

JAMES MENDRICK
SHERIFF



EDMOND MOORE
UNDERSHERIFF

COUNTY OF DUPAGE

To: Honorable Lucy Chang Evans, Chair of the Judicial and Public Safety Committee
Members of the Judicial and Public Safety Committee

From: Deputy Chief Dan Bilodeau

Date: 10/19/2023

Re: ACDC Contract Extension/DUCOMM Switchover

Background:

In mid 2020 the Sheriff's Office began the process of dispatch consolidation with the Addison Consolidated Dispatch Center (ACDC). As it remains today, ACDC and DUCOMM are the only two consolidated dispatch centers in DuPage County. During the initial process ACDC was the far less expensive of the two options, so the Sheriff's Office contracted with ACDC and closed their own dispatch center.

During the initial negotiations with ACDC, multiple requests for operational services were made and agreed to but were never met. This included items such as our own independent radio frequency and use of badge numbers for dispatch. These were two aspects we had at the Sheriff's Office Dispatch Center that were only tentatively given up. We were also assured by the then director of ACDC, Delores Temes, that upon renewal the contract would not exceed a 3% increase per year.

I made contact with Director William Hayden in July of 2023 in an effort to begin renewal negotiations as the contract is due to expire at the end of October 2023. Shortly after the initial contact, the Village of Addison was subject to a ransomware attack that took several weeks to fully resolve. Based on this, representatives of ACDC were unable to meet with us to discuss the contract extension. After repeated requests on my part, an initial meeting was set for Tuesday August 29, 2023.

At this meeting we were presented with a contract renewal far exceeding the 3% increase, in fact the cost was more than doubled the previous contract. The first 3 years of the contract were all at \$863,692. The financial request for ACDC was for \$741,349.67 to get through April 30, 2024. This was to get the contract in sync with their budget year, not ours. Then the price jumped for the following year (May 1, 2024- April 30, 2025) to a total of \$1,609,163.84. The following year showed another significant increase to \$1,744,480.85 with no explanation for this significant cost increase. Additionally, all of our repeated requests to revisit our operational request were met with resistance. At the conclusion of the meeting, I requested a digital copy of the proposal so that we could ask questions and present changes. The proposed changes were sent back to ACDC on September 1, 2023 (see attached). There was no contact or acknowledgement of receipt of the document until I sent a follow-up email on September 12, 2023. Aside from an acknowledgement

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of the email and a statement of “We are still working on this and looking at some options. I will get back to you soon to try and set up a follow-up meeting,” to date there has been no follow-up.

As the contract with ACDC was set to expire, and there appeared to be no meaningful negotiations or interest in negotiation on the part of ACDC, DUCOMM was contacted to determine if there was a mutual interest in them providing dispatch services to the Sheriff’s Office. An initial meeting was set for September 28th, 2023 with a follow-up meeting on October 12, 2023. It was determined that there would be mutual interest in moving dispatching services to DUCOMM. We discussed the possibility of moving as soon as December 1, 2023. During these two meetings both parties agreed there would be challenges with this timeline, but they could be overcome if needed.

On October 13, 2023 Deputy Chief Swanson and I met with DUCOMM Supervisors to discuss the possible move and operational challenges. We also discussed our requests for items, such as our own radio frequency and dispatch via badge numbers. There was mutual agreement on all aspects, including the understanding that some operational factors would have to be phased in over a short period of time.

As of the writing of this memo, multiple requests have been made to ACDC to inquire as to costs for short-term extensions to facilitate this move, and no response has been received. We have been assured by ETSB Director Linda Zerwin that ACDC cannot simply shut off dispatch services. It was also learned that ACDC sent out an email to their staff prior to any formal announcement that the Sheriff’s Office was leaving ACDC for DUCOMM in December (see attached).

With some technical challenges taken into consideration, we are seeking an extension with ACDC until May 1, 2024. Undersheriff Moore has contacted Deputy Chief Selvik of Addison Police Department to request the cost associated with the extension. The cost will be the same as the initial term in the contract of \$741,349.67.

I realize that this extension request is coming near or after the expiration of the contract with ACDC, however it is due to their lack of responsiveness. We are putting forth every effort possible to bring this to a swift resolution.

If there are any questions, please feel free to contact me.