilizing the most current nationally recognized emergency cardiovascular care guidelines, in high-quality telecommunicator cardiopulmonary resuscitation (T-CPR). Defines telecommunicator cardiopulmonary resuscitation for the purposes of the provisions.

<https://www.ilga.gov/legislation/fulltext.asp?DocName=10400SB1295&GA=104&SessionId=114&DocType=SB&LegID=159194&DocNum=1295&GAID=18&SpecSess=&Session=>

This is under the IDPH. It has no impact to ETSB, indirectly it impacts the PSAP. However, because ACDC and DU-COMM use Priority Dispatch, telecommunicators are certified in CPR when they certify for emergency medical dispatch (EMD). Telecommunicator would have to recertify for CPR. Statute language: "Telecommunicator cardiopulmonary resuscitation" or "T-CPR" means dispatcher-assisted delivery or cardiopulmonary resuscitation (CPR) instruction by trained emergency call takers



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

or public safety dispatchers to callers or bystanders for events requiring CPR, such as *out-of-hospital cardiac arrest* (OHCA).

The amendment language adds: and telecommunicator cardiopulmonary resuscitation (T-CPR) and strikes “emergency medical dispatch” in certain places.

<https://www.ilga.gov/legislation/fulltext.asp?DocName=10400SB1295sam001&GA=104&SessionId=114&DocTypeID=SB&LegID=159194&DocNum=1295&GAID=18&SpecSess=&Session=>

State Disbursement: The ETS Board may have noticed a dip in the monthly surcharge over the past few months. The ISP has been investigating the cause and will provide some background information at the next meeting. The surcharge is down approximately \$100,000 or 10%. This change is not specific to DuPage but the impact is greater to other 9-1-1 systems.

Policy 911-013.1 CAD Interface Access and Fees

After the discussion at the February monthly meeting, staff and the State’s Attorney’s Office made several changes to the policy. Additionally, the Executive Director spoke with several chiefs that would be impacted by the change and received some valuable and supportive feedback which has been incorporated into the change presented this month to the Board.

To recap the issue, this is an existing policy. However, since there were wholesale changes made, a clean copy was provided to the ETS Board for discussion. New changes are redlined. The recommendations for this policy include moving under a subclass heading for consistency and providing compensation for time for ETSB staff for the work performed for non-9-1-1 related interfaces. This language was added based on Vice Chair Franz’s concerns about time spent by staff and to comply with ETSA Section 35 (b) *The obligation or expenditure of surcharge revenues received under this Act for a purpose or function in consistent with 47 CFR 9.23 and this Section shall constitute diversion, which undermines the purpose of this Act by depriving the 9-1-1 system of the funds it needs to function effectively and to modernize 9-1-1 operations.*

This is because ETSB staff is wholly paid by 9-1-1 surcharge. As part of this review, the cyber security policy has been updated to reflect the changes recommended here and in the 9-1-1 System Manger policy.

Additionally, because 911-018.6 CAD Interface Funds related to 9-1-1 System security, the Executive Director and Assistant States Attorney, after reviewing 911-13 Information Technology and Network Security Policy felt that this policy should be a sub-policy of 911-13. It appears on the March agenda with the recommended changes under its new 13.1 heading and name.

Policy 911-13 Information Technology and Network Security

This policy has also received a refresh. The updates include the change for 9-1-1 System Manager, the current system components and processes to consistent with the 13.1 policy. The Deputy Director of IT and Tech Focus Group are still reviewing additional recommendations for this policy.

Policy 911-020 Emergency Telephone System Act 9-1-1 System Manager (new) Discussion

As previously discussed last month this is a new policy. This policy will also be on the agenda for approval based on the discussion and changes recommended in February. Last month, in addition to the discussion, the consensus of the Board was to move to the title of Executive Director with the designation of 9-1-1 System Manager pursuant to statute, ordinance via policy. Changes to the policy are



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

redlined. The training section was removed until the Administrative rules are approved per Board discussion and will be added to the training policy. Additionally, the Executive Director worked with the Director of Human Resources, Christine Clevenger, to align the County paperwork pending approval of the policy for Board consideration.

To recap the reason for the policy, pursuant to 50 ILCS 750 Emergency Telephone System Act (ETSA) and Section 20-40 of the DuPage County Code pertaining to the Emergency Telephone System Board, the ETS Board is required to "Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing." Because designating a 9-1-1 System Manager is statutorily required, for discussion, is how specific to make the daily operational duties within the policy. Several sites within the statute have been provided to the Board.

Amending Resolution, Title Change

Consistent with the direction of the ETS Board from February, on the agenda this month is a resolution amending the title of 9-1-1 System Coordinator to Executive Director.

FINANCIAL

Contracts under the \$15,000 (Within the Executive Director Signing Authority)

Insight Public Sector: Purchase Order 925002

This is an ongoing service for a SMARTnet extended service agreement on ten (10) Cisco switches for connectivity and redundancy within the PSAPs. This is a renewal of maintenance which will run January 29, 2025 through January 28, 2026. Quotes were obtained from CDW-G (\$8,319.62), SHI (\$7,603.94), and Insight (\$6,988.50) with Insight coming in with the lowest cost utilizing the OMNIA Partners IT Products & Services contract.

Total amount of \$6,988.50.

CDWG: Purchase Order 925004

Two (2) ruggedized laptops were purchased for testing purposes on the Computer Aided Dispatch (CAD) system. Having these laptops in-house allows ETSB Technicians access to "like" hardware utilized in the field by officers for testing purposes and to mimic the environment for resolution of any issues. This purchase was made utilizing the Sourcewell Contract for Technology Products & Services with Related Solutions #121923-CDW.

Total amount of \$6,174.70.

GoTo Technologies USA, LLC, formerly known as LogMeIn: Purchase Order 925005

Rescue software has been established and working reliably since 2010 and is the continued recommendation for remote support of the system by ETSB technicians. Rescue allows ETSB technicians to access a secure connection to any PC on any network. This contract is for three (3) years of maintenance on the existing service and will run from February 15, 2025 through February 14, 2028. This is a decrease of \$1,481.76 from the FY22-25 cost of \$14,808.96.

Total amount of the request: \$13,327.20.

Asset Panda LLC: Purchase Order 925009

Asset Panda is a software subscription that allows an unlimited number of users to access tracking features including: a mobile app, barcode scanning via a mobile device, cloud-based storage, photo uploads, and custom fields and reports. The software is a flexible and customizable system for tracking and managing assets. This is a continuation of services that ETSB has utilized since 2017



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

for asset tracking of 10,000 assets. The contract period will run from April 11, 2025 to April 10, 2026. Total amount: \$10,477.12.

Contracts Over \$15,000 That Require Board Approval

Rave Mobile Safety: Purchase Order 925003

Smart911 is a patented service that allows citizens to enter information they would like available to first responders in the event of an emergency. The information is entered through a secure website. When the citizen calls 9-1-1, the information is automatically displayed on the workstations of the Telecommunicator (TC). The TC can then make the information available to police, fire and EMS personnel. This is a five (5) year contract for Smart911 services, with an annual option to renew years two (2) through five (5). This renewal period will run from April 1, 2025 through March 31, 2030.

Annual contract amount: \$119,300.00; total contract amount: \$596,500.00.

Facility Gateway Corp: Purchase Order 925010

On the agenda is an option to renew under Bid #23-031-FM with Facilities Management to provide preventative maintenance and emergency repair service, as needed, to the uninterrupted power supply (UPS) units located on the DuPage County Campus and within the PSAPs. This option to renew will be on the agenda for consideration by the Public Works Committee on March 18 and County Board on March 25, 2023. The contract is for the period from April 1, 2025 through March 31, 2026 and covers one (1) UPS unit at ACDC and three (3) UPS units at DU-COMM under the ETSB portion of the contract. The requested amount will cover preventative maintenance for the four UPS units over the one-year time period for a base amount of \$5,932.48.

Total cost of the procurement is \$30,317.72; ETSB portion is \$6,000.00.

Change Orders:

Closing of Open Purchase Order and Release of Funds – Requiring Board Action

Per the County process, the following contracts and purchase orders will be included on the March agenda to be decreased and closed, releasing funds for a total amount of \$1,021,821.05.

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
2018-1	Comcast Business Communications	12382	12/22/22	10	-\$444,831.60
1071-1	DU-COMM	10461	12/01/23	12	-\$104,425.00
2757-1	Motorola Solutions, Inc.	10115	12/31/23	8	-\$244,819.87
6320-1	Propio LS, LLC	27781	01/31/24	3	-\$14,115.94
6485-1	Lilly, Michelle Marie	37797	06/30/24	1	-\$29,500.00
4006-1	Deccan International	10500	08/31/24	1	-\$81,836.00
6759-1	CDW Government LLC	10667	12/31/24	1	-\$18,041.75
6771-1	Dell Marketing, LP	10850	12/31/24	1	-\$21,457.87
6739-1	Motorola Solutions, Inc.	10115	12/31/24	1	-\$13,111.76
3187-1	PURVIS Systems Incorporated	28678	10/09/24	21	-\$49,681.26

Closing of Open Purchase Orders with balance under \$10,000.00

Per the County process, the following contracts and purchase orders with balances under \$10,000.00 can be administratively decreased and closed without Board action in the County Finance software, releasing funds for a total amount of \$15,113.28.



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
3271-1	Motorola Solutions, Inc.	10115	12/31/23	4	-\$4,582.00
3880-1	Canon Solutions America	10216	05/31/24	4	-\$3,995.34
5397-1	CDW Government LLC	10667	08/10/24	1	-\$6,053.50
6772-1	Verizon Wireless	10597	12/07/24	1	-\$482.44

Closing of Open Purchase Orders with Zero Dollar balance

The following Purchase Orders have expired and have a zero-dollar balance but remain open in the County Finance ERP software. To close these contracts, an administrative change order is required. No future invoices will be applied to these contracts:

Contract	Vendor	Vendor #	Expiration	Change Order #
4785-1	BMC Software Inc	11022	08/30/23	1
5973-1	Deccan International	10500	08/31/24	1
6250-1	Insight Public Sector	10809	01/28/24	1
6546-1	Dell Marketing, LP	10850	01/31/24	1
5634-1	Telelanguage LLC	29386	01/31/24	4
6194-1	Voiance Language Services LLC	20971	01/31/24	3
6252-1	Asset Panda LLC	26513	04/11/24	1
6321-1	CDW Government LLC	10667	04/12/24	1
6322-1	Police Legal Sciences Inc	22443	04/30/24	1
6453-1	Insight Public Sector	10809	05/10/24	1
5382-1	Insight Public Sector	10809	08/13/24	1
6954-1	Insight Public Sector	10809	08/22/24	1
6591-1	Deccan International	10500	08/31/24	1
6586-1	SHI International Corp	14389	09/07/24	2
6838-1	Motorola Solutions, Inc.	10115	01/11/25	1
6674-1	Dell Marketing, LP	10850	10/10/24	1
5400-1	Insight Public Sector	10809	10/13/24	1
5399-1	Insight Public Sector	10809	10/17/24	1
6762-1	Monday.com	35961	12/01/24	1
6741-1	Mesirow Insurance Services	12104	12/19/24	1
6737-1	Environmental Systems Research Inc (Esri)	10337	12/31/24	1

Open Purchase Orders for FY2025

In FY24 a review of the open purchase order format was recommended by the Auditor's Office in 2010 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	\$ 14,808.40	\$ 60,191.60



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Budget Transfers

There is one budget transfer on the March agenda.

DeltaWRX: Requested transfer of funds for FY25 from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services) for charges associated with the DeltaWRX consulting services PO 924013/7234-1 per the County Finance Department.

Total amount of requested transfer: \$181,244.00 for a new account total of \$436,081.00.

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 March 12 meeting: \$344,669.53.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,048,032.56.

The September surcharge was received on February 4 in the amount of \$1,048,032.56.

9-1-1 CORE SYSTEM MANAGEMENT

Cybersecurity:

The ETSB IT Deputy Director and several staff members will be participating in a table top exercise with County IT cybersecurity personnel in March.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the initial issues, there are still 5 remaining. Additional issues have been reported and resolved during this project. Including the 5 from the initial deployment, there are now 11 remaining issues. None of these impact citizens' ability to reach emergency centers.

The totals below reflect the calendar years. In February, the open tickets that carry over from 2024 will be combined with the 2025 totals.

DuJIS CAD:

2024	Year to Date	
Category	Opened	Closed
CAD	516	497
MPS	624	624
Total	1140	1121



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	74	56	31	23	7	12	4	8
MPS	80	63	31	26	2	22	2	5
Total	154	119	62	49	9	34	6	13

Projects:

Addison Axon Project:

Addison Police: Addison has submitted their paperwork to request.

As stated above, it is necessary to develop a solution and then move Addison RMS to that solution.

Addison has been notified. Project pending.

Oak Brook Police Department:

The PRMS Oversight Committee and ETSB received a letter from attorneys for the Village of Oak Brook on behalf of its police department as a Notice of Termination effective April 11, 2024, and an expected date of participation to occur on April 30, 2025. On February 21, 2025, the ETSB received a Zendesk ticket #16108 requesting assistance for access for AXON rms. Oak Brook was advised that the policy was under review and that paperwork would be forthcoming

Downers Grove Police Department:

On February 24, 2025, the ETSB received a Zendesk ticket #16136 requesting assistance for access for AXON RMS. Downers Grove was advised that the policy was under review and that paperwork would be forthcoming

CAD RFI DeltaWRX Project:

The December/January and February reports from DeltaWRX are located at the end of the monthly report.

Project interview sessions began the week of February 4 and concluded on February 6, with additional sessions conducted in early March. Staff from both centers actively participated, providing valuable insights and feedback on the system. All sessions were well attended, and the collected information is now being compiled and formatted into documentation for further review.

LEADS 3.0 Upgrade:

ETSB has successfully completed the LEADS 3.0 upgrade, with all outstanding issues resolved and vendor signoff completed by ETSB.

The new LEADS 3.0 environment was seamlessly deployed across both PSAPs in the initial rollout, including the full conversion of all CDCs within the system. This upgrade introduces enhanced functionality for each center, including:

- Hit Confirmation Request
- Hit Confirmation Response
- In-State (IL) Administrative Messages
- Out-of-State Administrative Messages



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

This successful implementation marks a significant step forward in system capabilities and operational efficiency.

Network

Absolute Secure:

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	155	155

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	28	22	11	9	0	9	0	2

Absolute Secure Access:

ETSB reports no issues for the month of February. Currently the system has approximately 950 devices registered

Comcast Maintenance/Trouble Tickets:

On February 18, 2025, Comcast rolled out a Web Filter Update

Network Tickets:

No network issues have been reported for the month of February 2025.

VMware Maintenance:

No maintenance updates for February.

Windows Patching:

Quarterly patching completed successfully.

Fire Station Alerting System (FSAS):

2024	Year to Date	
Category	Opened	Closed
FSA	221	221

2025	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	19	17	19	17	12	5	2



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Fire Station Alerting:

On February 13, the Fire focus group member Chief Clark and ETSB Director attended the FSA. See the notes in the DEDIR System section. The second monthly meeting was informational.

Projects:

Fire Station Alerting System-wide Upgrade

The upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The servers have been in-house. There is one dependency to this project, DU-COMM has a TRE project to complete for radio pager tones. Once this task is completed, the upgrade can continue.

Itasca Fire Protection District New Station #67

ETSB staff, ACDC staff and PURVIS/CommZone met with the Itasca Fire Protection District and their Architects on February 18 to discuss the FSA installation at their new fire station. There are additional topics for discussion. Site plans were exchanged. This project is not at the change order phase.

Winfield Fire Protection District New Station #31

All of the Purvis equipment has been received at the new station and the wiring was completed on March 3. The team is currently working on the installation of the FSA hardware.

Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	605

2025	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	121	53	46	22	23	10	10	0	1	2

GIS Map Roll: GIS team successfully tested and verified updated maps and rolled them into the training/production side of CAD for the monthly of February. Final updates were rolled into production on February 19, with the next production map roll planned for March 19, 2025.

GIS Redistricting Annual Status:

ETSB will send out another reminder on a semi-annual basis starting in the second quarter of 2025

GIS Projects:

Winfield Fire Protection District: Project completed.

WFF is creating seven new fire districts.

New district polygons/ESZs to be pushed into training on 02/11/2024, then tested. Training Cad push was successfully tested and validated. The final production push was completed on 2/19/2025.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Wood Dale Fire Protection: Project completed.

New fire district request 01/03/2025.

ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025. Planned production push on 2/19 was successfully completed.

Tristate Fire Protection District: Project completed.

New fire district requested 01/03/2025.

ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025. Planned production push on 2/19 was successfully completed.

NG9-1-1 GIS Mapping:

County GIS is currently updating the NGE911 data with the most recent upload completed on February 21, 2025. Additionally, access to the AT&T ESInet Portal has been obtained, which provides valuable tools for data validation and cleanup. This portal offers access to data cleanup reports after each upload, as well as GIS features that identify the location and type of necessary corrections. In the geocoding process, the address points will be pulled from these ALLIE tables and then cross reference these ALLIE address points to our current address points. This will provide the ability to see the match rate with the current address points and the ability to add any points that may be missing for landlines.

As part of the ongoing efforts, County GIS has begun geocoding the ALI address data provided by AT&T. This process involves extracting address points from the ALI tables and cross-referencing them with our existing address points. By doing this they have the ability to assess the match rate and identify any missing points, particularly for landline addresses.

State of Illinois GIS NG 9-1-1: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project. GIS staff is currently collaborating with Will County to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

State of Illinois Text to 911: The goal is to do public education campaign for Text to 9-1-1, 988 and 211 in April and to do an official launch of Text to 9-1-1 with National Public Safety Telecommunicators Week April 13-19, 2025.

9-1-1 System Memos:

ETSB staff did a review of the 9-1-1 System memos after the CAD system upgrade. There were several system memos in the comprehensive list found at the end of the monthly report that were listed as *Enhancements to Production* that are now able to be closed successfully. Memos that required an enhancement that was not achieved in the upgrade will be listed as *Technically Not Feasible* and were discussed with the Directors to determine a future direction. Those *Technically Not Feasible* memos were moved to *Closed Memos*. Beginning with the April monthly report, the *Closed Memos* category will reflect only newly closed memos.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

New Memos:

Memo 132: This memo was submitted to the CAD Focus group for review and approval. The memo involved an additional sub-type for animal that outlined “nuisance” as the type. This additional sub-type was approved and implemented into the CAD system.

Closed Memos:

Memo 24: ICDs from Hexagon for LEADs
Memo 37: Software review
Memo 49: Add Select Event Hot Key
Memo 50: Unit Roster
Memo 51: Informer Hot Key
Memo 53: Dispatch Assign Multiple Units
Memo 55: Vin Response
Memo 58: UL Functionality
Memo 60: Telecommunicator name in remarks
Memo 63: Clearing Multiple Units
Memo 64: F2 Enhancement
Memo 103: CAD/Vesta standardization
Memo 110: Options for Tones in Fire Station Alerting

Pending Research:

Memo 108: Change ANI/ALI dump workflow in CAD. This is currently under investigation.

Memo 113: Shot/Stab Event Type. This is currently at the Directors’ level for review.

Memo 127: MFA in CommandCentral Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for CommandCentral Aware. After some additional discussions and the information provided related to RTCC locations, we are still determining the best way to implement this within the application without the use of a generic user id for the individuals that will have access from the RTCC locations. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. Initial discussions have identified that the first round of implementing MFA will be at the administrator level. Additional discussions are taking place at the Tech Focus Group to determine the best route to take with the configuration within the centers and the CAD workstations along with the applications that are currently used.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups. The PSAP operations group was unable to come to an agreement on this change. This will be on the March 7, 2025 Directors’ meeting agenda for discussion.

DuJIS PRMS:

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



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola Radio System Manager Report:

The System Manager's memorandum is located at the end of the monthly report.

As requested by Vice Chair Franz, the DEDIR System report has a slightly different appearance. Prior to this, the information for each project was combined into one paragraph. This is the same format that appeared in the PAC agenda. These items will also be discussed in the "podcast" on March 4. The podcast is a zoom call for DEDIR System points of contact previously held by former Deputy Director Theusch. There has not been a podcast since August.

Fire Focus January 23 from 2:00 until 5:30

The Fire Focus Group met on January 23 from 2:00 until 5:30. This group has developed a second template for agencies to consider that has a hazard zone bank and allows agencies to utilize hazard zone talk groups in their *User Selectable Zones*. Fire Ground and Ops talk groups would be available in both Hazard zone and Non-Hazard zone mode. The distinguishing characters being "HZ". For example: 7FG ORNGHZ or 7FG ORNG; FDOPS 11HZ or FD OPS 11. This will be Option 2 because the ETS Board has already approved a standard template that most fire agencies have used to submit their updated template prior to Option 2 becoming available.

This group included Director Zerwin who worked with them on a memorandum outlining selections for the XN radio for the next phase of the deployment.

January 31 Motorola met with Chiefs Fleury and Selvik and ETSB staff to review the initial proposal and collect data on encryption. This project will be added to the weekly Motorola status call. The Chiefs will join this call. This meeting was reviewed at the February PAC meeting.

On February 12, the optional template was approved by the ETS Board by a unanimous vote. During the update portion of the meeting, Vice Chair Franz asked that an additional report beyond the monthly report, PAC minutes and the PAC oral report be provided to the Board.

On February 13, the Fire focus group member Chief Clark and ETSB Director attended the FSA meeting to review the template as well as the functionality of the XN radio with the new firmware updates. There was a preliminary review of the memorandum, a new fleet map format, and a ppt that explains CommandCentral to help Chiefs determine which personnel in their agencies they would like to have access to CommandCentral.

While the FSA meeting is not typically a radio meeting, it is a standing meeting, and all fire chiefs were encouraged to attend in person. A zoom link was available and approximately 15 Chiefs attended. This meeting is being utilized in order to keep the process moving forward. Fire Chiefs have not been given an opportunity to see the radio and how it performs since those releases. Radios will be available at other meetings after the 13th to help Chiefs make a decision on which template they would like to use. This is because during the physical radio selection process, Chiefs were told by the ETS Board they would have a choice on whether or not to have the hazard zone in their radios.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

During the meeting, there was discussion that there should be standardized naming conventions for Alias for the radio. The suggestion was deferred to Fire Focus.

County ordinance excerpt for ETSB regarding committees and focus groups:

a. Internal Operations

i. Standing Committees and Focus Groups

1. *The ETSB may establish any standing committee or workgroup as it deems necessary to carry out the function of the ETSB. The Chair of the ETSB, with the advice and consent of the ETSB, shall appoint all standing committees and their membership.*
2. *Standing Committees and subcommittees shall post an agenda and provide minutes pursuant to the Open Meetings Act.*
3. *The ETSB may have informal teams of subject matter experts called Focus Groups. The Focus Groups will have no authority but may make recommendations to Committees, or upon request of, to the ETS Board, in their area of expertise with respect to policy and scope of work for 9-1-1 system equipment. The Executive Director may create Focus Groups for, but not limited to, the purpose of configuration and implementation of new 9-1-1 systems, review of software or upgrades to existing components of the 9-1-1 system. Focus Groups will generally be regular users of the 9-1-1 System or employees of the ETSB or PSAPs whose input into the workflow and configuration are essential to their daily operational use.*

Based on the above language, Executive Director Zerwin asked Chief Spinazola to inquire with the DU-COMM chiefs in order to add another member to Fire Focus with the retirement of Chief Tanner. Chief Brill will be joining the group. Current Fire Focus: Robert Brill, Chris Clark, Jim Connolly, Craig Jansen, Erik Maplethorpe, John Nebl, John Sullivan.

Motorola Wednesday Morning Status Call – February 19, 2025

AXS Console Upgrade: Motorola Trainer will be on site in DuPage Monday 2/24 to meet and prepare for training. Training will follow on the 25th and 26th at ACDC and DU-COMM and will be completed on the 26th.

DFSI STARCOM:

For ACDC: We have met with Tait and discussed working with their equipment to connect to DFSI. Motorola is currently in the process of setting up a lab environment to be able to test the solution before being brought to the field for installation. We would like to borrow the spare DCG in order to be able to conduct our testing.

For DU-COMM: Motorola met with Leonardo on 2/17 and discussed the process of coordinating with their equipment. Leonardo is in the process of gathering information on their equipment to provide to Motorola so we can ensure system design will work. More information is being gathered, and we hope to have information to provide soon.

Encryption: Data collection has occurred over the past few weeks, and we are still finalizing the needed information. At this time, we do not have updates but hope to set up a follow-up meeting in the next week and a half or two to address follow up questions. At this time the Motorola



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

encryption SME is still reviewing all the information that has been provided to prepare for next steps. Once all data has been collected, we will reach out to set up an additional meeting.

Consolettes: Quote from ChiComm for programming and installation has been received. Currently in the process of generating a PO, so they can complete work. Motorola will coordinate with ETSB to install and program consolettes as needed once PO has been generated.

Additional information – Executive Director Zerwin

For the past two weeks, Motorola has deployed a second tech to ETSB to assist with the rollout of the fire portables.

Police Radio Performance: There have been tickets regarding radio and battery performance on the APXNext. Research has indicated the following regarding multi-chargers, portable firmware updates. Battery replacement is on the schedule for 2026, ETSB staff are investigating replacement with County Procurement.

Firmware Update Multi-Charger: The multi-chargers will require a firmware update. The Radio Service Manager advised that there is a firmware update for the multi-charger that should improve the processing time and life cycle reconditioning of the current battery. The firmware update takes approximately 5 minutes. There are 132 multi-chargers in service in police agencies. The multi-chargers for the fire service will be updated in house before deployment. OSHM has volunteered to do the update to allow the Service Manager and the second APXNext tech on site to continue working on the fire portable roll out. A schedule will be provided with the next “podcast” and posted in Monday.com for DEDIR System points of contact.

If you have multi-chargers and do not see your name on this list, please submit a Zendesk ticket, the Asset list is not fool-proof and we want to make sure your equipment gets updated. If you have more than the number of chargers listed, we will update every multi-charger you have.

Multi-Chargers	APXNext	APX4000
Addison	7 units	
Bartlett	6 units	
Bloomington	6 units	
Burr Ridge	4 units	
Carol Stream	1 unit	
Darien	4 units	
Downers Grove	7 units	
DuPage Sheriff	2 units	21 units
Elmhurst	11 units	4 units
Forest Preserve	1 unit	
Glendale Heights	1 unit	
Hanover Park	4 units	
Hinsdale	3 units	
Lisle	5 units	
Lombard	11 units	1 unit



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Oakbrook Terrace	3 units	
Oak Brook	8 units	
Roselle	6 units	
Villa Park	5 units	
Warrenville	4 units	
Willowbrook	3 units	
Wheaton	8 units	3 units
West Chicago	4 units	
Wood Dale	1 unit	
Woodridge	2 units	
	116	29

The Service Manager is in the process of testing the firmware update for the single charger and its impact on the battery and battery life.

Firmware Update APXNext/Police: There are 274 police radios that have not completed the firmware updates. A list will be provided at the end of this update. Agencies that need assistance can submit a Zendesk ticket and/or ETSB will ask that these radios be available at agencies that have multi-charger updates occurring so that OSHEM can assist with firmware updates if agencies need assistance in completing the updates.

February 20 2:00 to 4:30 Fire Focus met. The items discussed included:

A. Fire Portable Radio task list review

Required Tasks

1. Final "Sign-off" from Fire Agencies for templates including Hazard Zone verbiage
 - Presentation needed for chiefs regarding final template Hazard Zone options
 - ETSB will do a "podcast" because Directo Zerwin indicated there are some other radio issues that need to be addressed including the firmware update. And the first review of the sign off memorandum was at FSA Focus Group. The group also provided feedback to the memorandum and the instruction memorandum
 - Final selections by Agencies
 - Review of templates by Fire Focus Group

2. Resolve several encryption issues – This was a discussion and centered around whether or not the encryption plan would delay rolling out the radios.
 - Load key for access to KMF before deploying radios (Motorola Encryption workgroup)
 - Resolve how to manage encryption keys from outside agencies

3. Access agreements with outside agencies
 - Need IGA from Will County. The discussion was that there are no talk groups that are currently encrypted in Will County so their non-responsiveness doesn't necessarily hold up roll out.
 - Need system information (code plug) for Cook County "Zone 5" The Service Manager has been working directly with Cook County.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

4. Need to evaluate channel selector mic when they arrive to ensure proper operation (new product)
Note: The Channel Selector mics have been on the market for a year, have passed one certification and have not had any recalls. Director Zerwin asked for short turn around. The ship date of the mics has a dependency to the return of the RMS that are part of an exchange, but she did not want to release the RSM mics until they were sure of their choice.
5. Agencies will need to review and update "Alias Lists".
Executive Director Zerwin indicated that clean fleet maps for most agencies are ready (there are six left to compete on the date of the meeting). The new format will have a slight change for last name, first name separation. There is a category for designation of CSM or RSM mics for agencies that asked for a combination of mics. The mics are interchangeable so it is more for inventory purposes.
6. Resolve MDC unit ID's (conventional operation) relative to new Starcom radio ID ranges.
Note that MDC range is 0001 to DEEE. Director Zerwin indicated she would speak to STARCOM about the groups concerns.

B. Fire Template sign-off timeline.

This item was rolled into the above discussions. Director Zerwin indicated that from what she saw in putting the fleet maps together and in previously working with agencies, the agencies that need help will reach out. The rest should respond rather quickly after the review meetings.

C. Fire Template review procedure. The group discussed how they would like to review the submissions.

D. Mobile Radio option discussion with Motorola product specialists? Not discussed.

Alias Standardization. On the topic of the Alias standardization, the group agreed that that was a longer term project. Director Zerwin advised them that while completing the fleet maps she also put together a summary spreadsheet of all agencies so that they could see the naming conventions side by side for future consideration.

Radio Service Manager assignment: Director Zerwin also asked that the Group work with her when they had questions for the Service Manager. Prior to the holidays she gave Motorola a benchmark. She has been working with Motorola and they sent a second APXNext tech to work with our on-site Service Manager for the past two weeks to do specific tasks. Those tasks have been impeded by the interruption of him attempting to appease all of their questions. She indicated that she realized that they are trying to help and that newer members want to get up to speed, but she asked that they coordinate with her for the time being.

February 25 & 26 starting at 8am PSAP Training for AXS Consoles: Chicago Communications will be ready to begin installation as soon as the training is completed. The final deployment plan of the consoles has an encryption plan dependency, but installation can begin and the telecommunicators can use the workstations in their current configuration. This will depend on telecommunicator comfort with the set up and discussion on the image used.



Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Motorola Wednesday Morning Status Call – February 26, 2025

AXS Consoles: Training took place on 2/25/25 at ACDC and is taking place at Du-Comm today 2/26/25. This is Administrator and Train the Trainer training. Once training is complete, we the PSAPs will finalize console configurations and installation is scheduled to begin on March 17.

DFSI: Chris Severns dropped spare DFSI off at the Motorola lab so preparation can begin for testing the Tate system connection. Jim Connolly has offered to provide equipment to Tate to help with testing. Current testing phase is looking like late March or early April when resources are free.

Encryption: No new updates at this moment. The Field Engineer team was in training all last week at a remote site and the internal meeting earlier this week was rescheduled for Thursday afternoon. I will have an update following that meeting.

Consolettes: Met with Gregg on Monday and discussed a change in the plan for implementing the consolettes. We are working to get additional information as it will not be a simple swap out as previously thought.

PAC meeting Monday, March 3 at 8:15am Room 3-500A County Campus 421 N. County Farm Road.

Next steps:

“DEDIR System PODcast”: Tuesday, March 4 at 2pm Zoom call to review: Fleetmap, sign off sheet, ppt for Command Central, Mutli-Charger Updates for DEDIR System points of contact.

Additional Review at ACDC Fire Ops on March 11 at 1pm.

Additional Review at OSHEM on March 11 at 3pm for DU-COMM Fire Chiefs.

Any agency needing additional assistance can submit a Zendesk ticket or ask a Fire Focus member for assistance.



Emergency Telephone System Board
of DuPage County
Monthly Report

**March
Board
Meeting**

POLICE AGENCIES REQUIRING FIRMWARE UPDATES

ADDISON PD	BRP JEFFREY	ELMHURST PD	GHPPSHEEHAN950
ADP Torres	BRP WEEKS	ELP JAFFEE	GHPLOMIBAO3027
ADP Toledo	BRP OKELLY	ELPSKOLOZYNSKI	GHP HAWCO250
ADP Ferrici	BRP HOSTER	ELP DAVIS	GHP MASCIO399
ADP Wampler	BRP MCKNABB	ELP MOLINA	GHP BLONDIN381
ADP Olejarz	BRP VALENTINO	ELP PT 309	GHP LN HARDT3004
ADP Johnston	BRP LESNIAK	ELP PT 311	GHP PIRTLE245
ADP Gwozdz	BRP GARCIA	ELP PT 312	GHP SCHON397
ADP Luna	BRP GUTIERREZ	ELP GROCH	GHP NTECOST241
ADP McDermott	BRP FIRNSIN	ELP ORTIZ	GHPHOEKSEM3032
ADP Chaidez	BRP COPP	ELP DUFFY	GHPGRZKWCZ3020
ADP Besch	BRP MONDALA	ELP CAPPITELLI	GHPROSARIO3007
ADP Crandall	BRP OVERTON	ELP LANGE	
ADP Reda	BRP ALLEN	ELP BEYER	HANOVER PK PD
ADP Prafke	BRPSTRAPPAZON	ELP VALDEZ	HPP 372
ADP Carney	BRP LESNIAK	ELP APONTE	HPP 398
ADP Courtney	BRP GARCIA	ELP MCLEAN	HPP 378
ADP Diaz	BRP GUTIERREZ	ELP LAFIN	HPP 191
	BRP FIRNSIN		HPP 350
BARTLETT PD	BRP COPP	FOREST PRESERVE	HPP 332
BAP BUBIS	BRP MONDALA	FPP Denius	HPP 216
BAP PRETKELIS		FPP Clausen	HPP 300
BAP SALLIS	CAROL STREAM PD	FPP DelRio	HPP 255
BAP JENKINS	CSP ZAKRSKI	FPP Fabiani	HPP 303
BAP KEYSER	CSP MCGOVRN	FPP Records	
BAP NESSLING	CSP MCINTYR	FPP Johnson	HINSDALE PD
	CSP FREER		HIP H70
BENSENVILLE PD	CSP PLAKETT	GLEN ELLYN PD	
BEP MIRANDOLA	CSP DUMDIE	GEP NORTON70	ITASCA PD
BEP CARRERA	CSP JUSTINIANO	GEP SALGADO	ITP Gruskovak
BEP LAPORTE	CSP BLAIR	GEP SCHMIDT45	ITP Macaluso
BEP CHA	CSP ROE		ITP Oie
BEP ADMIN 1	CSP CCADLE	GLENDALE HTS PD	ITP Savageau
BEP EMA	CSP PASKEVZ	GHP GUZMAN3028	ITP Stevens
	CSP FAUTH	GHP ZAVALA3021	ITP Jezior
BLOOMINGDALE PD	CSP BACIDOR	GHPHALIPAJ3034	ITP Sanchez
BLP Donald	CSP KOELLER	GHP AMODIO3017	ITP Mace
BLP Miller	CSP CZERNEK	GHP GARCIA396	ITP Ciccola
BLP McGinn	CSP LALLY	GHP PAPPAS235	
BLP Maxey	CSP CASTRO	GHPSTODDARD374	
BLP CSOLewis	CSP WILIAMS	GHP BALEY239	
BLP Alcozer	CSP BOTH	GHPDNILSKI3018	
		GHPSTACHURA395	
BURR RIDGE PD	DARIEN PD	GHPSHAFFREY954	
BRP MURPHY	DAP 300	GHP TOIGO513	
BRP HARVEY		GHP JENCA953	



Emergency Telephone System Board
of DuPage County
Monthly Report

March
Board
Meeting

LISLE PD	ROSELLE PD	VILLA PARK PD	WHEATON PD
LIP GREGO	ROP MENGES	VPP Bastian	WHP Tschida
LIP BRUNOEH	ROP PAUL	VPP Blake	WHP Spare 1
LIP ARNOLD	ROP TWAROG	VPP Cruz	WHP Potter
LIP ARMITAG		VPP Perez	WHP Klamerus
LIP CARROLL	STATES ATTORNEY	VPP Bregman	WHP Prempas
LIP HURT	SAO ZDAN	VPP Velazquez	WHP K Lucas
LIP TRAVIS	SAO N LIBERIO	VPP Grabowski	WHP Lord
LIP GODAR	SAO ACEVEZ	VPP Raymond	WHP Sterkowic
	SAO MALKIN		
LOMBARD PD	SAO T OGAN	WEST CHICAGO PD	WOODRIDGE PD
LOF BECKLEY	SAO D OLLECH	WCP CHASSAGNE	WOP 87
LOF BATIZ	SAO BENAITS	WCP LEVATO	WOP 132
LOP RANALLO	SAO J ANDERSON	WCP ONEIL	WOP 82
LOP WIRSING	SAO HUNDLEY	WCP CARGOLA	WOP 128
LOP BRUCE			WOP 81
LOP ERIKSEN	DU PAGE SHERIFF	WILLOWBROOK PD	WOP 94
LOP STATKUS	SOP NAVRTIL	WLP 514	WOP 90
LOP OLIVER	SOP WHITFIELD		WOP 99
LOP HOPMAN	SOP SCHNEIDER	WOOD DALE PD	WOP 137
LOP SHEMSIU	SOP GARCIA	WDP Campbell	WOP 119
	SOPSCHOENENBER	WDP McCollum	WOP 133
OAK BROOK PD	SOP GREEN	WDP Haumann	
OBP JV111	SOP CAPPY	WDP Brinkley	WESTMONT PD
OBP JP97	SOP KUSCHELL	WDP Werner	WSP Collins
OBP BS62	SOP ALBRIGHT	WDP Bjes	WSP Riley
OBP BB95	SOP HODGE	WDP Singto	WSP Kozielski
OBP KL115	SOP MERIT 2		WSP Boyle
OBP ES406	SOP BIBBIANO	WINFIELD PD	WSP Jensen
OBP RH107	SOP FAVELA	WFP SCHACHERV	WSP Vinyard
LOP WIRSING	SOP SCHULTZ	WFP ESPINO	WSP Depasquale
LOP BRUCE	SOP HARRAH	WFP PENNINGTON	
LOP ERIKSEN	SOP DELELIO	WFP BABIC	
LOP STATKUS	SOP WATSON	WFP BELLINGER	
LOP OLIVER	SOP FOX	WFP DEWITT	
LOP HOPMAN	SOP MENDRICK	WFP B OLSON	
LOP SHEMSIU	SOP GRAVEL	WFP SCHWARTING	
	SOP THOMAS	WFP SCHANE	
	SOP FOX	WFP KOTLARZ	
	SOP MENDRICK	WFP CIHAK	
		WFP MONTES	
		WFP CLAPPER	
		WFP KINDLE	
		WFP SIEBER	



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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: February 26, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

APX 4000: 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 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Fire agencies are to provide feedback to ETSB as to whether they are considering the APX6500 or prefer to remain with the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. XN portables have are in the process of being flashed and tuned.

Quantity 51 RLS fixes have been applied and fully completed.

Quantity 827 QA09022 SmartConnect APX NEXT EIDs have been applied and fully completed.
Quantity 1206 Q445 APX Personnel Accountability FLP have been applied and fully completed.
15 Fire agency XN portables have been Aeroflex Radio Test Set tuned and meet radio specifications.

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing ISP Tollway Zone 15. Fire templates on Monday.com need to be reviewed by Fire Focus for accuracy.

Codeplug Creation: There were none last month.

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
APX 7000XE	81	60
APX Next (PD)	144	114
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	34
APX4000	11	8
Total	269	216

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	12	11	12	11	5	1	6	
APX Next (PD)	17	16	17	16	3	7	6	1
APX NextXN (FD)	6	5	6	5		2		4
APX 8500 (mobile)	4	2	4	2			1	2
APX4000	4	4	4	4	2	1	1	
Total	43	38	43	38	10	11	14	7

STARCOM21 Scheduled Maintenance:

System Maintenance: There was none last month.

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 2/12 and 2/13. These patches caused an impact to the system in all Zones.

It would have caused RF Site to enter into site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 2/13/25

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

IL STARCOM Monthly Application of Windows Motopatch 2025.01 – Patching 1/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Motorola Solutions Cloud Platform Maintenance

[Scheduled Maintenance] Command Central Products (United States)

Start: 19/Feb/2025 @ 9:00 PM (UTC-6)

End: 20/Feb/2025 @ 4:00 AM (UTC-6)

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SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Feb/2025 @ 9:00 PM CST

End: 18/Feb/2025 @ 5:00 AM CST

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Feb/2025 @ 9:00 PM CST

End: 20/Feb/2025 @ 5:00 AM CST

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 21/Feb/2025 @ 9:00 PM CST

End: 22/Feb/2025 @ 5:00 AM CST

Radio Management CPS Patches:

There were none last month.

Releases:

APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. 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. A schedule is being prepared for updating police chargers.

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings:

Fire Focus Meeting 2/20/25.

Schaumburg User Group Meeting - did not attend. DuPage DEDIR System members attended
Motorola Solutions, Schaumburg, IL
Thursday, February 27 10:00-1:00pm

Training: None for this month.

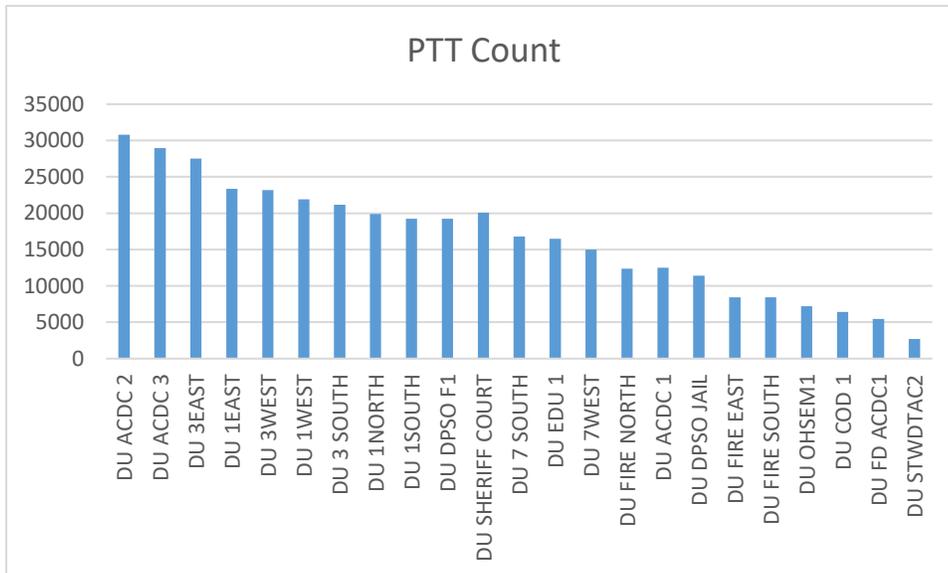
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Grade of service report:

January 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	20.61	3.50	6.90	31.00	2548.84	12611.13	4.95	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2206.90	11030.00	5.00	0.00	0.00	0.00
2:00:00	0.00	15.98	2.72	7.68	31.00	1899.90	9780.45	5.15	0.00	0.00	0.00
3:00:00	0.00	13.85	2.35	8.05	31.00	1620.13	8477.84	5.23	0.00	0.00	0.00
4:00:00	0.00	14.12	2.40	8.00	31.00	1691.97	8642.55	5.11	0.00	0.00	0.00
5:00:00	0.00	14.45	2.46	7.94	31.00	1706.94	8844.77	5.18	0.00	0.00	0.00
6:00:00	0.00	15.88	2.70	7.70	31.00	1890.26	9721.26	5.14	0.00	0.00	0.00
7:00:00	0.00	22.20	3.77	6.63	31.00	2678.32	13588.97	5.07	0.00	0.00	0.00
8:00:00	0.03	30.61	5.20	5.20	31.00	3730.81	18736.10	5.02	0.97	4.90	5.07
9:00:00	0.17	34.37	5.84	4.56	31.00	4209.68	21031.55	5.00	7.32	52.35	7.15
10:00:00	0.01	34.46	5.86	4.54	31.00	4220.32	21090.42	5.00	0.39	23.13	59.75
11:00:00	0.00	31.86	5.42	4.98	31.00	3910.39	19499.90	4.99	0.00	0.00	0.00
12:00:00	0.00	32.24	5.48	4.92	31.00	3948.32	19728.00	5.00	0.13	2.74	21.25
13:00:00	0.01	34.17	5.81	4.59	31.00	4162.42	20911.35	5.02	0.26	18.06	70.00
14:00:00	0.00	33.45	5.69	4.71	31.00	4114.06	20469.19	4.98	0.00	0.00	0.00
15:00:00	0.00	34.45	5.86	4.54	31.00	4210.81	21082.65	5.01	0.00	0.00	0.00
16:00:00	0.00	34.18	5.81	4.59	31.00	4203.00	20920.55	4.98	0.00	0.00	0.00
17:00:00	0.00	32.66	5.55	4.85	31.00	4026.87	19989.32	4.96	0.00	0.00	0.00
18:00:00	0.00	32.31	5.49	4.91	31.00	3923.29	19773.65	5.04	0.00	0.00	0.00
19:00:00	0.01	30.96	5.26	5.14	31.00	3829.55	18948.00	4.95	0.29	1.32	4.56
20:00:00	0.00	29.09	4.95	5.45	31.00	3659.35	17803.42	4.87	0.00	0.00	0.00
21:00:00	0.00	27.90	4.74	5.66	31.00	3510.55	17074.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.79	4.22	6.19	31.00	3144.13	15174.00	4.83	0.00	0.00	0.00
23:00:00	0.00	23.18	3.94	6.46	31.00	2895.19	14184.48	4.90	0.00	0.00	0.00

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Group Alias	PTT Count
DU ACDC 2	30791
DU ACDC 3	28946
DU 3EAST	27499
DU 1EAST	23344
DU 3WEST	23176
DU 1WEST	21934
DU 3 SOUTH	21171
DU 1NORTH	19918
DU 1SOUTH	19256
DU DPSO F1	19253
DU SHERIFF COURT	20078
DU 7 SOUTH	16771
DU EDU 1	16473
DU 7WEST	15011
DU FIRE NORTH	12387
DU ACDC 1	12490
DU DPSO JAIL	11425
DU FIRE EAST	8437
DU FIRE SOUTH	8440
DU OHSEM1	7211
DU COD 1	6423
DU FD ACDC1	5462
DU STWDTAC2	2676
DU ACDC 2	30791



Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/06/2025 08:12:08 AM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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	15,507	4,934	10,573	0	219	4,019	607	42	47	0	320	00:00:04
	Internal	876	0	876	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	3,682	0	3,682	0	0	0	0	0	0	3,682	0	00:00:00
	Total	20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04
Total		20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/04/2025 12:26:55 PM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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	50,588	19,472	31,116	0	795	15,200	3,242	4	231	0	1,705	00:00:05
	Internal	10,448	0	10,448	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,666	0	12,666	0	0	0	0	0	0	12,666	0	00:00:00
	Total	73,702	19,472	54,230	0	795	15,200	3,242	4	231	12,666	1,705	00:00:05
Total		73,702	19,472	54,230	0	795	15,200	3,242	4	231	12,666	1,705	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:01:26 PM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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	743	743	0	0	26	612	102	3	0	0	0	00:00:04
Total	743	743	0	0	26	612	102	3	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:27:41 PM

Grouping: Site & Call Origin

Date Range: 02/01/2024 12:00:00 AM - 02/28/2025 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	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05
Total	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/06/2025 08:12:08 AM

Grouping: Site & Call Origin

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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	15,507	4,934	10,573	0	219	4,019	607	42	47	0	320	00:00:04
	Internal	876	0	876	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	3,682	0	3,682	0	0	0	0	0	0	3,682	0	00:00:00
	Total	20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04
Total		20,065	4,934	15,131	0	219	4,019	607	42	47	3,682	320	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/04/2025 12:28:56 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 02/28/2025 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	107,551	41,298	66,253	0	1,729	32,287	6,863	11	408	0	3,383	00:00:05
	Internal	21,570	0	21,570	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	26,926	0	26,926	0	0	0	0	0	0	26,926	0	00:00:00
	Total	156,047	41,298	114,749	0	1,729	32,287	6,863	11	408	26,926	3,383	00:00:05
Total		156,047	41,298	114,749	0	1,729	32,287	6,863	11	408	26,926	3,383	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:04:22 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 02/28/2025 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	6,457	6,457	0	0	451	5,233	765	8	0	0	0	00:00:04
Total	6,457	6,457	0	0	451	5,233	765	8	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/04/2025 12:29:37 PM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 02/28/2025 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	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05
Total	353,661	95,062	258,599	0	4,711	74,214	15,193	115	829	61,762	7,585	00:00:05

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 Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Technically Not Feasible
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 Pur	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 expenses 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 facilitate 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 formatting 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	Review 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 informer	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 assign to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Closed
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Technically Not Feasible
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	Technically Not Feasible
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	In-Process Research
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm 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	Technically Not Feasible
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 supplies 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 Situat	Remove the KH and business 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
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	Pending Research
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing
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	Pending Research
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 Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Pending Research
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	Pending Research
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	In Process/Testing
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Motorola Monthly Indicent Report
February 2025

Incident Number	Site	Ticket Open Date	vendor_dispatch_date	Ticket Resolution Date	Priority Text	short_description
INC0001969721	Addison Consolidated Dispatch Center	2/6/2025 10:52:57 AM	2/6/2025 10:53:12 AM	3/4/2025	P3	SZ01401D47 - Addison Consolidated Dispatch Center - user created on domain for file share access

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		0		0.00%						
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,185	63,885	344	8.31%	312	2,523	4	1	108	46,744

To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: March 4, 2025

Re: CAD/RMS Project: Status Report February 2025

CAD/RMS Project

DELTA WRX conducted CAD stakeholder interviews with personnel from both ACDC and DU-COMM. The stakeholder interviews were conducted on-site at both PSAPs and included 1-on-1 interviews, focus group discussions, and an observational period with multiple telecommunicators at each site. In addition, DELTA WRX conducted focus group interviews with field personnel from both Fire and Law agencies across the County to gain their perspective on the Mobile client.

For those individuals that were unable to attend the on-site meetings, DELTA WRX conducted remote interviews with all interested parties.

Regarding the RMS, DELTA WRX held additional interviews and discussions with system administrative personnel regarding the system and continues to make ourselves available for additional interviews.

We hope to conclude our initial data gathering phase by the end of March. At that time, DELTA WRX will present our first deliverable (“CAD and RMS Procurement Strategy”) to the appropriate parties. This schedule, however, is dependent on the timely completion of all stakeholder interviews and the availability of those stakeholders.

To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: February 17, 2025

Re: CAD/RMS Project: Status Report December 2024 – January 2025

CAD/RMS Project

DELTA WRX conducted initial sets of interviews focused on RMS during the week of January 13, 2025. Over a course of three days, DELTA WRX met with personnel representing multiple law enforcement agencies and the State’s Attorney’s Office. The interviews were primarily conducted at the Glen Ellyn Police Department. As not all agencies were able to attend, additional RMS stakeholder interviews will be conducted, likely in March.

In February, DELTA WRX will conduct CAD stakeholder interviews with personnel from both ACDC and DU-COMM. All interviews will be conducted on-site at each PSAP. In addition, DELTA WRX will be conducting focus group interviews with personnel from agencies dispatched by both centers. Upon, DELTA WRX will also conduct virtual interviews with subject matter experts should they be unavailable during our on-site visit.

We anticipate our initial data gathering phase to be completed by the end of March with our first deliverable (“CAD and RMS Procurement Strategy”) likely submitted in April. However, this schedule is dependent on the timely completion of the RMS stakeholder interviews.



February Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	February 28, 2025

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	4	P2	2	P2	0
Below target	<input type="checkbox"/>	P3	23	P3	6	P3	3
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending February 28, 2025	
GREEN	<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 establishe 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 February 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: February, 26, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - OCR workgroup prioritization and prep meeting scheduled for Mar. 3
 - OCR Configuration Workshop scheduled for Mar. 10th - 13th.
 - MFR Configuration Workshop scheduled for Apr. 28th - May 1st.
- Initial RMS RFP on-site interviews completed
- Completed project to re-align RMS statute definitions with the Clerk of the Court, allowing the accurate ingestion of citation data for all agencies.

Action Items:

- RMS RFP Process
 - Define requirements.
- NetRMS/CJIS
 - Move legacy system off of aging hardware to dedicated server.
 - Phase 1, which includes only CJIS, is deployed and the process of granting access to agency users is underway.
 - Preparation for phase 2 (NetRMS) is underway.

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

- Continue Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.



ETSB Other Action Item

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

File #: 25-0668

Agenda Date: 3/12/2025

Agenda #: 6.B.1.

EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY25

FY25

REVENUE BY FISCAL YEAR

Equalization \$ Remitted for:	Aug 24	Sep 24	Oct 24	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	TOTALS
Month Received:	Dec 24	Jan 25	Feb 25										
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08	\$ 1,048,032.56										\$ 3,152,708.80
NG9-1-1 Withholding (1x)													\$ -
Misc. Payments													\$ -
PRMS Reimbursement													\$ -
Grant Reimbursement													\$ -
Sale of Assets													\$ -
CAD Interface Reimbursement													\$ -
FSA Optional Equip Reimbursement													\$ -
DEDIRS Reimbursement		\$ 756,532.95											\$ 756,532.95
DEDIRS Airtime Reimbursement	\$ 32,446.14	\$ 1,267.56											\$ 33,713.70
Investment Earnings													\$ -
Total	\$ 1,088,296.30	\$ 1,806,626.59	\$ 1,048,032.56	\$ -	\$ 3,942,955.45								

FY24

REVENUE BY FISCAL YEAR

Equalization \$ Remitted for:	Dec 23	Sep 23	Oct 23	Nov & Dec 23	Apr 24	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 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	
State Disbursement		\$ 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	\$ 13,166,083.71
NG9-1-1 Withholding (1x)								\$ 2,361,360.11					\$ 2,361,360.11
Misc. Payments	\$ 709.50	\$ 47.74			\$ 73.04					\$ 30,645.24	\$ 3,120.00		\$ 34,595.52
PRMS Reimbursement													\$ -
Grant Reimbursement													\$ -
Sale of Assets								\$ 284,500.00	\$ 2,500.00				\$ 289,000.00
CAD Interface Reimbursement	\$ 150.00	\$ 829.00							\$ 14,669.84	\$ 8,084.92			\$ 23,733.76
FSA Optional Equip Reimbursement										\$ 3,640.00	\$ 28,985.00		\$ 32,625.00
DEDIRS Reimbursement					\$ 32,656.40					\$ 9,114.05			\$ 41,770.45
Investment Earnings						\$ 921,077.00							\$ 921,077.00
Total	\$ 859.50	\$ 1,168,971.56	\$ 1,178,650.54	\$ 2,387,090.19	\$ 32,729.44	\$ 2,228,214.14	\$ 1,041,953.80	\$ 3,863,176.75	\$ 1,382,731.50	\$ 1,209,215.64	\$ 1,217,302.86	\$ 1,159,349.63	\$ 16,870,245.55

EQUALIZATION SURCHARGE HISTORY

Month of	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	\$ 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
PrePaid Back pay					\$ 118,567.00								\$ 118,567.00
Wireless Carrier xfer					\$ 255,594.00								\$ 255,594.00
2017	\$ 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
2018	\$ 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
2019	\$ 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
2020	\$ 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
2021	\$ 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
2022	\$ 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
NG9-1-1 Withholding (1x)			\$ 2,348,343.23										\$ 2,348,343.23
2023	\$ 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
NG9-1-1 Withholding (1x)											\$ 2,601,413.84		\$ 2,601,413.84
2024	\$ 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
NG9-1-1 Withholding (1x)							\$ 2,361,360.11						\$ 2,361,360.11
2025	\$ 1,048,826.08	\$ 1,048,032.56											\$ 2,096,858.64

FY23

HISTORY BY FISCAL YEAR

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	Sept 23	Oct 23	Nov 23	TOTALS
Total	\$ 1,205,441.29	\$ 1,174,607.20	\$ 1,178,184.35	\$ 1,207,259.89	\$ 1,239,871.71	\$ 1,213,587.19	\$ 1,072,172.19	\$ 1,313,566.32	\$ 1,202,129.95	\$ 1,248,895.63	\$ 1,263,874.63	\$ 5,595,938.60	\$ 18,915,528.95

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

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	TOTALS
Total	\$ 1,151,538.31	\$ 1,172,211.67	\$ 2,283,028.54	\$ 1,189,281.74	\$ 1,183,771.22	\$ 1,129,498.24	\$ 1,340,002.97	\$ 1,166,522.22	\$ 1,162,663.88	\$ 32,062.24	\$ 1,178,282.73	\$ 1,337,665.72	\$ 14,326,529.48

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

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	Sept 19	Oct 19	Nov 19	TOTALS
Total	\$ 1,163,697.11	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 1,185,868.21	\$ 1,214,820.52	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,642,301.51	\$ 14,850,632.21

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	Sept 18	Oct 18	Nov 18	TOTALS
Total	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 2,695,870.09	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 13,254,429.82

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 7	Sept 17	Oct 17	Nov 17	TOTALS
Total	\$ 1,246,502.41	\$ 599,721.32	\$ 594,666.10	\$ 1,097,049.38	\$ 681,034.05	\$ 649,029.93	\$ 810,751.53	\$ 723,846.35	\$ 695,361.11	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 8,832,810.78

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	Sept 16	Oct 16	Nov 16	TOTALS
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,123,587.68	\$ 743,609.37	\$ 674,806.22	\$ 726,277.16	\$ 713,088.37	\$ 518,118.75	\$ 4,499,487.55



ETSB PAC Other Action Item

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

File #: 25-0625

Agenda Date: 3/3/2025

Agenda #: 6.C.1.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, February 3, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/89377510807?pwd=aCLaroZYHOKOVLWbAqBnJgNSdDAQxL.1>

Meeting ID: 893 7751 0807

Passcode: 347636

1. CALL TO ORDER

8:15 AM meeting was called to order by Chair Selvik at 8:15 AM.

Chair Selvik stated a request was made to allow remote participation. Under Section 7a of the Open Meetings Act, If a quorum of the members of the public body is physically present as required by Section 2.01, a majority of the public body may allow a member of that body to attend the meeting by other means if the member is prevented from physically attending because of: (I) personal illness or disability; (ii) employment purposes or the business of the public body; or (iii) a family or other emergency. A motion was made by Member Fleury seconded by Member Jansen to allow Member Burmeister to remotely participate via Zoom. On voice vote, motion carried.

2. ROLL CALL

Attendees:

Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Gregg Taormina, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone Board

Andy Saucedo, Motorola

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

Andrew Baum, Motorola (Remote)

Scott Bukovic, Westmont PD (Remote)

Jim Connolly, Village of Addison (Remote)

Tom Gallahue, ILEAS (Remote)

Marilu Hernandez, ACDC (Remote)

Erik Maplethorpe, DU-COMM (Remote)

Jim McGreal, Downers Grove PD (Remote)

Bob Murr, COD (Remote)

CW, Unknown (Remote)

J Gonzalez, Unknown (Remote)

On roll call, Members Selvik, Burmeister (Remote), Clark, and Fleury were present, which constituted a quorum.

PRESENT	Selvik, Burmeister, Clark, Fleury, and Jansen
ABSENT	Benjamin

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

6.A. [25-0419](#)

DEDIR System January Maintainer Report

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

Attachments: [Motorola System Manager Report January 2025.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Colin Fleury

6.B. [25-0420](#)

ETSB PAC Minutes - Regular Meeting - Monday, January 6, 2025

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

Attachments: [2025-01-06 PAC Minutes Summary amended.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
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7. PARENT COMMITTEE APPROVAL REQUIRED

7.A. [25-0424](#)

WAVE Presentation

Mr. Andrew Baum of Motorola was available via Zoom to discuss questions regarding the WAVE application. He began with an overview of the WAVE that DEDIR System users currently access called WAVE 5000 which is being sunset and transitioned to a new platform called WAVE PTX, that is cloud based. Users are being transitioned as they are coming onto the system. Mr. Baum said the WAVE is a vehicle utilizing LMR when a radio is out of range listening for audio. He said it is a business-critical application, not a mission-critical application. Mr. Baum said he would not suggest a frontline responder use this application, but that it is a nice to have in support of LMR technology. Ms. Zerwin asked when is the sunset. Mr. Baum said he could provide a firm date, but he

believed it to be the end of this year. Discussion ensued regarding the designed capacity of WAVE 5000 which was 500 users, of which Motorola currently has 2,000, the limitation of two zones, or profiles, of 16 talkgroups per agency, and whether there is a limitation of talkgroups on the new WAVE PTX system, to which there is not. There was also discussion regarding encryption capabilities and how it works as compared to the radios, multi-factor authentication on WAVE PTX, how soon DuPage could move to WAVE PTX, how DuPage would vet talkgroups requested by agencies and MOUs required for access to outside talkgroups, limitations on distance and wifi, notifications, and the process to notify Motorola if a user loses a device with WAVE enabled.

7.B. [ETS-R-0001-25](#)

Resolution to amend and approve Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE. (PAC Recommendation to approve as amended: 5 Ayes, 0 Nays, 1 Absent)

After the WAVE discussion with Motorola, Members discussed information learned that may affect the policy and require changes. In regard to talkgroup access, Member Fleury clarified that users should not have talkgroups beyond what they have on their radios, that WAVE and the radio talkgroups should mirror each other. Ms. Zerwin said wording could be added limiting applications to their user select template. Member Clark noted that it is difficult to switch between profiles, or zones, that a user must log out of one and into the other to access the second profile. Mr. Baum noted that on WAVE PTX, that has been changed to allow users to select profiles from a dropdown menu. The number of talkgroups per profile wording within the policy was adjusted for clarification. Mr. Baum also noted that agencies could go beyond the 32 talkgroups, but that it would incur a second instance charge per month.

Chair Selvik questioned the process for the adjustments being made. Ms. Zerwin said that procedurally, the amendments to the policy would go through the ETS Board for approval, but that changes could be made administratively to the application without Board approval once the PAC is able to review the spreadsheet. These changes could include opening an ETSB helpdesk ticket if a phone or tablet with the WAVE app is lost so it can be turned off with Motorola. It would then be signed off on by the agency as part of the application process. Member Fleury questioned whether there needed to be language regarding permissible talkgroups. Discussion ensued regarding the application process and wording that would be removed from the policy and moved to the application as instructional, so they could be modified as forms or processes are changed.

The Members were comfortable with the policy changes to be brought before the Board for approval as amended.

A motion was made by Member Fleury to recommend approval to the ETS Board as amended, seconded by Member Jansen. On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

- Attachments:** [911-005.11 Access to the DEDIRS WAVE 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Application Attachment A 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment B 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment C 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment D 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment E 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment F 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment G 2.12.25 draft.pdf](#)

RESULT:	APPROVED AS AMENDED
MOVER:	Colin Fleury
SECONDER:	Craig Jansen

7.C. [25-0427](#)

Fire Template (PAC Recommendation to approve: 5 Ayes, 0 Nays, 1 Absent)

Member Clark said that during the last Fire Focus Group meeting, there was a desire to provide options for agencies to utilize the NFPA hazard zone operation in all the radios, regardless of whether an agency chose them for their agency selectable positions in the radio. He said this involves adding two more zones to provide channels set up to utilize the hazard zone in the standard radio template. The latest spreadsheet was shared on screen with the added zones.

Member Clark said there are a couple implications radio-wide. One is the delayed shut down function where when the radio knob is turned to off, the radio remains in a sleep mode for a period of time in case a radio volume is turned down too far to the off position, the radio would not have to go through the entire reboot cycle to be brought back up. The other is that there is a minimum volume setting that exists within the radio although it is difficult for most to distinguish between the two. Member Clark said these two functions are inherited because of the addition of the hazard zone anywhere within the radio. Member Clark said the other objectionable features present in the radios when first presented to DuPage have been eliminated either by Motorola or are able to be turned off. He believed this to be a good compromise. Mr. Connolly concurred with Member Clark and said an agency would not be precluded from using the hazard zone in certain situations as opposed to if they decide not to include it within their templates at all, although it is not required. Member Clark added that some of the work with NFPA by Mr. Connolly and Mr. Sullivan has been rolled out but that some is not scheduled until 2026 when agencies may decide to use those features. Having the hazard zones within the radios provides a pathway to do so. Mr. Connolly agreed with that statement and said this provides an interim solution to make the radio work the way they want.

Ms. Zerwin said this knowledge now needs to be imparted to the masses because from the time they picked their APXNext XNs to now, there are different chiefs, and the radios have been adjusted with firmware to where they are operationally today. The ETS Board also said the agencies could choose whether they want the hazard zone in the radios, which is why they chose those radios. Ms. Zerwin said there needs to be a meeting scheduled with the fire chiefs so the Fire Focus Group can explain the functionalities of the radios with the hazard zone proposal and give the chiefs the option to choose as that is what the Board said it would do. Ms. Zerwin said a memorandum had been drafted and proposed that a meeting be held to go through the details and then the memo presented with the supporting NFPA information. The draft memorandum was brought on screen while Ms. Zerwin explained the options within. There would also be an accompanying new fleetmap format for ease of entry into CommandCentral and a PowerPoint presentation regarding the functions. Ms. Zerwin asked that the memorandum not be distributed until a meeting with the chiefs could be held. Discussion ensued regarding the aliases within the various devices, radios, loggers, etc and whether a CommandCentral/RadioCentral alias change would be reflected in the STARCOM provisioning manager, it would not, meeting dates at which to disseminate and discuss the hazard zone information with the chiefs, the pros/cons of having the hazard zone in the radios even if hidden, the whether the two additional zones could be programmed in radios for demonstration purposes before the Fire Standardization meeting next week.

Chair Selvik asked Ms. Zerwin what was needed from PAC. Ms. Zerwin said the template could be recommended to the Board for February 12, and with the presentation of the template would be a caveat that if there are agencies that do not want the hazard zone at all, then a second template would be presented. Ms. Zerwin said the next few weeks would not change Mr. Saucedo's workload so a second template could be brought forward in March. She said any agency that knows they do not want the hazard zone could be programmed using the template that already exists. Member Clark noted that this template was already approved by the ETS Board and all they are doing now is approving a second template.

Chair Selvik asked for a motion to recommend approval of a second fire template to the ETS Board. A motion was made by Member Jansen, seconded by Member Burmeister. On voice vote, all Members voted "Aye", motion carried.

Attachments: [Fire Template with HZ 1.31.25.pdf](#)

8. DEDIR SYSTEM

8.A. Police

8.A.1. Encryption Update

Chair Selvik said there was a meeting with Motorola last week. The fleetmap template and list of talkgroups were provided to Motorola. Chair Selvik and Member Fleury will be included on the standing Wednesday morning meetings to keep the project moving. Ms. Zerwin believed that DuPage was farther along than Motorola had thought and felt this may move more quickly than

anticipated.

Member Clark asked for clarification on what information is to be provided within the new fleetmap revision. An example was shared on screen as Ms. Zerwin reviewed the columns of information and how it relates to the agencies operationally. A short discussion ensued.

8.B. Fire

8.B.1. APXNext XN Fire Radio Programming Memorandum (Fleetmap, PowerPoint, Template)

This was covered under Agenda Item 7.C. Fire Template.

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

11.A. Next Meeting: Monday, March 3 at 8:15am in Room 3-500A

Member Fleury made a motion to adjourn the meeting at 9:52am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



ETSB Other Action Item

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

File #: 25-0669

Agenda Date: 3/12/2025

Agenda #: 6.D.1.



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

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

Draft Summary

Wednesday, February 12, 2025

9:00 AM

Regional Office of Education Room
2-400

Join Zoom Meeting

<https://us02web.zoom.us/j/83563609227?pwd=4ANPVEmkWNvtHvPbuVCWZ1SUjGb8Gd.1>

Meeting ID: 835 6360 9227

Passcode: 293768

1. CALL TO ORDER

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

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Prithvi Bhatt (Remote)

Brian Kopas (Remote)

COUNTY CLERK:

Kathy King, Deputy County Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Tyler Benjamin, DU-COMM

Rob Brill, Wheaton Fire

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Don Ehrenhaft, County IT

Colin Fleury, West Chicago Fire

Bill Gabrenya, Bartlett Fire

Mike Heimbecker, Lombard Fire

Marilu Hernandez, ACDC

Paul Hinds, Treasurer's Office

Nick Kottmeyer, County Board Office

Jim McCarthy, Bartlett Fire

Anthony McPhearson, County CIO

Bret Mowery, York Center Fire

- Steve Reynolds, Elmhurst Fire
- Roy Selvik, Addison PD
- Rachel Bata, Roselle PD (Remote)
- Todd Carlson, Hanover Park PD (Remote)
- Steve Evans, Winfield Fire (Remote)
- Tom Gallahue, ILEAS (Remote)
- Craig Gomorzak, Lisle PD (Remote)
- Jeffery Keefe, West Chicago Fire (Remote)
- Jim McGreal, Downers Grove PD (Remote)
- Keith Krestan, Lisle-Woodridge Fire (Remote)
- Brad Malloy, Glendale Heights PD (Remote)
- Alison Murphy, DMMC (Remote)
- John Nebl, OHSEM (Remote)
- Steve Pirog, DU-COMM (Remote)

On roll call, Members Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Markay, Maranowicz, McCarthy, Schar were present. Members Robb was absent. There was one vacancy.

PRESENT	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, and Schar
ABSENT	Robb

3. PUBLIC COMMENT

The following individuals made public comment:
Jim McCarthy: Status of Fire radio deployment
Bill Gabrenya: Status of Fire radio deployment

4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE

Chair Schwarze welcomed Member Honig as the County Board Representative C. Member Honig introduced himself and shared a few details about himself.

Chair Schwarze then extended a thank you and farewell to Member Yeena Yoo. A proclamation was presented for Member Yoo’s service.

Chair Schwarze recognized the following individuals, as noted in the monthly report:

On November 3, 2024, TC Jackie Bormann of DU-COMM took a call from a male advising that he was unable to wake his 91-year-old brother. TC Bormann submitted this call in 40 seconds recognizing that this was a time-life priority call, even though the caller initially thought the patient was breathing. TC Bormann quickly identified his breathing was not effective, used the Echo response in EMD, changed the call to a full-arrest, and began instructions to position the patient for CPR. TC Bormann calmly and effectively provided instructions for the caller. TC Bormann was a part of the “Chain of Survival” of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by TC Bormann, the medics, and lastly by the doctors and hospital.

On December 6, 2024, TC Beth Alyse Burton of DU-COMM took a call from a female advising that her 15-year-old son had a cardiac catheterization the night before and was unresponsive. TC Burton immediately asked for his breathing status, he was not breathing and submitted this call in 36 seconds recognizing that this was a time-life priority call. TC Burton was able to get an upset mother to focus and calmly provided CPR instructions to the patient's father. At one point the mother asked if they should give up and TC Burton immediately told the parents not to stop and keep going until responders could take over. Chest compressions were performed for over three minutes on this call. At the end of the call, one of the responders can be heard stating, "he's definitely alive." TC Burton was a part of the "Chain of Survival" of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by TC Burton, the medics, and lastly by the doctors and hospital.

On August 8, 2024, TC Cheryl Delph-Ruiz of DU-COMM took a call from a man advising that his 35-year-old wife was going into labor. TC Delph-Ruiz performed case entry perfectly and remained calm throughout the call. The call was submitted within 1 minute and documented all pertinent details. The birth progressed very quickly, from the time of the call to the baby being completely out within three minutes. TC Delph-Ruiz recognized the possible issues with the patient being in the tub and questioned the amount of water to ensure the safety of the baby. TC Delph-Ruiz continued with instructions and repeated them as needed. TC Delph-Ruiz's calm and caring demeanor was outstanding the entire call.

On November 15, 2024, TC Diana Pikul of DU-COMM took a call from a female advising that her 60-year-old husband wasn't feeling well and had just passed out again. TC Pikul submitted the call in just over a minute and continued with EMD. The caller believed the patient was breathing but was making sounds, TC Pikul correctly opened the Breathing Diagnostic Tool and determined the patient had now stopped breathing. When the caller believed that the patient was breathing, agonal breathing could be heard on the call and TC Pikul immediately went into chest compressions instruction knowing that breathing was not effective. About an hour after arriving at the hospital, the patient was awake and breathing. TC Pikul was a part of the "Chain of Survival" of the patient by performing CPR instructions in a timely manner until paramedics took over medical care. This patient ultimately survived due to the continual course of care provided by TC Pikul, the medics, and lastly by the doctors and hospital.

Chair Schwarze then expressed congratulations to the Telecommunicators and their Managers from ACDC and DU-COMM who worked along with COML John Nebl of DuPage County OSHSEM Operations. On Wednesday, January 8, this team worked together on a burglary surveillance from 0946 to 0752 the following day. The details of the operation were not provided, but here was a note from COML John Nebl: DuPage OHSEM's COMU could not do what we do to support partners around the region if it were not for the amazing support we get from your four PSAPs (ACDC, DU-COMM, Cook County Sheriff, and IEMA Operations). I call your PSAPs so often that I'm on a first name basis with most of your shift supervisors or operations managers. And, every time I call, any of your PSAPs, your staff are always friendly, professional, and eager to help without issue. Please convey my thanks and appreciation to your staff. He also shared this note from the lead detective: Billy Ershen-Vernon Hills IL

PD/LCMCTF: You are unbelievable at what you do. I don't know if you understand how appreciative we are. You make some really sketchy operations a lot safer, and you make us feel a lot better going out to do them, knowing that we can communicate.

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 February 12; B/Revenue Report for February 12; C/Minutes Approval Policy Advisory Committee for January 6; D/Minutes Approval ETS Board for January 8; E/ISP 9-1-1 Annual Financial Report. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for February 12; B/Revenue Report for February 12; C/Minutes Approval Policy Advisory Committee for January 6; D/Minutes Approval ETS Board for January 8; E/ISP 9-1-1 Annual Financial Report. Member Johl motioned, seconded by Member Schar. On voice vote, all Members voted "Aye", motion carried.

6.A. Monthly Staff Report

6.A.1. [25-0458](#)

Monthly Report for February 12 Regular Meeting

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

6.B. Revenue Report 911 Surcharge Funds

6.B.1. [25-0461](#)

ETSB Revenue Report for February 12 Regular Meeting for Fund 5820/Equalization

Attachments: [Revenue Report Regular Meeting 2.12.25.pdf](#)
[Revenue History Report Regular Meeting 2.12.25.pdf](#)

6.C. Minutes Approval Policy Advisory Committee

6.C.1. [25-0420](#)

ETSB PAC Minutes - Regular Meeting - Monday, January 6, 2025

Attachments: [2025-01-06 PAC Minutes Summary amended.pdf](#)

6.D. Minutes Approval ETS Board

6.D.1. [25-0462](#)

ETSB Minutes - Regular Meeting - Wednesday, January 8, 2025

Attachments: [2024-01-08 ETSB Minutes Summary.pdf](#)

6.E. ISP 9-1-1 Annual Financial Report

6.E.1. [25-0497](#)

Statewide 9-1-1 Annual Financial Report for DuPage ETSB

Attachments: [AFR Report 2024 for DuPage County 9-1-1_Redacted.pdf](#)

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Pat Johl
SECONDER:	David Schar
AYES:	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, and Schar
ABSENT:	Robb

7. VOTE REQUIRED BY ETS BOARD

7A. Payment of Claims

7.A.1. [25-0459](#)

Payment of Claims for February 12, 2025 for FY24 - Total for 4000-5820 (Equalization): \$4,280.15.

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

Attachments: [Payment of Claims 2.12.25 FY24.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Sheryl Markay

7.A.2. [25-0460](#)

Payment of Claims for February 12, 2025 for FY25 - Total for 4000-5820 (Equalization): \$499,702.53.

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

Attachments: [Payment of Claims 2.12.25 FY25.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Sheryl Markay

7.B. Change Orders

7.B.1. [25-0481](#)

ETS-R-0066C-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, to upgrade the software and add a display module to allow for enhanced functionality of the message boards in the fire stations, to increase the funding in the amount of \$69,280, resulting in an amended contract total of \$586,320, and increase of 13.40%.

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

Attachments: [Purvis 924025 Change Order 3.pdf](#)
[Purvis 924025 Decision Memo.pdf](#)
[Dupage County Message Boards PC2025-200 Quote.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.C. Budget Transfers

7.C.1. [ETS-R-0003-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in the amount of \$69,280 to upgrade the message boards in the fire stations.

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

Attachments: [BT 54199 to 54110 Purvis message boards.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.C.2. [ETS-R-0004-25](#)

Transfer of funds for FY25 from 4000-5820-53830 (Other Contractual Obligations) to 4000-5820-53807 (Subscription IT Arrangement) in the amount of \$130,748, and to 4000-5820-52200 (Operating Supplies & Materials) in the amount of \$30,579, and from account 4000-5820-54100 (Capital IT Equipment) to 4000-5820-53610 (Instruction & Schooling) in the amount of \$35,000 to reconcile the revised contract pages of Priority Dispatch PO 4330-1 in the County Finance software.

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

Attachments: [BT various accounts Priority contract.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Sheryl Markay

7.D. Resolutions

7.D.1. [ETS-R-0005-25](#)

Resolution authorizing the hiring of an ETSB Administrative Assistant (Starting salary: \$60,000)

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

Ms. Zerwin thanked the Board.

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

7.D.2. [ETS-R-0001-25](#)

Resolution to amend and approve Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS System) WAVE. (PAC Recommendation to approve as amended: 5 Ayes, 0 Nays, 1 Absent)

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

- Attachments:**
- [911-005.11 Access to the DEDIRS WAVE 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Application Attachment A 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment B 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment C 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment D 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment E 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment F 2.12.25 draft.pdf](#)
 - [911-005.11 Access to the DEDIRS WAVE Attachment G 2.12.25 draft.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl

SECONDER: David Schar

7.E. PAC Recommendations

7.E.1. [25-0427](#)

Fire Template (PAC Recommendation to approve: 5 Ayes, 0 Nays, 1 Absent)

Vice Chair Franz asked for background and how this ties into the radios.

PAC Member Clark said that with some of the delays, the Fire Focus Group took the opportunity to enhance the capabilities associated with the hazard zone operation in the NFPA radios. He said this would be a second optional template available for Fire departments to choose in addition to the template that was already Board approved.

Vice Chair Franz asked if a radio update would be provided now or later on the agenda. Chair Schwarze said that after voting on this item, he would ask PAC Chair Selvik and Member Clark to provide the DEDIR System update.

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

Chair Schwarze moved onto Agenda Item 8.C. Police.

Attachments: [Fire Template with HZ 1.31.25.pdf](#)

RESULT: APPROVED
MOVER: Pat Johl
SECONDER: Andrew Honig

8. DEDIR SYSTEM

8.A. [25-0503](#)

Discussion of Policy 911-020: ETSA 9-1-1 System Manager

Ms. Zerwin said this is part of the Emergency Telephone System Act (ETSA) and that the draft policy presented as a baseline for consideration. The Board was also provided an organizational chart of how the ETSB lays out today. Ms. Zerwin said a person must be named as the 9-1-1 System Manager, and as she has been named the 9-1-1 System Coordinator, in the statute, the name was changed from Coordinator to Manager. The policy would officially name that person. Once that has been completed, the title would be adjusted within Human Resources. The policy has named duties that were part of Ms. Zerwin’s job description originally, but that over the last 16 years, duties have changed. Chair Schwarze said this is basically cleaning up language and following the State statute. Vice Chair Franz asked if this was creating a new position or cleaning up an existing position? Ms. Zerwin confirmed it was just clean up, that the organizational chart was provided to show the layout. Discussion ensued on the title of 9-1-1 System Coordinator, 9-1-1 System Manager, and Executive Director, the highlighted section of language in the back which was decided to be stricken from this policy, and whether the

attached duties would be added as an attachment to the policy.

Chair Schwarze said a recommendation was made to bring this policy back on the March agenda, by consensus, it would be brought back with the recommendations.

Attachments: [911-020 Emergency Telephone System Act Designating a 9-1-1 System Manager draft 2.12.25.pdf](#)

8.B. [25-0502](#)

Discussion of Policy 911-018.6: CAD Interface Funds

Ms. Zerwin explained there are multiple policies that address Computer Aided Dispatch (CAD) and its interfaces. She said this policy was created to address interfaces that ETSB cannot pay for as they are not directly related to 9-1-1 dispatch. Ms. Zerwin briefly explained the history of why this policy came about in relation to the CAD security policy. She also tied it to Vice Chair Franz previous discussion question regarding asking how many hours ETSB staff had spent on some of the interfaces. Ms. Zerwin said this draft policy was to clean up some gaps that had been identified. She said this becomes a challenge because ETSB is almost fully funded by surcharge, that there are only two sources of income that are not, the annual membership for Pleasantview and the AT&T tower antenna lease, and that care needs to be taken so as to not divert 9-1-1 funds. The policy also had to take into consideration the possibility that the RMS consortium could move away from Hexagon and additional requests for interfaces. The question was how to make this happen without interfering with the core mission, the dispatch of 9-1-1. Ms. Zerwin explained that there would be a retainer fee from agencies because when a piece of software goes down, or an update is provided and the interface no longer works, ETSB staff spend time trying to assist the agency and that time needs to be accounted for. Ms. Zerwin used PRMS as an example and said that when they go out for RFP, they could end up with a vendor other than Hexagon. That may entail one interface, or multiple, depending on what happens to the consortium. She also cited Tablet Command as an example of an interface that recently updated that no longer worked and then also caused problems on the system. This resulted in several hours of staff time for multiple ETSB staff members. Ms. Zerwin said this policy has to be forward-thinking and protect the mission of delivery of the 9-1-1 dispatch and protecting it. She stated that currently there are about 26 interfaces coming off the CAD system right now.

Chair Schwarze asked if the policy were enacted now, would there be opportunities to adjust costs, as needed? Ms. Zerwin said there would have to be as cost structures are complicated, especially in a situation where one agency pays for an interface and others then want to join. Discussion ensued regarding Addison's interface with Axon for records management and how the IGA was executed to allow for a connection to CAD and how to move forward in terms of the policy, agencies' technical staff ability to support services they procure and deploy, the impact to the core mission of the ETSB, potential capital costs, annual maintenance costs, the potential addition of staff required to support this initiative, and that this policy may be adjusted depending on use case scenarios. Chief Gabrenya was recognized by Chair Schwarze and inquired agencies who already have an interface connection would be required to pay more, or if the policy only pertains to new interfaces coming onto the system. ASA Winistorfer replied that any

interface that ETSB personnel would be working on that is not allowed to be paid for with surcharge would be considered a diversion of funds. Ms. Zerwin said it is the decision of the Board, but that ETSB would assist in ensuring there is language in the agreement with the vendors that pertain to upgrades and what happens when the interface stops working because of an upgrade. She said this is why it is so complicated. Vice Chair Franz said ETSB is responsive to department needs, but what happens when every department wants to do something different. He asked how is that managed and how do they contain mission drift when the focus is not then getting radios out the door. Vice Chair Franz said that a lot is asked of ETSB staff and the maybe the police and fire departments need to realize that not every solution needs to be on the table all the time, with no offense to the departments meant. Chair Schwarze concluded the discussion saying Ms. Zerwin would take into account the comments and bring this policy back in March.

Attachments: [Policy 911-018.6 CAD Interface Funds 2.12.25 draft.pdf](#)
[911-018.6 Attachment A Interface Memorandum of Understanding 2.12.25 draft.pdf](#)
[911-018.6 Attachment B CAD Interface Funds 2.12.25 draft.pdf](#)

8.C. Police

PAC Chair Selvik began by saying they know the frustration with the Fire radios and with encryption. Chair Selvik provided a quick update on the WAVE app saying that Motorola had presented information at the last PAC meeting regarding the switch from WAVE 5000 to the new WAVE PTX which will provide agencies two profiles with up to 16 talkgroups in each. He thanked the Board for approving the updated policy.

Chair Selvik said there are two things working simultaneously, the deployment of the Fire radios and the addition of the hazard zone template, as well as firmware updates to bring the portables up to date, and encryption. He said that on January 31, PAC Member Fleury, ETSB staff, and he met with Motorola to discuss the encryption plan proposal. Templates were provided to Motorola and the Chiefs will be joining the weekly call with Motorola to keep the project moving forward. Chair Selvik said the plan to is get the code plugs and encryption into the Fire radios as quickly as possible before they go out the door. He said the question had been asked in regards to a timeline but there are too many unknowns with Motorola as there had only been one meeting. In the meantime, he said the Fire Chiefs can be selecting which template they want in their agency's radios. Chair Selvik turned the update over the Member Clark.

8.D. Fire

PAC Member Clark said the Fire Focus Group sees tasks that need to be completed, which are moving concurrently. He said there does not have to be a completion of the entire encryption project, but that they want to avoid sending the radios out and having to bring them back. Member Clark provided an updated status which included the template signoffs, IGA to be completed for interoperability with adjoining agencies, agencies' alias lists for CommandCentral, and with the addition of new STARCOM radio IDs, it must be ensured that there is no conflict created with the existing codes used on the conventional side. Member Clark said these tasks are moving concurrently and that Fire Focus is trying to move quickly but accurately.

Chair Selvik said that Ms. Zerwin had put together a timeline that should have been passed out to everyone and if they have any questions, to feel free to reach out. Chair Selvik asked for any questions.

Member Maranowicz inquired about the Motorola weekly call and whether those minutes could be distributed as part of a bi-weekly update. Ms. Zerwin explained that the weekly Motorola call had been a standing call since the beginning of the initial radio project. She said there are no minutes, that it touches base on any open tickets or projects. Ms. Zerwin said there are four working contracts with Motorola, one of which is the capital radio costs. She said that contract was approved in 2021 and the Fire radios were not delivered until December 2022. Ms. Zerwin said that with the work the Fire Focus Group had to do to update the NFPA standards, the Fire radios were not deliverable until a couple months ago. The other three contracts are Digital Fixed Station Interface (DFSI), the replacement of the consoles project which ties into encryption, and the encryption plan. Ms. Zerwin said that in August 2020, Mr. John Lozar had brought forward concerns about the naming conventions from DU-COMM Fire Chiefs and that was how the discussions of the naming conventions came forward. Ms. Zerwin said that the PAC was formed from the Radio Steering Committee when the initial radio project was rolled out to find a way for interoperability to continue. At that time, and up until about a year and a half ago, DU-COMM was the radio maintainer. She said the overarching plan of how that service was delivered was through DU-COMM personnel who are no longer here. Ms. Zerwin said the original encryption plan was being developed by Chief Herron, who has retired, so many things have started over. Ms. Zerwin said there is a project manager and a system manager through Motorola, but of whom have also changed. ETSB's Deputy Director also resigned so a lot of the project has evolved. Ms. Zerwin said the DEDIR System, ETSB, and the PSAPs all work together, and it would be easy if we did not ask the Chiefs what they wanted and a system was designed, but that is not how it works here. Ms. Zerwin said a freeze could be placed for no further changes but personnel changes are made within the agencies for anyone hired, fired, or retired. Also, within CommandCentral are the smart services and Chiefs will need to decide who will be partaking of those services. Ms. Zerwin said all the Chiefs are invited to a demonstration tomorrow at the Fire Standardization meeting. She said that Chief Clark had begun disseminating information at the Fire Chiefs Association meeting yesterday. Ms. Zerwin said that the Fire Standardization is not a radio meeting, but it is the next available meeting for Chiefs to see the changes in the radio with the NFPA update, and why a second template was being brought forward. Ms. Zerwin said that a previous iteration of this Board, as those Members had also changed multiple times, had said that if the APXNext XN radio had been chosen, which it had by each agency, that the Chiefs could decide whether they wanted a hazard zone in the radio for their agency. At the time the APXNext XN was chosen, it did not operate the way it can today with the changes the Fire Focus Group worked incredibly hard with the NFPA to make it operational for safety standards. Ms. Zerwin said it has been a long and frustrating delay, she agrees, but that it is a better radio. Member Maranowicz said he agrees and thanked Ms. Zerwin and the PAC.

Chair Schwarze asked Member Clark what the process will be for the Chiefs to choose their template. Member Clark said almost all of them had gone through this already and that this is another option being presented if they want to make the change. Chair Schwarze asked for a timeline. Ms. Zerwin said they would have a better idea after tomorrow's meeting. She said it

would be an easy decision for some and for those who do not attend, Fire Focus can reach out to assist, but that it should not be a difficult decision. Member Clark said he believed it important to point out that this would not be a delaying factor, that they anticipate encryption to take a bit longer.

Member Schar wanted to acknowledge the PAC and not to oversimplify, but there had been a lot of changeover on the PAC and the three PAC Chiefs present today had stepped into a role that no one wanted, that was in a delicate situation, and the Members have dedicated themselves to moving the project forward in a way that is mindful, but as quickly as possible to ensure the safety of the firefighters and officers using the radios every day. Member Schar said he knows there is a lot of frustration, but to please understand that it is not directed at the three Chiefs present, that the Board knows what they volunteered for, and thanked them for the efforts they had been making. Chair Schwarze and Vice Chair Franz concurred with Member Schar's remarks and expressed their gratitude. Vice Chair Franz said the Board also needs to hear from the end users so solutions can be found. He said it is critical to continue to hold Motorola accountable, requested the PAC work with Ms. Zerwin on a timeline, and would also like summaries provided to each Fire Chief. Vice Chair Franz said deliberate decisions had been made to delay the deployment of the radios, and he stands behind those decisions, but that they would be better radios moving forward and they just have to get them to the finish line.

The Board discussion moved back to Agenda Item 8.A. Discussion of Policy 911-020: ETSA 9-1-1 System Manager.

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

Ms. Zerwin had nothing further than had been reported in the monthly report.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. EXECUTIVE SESSION

There was no 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

14. ADJOURNMENT

14.A. Next Meeting: Wednesday, March 12 at 9:00am in 3-500B

Without objection, the meeting of the ETSB was adjourned at 10:12am.

Respectfully submitted,

Jean Kaczmarek



ETSB Resolution

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

File #: ETS-R-0011-25

Agenda Date: 3/12/2025

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: \$181,244.00

From Fund/Object Code: 4000-5820-53020: Information Technology Services

To Fund/Object Code: 4000-5820-53090: Other Professional Services

Purpose: Budget transfer for FY25 to move funds from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services) for charges associated with the DeltaWRX consulting services PO 924013/7234-1 per the County Finance Department.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$181,244.00 from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services), be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 12th day of March, 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	53020		INFORMATION TECHNOLOGY SVC	\$ 181,244.00			
Total				\$ 181,244.00			

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	53090		OTHER PROFESSIONAL SERVICES	\$ 181,244.00			
Total				\$ 181,244.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-53020 (Information Technology Services) to 4000-5820-53090 (Other Professional Services) for charges associated with the DeltaWRX consulting services PO 924013/7234-1 per the County Finance Department. [Total Transfer Amount: \$181,244.00]

 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 _____



Payment of Claims

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

File #: 25-0667

Agenda Date: 3/12/2025

Agenda #: 7.B.1.



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

Vacant
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: March 12, 2025
SUBJECT: ETSB Payment of Claims List FY25 – March 12, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on March 12, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated February 28, 2025.

<u>FY2025 Equalization Fund (4000-5820):</u>	<u>\$</u>	<u>344,669.53</u>
Total:	\$	344,669.53

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	\$ 120,489	\$ -	\$ 916,957.22	12%	88%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 1,284	\$ -	\$ 8,915.75	13%	87%
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	\$ -	\$ -	\$ 13,795.70	0%	100%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 10,475.78	\$ -	\$ 74,802.26	12%	88%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 8,132.23	\$ -	\$ 71,232.37	10%	90%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 19,762.71	\$ -	\$ 237,405.59	8%	92%
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	\$ 4,690.72	\$ -	\$ 95,809.28	5%	95%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 32,579	\$ 84.01	\$ -	\$ 32,494.99	0%	100%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 123.95	\$ -	\$ 626.05	17%	83%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 275,000	\$ 14,808.40	\$ 60,191.60	\$ 200,000.00	5%	73%
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	\$ -	\$ -	\$ 1,500.00	0%	100%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ -	\$ 32,600.00	\$ 118,500.00	0%	78%
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 525,383	\$ -	\$ 525,383.16	\$ -	0%	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	\$ -	\$ 25,000.00	\$ 5,000.00	0%	17%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 254,837	\$ -	\$ 207,324.39	\$ 47,512.61	0%	19%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 58,405.00	\$ 37,881.00	\$ 41,642.15	42%	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	\$ 1,433.61	\$ -	\$ 18,566.39	7%	93%
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	\$ 126,723.96	\$ 767,189.40	\$ 282,973.24	11%	24%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 390,257.83	\$ 1,370,373.76	\$ 54,520.41	22%	3%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ -	\$ -	\$ 45,000.00	0%	100%
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	\$ 36,526.08	\$ 544,356.26	\$ 78,744.07	6%	12%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ -	\$ -	\$ 20,580.00	0%	100%
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	\$ -	\$ -	\$ 50,000.00	0%	100%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 110,000	\$ 8,000.00	\$ 35,000.00	\$ 67,000.00	7%	61%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%
4000	5820	53800-0001	PRINTING	\$ 6,000	\$ 6,000	\$ 980.51	\$ -	\$ 5,019.49	16%	84%
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	\$ 132.02	\$ -	\$ 2,867.98	4%	96%
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	\$ 360,331.19	\$ 2,242,846.04	\$ 281,140.56	12%	10%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,202,408	\$ 329,948.39	\$ 427,145.06	\$ 445,314.41	27%	37%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 20,000.00	\$ 20,000.00	\$ 13,000.00	38%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,486,606	\$ -	\$ 671,571.66	\$ 815,034.34	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	\$ 2,838.24	\$ -	\$ 10,161.76	22%	78%
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 1,019,760	\$ -	\$ -	\$ 1,019,760.00	0%	100%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 656,452	\$ 7,432,715	\$ 6,651,399.48	\$ -	\$ 781,315.52	89%	11%
Total				\$ 14,517,024	\$ 21,258,287	\$ 6,651,399.48	\$ 7,029,707	\$ 6,060,872	0%	29%
EXPENDITURES FOR PERIOD: February 12, 2025						\$ 344,669.53	Internal Transfer:			
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	\$ (6,776,263.00)		\$ 25,929,662.00	-21%	79%



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

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
#25-07

Date: March 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 one exception that required correction by the Finance Department.

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

Results

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the March 12, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated February 28, 2025, have been examined and are recommended for payment. The expenditures totalled \$344,669.53.

- FY2025 Equalization Fund (4000-5820) \$344,669.53

One exception was identified by the County Auditor.

A Comcast invoice for \$38,819.26 for internet services had the incorrect year for the invoice date entered by the Finance Department into the MHC system. The County Auditor disapproved the invoice on February 24, 2025. The date was corrected, and the Finance Department resubmitted the invoice to the County Auditor for approval that same day. The County Auditor recommended the invoice for payment on February 25, 2025.

Objective

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

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

The County Auditor audited 23 invoices submitted for payment, and one exception was 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 02/28/25
Time 11:12

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

Page 1

Cash Code 1414 Bank 071923909 Payment Date Range 02/28/25 thru 02/28/25
Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	534404	Payment Date	02/28/25	Vendor	10667	CDW GOVERNMENT INC	Status Issued	
10667 AC7UL3Q				IX 102	03/14/25	1,231.90	0.00	1,231.90
10667 AC7US9Y				IX 102	03/14/25	3,458.82	0.00	3,458.82
				*** Payment Total		4,690.72	0.00	4,690.72
Payment Number	534405	Payment Date	02/28/25	Vendor	44522	TOSHIBA AMERICA BUSINESS	Status Issued	
44522 6483990				IX 102	03/05/25	1,433.12	0.00	1,433.12
				*** Payment Total		1,433.12	0.00	1,433.12
				*** Payment Code ACH Total		6,123.84	0.00	6,123.84
				Payment Count		2		

Bank Account Payment History

AP255 Date 02/28/25
Time 11:12

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

Page 2

Cash Code 1414 Bank 071923909
Payment Code CHK

Payment Date Range 02/28/25 thru 02/28/25
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1207339	Payment Date	02/28/25	Vendor	10008	AT&T	Status Issued	
10008	630495190201	2025	IX 100	02/15/25		311.22	0.00	311.22
			***	Payment Total		311.22	0.00	311.22
Payment Number	1207340	Payment Date	02/28/25	Vendor	10008	AT&T	Status Issued	
10008	630665711302	2025	IX 102	03/06/25		1,058.99	0.00	1,058.99
			***	Payment Total		1,058.99	0.00	1,058.99
Payment Number	1207341	Payment Date	02/28/25	Vendor	10008	AT&T	Status Issued	
10008	630R06015901	2025	IX 102	02/15/25		1,826.18	0.00	1,826.18
			***	Payment Total		1,826.18	0.00	1,826.18
Payment Number	1207342	Payment Date	02/28/25	Vendor	10008	AT&T	Status Issued	
10008	S667122122-25021		IX 102	02/20/25		1,014.37	0.00	1,014.37
			***	Payment Total		1,014.37	0.00	1,014.37
Payment Number	1207343	Payment Date	02/28/25	Vendor	10009	AT&T MOBILITY	Status Issued	
10009	287316512139X02082025		IX 102	03/02/25		428.53	0.00	428.53
			***	Payment Total		428.53	0.00	428.53
Payment Number	1207344	Payment Date	02/28/25	Vendor	10023	COM ED	Status Issued	
10023	6819698000 012325		IX 102	02/22/25		134.90	0.00	134.90
			***	Payment Total		134.90	0.00	134.90
Payment Number	1207345	Payment Date	02/28/25	Vendor	12382	COMCAST	Status Issued	
12382	233658413		IX 102	03/17/25		38,819.26	0.00	38,819.26
			***	Payment Total		38,819.26	0.00	38,819.26
Payment Number	1207346	Payment Date	02/28/25	Vendor	28460	GOTO TECHNOLOGIES USA, INC	Status Issued	
28460	IN60001479036		IX 102	03/22/25		13,327.20	0.00	13,327.20
			***	Payment Total		13,327.20	0.00	13,327.20
Payment Number	1207347	Payment Date	02/28/25	Vendor	10157	GRAINGER	Status Issued	
10157	9383080778		IX 102	02/22/25		287.46	0.00	287.46
			***	Payment Total		287.46	0.00	287.46
Payment Number	1207348	Payment Date	02/28/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
10115	8330297322		IX 102	03/14/25		1,064.40	0.00	1,064.40
10115	8330297833		IX 102	03/22/25		13,744.00	0.00	13,744.00
10115	9068720250102		IX 102	03/03/25		121,945.00	0.00	121,945.00
10115	9069020250102		IX 102	03/03/25		7,782.00	0.00	7,782.00
			***	Payment Total		144,535.40	0.00	144,535.40
Payment Number	1207349	Payment Date	02/28/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
10115	1187139663		IX 102	02/15/25		73,303.88	0.00	73,303.88
10115	1187139669		IX 102	02/15/25		17,521.48	0.00	17,521.48
10115	1187141461		IX 102	03/15/25		36,651.94	0.00	36,651.94
10115	1187141473		IX 102	03/15/25		8,760.74	0.00	8,760.74

Bank Account Payment History

AP255 Date 02/28/25
Time 11:12

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

Page 3

Cash Code 1414 Bank 071923909 Payment Date Range 02/28/25 thru 02/28/25
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1207349	Payment Date	02/28/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
				*** Payment Total		136,238.04	0.00	136,238.04
Payment Number	1207350	Payment Date	02/28/25	Vendor	11201	UNITED STATES POSTAL SERVICE	Status Issued	
	11201 34855593 013125	ETSB		IX 102	03/02/25	59.22	0.00	59.22
	11201 34855593 123124	ETSB		IX 102	01/30/25	72.80	0.00	72.80
				*** Payment Total		132.02	0.00	132.02
Payment Number	1207351	Payment Date	02/28/25	Vendor	10597	VERIZON	Status Issued	
	10597 6104094707			IX 102	02/19/25	432.12	0.00	432.12
				*** Payment Total		432.12	0.00	432.12
				*** Payment Code CHK Total		338,545.69	0.00	338,545.69
				Payment Count		13		
				*** Cash Code 1414 Total		344,669.53	0.00	344,669.53
				Payment Count		15		
				*** Pay Group 4000 USD Total		344,669.53	0.00	344,669.53
				Payment Count		15		



ETSB Resolution

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

File #: 25-0681

Agenda Date: 3/12/2025

Agenda #: 7.C.1.

RESOLUTION TO APPROVE MULTIPLE CHANGE ORDERS TO DECREASE AND CLOSE CONTRACTS THAT HAVE EXPIRED TO RELEASE FUNDS

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, multiple agreements have been negotiated in accordance with the DU PAGE ETSB by ordinance and are now expired; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval to administratively decrease and close the following expired contracts and release remaining funds:

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
2018-1	Comcast Business Solutions	12382	12/22/22	10	-\$444,831.60
1071-1	DuPage Public Safety Communications	10461	12/01/23	12	-\$104,425.00
2757-1	Motorola Solutions, Inc.	10115	12/31/23	8	-\$244,819.87
6320-1	Propio LS, LLC	27781	01/31/24	3	-\$14,115.94
6485-1	Lilly Counseling & Consultation	37797	06/30/24	1	-\$29,500.00
4006-1	Deccan International	10500	08/31/24	1	-\$81,836.00
6759-1	CDW Government LLC	10667	12/31/24	1	-\$18,041.75
6771-1	Dell Marketing, LP	10850	12/31/24	1	-\$21,457.87
6739-1	Motorola Solutions, Inc.	10115	12/31/24	1	-\$13,111.76
3187-1	PURVIS Systems Incorporated	28678	10/09/24	21	-\$49,681.26
4961-1	Motorola Solutions, Inc.	10115	12/31/21	1	-\$69,164.28
4970-1	CDW Government LLC	10667	12/31/21	1	-\$18,391.08

NOW, THEREFORE BE IT RESOLVED, that the expired contracts listed above, be, and are hereby approved to be administratively decreased by the listed amounts and the contracts closed, and by the DU PAGE ETSB there being no additional invoices to be paid on said contracts.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 3, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 950906/2018-1	Original Purchase Order Date: Sep 13, 2016	Change Order #: 10	Department: ETSB
Vendor Name: Comcast Holdings Corp dba Comcast Business Communications	Vendor #: 12382	Dept Contact: Eve Kraus	

Background and/or Reason for Change Order Request: Change Order #10 to PO 950906/2018-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/22/22. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE

A	Starting contract value	\$3,950,328.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$3,950,328.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$444,831.60)
E	New contract amount (C + D)	\$3,505,496.40
F	Percent of current contract value this Change Order represents (D / C)	-11.26%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-11.26%

DECISION MEMO NOT REQUIRED

- Cancel entire order Close Contract Contract Extension (29 days) Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract Increase encumbrance and close contract Decrease encumbrance Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

ek	630-550-7743	Mar 3, 2025	LMZ	630-878-2509	Mar 3, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 950850/1071-1	Original Purchase Order Date: Jun 1, 2015	Change Order #: 12	Department: ETSB
Vendor Name: DuPage Public Safety Communications		Vendor #: 10461	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #12 to PO 950850/1071-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/01/2023. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$1,105,126.00
B	Net \$ change for previous Change Orders	\$458,333.35
C	Current contract amount (A + B)	\$1,563,459.35
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$104,425.00)
E	New contract amount (C + D)	\$1,459,034.35
F	Percent of current contract value this Change Order represents (D / C)	-6.68%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	32.02%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG _____	630-450-5734	Mar 4, 2025	LMZ _____	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer _____	Date _____	Procurement Officer _____	Date _____
Chief Financial Officer (Decision Memos Over \$25,000)	Date _____	Chairman's Office (Decision Memos Over \$25,000)	Date _____



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 917132/2757-1	Original Purchase Order Date: Sep 12, 2017	Change Order #: 8	Department: ETSB
Vendor Name: Motorola Solutions, Inc.		Vendor #: 10115	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #8 to PO 917132/2757-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/31/2023. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE

A	Starting contract value	\$5,236,443.73
B	Net \$ change for previous Change Orders	\$182,603.47
C	Current contract amount (A + B)	\$5,419,047.20
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$244,819.87)
E	New contract amount (C + D)	\$5,174,227.33
F	Percent of current contract value this Change Order represents (D / C)	-4.52%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-1.19%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG _____	630-450-5734	Mar 4, 2025	LMZ _____	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 922009/6320-1	Original Purchase Order Date: Aug 1, 2022	Change Order #: 3	Department: ETSB
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Vendor Name: Propio LS, LLC	Vendor #: 27781	Dept Contact: Andres Gonzalez
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Background and/or Reason for Change Order Request:	Change Order #3 to PO 922009/6320-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 01/31/2024. No future invoices will be applied towards this contract.
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IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE

A	Starting contract value	\$15,632.39
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$15,632.39
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$14,115.94)
E	New contract amount (C + D)	\$1,516.45
F	Percent of current contract value this Change Order represents (D / C)	-90.30%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-90.30%

DECISION MEMO NOT REQUIRED

- Cancel entire order Close Contract Contract Extension (29 days) Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract Increase encumbrance and close contract Decrease encumbrance Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG _____	630-450-5734	Mar 4, 2025	LMZ _____	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer _____	Date _____	Procurement Officer _____	Date _____
Chief Financial Officer (Decision Memos Over \$25,000)	Date _____	Chairman's Office (Decision Memos Over \$25,000)	Date _____



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 923013/6485-1	Original Purchase Order Date: Jul 1, 2023	Change Order #: 1	Department: ETSB
Vendor Name: Lilly, Michelle Marie DBA Lilly Counseling & Consultation		Vendor #: 37797	Dept Contact: Andres Gonzalez
Background and/or Reason for Change Order Request:	Change Order #1 to PO 923013/6485-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 06/30/2024. No future invoices will be applied towards this contract.		
IN ACCORDANCE WITH 720 ILCS 5/33E-9			

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE	
A	Starting contract value \$37,500.00
B	Net \$ change for previous Change Orders \$0.00
C	Current contract amount (A + B) \$37,500.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease (\$29,500.00)
E	New contract amount (C + D) \$8,000.00
F	Percent of current contract value this Change Order represents (D / C) -78.67%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts) -78.67%
DECISION MEMO NOT REQUIRED	

- Cancel entire order Close Contract Contract Extension (29 days) Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract Increase encumbrance and close contract Decrease encumbrance Increase encumbrance

DECISION MEMO REQUIRED	
<input type="checkbox"/> Increase (greater than 29 days) contract expiration from: _____ to: _____	
<input type="checkbox"/> Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount <input type="checkbox"/> Funding Source _____	
<input type="checkbox"/> OTHER - explain below:	

AG _____	630-450-5734	Mar 4, 2025	LMZ _____	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)			
Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 919127/4006-1	Original Purchase Order Date: Sep 1, 2019	Change Order #: 1	Department: ETSB
Vendor Name: Deccan International		Vendor #: 10500	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #1 to PO 919127/4006-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 08/31/2024. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$195,860.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$195,860.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$81,836.00)
E	New contract amount (C + D)	\$114,024.00
F	Percent of current contract value this Change Order represents (D / C)	-41.78%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-41.78%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG	630-450-5734	Mar 4, 2025	LMZ	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 923027/6759-1	Original Purchase Order Date: Dec 1, 2023	Change Order #: 1	Department: ETSB
Vendor Name: CDW Government LLC		Vendor #: 10667	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #1 to PO 923027/6759-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/31/2024. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		-
A	Starting contract value	\$25,000.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$25,000.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$18,041.75)
E	New contract amount (C + D)	\$6,958.25
F	Percent of current contract value this Change Order represents (D / C)	-72.17%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-72.17%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG	630-450-5734	Mar 4, 2025	LMZ	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 923028/6771-1	Original Purchase Order Date: Dec 1, 2023	Change Order #: 1	Department: ETSB
Vendor Name: Dell Marketing, LP		Vendor #: 10850	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #1 to PO 923028/6771-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/31/2024. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE

A	Starting contract value	\$30,000.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$30,000.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$21,457.87)
E	New contract amount (C + D)	\$8,542.13
F	Percent of current contract value this Change Order represents (D / C)	-71.53%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-71.53%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase \geq \$2,500.00, or \geq 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG	630-450-5734	Mar 4, 2025	LMZ	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 923029/6739-1	Original Purchase Order Date: Dec 1, 2023	Change Order #: 1	Department: ETSB
Vendor Name: Motorola Solutions, Inc.		Vendor #: 10115	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #1 to PO 923029/6739-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 12/31/2024. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$50,000.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$50,000.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$13,111.76)
E	New contract amount (C + D)	\$36,888.24
F	Percent of current contract value this Change Order represents (D / C)	-26.22%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	-26.22%

DECISION MEMO NOT REQUIRED

- Cancel entire order Close Contract Contract Extension (29 days) Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract Increase encumbrance and close contract Decrease encumbrance Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG _____	630-450-5734	Mar 4, 2025	LMZ _____	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 918126/3187-1	Original Purchase Order Date: Apr 10, 2018	Change Order #: 21	Department: ETSB
Vendor Name: PURVIS Systems Incorporated		Vendor #: 28678	Dept Contact: Andres Gonzalez

Background and/or Reason for Change Order Request: Change Order #21 to PO 918126/3187-1 is needed to decrease the encumbrance and close out the contract in the County Finance software, which expired on 10/09/2024. No future invoices will be applied towards this contract.

IN ACCORDANCE WITH 720 ILCS 5/33E-9

- (A) Were not reasonably foreseeable at the time the contract was signed.
- (B) The change is germane to the original contract as signed.
- (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE

A	Starting contract value	\$3,642,476.80
B	Net \$ change for previous Change Orders	\$955,005.00
C	Current contract amount (A + B)	\$4,597,481.80
D	Amount of this Change Order <input type="checkbox"/> Increase <input checked="" type="checkbox"/> Decrease	(\$49,681.26)
E	New contract amount (C + D)	\$4,547,800.54
F	Percent of current contract value this Change Order represents (D / C)	-1.08%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	24.85%

DECISION MEMO NOT REQUIRED

- Cancel entire order
- Close Contract
- Contract Extension (29 days)
- Consent Only
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Increase encumbrance and close contract
- Decrease encumbrance
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: _____ to: _____
- Increase \geq \$2,500.00, or \geq 10%, of current contract amount Funding Source _____
- OTHER - explain below:

AG	630-450-5734	Mar 4, 2025	LMZ	630-878-2509	Mar 4, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date

REVIEWED BY (Initials Only)

_____ Buyer	_____ Date	_____ Procurement Officer	_____ Date
_____ Chief Financial Officer (Decision Memos Over \$25,000)	_____ Date	_____ Chairman's Office (Decision Memos Over \$25,000)	_____ Date



ETSB Resolution

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

File #: ETS-R-0006-25

Agenda Date: 3/12/2025

Agenda #: 7.D.1.

AWARDING RESOLUTION TO RAVE MOBILE SAFETY PO 925003 FOR FIVE (5) YEARS OF SMART911 SERVICES WITH AN OPTION TO RENEW YEARS TWO (2) THROUGH FIVE (5) (YEAR ONE AMOUNT: \$119,700.00; TOTAL CONTRACT AMOUNT NOT TO EXCEED: \$596,500.00)

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, an agreement has been negotiated in accordance with the DU PAGE ETSB by ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 925003 to Rave Mobile Safety for five (5) years of Smart911 services, with an option to renew years two (2) through five (5). This contract will cover the period April 1, 2025 to March 31, 2030. One year amount of \$119,700.00, and a total contract amount not to exceed \$596,500.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925003, dated February 3, 2025, covering said, five (5) years of Smart911, be, and is hereby approved by the DU PAGE ETSB to Rave Mobile Safety, 492 Old Connecticut Path, 2nd Floor, Framingham, MA 01701, for a total amount not to exceed \$596,500.00.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
 Procurement Services Division
 This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: Q-49611/Q-49987	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$119,300.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 02/12/2025	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$596,500.00
	CURRENT TERM TOTAL COST: \$119,300.00	MAX LENGTH WITH ALL RENEWALS: FIVE YEARS*	CURRENT TERM PERIOD: FIRST RENEWAL
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Rave Mobile Safety	VENDOR #: 10485	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Andrew Gutteridge	VENDOR CONTACT PHONE: 508-532-8953	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: andrew.gutteridge@motorolasolutions.com	VENDOR WEBSITE:	DEPT REQ #: 925003	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation of approval of PO 925003 to Rave Mobile Safety for five (5) years of Smart911. Smart911 provides personal caller information from a national database to 9-1-1 call takers, dispatchers and first responders when a call for emergency assistance is received. This is a renewal of an existing service for a period will run from April 1, 2025 through March 31, 2030, and an annual cost of \$119,300.00, a savings of \$400 annually over the current contract. Smart911 is an optional services for years 2 through 5. Total contract amount not to exceed: \$596,500.00.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished This renewal will allow the ETSB to continue with the Smart911 initiative.			

SECTION 2: DECISION MEMO REQUIREMENTS	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. SOLE SOURCE PER DUPAGE ORDINANCE, SECTION 2-350 (MUST FILL OUT SECTION 4)
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO	
SOURCE SELECTION	Describe method used to select source. N/A
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). N/A

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific. Smart911 is a patented service that allows citizens to enter information they would like available to first responders in the event of an emergency. The information is entered through a secure website. When the citizen calls 9-1-1, the information is automatically displayed on the workstations of the Telecommunicator (TC). The TC can then make the information available to police, fire and EMS personnel.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not. Smart911 is the only service available that assists citizens in addressing the needs of individuals and families. Rave Mobile Safety has been issued multiple patents on their technology and ability to serve dynamic information via the web to a 9-1-1 center based on the inbound caller's phone number.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted. This is an annual renewal of Smart911 licenses already installed and in use by the PSAPs.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Rave Mobile Safety	Vendor#: 10485	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 492 Old Connecticut Path	City: Framingham	Address: 421 N. County Farm Road	City: Wheaton
State: MA	Zip: 01701	State: IL	Zip: 60187
Phone: 508-532-8953	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Rave Mobile Safety	Vendor#: 10485	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 492 Old Connecticut Path	City: Framingham	Address: 421 N. County Farm Road	City: Wheaton
State: MA	Zip: 01701	State: IL	Zip: 60187
Phone:	Fax:	Phone:	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Apr 1, 2025	Contract End Date (PO25): Mar 31, 1930

Purchase Requisition Line Details

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Rave 911 Suite Standard FY25	FY25	4000	5820	53807		119,300.00	119,300.00
2	1	EA		Rave 911 Suite Standard FY26	FY26	4000	5820	53807		119,300.00	119,300.00
3	1	EA		Rave 911 Suite Standard FY27	FY27	4000	5820	53807		119,300.00	119,300.00
4	1	EA		Rave 911 Suite Standard FY28	FY28	4000	5820	53807		119,300.00	119,300.00
5	1	EA		Rave 911 Suite Standard FY29	FY29	4000	5820	53807		119,300.00	119,300.00
<i>FY is required, ensure the correct FY is selected.</i>										Requisition Total	\$ 596,500.00

<i>Comments</i>	
HEADER COMMENTS	Provide comments for P020 and P025. Quote Q-49611 contains a \$400 annual discount off the cost of \$119,700.00. Smart911 is an optional service for years 2-5 with a minimum of 30 days written notification.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please provide the PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO. This is for licensing, nothing will be shipped.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 2/3/25

DATE: December 2, 2024

RE: Sole Source Justification for Rave Mobile Safety Solution (Rave911/Smart911)

Rave Mobile Safety provide their hosted Public Safety Services, Rave911 and Rave Alert, as a sole source vendor for the following reasons:

1. Rave Mobile Safety is the only vendor in the industry that is able to offer the breadth of services and support required to serve our community.
2. Rave911/Smart911 is the only service available that assists our community in addressing the needs of individuals and families with access and functional needs.
3. Rave911 is fully compatible with all call taking equipment currently in use.
4. The technology offered by Rave Mobile Safety is proven, unique and patented:
 - a. U.S. Patent 6,600,812 – “Method and apparatus for providing emergency response information”: presenting emergency response data to users, including aggregating data from multiple data sources
 - b. U.S. Patent 8,484,352 – “Emergency information services”: managing the display of user-describing emergency data based on the age of the data
 - c. U.S. Patent 8,516,122 – “Emergency information services”: storage of critical user-describing information, display of this information to emergency service providers
 - d. U.S. Patent 8,751,265 – “Location-based information for emergency management”: creating and managing surveys for multiple emergency response agencies in order to solicit information from community. Selecting the survey to present to registrants based on registrant’s location. Storage of survey responses.
 - e. U.S. Patent 8,760,290 – “Public safety analysis system”: analysis of public safety incidents by evaluating user generated content from one or more sources.
 - f. U.S. Patent 8,984,143 – “Emergency Information Services”: collecting, selecting, and employing alternative modes to communicate with an emergency caller
 - g. U.S. Patent 9,078,092 – “Routing engine for emergency communications”: routing of emergency calls based on location of the caller, call communication format, and capabilities of possible call destinations.
 - h. U.S. Application 13/441,148 – “Emergency response data management”: collecting and displaying information from a location in anticipation of an emergency call being sourced from the location; displaying collected information during emergency call
 - i. U.S. Patent 8,126,424 – “Personalized message escrow with graphical route representation”: collecting voice notes for a security period, parsing voice notes to infer itinerary, displaying information on map.
 - j. U.S. Patent 8,165,562 – “Personalized message escrow”: collecting voice notes for a security period, parsing voice notes to infer itinerary, identifying where user deviates from itinerary, notifying recipients with message at occurrence of a security event
 - k. U.S. Patent 9,071,643 – “Personal security system”: notifying designated emergency service providers when a community member is in distress; automatically delivering information about the distressed community member.
 - l. U.S. Application 14/748,721 – “Personal security system”: continuation to include an additional scenario not explicitly claimed in U.S. Patent 9,071,643.
 - m. U.S. Patent 8,825,687 – “Data management system”: managing and reporting on subscriber data within notification platforms.
 - n. U.S. Patent 9,077,676 – “Intelligent Messaging”: optimizing delivery of notification messages to mobile devices by leveraging multiple paths to deliver a given notification message to a given subscriber contact.

5. Rave Mobile Safety is the only vendor offering direct 24x7x365 support of Rave911.
6. Rave Mobile Safety is the only vendor offering direct support of the installation of Rave911.
7. In evaluating alternative options to Rave911/Smart911, it has been determined that Rave Mobile Safety is the only vendor available that is capable of providing the spectrum of services required and has a demonstrated track record of delivering similar services to others.

Thank you,

Todd Miller
Chief Operating Officer



492 Old Connecticut Path
Framingham, MA 01701
rave.renewals@motorolasolutions.com

RENEWAL QUOTE

Date: December 2, 2024

Quote #Q-49611

ETSB of DuPage County

421 North County Farm Rd

Wheaton, Illinois

60187 United States

RAVE MOBILE SAFETY RENEWAL

Your Rave service contract is set to expire soon and requires your immediate attention.

Please Return a signed copy of this renewal quote today, and no later than **April 1, 2025** to continue to enjoy your Rave subscription and avoid any lapse in service.



With a *5-year renewal*, your costs will not increase during the contract period. That's over a *20% savings!*

THIS IS NOT AN INVOICE



492 Old Connecticut Path
Framingham, MA 01701
rave.renewals@motorolasolutions.com

RENEWAL QUOTE

Date: December 2, 2024

Quote # Q-49611

ETSB of DuPage County

421 North County Farm Rd

Wheaton, Illinois

60187 United States

OPTION C: 5-Year Renewal: April 1, 2025 through March 31, 2030	
Rave 911 Suite Standard	(\$400.00)
RapidSOS Service Data	\$0.00
Rave 911 Suite Standard	\$119,700.00
Annual Cost:	\$119,300.00
<i>Total Contract Value:</i>	<i>\$596,500.00</i>
<i>(To be paid in the amount of \$119,300.00 per year)</i>	

Renewal Quote does not include Sales Tax, if applicable.

THIS IS NOT AN INVOICE

Desired Renewal Term:

* BILLING INFORMATION (Required):

* Billing Contact:

* Billing Phone:

* Billing Email:

* PO Required?

If YES, enter PO #:

Please Note: If a PO is required for payment purposes, please provide a PO # within 7 days of submitting your signed quote or upon receipt of Auto-Renewal Invoice

BILLING INFORMATION:

1. Prices shown above do not include any state and local taxes that may apply. Any such taxes are the responsibility of the Customer and will appear on the final Invoice.
2. Is the contracting entity exempt from sales tax? If yes, please submit a copy of your tax exemption form to taxexempt@ravemobilesafety.com
 - Please ensure that your proof of exemption is a State Tax Exemption for your billing state. We cannot accept proof of IRS Federal Tax Exemption or W-9 forms in lieu of proof of state tax exemption.

Please Note: Invoices for this order will be from rave-ar@ravemobilesafety.com. Please make sure this email is on an approved setting or safe senders list so notifications do not go to a junk folder or caught in a spam filter.

New! Optional Training Sessions

Are you interested in including a one-time online training engagement to your renewal? It is a great way to keep your staff current on our products' new and enhanced features.

To purchase a Standard 4-hour online training session, please check this box (price is \$1200 for US renewals)

Please note: Training must be used within the 12-month period of your annual subscription period. For an additional cost, customized training is available upon request. Please contact your Account Executive for further details.

THIS IS NOT AN INVOICE

QUOTE ACCEPTANCE:

This Renewal Quote is governed by the Master License and Service Agreement found at <https://www.getrave.com/terms-of-service/current.pdf> and, by its signature hereto, Customer accepts that Agreement.

Termination for Non-Appropriation. In the event any identified funding is not appropriated or becomes unavailable, the Customer reserves the right to terminate this Agreement for non-appropriation upon thirty (30) days' advance written notice to Rave. In the event of such termination, Rave shall be entitled to compensation for all conforming goods delivered and for all services performed prior to the effective date of termination date.

RapidSOS Service Data Additional Terms and Conditions (if applicable): In consideration of the additional location and other data ('RapidSOS Service Data') of RapidSOS, Inc. ('RapidSOS') that may be made available by Rave to Customer, as and when available and commercially reasonable for Rave, in its sole discretion, to provide as part of the Services under the Agreement, Customer hereby understands and agrees that: (i) the RapidSOS Service Data is provided for informational purposes only and that RapidSOS Service Data should not replace other emergency location information and should not be exclusively relied-upon in an emergency scenario and is not intended to replace the services of primary safety and emergency response service providers; (ii) RapidSOS will be providing the RapidSOS Service Data to a public safety answering point ('PSAP') as a Third Party Service Provider that elects to provide such services voluntarily and without being required to do so by the Federal Communications Commission and Customer specifically authorizes RapidSOS and its third-party partners (including but not limited to device manufacturers, operating systems providers and application providers) to provide Customer with RapidSOS Service Data as part of the Services; (iii) Customer shall not use the RapidSOS Service Data in violation of any person's rights of privacy or rights to personality or otherwise in violation of any fiduciary relationship or applicable law; (iv) the Services are designed to automatically request RapidSOS Service Data in conjunction with each wireless call placed to Customer and that Rave shall have the right to transmit all relevant information to RapidSOS in connection with each request for RapidSOS Service Data as part of the Services, including, without limitation, the information necessary to identify the specific device placing the related wireless call (such as ANI or Caller ID), and a means to identify the Customer PSAP or jurisdiction of the Customer PSAP that received such wireless call; (v) the RapidSOS Service Data is the Confidential Information of RapidSOS; (vi) RapidSOS may collect and analyze certain data exchanged between RapidSOS and users of RapidSOS Service Data in order to facilitate delivery of and improve RapidSOS's service and such users' experience; and (vii) notwithstanding Section 9.10 (No Third Party Beneficiaries) of the Agreement, RapidSOS will be deemed to be an express third party beneficiary hereunder and under Section 1.3 (Product Restrictions) and Section 5.2 (Customer Compliance) of the Agreement, together with all confidentiality obligations of Customer, with respect to the restrictions set forth herein and therein solely as it relates to the RapidSOS Service Data made available as part of the Services.

Please sign and date this Renewal Quote to indicate your acceptance of this proposal as an authorized representative of Customer.

QUOTE ACCEPTED BY

Authorized Signature:

Date:

Name (Printed or Typed):

Title:

**2nd Authorized Signature
(if required):**

Date:

Name (Printed or Typed):

Title:



Required Vendor Ethics Disclosure Statement

Failure to complete and return this form may result in delay or cancellation of the County's Contractual Obligation.

Date: 1/2/25

Bid/Contract/PO #: _____

Company Name: Rave Wireless, Inc.	Company Contact: Andrew Gutteridge
Contact Phone: 508-532-8900	Contact Email: andrew.gutteridge@motorolasolutions.com

The DuPage County Procurement Ordinance requires the following written disclosures prior to award:

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county resulting in an aggregate amount at or in excess of \$25,000, shall provide to Procurement Services Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor within the current and previous calendar year to any incumbent county board member, county board chairman, or countywide elected official whose office the contract to be awarded will benefit. The contractor, union or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

NONE (check here) - If no contributions have been made

Recipient	Donor	Description (e.g. cash, type of item, in-kind services, etc.)	Amount/Value	Date Made

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

NONE (check here) - If no contacts have been made

Lobbyists, Agents and Representatives and all individuals who are or will be having contact with county officers or employees in relation to the contract or bid	Telephone	Email

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future county contracts.

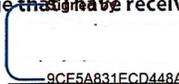
Continuing disclosure is required, and I agree to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner
- 30 days prior to the optional renewal of any contract
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text for the county's ethics and procurement policies and ordinances are available at:

<http://www.dupageco.org/CountyBoard/Policies/>

I hereby acknowledge that I have received, have read, and understand these requirements.

Authorized Signature 
9CE5A831ECD448A

Printed Name Todd Miller

Title Sr. Director Business Ops

Date 1/2/25

Attach additional sheets if necessary. Sign each sheet and number each page. Page 1 of 1 (total number of pages)



ETSB Resolution

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

File #: ETS-R-0007-25

Agenda Date: 3/12/2025

Agenda #: 7.D.2.

AWARDING RESOLUTION TO FACILITY GATEWAY CORPORATION TO PROVIDE UPS MAINTENANCE AND EMERGENCY REPAIR SERVICES FOR FACILITIES MANAGEMENT (\$30,317.32) AND ETSB (\$6,000.00) FOR ONE (1) YEAR (TOTAL AMOUNT: \$36,317.32; ETSB AMOUNT: \$6,000.00)

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, an agreement has been negotiated in accordance with the DU PAGE ETSB by ordinance; and

WHEREAS, a contract to Facility Gateway Corporation will be on the Public Works agenda on March 18, 2025 and the County Board agenda on March 25, 2025 for consideration, to provide UPS maintenance and emergency repair services located on the DuPage County Campus and PSAPs for a period of one (1) year; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of renewal option per Bid #23-031-FM to Facility Gateway Corporation for UPS maintenance and emergency repair service for the period of one (1) year. The contract will cover the period from April 1, 2025 through March 31, 2026. The total amount is \$36,317.72 with the ETSB portion of this amount being \$6,000.00, for a new contract amount of \$147,408.74.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925010, covering said, renewal of one (1) year of UPS maintenance and repair service, be, and is hereby approved by the DU PAGE ETSB to Facility Gateway Corporation, 4916 W. Broadway, Madison, WI 53716, for an amount of \$6,000.00 for ETSB, total amount of \$36,317.72, new contract amount of \$147,408.74.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
 Procurement Services Division
 This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#: 25-0685	RFP, BID, QUOTE OR RENEWAL #: 23-031-FM	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$74,773.30
COMMITTEE: PUBLIC WORKS	TARGET COMMITTEE DATE: 03/18/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$147,408.74
	CURRENT TERM TOTAL COST: \$36,317.72	MAX LENGTH WITH ALL RENEWALS: FOUR YEARS	CURRENT TERM PERIOD: FIRST RENEWAL
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Facility Gateway Corporation	VENDOR #: 41573	DEPT: Facilities Management	DEPT CONTACT NAME: Mary Ventrella
VENDOR CONTACT: Sara Hull	VENDOR CONTACT PHONE: 608-838-4969	DEPT CONTACT PHONE #: 630-407-5705	DEPT CONTACT EMAIL: mary.ventrella@dupagecounty.gov
VENDOR CONTACT EMAIL: shull@facilitygateway.com	VENDOR WEBSITE:	DEPT REQ #:	
<i>Overview</i>			
<p>DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for the approval of a contract to Facility Gateway Corporation, to provide uninterrupted power supply (UPS) preventive maintenance and on-call emergency repair service as needed, for Facilities Management and the Emergency Telephone System Board (ETSB), for the period April 1, 2025 through March 31, 2026, for a total contract amount not to exceed \$36,317.72, per renewal option under bid award #23-031-FM. First option to renew. (\$30,317.72 for Facilities Management and \$6,000 for ETSB)</p> <p>JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished Information Technology, Standby Power Facility, Power Plant, Sheriff, DU-COMM, ETSB and the Addison Consolidated Dispatch Center (ACDC) need assurance that their uninterrupted power supply (UPS) is in good working order in case of a power outage.</p>			

SECTION 2: DECISION MEMO REQUIREMENTS	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
RENEWAL	
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO	
SOURCE SELECTION	Describe method used to select source.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Facility Gateway Corporation	Vendor#: 41573	Dept: Facilities Management	Division:
Attn: Sara Hull	Email: shull@facilitygateway.com	Attn:	Email: FMAccountsPayable@dupagecounty.gov
Address: 4916 E. Broadway	City: Madison	Address: 421 N. County Farm Road	City: Wheaton
State: WI	Zip: 53716	State: IL	Zip: 60187
Phone: 608-838-4696	Fax:	Phone: 630-407-5700	Fax: 630-407-5701
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Facility Gateway Corporation	Vendor#: 41573	Dept: Facilities Management	Division:
Attn:	Email:	Attn: Rob Quigley	Email: robert.quigley@dupagecounty.gov
Address: 4916 E. Broadway	City: Madison	Address: various locations	City: Wheaton
State: WI	Zip: 53716	State: IL	Zip: 60187
Phone:	Fax:	Phone:	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Apr 1, 2025	Contract End Date (PO25): Mar 31, 2026

Purchase Requisition Line Details

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/Activity Code	Unit Price	Extension
1	1	LO		UPS PM & EMG REPAIR - FM	FY25	1000	1100	53330		7,658.86	7,658.86
2	1	LO		UPS PM & EMG REPAIR - ETSB	FY25	4000	5820	53370		3,000.00	3,000.00
3	1	LO		UPS PM & EMG REPAIR - FM	FY26	1000	1100	53300		22,658.86	22,658.86
4	1	LO		UPS PM & EMG REPAIR - ETSB	FY26	4000	5820	53370		3,000.00	3,000.00
										Requisition Total	\$ 36,317.72

FY is required, ensure the correct FY is selected.

<i>Comments</i>	
HEADER COMMENTS	Provide comments for P020 and P025. Provide uninterrupted power supply (UPS) preventive maintenance and on-call emergency repair service as needed, for Facilities Management and the Emergency Telephone System Board (ETSB).
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Send PO to Vendor, Mary Ventrella, Cathie Figlewski, Clara Gomez, and Eve Krause
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO. Public Works Committee: 03/18/25 County Board: 03/25/25 ETSB: 03/12/25
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.



**THE COUNTY OF DUPAGE
FINANCE - PROCUREMENT
UPS PM & ON-CALL EMERGENCY SERVICE 23-031-FM
BID TABULATION**



NO.	ITEM	UOM	QTY	Facility Gateway Corp.		MCS OpCo LLC dba Weissco Power	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
1	UPS Unit #1 Eaton Powerware Model 9390-80 - 80kVa	EA	4	\$ 351.47	\$ 1,405.88	\$ 488.00	\$ 1,952.00
2	UPS Unit #2 Mitsubishi Model 9900A - 150kVa	EA	4	\$ 398.65	\$ 1,594.60	\$ 488.00	\$ 1,952.00
3	UPS Unit #3 APC 30kVa Battery Quantity	EA	4	\$ 351.47	\$ 1,405.88	\$ 488.00	\$ 1,952.00
4	UPS Unit #4 Eaton Power Xpert Model 9395-275 - 225kVa	EA	4	\$ 445.40	\$ 1,781.60	\$ 488.00	\$ 1,952.00
5	UPS Unit #5 Powerware Model PW9170 - 18kVa	EA	4	\$ 286.87	\$ 1,147.48	\$ 488.00	\$ 1,952.00
6	UPS Unit #6 Mitsubishi Electric Model M9700 - 150kVa	EA	4	\$ 398.95	\$ 1,595.80	\$ 488.00	\$ 1,952.00
7	UPS Unit #7 Liebert Model 51SA150HAA00S99 - 150kVa	EA	4	\$ 398.65	\$ 1,594.60	\$ 488.00	\$ 1,952.00
8	UPS Unit #8 Liebert Model 51SA150HAA00L04 - 150kVa	EA	4	\$ 398.65	\$ 1,594.60	\$ 488.00	\$ 1,952.00
9	UPS Unit #8 Liebert Model 51SA150HAA00L04 - 150kVa	EA	4	\$ 286.87	\$ 1,147.48	\$ 488.00	\$ 1,952.00
LABOR RATE AND SERVICE CALLOUTS							
10	Monday - Friday	HR	60	\$ 105.00	\$ 6,300.00	\$ 165.00	\$ 9,900.00
11	Saturday	HR	20	\$ 157.50	\$ 3,150.00	\$ 195.00	\$ 3,900.00
12	Sunday and Holidays	HR	20	\$ 185.00	\$ 3,700.00	\$ 225.00	\$ 4,500.00
13	Callout/Service Call Charge	HR	5	\$ 105.00	\$ 525.00	\$ 500.00	\$ 2,500.00
NO	ITEM	EST. AMOUNT		% ADJUSTMENT	EXTENDED PRICE	% ADJUSTMENT	EXTENDED PRICE
14	PARTS MARKUP	\$10,000.00		10.00%	\$ 11,000.00	20.00%	\$ 12,000.00
GRAND TOTAL					\$ 37,942.92		\$ 50,368.00

NOTES

1) There are four (4) changes for Facility Gateway Corp. Bid Tab:

- a) Item 1 when multiplied out resulted in an adjusted Extended Price with a decrease of (\$0.02) - \$351.47 x 4 = \$1,405.88.
- b) Item 3 when multiplied out resulted in an adjusted Extended Price with a decrease of (\$0.02) - \$351.47 x 4 = \$1,405.88.
- c) Item 5 when multiplied out resulted in an adjusted Extended Price with a decrease of (\$0.02) - \$286.87 x 4 = \$1,147.48.
- d) Item 9 when multiplied out resulted in an adjusted Extended Price with a decrease of (\$0.02) - \$286.87 x 4 = \$1,147.48.
- e) Resulting adjusted Grand Total with a decrease of (\$0.08) from \$37,943.00 to \$37,942.92.

Bid Opening 3/9/2023 @ 2:30 PM	VC, DW
Invitations Sent	14
Total Vendors Requesting Documents	0
Total Bid Responses	2

SECTION 7 - BID FORM PRICING

Pricing is for semi-annual inspections for the full two (2) year contract term.

FACILITIES MANAGEMENT					
NO	ITEM	UOM	QTY	PRICE	EXTENDED PRICE
1	UPS Unit #1: Eaton Powerware Model 9390-80 - 80kVa Serial # EW301CAA01 Battery Quantity:72 Location: DuPage County Administration Building 421 N. County Farm Rd. Wheaton, IL Building #1	EA	4	\$ 351.47	\$ 1405.90
2	UPS Unit #2: Mitsubishi Model 9900A - 150kVa Serial # 13-7M74380-04 Battery Quantity:80 Location: DuPage County Administration Building 421 N. County Farm Rd. Wheaton, IL Building #1	EA	4	\$ 398.65	\$ 1594.60
3	UPS Unit #3 APC 30kVa Battery Quantity:80 Location: DuPage County Standby Generator Facility 416 N. County Farm Rd. Wheaton, IL Building #58	EA	4	\$ 351.47	\$ 1405.90
4	UPS Unit #4 Eaton Power Xpert Model 9395-275 - 225kVa Serial # EQ 386BBA02 Battery Quantity:17 Location: DuPage County Power Plant 410 N. County Farm Rd Wheaton, IL Building #3	EA	4	\$ 445.40	\$ 1781.60
5	UPS Unit #5 Powerware Model PW9170 - 18kVa Battery Quantity:8 Location: DuPage County Sheriff 501 N. County Farm Rd Wheaton, IL Building #29	EA	4	\$ 286.87	\$ 1147.50

ETSB					
NO	ITEM	UOM	QTY	PRICE	EXTENDED PRICE
6	UPS Unit #6 Mitsubishi Electric Model M9700 - 150kVa Serial # 7M74823-01 Battery Quantity:180 Location: Addison Consolidated Dispatch Center 1471 Jeffrey Drive, Addison, IL	EA	4	\$ 398.95	\$ 1595.80
7	UPS Unit #7 Liebert Model 51SA150HAA00S99 - 150kVa Serial # M17L4L003 Battery Quantity:144 Location: DU-COMM 420 County Farm Rd, Wheaton, IL Building #60	EA	4	\$ 398.65	\$ 1594.60
8	UPS Unit #8 Liebert Model 51SA150HAA00L04 - 150kVa Serial # M17L4L005 Battery Quantity:144 Location: DU-COMM 420 County Farm Rd, Wheaton, IL Building #60	EA	4	\$ 398.65	\$ 1594.60
9	UPS Unit #9 Liebert Model 47SA015BACH0W80 - 15kVa Serial M14K530024 Battery Quantity: 24 Location: DU-COMM 420 County Farm Rd, Wheaton, IL Building #60	EA	4	\$ 286.87	\$ 1147.50
LABOR RATE AND SERVICE CALLOUTS					
8	Monday- Friday	HR	60	\$ 105.00	\$ 6,300.00
9	Saturday	HR	20	\$ 157.50	\$ 3,150.00
10	Sunday and Holidays	HR	20	\$ 185.00	\$ 3,700.00
11	Callout/Service Call Charge x 5 Calls per year NOTE: No other mileage or travel time shall be allowed	HR	5	\$ 105.00	\$ 525.00

PARTS MARKUP				
NO	ITEM	EST AMOUNT	% OF ADJUSTMENT (-, +)	EXTENDED PRICE
12	PARTS MARKUP Parts Markup from Contractors Cost: \$10,000.00 X 20% of Markup = (The Contractor must provide OEM/Part source invoices). Example: \$10,000.00 x 10% Markup = \$11,000.00	\$10,000.00	10 %	\$ 11,000.00
GRAND TOTAL				\$ 37,943.00

Finally, the Bidder, if awarded the contract, agrees to do all other things required by the contract documents, and that he will take in full payment therefore the sums set forth in the bidding schedule (subject to unit quantity adjustments based upon actual usage).

CONTRACT ADMINISTRATION INFORMATION:

CORRESPONDENCE TO CONTRACTOR:		REMIT TO CONTRACTOR:	
NAME	Facility Gateway Corporation	NAME	Facility Gateway Corporation
CONTACT	Sara Hull	CONTACT	Nicole Nottestad
ADDRESS	4916 E. Broadway	ADDRESS	4916 E. Broadway
CITY ST ZIP	Madison, WI 53716	CITY ST ZIP	Madison, WI 53716
TX		TX	
FX	1-608-838-4969	FX	1-608-838-4969
EMAIL	shull@facilitygateway.com	EMAIL	accounting@facilitygateway.com
COUNTY BILL TO INFORMATION:		COUNTY SHIP TO INFORMATION:	
DuPage County - Facilities Management* 421 N. County Farm Rd, 2-700 Wheaton, IL 60187 Email: FMAccountsPayable@dupageco.org		DuPage County Facilities Management/ETSB Attn: Rob Quigley 421 North County Farm Road Wheaton, IL 60187 TX: (630) 407-5564	

ALL MATERIALS MUST BE BID AND SHIPPED F.O.B. DESTINATION, DELIVERED AND INSTALLED
(FREIGHT INCLUDED IN PRICE)

Invoicing Instructions:

*Please invoice Facilities Management and ETSB separately according to release issued.



AMENDMENT FOR CONTRACT RENEWAL

This contract, made and entered into by The County of DuPage, 421 North County Farm Road, Wheaton, Illinois, 60187, hereinafter called the "COUNTY" and Facility Gateway Corporation located at 4916 E. Broadway, Madison, WI 53716, hereinafter called the "CONTRACTOR", witnesseth;

The COUNTY and the CONTRACTOR have previously entered into a Contract, pursuant to Bid #23-031-FM which became effective on 4/1/2023 and which will expire 3/31/2025. The contract is subject to a first of two options to renew for a twelve (12) month period.

The contract renewal shall be effective on the date of last signature and shall terminate on 3/31/2026.

The parties now agree to renew said agreement, upon the same terms as previously agreed to, as specified in the original contract.

CONTRACTOR
Signature on File

SIGNATURE
Jay Lecy

PRINTED NAME
General Manager

PRINTED TITLE
1/27/25

DATE

THE COUNTY OF DUPAGE

SIGNATURE
Brian Rovik

PRINTED NAME
Buyer I

PRINTED TITLE

DATE



DuPage County
 Finance Department
 Procurement Division
 421 North County Farm Road
 Room 3-400
 Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	23-031-FM
COMPANY NAME:	Facility Gateway Corporation
CONTACT PERSON:	Sara Hull
CONTACT EMAIL:	shull@facilitygateway.com

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

Yes

No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

Yes

No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner,
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

http://www.dupagecounty.gov/government/county_board/ethics_at_the_county/

The full text of the County's Procurement Ordinance is available at:

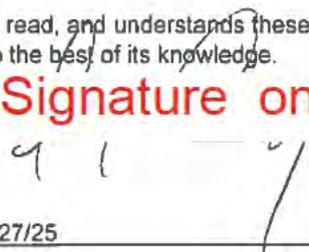
https://www.dupagecounty.gov/government/departments/finance/procurement/procurement_ordinance_and_guiding_principles.php

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Signature on File

Printed Name: Jay Lecy

Signature: 

Title: General Manager

Date: 1/27/25



Facilities Management Requisition Over \$30K

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

File #: 25-0685

Agenda Date: 3/18/2025

Agenda #:

AWARDING RESOLUTION
ISSUED TO FACILITY GATEWAY CORPORATION
TO PROVIDE UPS PREVENTIVE MAINTENANCE
AND ON-CALL EMERGENCY REPAIR SERVICE AS-NEEDED
FOR FACILITIES MANAGEMENT
AND THE EMERGENCY TELEPHONE SYSTEM BOARD (ETSB)
(CONTRACT TOTAL NOT TO EXCEED \$36,317.72)

WHEREAS, bids have been taken and processed in accordance with County Board policy; and

WHEREAS, the Public Works Committee recommends County Board approval for the issuance of a contract to Facility Gateway Corporation, to provide uninterrupted power supply (UPS) preventive maintenance and on-call emergency repair service as-needed, for the period April 1, 2025 through March 31, 2026, for Facilities Management.

NOW, THEREFORE BE IT RESOLVED, that County Contract, covering said, to provide uninterrupted power supply (UPS) preventive maintenance and on-call emergency repair service as-needed, for the period April 1, 2025 through March 31, 2026, for Facilities Management, be, and it is hereby approved for issuance of a contract by the Procurement Division to, Facility Gateway Corporation, 4916 E. Broadway, Madison, WI, 53716, for a total contract amount not to exceed \$36,317.72, per renewal option under bid award #23-031-FM. First option to renew. (\$30,317.32 for Facilities Management and \$6,000 for ETSB)

Enacted and approved this 25th day of March, 2025 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



ETSB Resolution

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

File #: 25-0674

Agenda Date: 3/12/2025

Agenda #: 7.E.1.

AMENDMENT TO THE APPOINTMENT TO THE EMERGENCY TELEPHONE SYSTEM BOARD OF
DU PAGE COUNTY POLICY ADVISORY COMMITTEE CHIEF CHRIS CLARK
(DU-COMM FIRE REPRESENTATIVE AND VICE CHAIR)

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, these Enhanced 9-1-1 systems are a critical and valued state-of-the-art tool for the expeditious response of public safety to citizen requests for emergency service; and

WHEREAS, the ETS Board recognizing the importance of the DuPage Emergency Dispatch Interoperable Radio System created the Policy Advisory Committee; and

WHEREAS, the purpose of the Policy Advisory Committee (PAC) is to promote interagency cooperation and provide policy level recommendations to support efficient and effective use of resources for matters related to public safety as assigned by the ETS Board; and

WHEREAS, the ETS Board recognized the nomination of Chief Chris Clark DU-COMM Fire Representative to the ETS Board Policy Advisory Committee on August 14, 2024 under Resolution ETS-R-0060-24 and amends the nomination to include the role of Vice Chair.

NOW, THEREFORE BE IT RESOLVED that the DuPage ETS Board does hereby consent to the appointment of the above-named individual as Vice Chair of the DuPage ETSB Policy Advisory Committee, for a term expiring May 12, 2025; and

BE IT FURTHER RESOLVED that the attached “Notice of Appointment” be attached hereto and

made a part hereof; and

BE IT FURTHER RESOLVED that the County Clerk transmits a certified copy of this Resolution to the above-named individual to their business address; and the Executive Director of the ETSB.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

NOTICE OF APPOINTMENT

By virtue of the power vested in the Emergency Telephone System Board of DuPage County pursuant to 50 ILCS 750/15.4, the DuPage ETSB Chair does hereby amend the appointment of Chief Chris Clark (DU-COMM Fire Representative) to the Emergency Telephone System Board of DuPage County Policy Advisory Committee (PAC) to include Vice Chair for a term expiring May 12, 2025.

Greg Schwarze, Chair

Emergency Telephone System Board of DuPage County



ETSB Resolution

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

File #: ETS-R-0009-25

Agenda Date: 3/12/2025

Agenda #: 7.E.2.

RESOLUTION TO APPROVE POLICY 911-027: EMERGENCY TELEPHONE SYSTEM ACT DESIGNATING A 9-1-1 SYSTEM MANAGER

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 shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, the purpose of this resolution is to approve the language of Policy 911-027: Emergency Telephone System Act Designating a 9-1-1 System Manager; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-027: Emergency Telephone System Act Designating a 9-1-1 System Manager which ensures compliance with the Emergency Telephone System Act and companion administrative rules for statutory requirements for designating a 9-1-1 System Manager.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-027: Emergency Telephone System Act Designating a 9-1-1 System Manager be, and it is hereby adopted.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-027
Previous Policy #: New
Effective Date: March 12, 2025
Revised:

Emergency Telephone System Act 9-1-1 System Manager

Purpose:

For the Emergency Telephone System Board (ETSB) to ensure compliance with the Emergency Telephone System Act (ETSA) 50 ILCS 750 and companion administrative rules for statutory requirements for designating a 9-1-1 System Manager.

Additional Authority:

50 ILCS 750 Emergency Telephone System Act (ETSA)
EX-003B-89 Amending Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

Scope:

This policy shall apply to the ETS Board, Executive Director, staff and all users of the 9-1-1 system including but not limited to employees of ACDC and DU-COMM, police and fire agencies that are members of the 9-1-1 System and county agencies that work with the ETSB.

Definitions:

9-1-1 System Manager: as stated in 50 ILCS 750 Emergency Telephone System Act (ETSA) means the manager, director, administrator, or coordinator who at the direction of his or her Emergency Telephone System Board is responsible for the implementation and execution of the order of authority issued by the Commission or the Statewide 9-1-1 Administrator through the programs, policies, procedures, and daily operations of the 9-1-1 system consistent with the provisions of this Act (ETSA).

County Board: Shall refer to the DuPage County Board.

First responder: means someone designated by a public safety agency who is charged with responding to emergency service requests, including emergency communications professionals, public safety telecommunicators, public safety telecommunicator supervisors, police, fire, and EMS personnel who operate in the field.

PSAP representative: means the manager or supervisor of a Public Safety Answering Point (PSAP) who oversees the daily operational functions and is responsible for the overall management and administration of the PSAP.

Point of Contact (POC): Generally one person in an PSAP or member agency designated as the individual responsible to coordinate training for the agency.

Public safety telecommunicator: means any person employed in a full-time or part-time capacity at an answering point whose duties or responsibilities include answering, receiving, or transferring an emergency call for dispatch to the appropriate emergency responder.

Public safety telecommunicator supervisor: means any person employed in a full-time or part-time capacity at an answering point or by a 9-1-1 Authority, whose primary duties or responsibilities are to direct, administer, or manage any public safety telecommunicator and whose responsibilities include

Emergency Telephone System Board Of DuPage County Policy and Procedures



answering, receiving, or transferring an emergency call for dispatch to the appropriate emergency responders.

System: means the communications equipment and related software applications required to produce a response by the appropriate emergency public safety agency or other provider of emergency services as a result of an emergency call being placed to 9-1-1.

POLICY

I. Policy Statement

The Emergency Telephone System Act (ETSA) 50 ILCS 75015.4(b) provides for powers and duties of the ETS Board,

- (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.

This policy shall be specifically concerned with Section 15.4(b)(7):

Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

II. Designation of 9-1-1 System Manager

ETSA specifically defines the 9-1-1 System Manager as: “means the manager, director, administrator, or coordinator who at the direction of his or her Emergency Telephone System Board is responsible for the implementation and execution of the order of authority issued by the Commission or the Statewide 9-1-1 Administrator through the programs, policies, procedures, and daily operations of the 9-1-1 system consistent with the provisions of this Act (ETSA).

For DuPage ETSB, the 9-1-1 System Manager is the Executive Director of the ETSB.

III. Responsibilities

The 9-1-1 System Manager is responsible to oversee the daily operation of the ETSB as defined by the ETSA statute. The 9-1-1 System Manager is authorized to perform these duties and reports to the Chair of the ETSB with the guidance of the ETS Board as specified by ETSA and further defined by

Emergency Telephone System Board Of DuPage County Policy and Procedures



DuPage County Ordinance 20-40, certain intergovernmental agreements between the ETSB, the PSAPs and its user agencies and ETSB policies.

To be compliant with training requirements in ETSB section 7.1 and ETSB Policy 911-027: Emergency Telephone System Act Training and Training Compliance, the 9-1-1 System Manager will also provide a record of to the ETSB of the twenty-four (24) hours of continuing education training required every two years consistent with the guidelines in Administrative Rule Part 83: Public Utilities, Chapter IV: Illinois State Police, Part 1325: Standards of Service Applicable to 9-1-1 Emergency Systems when implemented.

Policy adopted on, _____

Greg Schwarze, Chair

DRAFT

Attachment A: 9-1-1 System Manager Duties and Responsibilities

The ETSB has responsibility for a number of public safety communication tasks including:

- Implementation of 9-1-1 at Addison Consolidated Dispatch Center (ACDC) and DuPage Public Safety Communications (DU-COMM) collectively known as Public Safety Answering Points (PSAPs).
- Coding all addresses into the Master Street Address Guide (MSAG) for maintenance of the 9-1-1 System.
- Providing a computer aided dispatch system (CAD) for the PSAPs to assist with dispatching of 9-1-1 emergency calls to police, fire and EMS emergencies.
- Collecting, budgeting, and expending 9-1-1 surcharge fees.
- Maintain all call handling agreements with adjacent jurisdictions and filing the mandatory Illinois State Police (ISP) and Illinois Commerce Commission (ICC) regulatory filings on an annual basis.
- Providing 9-1-1 customer premise equipment (CPE) and logging recorder to the PSAPs to receive and dispatch 9-1-1 calls.
- Construction and maintenance of a high-speed data network that connects participating public safety agencies to the CAD system.
- Maintenance of a fixed asset inventory and depreciation schedule in compliance with the Government Accounting Standards Board (GASB34).
- Conducting an annual audit by an outside auditor.

The ETSB will meet these responsibilities through their agent, the 9-1-1 System Manager (Manager). The Manager facilitates DuPage ETSB policies, contracts and other activities through intergovernmental cooperation and coordination with other local, state and federal agencies. Work is performed under administrative direction of the ETS Chair. The 9-1-1 Manager will be responsible for the implementation of the changes recommended and adopted as a result of any study or strategic plan.

The 9-1-1 System Manager directs the activities of the 9-1-1 System and staff based on the ETSB Board Resolutions or direction in the areas of:

- Supervision of ETSB staff;
- Budget implementation and management in accordance with County policy and ordinance;
- Financial accounting,
- Long-range financial planning,
- 9-1-1 System Design,
- Maintenance and upgrade including telecommunication equipment,
- The Master Street Address Guide (MSAG),
- compliance with State and Federal Regulations regarding 9-1-1 System and primary PSAP operations.

Maintenance and support for:

- Network,
- Computer Aided Dispatch (CAD) application and hardware
- and ancillary software systems including but not limited to: Mobile for Public Safety (MPS), logger, Fire Station Alerting (FSA), Emergency Medical Dispatch (EMD) as required or allowed by statute.



ETSB Resolution

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

File #: ETS-R-0010-25

Agenda Date: 3/12/2025

Agenda #: 7.E.3.

APPOINTMENT OF 9-1-1 SYSTEM MANAGER

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 (ETSA), 50 ILCS 750/15.4 (“Act”) and the DuPage Emergency Telephone System Ordinance (“Ordinance”), DuPage County Code §20-40; and

WHEREAS, Section 15.4(b)(7) of the ETSA (50 ILCS 75015.4(B)(7)) and companion administrative rules for statutory requirements were amended in 2024 to provide for the designation of a 9-1-1 System Manager; and

WHEREAS, this statute also details the appropriate definition and duties of said position necessary to fill such a position; and

WHEREAS, all statutory procedures have been followed by the ETSB; and

WHEREAS, the ETSB has identified ETSB Executive Director and 9-1-1 System Coordinator Linda Zerwin as a qualified candidate; and

WHEREAS, the Emergency Telephone System Board recommends that Ms. Linda Zerwin be selected to fill the 9-1-1 System Manager position and that the title be adjusted in the records accordingly in Human Resources.

NOW, THEREFORE, BE IT RESOLVED that the Emergency Telephone System Board appoints to the position of 9-1-1 System Manager, Ms. Linda Zerwin, effective March 12, 2025; and

BE IT FURTHER RESOLVED that the County Clerk shall transmit a certified copy of this Resolution to the Executive Director of the ETSB.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



ETSB Resolution

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

File #: ETS-R-0013-25

Agenda Date: 3/12/2025

Agenda #: 7.E.4.

RESOLUTION TO AMEND THE AGENCY HEAD TITLE FOR
THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

WHEREAS, the Emergency Telephone System Board of DuPage County (DuPage ETSB) has approved a personnel headcount and budgets; and

WHEREAS, the DuPage County Board has approved personnel headcounts and budgets for all County departments and Elected offices including the DuPage ETSB;

WHEREAS, the current headcount for the DuPage ETSB lists “9-1-1 System Coordinator” as its Agency Head; and

WHEREAS, DuPage ETSB recommends and approves the title change of the Agency Head of the DuPage ETSB from 9-1-1 System Coordinator to Executive Director without any change in headcount for the DuPage ETSB or salary for the Agency head.

NOW, THEREFORE, BE IT RESOLVED that the DuPage ETSB approves this change to the personnel headcount for the Emergency Telephone System Board to reflect the deletion of the title of:

Full Time

2341 9-1-1 System Coordinator Grade 318 \$139,129.12 - \$231,880.00

And the addition of:

Full Time

1010 Executive Director Grade 318 \$139,129.12 - \$231,880.00

BE IT FURTHER RESOLVED that the County Clerk be directed to transmit copies of this resolution to the Emergency Telephone System Board, Human Resources Department, and one copy to the County Board.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



ETSB Resolution

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

File #: ETS-R-0008-25

Agenda Date: 3/12/2025

Agenda #: 7.E.5.

RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF POLICY 911-013: INFORMATION TECHNOLOGY AND NETWORK SECURITY

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: Information Technology and Network Security 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, Policy 911-013: Information Technology and Network Security was initially adopted and approved by the ETSB of DuPage County on April 12, 2012 and amended on May 14, 2019 upon its approval; and

WHEREAS, DU PAGE ETSB Policy 911-013: Information Technology and Network Security 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: Information Technology and Network Security.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-013: Information Technology and Network Security be, and is here by amended and adopted.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013
Previous Policy #: ETS 12-001
Effective Date: April 12, 2012
Revised: May 14, 2019, March 12, 2025

Information Technology and Network Security Policy

TABLE OF CONTENTS

Section	Page
1. Introduction	2
2. Policy	2
3. Roles and Responsibilities	2
3.1 Agency Administrative Officials Key Security Elements	2
3.2 Providers	3
3.3 Users	3
4. Key Security Elements	3
4.1 Logical Security	3
4.2 Physical Security	3
5. Privacy and Confidentiality	3
6. Compliance with Law and Policy	4
7. Department Security Contact Policy	4
7.1 Purpose	4
7.2 Background	4
7.3 Requirements	4
8. Minimum Security Standards for Network Devices	5
8.1 Summary	5
8.2 Who Should Read this Policy	5
8.3 Why We Have a Minimum security Standard for Network Devices	6
8.4 Responsibilities	6
8.4.A DuPage ETSB System Manager	6
8.4.B Agency Administrative Officials	6
8.4.C System Administrators	6
8.4.D Departments, Users and Individuals	6
9. Procedures	7
9.1 Minimum Standards	7
9.2 Exceptions	7
9.3 Revising Minimum Standards	7
10. Guidelines and Procedures for Blocking Network Access	7
10.1 Purpose	7
10.2 Guidelines	7
10.3 Procedures	8
10.4 Recourse	8
11. Utilization of DuPage ETSB 9-1-1 Public Safety Applications and Equipment	8
11.1 DuPage ETSB 9-1-1 Public Safety Applications	8
11.2 DuPage ETSB 9-1-1 Network Equipment	8
11.2.2 DuPage ETSB 9-1-1 Network Equipment - Interfaces	8

Emergency Telephone System Board Of DuPage County Policy and Procedures



11.3 DuPage ETSB 9-1-1 Network Communication Systems	
Appendix A: Software Patch Updates	10
Appendix B: Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices	11
Appendix C: Implementing Guidelines for the Minimum Standards for Security of DuPage ETSB 9-1-1 System Network Devices	13
Appendix D: Utilization of Public Safety Applications on the DuPage ETSB 9-1-1 System Networks	18
Appendix E: Utilization of DuPage ETSB 9-1-1 Network Equipment	19
Appendix F: User Form	20
Appendix G: Network Systems Access Request Form	21
Appendix H: Memorandum Of Understanding – Information Technology and Network Security Access	22

1. INTRODUCTION:

In order to provide a secure 9-1-1 information and network system to the public safety agencies of the DuPage Emergency Telephone System Board [DuPage ETSB], the DuPage ETSB 9-1-1 System is committed to providing a secure yet open network that protects the integrity and confidentiality of information while maintaining its accessibility.

2. POLICY:

Each member of the DuPage ETSB is responsible for the security and protection of electronic information resources over which the agency has control. Resources to be protected include networks, computer/workstations, software, and data. The physical and logical integrity of these resources must be protected against threats such as unauthorized intrusions, malicious misuse, or inadvertent compromise. Activities outsourced to off-site entities must comply with the same security requirements as in-house activities and receive prior approval from the DuPage ETSB.

3. ROLES AND RESPONSIBILITIES:

Responsibilities range in scope from security controls administration for a large system to the protection of a user's own access password. A particular user often has more than one role.

3.1 Agency Administrative Officials (individuals with administrative responsibility for public safety agencies must:

- Identify the electronic information resources within areas under their control;
- Define the purpose and function of the resource;
- Establish acceptable levels of security risk for resources by assessing factors such as:
 - How sensitive the data is, such as arrest data or information protected by law or policy,
 - The level of criticality or overall importance to the continuing operation of the system as a whole, individual departments, units or other essential activities ,
 - How negatively the operations of one or more units would be affected by the unavailability or reduced availability of resources,
 - How likely it is that a resource could be used as a platform for inappropriate acts towards other entities,
 - Limits of available technology, programmatic needs, costs, and staff support,
- Ensure that requisite security measures are implemented for the resource.

Emergency Telephone System Board Of DuPage County Policy and Procedures



3.2 Providers [individuals who design, manage and operate the agency's electronic information resources, e.g. project managers, system designers, application programmers, or system administrators) must:

- Be knowledgeable regarding relevant security requirements and guidelines;
- Analyze potential threats and the feasibility of various security measures in order to provide recommendations to the 9-1-1 System Coordinator and the ETS Board members;
- Implement security measures that mitigate threats, consistent with the level of acceptable risk established by administrative policy;
- Establish procedures to ensure that privileged accounts are kept to a minimum and that privileged users comply with privileged access agreements.

3.3 Users (individuals who access and use DuPage ETSB 9-1-1 System resources) must:

- Be knowledgeable regarding relevant security requirements and guidelines;
- Protect the resources under their control, such as access passwords, computer/workstations, and data they download.

Insufficient security measures at any level may cause resources to be damaged, stolen, or become a liability to the system. Therefore, responsive actions may be taken. For example, if a situation is deemed serious enough, computer/ workstations(s) posing a threat will be blocked from network access. (Section 10: Guidelines and Procedures for Blocking Network Access specify how the decision to block is made and the procedures involved.)

4. KEY SECURITY ELEMENTS

4.1 Logical Security: Computer/ workstations must have the most recently available and appropriate software security patches, commensurate with the identified level of acceptable risk. For example, installations that allow unrestricted access to resources must be configured with extra care to minimize security risks.

Adequate authentication and authorization functions must be provided, commensurate with appropriate use and the acceptable level of risk. Attention must be given not only to large systems but also to computer/workstation(s) which, if compromised, could constitute a threat to the agency's or 9-1-1 resources, including computer/workstation(s) maintained for a small group or for an individual's own use.

4.2 Physical Security: Appropriate controls must be employed to protect physical access to resources, commensurate with the identified level of acceptable risk. These may range in scope and complexity from extensive security installations to protect a room or facility where server machines are located, to simple measures taken to protect a User's display screen.

5. PRIVACY AND CONFIDENTIALITY

Applications must be designed and computer/ workstation(s) must be used so as to protect the privacy and confidentiality of the various types of electronic data they process, in accordance with applicable laws and policies. Users who are authorized to obtain data must ensure that it is protected to the extent required by law or policy after they obtain it. For example, when sensitive data is transferred from a well-secured network system to a User's location, adequate security measures must be in place at the destination computer/workstation to protect this "downstream data". Technical staff assigned to

Emergency Telephone System Board Of DuPage County Policy and Procedures



ensure the proper functioning and security of 9-1-1 resources and services are not permitted to search the contents of electronic communications or related transactional information not owned or managed by the DuPage ETSB 9-1-1 System. For example, any scanning of network traffic to detect intrusive activities must be used in a way to protect any personal information that may be captured during the scanning for possible intrusive activities and must be in compliance with laws and policies protecting the privacy of the information.

6. COMPLIANCE WITH LAW AND POLICY:

Departments, units, or groups should establish security guidelines, standards, or procedures that refine the provisions of this Policy for specific activities under their purview, in conformance with this Policy and other applicable policies and laws. The following activities are specifically prohibited under this Policy:

- Interfering with, tampering with and/or disrupting resources;
- Intentionally transmitting any computer/workstation viruses, worms, or other malicious software;
- Attempting to access, accessing, or exploiting resources the user is not authorized to access;
- Knowingly enabling inappropriate levels of access or exploitation of resources by others;
- Downloading sensitive or confidential electronic data/information to computer/workstation(s) that are not adequately configured to protect the system from unauthorized access;
- Disclosing any data/information that the user is not authorized to be disclosed.

7. DEPARTMENT SECURITY CONTACT POLICY

7.1 Purpose The purpose of this policy is to ensure that DuPage ETSB public safety agencies can be contacted in the event of a computer/ workstation or network security incident. The ability to quickly contact responsible departmental personnel and have them take appropriate action can mitigate the negative effects of an incident both locally in the department and more globally throughout the DuPage ETSB 9-1-1 System.

7.2 Background Risks to the DuPage ETSB 9-1-1 System are very serious. The loss or corruption of information or access to information on workstations and servers could greatly hinder public safety work. The DuPage ETSB 9-1-1 System has a responsibility to secure its computer/ workstation(s) and networks and to respond quickly to threats to the integrity of systems and data. A compromised computer/workstation in one department can easily be used as a springboard to launch attacks on computer/workstation(s) in other departments. Because of these risks, DuPage ETSB 9-1-1 System personnel must take action when they become aware of a security incident specifically involving a DuPage ETSB 9-1-1 System computer/workstation. In cases where the incident poses a potentially serious threat to 911 information system resources, the computer/workstation will be immediately blocked from network access.

When a problem computer/workstation is identified, whether or not it is blocked from network access, DuPage ETSB 9-1-1 System personnel must be able to quickly contact someone in the appropriate public safety agency who can take action and/or pass the information on to the appropriate departmental support personnel. Quickly reaching a departmental contact is also important so that any affected user(s) may be informed of the situation. In addition, DuPage ETSB 9-1-1 System personnel will inform this contact person of possible irregularities such as computer/workstation(s)

Emergency Telephone System Board Of DuPage County Policy and Procedures



with configuration problems that could negatively impact the network or that appear to be infected with a virus.

7.3 Requirements To implement this procedure, each agency needs to appoint a contact and one or more backup contacts. All contacts for a given agency should be reachable through a single phone number. Contacts must respond to incident reports from DuPage ETSB 9-1-1 System staff and pass them on to responsible departmental or third party support personnel as appropriate. Contacts need to have some familiarity with the computer/workstation(s) in their department and be able to determine who a responsible technical person is; it is not necessary for the contact to have extensive security expertise. Security contacts are responsible for ensuring that appropriate personnel take action in response to each security incident (including escalating the incident to an appropriate departmental authority if action is not taken) and that resolution of each incident is reported to the DuPage ETSB 9-1-1 System Administrator.

8. MINIMUM SECURITY STANDARDS FOR NETWORK DEVICES

8.1 Summary

Access to and use of the DuPage ETSB 9-1-1 System network services are privileges accorded at the discretion of the DuPage 9-1-1 Emergency Telephone System Board. Devices connected to the DuPage ETSB 9-1-1 System network must comply with the minimum standards for security set by the DuPage ETSB 9-1-1 System Coordinator. Devices that host restricted data are required to conform to more rigorous security standards. Agencies may develop stricter standards for themselves. Devices that do not meet minimum standards for networked host security configurations may be disconnected.

8.2 Who Should Read this Policy

- Chiefs and Department Heads;
- System Administrators;
- Users: Individuals working with networks, computer/workstations, workstations, software and data.

The Chief and/or Department Head shall be responsible to execute the User Form [Appendix D] which serves as acknowledgement and responsibility for the users of their agency. The Chief and/or Department Head shall submit the User Form to the DuPage ETSB 9-1-1 System Manager within 60 days of receipt of this policy. Executing this document for the agency ensures that the Department Head, System Administrators and Users have read this policy. Failure to submit the User Form can result in the DuPage ETSB 9-1-1 System Manager blocking access to the Network system until compliance is met. [Section 10] This form will be updated annually. However, changes in the contact information should be submitted immediately to the DuPage ETSB 9-1-1 System Manager on a new form.

8.3 Why We Have a Minimum security Standard for Network Devices

The DuPage ETSB 9-1-1 System encourages the use of its network in support of Public safety. However, this resource is limited and vulnerable to attack. The DuPage ETSB, therefore; reserves the right to deny access to its network by devices that do not meet its standards for security. This policy requires compliance with minimum security standards to help protect not only the individual device, but other devices connected to the DuPage ETSB 9-1-1 System network. The policy is also intended to prevent exploitation of DuPage ETSB 9-1-1 System resources by unauthorized individuals.

Emergency Telephone System Board Of DuPage County Policy and Procedures



The policy applies to all devices connected to the 911 network or using a DuPage ETSB 9-1-1 System Internet Protocol (IP) address to originate communications. Devices include computer/workstations, printers, or other network appliances, as well as hardware connected to the 9-1-1 network from behind firewalls or Network Address Translation (NAT) systems.

8.4 Responsibilities

8.4.A DuPage ETSB 9-1-1 System Manager:

- Pursuant to County Ordinance 20-40 Internal Operations (a)(3) may create a Tech Focus Group and designate an ETSB staff member to lead this focus group;
- Provides direction, planning and guidance about information security;
- Develops and reviews DuPage ETSB System information security policy and procedures;
- Oversees the creation of the minimum security standards for network devices with technical staff;
- Approves exceptions to minimum security standards;
- Works with the users in the public safety community to protect computer/workstation(s), devices, and the 9-1-1 network infrastructure from electronic attack;
- When necessary, blocks access to the 9-1-1 network in accordance with *Guidelines and Procedures for Blocking Network Access*.

8.4.B Agency Administrative Officials:

- Shall ensure that devices connected to the 9-1-1 network from their department are supported by an administrator or user with the ability to maintain minimum security standards.

8.4.C System Administrators:

- Are the designated person(s) within an agency with the ability to maintain minimum security standards;
- Shall ensure compliance with the minimum security standards set forth in the *Procedures* section of this policy;
- Such assigned person(s) for the agency will provide contact information to the DuPage ETSB. If an agency does not provide contact information, the designee will be the department head.

8.4.D Departments, Users and Individuals:

- Shall ensure that they use devices that comply with the minimum standards set forth in this policy;
- Function as the system administrator in the absence of an assigned system administrator;

9. PROCEDURES

9.1 Minimum Standards

Minimum security standards for devices attached to the DuPage ETSB 9-1-1 System network are attached in this document as Appendix A: Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices. These standards change periodically. Network device users should consult the DuPage ETSB 9-1-1 System Office to make sure they have the latest security standards before upgrading or changing their equipment. Implementing guidelines that provide more information about complying with minimum security standards are attached to this document as Appendix B page 17: (Implementing Guidelines for the Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices).



9.2 Exceptions

Departments, units, or individuals unable to comply with the minimum security standards for the DuPage ETSB 9-1-1 System networked devices but wishing to connect to the network must identify resources that will assist them (on an ongoing basis) in becoming compliant. Devices that do not comply with the minimum standards are subject to exclusion from the 9-1-1 network. Departments, units, or users who believe their devices require configurations that do not comply with the minimum security standards for 9-1-1 networked devices may request connection to the 9-1-1 network on an exceptional basis. Requests for such exceptions should be directed to the System Administrator, which will process the request for final approval by the 9-1-1 System Coordinator.

9.3 Revising Minimum Standards

Changes to the minimum security standards for networked devices will be approved by the 9-1-1 System Coordinator of the DuPage ETSB 9-1-1 System.

10. GUIDELINES AND PROCEDURES FOR BLOCKING NETWORK ACCESS

10.1 Purpose

DuPage ETSB 9-1-1 System administrators must take immediate action to mitigate any threats that have the potential to pose a serious risk to DuPage ETSB 9-1-1 information system, resources or public safety databases. If the threat is deemed serious enough, the computer/workstation(s) posing the threat will be blocked from network access. These guidelines specify how the decision to block is made and the procedures involved.

10.2 Guidelines

DuPage ETSB 9-1-1 System personnel have the authority to evaluate the seriousness and immediacy of any threat to DuPage ETSB 9-1-1 System information, system resources or public safety databases and to take action to mitigate the threat. Action that is taken will be responsible and prudent based on the risk associated with that threat and the potential negative impact to the DuPage ETSB 9-1-1 System caused by making the offending computer/workstation(s) inaccessible. Examples of threats that are serious enough to invoke these procedures are:

- The level of network activity is sufficiently large as to cause serious degradation in the performance of the network;
- System administrative privilege has been acquired by someone who is not supposed to have it;
- An attack on another computer/workstation or network has been launched;
- Confidential, private or proprietary electronic information or communications are being collected;
- Continued complaints have been received regarding inappropriate activity and no response has been received from the departmental contact regarding the incident.

10.3 Procedures

Users can be blocked from the network system:

1. If they fail to complete the User Form [Appendix D].
2. If the threat is immediate, the offending computer/workstation(s) will be blocked immediately and notification will be sent to the department Chief Administrator immediately that the block has occurred.

Emergency Telephone System Board Of DuPage County Policy and Procedures



3. If the threat is not immediate, notification of the threat will be sent to the department Chief Administrator via email. If a response is not received within 4 hours indicating that the department is taking action to mitigate the threat, the offending computer/workstation(s) will then be blocked.

In instance 1, execution of the User Form is required. In instance 2 or 3, the DuPage ETSB 9-1-1 System personnel will work with the department Chief administrator and/or the system administrator(s) to ensure that the computer/workstation(s) are properly re-secured. If a block has been put in place it will be removed when both the department and DuPage ETSB 9-1-1 System personnel agree that the problem causing the incident has been sufficiently addressed.

10.4 Recourse

If a department feels that a computer/workstation has been inappropriately blocked it may request a review of the decision by the 9-1-1 System Coordinator. If, after the review, there is still a disagreement with the decision, it may be further reviewed by the DuPage Emergency Telephone System Board.

11. UTILIZATION OF DUPAGE ETSB 9-1-1 PUBLIC SAFETY APPLICATIONS AND NETWORK EQUIPMENT

11.1 DuPage ETSB 9-1-1 Public Safety Applications

The DuPage ETSB provides and manages several public safety application systems for use with Emergency 9-1-1 dispatch services.

The use of these systems is restricted to authorized personnel. The use of these systems by unauthorized personnel may result in the blocking of specific computer/workstation(s) and/or the disabling of user accounts. Additional information regarding the proper use of DuPage ETSB 9-1-1 public safety applications can be found in Appendix D.

11.2 DuPage ETSB 9-1-1 Network Equipment

The DuPage ETSB provides and manages equipment for use with Emergency 9-1-1 dispatch services. The equipment includes but is not limited to;

- Computer Aided Dispatch (CAD) and CAD workstations;
- Mobile for Public Safety (MPS)
- UPS battery backup systems;
- Network routers and switches;
- Telephone voice loggers;
- Customer Premise Equipment (CPE)
- DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Consoles
- Fire Station Alerting (FSA)
- LiveMum

11.2.2 DuPage ETSB 9-1-1 Network Equipment - Interfaces

- Interfaces and interface management

This section addresses interface connections to the 9-1-1 system. This section outlines the system requirements for the interface connections. The Tech Focus Group has recommended that there

Emergency Telephone System Board Of DuPage County Policy and Procedures



should not be any direct connections to the production CAD system. Each interface request will be reviewed by the Tech Focus Group both before and after implementation to ensure the security and reliability of the submission.

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.

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.

The use of this equipment for any purpose other than that intended by the DuPage ETSB is prohibited and may result in computer/workstations(s) being blocked from the DuPage ETSB 9-1-1 Network system..

11.3 DuPage ETSB 9-1-1 Network Communications Systems

The DuPage ETSB 9-1-1 communications networks were implemented to provide Emergency 9-1-1 dispatch services through public safety applications. To provide a secure and accessible communications network the DuPage ETSB shall restrict network connectivity and only permit access to approved systems. These restrictions shall be implemented through the use of network firewalls and access control lists. All DuPage ETSB 9-1-1 public safety applications listed in section 11.1 and Appendix D are considered approved.

Any system not owned or managed by the DuPage ETSB shall be considered unapproved and will be blocked from the DuPage ETSB 9-1-1 network communication systems without specific approval by the DuPage ETSB. To obtain approval for network access by a system not owned or managed by the DuPage ETSB agencies will be required to complete the DuPage ETSB 9-1-1 Network Systems Access Request Form which can be found in Appendix G. Additionally, agencies will be required to submit a Memorandum Of Understanding – Information Technology and Network Security Access, authorized and executed by their appropriate corporate authorities or a department head that has the designated the authority to approve it. The Memorandum Of Understanding – Information Technology and Network Security Access can be found in Appendix H.

Revision approved: _____
Greg Schwarze, Chair

Revision adopted on: _____



APPENDIX A: Software Patch Updates

DuPage ETSB 9-1-1 System networked devices must run software for which security patches are made available in a timely fashion. They also must have all currently available security patches installed. Exceptions may be made for patches that compromise the usability of critical applications.

What are "security patches" and why do I need to keep my software up-to-date?

Security patches are updates to software that eliminate vulnerabilities that, when exploited, will compromise the security of the device. These updates are required for operating systems, application software, firmware, or any other software operating on the device. The majority of devices that are compromised are done so through the exploitation of security vulnerability that could have been eliminated with an already-released security patch. Almost every major worm or virus outbreak could have been prevented had users applied current security patches.

What does "software for which security patches are made available in a timely fashion" mean?

If security vulnerability is found for a piece of software, a software update that eliminates that vulnerability must be made available in a timely fashion. If an update is not made or will not be made within a reasonable amount of time, that software cannot run on the networked device. The DuPage ETSB 9-1-1 System Administrator is responsible for determining whether or not a security patch is being "made available in a timely fashion".

What if my critical software cannot be patched, will I be blocked from the network?

An agency or device may be blocked from accessing the network unless the agency system administrator requests an exception from the DuPage ETSB 9-1-1 System Administrator and your request is granted. If the application is determined to be critical but contains a security vulnerability that warrants a network block, an exception will most likely require the mitigation of the vulnerability through other means.

How do I ensure that my software has all currently available security patches installed?

It is very important to keep yourself apprised of security updates to all of the software on your machine. The easiest way to do this is to check the ETSB Extranet site on a regular basis. Information about how to join this list, if it exists for the application, will almost always be available on the vendor or developer's site. The following types of software are *most* likely to contain security vulnerability and should therefore be *more* frequently checked for patch currency (i.e. weekly):

- Operating Systems
- Server Software - Web servers, Mail servers, FTP servers, Database servers, etc.
- Web Browsers - Internet Explorer, Netscape, Safari, Mozilla, etc.
- Email Clients - Outlook, Outlook Express, Eudora, Netscape, Mozilla, etc.
- Peer-to-Peer File Sharing software - Kazaa, Gnutella, eDonkey, etc.

Emergency Telephone System Board Of DuPage County Policy and Procedures



APPENDIX B: Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices

The following minimum standards are required for devices connected to the DuPage ETSB 9-1-1 System network.

Software patch updates

DuPage ETSB 9-1-1 networked devices must run software for which security patches are made available in a timely fashion. They also must have all currently available security patches installed. Exceptions may be made for patches that compromise the usability of critical applications.

Anti-virus software

Anti-virus software must be running and up-to-date on every level of device, including clients, file servers, mail servers, and other types of DuPage ETSB 9-1-1 networked devices.

Host-based firewall software

Host-based firewall software must be running and configured according to the "Implementing Guidelines for the Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices", on every level of device, including clients, file servers, mail servers, and other types of DuPage ETSB 9-1-1 networked devices. While the use of departmental firewalls is encouraged, they do not necessarily obviate the need for host-based firewalls.

Passwords

DuPage ETSB 9-1-1 System must identify users and authorize access by means of passwords. When passwords are used, they must meet the Minimum Password Complexity Standards. In addition, shared-access systems must enforce these standards whenever possible and appropriate. All default passwords for access to network-accessible devices must be modified. Passwords used by system administrators for their personal access to a service or device must not be the same as those used for privileged access to any service or device.

No unencrypted authentication

Unencrypted device authentication mechanisms are only as secure as the network upon which they are used. Traffic across the 911 network may be surreptitiously monitored, rendering these authentication mechanisms vulnerable to compromise. Therefore, all 911 devices must use only encrypted authentication mechanisms unless otherwise authorized by the DuPage ETSB 9-1-1 System Administrator. (See "Requests for Exception" in the DuPage ETSB 9-1-1 System Policy on Minimum Standards for Networked Device Security Configurations.) In particular, historically insecure services such as Telnet, FTP, SNMP, POP, and IMAP must be replaced by their encrypted equivalents.

No unauthenticated email relays

DuPage ETSB 9-1-1 System devices must not provide an active SMTP service that allows unauthorized third parties to relay email messages, i.e., to process an e-mail message where neither the sender nor the recipient is a local user. Before transmitting email to a non-local address, the sender must authenticate with the SMTP service. Authenticating the machine (e.g. IP address/domain name) rather than the sender is not sufficient to meet this standard. Unless an unauthenticated relay service has been reviewed by DuPage ETSB 9-1-1 System Administrator and approved as to configuration and appropriate use, it may not operate on the 911 network.

Emergency Telephone System Board Of DuPage County Policy and Procedures



No unauthenticated proxy services

Although properly configured unauthenticated proxy servers may be used for valid purposes, such services commonly exist only as a result of inappropriate device configuration. Unauthenticated proxy servers may enable an attacker to execute malicious programs on the server in the context of an anonymous user account. Therefore, unless an unauthenticated proxy server has been reviewed by the DuPage ETSB 9-1-1 System Administrator and approved as to configuration and appropriate use, it is not allowed on the 911 network.

Physical security

Unauthorized physical access to an unattended device can result in harmful or fraudulent modification of data, fraudulent email use, or any number of other potentially dangerous situations. In light of this, where possible and appropriate, devices must be configured to "lock" and require a user to re-authenticate if left unattended for more than 30 minutes.

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Emergency Telephone System Board Of DuPage County Policy and Procedures



APPENDIX C: Implementing Requirements for the Minimum Standards for Security of DuPage ETSB 9-1-1 System Network Devices

I. Procedure for Participating Agencies for Mobile Computers.

- a. As a condition of access and use of the network, DuPage ETSB will provide access to and require agencies to download the Network optimization software and register their mobile computers in order to have access to the 9-1-1 System network.
 - Agencies must have unrestricted wireless cards connecting to the network.
 - ETSB will block internet access while connected into the system ("restrict" the card), if the agency requests it.
 - The Absolute Secure (fka: NetMotion) software provides access to the following systems that support or receive information from the 9-1-1 system only:
 - CAD system and interfaces 9-1-1 services
 - State systems that support 9-1-1 services
 - County applications supporting 911 services
 - Approved Agency systems that support 9-1-1 services
 - Approved PSAP systems that support 9-1-1 services
 - ETSB will review any additional software systems.
- b. DuPage ETSB acknowledges that certain member agencies already have network optimization systems in place. Agencies with existing network optimization systems will be allowed to continue use of their systems as long as they meet all the requirements in this policy and the security policy.

II. Procedures for connecting to the network inside stations.

As a condition of access and use of the network, computers must comply with all system requirements. Requirements will vary depending on individual components in 9-1-1 system.

- To ensure network security, Agencies shall submit compliance documentation for the above requirements to DuPage ETSB via an email to the ETSB ticketing system..
- The Technical Team will review the documentation and; if needed, may schedule a meeting with the requesting agency to review their request. The Technical Team will then make a recommendation to the DuPage ETSB Executive Director on the security and reliability of the submission for connection to the 9-1-1 network.
- The ETS Board authorizes the 9-1-1 System Manager to approve compliant applications pursuant to this policy. Disputed applications that cannot be mitigated, shall be brought to the ETS Board.

III. Quality Assurance Process

When approved, DuPage ETSB will require on demand, read-only access to the agency systems connecting to ETSB resources. DuPage ETSB staff will conduct random compliance checks and document compliance.

DuPage ETSB reserves the right to deny agencies the ability to connect to the ETSB network if at any time DuPage ETSB determines the reliability and stability of the network is jeopardized.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Agencies should immediately advise DuPage ETSB of any changes to, maintenance to or failures of their security and systems which could impact the stability and security of the 9-1-1 network. Notification can be made to the on-call ETSB technician.

Passwords

DuPage ETSB 9-1-1 System must identify users and authorize access by means of passwords. When passwords are used, they must meet the Minimum Password Complexity Standards. In addition, shared-access systems must enforce these standards whenever possible and appropriate. All default passwords for access to network-accessible devices must be modified. Passwords used by system administrators for their personal access to a service or device must not be the same as those used for privileged access to any service or device.

Minimum Password Complexity Standards:

All passwords employed to authorize access to 911 systems or services must meet the following standards: The password MUST:

- Contain eight characters or more;
- Contain characters from at least two of the following three character classes:
 - Alphabetic (e.g.: a-z, A-Z)
 - Numeric (i.e. 0-9)
 - Punctuation and other characters (e.g.: [!@#\\$%^&*\(\) +|~-=\{}\[\]:~!<>?.,/](#))

The password MUST NOT be:

- A derivative of the username.
- A word found in a dictionary (English or foreign).
- Names of family, pets, friends, or co-workers.
- Computer/workstation terms and names, commands, sites, companies, hardware, or software.
- Birthdays or other personal information such as addresses or phone numbers.
- A set of characters in alphabetic or numeric order (e.g. abcdef), in a row on a keyboard (e.g. qwerty), or in a simple pattern (e.g. 123123).
- Any of the above spelled backwards.
- Any of the above preceded or followed by a digit (e.g., qwerty1, 1qwerty).

Why do I need a strong password?

Passwords are used for various purposes. Some of the more common uses include: local accounts, web accounts, and email accounts. A weak (or absent) password is one of the most common ways for an attacker to compromise your account; therefore, you should be aware of how to select strong passwords.

The standard requires that devices must be configured to enforce the minimum password complexity requirements "whenever possible and appropriate". What type of situations might be exceptions?

It may be inappropriate in situations where the device is single-user (home machines or laptops). While you MUST use a password that meets the complexity requirements, it is not necessary to configure the device to enforce the requirements on these single-user devices.



What are some other password guidelines?

- Passwords should never be written down or stored on-line.
- In general, a password should be as long as possible while still being easy-to-remember. One way to do this is create a password based on an easy-to-remember phrase. For example, the phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation. NOTE: Do not use either of these examples as passwords!
- You should change your passwords on a regular basis, at least every six months.

No Unencrypted Authentication

Unencrypted device authentication mechanisms are only as secure as the network upon which they are used. Traffic across the 911 network may be surreptitiously monitored, rendering these authentication mechanisms vulnerable to compromise. Therefore, all 911 devices must use only encrypted authentication mechanisms unless otherwise authorized by the DuPage ETSB 9-1-1 System Administrator.

What is encrypted authentication and why should I use it?

Many Internet services such as email, calendaring, and file sharing require some kind of authentication before you can use the service. That is some way for you to prove that you are who you say you are. That's typically done with a simple user ID and password. There are, unfortunately, several pitfalls in implementing this over a network. One of the biggest problems is that the Internet is designed in such a way that makes it fairly easy for a hacker to "listen in" on other peoples' communications. So, for example, every time you (or your email client) authenticate to an email server your user name and password is sent over the network to the server. That means that anyone listening in would see your user name and password. They would then have full access to your email account and could abuse it in a myriad of ways including sending out spam, viruses, or worse in your name.

To avoid this, you need to make sure that your user name and password are always encrypted before being sent over the network to the server. How you do this depends on the type of service you're using and generally requires the provider of that service to configure the server in such a way that it can accept encrypted connections.

No Unauthenticated email relays

In addition to causing problematic bandwidth usage and inappropriate email appearing to come other unauthorized activities, in a manner similar to "virus" attacks.

No Unauthenticated proxy services

Although properly configured unauthenticated proxy servers may be used for valid purposes, such services commonly exist only as a result of inappropriate device configuration. Unauthenticated proxy servers may enable an attacker to execute malicious programs on the server in the context of an anonymous user account. Therefore, unless an unauthenticated proxy server has been reviewed by the DuPage ETSB 9-1-1 System Administrator and approved as to configuration and appropriate use, it is not allowed on the 911 network.

Physical Security

Unauthorized physical access to an unattended device can result in harmful or fraudulent modification of data, fraudulent email use, or any number of other potentially dangerous situations. In light of this, where possible and appropriate, devices must be configured to "lock" and require a user to re-authenticate if left unattended for more than 30 minutes.



What is physical security with respect to networked devices, and why is it important?

Physical security prevents attackers from accessing a device physically rather than through the network. It is even more important than network security, but is often overlooked by users and administrators. Regardless of the level of protection that a device has from network-borne attacks, physical access to the device by a knowledgeable attacker will almost always result in a complete compromise.

What do the Minimum Standards require?

The Minimum Standards for Security of DuPage ETSB 9-1-1 System Networked Devices require that, where possible and appropriate, devices must be configured to "lock" and require a user to re-authenticate if left unattended for more than 30 minutes.

What does "where possible and appropriate" mean? Only some devices are capable of "locking" after a set amount of time and requiring a user to re-authenticate. On devices where it is possible, it is sometimes inappropriate or unnecessary. For example:

- CAD terminals
- If the activation of the "locking" mechanism interferes with essential software in a way for which it was not designed (e.g. a password-protected screen saver that crashes critical lab equipment monitoring software and disrupts research)

Note: "where possible and appropriate" does not mean "where you feel like it", and annoyance at having to type a password more frequently does not constitute a valid reason to deem it inappropriate to do so.

Why 30 minutes?

It's long enough to prevent users from having to type their password in so often that it becomes a major annoyance or that passers-by are given too many opportunities to see the user typing it in. On the other hand, it's short enough to give attackers a reasonably small window under which they could access and compromise the device. There may be situations under which a shorter time-frame may be appropriate.

Emergency Telephone System Board Of DuPage County Policy and Procedures



APPENDIX D: Utilization of Public Safety Applications on the DuPage ETSB 9-1-1 System Network

What public safety applications does the ETSB provide and manage on the DuPage ETSB 9-1-1 System Network?

The DuPage ETSB provides and manages several public safety applications for use with E9-1-1 dispatch services. These applications are listed below.

- Closed Public Safety Network
- Computer Aided Dispatch (CAD)
 - CAD is used by E9-1-1 dispatchers to record E9-1-1 incidents and dispatch public safety resources.
- Mobile for Public Safety (MPS)
 - Mobile for Public Safety is used by public safety resources to communicate remote from the field.
- Audio Logger
 - Recording of telephone and radio transmissions
- Customer Premise Equipment (CPE)
 - E9-1-1 ANII/ALI equipment or NG911 software and hardware used to receive, process and dispatch 9-1-1 calls. "ANI/ALI" stands for "Automatic Number Identification" and "Automatic Location Identification," which are technologies used in 911 systems to automatically display a caller's phone number (ANI) and their corresponding address (ALI) when they make a call, allowing emergency dispatchers to quickly locate the caller's location without needing to ask for it manually; essentially, it's a system that identifies both who is calling and where they are calling from.
- Fire Station Alerting Equipment (FSA)
 - A fire station alerting system is a communication and dispatch tool by integrating with audio and digital signals in real time.
- DuPage Emergency Dispatch Interoperable Radio System including portable and mobile radios and radio consoles in dispatch
- Fire Recommendation Software
 - Recommends optimal unit relocations or "move-ups" that reflect the standardized coverage policies of the system users

What can I use these applications for?

The DuPage ETSB 9-1-1 public safety applications may only be used for public safety purposes. Accessing any DuPage ETSB 9-1-1 public safety application for personal use is strictly prohibited.

Who can use the DuPage ETSB 9-1-1 Public Safety Applications?

Authorized users will be granted user accounts by the DuPage ETSB Systems Administrator. Each user account may only be used by the user it was created for. Sharing user accounts or accessing a DuPage ETSB 9-1-1 public safety application with another individual's user account is strictly prohibited.

What data can I access within a DuPage ETSB 9-1-1 Public Safety Application?

Users are restricted to data granted by their user account. Accessing or attempting to access data outside of the configured security privileges or data owned by a different DuPage ETSB agency is strictly prohibited.



APPENDIX E: Utilization of DuPage ETSB 9-1-1 Network Equipment

What equipment does the DuPage ETSB provide for use with the DuPage ETSB 9-1-1 Network Systems?

The DuPage ETSB provides equipment to facilitate the use of the DuPage ETSB 9-1-1 public safety applications and connectivity to the DuPage ETSB 9-1-1 communications networks.

The DuPage ETSB provides CAD workstations to PSAP locations for use with the CAD and MPS system. Policies for the proper use of these workstations can be found in the CAD Workstation Acceptable Use Policy.

The DuPage ETSB provides network routers and switches to connect PSAPS to the DuPage ETSB 9-1-1 communications networks. These network devices are owned and managed by the DuPage ETSB and any modifications or unauthorized connections are strictly prohibited.

DRAFT

Emergency Telephone System Board Of DuPage County Policy and Procedures



**Information Technology and Network Security Policy
Policy No: 911-013 – APPENDIX F**

User Form

Agency:	
Address:	
Chief/Department Head:	
Telephone:	
Email address:	
System Administrator:	
Telephone:	
Cellular Phone:	
Email address:	

With the submission of this form, I confirm that the users of the above listed agency have reviewed and understand the DuPage ETSB Information Technology and Network Security Policy, Policy No: 911-013, [the "Policy"]. The users of the agency further understand that, for security purposes, under the guidelines of this policy that an agency computer/workstation may be blocked from the DuPage ETSB 9-1-1 System Network if a violation of the policy is initiated. This form further certifies that the computer/workstations connection to the DuPage ETSB 9-1-1 System are in compliance and/or that this agencies is working with DuPage ETSB technical staff to gain compliance.

Date:

Authority:

Chief/ Department Head

This agency is also a PSAP: [] yes [] no

Emergency Telephone System Board Of DuPage County Policy and Procedures



APPENDIX G

TO: Emergency Telephone System Board 9-1-1 System Manager
FROM:
SUBJECT: Interface Request Form

Type of Interface (select one)

	Real Time Interface
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.	
	Asynchronous Interface
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 Improject Implementation Schedule received
[]	[]	Vendor SLA received
[]	[]	9-1-1 System Manager
[]	[]	MOU executed
[]	[]	ETS Board Approved: _____ Chair's Initials: _____
		Date

Emergency Telephone System Board
Of DuPage County
Policy and Procedures



APPENDIX H

Memorandum of Understanding
Information Technology and Network Security Access
By and Between
The Emergency Telephone System Board of DuPage County ("DuPage ETSB")
And
_____ ("Agency")

This is an agreement between the DuPage ETSB, an Emergency Telephone System Board created pursuant to 50 ILCS 750/ *et. seq.* and the Agency governing the use of the DuPage ETSB network.

I. Purpose and Scope

The purpose of this agreement between the parties is to formalize a usage agreement for access to the DuPage Emergency Telephone System (ETS) network in accordance with DuPage ETSB policy 911-013 ("Policy"), attached and incorporated as Attachment A, and made a part of this Agreement as if fully set forth herein.

II. Background

The DuPage ETSB 9-1-1 communications networks were implemented to provide Emergency 9-1-1 dispatch services through public safety applications. To provide a secure and accessible communications network the DuPage ETSB shall restrict network connectivity and only permit access to approved systems. These restrictions shall be implemented through the use of network firewalls and access control lists. All DuPage ETSB 9-1-1 dispatch-related public safety applications listed in section 11.1 and Appendix D of DuPage ETSB policy ETS-12-001 are considered approved.

III. Responsibilities of the Agency

The Agency wishes to have access and to connect to the DuPage ETSB network for an application that is not listed in DuPage ETSB policy ETS-911-013.

Through the execution of this document, the Agency attests and affirms that:

1. They are or will be compliance with DuPage ETSB policy 911-013;
2. They have completed and submitted the appropriate request documents contained in 911-013 and are attached hereto as part of this Memorandum of Understanding;
3. They agree to abide by the conditions set forth in DuPage policy 911-013. To the extent that the Agency's current technology does not meet the policy requirements, the Agency agrees to meet the requirements upon replacement of equipment and/or within twelve (12) months of the execution of this agreement. The Agency understands that failure to comply will result in termination of the interface/connection to the DuPage ETSB network.
4. They will notify DuPage ETSB in writing within 30 days of their intent to termination this Memorandum of Understanding.

Emergency Telephone System Board Of DuPage County Policy and Procedures



5. The Agency agrees that it will not allow access to the DuPage ETSB network to any other party through the Agency connection.

IV. Responsibilities of DuPage ETSB

DuPage ETSB agrees to support, maintain and make available access to the DuPage ETSB network to the Agency until or unless by mutual agreement of the Agency and DuPage ETSB the Agency opts to discontinue its connection.

DuPage ETSB will provide the Agency access to the DuPage ETSB network. Access shall be provided at no cost to its members whose surcharge is remitted and retained by DuPage ETSB. Costs to members who surcharge is remitted to another entity or non-members shall be determined through negotiation and separate contractual agreement.

All costs associated with the connection/interface to the DuPage ETSB network is the sole responsibility of the Agency.

With respect to Section III, Item 3, the DuPage ETSB agrees to provide the Agency with 30 days written notice. prior to the ETSB's termination of an interface/connection, Notwithstanding the forgoing, the DuPage ETSB may terminate the Agency's software application if the ETSB determines that such application poses an immediate threat to the security of the DuPage ETSB network. The DuPage ETSB shall provide notice to the Agency's submitted single point of contact as previously communicated to the ETSB if any such termination takes place.

V. Further Agreements of the Parties

DuPage ETSB agrees to provide reasonable notice to the Agency of any changes or upgrades to the network or a system application which may interrupt access. Any costs related to a change or upgrade for an interface or Agency application is the sole responsibility of the Agency. DuPage ETSB will not delay a system change or upgrade for its users of public safety 9-1-1 systems.

VI. Term, Termination, and Modification of Agreement

This Memorandum shall become effective upon its execution by both parties remain in effect until terminated as provided herein. The Agency may terminate its participation in the agreement within thirty (30) days of its execution.

Emergency Telephone System Board of
DuPage County

By _____
Chair

Date: _____

The Agency

By _____
Authorized Agent

Date: _____



ETSB Resolution

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

File #: ETS-R-0012-25

Agenda Date: 3/12/2025

Agenda #: 7.E.6.

RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-013.1: COMPUTER AIDED DISPATCH 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, DU PAGE ETSB Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees has been developed by the DuPage ETSB staff and is consistent with the ETSB Policy 911-013: Information Technology and Network Security requirements and the Act; and

WHEREAS, the DU PAGE ETSB created policy 911-013.1: Computer Aided Dispatch Interface Access and Fees has been developed to provide a secure network that protects the integrity and confidentiality of information of the 9-1-1 System while providing accessibility for its users for non-911 interfaces along with a fee structure for such purposes; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees be, and is here by approved and adopted.

Enacted and approved this 12th day of March, 2025 at Wheaton, Illinois.

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:

Computer Aided Dispatch Interface Access and Fees

Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the CAD 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 Computer Aided Dispatch (CAD) Interface requests not suitable for 9-1-1 surcharge 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 CAD 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 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.

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.

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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

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 *9-1-1 System Change Request* form from 911-018: 9-1-1 System Administration 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 911-018: 9-1-1 System Administration.
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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



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. 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.
8. 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.

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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

**Memorandum of Understanding
CAD 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.

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 CAD 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 not suitable for support with 9-1-1 surcharge funds.

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 Hexagon CAD system for applications that cannot be supported with 9-1-1 surcharge funds.

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 CAD system.

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.

III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system via an *Edge Frontier (Xalt Interface)* 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.

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. This type of work is not considered normal maintenance. ETSB CAD Administrator 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 CAD Administrator. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-018.6 Computer Aided Dispatch Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the

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 CAD vendor. This type of work is not considered normal maintenance. ETSB CAD Administrator 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.

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 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 Computer Aided Dispatch Interface Access and Fee Policy

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1: Computer Aided Dispatch Interface Funds and understand the process and fees associated with an interface to the 9-1-1 CAD 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 _____
Chairman

By _____
Authorized Agent

Date: _____

Date: _____

DRAFT

911-013.1 Computer Aided Dispatch Interface Funds Attachment B

The following is the fee summary for CAD Interfaces for non-surcharge related expenses:

1. The hourly rate for employees of the ETSB as of FY25:

Employee	Rate	½ Rate
Executive Director	\$104.19	\$52.10
Deputy Director IT	\$78.53	\$39.27
Operations Administrator	\$61.00	\$30.50
CAD Administrator	\$65.00	\$32.50
Senior Network Analyst	\$50.87	\$25.44
CAD Analyst	\$43.94	\$21.97
Data Analyst	\$41.05	\$20.53
Administrative Assistant	\$30.76	\$15.38

2. ETSB Implementation Costs for Non-Surcharge Interface

Task	Employee	Time	Rate	Cost
Scope of Work Development	CAD Administrator	1	\$ 65.00	\$65.00
	Deputy Director	1	\$ 78.53	\$78.53
Tech Focus Review (1 meeting)	CAD Administrator	0.5	\$ 65.00	\$32.50
	Senior Network Analyst	0.5	\$ 50.87	\$25.44
	CAD Analyst	0.5	\$ 43.94	\$21.97
	Data Analyst	0.5	\$ 41.05	\$20.53
	Deputy Director	0.5	\$ 78.53	\$39.27
Prepare paperwork for Board	Administrative Assistant	1	\$ 30.76	\$30.76
Procurement Paperwork	Operations Administrator	1	\$ 61.00	\$61.00
Review, Approval, ASA Review, Bd Prep	Executive Director	1.5	\$104.19	\$156.29
Installation and Testing and Acceptance	CAD Administrator	3	\$ 65.00	\$195.00
	Deputy Director	2	\$ 78.53	\$157.06
Acceptance, Reporting and Invoicing	Administrative Assistant	1	\$ 30.76	\$30.76
	Subtotal	14		\$914.09
Annual Maintenance			Flat Fee	\$250
Customer Assistance Retainer	Tickets after install			\$2,500.00
	Total			\$3,664.09

The above are the minimum hours for a project. Some interface projects are seamless and require a minimum amount of effort for staff because the CAD vendor already has an interface developed and available and the requesting agency is ready to move forward. Other projects can lag and require more hands on work including work on the agreement. These are reported in the monthly report for the ETS Board which is also administrative work for the Administrative Assistant, Operations Administrator, CAD Administrator, Deputy Director and Executive Director. The retainer will begin with tickets submitted and drill down.

3. Additional Costs:

Employee	Task	Time	Cost
If performed by Admin Assistant	Rebill of past due invoices / each occurrence	.25 hr	\$7.69
If performed by Ops Admin	Rebill of past due invoices / each occurrence	.25 hr	\$15.25
Operations Administrator	Monthly report accounts receivable	.25 hr	\$15.25
None	Postage on rebill, email + 2 nd time		Current Rate
None	Postage on rebill, email + 3 rd time certified		Current Rate
CAD Administrator	Annual maintenance	Flat fee	\$175.00
CAD Administrator	Interface modification assistance	TBD	By Plan



Discussion

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

File #: 25-0828

Agenda Date: 3/12/2025

Agenda #:

The following bills were shared at the State 9-1-1 Advisory Board meeting.

HB 1866 NEXT GEN 9-1-1 IMPLEMENTATION

Chair Yokley indicated that there would be additional language at the second March Meeting. Randy Nerht stated that the deadline for bills was the 21st of March and asked whether it would pass out of committee as is. Chair Yokley indicated that he felt language had to come before the Board so it will happen after that.

1/29/25 filed by SAB member House Rep Angelica Guerrer-Cuellar

1/29/25 referred to Rules Committee.

2/25/25 assigned to Executive Committee.

Synopsis As Introduced

Amends the Emergency Telephone System Act. Makes changes to the definitions of terms defined in the Act. Requires a municipality with a population over 500,000 to provide Next Generation 9-1-1 service by January 1, 2029 (rather than January 1, 2026). Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$5.00 per network connection. Provides that, on or after January 1, 2029 (rather than January 1, 2026), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$2.50 per network connection. Provides that, until December 31, 2028 (rather than December 31, 2025), a municipality with a population in excess of 500,000 may by ordinance continue to impose and collect a monthly surcharge per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis that does not exceed \$5.00. Provides that, on or after January 1, 2027 (rather than January 1, 2026), a municipality with a population in excess of 500,000 may impose and collect its wireless carrier surcharge if the monthly surcharge does not exceed \$2.50 per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis. Removes references to "enhanced 9-1-1". Provides for the repeal of the Act on December 31, 2028 (rather than December 31, 2025). Effective January 1, 2026.

HB 1697 9-1-1 TC CPR Training

filed by Senator Doris Turner

1/28/25 First Reading referred to Assignments,

2/4/25 to State Government

2/20/25 Postponed – State Government

2/20/25 Section Committee Amendment #1 Sen Doris Turner, referred to Assignments.

2/25/25 House Committee Amendment No. 1 Filed with Clerk by Rep Lisa Davis

2/25/25 House Committee Amendment No. 1 Referred to Rules

2/26/25 House Committee Amendment No. 1 Referred to Police & Fire Committee

Numerous Reps added as Co-Sponsors

3/4/25 Senate Committee Amendment No 1 Assignments Refers to State Government, Added Co-Sponsor Sen Michael Halpin

3/6/25 House Committee Amendment No. 1 Adopted in Police & Fire Committee; by Voice Vote; Do Pass as Amended / Short Debate in Police & Fire Committee; 013-000-000

3/6/25 Placed on Calendar 2nd Reading Short Debate

Synopsis As Introduced

Amends the Illinois State Police Law. Provides that, beginning January 1, 2026, all 9-1-1 telecommunicators who provide dispatch for emergency medical conditions shall be required to be trained, utilizing the most current nationally recognized emergency cardiovascular care guidelines, in high-quality telecommunicator cardiopulmonary resuscitation (T-CPR). Defines telecommunicator cardiopulmonary resuscitation for the purposes of the provisions.

House Committee Amendment No. 1

In the Illinois State Police Law, removes provisions requiring the Office of the Statewide 9-1-1 Administrator, in consultation with the Statewide 9-1-1 Advisory Board, to develop comprehensive guidelines for training and adopt rules and minimum standards for continuing education on emergency medical dispatch. Amends the Emergency Medical Services (EMS) Systems Act. Requires an emergency medical dispatcher to complete a training course in telecommunicator cardiopulmonary resuscitation (T-CPR) in accordance with rules adopted by the Illinois Department of Public Health. Requires each emergency medical dispatcher to provide prearrival instructions and telecommunicator cardiopulmonary resuscitation (T-CPR) in compliance with protocols selected and approved by the system's EMS medical director and approved by the Department (rather than provide prearrival instructions in compliance with protocols selected and approved by the system's EMS medical director and approved by the Department).

HB 3164 ETSA Surcharge – Chicago

2/6/25 filed by Rep Kam Buckner

2/18/25 First Reading, referred to Rules Committee

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that, until December 31, 2027 (currently, December 31, 2025), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$5 per network connection. Provides that, on and after January 1, 2028 (currently, January 1, 2026), a municipality with a population over 500,000 may not impose a monthly surcharge in excess of \$2.50 per network connection. Provides that, until December 31, 2027 (currently, December 31, 2025), a municipality with a population over 500,000 may by ordinance continue to impose and collect a monthly surcharge per commercial mobile radio service (CMRS) connection or in-service telephone number billed on a monthly basis that does not exceed \$5. Provides that, on and after January 1, 2028 (currently, January 1, 2026), a municipality with a population over 500,000 may continue imposing and collecting its wireless carrier surcharge subject to certain limitations. Effective immediately.

HB 1072 Schools Mobil Panic Alert System

12/20/24 Prefiled with Clerk by Rep Janet Yang Rohr

1/9/25 First Reading, referred to Rules Committee

1/23/25 Co-Sponsor Re Maura Hirschauer

1/24/25 added Chief Co-Sponsor Rep Dagmara Avelar, Rep Nebeela Syed

2/4/25 Assigned to Appropriations – Elementary & Secondary Education Committee

Synopsis As Introduced

Creates the Mobile Panic Alert System Act. Provides that the Act may be referred to as Alyssa's Law. Requires, beginning with the 2026-2027 school year, each public school to implement a mobile panic alert system capable of connecting diverse emergency services technologies to ensure real-time coordination between multiple first responder agencies. Requires, for the 2026 fiscal year, the State Board of Education to issue a competitive solicitation to contract for a mobile panic alert system that may be used by each school district. Amends the Charter Schools Law of the School Code to make a conforming change. Effective January 1, 2026

HB 1705 School CD-Panic Alert System

1/24/25 filed with Clerk by Rep Dagmara Avelar

1/28/25 first reading, referred to rules

2/18/25 Assigned to Appropriations – Elementary & Secondary Education Committee

Synopsis As Introduced

Amends the School Code. Requires each school board to implement, not later than July 1, 2026, a mobile panic alert system capable of connecting disparate emergency services technologies to ensure real-time coordination between local and State law enforcement and first responder agencies. Provides that the system shall be known as "Alyssa's Alert" and shall integrate with local, public-safety, answering-point infrastructure to transmit 9-1-1 calls and mobile activations. Allows a school board to implement additional strategies or systems to ensure real-time coordination between multiple first responder agencies in the event of a school security emergency. Provides that a school board is not required to procure or implement new or additional capabilities if, as of July 1, 2025, the school board has already implemented a mobile panic alert system with capabilities that meet system requirements. Requires the State Board of Education to conduct market research not later than December 1, 2025 to identify whether an existing competitively procured source of supply is available for a mobile panic alert system from multiple vendors for use by school districts. Provides that if no existing source of supply exists, then the State Board shall issue a competitive solicitation for such source of supply no later than January 1, 2026. Effective immediately

HB 3195 DHS 2-1-1 Service

2/6/25 Filed by Rep Daniel Didech

2/18/25 First Reading, referred to Rules Committee

Synopsis As Introduced

Amends the 2-1-1 Service Act. Makes changes to a provision concerning the designation of a lead entity to administer the statewide 2-1-1 system. Requires the lead entity to have: (1) demonstrated expertise in providing access to health and human services; and (5) a demonstrated track record of securing diversified funding sources in order to support sustainable operation of 2-1-1. Requires the lead entity to establish standards consistent with prevailing national standards established for providing information about and referrals to human services agencies to 2-1-1 callers. Requires the lead entity to provide annual reports to the Department of Human Services on the 2-1-1 system, including information on call volume and interactions, caller demographics, reasons for contact, service referral gaps, and other matters. Makes changes to the definitions of "approved 2-1-1 service provider", "2-1-1 service area", and "Human services". Removes the definitions for "pay telephone", "private branch exchange", and "recognized 2-1-1 service provider". Amends the Human Services 2-1-1 Collaboration Board Act. Provides that the Act is repealed on July 1, 2025. Effective immediately.

HB 3233 EMS Response Task Force

2/6/25 Filed by Rep Bradley Fritts

2/18/25 First Reading, referred to Rules Committee

Synopsis As Introduced

Amends the Emergency Medical Services (EMS) Systems Act. Creates the Emergency Medical Service Response Task Force to investigate and provide legislative and policy recommendations

regarding slow and dangerous response times for ambulance and EMS services in parts of the State, in particular services in rural communities. Provides that the Emergency Medical Service Response Task Force shall address, study, and provide recommendations on any aspect of the response time crisis deemed appropriate by the Task Force, including the sustainability of Emergency Medical Services (EMS) Systems in rural communities throughout the State; any regulatory or administrative burdens or staffing restrictions placed on providers that contribute to staffing issues or slow response times; revenue shortfalls that challenge the sustainability and survival of ambulance or emergency medical services; and the report, findings, and any recommendations of the EMT Training, Recruitment, and Retention Task Force. Sets forth provisions concerning the appointment of members. Requires members to convene at the call of the co-chairs for at least 6 meetings, and provides that members shall serve without compensation. Requires the Task Force to submit its final report containing legislative and policy decisions to the General Assembly and the Governor no later than September 1, 2026, and upon the submission of its final report, the Task Force shall be dissolved.

HB 3697 Mobile mental health providers

2/7/25 Filed by Rep Kelly M. Cassidy

2/18/25 First Reading, referred to Rules Committee

Synopsis As Introduced

Amends the Community Emergency Services and Support Act. Modifies legislative findings. Provides that appropriate mobile response services must, among other things, subject to the care decisions of the individual receiving care, coordinate transportation for any individual experiencing a mental or behavioral health emergency to the least restrictive setting feasible (rather than provide transportation for any individual experiencing a mental or behavioral health emergency). Provides that adequate mobile mental health relief provider training includes, among other things, training in recognizing and working with people with neurodivergent and developmental disability diagnoses and in the techniques available to help stabilize and connect them to further services and training in the involuntary commitment process, in identification of situations that meet the standards for involuntary commitment, and in cultural competencies and social biases to guard against any group being disproportionately subjected to the involuntary commitment process or the use of the process not warranted under the legal standard for involuntary commitment. Provides that mobile mental health relief providers may only participate in the involuntary commitment process to the extent permitted under the Mental Health and Developmental Disabilities Code. Requires the system for gathering information developed by the Statewide Advisory Committee to determine the number of instances of mobile mental health relief providers initiating petitions for involuntary commitment. Provides that the exemption from civil liability for emergency care provided in the Good Samaritan Act applies to anyone providing care under the Act. Provides that each 9-1-1 public safety answering point and emergency service dispatched through a 9-1-1 public safety answering point must begin coordinating its activities with the mobile mental and behavioral health services established by the Division of Mental Health once all 3 of the following conditions are met, but not later than July 1, 2027 (rather than July 1, 2025). Adds definitions and modifies existing definitions. Effective immediately.

SB 1946 School Safety Drill Mapping Data

2/6/25 Filed by Sen Meg Loughran Cappel

2/16/25 First Reading, referred to Assignments

Synopsis As Introduced

Amends the School Safety Drill Act. Requires any entity that receives crisis response mapping

data to provide copies of the data to appropriate local, county, State, and federal first responders for use in response to emergencies. Requires the State Board of Education to provide crisis response mapping data to eligible entities in the order in which such entities apply for it and until any appropriations made for the purposes of this Section are exhausted. Makes other changes.

SB 1589 Pub Benefits Mental Health Act

2/4/25 Filed by Sen Robert Peters

2/4/25 First Reading, referred to Assignments

Synopsis As Introduced

Amends the Public Employee Disability Act, the Line of Duty Compensation Act, and the Public Safety Employee Benefits Act. Includes mental health professionals within the scope of the Acts. Defines "mental health professional" as any person employed and dispatched by a unit of local government to respond to crisis calls received on public emergency service lines instead of or in conjunction with law enforcement

SB 2500 Mobil Mental Health Providers

2/7/25 Filed by Sen Robert Peters

2/16/25 First Reading, referred to Assignments

3/4/25 Assigned to Health and Human Services

Synopsis As Introduced

Amends the Community Emergency Services and Support Act. Modifies legislative findings. Provides that appropriate mobile response services must, among other things, subject to the care decisions of the individual receiving care, coordinate transportation for any individual experiencing a mental or behavioral health emergency to the least restrictive setting feasible (rather than provide transportation for any individual experiencing a mental or behavioral health emergency). Provides that adequate mobile mental health relief provider training includes, among other things, training in recognizing and working with people with neurodivergent and developmental disability diagnoses and in the techniques available to help stabilize and connect them to further services and training in the involuntary commitment process, in identification of situations that meet the standards for involuntary commitment, and in cultural competencies and social biases to guard against any group being disproportionately subjected to the involuntary commitment process or the use of the process not warranted under the legal standard for involuntary commitment. Provides that mobile mental health relief providers may only participate in the involuntary commitment process to the extent permitted under the Mental Health and Developmental Disabilities Code. Requires the system for gathering information developed by the Statewide Advisory Committee to determine the number of instances of mobile mental health relief providers initiating petitions for involuntary commitment. Provides that the exemption from civil liability for emergency care provided in the Good Samaritan Act applies to anyone providing care under the Act. Provides that each 9-1-1 public safety answering point and emergency service dispatched through a 9-1-1 public safety answering point must begin coordinating its activities with the mobile mental and behavioral health services established by the Division of Mental Health once all 3 of the following conditions are met, but not later than July 1, 2027 (rather than July 1, 2025). Adds definitions and modifies existing definitions. Effective immediately.