



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

Regular Meeting Agenda

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

Wednesday, December 10, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

<https://us02web.zoom.us/j/85345477879?pwd=ML1zz1MrVyqw4zVnadrV81ebfTwbAh.1>

Meeting ID: 853 4547 7879

Passcode: 109431

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC COMMENT**
- 4. CHAIR'S REMARKS - CHAIR SCHWARZE**
- 5. MEMBERS' REMARKS**
- 6. CONSENT AGENDA**
 - 6.A. Monthly Staff Report**
 - 6.A.1. [26-0006](#)
Monthly Report for December 10 Regular Meeting
 - 6.B. Revenue Report 911 Surcharge Funds**
 - 6.B.1. [26-0009](#)
ETSB Revenue Report for December 10 Regular Meeting for Fund 5820/Equalization
 - 6.C. Minutes Approval Policy Advisory Committee**
 - 6.C.1. [25-2897](#)
ETSB PAC Minutes - Regular Meeting - Monday, November 3, 2025
 - 6.D. Minutes Approval ETS Board**
 - 6.D.1. [26-0004](#)
ETSB Minutes - Regular Meeting - Wednesday, November 12

6.E. 2026 Meeting Calendars**6.E.1. [26-0005](#)**

2026 Meeting Calendar - Emergency Telephone System Board (Revised)

7. VOTE REQUIRED BY ETS BOARD**7.A. Dissolution of the Ad Hoc Finance Committee****7.A.1. [25-2650](#)**

Pursuant to Section 4(b)(1) of the ETSB Ordinance CB-O-0002-24, an Ad Hoc Finance Committee was created, and as of November 12, 2025, shall be released and discharged from all further authority, duties, responsibilities, and obligations related to and arising from and in connection with the ETSB FY2026 Budget.

7.B. Payment of Claims**7.B.1. [26-0007](#)**

Payment of Claims for December 10, 2025 for FY25 - Total for 4000-5820 (Equalization): \$2,554,014.

7.B.2. [26-0008](#)

Payment of Claims for December 10, 2025 for FY26 - Total for 4000-5820 (Equalization): \$6,651,399.47.

7.C. Change Orders**7.C.1. [26-0003](#)**

ETS-R-0086E-22 - Amendment to Resolution ETS-R-0086-22, issued to Comcast Holdings Corporation dba Comcast Business Communications, LLC PO 922043/6145-1 to encumber additional funds in the County Finance software, to increase the funding in the amount of \$105,236, resulting in an amended contract total of \$1,842,836, an increase of 6.06%.

7.C.2. [26-0040](#)

ETS-R-0074H-21 - Amendment to ETS-R-0074-21 issued to Motorola Solutions, Inc., PO 921054/5522-1, to reconcile the contract equipment and services, for the period through December 31, 2031, for no change in contract total amount.

7.D. Resolutions**7.D.1. [ETS-R-0001-26](#)**

Resolution authorizing the hiring of an ETSB Deputy Director of Operations (Starting salary: \$150,000).

7.D.2. [ETS-R-0003-26](#)

Resolution to approve the execution of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Village of Lombard Police Department for an interface and connection to the Computer Aided Dispatch (CAD) system for an Axon FususOne Edge Frontier (Xalt) Interface per DuPage ETSB Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees.

7.D.3. [ETS-R-0073-25](#)

Resolution to approve the language Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware. (PAC Recommended for Approval: 6 Aye, 0 Nay, 0 Absent).

7.D.4. [ETS-R-0002-26](#)

Resolution approving a grant in 911 surcharge funds in the amount of \$1,000,000 from the FY25 budget to the two DuPage County Public Safety Answering Points to be used consistent with State and Federal law.

8. DEDIR SYSTEM UPDATE**9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN****10. OLD BUSINESS****11. NEW BUSINESS****12. EXECUTIVE SESSION****12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)****12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C) (1)****12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS 120/2 (C) (8)****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, January 14 at 9:00am in 3-500B**



ETSB Other Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
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File #: 26-0006

Agenda Date: 12/10/2025

Agenda #: 6.A.1.



Emergency Telephone System Board of DuPage County Monthly Report

**December
Board
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity November 1 through November 30. 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!

Best wishes in your new position - The ETSB would like to thank **Chief Andy Dina** for his service to the ETS Board as Chair of the PAC. Chief Dina will be leaving Warrenville Fire Protection District December 18 for a position with Argonne Fire Department January 5, 2026. We appreciate his dedicated service to the DEDIR System and the DuPage 911 community.

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

All meeting dates are scheduled for a Monday, unless otherwise noted.

December 15
January 12
February 9
February 23
March 9
March 23
April 6
April 20
May 4
May 18
June 15
July 13
August 17
September 14
October 21 (Wednesday)
November 16
December 14

The Board set the meeting schedule for 2026 as noted above. There are multiple dates in the first quarter of the calendar year to facilitate the report to the General Assembly and for strategic planning.

There was a page-by-page review of changes to draft administrative rule 1325. At the end, the board came to consensus on the language. There are still some issues, and the Chair stressed that a vote consensus at the November meeting did not mean that a board member could not bring something forward. This consensus allows for the rules to process to legal to be put in the final format for submission to JCAR, the next step in the process. Aye: 8, Nay: 1 vacant positions: 3

Annual Dissolution of the Ad Hoc Finance Committee

On the agenda for December will be the board action to discharge the Ad Hoc Finance Committee. This item was tabled to this meeting at the request of Vice Chair Franz for further discussion. The Chair stressed his preference to continue an Ad Hoc Finance Committee that was constituted each year.



Emergency Telephone System Board of DuPage County Monthly Report

December Board Meeting

The Ad Hoc Finance Committee generally meets 6 times (May – October). The information provided to the Ad Hoc Finance Committee, or posted, is also directly provided to the ETS Board members.

Policy

Policy 911-015.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

This policy is on the December agenda for Board consideration and approval. The language of this policy was updated based on the PAC Police Focus Group's operational conversation. At the December 1 PAC meeting, the discussion focused on ensuring data security, responder safety, and the oversight of evidentiary value of information. The PAC members agreed that this policy will be a work in progress. The policy enables testing and adjustment of layers to confirm they work as intended. Layer details are included in the form, and the policy authorizes the Executive Director to amend the form, allowing the PAC to make changes more easily. Only policy changes that constitute a substantive change would be brought back to the ETS Board for approval. PAC motioned to recommend approval to ETS Board. Yes: 6 No: 0 Absent: 0

Policy 911-005.6: Use of Emergency Button

The PAC discussed the current language of the policy. There were several additional examples provided as to situations that could require the ability to adjust more fluidly operationally. Member Benjamin stated he would make another attempt to re-work the language.

PSAP Grant Disbursement

FY25: On the agenda this month is the FY25 \$1M disbursement for the PSAPs pursuant to the IGA executed on November 14, 2023 under resolution ETS-R-0056-23 granting DU-COMM \$650,000 and ACDC \$350,000.

FY26: Additionally, the ETSB received its final monthly surcharge payment of \$1,242,701.44 as reported in the monthly revenue report. This makes the total monthly surcharge revenue for FY25 \$13,316,468.90 or \$783,531.10 short of the \$14.1M revenue projection. Utilizing language in Policy 911-010: Expenditure Policy approved at the November board meeting, staff subtracted the \$783,531.10 from the \$1,614,314.27 received for the NG9-1-1 Withholding disbursement to balance the revenue projection to \$14.1M. The remaining \$830,783.17, as recommended by the ETS Board at the November meeting, will be applied to the FY26 grant disbursement. Per the IGA, using the 65/35 split, ACDC will receive an additional \$290,774.11 and DU-COMM \$540,009.06 for FY26. A total of \$1,830,783.17 will be scheduled to be disbursed at the end of the FY26 fiscal year.

2026 Meeting Calendars

The 2026 meeting calendars for PAC and ETSB were approved on the November agenda. However, the ETSB calendar has a scrivener's error for the previously approved meeting date of January 7, 2026 the updated calendar on the December agenda has been corrected to January 14, 2026.

Staffing

On the agenda this month is an approving resolution for the position of the ETSB Deputy Director of Operations. This headcount was approved for FY26. The ETSB Director, working with County HR, has made an offer to this candidate that was accepted. The candidate has satisfactorily completed all required county background, and a resume has been provided to the Board. The Chair recommends approval of this person in this position.



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Appointments

The reappointments for Member Honig, Member McCarthy, and Member Wolber are scheduled for approval at the December 9, 2025, DuPage County Board meeting.

Procurement / Major Contracts

Change Orders

Comcast: Change Order #5 PO 922043/6145-1

The Comcast fiber network was installed for Computer Aided Dispatch (CAD) in 2016. When the fiber network services were renewed in 2022, the exact monthly costs including taxes and fees were unknown as this also included an equipment replacement redesign for the system. ETSB estimated an average monthly cost of \$36,200.00, which included an additional 5% for taxes/fees on top of the cost of the contracted services. In 2023, the average amount of the monthly invoices was \$35,196.50. The monthly cost began surpassing the estimated encumbered amount of \$36,200.00 on the March 2024 invoice which was \$37,194.94. In April 2024, the invoice amount increased to \$38,430.98. In 2025, the average cost is \$38,856.76, a monthly increase of \$3,660.26 over the 2023 invoices. This increase in taxes/fees has created a shortfall within Purchase Order 6145-1 for FY25 in the amount of \$32,236.00 and FY26-27 in an estimated amount of \$68,000.00, for a total amount of \$100,236.00.

Total amount of change order is \$100,236.00, for a new contract amount of \$1,837,836.00.

Motorola: Non-Monetary Change Order #8 PO 921054/5522-1

There is a supplemental memorandum regarding this overall project which includes information about this Change Order #8.

Change Order #8 aligns the Smart Services and the Astro Technical Assistance expiration dates of the APXNext and APXNext XN radios in the DEDIR System from the original purchase in 2021, Change Order #2 in 2023, and Change Order #7 in 2025 to December 31, 2031. The return of the APX8500 mobiles, including those that have been deployed, and APX4000s and vehicle chargers that were not deployed, as detailed on the Subscriber and Accessory Return Credits chart, provides a contract credit in the amount of \$3,943,950.20. The return credit, along with a loyalty credit in the amount of \$1,347,795.20, will prepay the extension of services.

In addition, 75 APX8000XE radios were provided to ETSB from Motorola in 2022 when APX7000 Fire radios were failing because they had reached end of life and depot services were no longer available. These radios were used to supplement the ETSB fleet until the APXNext XNs could be deployed. A letter from Motorola is attached which transfers these radios to ETSB at no charge.

Open Purchase Orders for FY2025

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

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY25 Motorola	\$75,000.00	\$42,187.46	\$32,812.54
FY26	\$75,000.00	\$-0-	\$75,000.00

Payment of Claims:

External Payments FY25

Total for Fund 5820 for the December 10 meeting: \$1,142,701.44.



Emergency Telephone System Board of DuPage County Monthly Report

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External Payments FY26

Total for Fund 5820 for the December 10 meeting: \$6,651,399.47.

As of this month, the final capital payment of the initial radio purchase through Motorola has been paid in the amount of \$6,651,399.47. A memorandum has been distributed to the Board outlining the contract costs and payments made to PO 921054/5522-1.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,142,701.44.

The July surcharge was received on November 12 in the amount of \$1,142,701.44.

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events: November 2025

Agency	Date	Type Emergency or Non- Emergency	Description if Issue	Resolution	Ticket
DU-COMM	11/4/25	Emergency	MPS was not working for officer at ELP Agency.	Work with their IT team to resolve the issue.	No ticket.
DU-COMM	11/6/25	Emergency	Leads was not working in MPS and informer was down.	Restart informer	19928
DU-COMM	11/10/25	Emergency	Certain Agencies reported MPS not working.	Logged into MPS on the tech laptop; no issues were found. After further discussion with the supervisor, it was determined that the agencies reporting issues all had their own NetMotion. Possible causes include Comcast Business Class internet (possible but not likely), DU-COMM microwave, or the DU-COMM local network, which the agency provided NetMotion agencies connect through to reach ETSB. No ACDC agencies reported issues. This isolates the issue to the DuComm network.	
DU-COMM	11/22/25	Non-Emergency	Call ETSB on call number by mistake.		
BAP Agency	11/24/25	Emergency	MPS was not working for officer at BAP Agency.	Work with their IT team to resolve the issue.	No ticket.



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Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There is one remaining punch list issue:

1. Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.
2. **Genovation Keypad Issue:**
 - ACDC: Update Complete.
 - DU-COMM: Update Complete

CPE XSTL Configuration Parsing Task:

- ACDC: Completed April 2025.
- DU-COMM: Completed November 2025

DuPage Justice Information System (DuJIS)

CAD Focus Group. Next meetings are December 2 and 16 at 2pm via Zoom.

Agency Members	11/4/2025	11/18/2025	ACDC Members	11/4/2025	11/18/2025
DC James Fitzgerald, Westmont FD	A	A	Lindsay Bukovic	A	A
Sgt. Will Fuentes, Addison PD	A	A	Kristina Iazzetto	A	A
DC Jose Gonzalez, Addison PD	A	A	Ben Koechling		A
DC Scott Gray, Lisle-Woodridge FPD	A	A	Abby Medina	A	A
Ofc. Robyn Lyons, Wood Dale PD	A	A	David Dobey		A
BC Joe Ostrander, Tri State FPD	A	A	Christopher Norton	A	A
Chief Steve Riley, Westmont FD	A		Christopher Willadsen	A	A
Ofc. Marcus Rivera, Addison PD	A	A	Marilu Hernandez	A	A
Sgt. Dan Taylor, Lisle PD		A	Mike Sampey		A
DC Rachel Bata, Roselle PD			Eric Burmeister	A	A
			Michele Beebe	A	A
DU-COMM Members	11/4/2025	11/18/2025	ETSB Members	11/4/2025	11/18/2025
Tyler Benjamin	A		Gregg Taormina		
Steve Pirog		A	Kris Cieplinski		
Eric Roberts		A	Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	A
Amanda Schretter	A	A			
Ryan Miller					

The CAD Focus Group met on November 4 & 18. The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration.

9-1-1 System Memos:

New Memos:

None in the past month.

Closed Memos:

None in the past month.



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Pending Research:

Memo 127 & 128: MFA in CommandCentral Aware/MFA Infrastructure & Applications.

Status : In-Progress

The Tech Focus Group discussed the planning of implementing MFA within the ETSB infrastructure. The group has agreed to roll out each of the initiatives in a phased approach. The first phase will address AD/Domain Administrative accounts, the second phase will address Local Administrative accounts, and phase three will address web-based applications. System Memo 128 has been created with the associated scope and budget information.

Memo 135: Closest Unit Dispatching.

Status: Referred to Fire Standardization Focus Group (FSA).

FSA continues to review this memo and will provide direction as the group continues to work through the LiveMUM updates with a workshop scheduled for December 18, 2025.

Memo 137: Hidden Pop-Up Messages.

Status: In-Progress

Hexagon has provided instructions on how to make the pop-up window always in front. This involves setting the property in System Model to be true and Topmost also to be set to true. ETSB will make these updates in the test environment to ensure the change works as expected and nothing else in the configuration is affected by the update.

Memo 139: Ability to run LEADS numbers independently via MPS.

Status: Testing

The ETSB CAD Administrator was successful and updated the forms within the MPS system that will allow LEADS numbers to be run independently within MPS. Memo 139 (LEADS) this was final tested by ETSB and communicated to the CAD Focus Group member on November 18, 2025. Both Roselle and Lisle agreed to test the update.

Memo 140: Unit Status only Displays Vehicle Location.

Status: Pending Additional Research.

ETSB reached out to our Hexagon vendor for information and details on the progress with Motorola providing API access to the latest version of the API that support P25. The previous version of the API did not provide support for P25 (Digital)

Enhancement Request:

Memo 136: Copying Events to another Town.

Status: Pending demo of an alternative.

HxGN reached out with some additional information. Within the CAD system it is inherent to the system's functionality and cannot be altered. However, if you can hard code the agency and dispatch group for the copied event, you can create commands or buttons that facilitate copying without any prompts, but it must always involve the same agency and group. ETSB discussed this feedback that Hexagon provided at the CAD Focus meeting and the group agreed that we should test this within the test environment to see if this solution would work for operations.



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

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	487	431	336	258
CAD	516	516	547	577	282	225
Total	1140	1140	1034	1008	618	483

MPS Ticket Reporting:

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De- Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
22	17	5	2	4	1	3	2	1	1	3

CAD Ticket Reporting:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
29	18	24	1	4	0

CAD Manager:

Database Management:

- Resolved a database deadlock issue related to backups.
- Retrieved MPS messages for a subpoena request from a police department via SQL query.
- Generated an active employee roster for an agency using SQL query.

CAD Configuration:

- Administered user accounts within CAD, including onboarding and deactivation as required.
- Managed CAD Units, including LEADS access approvals as necessary.
- Uploaded PrePlans across multiple agencies to enhance situational readiness.
- Prepared the Test/Training CAD environment with new Police Beats for the Sheriff's jurisdictional change at the county complex.
- Staged mapping data for the Sheriff's jurisdictional change at the county complex in preparation for the December 1, 2025 go-live.
- Configured LEADS Informer to display the requesting unit for supplemental vehicle information queries in the Test/Training CAD environment.
- Staged LEADS Informer changes for production CAD to display the requesting unit for supplemental vehicle information queries, pending cutover on a TBD date.
- Modified the ACDC fire board-up rotation to incorporate newly provided companies.



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CAD Issue Resolution:

- Delivered comprehensive CAD support through direct user engagement and issue resolution.
- Resolved workstation access issues affecting two systems connected to the Archive Database.

System Development and Deployment:

- Refactored the MPS LEADS Person Query form to include the LEADS Number and improved the overall layout for usability.
- Executed a successful map roll to the Test CAD environment to support the Sheriff's Beat jurisdictional change.
- Performed a Smart911 upgrade to resolve system issues.

Collaboration and Meetings:

- Continued joint efforts with ETSB staff to support MPS users and troubleshoot field-level anomalies.

CAD Interface Projects:

Lombard FUSUS: Project started on August 28, 2025. Ticket #18790

Current Status: In-Progress

Project is in final documentation stage. This ETSB interface already exists. The MOU for access will be on the January agenda.

Estimated Cost: \$3,906.27

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

Current Status: Live November 2025

Project originally scheduled for a go-live of April 2026. Go-Live was completed ahead of schedule. No issues to report, project will close out.

Estimated Cost: \$3,947.32

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

Current Status: Live November 2025

Oak Brook went live with the interface in November of 2025 well ahead of the projected date. No issues have been reported and project will close out.

Estimated Cost: \$3,947.32

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

Current Status: On Hold per Oak Brook

ETSB Estimated Cost: \$4,508.00; Hexagon Quote Xalt Interface: \$28,204.40

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

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

As reported last month, DU-COMM originally requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). On the agenda this month is the amended application from DU-COMM for this interface. DU-COMM requested another copy of the draft MOU which was sent on November 26, 2025.

ETSB Estimated Cost: \$4,508.00, Motorola API Interface Quote: \$15,079.93



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Tablet Command LSI Integration: Project started on October 16, 2025 Ticket #19916

Current Status: Approved by Tech Focus Group

ETSB brought the request to the Tech Focus Group discussion on December 1, 2025, the group approved the request to move forward with no technical concerns. ETSB will now prepare a project plan and begin working with Hexagon and Bartlett to implement the LSI data into the existing Tablet Command Interface. Hexagon Interface Quote: \$15,734.40

ProQA Version v5.1.1.53 Logic Version 14.0.467

Current Status: Notification October 24, 2025 of release notes

ACDC: Pending Review

DU-COMM: Pending Review

Network

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	112	109	260	259

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
31	28	7	24	0	0

ETSB Network – Absolute Secure: ETSB reports no issues reported for the month of November 2025. Assisted 29 agencies in adding new devices and whitelisting devices for VPN access.

Comcast Maintenance/Trouble Tickets: No maintenance or issues to report

Windows Patching: Next patching is scheduled for January 2026 which will include VMware and HP Switch updates.

Absolute Secure: No issue to report. ETSB currently has 960 licenses in use.

VMware Maintenance: Scheduled for January 2026

Tech Focus Group:

County IT	11/3/2025	11/17/2025	ACDC Members	11/3/2025	11/17/2025
Don Ehrenhaft			Mike Sampey		
Sheriff IT	11/3/2025	11/17/2025	Keith Marc		
Jason Snow	A	A	Jim Connolly		
DU-COMM Members	11/3/2025	11/17/2025	ETSB Members	11/3/2025	11/17/2025
Erik Maplethorpe			Gregg Taormina		
Eric Roberts		A	Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski	A	



Emergency Telephone System Board of DuPage County Monthly Report

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Tech Focus Meetings this month: November 3 and November 17.

November 3: Team reviewed outstanding initiatives noted below. No new topics were requested by the members.

November 17: RapidSOS provided a technical overview of the Communicator module to the group. No new topics were requested by the members.

Access Interface Requests:

No requests for the month of November 2025.

Purvis Central Server Upgrade:

Discussed with the group members the migration schedule for each PSAP. The Central Server migration is scheduled for January 6 and 7, 2025. Both PSAPs are prepared for the migration to the new server and once completed the servers will run for approximately two weeks to ensure no issues prior to version 4.9 upgrade.

Fire Station Alerting System (FSAS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	186	160	163	159

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
10	10	8	2	0	0	0

Purvis Ticket Status Update:

Ticket solved - Date	Ticket subject	Component	Resolution
2025-11-21	Villa Park Fire Station 81 - Purvis Screen Showing System Faults	Hardware, Message Board, Power Supply	Replaced Component
2025-11-21	Addison Fire Station 73 - System Fault Error	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Bloomington Fire Station 23 - Potential GRID Connect Issue	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Bensenville Fire Station 107 - Potential Grid Connect Issue	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Wheaton Fire Station 38 - System Fault Readerboard	Hardware, Turn-out Timer, Grid Connect, Power Supply	Replaced Component
2025-11-06	Roselle Fire Station 64 - System fault	Hardware, Station Control Unit	Restart/Power Cycle



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2025-11-25	Roselle Fire Station 64 - Alerting Issues	Question	Answered Customer Question
2025-11-19	Pleasantview Fire Station 153 - Telephone paging audio is not working	Hardware, Audio Amplifier	Non-Purvis Issue
2025-11-24	Pleasantview Fire Station 153 - Day room message board failing	Hardware, Message Board	Replaced Component
2025-11-25	Bloomington Fire Station 23	Question	Answered Customer Question

Projects:

Fire Station Alerting System-wide Upgrade:

Status: In-Progress

ETSB and Purvis have established the server migration plan.

The Migration process:

DU-COMM: Bringing the new central server online at DU-COMM with a temporary IP, executing a controlled failover to ACDC, decommissioning the legacy DU-COMM server and then bringing the new central server online and re-IPing the new server with the legacy server IP address.

The next step will be to fail back to the new DU-COMM server as the primary. Once active, the stations will automatically connect to the new server.

ACDC: Repeat the process above, excluding the primary designation and the servers will then be joined as a pair.

This will complete this phase of the project. Purvis and ETSB will monitor the new servers for stability while retaining the legacy server as a fallback in the event of an issue. This approach ensures a smooth transition, minimizes downtime, and will maintain a consistent version across the environment.

Message Board Task:

Status: In-Progress

ETSB created a Monday.com board that contains all the stations and will also include the expected date of installation. ETSB will review the board with the Fire Standardization Group so all individuals know where it is located and how they can view their installation dates. This part of the project is dependent on the system upgrade.

Itasca Fire Protection District New Station #67:

Status: In-Progress

Purvis has completed all of the cabling within the facility. Hardware has been installed, speakers have been installed and the final completion of the FSA equipment will be done December 2 & 3. Testing will then be scheduled prior to the opening of the station that is scheduled for December 16, 2025.

Fire Standardization Focus Group (FSA):

The meetings for this month: November 6 (Informational) and November 20 (Informational).

Focus Group Voting Members	Attendance	Talk Group
Chief Johl, Wood Dale FD Co-Chair	N/A Informational	ACDC 2
Chief Spinazola, Downers Grove FD Co-Chair	N/A Informational	Fire South



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Chief Brenn, Tri-State FD	N/A Informational	ACDC 1
Chief Riley, Westmont FD	N/A Informational	ACDC 1
Chief Cassady, Glenside Fire	N/A Informational	Fire North
Chief Clark, Glen Ellyn Fire	N/A Informational	Fire North
Chief Lahanis, Darien-Woodridge FD	N/A Informational	Fire South
Chief Sanborn, York Center Fire	N/A Informational	Fire East
Chief Dufort, Elmhurst FD	N/A Informational	Fire East
Chief Fors, Hanover Park FD	N/A Informational	Fire West
Chief Gabrenya, Bartlett Fire	N/A Informational	Fire West
Non- Voting Attendees		
Marilu Hernandez ACDC	N/A Informational	
Michele Beebe ACDC	N/A Informational	
David Dobey ACDC	N/A Informational	
Jessica Robb DU-COMM	N/A Informational	
Tyler Benjamin DU-COMM	N/A Informational	
Erik Maplethorpe DU-COMM	N/A Informational	
Steve Pirog DU-COMM	N/A Informational	
Rob Beuse DU-COMM	N/A Informational	
Eric Roberts DU-COMM	N/A Informational	
Gregg Taormina ETSB	N/A Informational	
Linda Zerwin ETSB	N/A Informational	

LiveMUM Application:

ETSB and Deccan have re-scheduled the workshop meeting for December 18, 2025 because a fire service conflict. Fire Standardization meeting: The items below will be covered during the workshop:

Agenda:

- Deeper dive into what Stations mean
- Understanding Units from a DuPage perspective and the Garage perspective
- Details and information necessary to clean up outdated information within LiveMUM
- How to define Units within LiveMUM based upon their defined use and capabilities
- How and jump/cross staffed companies affect the LiveMUM configuration

The action items below are based upon the data that Deccan provided and will help all once the workshop discussion has taken place. These will be kept in place for reference.

Action Items:

- Unit Review – Determine if there are any units (particularly MA) to add that may be missing from the system. Unit spreadsheet provided to the group for review and validation of any missing units that need to be added and or removed.
- Incident Types – Review all incident types in the system to ensure nothing is missing, in addition determine if there are incidents that should automatically trigger move ups if a unit is on it.
- System Configured ETBs – From the spreadsheet provided, the items that are highlighted will trigger a long call (and possible move up). Review what will cause a long call and determine if a



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change is needed. Please note, three things can trigger moves: the combo of unit type (so long calls can be unique for engine, truck, and medic capabilities), unit status, and inc type. As those change, so will the ETB. If an agency wants different move-ups, special unit types can be configured so specialized ETB's can be utilized.

- Review the list of special stations in the application. If the units are in garage, they will not provide coverage in LiveMUM and will not be in the depths. If the units are in Perk, they do not exist in the depths, but if a unit happens to be in that station, it provides bonus coverage, and no move is needed.

Geographic Information Systems (GIS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	524	367	544	404

Past Month									
Totals					Categories of Open Tickets				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
22	2	33	0	0	12	2	0	8	0

GIS Map Roll:

ETSB, in collaboration with County GIS, performed a test map roll week of November 3, 2025. This was validated and the production map roll followed on November 30, 2025.

GIS Redistricting Annual Status:

No new projects in November.

GIS Projects:

Darien-Woodridge Fire Protection District Redistricting

Project started: June 3, 2025 Ticket #17456

Current Status: In Process.

Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS is current to all of DWF fire chief's requests and follow-up correspondence as of 12/3/2025. GIS created a Training Version of the database for DU-COMM and ETSB to test out reflecting DWF's new fire district polygon layout as part of the test map roll week of November 3, 2025.

Completed Projects:

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

NG9-1-1 GIS Mapping:

Database Version and Updates: Work continues on clean up.



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DPSO Project: The Sheriff's Department, via IGA with the City of Wheaton, will assume the east portion of the County Campus for 9-1-1 calls. ETSB and County GIS updated this change to the NGE911 GIS Data and have uploaded the change prior the December 1 change.

School Critical Incident Mapping:

DuPage School Critical Incident Mapping Task Force (DuSCIM):

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

DuJIS PRMS:

The RMS Manager's monthly memorandum for this past month has been attached to this report.

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

The Motorola System Manager's Report is included at the end of this document.

AXS Consoles:

Status: In-Progress

Total Items: 22

Current Open Items: 20

Closed Items: 2 in November

ETSB continues to work with Motorola and PSAPs to resolve the open issues with AXS consoles. Since last month, two items have been closed, and there are twenty-seven remaining items open. Below is a list of the outstanding items. Motorola has assigned additional Field Engineers (STs) to help with trouble shooting and data collection if additional issues occur. Additionally, Motorola is working to bring members of their technical support teams to the weekly ETSB call to help answer questions as to what fixes are being worked on for the logging out and speaker issues we continue to face. The Directors discussed the use of the portable radios in the PSAPs as backups to the consoles. There is a radio for every primary dispatch talk group.

Item	Site	Date Opened	Date Closed	Description	Updates
1	DU-COMM	8/28/2025		OP1 logged off	Fixed in AXS 3.5.308 RFC ID: RFC_ASTRO_INFRA-1072 RFC Link: https://jira.mot-solutions.com/browse/RFC_ASTRO_INFRA-1072 .
2	ACDC	9/8/2025		AXS Console logouts OP 19	504 error- Pending further investigation - Special Build
3	DU-COMM	9/10/2025		OP 22:CRITICAL MALFUNCTION:CONSOLE	504 error- Pending further investigation - Special Build
4	ACDC	9/12/2025		New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Pending update from Motorola
5	ACDC	9/17/2025		OP 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect.	
6	DU-COMM	9/21/2025		Pos 30 Unselect speaker had no volume at all	Bad USB cables, part replaced
7	ACDC	10/9/2025		Select audio on unselect speaker intermittent problem with Fire layouts.	Under investigation.
8	ACDC	10/10/2025		Console reboot OP 4	Recommend replacing the PC.



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9	DU-COMM	10/12/2025		Console reboot OP 4	Fixed in AXS 3.5.308 that was released to ACDC
10	DU-COMM	10/14/2025		Console reboot OP 4	Fixed in AXS 3.5.308 that was released to ACDC
11	ACDC	10/17/2025		OP 4 logged out of AXS session	Recommend replacing the PC.
12	DU-COMM	10/18/2025		OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	10/28 Engineering is still investigating this issue,
13	DU-COMM	10/23/2025		OP30 Cannot hear radio transmission from the field	Bad USB cable, part replaced
14	ACDC	10/27/2025		OP 4 PC rebooting	Recommend replacing the PC.
15	DU-COMM	10/31/2025		Position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Pending update from Motorola
16	DU-COMM	11/5/2025		Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not able to investigate without a specific radio ID.
17	ACDC	11/6/2025		OP 20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Pending update from Motorola
18	ACDC	11/14/2025		Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	Being investigated by engineering
19	ACDC	11/11/2025	11/24/2025	PC is named incorrectly	Closed. PC was renamed by Tech
20	DU-COMM	11/20/2025		OP 25 CCHub IRR port not working.	Heading to engineering today
21	ACDC	11/20/2025	11/25/2025	MABAS alert tone not working correctly in DFSI resources	Closed configuration issue
22	DU-COMM	11/25/2025		OP 28 Left headset jack is not working, no audio in or out.	Tech will be back onsite to replace the headset jack box

Firmware Update:

Firmware - Police: At the end of this update is a list of Police agencies that still need to do the firmware update. Out of 1100, there are 397 radios that still need to update as of November 30. This update takes approximately 10-15 minutes and agencies have been asked to complete this update before they can be scheduled for their encryption site visit.

APXNext XN:

Deployment: Complete

Fire radio deployment was completed on October 24, 2025. Since the deployment, several agencies have submitted tickets for mic replacement. Agencies were advised at delivery that ETSB did receive a bad batch of mics and while they were tested, if an agency experiences issues they should submit a ticket for replacement. Roughly 2 dozen have been replaced.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 111 radios that need to complete this update. See the attached list below.



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Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Oak Brook FD	100%	0
Roselle FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Addison FPD	89%	8
Bensenville FPD	97%	1
Bloomingtondale FPD	60%	23
Carol Stream FPD	98%	1
Downers Grove FD	95%	2
Elmhurst FD	87%	4
Glen Ellyn FD	87%	7
Glenside FPD	92%	2
Itasca FPD	83%	4
Lisle-Woodridge FPD	76%	13
Lombard FD	85%	11
Oakbrook Terrace FPD	68%	7
Villa Park FD	88%	3
Warrenville FPD	58%	14
York Center FPD	91%	2
Tri-State FPD	92%	4
Pleasantview FPD	81%	5

Fire Ground update: After review of the fire radios, this issue appeared only in the Wheaton Fire Department radios. A second update was pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only.

Encryption:

A schedule for police agency first touch for encryption will be posted on Monday.com. For 2026, agencies will not be scheduled unless they have submitted their Fleetmap and completed their firmware update for all of their radios. Staff provided an updated list to DEDIR System Points of Contact (POC). There are 430 that still need updating as of Friday, November 21.

Eleven agencies have been scheduled for encryption first touch through the end of 2025. Winfield Police was the first test agency. The estimated time was 10 minutes per device. Winfield Police have 15 radios which were completed in 30 minutes. This included removing and reinstalling the mics and one firmware update. The firmware update took several minutes. The other take away from this test run was that



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officers can submit their radios without the mics. This ensures that they keep their current mic and also helps to speed up the process. See the schedule through the end of the year.

Agency	Date	Status	Estimated Time	Actual Time
Winfield PD	November 20	Complete	1.6	.5
Downers Grove PD	December 2	Complete	6.0	2.0
Addison PD	December 4	Complete	6.3	1.5
Bartlett PD	December 8	Pending	3.0	
Darien PD	December 9	Pending	1.2	
Clarendon Hills PD	December 9	Pending	2.0	
Warrenville PD	December 11	Pending	2.8	
West Chicago PD	December 11	Pending	2.5	
Lombard PD	December 16	Pending	3.0	
Roselle PD	December 18	Pending	2.0	

ETSB staff continues to work on the larger encryption deployment plan with Motorola.

Mobile Deployment:

The initial kickoff meeting with ABeep and ETSB took place on Friday, November 21. ABeep will be working with Administrative Assistant Gonzalez to build a task list on Monday.com.

APX4000:

APX4000 update. An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is **ONE** radio remaining. The update will take about 15 minutes.

Wheaton PD WHP Stienke 426CXZ1209

PAC Focus Groups

The Police Focus Group met on November 21 to discuss encryption and operational issues surrounding CommandCentral Aware.

The Fire Focus Group did not meet in November; no December meeting is scheduled as of the writing of this document.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – November 5, 2025

AXS: Matt Downer is on site installing software updates to the AXS consoles at ACDC. As of Wednesday, he had completed the installation on 30 of the consoles and will finish the rest this week. There will also be two consoles that have advanced logging software so we can track additional details if any logout takes place. It was agreed with DU-COMM that if this test is successful, we can implement the update to the DU-COMM site beginning the first week of December. Testing will continue until that time.

DFSI: Jordan and Matt worked to finish the checklist items from Jim Connolly. He is reviewing the information and will report back at anything outstanding. Also, MSI is meeting with DU-COMM and Leonardo today to review the DFSI implementation for the DU-COMM site. Once that is complete, we will continue to have meetings with both parties to work towards implementation.



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Encryption: MSI has reached out to NWCD for their plan, as Linda stated she would like a plan similar to the one that they used. Dominic Storelli reached out to them but did not have any success getting information. He is going to reach out to other members of the NWCD team as Motorola was not involved in their encryption transition and do not have access to their plans or documentation.

Motorola Wednesday Morning Status Call – November 12, 2025 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - November 19, 2025

AXS: The upgrade applied to all of the consoles at ACDC appears to be successful. Since the installation there have been zero logout issues. Additionally, during this time DU-COMM has not seen any logouts even though there have been no software updates on those positions. At this time there is a new MTN that has come out with software updates for the AXS consoles which is the same as was installed at ACDC. We will work to get this software updates at DU-COMM at the start of December once the Thanksgiving holiday has passed.

DFSI: Motorola staff met with DU-COMM and Leonardo two weeks ago to discuss implementation. Motorola has met internally to discuss functionality with the DU-COMM system and base stations. We are reaching out to DU-COMM to schedule another call with Leonardo to discuss additional questions about function prior to installing and testing. Call will be scheduled for early December due to Thanksgiving holiday.

Encryption: We have continued to reach out to NWCD but have not received any information that is useful in the implementation of encryption plan. Linda said she would reach out to them to get information so we can review it to determine ability to implement.

Motorola Wednesday Morning Status Call - November 26, 2025 – no call because of the holiday



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Fire agencies that have submitted the Certification/IGA as of 10/31/25: Complete	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
<u>Agencies that do need an IGA</u>						
Bartlett FPD	X	X	X		X	August 29
Bloomingtondale FPD	X	X			X	October 9
Carol Stream FPD	X	X	X		X	August 21
Clarendon Hills FD	X	X			X	October 9
Darien-Woodridge FPD	X	X			X	October 7
Downers Grove FD	X	X			X	October 7
Elmhurst FD	X	X			X	October 9
Glen Ellyn VFC	X	X			X	October 17
Glenside FPD	X	X			X	October 9
Hanover Park FD	X	X			X	October 6
Hinsdale FD	X	X			X	October 23
Lisle-Woodridge FPD	X	X	X		X	October 16
Lombard FD	X	X			X	October 6
Oak Brook FD	X	X			X	October 21
Oakbrook Terrace FPD	X	X			X	October 21
Roselle FPD	X	X	X		X	September 11
Villa Park FD	X	X			X	October 6
West Chicago FPD	X	X			X	October 6
Wheaton FD	X	X			X	October 10
Winfield FPD	X	X			X	October 10
York Center FPD	X	X			X	October 17
Total	21	21	4	1	Complete	Complete
<u>Agencies that have an IGA</u>						
Addison FPD	X	X	N/A	2022	X	September 12
Bensenville FPD	X	X	N/A	2022	X	August 28
Itasca FPD	X	X	N/A	2022	X	September 2
Pleasantview FPD	X	X	N/A	2022	X	September 3
Tri-State FPD	X	X	N/A	2022	X	September 4
Warrenville FPD	X	X	N/A	2022	X	August 25
Westmont FPD	X	X	N/A	2022	X	August 26
Wood Dale FPD	X	X	N/A	2022	X	August 25
Total	8	8		8		
Grand Total				Complete		



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Police agencies that have submitted the Certification/IGA as of 11/30/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
<u>Agencies that do need an updated IGA</u>					
Bartlett PD	X	X			
Burr Ridge PD		X			
Carol Stream PD					
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD					
Glen Ellyn PD		X			
Hanover Park PD		X			
Hinsdale PD	X	X			
Lisle PD	X				
Lombard PD	X	X			
Oak Brook PD		X			
Oakbrook Terrace PD					
Roselle PD	X	X			
Villa Park PD		X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			
Winfield PD	X	X			
Woodridge PD		X			
Total	11	17	0	0	
<u>Agencies that have an IGA</u>					
Addison PD	X	X	N/A	X	
Bensenville PD	X	X	N/A	X	
Bloomington PD			N/A	X	
DuPage County Forest Preserve		X	N/A	X	
Glendale Heights PD			N/A	X	
Itasca PD	X	X	N/A	X	
Westmont PD	X	X	N/A	X	
Wood Dale PD			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	5	6		9	
Grand Total	16	23	0	9	



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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: November 24, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:**DEDIR System Radio Replacement**

APX Next XN Fire Portables: All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes. Three fleetwide changes have been identified and updates are being progressively sent to users (NWCD update to secure, vFD 3 and direct update, and a correction for Zone 33 FG power).

APX Next Police Portable: The ADP to AES encryption plan discussion is ongoing. An initial plan with details was provided by Motorola Solutions to ETSB as requested. However, changes to the existing plan to duplicate talkgroups are continuing to be discussed looking instead into the possibility of patching talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption plan has now started. This site visit also includes one battery swap providing a new dated 2025 battery. One agency has been completed to date and 10 agencies have been scheduled through the end of 2025. Remaining agencies will be scheduled as fleetmaps are submitted and firmware updates to 9.40 are completed.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that remain to be programmed. (Wheaton). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile: ETSB is working to procure an alternative to the APX8500 mobile. APX8500s will be returned to Motorola Solutions, Inc.

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

Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talkgroups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the user's accept the updates on the radio.

Codeplug Creation: N/A

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Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
Total	279	279

November 1 - November 25

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	69	57	3	2	0	1	1	1
APX Next (PD)	134	87	21	9	0	13	2	6
APX NextXN (FD)	132	66	14	1	0	7	2	5
APX 8500 (mobile)	17	7	2	0	0	0	0	2
APX4000	28	16	1	0	0	1	0	0
Total	380	233	41	12	0	22	5	14

STARCOM21 Scheduled Maintenance:

System Maintenance:

Thursday November 13, 2025

10:20 AM to 2:20 PM 4 Hours

Zone 1, 3 and 5:

The following will not be available:

All Data applications will not be available.

UEM

Zone Watch

SmartConnect LTE

WAVE application

CAD stream

Genesis GPS

ISSI Connection

Marvlis

CompassCom

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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 11/12 and 11/13. These patches caused an impact to the system in all Zones.

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

Thursday, 11/13/25

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 2025.07 – Patching 11/14/25.
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Start: 19/Nov/2025 @ 8:00 AM CST (UTC -6)

End: 19/Nov/2025 @ 2:00 PM CST (UTC -6)

➤ CommandCentral DEMS

During this time, customers may experience device disconnections and gaps in Live Streaming services for a brief interval. This may also indirectly impact CommandCentral Aware and Device Management.

SmartConnect Patches:

There were no scheduled maintenance events.

A localized outage affecting DuPage and Cook Counties was reported on Thursday November 6 at 11am where end users were reporting garbled or choppy SmartConnect audio. By Friday afternoon November 7, end users began reporting this issue resolved after power-cycling the radio. The Motorola Astro Infrastructure team found missing packets between the LMP and cloud caused the issue which has since recovered. They are continuing to investigate to see if any additional information can be identified.

Radio Central Patches:

RadioCentral SR2025.3 release will be released at the following time: 24/Nov/2025 @ 10:00 AM EST. It provides expanded model support (*BN models and newer), ability to schedule jobs for

the future, ability to save In-Progress templates to be finished at a later date, ability to built import Radio IDs for use on multiple systems, French Canadian Language support and the ability to share templates between APX NEXT H45 and H55 models.

Radio Management CPS Patches: There were none last month.

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Radio Central Migration: RadioCentral Migration was completed on 5/14/25. One radio remains that was not migrated due to pending updates.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Fire radios have been deployed on firmware R09.40 which was released June 2025. Most Police radios are running R06.04 firmware. An overview list of new features and fixes in this update was provided at the PAC meeting. The Police radios have been sent a firmware update to R09.40 and have been requested to confirm all units are upgraded prior to the first touch encryption visit. The System Manager will provide an updated list of units pending the upgrade prior to the scheduled calendar visit.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC meeting Monday November 3

Police Focus Friday November 21

Training: None



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Grade of service report:

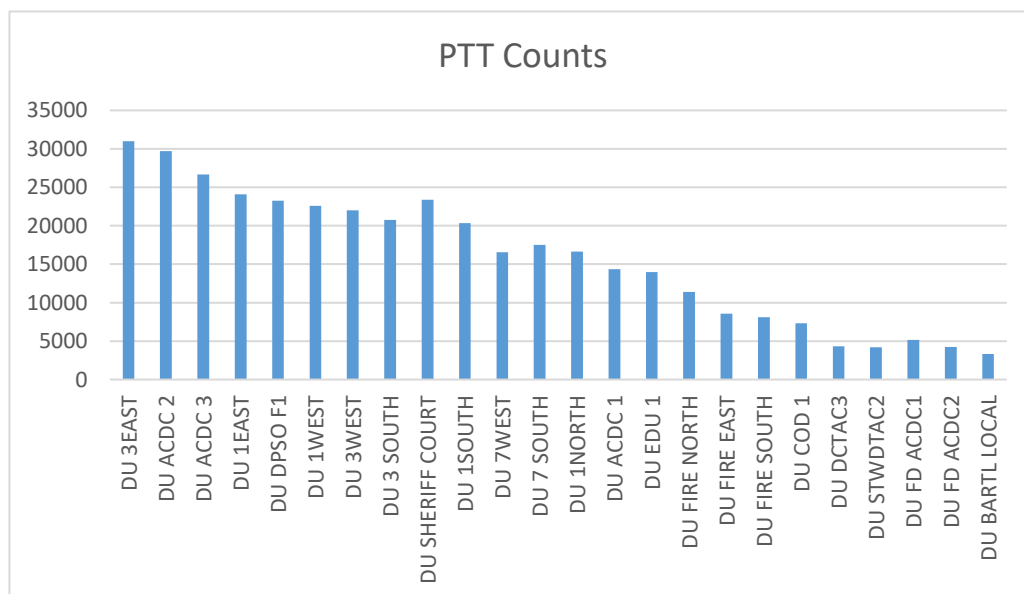
October 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	19.03	3.24	7.16	31.00	2336.32	11647.45	4.99	0.00	0.00	0.00
1:00:00	0.00	16.08	2.73	7.67	31.00	1956.26	9842.84	5.03	0.00	0.00	0.00
2:00:00	0.00	13.67	2.32	8.08	31.00	1573.58	8366.32	5.32	0.00	0.00	0.00
3:00:00	0.00	11.62	1.98	8.42	31.00	1337.84	7113.71	5.32	0.00	0.00	0.00
4:00:00	0.00	11.77	2.00	8.40	31.00	1318.39	7202.29	5.46	0.00	0.00	0.00
5:00:00	0.00	12.47	2.12	8.28	31.00	1430.94	7630.13	5.33	0.00	0.00	0.00
6:00:00	0.00	14.73	2.50	7.90	31.00	1716.23	9012.61	5.25	0.00	0.00	0.00
7:00:00	0.02	22.82	3.88	6.52	31.00	2698.48	13967.16	5.18	0.42	1.74	4.15
8:00:00	0.01	30.14	5.12	5.28	31.00	3565.16	18447.84	5.17	0.19	0.42	2.17
9:00:00	0.00	33.17	5.64	4.76	31.00	4014.77	20300.13	5.06	0.03	1.29	40.00
10:00:00	0.00	34.45	5.86	4.54	31.00	4137.52	21084.10	5.10	0.10	0.55	5.67
11:00:00	0.00	32.43	5.51	4.89	31.00	3926.77	19847.55	5.05	0.00	0.00	0.00
12:00:00	0.00	32.81	5.58	4.82	31.00	3893.42	20076.68	5.16	0.03	9.71	301.00
13:00:00	0.00	34.11	5.80	4.60	31.00	4066.71	20872.90	5.13	0.03	1.29	40.00
14:00:00	0.00	33.17	5.64	4.76	31.00	4038.48	20301.77	5.03	0.00	0.00	0.00
15:00:00	0.00	33.32	5.66	4.74	31.00	4064.39	20392.68	5.02	0.00	0.00	0.00
16:00:00	0.00	32.53	5.53	4.87	31.00	3972.77	19907.90	5.01	0.00	0.00	0.00
17:00:00	0.00	31.70	5.39	5.01	31.00	3819.61	19400.58	5.08	0.00	0.00	0.00
18:00:00	0.00	30.20	5.13	5.27	31.00	3595.06	18483.13	5.14	0.00	0.00	0.00
19:00:00	0.00	28.04	4.77	5.63	31.00	3360.84	17158.71	5.11	0.00	0.00	0.00
20:00:00	0.00	28.42	4.83	5.57	31.00	3479.90	17390.35	5.00	0.00	0.00	0.00
21:00:00	0.00	26.18	4.45	5.95	31.00	3225.03	16023.23	4.97	0.00	0.00	0.00
22:00:00	0.00	24.25	4.12	6.28	31.00	3031.19	14839.94	4.90	0.00	0.00	0.00
23:00:00	0.00	21.61	3.67	6.73	31.00	2687.74	13223.84	4.92	0.00	0.00	0.00



Solving for safer. Communities, schools, hospitals, businesses everywhere.

October 27 – November 24, 2025

Group Alias	PTT Count
DU 3EAST	31004
DU ACDC 2	29717
DU ACDC 3	26648
DU 1EAST	24095
DU DPSO F1	23249
DU 1WEST	22592
DU 3WEST	21999
DU 3 SOUTH	20762
DU SHERIFF COURT	23361
DU 1SOUTH	20326
DU 7WEST	16558
DU 7 SOUTH	17507
DU 1NORTH	16629
DU ACDC 1	14350
DU EDU 1	13969
DU FIRE NORTH	11380
DU FIRE EAST	8565
DU FIRE SOUTH	8101
DU COD 1	7315
DU DCTAC3	4318
DU STWDTAC2	4181
DU FD ACDC1	5143
DU FD ACDC2	4229
DU BARTL LOCAL	3305



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)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed		Research	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A
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	03/16/20	Consensus	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed	01/21/21	Consensus	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A
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	10/06/20	Consensus	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
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	03/14/20	Consensus	N/A	Consensus	N/A	N/A
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	06/22/20	Consensus	N/A	Consensus	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A
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	01/08/25	Pending	Pending	N/A	N/A	N/A
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	04/22/20	Consensus	N/A	N/A	N/A	N/A
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	04/22/20	Consensus	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus		
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus			
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus		
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus			
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus		
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus		
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus			
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed	01/08/25		Consensus			
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed	07/21/20	Consensus				
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus				
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus			
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus		
43	06/15/20	TECH	Dell Storage	Dell ofsite storage	Closed	03/01/20		Consensus			
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus		
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus				
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed	09/15/20	Consensus				
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus				
53	07/06/20	CAD	Dispatch Assign mutple units	Allow dispatch assign to work with multiple units	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed		Consensus				
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus			
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed	01/08/25	Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed	01/08/25	Referred				Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed		Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed		Consensus				
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus			
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	02/22/22		Consensus			

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72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed		Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus				
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20	retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors				Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus				Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed	12/15/20	Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus		
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed						
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21	Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus				
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	09/28/21	Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus				
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22			Consensus		
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22			Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percatages	Closed	08/11/22			Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight dispatching	Closed	07/16/21	Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consensus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed		Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22	Consensus				
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed	05/02/25	Consensus				
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed			Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed	3-May-25	Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus			
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23					
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus				
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed	26-Mar-24	Consensus				
125	11/9/2023	CAD	Priority Integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus				
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed		Consensus				
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research		Pending				
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened		Pending				
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed	7-Mar-25	Impasse				
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24	Consensus				
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened						
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed		Consensus				
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed	7-Oct-25	Consensus				
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed	30-Jul-25	Consensus				
135	6/25/2025	CAD/MPS	Closet Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened						
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened						

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137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened						
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Closed	29-Sep-25	Consensus				
139	6/25/2025	CAD/MPS	Run LEADS Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened						
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened						
			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:22:13 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 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	212,194	66,397	145,797	0	3,175	55,302	7,034	232	654	0	4,542	00:00:04
	Internal	11,654	0	11,654	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	52,484	0	52,484	0	0	0	0	0	0	52,484	0	00:00:00
	Total	276,332	66,397	209,935	0	3,175	55,302	7,034	232	654	52,484	4,542	00:00:04
Total		276,332	66,397	209,935	0	3,175	55,302	7,034	232	654	52,484	4,542	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:33:59 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 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	671,558	267,781	403,777	0	10,455	215,602	38,109	636	2,979	0	27,003	00:00:06
	Internal	119,645	0	119,645	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	166,371	1	166,370	0	0	0	0	0	0	166,371	0	00:00:00
	Total	957,574	267,782	689,792	0	10,455	215,602	38,109	636	2,979	166,371	27,003	00:00:06
Total		957,574	267,782	689,792	0	10,455	215,602	38,109	636	2,979	166,371	27,003	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:20:44 AM

Grouping: Site & Call Origin

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 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	24,079	5,584	18,495	0	410	4,499	604	13	58	4,462	381	00:00:04
Total	24,079	5,584	18,495	0	410	4,499	604	13	58	4,462	381	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:31:21 AM

Grouping: Site & Call Origin

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 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	83,530	23,031	60,499	0	971	19,858	1,928	83	191	14,577	2,173	00:00:06
Total	83,530	23,031	60,499	0	971	19,858	1,928	83	191	14,577	2,173	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:23:52 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 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	10,264	10,264	0	0	300	8,676	1,282	6	0	0	0	00:00:04
Total	10,264	10,264	0	0	300	8,676	1,282	6	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:35:54 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 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	31,094	31,094	0	0	379	28,857	1,784	74	0	0	0	00:00:06
Total	31,094	31,094	0	0	379	28,857	1,784	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:18:58 AM

Grouping: Site & Call Origin

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 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	888	888	0	0	17	744	126	1	0	0	0	00:00:04
Total	888	888	0	0	17	744	126	1	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:33:13 AM

Grouping: Site & Call Origin

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 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	2,825	2,825	0	0	37	2,690	98	0	0	0	0	00:00:06
Total	2,825	2,825	0	0	37	2,690	98	0	0	0	0	00:00:06

Motorola Monthly Incident Report
November 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0002976535	DuComm Dispatch CTR	Assigned	P3	8/28/2025 12:54:16 PM	CSEASTRO-3965 - SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	DS created INC0002976535 and dispatched via MOSS. FSO to take assignment. Setting 60 min reminder per instructions.		Software defect identified under RFC ID: RFC_ASTRO_INFRA-1072
INC0003024584	Addison Consolidated Dispatch Center	Pending	P3	9/8/2025 2:47:41 PM	AXS Console logouts 9/9/2025 13:50 at NMD47 op 19. Radio console had "logging out" on the screen for 10 min +/- TC did not initiate this. Had to pull up Task Mgr and "end process: to get OP back to being functional.	Per the email DS created a ticket and is dispatching via MOSS		
INC0003033859	DuComm Dispatch CTR	Pending	P3	9/10/2025 4:39:02 AM	RFC_ASTRO_INFRA-1092 - CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		
INC0003050072	Addison Consolidated Dispatch Center	In Progress	P3	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 incorrectly closed. What issue is the customer is experiencing? having issues with outbound audios When did the issue start? 9/5 Was anything changed prior to that? ~ What is the impact? P2 Model number or version or the equipment: DCG9000	Matthew Downer/Motorola/+15748072316 called in requesting a new inc be reopened as previous closed inc#: INC0003013659 incorrectly closed and stated he iw working with Brandon F/Astro on this. DS created inc and set the status to vendor has acknowledged.		
INC0003068101	Addison Consolidated Dispatch Center	Pending	P3	9/17/2025 9:05:33 AM	SZ01401D47, P3 and dispatch to FSO. op 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect."	Per the email DS created a ticket and is dispatching via MOSS		
INC0003087544	DuComm Dispatch CTR	Pending	P3	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Position 30 21 September 2025; Original report of Unselect speaker volume muting out: 1345hrs 21 September 2025; Secondary report of both Select and Unselect volumes not coming through headset: 1419hrs Selected resource at Pos 30: 1-West Channel Description: It was reported that Pos 30 Unselect speaker had no volume at all. Every attempt to increase the volume and it would auto-default to Mute. This was the case for both manually turning it up at the speaker and using the mouse to toggle the volume up. After a shutdown/restart of the computer, it seemed to solve the issue. After approximately 15 minutes, TC then reported that there is no radio audio in the headset, either select or unselect. The Unselect speaker at Pos 30 did continue to work, but the Select speaker is also not transmitting audio. The TC did plug his headset into Pos 32 and was able to utilize the radio/headset combination as intended.		
INC0003179755	Addison Consolidated Dispatch Center	Pending	P3	10/9/2025 2:43:09 PM	Select audio on unselect speaker intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand.	DS dispatched the incident via MOSS. FOLLOW UP: Technician to update incident via MOSS.		
INC0003182936	Addison Consolidated Dispatch Center	Pending	P3	10/10/2025 9:46:30 AM	site ID sz01401d47 DU-COMM Dispatch, SZ01401D48 CSEASTRO-4050 - console reboot OP 4 At approx. 2005hrs the radio console at position 4 rebooted with no intervention from the TC occupying the console. Logged back in with no issue.	For this case would you like to create a case to dispatch to the field or you need to create the case to investigate why this issue happened? create the case to investigate		
INC0003190956	DuComm Dispatch CTR	Pending	P3	10/12/2025 12:08:18 PM	RFC_ASTRO_INFRA-1072 - CSEASTRO-4069 - Site SZ01401D48 for the radio at position 18 that logged itself out	DU-COMM Dispatch – Site SZ01401D48 Today 12:05 PM 10/12/2025 at 11:56am, TC Andrea Costa was sitting at position 18 and radio logged itself out, I was ale to log the position back in without any issues. Please open an incident at DU-COMM Dispatch – Site SZ01401D48 for he radio at position 18 that logged itself out		
INC0003198486	DuComm Dispatch CTR	In Progress	P3	10/14/2025 5:35:43 AM	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.22:vpn_console_fault:345.1 Summary: UNCONFIGURED RESET	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		

Motorola Monthly Incident Report
November 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003220290	Addison Consolidated Dispatch Center	Pending	P3	10/17/2025 12:43:29 PM	RFC_ASTRO_INFRA-1092 - CSEASTRO-4066 - SZ01401D47 - Addison Consolidated Dispatch Center - OP 4 logged out of AXS session	10/17/2027 1200 +/- OP 4 logged out of AXS session		
INC0003222665	DuComm Dispatch CTR	Pending	P3	10/18/2025 7:53:09 AM	CSEASTRO-4067 - OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	DU-COMM Dispatch, SZ01401D48, for the following issue: OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18. Unable to determine exact time of logoff as it was not discovered until the next time the console was attempted to be used and can only narrow it down based on the last known time that it was functioning correctly.		
INC0003246048	DuComm Dispatch CTR	In Progress	P3	10/23/2025 3:45:12 AM	DU-COMM Dispatch – Site SZ01401D48 – OP30 Cannot hear radio transmission from the field	At position 30, on 10/23/25 about 0325 hours the TC could no longer hear radio traffic. The headset was working properly, the recording played back on the phone system and the units in the field could hear the TC but the TC could not hear anything on the radio. We tried different radio channels (1E and 1N) and that still didn't work. We also tried rebooting the system, that did not work either.		
INC0003263169	Addison Consolidated Dispatch Center	Pending	P3	10/27/2025 8:53:37 AM	OP #4 PC rebooting	Today 8:49 AM site id: sz 01401 d47 OP 4 10/26...0625hrs I came in and the position was logged out. Had to login and resynchronize the database. 0650...while sitting here the radio randomly rebooted. 0909- LOGGED OFF RADIO AGAIN		
INC0003288367	DuComm Dispatch CTR	Pending	P3	10/31/2025 8:33:32 AM	At about 1815 hours the radio at position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic. I closed and reopened the radio application and it logged -in fine and seem to be fine after that.			
INC0003314167	DuComm Dispatch CTR	Pending	P3	11/5/2025 7:59:21 PM	SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Field units are unable to hear radio traffic when using the scanning feature on the radios. Radio IDs WOP201 WOP138 This occurred at approximately at 18:15pm CST POC: Justin Harris/DUCCOM/ 630-510-3811/Preferred #: 630-260-7501	Justin Harris/DUCCOM/ 630-510-3811/Preferred #: 630-260-7501 called and requested a P2 ticket for Tier2 Support to investigate. SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Field units are unable to hear radio traffic when using the scanning feature on the radios. Radio IDs WOP201 WOP138 This occurred at approximately at 18:15pm CST DS created INC0003314167. DS also sending STARCOM21 Coverage/System Access Issue form to Justin and informed Jia Wei/Tier2 via Google Chat of ticket.		
INC0003318479	Addison Consolidated Dispatch Center	Assigned	P3	11/6/2025 2:19:06 PM	site ID sz 014 01d47 OP 20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Assigned to FSO: T5 D0074 IL and dispatched via MOSS.		
INC0003358173	Addison Consolidated Dispatch Center	Assigned	P3	11/14/2025 3:44:01 PM	site ID sz01401d47 OP 11 Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	DS created INC, dispatched it via MOSS and set 60 minute reminder to call Sean Higgins at 847-309-7648 if needed, according to Vendor Notes		
INC0003337081	Addison Consolidated Dispatch Center	Closed	P3	11/11/2025 11:02:59 AM	site ID: sz 01401d47 OP 4 PC was replaced last week. The PC name is showing up as " ADC Train OP1" when TC uses radio.	Comment from: Ted Romanowski Contact email = ted.romanowski@motorolasolutions.com Contact phone = Ted Romanowski has taken assignment of this ticket.	11/11/2025 1:12:24 PM	Actions Taken: The PC was replaced last week, and the name is incorrectly displayed as "ADC Train OP1" when the TC uses the radio. The issue was reported, and a ticket was created. The ticket was dispatched via MOSS, and the customer was notified of the updated actions. A technician is awaited to take assignment via MOSS.
INC0003358173	Addison Consolidated Dispatch Center	Pending	P3	11/14/2025 3:44:01 PM	CSEASTRO-4136 - Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	DS created INC, dispatched it via MOSS and set 60 minute reminder to call Sean Higgins at 847-309-7648 if needed, according to Vendor Notes		
INC0003385613	DuComm Dispatch CTR	In Progress	P3	11/20/2025 9:29:35 AM	OP25 CCHub IRR port not working.	DS created an incident and dispatched via MOSS. Per vendor notes, DS setting a reminder for 1 hr per no response, contact Sean Higgins/msi/8473097648 FOLLOW UP: Incident to be updated through MOSS.		

Motorola Monthly Incident Report
November 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003386383	Addison Consolidated Dispatch Center	Closed	P3	11/20/2025 11:30:39 AM	MABAS alert tone not working correctly in DFSI resources	Assigned to FSO: T5 DO074 IL and dispatched via MOSS.	11/20/2025 1:32:08 PM	<p>Actions Taken:</p> <p>The agent checked the paging tones on the resource "vIFERN-DN_DI" and confirmed they were going out correctly. For the second page tone, the agent added "TS MABAS M" as a "Quick Call II C". Upon review, the working resource "vIFERN-DN_DI" was provisioned for "TS Mabas2". The other two resources, "vIFERN-HG_DI" and "vIFERN-AC_DI", were initially set to standard "Quick Call II C". The agent updated these to match "vIFERN-DN_DI" as "TS Mabas2". Initial testing over the phone indicated the issue was resolved, with tones functioning correctly on all three resources. A reboot of all FIRE consoles was performed to obtain a new database, and subsequent testing confirmed that tones were working across all three DFSI resources. Confirmation from additional stakeholders is awaited for closure.</p>
INC0003394454	Addison Consolidated Dispatch Center	Assigned	P4	11/21/2025 3:10:29 PM	Do the AXS consoles log each time one of the PD alert tones are activated? If so, are we able to export the log regularly? We're trying to think outside the box for keeping track of when our TCs broadcast 'hot' PD calls	DS created incident and assigned to NA_NOC_Sch_OpsEng DS notified Tier 2 via chat		
INC0003413206	DuComm Dispatch CTR	Pending	P3	11/25/2025 5:17:27 PM	SZ01401D48 - DU-COMM Dispatch – Site SZ01401D48 – OP28 Left headset jack is not working, no audio in or out.	DS created the case and dispatched it to MOSS.		

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	28,089	66,009	68	8.63%	149	1,798	0	0	53	24,332
November	28,119	66,080	30	8.64%	122	1,551	1	0	34	20,728
December		0		0.00%						
2025 Totals	28,119	66,080	1,278	8.64%	1,689	21,144	10	2	515	259,151



**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: November 26, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
 - MFR product is causing numerous setbacks.
 - Project timeline is being re-assessed.
- RMS RFP Steering committee meeting monthly.
- RMS RFP proposals received and under review by evaluation team.

Action Items:

- RMS RFP Process
 - Review proposals.
 - Produce "short-list".
 - Schedule vendor demos.
- OCR 10.0/MFR
 - Complete configuration tasks
- OCR 3.7 (current production version)
 - Testing OCR version 3.7 software update.
 - Deploy latest NIBRS version.
- NetRMS
 - Move legacy system off of aging hardware to dedicated server.
 - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

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

Next Month's Actions Items:

- Continue Testing/Configuration Phase of MFR/OCR 10.0 project.
- Move RFP process forward.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.



HEXAGON
SAFETY & INFRASTRUCTURE

November 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	November 30, 2025

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	4	P2	1	P2	0
Below target <input type="checkbox"/>	P3	18	P3	6	P3	0
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 November 30, 2025

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.
--------------	--

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 7 support tickets were resolved in the month of November 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.
- RMS Project in progress.

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:

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**October
2025**



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



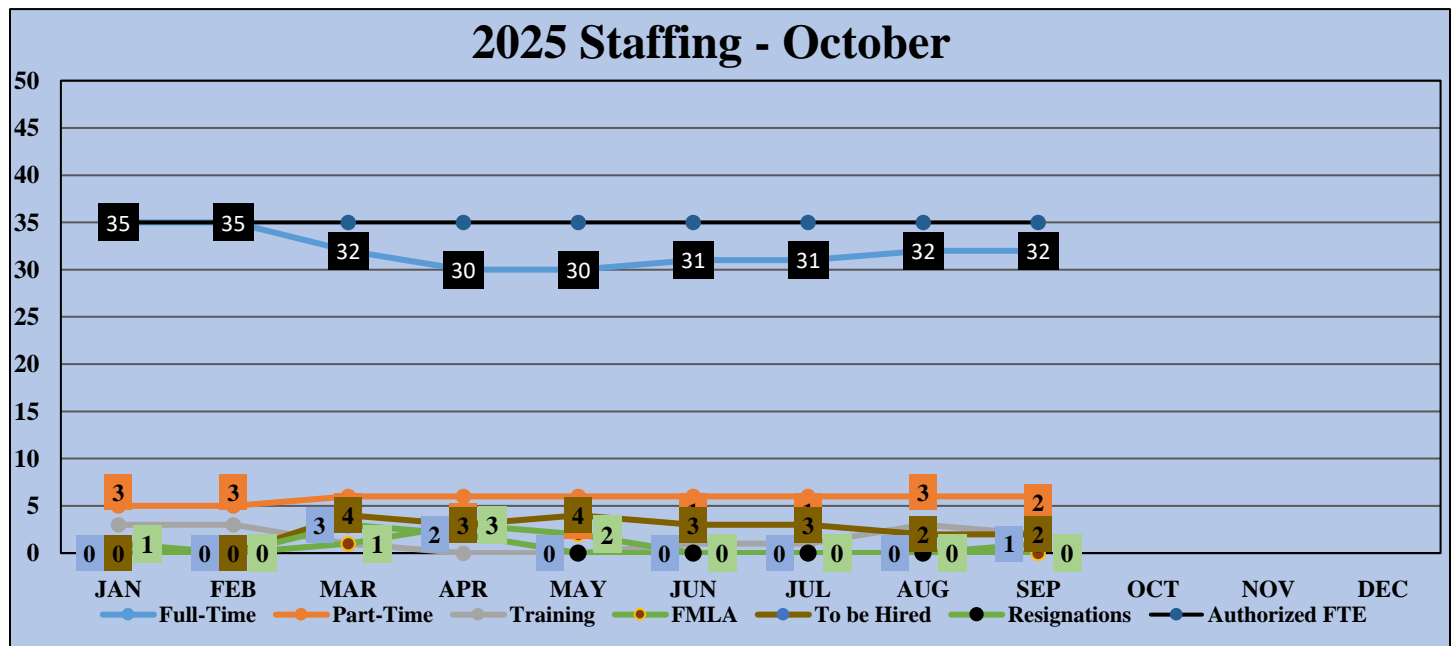
Addison Consolidated Dispatch Center (ACDC)

Staffing

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

In October:

- *One Probationary Telecommunicator (PT) in final Phase of training on the Fire Desk, scheduled to be released on November 4th*
- *One Probationary Telecommunicators (PT) finalized Classroom Training and is in the Call-taking Phase with a Communications Training Officer (CTO) on the Midnight Shift*
- *The PT Alarm Board Operator, Shadow Phase, scheduled to be released on November 4th*
- *One new hire scheduled start date Monday, November 10th*
- *Telecommunicator Test/Orientation scheduled for December 11th*



Resignation

Date	Years	Reason	Role
10/27/2025	2 Months	Performance	Trainee

Recognition

ACDC TCs through effective teamwork, together with the Addison Police Department, and an abundance of surrounding jurisdictions, worked an intense and prolonged officer-involved shooting incident, compliments on a job well done. Official Performance of Duty forthcoming.

TC Nudd received a call from Hope Link reporting a suicidal juvenile who expressed the intent to end her life by ingesting medication and bleach. The only information available was an IP address. TC Nudd acted quickly, contacted the provider, and obtained subscriber information. His decisive action and technical resourcefulness led responders to the correct location. Thanks to TC Nudd's efforts, the juvenile was located promptly, and transported to the hospital. His professionalism, composure, and initiative in a time-sensitive situation, directly contributed to saving a life. His actions exemplify the dedication and skill endeavored at ACDC and our mission.

*Special shout-out to **all the ACDC TCs** that quickly come up with a plan to both monitor radio channels, and the influx of calls from concerned and curious callers for all the planned and unplanned protests. As unplanned events can create chaos, your professionalism, teamwork, and quick-thinking is a perfect recipe for success.*

Training

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

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

- The HRLF coaches presented TCs with 79 events from 26 different scenarios, using a random list of locations.
 - 89% of the events were handled per policy on the first try.
 - The remaining 11% required some corrections.
 - TC's struggled the most when presented with a fight with bats scenario.

Overall, comments from the coaches most often involved properly toning, broadcasting, and dispatching the call out when basic information is obtained, then continuing the information-gathering, and adding updates for responders.

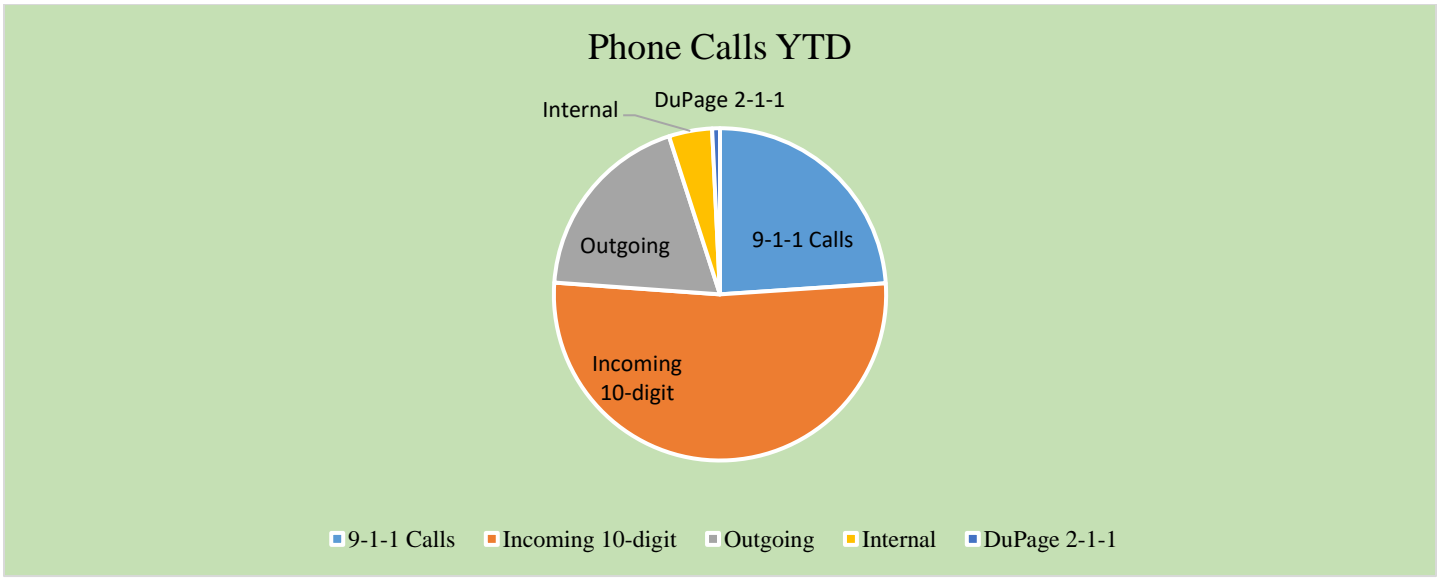
The focus for October was to process calls using the 5 Ws in the optimum order as efficiently as possible.

Additional Training

- Three TCs, an OM, the DD, and the Director attended the Illinois School Safety Conference in Niles
- One TC attended the Vision for Change: CIT Concepts for 911
- One Probationary TC attended the EMD certification online course
- Seven TCs attended the CPR recertification course
- Three TCs, the OMs, DD, and the Director attendee the IPSTA Conference in Springfield
- One OIC attended the APCO Communications Center Supervisor online course
- One TC attended the LLRMI online training – Interaction and De-escalation of Individuals
- PSC attended the ICS 400 in Buffalo Grove
- DD attended the virtual APCO Cybersecurity SDC Work Group
- The Director attended the virtual CESSA DuPage Sub-Reginal Committee Orientation
- Member agency quarterly radio drills
- PSC and OM attended the IAED Protocol Webinar
- PSC, all OMs, and Director attended Disaster Tabletop Exercise

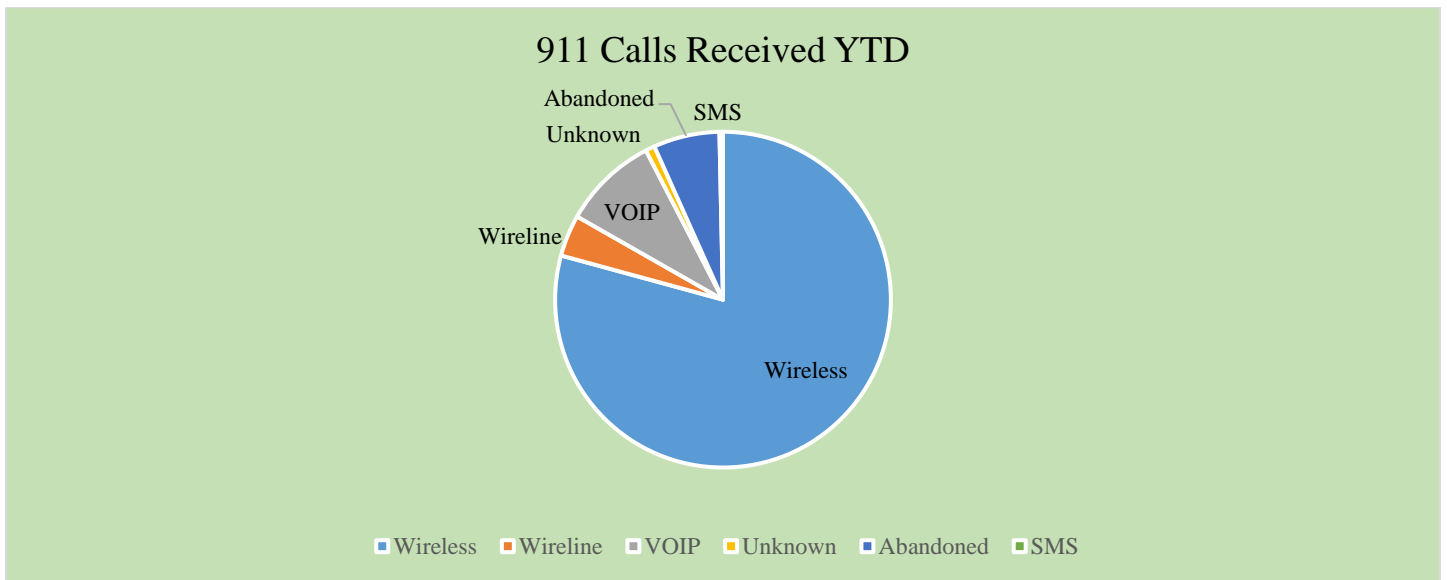
Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927			60,813
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714	13,452			132,592
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694			48,022
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026			10,686
DuPage 2-1-1	197	151	150	140	230	256	247	237	154	166			1,928
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	25,265	0	0	254,041



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

9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820			51,281
Wireline	297	219	233	206	224	244	260	276	385	421			2,765
VOIP	717	607	639	151	660	601	665	686	635	591			5,952
Unknown	59	47	73	61	65	51	70	40	57	73			596
Abandoned	403	320	413	411	442	407	491	436	400	438			4,161
SMS	47	42	16	24	17	10	13	12	16	22			219
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	6,365	0	0	64,974



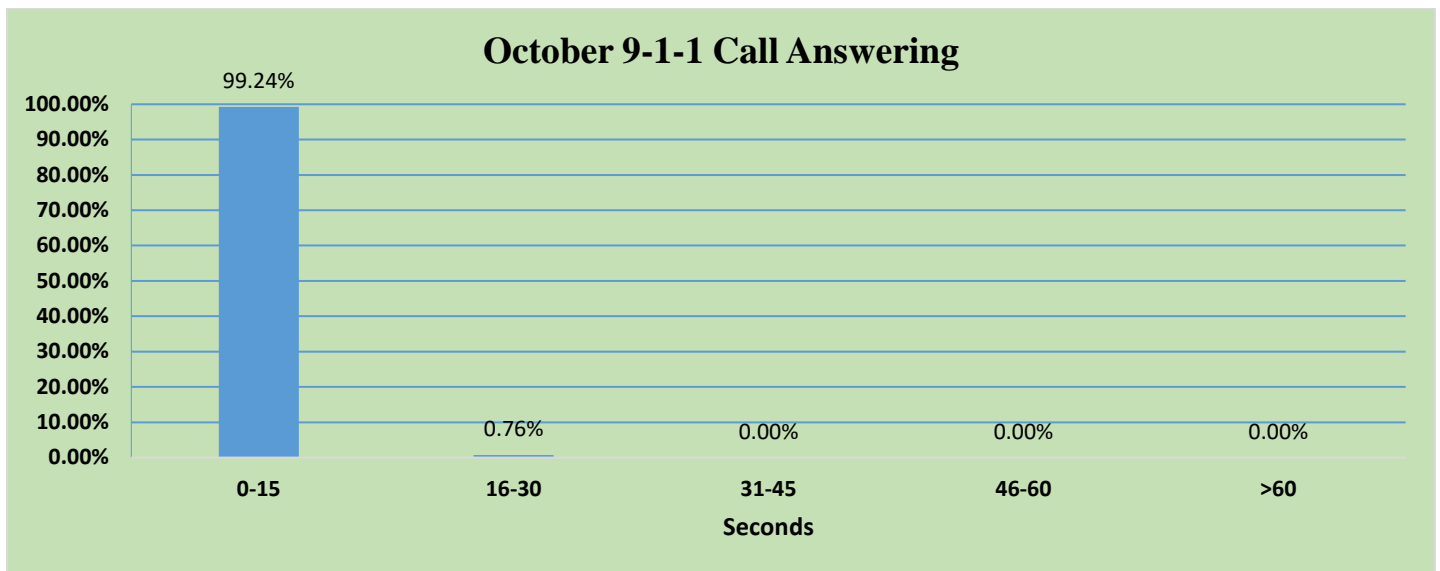
NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):

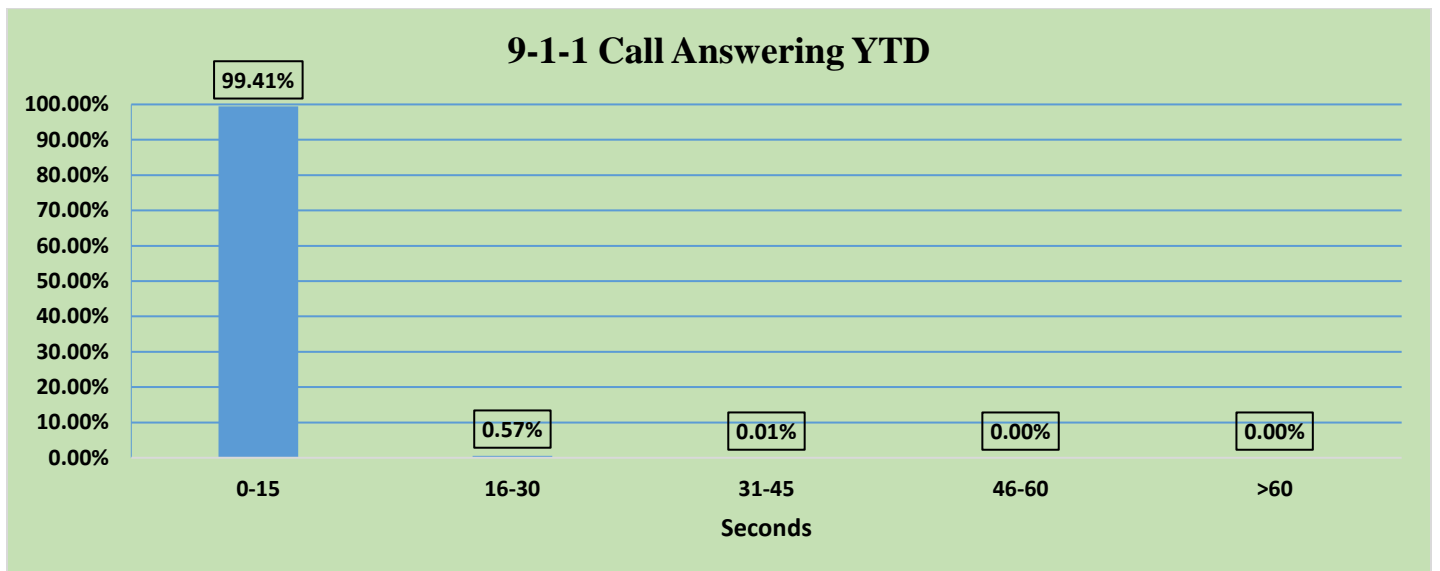
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

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

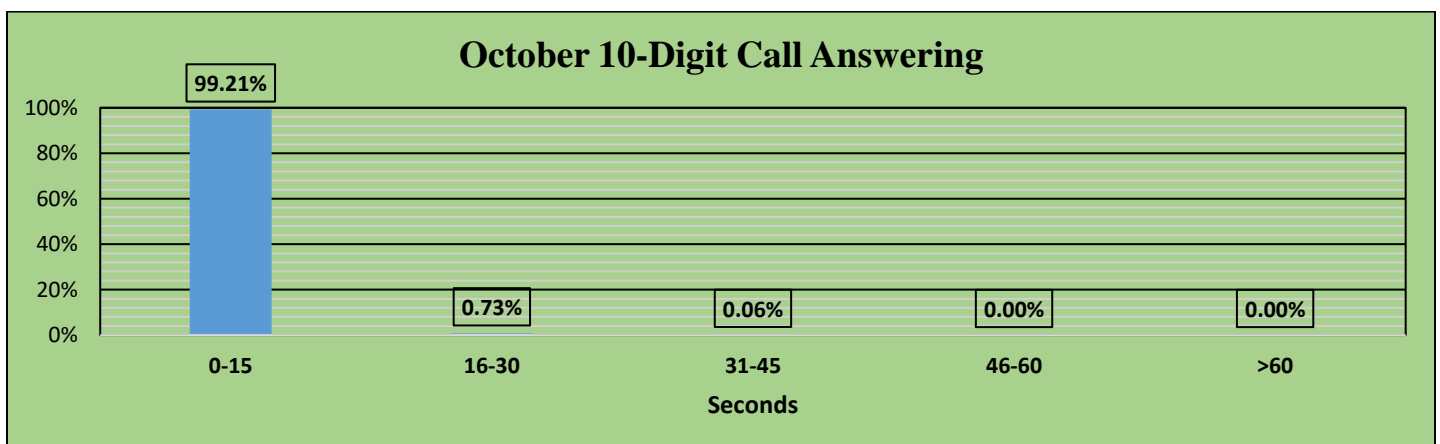
The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.



911 Call Answering – YTD



10-Digit Call Answering



TOP

OCTOBER 2025

Call Takers

TOTAL CALLS

WILLADSEN - - - 1150

IAZZETTO BAROUNIS - - - 1082

MINOR - - - 939

VALLEE - - - 914

MOOTREY - - 904

OLIVER - - - 892

WATERMAN - - - 890

KOLBERG - - - 879

SZCZEPANIAK - - - 873

LETTENBERGER - - - 800

911 CALLS

WATERMAN - - - 287

WILLADSEN - - - 277

IAZZETTO BAROUNIS - - - 253

NUDD - - - 250

OLIVER - - - 232

MEDINA - - - 219

KOLBERG - - - 217

ALVAREZ - - - 213

GODLEWSKI - - - 207

MOOTREY - - - 204

NON-EM

WILLADSEN - - - 873

IAZZETTO BAROUNIS - - 829

SZCZEPANIAK - - - 785

MINOR - - - 750

VALLEE - - - 728

MOOTREY - - - 700

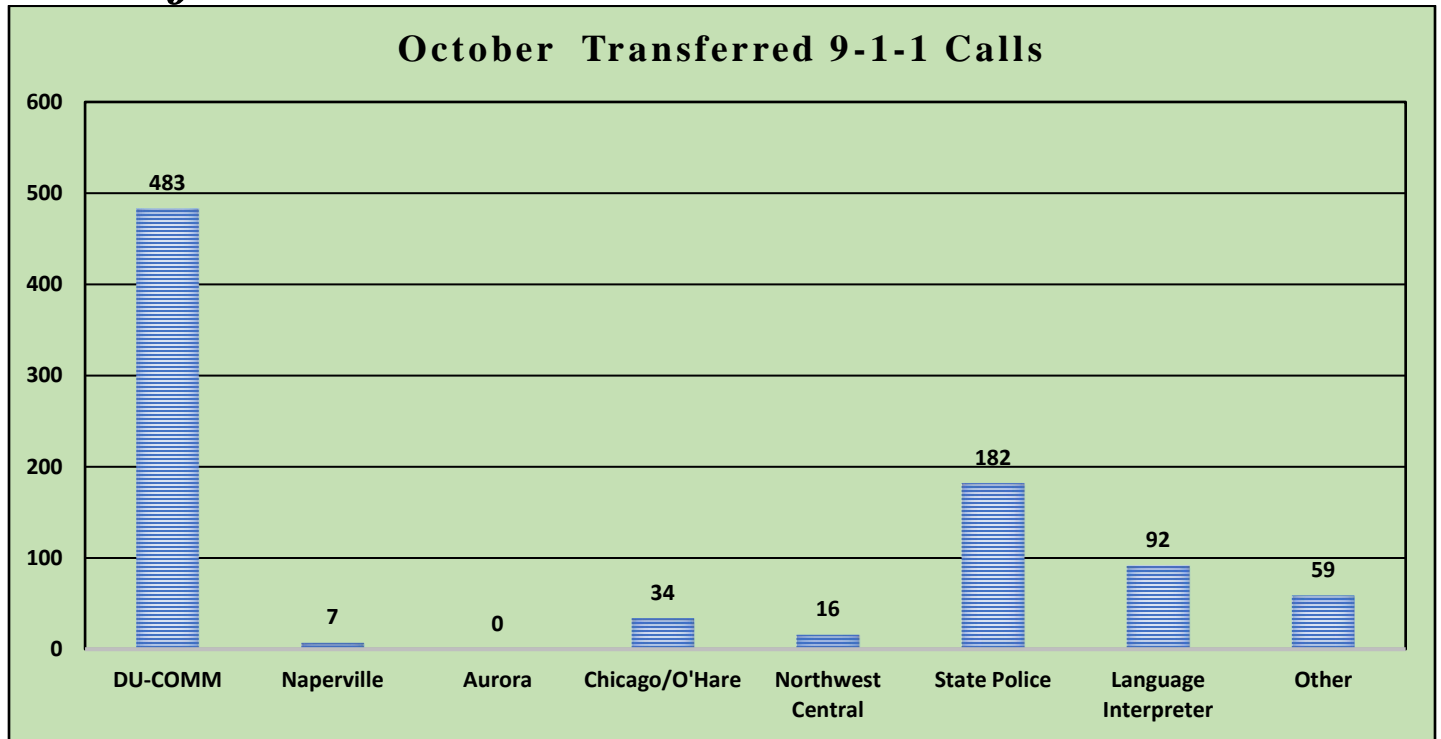
KOLBERG - - - 662

VAN ALSTINE - - - 661

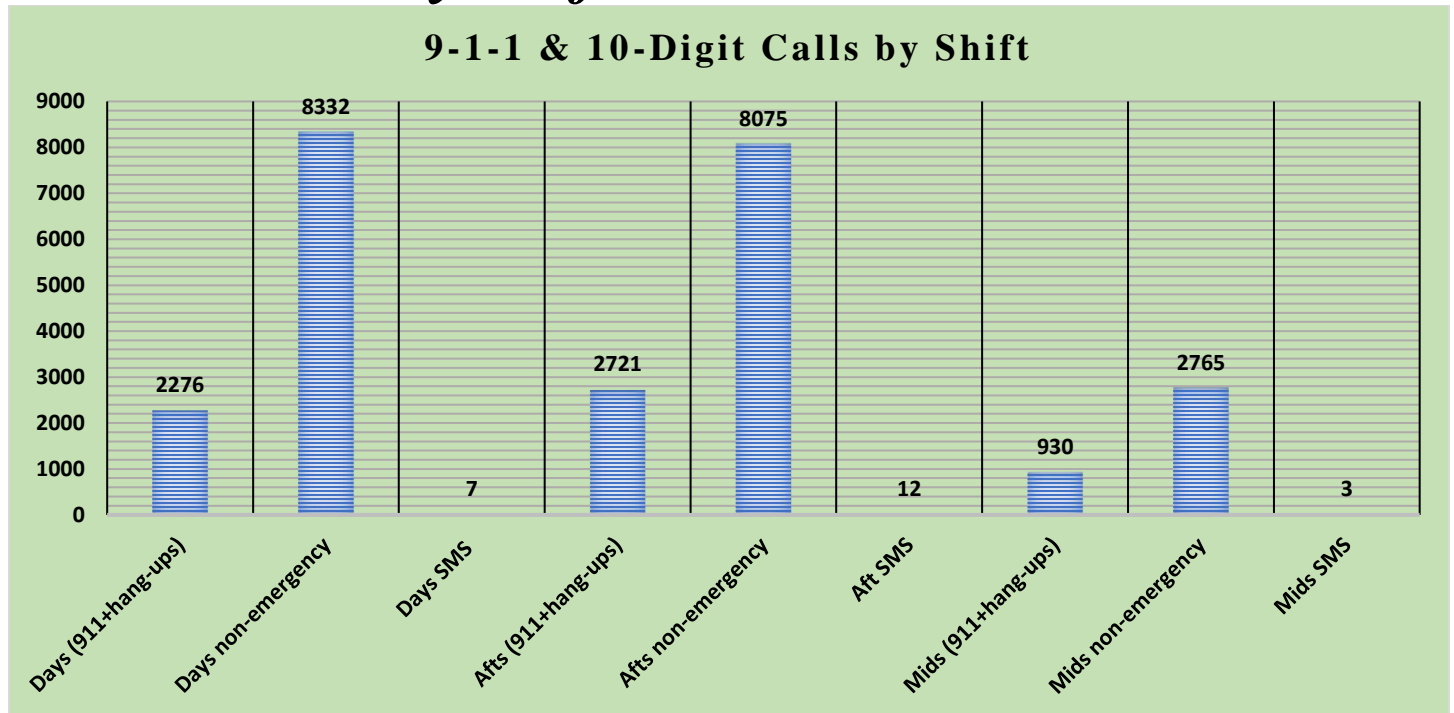
OLIVER - - - 660

LETTENBERGER - - - 646

Transferred 911 Calls

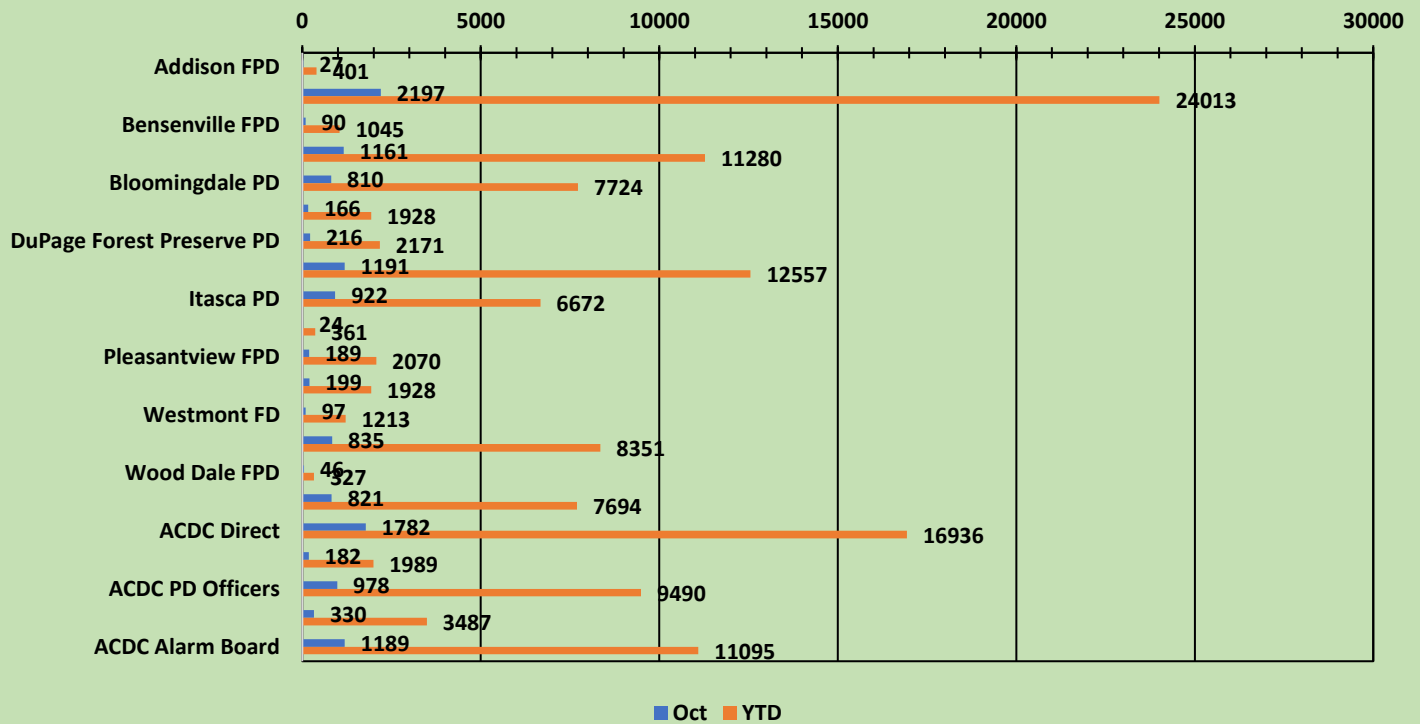


Calls & SMS by Shift – October



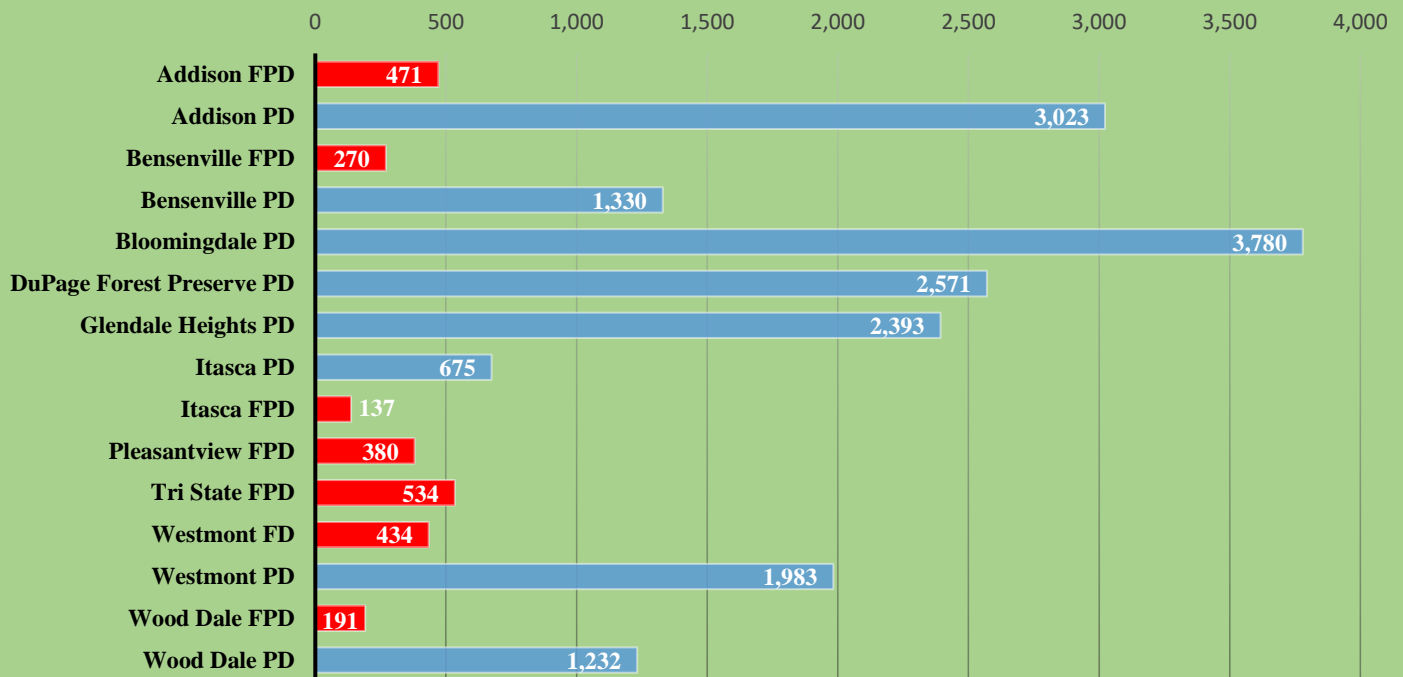
Member Agency & Misc. Phone Calls

10-Digit Phone Calls October & YTD

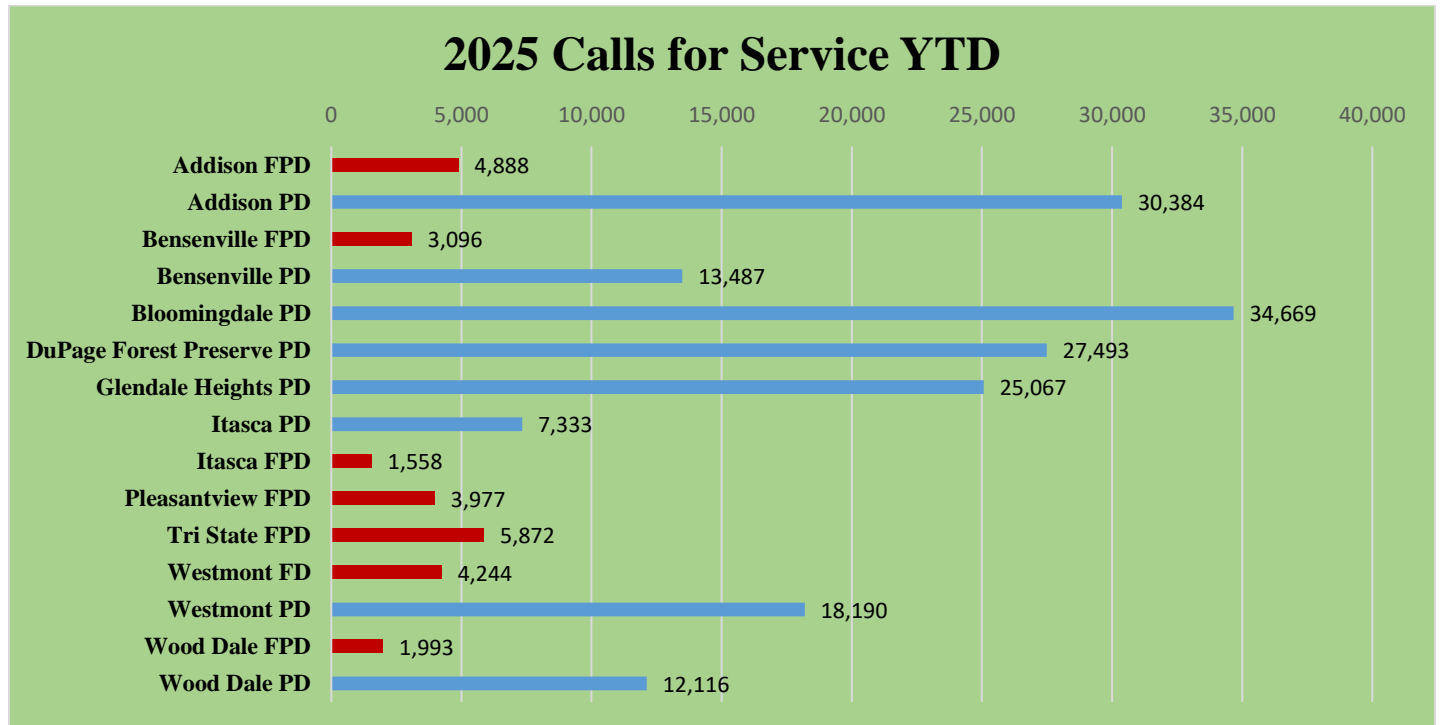


Calls for Service-Month (CFS)

October 2025 Calls for Service

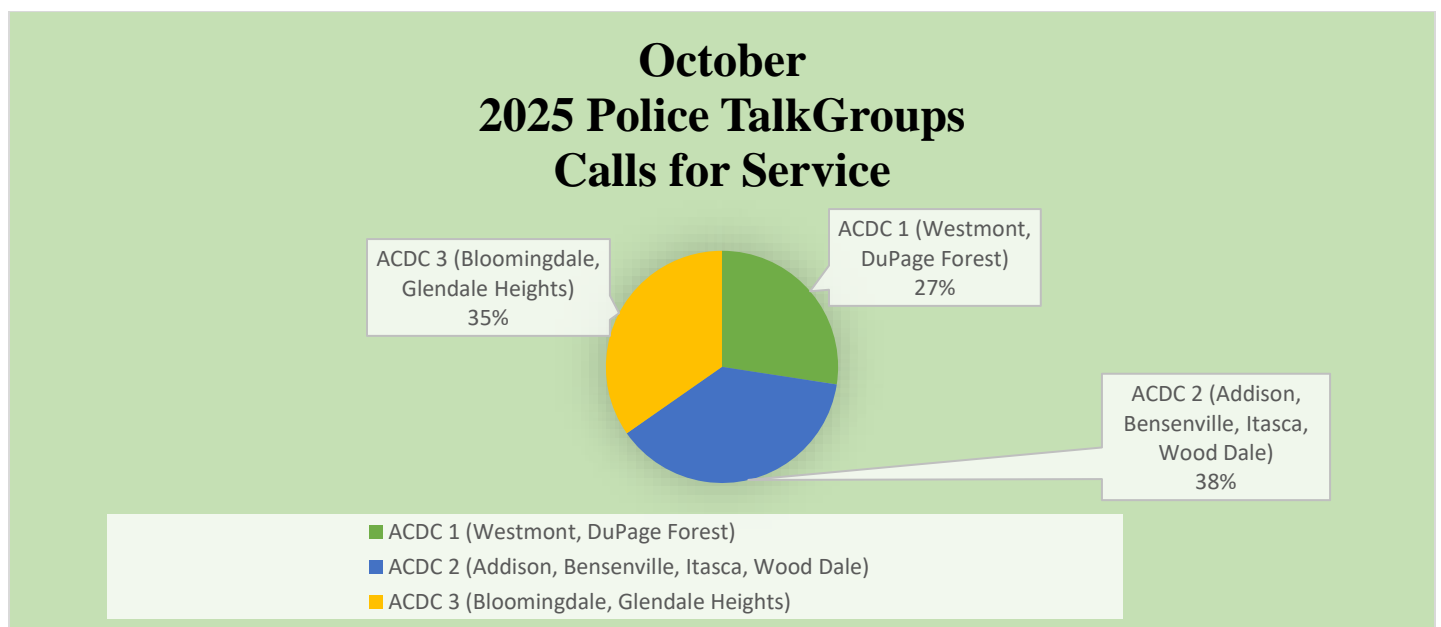


Calls for Service (CFS) - YTD



Police Calls for Service by Talk Group – October

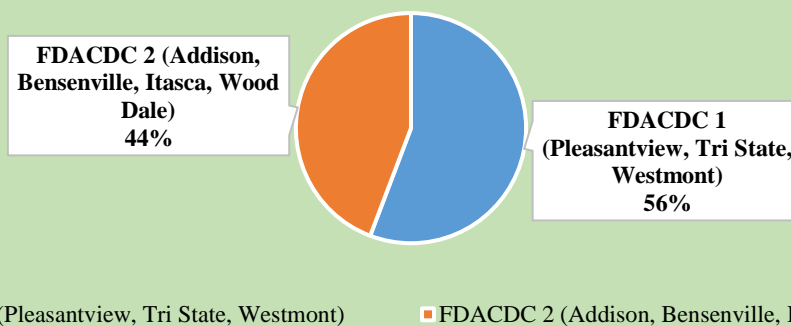
ACDC 1 (Westmont, DuPage Forest)	4,554
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,260
ACDC 3 (Bloomington, Glendale Heights)	6,173



Fire Calls for Service by Talk Group – October

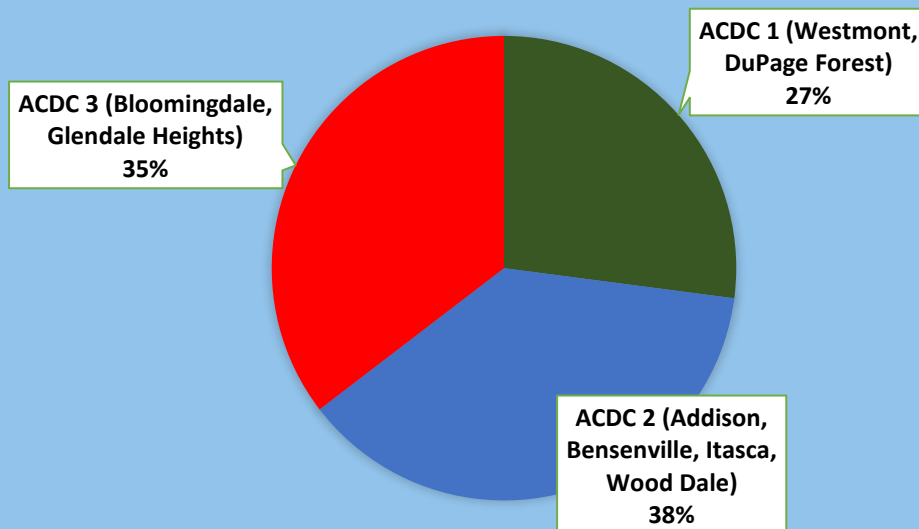
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,348
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,069

October 2025 Fire TalkGroups Calls for Service

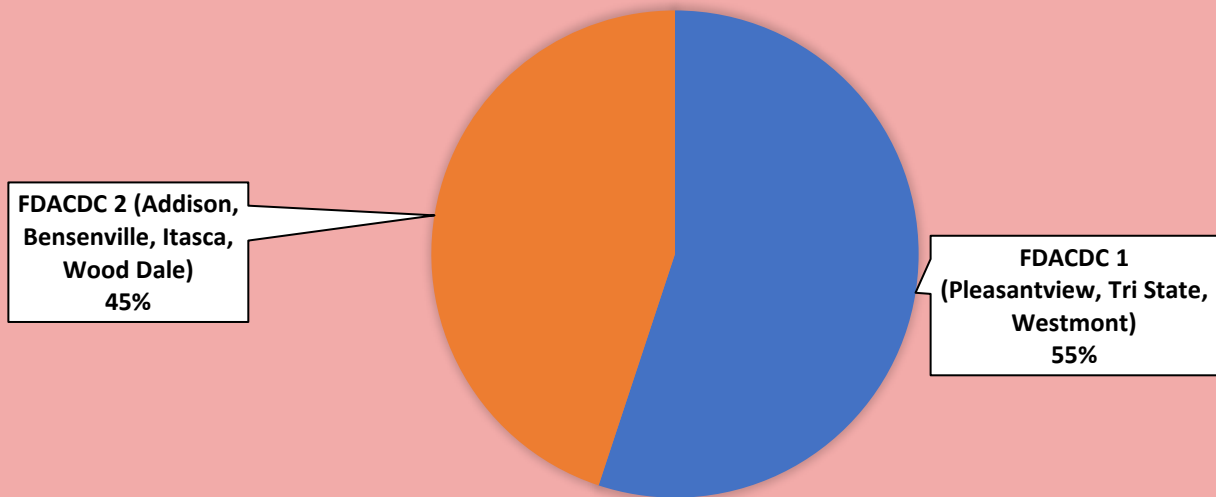


Police & Fire Calls for Service by Talk Group – YTD

2025 POLICE TALKGROUPS CALLS FOR SERVICE YTD



2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st
8/7/2025	Westmont	Investigators	315 Cass Ave
8/16/2025	Brookfield	EMS	Park Ave/Ogden Ave
8/21/2025	Westmont	Fire	1130 Buttonwood Dr
9/9/2025	La Grange	Investigators	918 S 6th Ave
9/17/2025	Brookfield	Investigators	4011 Forest Ave
9/29/2025	McCook	Investigators	8500 53rd St

Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	25								
Bensenville	23								
Itasca	9								
Pleasantview	18								
Tri State	30								
Westmont	16								
Wood Dale	7								
Other FD Agency	19								
Total Reported Fires	147	72	60	16	49%	90%	69	3	0
Actual Fires	52	28	22	2	54%	96%		0	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		53.8%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% <i>*includes actual fires under 61 seconds</i>			96.2%						
Actual fires: % over 106 seconds. Goal is 0%				3.8%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	0.0%	0.0%							
Actual fires received as fire alarm	12								
% actual fires received as fire alarm	23%								

Performance Measures

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

Police:

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

20 Calls Reviewed for – October	
Policy Violations	Violation <ul style="list-style-type: none">Failure to use DU FLASHFailure to self-dispatch
Error in Accuracy	Violation <ul style="list-style-type: none">Address error
Performance Issue	Violation <ul style="list-style-type: none">Failure to ask clarifying questions
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none">CAD Configuration
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none">N/A

Fire:

General Alarm Review

11 Calls Reviewed – October	
Policy Violations	Violation <ul style="list-style-type: none">Delay in dispatch
Error in Accuracy	Violation <ul style="list-style-type: none">N/A
Performance Issue	Violation <ul style="list-style-type: none">N/A
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none">N/A
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none">N/A

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Addison Fire	Delay on dispatch- Two AFD calls were no dispatched on the fire side due to CADs not being generated simultaneously	ETSB failed to push out the polygon file for the deployment plan causing CAD to not generate CADs for AFD	Bonafide
Westmont Fire	Failure to dispatch a Battalion Chief to a childbirth	CAD type code was changed from an UNK/EMS to a 24M-PREG, TC failed to add/dispatch a BC	Bonafide
Wood Dale Fire	-Call taker failed to clarify what was on or in patient's back -PD TC left call in pending for 2.5 minutes -Fire TC never fully disseminated all CAD notes over the air	-Call taker failed to ask specific questions to ascertain accurate information -TC failed to notice call in pending that needed to be dispatched -TC failed to disseminate updates via radio	Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

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

This section will highlight programs or topics of interest.

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

- CAD Focus Group Informational Update – October 21, 2025

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

- FSA Information Meeting, agenda emailed October 23, 2025. *Fire Standardization Focus Group*

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

- *Cancelled*

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

- *Cancelled*

ACDC Visitors

- ACDC applicant sit along
- Special Thanks to ETSB Admin Assistant Andres Gonzalez for Monday.com training

Community Outreach

- Addison Fire Open House
- Bensenville Fire Protection District Open House
- Addison Trail High School Fall Career Fair
- SLEA Presentation at COD
- Wood Dale Trunk or Treat

Task Force / Special Detail Participation

- 10/01/2025 Special Detail – APD TAC 1
- 10/14/2025 Saturation Task Force
- 10/22/2025 Saturation Task Force
- 10/23/2025 Special Detail – APD TAC 1
- 10/28/2025 Saturation Task Force

Special Events

- Erickson Elementary School 911 Presentation
- St. Isidore Catholic School Presentation
- Itasca PD School Safety Presentation



ETSB Other Action Item

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

File #: 26-0009

Agenda Date: 12/10/2025

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	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	TOTALS
Month Received:	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,128,059.57	\$ 1,142,701.44	\$ 13,316,468.90
NG9-1-1 Withholding (1x)								\$ 1,614,314.27					\$ 1,614,314.27
Misc. Payments											\$ 28,485.24		\$ 28,485.24
PRMS Reimbursement								\$ 780,310.30					\$ 780,310.30
Grant Reimbursement								\$ 1,521,663.78					\$ 1,521,663.78
Sale of Assets													\$ -
CAD Interface Reimbursement													\$ -
FSA Optional Equip Reimbursement						\$ 13,825.00							\$ 13,825.00
DEDIRS Reimbursement		\$ 756,532.95				\$ 1,822.81					\$ 1,191.00	\$ 156,606.72	\$ 916,153.48
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	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,111,265.89	\$ 1,200,230.17	\$ 5,060,973.86	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,157,735.81	\$ 1,299,308.16	\$ 18,224,934.67

FY24

HISTORY BY FISCAL YEAR

Equalization \$ Remitted for: Month Received:		Sep 23	Oct 23	Nov & Dec 23		Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	
	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	TOTALS
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	\$ 2,040,059.63	\$ 17,750,955.55

FY23

Equalization \$ Remitted for:	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul & Aug 23	TOTALS
Month Received:	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	
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		
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	Sept 21	Jun 21	Jul 21	TOTALS
	Month Received:	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	Jun 21	Jul 21	Aug 21				
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		
Month Received:	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	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	Sep 19	Oct 19	Nov 19	
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	Sep 18	Oct 18	Nov 18	
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 17	Sep 17	Oct 17	Nov 17	
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	Jul 2016	TOTALS
Month Received:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,123,587.68	\$ 743,609.37	\$ 674,806.22	\$ 726,277.16	\$ 713,088.37	\$ 518,118.75	\$ 4,499,487.55

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	\$ 1,074,150.85	1121322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,128,059.57	\$ 1,142,701.44		\$ 12,260,618.74
NG9-1-1 Withholding (1x)							\$ 1,614,314.27						\$ 1,614,314.27



ETSB PAC Other Action Item

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

File #: 25-2897

Agenda Date: 12/1/2025

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, November 3, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/85666096804?pwd=fsE69v6cj5xqwqSbgVlbH0ArsrsTNY.1>

Meeting ID: 856 6609 6804

Passcode: 978502

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:

Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member
Eve Kraus, DuPage Emergency Telephone System Board (Remote)
Gregg Taormina, DuPage Emergency Telephone System Board (Remote)
Andres Gonzalez, DuPage Emergency Telephone System Board
Jim Connolly, Village of Addison (Remote)
Lou Hayes Jr., Hinsdale PD (Remote)
Marilu Hernandez, ACDC (Remote)
Jennifer Jager, Motorola (Remote)
Nick Kottmeyer, County Board Office
Erik Maplethorpe, DU-COMM (Remote)
James McGreal, Downers Grove PD (Remote)
John Nebl, OHSEM (Remote)
Michael Walker, Itasca PD (Remote)

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

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

6.A. [25-2639](#)

DEDIR System October Maintainer Report

Executive Director Zerwin said the maintainer report included information about an upcoming firmware release and said that Radio System Manager Jennifer Jager was available to review the updates before police encryption work began. She said fire still had a few items to update and said they hoped to release the firmware beforehand. Ms. Jager said the plan was to move from 6.04 firmware to 9.40 and the update included fixes for rare errors listed at the top of the document that a few users had reported and opened tickets.

Ms. Jager said the new features included the impact zone cloning tool, which was important for fire because it sped up deployment of changes, and said it required the front panel programming option. She said a new APX trunking affiliation tone was available and said it could be enabled through the quick flip if desired. Ms. Jager said the update added location format enhancements so the device could show coordinates, and there was an adjustable power level feature mainly for marine use. She said multiple code plug programming was a major addition, allowing up to ten code plugs that users could switch between if the feature was purchased.

Ms. Jager said device based login was now an option but said it would only identify the radio and not the user. She said the number of available voice announcements increased to more than 2,000, and an application session lock feature would require a pin to reenter certain apps after inactivity. She said several parity features were also added from APX standard radios. She said the next release, numbered 3703, would change the version format to match APX standards and said it would support a new video speaker mic with an integrated camera.

Executive Director Zerwin said some of the features would be reviewed through the focus groups. She said a Motorola change order was coming and said the multiple code plug feature might help with issues raised by Member Fleury, so they would consider including that cost in the change order and that a printed list of the update information would be provided and added to the minutes.

Attachments: [Motorola System Manager Report October](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Chris Clark

6.B. [25-2640](#)

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

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

Attachments: [10-6-2025 PAC Minutes Summary](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Chris Clark
SECONDER:	Eric Burmeister

7. COMMITTEE APPROVAL REQUIRED

7.A. [25-2619](#)

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

Executive Director Zerwin said that the motion would be pending the 14 day notification period which would conclude on November 5. On voice vote, all Members voted 'Aye', motion carried.

Attachments: [Metra PD DEDIR System Access Modification Application Redacted](#)
[911-005.2 Attachment Outside Agency CKR MOU Metra PD Redacted](#)

RESULT:	APPROVED
MOVER:	Colin Fleury
SECONDER:	Eric Burmeister

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [ETS-R-0061-25](#)

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) and Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups as requested by the Wayne Police Department. PAC Recommended for Approval: 4 Aye, 0 Nay, 2 Absent.

Member Fleury made a motion to recommend approval to the ETS Board, seconded by Vice Chair Clark. Chair Selvik opened the item for discussion.

Executive Director Zerwin said that the motion also would be pending the 14 day notification period which would conclude on November 5. She said that because these were MERIT applications, Chief McLean, who was in charge of MERIT, had been the sponsor for these items and said this allowed several steps to be handled at once. She said

he had already signed off on anything that was MERIT related.

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

Attachments: [Wayne PD DEDIR System Access New Application_Redacted](#)
[911-005.2 Attachment Outside Agency CKR MOU Wayne](#)
[PD_Redacted](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Colin Fleury
SECONDER:	Chris Clark

8.B. [25-2642](#)

2026 Meeting Calendar - Policy Advisory Committee

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Member Fleury.

Chair Selvik said the meeting time would be adjusted and the committee would meet at 2:00 pm on Mondays instead of 8:15 am. He confirmed that the change worked for everyone. Executive Director Zerwin said the calendar had one adjustment on September 14 because of Labor Day.

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

Attachments: [PAC Meeting Schedule 2026](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Eric Burmeister
SECONDER:	Colin Fleury

9. **DEDIR SYSTEM**

9.A. [25-2641](#)

November DEDIR System Update

Executive Director Zerwin said things were moving along with encryption. She said although the information was supposed to be released later an email would go out at the end of the meeting with the podcast notes, because of a freeze on any changes for November 15. She said Mr. Gonzalez would also send a calendar invite to everyone on the DEDIR System podcast list to remind them that the cutoff for changes would be November 15. Executive Director Zerwin said Mr. Otalvaro and Ms. Jager would work on code plug changes and updates, and a schedule had been developed for the physical touches, which Motorola calls the first touch for the encryption keys. She said they hoped to begin during the first week of December.

Executive Director Zerwin said ETSB staff would reach out to agencies with information

about what would be needed from them. She said the podcast included a detailed list explaining that all equipment needed to be available on the day of the visit. She said one police battery would be swapped during the visit and staff would verify whether agencies had completed the firmware update. She added that any remaining APX7000 equipment would be collected.

Executive Director Zerwin said Motorola was reviewing the method used by Northwest Central because it might provide a cleaner and easier way to complete encryption if the patched method worked. She said this would require shifting code plugs so that the encrypted talkgroup would appear in the same area as the user select channels. She said this would prevent the problems that occurred during the fire cutover. She said that once everything was finalized, staff would begin talking to adjacent agency partners so they could prepare and understand how the rollout would be structured. She said things were moving along.

Executive Director Zerwin said chief Brill from Wheaton fire had noticed a low range on some talk groups and said staff were checking it. She said it appeared to be something that came from a copied code plug and said it did not seem to be system wide. Vice Chair Clark said he believed it only applied to the first two zones and said that was why the air programming was helpful. Executive Director Zerwin said that with the number of talk groups in the DEDIR System and the number of code plugs created, it was difficult to catch everything, so a few more issues might appear as users continued to use the radios. She said the fire deployment had been going well overall and said users would have the chance to review things and provide feedback to the focus group about any other changes that might be needed. She said the last radio was delivered on the twenty forth.

Executive Director Zerwin said the ETSB staff divided themselves into teams and went out together to assist the fire agencies as quickly as possible and said she appreciated her staff for their work. She said it had been enjoyable to visit the fire stations and see their operations. Executive Director Zerwin said that was the current status of the encryption project and said they hoped to have everything ready during the first quarter of the 2026.

Attachments: [DEDIR System Update - 11 2025](#)

9.B. [25-2332](#)

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

Member Burmeister said the directors and deputy directors from both PSAPs met on Friday and said the work was still in progress but moving in the right direction. He said they hoped to have it finished by the next meeting. Executive Director Zerwin said the discussion went well and said red line suggestions on the language were provided.

Attachments: [911-005.6 DEDIRS Use of Emergency Button executed 11.9.22 Redacted](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button redline](#)

9.C. Discussion of CommandCentral Aware Access Policy

Executive Director Zerwin said the main issue was determining how chiefs wanted to manage access to Command Central Aware and said the ability to use different code plugs might solve concerns about who could see location information for investigators, command staff, and SWAT teams. She said separate code plugs could allow different levels of visibility and said agencies would need to update their forms once a plan was set. She said discussions with Schaumburg showed both benefits and challenges because chiefs had different comfort levels with sharing location data.

Chair Clark said they spoke with Schaumburg's Real Time Information Center and said policy examples showed how access could be regulated. He said agencies across the county had raised similar questions and said opinions would vary, with some chiefs supporting access and others not wanting certain units visible. He said the code plug approach might help and said a Police Focus Group could review options before anything was sent to the chiefs.

Executive Director Zerwin said they needed a baseline before surveying agencies and said the current Command Central Aware Policy was written for PSAPs and now needed expansion to address chiefs, commanders, and Real Time Information Centers. Member Fleury said the new update would allow generic logins that could help protect sensitive investigations.

Executive Director Zerwin said generic emails created risks in Real Time Information Centers and said radio GPS would still be visible unless controlled through a code plug. She said she hoped code plugs would be the solution because managing email access created difficulties. Chair Selvik said they would start with a police focus group to look at options, and Executive Director Zerwin said many details still needed review.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. ADJOURNMENT**12.A. Next Meeting: Monday, December 1st at 8:15am in Room 3-500A**

Vice Chair Clark made a motion to adjourn the meeting at 8:38 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

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

File #: 26-0004

Agenda Date: 12/10/2025

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, November 12, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

<https://us02web.zoom.us/j/84877062982?pwd=fScIUaV5q7fabK2t3F4IUjGCtLpCSy.1>

Meeting ID: 848 7706 2982

Passcode: 858115

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

COUNTY CLERK:

Chad Pierce, Deputy Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Tyler Benjamin, DU-COMM

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Colin Fleury, West Chicago PD

Nick Kottmeyer, County Board Office

Mike Sampey, Village of Addison

Rachel Bata, Roselle PD (Remote)

Kimberly Blair, DMMC (Remote)

Joe Grage, Lombard PD (Remote)

Brad Malloy, Glendale Heights PD (Remote)

Jim McGreal, Downers Grove PD (Remote)

Anthony McPhearson, County CIO (Remote)

Bret Mowery, York Center Fire (Remote)

Wendy Teller, Alliant Insurance (Remote)

Matt Theusch, Citizen (Remote)

On roll call, Members Schwarze, Franz, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, Schar, and Wolber were present. Member Eckhoff (9:01am) was absent.

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SCHWARZE

Chair Schwarze said that because of the length of last month's meeting, he did not recognize the October monthly report accolades and said he would begin with October. He said he appreciated everyone listening because this is why we are really here.

Chair Schwarze began by recognizing ACDC Telecommunicator Erin Vallee, Telecommunicator Robert Nudd, Telecommunicators Joseph Okichich and Telecommunicator Tina Cavaligos who received a *Special Thanks* from Wood Dale Fire Protection District Fire Chief Johl for their assistance during the Dive Box Alarm response that proved to be an extended operation over difficult terrain, requiring coordination with multiple agencies. The prompt and professional response while maintaining focus during the evening was noted. Chief Johl recognized everyone's efforts during this incident, which ultimately resulted in the successful recovery of a victim.

Chair Schwarze congratulated ACDC Director Marilu Hernandez and Deputy Director Eric Burmeister for completing the 5-day NENA Center Management Certification (CMCP). The certification is designed to equip supervisors with tools needed to manage the agency effectively through a rigorous 40-hour course of lecture and lab-based education. CMCP also serves to fill in gaps and strengthen core competencies required in communications center management. Further, ACDC Deputy Director Eric Burmeister was appointed as a member of the APCO Cybersecurity Committee; there are only 35 members on the committee.

Chair Schwarze congratulated ACDC Telecommunicator Benjamin Koechling on becoming the ACDC Professional Standards Coordinator.

Chair Schwarze then welcomed Jennifer Jager, the new Motorola Radio System Manager who has been with Motorola for 6 years.

For the month of November, Chair Schwarze recognized DU-COMM Telecommunicator Samantha Doron who answered a 911 call from a male subject who reported finding an individual lying unconscious on a sidewalk and immediately recognized the situation as a life-threatening emergency. Within 39 seconds, she had the call fully initiated and began assessing the patient's breathing and determining the need for CPR. Guiding a caller through CPR is always challenging, and even more so when the patient and caller are complete strangers.

TC Doron's calm, confident instructions gave the caller the courage to act. She guided him step by step, ensuring continuous care until police arrived and assumed responsibility. Throughout the call, TC Doron remained calm and professional. She assured the caller that help was on the way and provided those reassurances multiple times when appropriate. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion. TC Doron was an essential link in the "Chain of Survival." She delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.

The family reached out to Villa Park PD and that email is included below:

Thank you so very much for your phone calls today and for ALL that you and your team did to save my dad's life. There is no way that we can put into words the gratitude that we have - it is only because of your heroic efforts that we have my dad still here today with us. Here is a picture of him last night at Marianjoy Rehabilitation Hospital, where he is ready to watch Da Bears. Please pass on with our permission to all that was involved in my dad's care on that day. With immense gratitude to infinity and beyond. (daughter)

Chair Schwarze congratulated Addison IT Manager Mike Sampey on completing his ENP certification.

Chair Schwarze then recognized DU-COMM Telecommunicator Cara Payne who took a call from an upset female reporting that a 4-year-old boy had been found in a pool. TC Payne quickly confirmed that the child had been removed from the water and the caller advised that CPR was in progress. She initiated the call within 45 seconds and promptly began verifying the effectiveness of the CPR being performed. Throughout the call, TC Payne remained calm and professional. She assured the caller that help was on the way and provided those reassurances multiple times when appropriate. She ensured that the father was still providing care until responders were right with the patient. TC Payne completed the call by letting the caller know that they had played an important role by calling and listening to instructions. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion. TC Payne was an essential link in the "Chain of Survival." She delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.

5. MEMBERS' REMARKS

Member Maranowicz extended a thank you to the ETS Board for the radios that enabled first responders and other resources to communicate efficiently and effectively during a horrific call in which an Addison officer was shot. He said there were well over 100 responders involved, and while there were a lot of headaches that came with the radio project, it was definitely worth it.

6. CONSENT AGENDA

Chair Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Report for November 12; B/Revenue Report for November 12; C/Minutes Approval Policy Advisory Committee for October 6; D/Minutes Approval ETSB Ad Hoc Finance Committee for October 8; E/Minutes Approval ETS Board for October 8; F.1./2026 Meeting Calendar for PAC;

F.2./2026 Meeting Calendar for ETSB. Member Johl motioned, seconded by Member Wolber. On voice vote, all Members voted "Aye", motion carried.

Chair Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for November 12; B/Revenue Report for November 12; C/Minutes Approval Policy Advisory Committee for October 6; D/Minutes Approval ETSB Ad Hoc Finance Committee for October 8; E/Minutes Approval ETS Board for October 8; F.1./2026 Meeting Calendar for PAC; F.2./2026 Meeting Calendar for ETSB. Member Johl motioned, seconded by Vice Chair Franz. On voice vote, all Members voted "Aye", motion carried.

6.A. Monthly Staff Report

6.A.1. [25-2645](#)

Monthly Report for November 12 Regular Meeting

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

6.B. Revenue Report 911 Surcharge Funds

6.B.1. [25-2647](#)

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

Attachments: [Revenue Report Regular Meeting 11.12.25 Fiscal Year](#)
[Revenue Report Regular Meeting 11.12.25 History](#)

6.C. Minutes Approval Policy Advisory Committee

6.C.1. [25-2640](#)

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

Attachments: [10-6-2025 PAC Minutes Summary](#)

6.D Minutes Approval Ad Hoc Finance Committee

6.D.1. [25-2656](#)

ETSB Ad Hoc Finance Minutes - Regular Meeting - Wednesday, October 8, 2025

Attachments: [2025-10-08 ETSB Ad Hoc Finance Minutes Summary.pdf](#)

6.E. Minutes Approval ETS Board

6.E.1. [25-2646](#)

ETSB Minutes - Regular Meeting - Monday, October 8, 2025

Attachments: [2025-10-08 ETSB Minutes Summary.pdf](#)

6.F. 2026 Meeting Calendars

6.F.1. [25-2642](#)

2026 Meeting Calendar - Policy Advisory Committee

Executive Director Zerwin noted that the Policy Advisory Committee meeting day would remain the same but that the time is changing to 2pm.

Attachments: [PAC Meeting Schedule 2026](#)

6.F.2. [25-2655](#)

2026 Meeting Calendar - Emergency Telephone System Board

Attachments: [ETSB Meeting Schedule 2026](#)

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

7. VOTE REQUIRED BY ETS BOARD

7.A. Dissolution of the Ad Hoc Finance Committee

7.A.1. [25-2650](#)

Pursuant to Section 4(b)(1) of the ETSB Ordinance CB-O-0002-24, an Ad Hoc Finance Committee was created, and as of November 12, 2025, shall be released and discharged from all further authority, duties, responsibilities, and obligations related to and arising from and in connection with the ETSB FY2026 Budget.

Member Markay asked if the committee is being dissolved because it is not ongoing. Chair Schwarze confirmed and said also because the membership changes each year.

Vice Chair Franz motioned to table this item, he said he would like an opportunity to discuss with Chair Schwarze before this approval is considered. Member Robb seconded. Chair Schwarze said this has been an item of discussion with Vice Chair Franz for many years. He said he knows Vice Chair Franz would like to see this as a permanent committee, however, the Ad Hoc Finance Committee is reconstituted each year regardless. Chair Schwarze said there are new members who want to serve each year and he believed an ad hoc is the best way to form this committee.

On roll call, eleven Members voted, "Aye" to table this item, one Member voted, "Nay", motion to table until the December 10 meeting carried.

RESULT:	TABLED
MOVER:	Mark Franz
SECONDER:	Jessica Robb

7.B. Payment of Claims

7.B.1. [25-2648](#)

Payment of Claims for November 12, 2025 for FY25 - Total for 4000-5820 (Equalization): \$5,800,102.94.

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

Attachments: [Payment of Claims 11.12.25 FY25.pdf](#)

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Pat Johl

7.C. Change Orders

7.C.1. [25-2654](#)

ETS-R-0046-22F - Amendment to Resolution ETS-R-0046-22 issued to AT&T Inc., PO 922020/5866-1, to extend the Customer Premise Equipment (CPE) Avaya maintenance for the ACDC and DU-COMM PSAPs for twelve (12) months, to increase the funding in the amount of \$16,131.24, resulting in an amended contract total of \$5,469,971.10, an increase of 0.30%.

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

Attachments: [ATT 922020 Change Order 6.pdf](#)
 [ATT 922020 CO6 Requisition.pdf](#)
 [ATT 922020 CO6 Decision Memo.pdf](#)
 [DuPage Cty 2025 1103 Addison \(B\) Amendment 5.pdf](#)
 [DuPage Cty 2025 1103 DuComm \(A\) Amendment 5.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.D. Purchase Resolutions

7.D.1. [ETS-R-0062-25](#)

Recommendation for the approval of a contract purchase order to Environmental Systems Research Institute, Inc. (ESRI), PO 925039, for a one (1) year renewal of ArcGIS software, for the period of January 1, 2026 through December 31, 2026, for a total contract amount of \$17,155; Per 55 ILCS 5/5-1022(c) not suitable for competitive bids. (Sole Source - Proprietary Software).

Member Robb recused herself from this item.

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

Attachments: [ESRI 925039 PRCC.pdf](#)
 [Esri Quotation 26310560.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Pat Johl
AYES:	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Schar, and Wolber
ABSTAIN:	Robb

7.D.2. [ETS-R-0063-25](#)

Recommendation for the approval of a contract purchase order to Motorola Solutions, PO 925042, for an open purchase order for replacement parts, for the period of December 1, 2025 through December 31, 2026, for a contract total not to exceed \$75,000; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (IL STARCOM master contract CMT2028589).

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

Attachments: [Motorola 925042 PRCC.pdf](#)
 [Motorola Dupage 2026 Parts_Redacted.pdf](#)
 [Motorola 921054 Vendor Ethics_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.D.3. [ETS-R-0064-25](#)

Recommendation for the approval of a contract purchase order to RapidSOS, Inc., PO 925041, for the purchase of a Communicator module for the PSAPs, for the period of November 12, 2025 through November 11, 2030, for a contract total not to exceed \$664,876.60; Per 55 ILCS 5/5-1022(c) not suitable for competitive bids (Sole Source - Provider of a licensed or patented good or service).

Executive Director Zerwin said this is a five-year contract with options to renew in years three through five. She said that provides the PSAP Directors an opportunity to make any changes or adjustments they may want as new AI services are introduced. Executive Director Zerwin said as this contract is brought online, other components that were approved in the FY26 budget may be brought forward through the focus groups and to

the Board for consideration.

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

Attachments: [RapidSOS 925000 PRCC.pdf](#)
 [RapidSOS UNITE PSG Direct Order Form with DuPage](#)
 [ETSB 11_06_2025.pdf](#)
 [RapidSOS Sole Source - DuPage County ETSB -](#)
 [10_31_2025.pdf](#)
 [RapidSOS 925041 Vendor Ethics_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Jessica Robb

7.D.4. [ETS-R-0065-25](#)

Recommendation for the approval of a contract purchase order to Alliant Insurance Services, Inc., PO 925026, for a one (1) year renewal of liability and cyber security insurance, for the period of December 19, 2025 to December 19, 2026, for a total contract amount of \$123,052. Other Professional Services not suitable to competitive bid per 55 ILCS 5/5-1022(c). Vendor selected pursuant to DuPage County Procurement Ordinance 2-353(1)(b).

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

Attachments: [Alliant 925026 PRCC.pdf](#)
 [25-26 Dupage County ETSB Package Proposal.pdf](#)

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Jessica Robb

7.E. **Budget Transfers**

7.E.1. [ETS-R-0072-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in the amount of \$2,840,000, for Motorola PO 921054/5522-1 Change Order #7.

Vice Chair Franz asked for a summary of how much has been paid out and what is left on this contract and where we are with the project.

Executive Director Zerwin said change order #2 was approved in 2023 and payment is being made for that equipment. The second change order for equipment (CO#7) was approved in October and that equipment is being received. She said this allows us to

change out the APX4000s that has been discussed and that this is the budget transfer for that change order. Executive Director Zerwin recognized Ms. Kraus who added that the final payment on the capital costs from the original contract will be on the December agenda Payment of Claims in the amount of \$6.5M. She said change order #2 for additional equipment was on today's Payment of Claims, as previously noted by Executive Director Zerwin, and that the equipment being received now would also be on the December agenda for approval of payment of the capital costs. Vice Chair Franz asked to confirm that the final financing payment would be on next month's agenda. Ms. Kraus replied, yes.

Executive Director Zerwin said the original contract value is around \$40M and includes other services. She said there is another change order being finalized with Motorola that would hopefully come forward in December to return the mobiles and reconcile the contract accordingly. Vice Chair Franz asked if a summary could be included in the monthly report of the funds paid out in relation to this project. Executive Director Zerwin said we would have a better idea once the change order is finalized and the term length of the services could be reconciled. Vice Chair Franz said thank you for managing all that.

Chair Schwarze asked if there was any further discussion, to which there was none. On roll call, all Members voted "Aye", motion carried.

Chair Schwarze noted that Member Eckhoff entered the meeting at 9:01am.

Attachments: [BT 54199 to 54110 Moto CO7.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Marilu Hernandez
AYES:	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, Schar, and Wolber

7.F. Resolutions

7.F.1. [ETS-R-0068-25](#)

Resolution declaring equipment, inventory, and/or property on Attachment A, purchased by the Emergency Telephone System Board of DuPage County, as surplus equipment.

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

Attachments: [Surplus Attachment A.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Marilu Hernandez

7.F.2. [ETS-R-0069-25](#)

Resolution approving the sale of inventory from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Adams County for an amount of \$56,000.

Chair Schwarze said if this item is approved, it would follow on the Finance/County Board that evening.

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

Attachments: [DEDIRS Sales Contract Adams County.pdf](#)
 [DEDIRS Sales Attachment A.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.F.3. [ETS-R-0061-25](#)

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) and Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups as requested by the Wayne Police Department. PAC Recommended for Approval: 4 Aye, 0 Nay, 2 Absent.

Executive Director Zerwin said this approval requires a sponsor and that Chief McLean, who is the current President of MERIT, signed off on the sponsorship and that the 14-day notice per the policy had ended with no objections.

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

Attachments: [Wayne PD DEDIR System Access New](#)
 [Application Redacted](#)
 [911-005.2 Attachment Outside Agency CKR MOU Wayne](#)
 [PD Redacted](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Kyle Wolber

7.F.4. [ETS-R-0070-25](#)

Modification of access to the DuPage ETSB CAD System network pursuant to Policy 911-013: Information Technology and Network Security as requested by the Bartlett Fire Protection District for use of Tablet Command Location Specific Information (LSI) Data.

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

Attachments: [Network Access Request Form LSI_Redacted.pdf](#)
[Tablet Command Interface Enhancement_Redacted.pdf](#)
[\(2025-81287\) Tablet Command Interface Enhancement \(Add LSI](#)
[Data\) SOW.pdf](#)

RESULT:	APPROVED
MOVER:	Jessica Robb
SECONDER:	Joseph Maranowicz

7.F.5. [ETS-R-0071-25](#)

Resolution to approve Policy 911-010: Expenditure Policy.

Vice Chair Franz asked if this was perfunctory, that we do this every year? Executive Director Zerwin said during the budget discussions at the Ad Hoc Finance Committee meeting, language changes were reviewed that went to the Board for discussion. Based on the consensus of the Board, the recommended changes to the policy were added to allow use of the one-time payment to be distributed according to the policy and to tune up a few other items of interest within the policy. Vice Chair Franz asked if the policy was in the packet somewhere. Executive Director Zerwin replied, it was posted under Agenda Item 7.F.5. along with the redline version, and was part of Ad Hoc discussions. Vice Chair Franz apologized.

Chair Schwarze asked for any further discussion, to which there was none. On voice vote, all Members voted "Aye", motion carried.

Attachments: [911-010 Expenditure Policy draft 11.12.25.pdf](#)
[Policy 911-010 Expenditure Policy redline draft 11.12.25.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

8. **DEDIR SYSTEM UPDATE**

PAC Vice Chair Clark said that the Fire Focus Group did not meet last month. He said the PAC recommended the sharing of talk groups as approved earlier in the agenda. He said they are looking forward to the Police encryption project and the implementation of the mobile radios, which are expected in early 2026, and that there has been really good progress on these projects.

Executive Director Zerwin added that the monthly ETSB Podcast notes had already been sent to keep projects moving as the Podcast was going to be informational only this month because of the holiday and attendance may be tough. She said the Chiefs were notified that any alias or template changes should be submitted by next Monday, a calendar invite was also sent as a reminder, because a freeze would be placed on the system, other than emergency changes, in preparation of encryption. Executive Director Zerwin said that Motorola technician?? Mr. Ota?varo was still here assisting Ms. Jager with the changes, and that they are preparing the APXNexts to replace the APX4000s. She said a few agencies would be scheduled for the encryption touch before the Christmas holiday, with the remaining to follow in January. At that time, one old Police battery per radio would be exchanged for a new one, and any APX7000 equipment still housed in the agencies would be collected for surplus. Executive Director Zerwin continued saying that agencies are asked to have all the radios available the day they are scheduled and that there are firmware updates and the Northwest Central changes and would catch the Police radios up to the version Fire is on. Vice Chair Franz asked if this would be done by the end of the year. Executive Director Zerwin said it would depend on the person with the radio. She indicated that out of 3,500 users there are usually a few hundred stragglers but that we do not yet know. She said reports could be run to see who has not completed the firmware upgrades.

Vice Chair Franz said that he has heard the distribution of the Fire radios was smooth and congratulated staff for doing a good job getting them out. PAC Vice Chair Clark said it was important to point out that distribution did go well and that some issues were discovered with programming but were swiftly addressed by ETSB and Motorola and updates pushed out quickly; that the process is working. Chair Schwarze thanked Chief Clark and asked Chief Fleury if there was anything further to report on the Police side. Chief Fleury said it had all been covered.

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

9.A.1. [25-2757](#)

CommCoach Interface Request

Executive Director Zerwin said it had come to her attention that ACDC was now interested in the CommsCoach software and asked if it would make more sense for it to be an ETSB expense rather than a general fund expense from each of the PSAPs. She said that DU-COMM had also originally asked for this to be an asynchronous connection and then changed to an API. There are some challenges between the vendors involved with an API interface that have nothing to do with ETSB or the PSAPs, that is all capitalistic in nature. She said DU-COMM has indicated they would like to go back to asynchronous and that a discussion needs to be had to see if that is the best way to implement this.

Vice Chair Franz asked if the question was reimbursement or payment, or use of the system, what are they being asked to provide direction on? Executive Director Zerwin said the policy does not allow for reimbursement so it would be an ETSB purchase and a shared item. The question would be how they feel about that and whether it is set up in that manner. She said the API originally had a cost associated with it, but because of the

issue with the vendors, right now there is no cost. The issue is with support.

Member Robb said she thought it was great that Addison was interested in the product as it has been phenomenal from how DU-COMM has been able to utilize it without being connected into the system. She said in terms of sharing it between the PSAPs, she did not believe that to be the best approach because they have different ways of dispatching, that there are several very basic differences, such as Emergency Fire Dispatch (EFD). Member Robb said that with this being AI, it has to be trained specifically to the agency and how the agency trains and dispatches. She said that while there is a lot of overarching standardization with the product being so intelligent, you really need to have an Addison and a DU-COMM product. Member Hernandez agreed saying it does function that way and that it would be ideal to be separate because they process calls in different ways.

Chair Schwarze asked if that would affect whether ETSB purchases it. Executive Director Zerwin replied, it would not matter.

Member Maranowicz said, in the most respectful way, this is all DU-COMM's fault because he was at a conference and had been talking about this and then he asked to be educated a bit more. He said it was hands on and really cool and he thought it could save staff time for reviewing and that it just made sense. He thanked DU-COMM for bringing it forward. Member Robb said DU-COMM would be happy to show Addison how they have programmed and are utilizing it.

Vice Chair Franz said this is the software that DU-COMM purchased directly, right? Member Robb replied, yes. Vice Chair Franz asked if ACDC would then go through the same process. Member Maranowicz confirmed, yes. Member Markay added, and ETSB funded it for you, or no? Member Robb confirmed DU-COMM purchased it. Member Maranowicz started to ask about the interface to which Member Robb replied they never got to the interface point, that the vendors had made it difficult. Chair Schwarze asked Executive Director Zerwin if ETSB is purchasing it, where is the money coming from? Executive Director Zerwin replied, we are not purchasing it unless it is going to be a shared software because we have a shared system. Vice Chair Franz asked if there are interface needs, can the decision be made that ETSB can support both systems without charge? Executive Director Zerwin replied with the vendor conflict, the charge was removed and while we could have the API, maintenance was in question. She said the API is more real time whereas the asynchronous has a delay. Her concern is the volume of the centers and whether that would pose an issue, but that they would look at it and see. She said staff would get the paperwork to ACDC and the PSAPs would run off the same interface with several instances, like with Axon cameras. Vice Chair Franz said the policy was recently changed where the Finance Committee is supposed to be reviewing those requests, maybe in budget time, but this might be an example of why the Finance Committee needs to be year-round.

Chair Schwarze asked what direction Executive Director Zerwin needed from the Board. She replied she thought she had it, that if they are saying the software is better off

separate, then that is the act.

9.A.2. [25-2741](#)

PSAP Grant FY25

Executive Director Zerwin said we usually try to set this item up for December and that with the new policy changes that allow for the one-time payment, the NG9-1-1 Withholding, those funds could be used to make the \$14.1M revenue projection. The balance could then be distributed in different ways, such as giving it to the PSAPs, or using it for new capital costs, in which case it would go to the budget. It could be put into capital contingency but is not necessary this year because ETSB is in good shape right now. Executive Director Zerwin said there will be a lot of payments coming and that balance will go low, but that the component equipment has leveled off and there is some time to keep the account funded because replacement of equipment has been pushed off for a few years, or in the case of radios, ten years, but radios are not being funded. She said she could not provide an exact amount right now, but that it will be roughly \$700,000, and that she will not know until the final monthly payment comes in from the State. She also reminded the Board that in FY26, the revenue was reduced to \$13M. Executive Director Zerwin said she would be looking for direction on where they would like the money to go and that resolutions for the PSAPs' distribution could be prepped for next month.

Vice Chair Franz said he thinks this is a much longer, larger discussion, that they have not had a thorough discussion on what is available. He asked how they are using the money that heretofore was dedicated to replacing radios over 20 years, and said this Board decided a few years ago that the members are going to be responsible, and maybe the PSAPs have to work that out. So then if there is supposed to be money dedicated to that in the ETSB capital budget, how much is that? How much of that should be going to the PSAPs instead? He said we have not mapped that out over a long period of time. There is so much capital discussion that we should be having, which is why we need to have more robust discussions on this topic. Vice Chair Franz continued saying the \$500,000 grant is great, but is that expected every year? He does not think the long-term approach is understood and he is getting questions from DU-COMM members that if they have to pay for radios in ten years, how are they going to do it? He said this should be discussed as a group and provide some direction on that soon. Chair Schwarze said those discussions have been held at the Ad Hoc Finance Committee over the last three or four years in regard to future radio purchases and that this particular question is what to do with the money coming from the State. Vice Chair Franz said he thought that was already decided as part of the budget, but what happens next year and after? He said they have had discussions, but no answers. He asked, does anybody know what our situation is going to be once the radios are paid for and where we have our capital budget for the next five years? Does this group fully understand that we don't? Chair Schwarze said they have had that discussion that right now ETSB is not planning on purchasing radios in ten years, and that the discussion three-four years ago was that this is on the PSAPs to have those discussions with their groups, that this is just one other method to provide more money to the PSAPs. Chair Schwarze said there is \$1M in the budget per the IGA and that now the extra funds from the State are an option to go to the PSAPs, as well. He

said if we are going to do this every year for the next ten years, that he hopes the PSAPs are having these discussions with their agencies on how to handle future radio replacement.

Member Maranowicz said the ACDC PSAP talked to their members and said they are on the hook for radios, there will be monies coming in, and asked how do they want that to go? Their membership decided they can earmark funds and put them to the side so there will be a fund for ACDC members that will be redistributed for radios. He said the same will be done with any monies ETSB gives them. Chair Schwarze said what he is hearing from Member Maranowicz is that these conversations have been had and that this is not new information. Member Maranowicz confirmed, yes. Vice Chair Franz said he is not saying it is new information, that DU-COMM has had those conversations, too. He said they should not be saying whatever ETSB wants to give is great but instead making those decisions. Vice Chair Franz said, the PSAPs did not get money for a couple years. Then that was supposed to be radio money that ETSB was dedicating to radios. So then where did the money go? Why do we not have, if we spent \$20M on this radio project, then there should be \$2M available every year to send to the PSAPs so we can do the same thing. He said, we do not have a chain of authority of where those monies went and that is the conversation we need to have. That is why the Finance Committee should be diving into this and giving some direction because it is not a one time conversation, it has to be every year. This ETS Board decides how much IGA money is distributed. Vice Chair Franz said it is not a staff decision; it is our decision. Chair Schwarze said he respectfully disagrees, that when the budget is presented every year, they see exactly where the money is, that it is budgeted along with future expenditures and that he was not sure why Vice Chair Franz says they do not see it. Vice Chair Franz replied, they do not see it, that it is a convoluted and not a transparent process. He said they have a guess and that they do not know what is going to happen in years two and three. Chair Schwarze said he disagrees and asked for any other comments.

Member Honig said he respectfully disagrees (with Vice Chair Franz) because you say that about any sort of committee, that the whole point of having staff who are experts in setting up the budgets, every line item, that when you click in OpenGov there is very detailed explanations of all the categories and that it is up to them to read what is laid out. He thought that having that discussion amongst those who are not necessarily the full experts, whether at an Ad Hoc or permanent committee meeting, on what the experts have put into writing for them would run them in circles. He expressed his trust in Executive Director Zerwin and her staff to have done their best at forecasting where the budget could go in an unpredictable market, especially in regard to revenue and the interest gained through the efforts of the Treasurer's Office, which is fluctuating. Member Honig said that as someone who looks at numbers every day, it is confusing to forecast but felt that what is given to them at the moment is good enough for him to see where the money is going.

Chair Schwarze said that they have seen the budget spelled out and that if ETSB continues putting money towards radios over the next ten years, that the capital contingency will go negative. He said just because, and used an example of \$6M paid for

radios that all of a sudden there will be an extra \$6M. He said it is spelled out in the budget and that everyone on Ad Hoc Finance has seen it.

Executive Director Zerwin said the fact that surcharge went from \$0.87 to \$1.50 is what allowed this Board to fund radios one more time. From that point forward, it was always stated that there would not be additional funding. She said that today, without radios, they are going to be spending roughly \$40M, another \$12M for the AXS consoles, and because the Customer Premise Equipment was split, it is about \$1.9M each, plus or minus, depending on the replacement schedule. Executive Director Zerwin said the challenge with Capital Contingency is when projects are finished because staff try to structure contracts that are not paid out until we are satisfied. She said there was 50% up front with Tait, which is usually the cost of the capital, whereas services are rolled into the costs. The Motorola radio contract had a nice financing package with \$12M is discounts and incentives and Motorola allowed ETSB to take advantage of the 47% discount on its 2022 pricing one more time, which was executed last month. Executive Director Zerwin said that what is seen in Capital Contingencies is based on what ETSB is going to fund and what is supported today as part of the 911 infrastructure. She said the radios were taken out of the account approximately six years ago. Ms. Kraus shared the Capital Contingency page from the budget onscreen.

Member Markay said the only scenario that would change is movement in Springfield to increase the surcharge, which could happen. Executive Director Zerwin said there is conversation at the State level of an increase to \$2.50 from the current rate of \$1.50, which would be roughly \$22M as opposed to \$13M. She said the other reason that the current policy for expenditure utilizes that one-time payment in the way that it does is it is not configured into their annual revenue and allows for any discrepancy. She reminded the Board that the one-time payment a few years ago was \$2.4M and is now down to \$1.7M so those funds will fluctuate. This makes the biggest challenge with aligning a grant to the PSAPs subligation because once they are given that money it is spent on something else, if they are not saving it, and how does that become sustainable until the State finishes the deployment of NG911 and Text to 9-1-1 and dismantles the legacy system; those costs are not stable. Executive Director Zerwin said there are roughly 16 911 locations in the State that are not finished with the transition before dismantling the system and making the final payments. She thought that by 2027 they could have a better idea of what the actual costs are going to be.

Vice Chair Franz said he assumes that given that it is our responsibility to decide what the IGA contribution is, there will be some resolution that comes before this Board, maybe after the budget or after the fiscal year begins, that would be beneficial for them to see such as Option A would be \$1M, Option B would be \$2M, Option C would be \$2.5M and see what that impact is on the capital. He said what he does not understand is we executed the IGA before we decided on the radios and gave \$1M to the PSAPs. Vice Chair Franz said now we are not funding the radios, there should be some dollars that we were planning to put in the capital that should be on top of the \$1M to help the PSAPs pay for these radios 10, 12, 15 years down the road. He said they have not had that discussion and that analysis and it has been confusing because we have been paying for

this radio project at the same time and it is hard to keep that separate. He said, but now that we are making the final payment next month, we should ensure we are doing everything we can for the PSAPs so that they can start putting money away, so we are better off when we have to replace these radios again. Member Maranowicz said, for clarification, when those IGAs were signed, we did know at the same time that the radios were not going to be funded. Vice Chair Franz said he thought it was a little before. Member Maranowicz replied, because then we had the same dollar amounts and ACDC was talking to their members concurrently saying if they get this money, which is not guaranteed, what is their intent. Vice Chair Franz said they also have to look at the IGA because things have changed and asked what the percentage would be.

Chair Schwarze asked Executive Director Zerwin if she needs some direction on this. She replied, to Vice Chair Franz's point, she was hoping this discussion would be to get direction, based on the current policy they approved, how to proceed with the funding as they know it today. Vice Chair Franz said he thinks the grant is straightforward, it is a one-time capital, but he thinks the \$1M IGA contribution should be a further discussion, that the PSAPs need funding. Chair Schwarze said this conversation started last month with a ten to one vote to approve the budget which included the NG911 Withholding to be distributed to the PSAPs. Vice Chair Franz said he supports putting the grant dollars towards this, but they need another discussion and formal action on the IGA amount of how it will be distributed. Member Wolber asked how long ago the IGA was approved. Chair Schwarze replied three years. Vice Chair Franz said things have changed and the County (Sheriff's Office) has moved over to DU-COMM.

Chair Schwarze asked if Executive Director Zerwin needed direction. Vice Chair Franz said it was just a discussion, not an approval. Executive Director Zerwin said if there is a direction then staff can put together the resolution for next month and prepare it with the additional one-time overage included. Member Wolber said his understanding is that the direction would be to provide it to the PSAPs. Chair Schwarze asked if there was any objection, to which there was none.

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, December 10 at 9:00am in 3-500B

Without objection, the meeting of the ETSB was adjourned at 9:57am.

Respectfully submitted,

Jean Kaczmarek



ETSB Other Action Item

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

File #: 26-0005

Agenda Date: 12/10/2025

Agenda #: 6.E.1.

Emergency Telephone System Board of DuPage County

ETS Board 2026 Meeting Schedule



DATE	TIME	LOCATION
January 14, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
February 11, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
March 11, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
April 8, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
May 13, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
June 10, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
July 8, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
August 12, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
September 9, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
October 14, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
November 18, 2026 Adjusted for Veterans Day	9:00 am	DuPage County Administration Bldg, Room 3-500B
December 9, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B



ETSB Other Action Item

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

File #: 25-2650

Agenda Date: 12/10/2025

Agenda #: 7.A.1.



Payment of Claims

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

File #: 26-0007

Agenda Date: 12/10/2025

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

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

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

TO: DuPage County Treasurer's Office

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

DATE: December 10, 2025

SUBJECT: ETSB Payment of Claims List FY25 – December 10, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on December 10, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated November 25, 2025.

FY2025 Equalization Fund (4000-5820):	\$	2,554,014.00
Total:	\$	2,554,014.00

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary

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

				ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
COMP	AU	Account	Description	APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,037,446	\$ 1,037,446	\$ 861,527.02	\$ -	\$ 175,918.78	83%	17%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 10,135.51	\$ -	\$ 64.49	99%	1%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 33,053	\$ 33,053	\$ -	\$ -	\$ 33,052.67	0%	100%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,796	\$ 13,796	\$ 5,747.78	\$ -	\$ 8,047.92	42%	58%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 77,803.12	\$ -	\$ 7,474.92	91%	9%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 62,875.58	\$ -	\$ 16,489.02	79%	21%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 137,006.59	\$ -	\$ 120,161.71	53%	47%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ 1,884.08	\$ 52.04	\$ 37,063.88	5%	95%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 100,500	\$ 100,500	\$ 34,067.33	\$ 1,880.21	\$ 64,552.46	34%	64%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 32,579	\$ 1,604.33	\$ 5.53	\$ 30,969.14	5%	95%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 575.96	\$ -	\$ 174.04	77%	23%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 500,000	\$ 417,345.97	\$ 32,812.54	\$ 49,841.49	83%	10%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ 335.04	\$ -	\$ 664.96	34%	66%
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	\$ 164.39	\$ -	\$ 1,335.61	11%	89%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ 151,100.00	\$ -	\$ -	100%	0%
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 344,139	\$ 51,480.00	\$ 292,659.16	\$ -	15%	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ 60,000.00	\$ -	\$ -	100%	0%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 30,000	\$ 33,000	\$ 24,701.73	\$ 8,298.27	\$ -	75%	0%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 436,081	\$ 97,960.64	\$ 200,836.99	\$ 137,283.37	22%	31%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 96,286.00	\$ -	\$ 41,642.15	70%	30%
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ 15,941.73	\$ -	\$ 4,058.27	80%	20%
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	\$ 689,175.83	\$ 209,055.29	\$ 278,655.48	59%	24%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 1,589,438.85	\$ 45,242.68	\$ 180,470.47	88%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 13,294.02	\$ -	\$ 31,705.98	30%	70%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ 1,263.46	\$ -	\$ 48,736.54	3%	97%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 659,626	\$ 659,626	\$ 100,445.76	\$ 483,794.48	\$ 75,386.17	15%	11%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ 9,343.27	\$ -	\$ 11,236.73	45%	55%
4000	5800	53410-0000	RENTAL OF MACHINERY & EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ 543.20	\$ -	\$ 1,456.80	27%	73%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 50,000	\$ 50,000	\$ 5,929.87	\$ -	\$ 44,070.13	12%	88%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 145,000	\$ 37,561.00	\$ -	\$ 107,439.00	26%	74%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%
4000	5820	53800-0001	COPIER USAGE	\$ 6,000	\$ 6,000	\$ 4,960.90	\$ -	\$ 1,039.10	83%	17%
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	\$ 800.54	\$ -	\$ 2,199.46	27%	73%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ 99.00	\$ -	\$ 901.00	10%	90%
4000	5820	53806-0000	SOFTWARE LICENSES	\$ 2,884,318	\$ 3,491,318	\$ 3,069,520.57	\$ 261,599.98	\$ 160,197.24	88%	5%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,202,408	\$ 540,760.76	\$ 236,489.80	\$ 425,157.30	45%	35%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 40,000.00	\$ -	\$ 13,000.00	75%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,483,606	\$ 104.64	\$ 606,264.91	\$ 877,236.45	0%	59%
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	\$ 11,352.96	\$ -	\$ 1,647.04	87%	13%
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 465,739	\$ 88,852.81	\$ -	\$ 376,886.19	19%	81%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 651,272	\$ 18,124,950	\$ 15,991,429.19	\$ 17,415.00	\$ 2,116,105.81	88%	12%
Total				\$ 14,511,844	\$ 32,263,501	\$ 24,304,013	\$ 2,459,252	\$ 5,500,236	75%	17%
EXPENDITURES FOR PERIOD: December 10, 2025						\$ 2,554,014.00	Internal Transfer:	\$ -		
				ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
COMP	AU	Account	Description	APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ (225,000.00)		\$ 75,000.00	-75%	25%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 32,705,925	\$ 32,705,925	\$ (17,526,657.00)		\$ 15,179,268.00	-54%	46%



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
#25-44

Date: December 2, 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 three exceptions that required correction by the Finance Department.

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

Results

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the December 10, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated November 25, 2025, have been examined and are recommended for payment. The total amount of the expenditures is \$2,554,014:

- FY2025 Equalization Fund (4000-5820) \$2,554,014

Three exceptions were identified by the County Auditor.

A 1-800-Pack Rat invoice for \$228.09 for the storage unit rental was entered into MHC with an incorrect invoice date. The County Auditor disapproved the invoice on November 21, 2025. The invoice date was corrected by the Finance Department on November 24, 2025, and the County Auditor recommended the invoice for payment on that same day.

An ODP Business Solutions, LLC invoice for \$25.98 for office supplies was entered into MHC with an incorrect invoice date. The County Auditor disapproved the invoice on November 24, 2025. The invoice date was corrected by the Finance Department on November 24, 2025, and the County Auditor recommended the invoice for payment on that same day.

An Insight Public Sector invoice for \$30,814.35 for subscription software arrangements was entered into MHC with an incorrect line total on line 1. The County Auditor disapproved the invoice on November 24, 2025. The line total was corrected by the Finance Department on November 24, 2025, and the County Auditor recommended the invoice for payment on that same day.

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 25 invoices submitted for payment, three exceptions were identified.

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

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

Thank you for your continued assistance.

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

Bank Account Payment History

AP255 Date: 11/25/25
Time: 11:32

JOB SUBMISSION PARAMETERS

User Name: DP\FNDMD
Job Name: AP255-4000
Step Nbr: 1

Pay Group: 4000
Cash Code: 1414 Class C Accounts Payable
Payment Date: 112525 - 112525
Payment Numbers: -
Payment Code:

Bank Account Payment History

AP255 Date 11/25/25 Pay Group 4000 ETSB PAY GROUP USD Page 1
Time 11:32 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 11/25/25 thru 11/25/25
Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	537805	Payment Date	11/25/25	Vendor	28678	PURVIS SYSTEMS INCORPORATED	Status	Issued
28678 47483				IX 102	10/23/25	4,740.00	0.00	4,740.00
				***	Payment Total	4,740.00	0.00	4,740.00
Payment Number	537806	Payment Date	11/25/25	Vendor	44522	TOSHIBA AMERICA BUSINESS	Status	Issued
44522 6691373				IX 102	12/03/25	1,377.10	0.00	1,377.10
				***	Payment Total	1,377.10	0.00	1,377.10
				***	Payment Code ACH Total	6,117.10	0.00	6,117.10
					Payment Count	2		

Bank Account Payment History

AP255 Date 11/25/25 Pay Group 4000 ETSB PAY GROUP USD Page 2
Time 11:32 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 11/25/25 thru 11/25/25
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1221795	Payment Date	11/25/25	Vendor	46708	1-800 PACK-RAT, LLC	Status	Issued
46708	506-84220			IX 102	12/18/25	228.09	0.00	228.09
46708	506-84351			IX 102	11/19/25	228.09	0.00	228.09
46708	506-84419			IX 102	12/07/25	99.00	0.00	99.00
				***	Payment Total	555.18	0.00	555.18
Payment Number	1221796	Payment Date	11/25/25	Vendor	10008	AT&T	Status	Issued
10008	630665711311	2025		IX 102	12/04/25	1,103.80	0.00	1,103.80
				***	Payment Total	1,103.80	0.00	1,103.80
Payment Number	1221797	Payment Date	11/25/25	Vendor	10008	AT&T	Status	Issued
10008	IL840054			IX 102	11/22/25	319,553.75	0.00	319,553.75
				***	Payment Total	319,553.75	0.00	319,553.75
Payment Number	1221798	Payment Date	11/25/25	Vendor	10008	AT&T	Status	Issued
10008	S667122122-25294			IX 102	11/20/25	1,022.09	0.00	1,022.09
				***	Payment Total	1,022.09	0.00	1,022.09
Payment Number	1221799	Payment Date	11/25/25	Vendor	10009	AT&T MOBILITY	Status	Issued
10009	287316512139X11082025			IX 102	11/30/25	455.51	0.00	455.51
				***	Payment Total	455.51	0.00	455.51
Payment Number	1221800	Payment Date	11/25/25	Vendor	10023	COM ED	Status	Issued
10023	6819698000 102425			IX 102	11/23/25	160.42	0.00	160.42
10023	8713843000 102025			IX 102	11/19/25	1,589.07	0.00	1,589.07
				***	Payment Total	1,749.49	0.00	1,749.49
Payment Number	1221801	Payment Date	11/25/25	Vendor	30605	EOLA POWER LLC	Status	Issued
30605	13845			IX 102	11/27/25	144,835.20	0.00	144,835.20
				***	Payment Total	144,835.20	0.00	144,835.20
Payment Number	1221802	Payment Date	11/25/25	Vendor	41555	GENSERVE LLC	Status	Issued
41555	0564043-IN			IX 102	11/23/25	7,101.99	0.00	7,101.99
				***	Payment Total	7,101.99	0.00	7,101.99
Payment Number	1221803	Payment Date	11/25/25	Vendor	10809	INSIGHT PUBLIC SECTOR INC	Status	Issued
10809	1101328709			IX 102	11/26/25	30,814.35	0.00	30,814.35
				***	Payment Total	30,814.35	0.00	30,814.35
Payment Number	1221804	Payment Date	11/25/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status	Issued
10115	1162425671			IX 102	12/14/25	1,675,534.84	0.00	1,675,534.84
				***	Payment Total	1,675,534.84	0.00	1,675,534.84
Payment Number	1221805	Payment Date	11/25/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status	Issued
10115	1187159635			IX 102	11/28/25	223,499.00	0.00	223,499.00
				***	Payment Total	223,499.00	0.00	223,499.00
Payment Number	1221806	Payment Date	11/25/25	Vendor	10115	MOTOROLA SOLUTIONS INC	Status	Issued
10115	9800320251001			IX 102	12/01/25	130,581.00	0.00	130,581.00

Bank Account Payment History

AP255	Date 11/25/25	Pay Group 4000	ETSB	PAY GROUP	USD	Page 3		
	Time 11:32	Bank Account Payment History						
Cash Code 1414		Bank 071923909	Payment Date Range 11/25/25 thru 11/25/25		Payment Currency USD			
Payment Code CHK								
Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount

Payment Number	1221806	Payment Date 11/25/25	Vendor 10115	MOTOROLA SOLUTIONS INC		Status Issued		
			*** Payment Total	130,581.00		0.00	130,581.00	
Payment Number	1221807	Payment Date 11/25/25	Vendor 10115	MOTOROLA SOLUTIONS INC		Status Issued		
10115 9800620251001			IX 102 12/01/25	8,288.00		0.00	8,288.00	
			*** Payment Total	8,288.00		0.00	8,288.00	
Payment Number	1221808	Payment Date 11/25/25	Vendor 39549	ODP BUSINESS SOLUTIONS, LLC		Status Issued		
39549 443567689001			IX 102 11/26/25	446.07		0.00	446.07	
39549 444254087001			IX 102 11/26/25	25.98		0.00	25.98	
39549 444254089001			IX 102 11/24/25	6.91		0.00	6.91	
39549 444254098001			IX 102 11/23/25	24.18		0.00	24.18	
			*** Payment Total	503.14		0.00	503.14	
Payment Number	1221809	Payment Date 11/25/25	Vendor 11772	ULINE		Status Issued		
11772 200184947			IX 102 12/05/25	1,836.12		0.00	1,836.12	
			*** Payment Total	1,836.12		0.00	1,836.12	
Payment Number	1221810	Payment Date 11/25/25	Vendor 11201	UNITED STATES POSTAL SERVICE		Status Issued		
11201 34855593 103125 ETSB			IX 102 11/30/25	31.32		0.00	31.32	
			*** Payment Total	31.32		0.00	31.32	
Payment Number	1221811	Payment Date 11/25/25	Vendor 10597	VERIZON		Status Issued		
10597 6126523019			IX 102 11/19/25	432.12		0.00	432.12	
			*** Payment Total	432.12		0.00	432.12	
			*** Payment Code CHK Total	2,547,896.90		0.00	2,547,896.90	
			Payment Count	17				
			*** Cash Code 1414 Total	2,554,014.00		0.00	2,554,014.00	
			Payment Count	19				
			*** Pay Group 4000 USD Total	2,554,014.00		0.00	2,554,014.00	
			Payment Count	19				



Payment of Claims

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

File #: 26-0008

Agenda Date: 12/10/2025

Agenda #: 7.B.2.



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Greg Schwarze

Chairman
DuPage County Board
Representative

Mr. Mark Franz

Vice Chairman
Village of Glen Ellyn
DuPage Mayors & Managers
Conference Representative

Mrs. Gwen Henry, Ex-Officio

DuPage County Treasurer

Ms. Jean Kaczmarek, Ex-Officio

Secretary - DuPage County Clerk

Mr. Grant Eckhoff

DuPage County Board
Representative

Ms. Marilu Hernandez

Addison Consolidated Dispatch
Center
(ACDC) Representative

Mr. Andrew Honig

DuPage County Board
Representative

Chief Patrick Johl

Wood Dale Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz

Village of Addison
DuPage Mayors & Managers
Conference Representative

Ms. Sheryl Markay

Public Representative

Deputy Chief Dan McCarthy

DuPage Sheriff's Office
Representative

Ms. Jessica Robb

DuPage Public Safety
Communication
(DU-COMM) Representative

Chief David Schar

Village of Winfield
DuPage County Police Chief

Mr. Kyle A. Wolber

Superior Air-Ground
Ambulance Services, Inc.
Emergency Services Representative

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

TO: DuPage County Treasurer's Office

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

DATE: December 10, 2025

SUBJECT: ETSB Payment of Claims List FY26 – December 10, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on December 10, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated December 2, 2026.

FY2026 Equalization Fund (4000-5820):	\$	6,651,399.47
Total:	\$	6,651,399.47

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
FY26 EXPENDITURE VS. BUDGET

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,141,253	\$ 1,141,253	\$ -	\$ -	\$ 1,141,252.61	0%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL	\$ 10,404	\$ 10,404	\$ -	\$ -	\$ 10,404.00	0%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 14,210	\$ 14,210	\$ -	\$ -	\$ 14,209.58	0%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 110,017	\$ 110,017	\$ -	\$ -	\$ 110,016.75	0%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 87,306	\$ 87,306	\$ -	\$ -	\$ 87,305.82	0%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 304,565	\$ 304,565	\$ -	\$ -	\$ 304,565.33	0%
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ -	\$ -	\$ 39,000.00	0%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 77,500	\$ 77,500	\$ -	\$ 2,000.00	\$ 75,500.00	0%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ -	\$ 200.00	\$ 1,800.00	0%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ -	\$ -	\$ 750.00	0%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 475,000	\$ 475,000	\$ -	\$ 75,000.00	\$ 400,000.00	0%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 1,500	\$ 1,500	\$ -	\$ 100.00	\$ 1,400.00	0%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 164,600	\$ 164,600	\$ -	\$ 33,600.00	\$ 131,000.00	0%
4000	5820	53020-0000	I.T. SERVICES	\$ 349,054	\$ 349,054	\$ -	\$ 349,054.00	\$ -	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 36,000	\$ 36,000	\$ -	\$ 10,200.00	\$ 25,800.00	0%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 207,329	\$ 207,329	\$ -	\$ 134,328.75	\$ 73,000.25	0%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 158,617	\$ 158,617	\$ -	\$ -	\$ 158,617.38	0%
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ -	\$ -	\$ 20,000.00	0%
4000	5820	53220-0000	WATER & SEWER	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	\$ 1,032,035	\$ 1,032,035	\$ -	\$ 752,640.00	\$ 279,394.87	0%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,636,652	\$ 1,636,652	\$ -	\$ 1,624,052.00	\$ 12,600.00	0%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 75,000	\$ 75,000	\$ -	\$ -	\$ 75,000.00	0%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000.00	0%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 684,482	\$ 684,482	\$ -	\$ 593,603.96	\$ 90,877.74	0%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ -	\$ -	\$ 20,580.00	0%
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 30,000	\$ 30,000	\$ -	\$ -	\$ 30,000.00	0%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,544	\$ 1,544	\$ -	\$ -	\$ 1,543.55	0%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%
4000	5820	53800-0001	COPIER USAGE	\$ 6,000	\$ 6,000	\$ -	\$ -	\$ 6,000.00	0%
4000	5820	53801-0000	ADVERTISING	\$ 3,000	\$ 3,000	\$ -	\$ -	\$ 3,000.00	0%
4000	5820	53803-0000	MISCELLANEOUS MEETING EXPENSE	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 1,500.00	0%
4000	5820	53804-0000	POSTAGE & POSTAL CHARGES	\$ 3,000	\$ 3,000	\$ -	\$ -	\$ 3,000.00	0%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%
4000	5820	53806-0000	SOFTWARE LICENSES	\$ 2,788,266	\$ 2,788,266	\$ -	\$ 2,281,203.97	\$ 507,061.70	0%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,097,583	\$ 1,097,583	\$ -	\$ 494,818.29	\$ 602,765.12	0%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 55,000	\$ 55,000	\$ -	\$ 42,000.00	\$ 13,000.00	0%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 2,691,709	\$ 2,691,709	\$ -	\$ 330,323.00	\$ 2,361,385.60	0%
4000	5820	54100-0000	IT EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE	\$ 13,000	\$ 13,000	\$ -	\$ -	\$ 13,000.00	0%
4000	5820	54107-0000	SOFTWARE	\$ 197,880	\$ 197,880	\$ -	\$ 132,352.00	\$ 65,528.00	0%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 222,060	\$ 6,873,460	\$ 6,651,399.47	\$ -	\$ 222,060.53	97%
Total				\$ 13,944,894	\$ 20,596,294		\$ 6,855,476	\$ 7,089,419	0%
EXPENDITURES FOR PERIOD: December 10, 2025						\$ 6,651,399.47 Internal Transfer:			
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ -		\$ 300,000.00	0%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 34,754,072	\$ 34,754,072	\$ (6,651,400.00)		\$ 28,102,672.00	-19%



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
#25-45

Date: December 2, 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 no exceptions that required correction by the Finance Department or ETSB.

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

Results

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the December 10, 2025, Board Meeting. The invoice listed on the Bank Account Payment History Report dated December 2, 2025, has been examined and is recommended for payment. The total amount of the expenditures is \$6,651,399.47:

- FY2026 Equalization Fund (4000-5820) \$6,651,399.47

No exceptions were identified by the County Auditor.

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 1 invoice submitted for payment, no exceptions were identified.

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: 12/02/25
Time: 11:29

JOB SUBMISSION PARAMETERS

User Name: DP\FNDMD
Job Name: AP255-4000
Step Nbr: 1

Pay Group: 4000
Cash Code: 1414 Class C Accounts Payable
Payment Date: 120225 - 120225
Payment Numbers: -
Payment Code:

Bank Account Payment History

AP255 Date 12/02/25 Pay Group 4000 ETSB PAY GROUP USD Page 1
Time 11:29 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 12/02/25 thru 12/02/25
Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	537850	Payment Date	12/02/25	Vendor	10115	MOTOROLA SOLUTIONS CREDIT CO.	Status	Issued
10115 33727				IX 102	11/06/25	6,651,399.47	0.00	6,651,399.47
10115 33727		-999		IX 102	11/06/25	6,651,399.47-	0.00	6,651,399.47-
10115 33727A				IX 102	12/31/25	6,651,399.47	0.00	6,651,399.47
				***	Payment Total	6,651,399.47	0.00	6,651,399.47
				***	Payment Code ACH Total	6,651,399.47	0.00	6,651,399.47
					Payment Count	1		
				***	Cash Code 1414 Total	6,651,399.47	0.00	6,651,399.47
					Payment Count	1		
				***	Pay Group 4000 USD Total	6,651,399.47	0.00	6,651,399.47
					Payment Count	1		



ETSB Change Order with Resolution

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

File #: 26-0003

Agenda Date: 12/10/2025

Agenda #: 7.C.1.

RESOLUTION APPROVING CHANGE ORDER #5 TO COMCAST HOLDINGS CORPORATION DBA COMCAST BUSINESS COMMUNICATIONS, LLC PO 922043/6145-1 TO ENCUMBER ADDITIONAL FUNDS IN THE COUNTY FINANCE SOFTWARE
(CHANGE ORDER AMOUNT: \$105,236.00; NEW CONTRACT TOTAL: \$1,842,836.00)

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 the 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 Manager recommends DU PAGE ETS Board approval of Comcast Holdings Corporation dba Comcast Business Communications, LLC Change Order #5, PO 922043/6145-1, to encumber additional funds in the County Finance software. The total amount of the change order is \$105,236.00, for a new contract total of \$1,842,836.00.

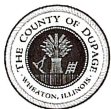
NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #5 to Comcast Business Communications, LLC PO 922043/6145-1, dated December 1, 2025, covering said, to encumber additional funds, be, and is hereby approved by the DU PAGE ETSB.

Enacted and approved this 10th day of December, 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: Nov 26, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 922043/6145-1	Original Purchase Order Date: Dec 23, 2022	Change Order #: 5	Department: ETSB
Vendor Name: Comcast Holdings Corporation dba Comcast Business Communications LLC		Vendor #: 12382	Dept Contact: Eve Kraus
Background and/or Reason for Change Order Request:	Request for Change Order #5 to Comcast Holdings Corporation dba Comcast Business Communications LLC PO 922043/6145-1 to encumber additional funds for increased taxes/fees in the County Finance software for monthly payments of fiber network invoices through the end of the current contract which expires December 22, 2026. Total amount of request: \$105,236.00, for a new contract total amount of \$1,842,836.00.		
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	\$1,737,600.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$1,737,600.00
D	Amount of this Change Order <input checked="" type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$105,236.00
E	New contract amount (C + D)	\$1,842,836.00
F	Percent of current contract value this Change Order represents (D / C)	6.06%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	6.06%

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:

ek	630-550-7743	Dec 1, 2025	LMZ	630-878-2509	Dec 1, 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



Purchase Requisition

Procurement Services Division

Date: Dec 1, 2025

MinuteTraq (IQM2) ID #:

Department Req #: 922043/6145-1

RFP, Bid or Quote #:

Send Purchase Order To:				Send Invoices To:			
Comcast Holdings Corporation Vendor: dba Comcast Business Vendor #: 12382 Communications				Dept: DuPage ETSB Division:			
Attn: Erica Zaspal Email: erica_zaspal@comcast.com				Attn: 9-1-1 System Manager Email: etsb911@dupagecounty.gov			
Address: One Comcast Center, 32nd Floor				Address: 421 N. County Farm Road Room:			
City: Philadelphia State: PA Zip: 19103				City: Wheaton State: IL Zip: 60187			
Phone: Fax:				Phone: Fax:			
Send Payments To:				Ship To:			
Comcast Holdings Corporation Vendor: dba Comcast Business Vendor #: 12382 Communications				Dept: DuPage ETSB Division:			
Attn: Email:				Attn: Email:			
Address: PO Box 37601				Address: 421 N. County Farm Road Room:			
City: Philadelphia State: PA Zip: 19101-0601				City: Wheaton State: IL Zip: 60187			
Phone: Fax:				Phone: Fax:			
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner	
PER 50 ILCS 505/1		Destination					
Use for PO25 only	Contract Administrator Eve Kraus		Contract Start Date Dec 23, 2022		Contract End Date Dec 22, 2026		Use for PO25 only

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		Fiber Network Charges	23	4000	5820	53250		422,357.97	422,357.97
2	1	EA		Fiber Network Charges	24	4000	5820	53250		454,060.19	454,060.19
3	1	EA		Fiber Network Charges	25	4000	5820	53250		466,636.00	466,636.00
4	1	EA		Fiber Network Charges	26	4000	5820	53250		469,781.84	469,781.84
5	1	EA		Fiber Network Charges	27	4000	5820	53250		30,000.00	30,000.00

Requisition Total \$ 1,842,836.00

Header Comments (these comments will appear on the PO20 and PO25 Purchase Order) :

Special Instructions/Comments to Buyer or Approver (these comments will NOT appear on the Purchase Order) :

Add funds in FY25 in the amount of \$32,236.00 making this line \$466,636.00, FY26 in the amount of \$43,000.00 making this line \$469,781.84, and FY27 in the amount of \$30,000.00.

User Department Internal Notes (these comments will NOT appear on the Purchase Order) :



Decision Memo

Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Dec 1, 2025

MinuteTraq (IQM2) ID #:

Department Requisition #: 922043/6145-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: Comcast Holdings Corporation	Vendor #: 12382

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Request for Change Order #5 to Comcast Holdings Corporation dba Comcast Business Communications LLC PO 922043/6145-1 to encumber additional funds for increased taxes/fees in the County Finance software for monthly payments of fiber network invoices through the end of the current contract which expires December 22, 2026. Total amount of request: \$105,236.00, for a new contract total amount of \$1,842,836.00.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

When the fiber network was renewed in 2022, the exact monthly costs including taxes and fees were unknown. ETSB estimated an average monthly cost of \$36,200.00, which included an additional 5% for taxes/fees on top of the cost of the contracted services. In 2023, the average amount of the monthly invoices was \$35,196.50. The monthly cost began surpassing the estimated encumbered amount of \$36,200.00 on the March 2024 invoice which was \$37,194.94. In April 2024, the invoice amount increased to \$38,430.98. In 2025, the average cost is \$38,856.76, a monthly increase of \$3,660.26 over the 2023 invoices. This increase in taxes/fees has created a shortfall within Purchase Order 6145-1 for FY25 in the amount of \$32,236.00 and FY26-27 in an estimated amount of \$73,000.00, for a total amount of \$105,236.00.

Strategic Impact

Financial Planning

Select one of the five strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

The encumbrance of additional funds will allow for continued monthly payment and accounting of contractual obligations through the end of the contract.

Source Selection/Vetting Information - Describe method used to select source.

This is a change to the current contract, no vetting is necessary.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Change Order #5 to encumber additional funds.
2. Deny Change Order #5 and there will not be enough funds in the County Finance system to pay monthly invoices at the end of the contracted period.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

Sufficient funds have been budgeted in FY25-27 in 4000-5820-53250: Telecommunications Wireline to account for the currently known taxes/fees with a five percent (5%) in FY26 and FY27.



ETSB Change Order with Resolution

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

File #: 26-0040

Agenda Date: 12/10/2025

Agenda #: 7.C.2.

**RESOLUTION APPROVING CHANGE ORDER #8 TO MOTOROLA SOLUTIONS, INC.
PO 921054/5522-1 TO RECONCILE THE CONTRACT EQUIPMENT AND SERVICES
THROUGH DECEMBER 31, 2031 (NON-MONETARY)**

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 Manager recommends DU PAGE ETS Board approval of Motorola Solutions, Inc. Change Order #8 to PO 921054/5522-1, to reconcile the contract equipment to include the return of the APX8500 mobiles in exchange for Smart Application and Astro Technical Assistance services to run coterminous until the contract expiration date of December 31, 2031. There is no monetary change being made to the overall contract costs.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #8 to PO 921054/5522-1, dated December 2, 2025, covering said, reconciliation of the contract, be, and is hereby approved by the DU PAGE ETSB to Motorola Solutions, Inc., 500 W. Monroe Street, 44th Floor, Chicago, IL 60661.

Enacted and approved this 10th day of December, 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: Dec 2, 2025

MinuteTraq (IQM2) ID #:

Purchase Order #: 921054/5522-1	Original Purchase Order Date: Nov 10, 2021	Change Order #: 8	Department: ETSB
Vendor Name: Motorola Solutions, Inc.		Vendor #: 10115	Dept Contact: Eve Kraus
Background and/or Reason for Change Order Request:	Recommendation for approval of Change Order #8 to Motorola Solutions, Inc. PO 921054/5522-1 to reconcile the contract costs which includes the return of the APX8500 mobile radios in exchange for Smart Application and Astro Technical Assistance services to run concurrently until the contract expiration date of December 31, 2031. There is no monetary change being made to the overall contract costs.		
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	\$34,725,857.91
B	Net \$ change for previous Change Orders	\$7,555,244.51
C	Current contract amount (A + B)	\$42,281,102.42
D	Amount of this Change Order <input type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$0.00
E	New contract amount (C + D)	\$42,281,102.42
F	Percent of current contract value this Change Order represents (D / C)	0.00%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	21.76%
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 \geq \$2,500.00, or \geq 10%, of current contract amount <input type="checkbox"/> Funding Source _____	
<input checked="" type="checkbox"/> OTHER - explain below:	
Contract reconciliation	

ek	630-550-7743	Dec 2, 2025	LMZ	630-878-2509	Dec 2, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer	Date	Procurement Officer	Date	12/4/2025	
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date		



Decision Memo

Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Dec 2, 2025

MinuteTraq (IQM2) ID #:

Department Requisition #: 921054/5522-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: Motorola Solutions, Inc.	Vendor #: 10115

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Recommendation for approval of Change Order #8 to Motorola Solutions, Inc. PO 921054/5522-1 to reconcile the contract costs which includes the return of the APX8500 mobile radios in exchange for Smart Application and Astro Technical Assistance services to run concurrently until the contract expiration date of December 31, 2031. There is no monetary change being made to the overall contract costs.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

ETSB has negotiated the return of all 603 mobile radios, including those that had been deployed, for a credit in the contract to include Smart Applications and Astro Technical Assistance (depot repair for radios) for all the subscriber units through the contract expiration date of December 31, 2031.

Strategic Impact

Financial Planning

Select one of the six strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

Change Order #8 aligns the Smart Services and the Astro Technical Assistance expiration dates of the APXNext and APXNext XN radios in the DEDIR System from the original purchase in 2021, Change Order #2 in 2023, and Change Order #7 in 2025 to December 31, 2031. The return of the APX8500 mobiles, including those that have been deployed, and APX4000s and vehicle chargers that were not deployed, as detailed on the Subscriber and Accessory Return Credits chart, provides a contract credit in the amount of \$3,943,950.20. The return credit, along with a loyalty credit in the amount of \$1,347,795.20, will prepay the extension of services. In addition, 75 APX8000XE radios were provided to ETSB from Motorola in 2022 when APX7000 Fire radios were failing because they had reached end of life and depot services were no longer available. These radios were used to supplement the ETSB fleet until the APXNext XNs could be deployed. A letter from Motorola is attached which transfers these radios to ETSB at no charge.

Source Selection/Vetting Information - Describe method used to select source.

This is a change order to the original contract, therefore, no vetting is necessary.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Change Order #8 to reconcile the contract.
2. Deny Change Order #8.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

This is a non-monetary change order to exchange products for services.

Proposal

DuPage County, IL

DuPage County ETSB Change Order 8

October 31, 2025

The design, technical, and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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Motorola Solutions, Inc.
500 Monroe Street; Suite 4400
Chicago, IL 60661

October 31, 2025

Ms. Linda Zerwin
Executive Director
DuPage County ETSB
421 N. County Farm Road
Wheaton, IL 60187

RE: Change Order #8 Essential Warranty - Smart Apps Extension Proposal

Dear Ms. Zerwin:

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide the DuPage County ETSB with quality communications products and services.

Motorola's proposal includes subscriber Essential Warranty extensions and subscriber Smart Application extensions.

The proposal is subject to the terms and conditions of the Illinois Starcom21 State Contract. DuPage County may accept this proposal by issuing a purchase order referencing Starcom21 State Contract and this proposal. Motorola would be pleased to address any concerns you may have regarding the proposal. Any questions can be directed to your Motorola Account Executive, Chris Chisnell, at 847-489-9379.

We thank you for the opportunity to furnish the DuPage County ETSB with our products and services. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,

Jay Burla
MSSSI Vice President
Motorola Solutions, Inc.

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Section 1

Subscriber Smart Apps Extension

Attached is itemized pricing for Subscriber Smart Applications Extension to December 31, 2031.



QUOTE-3292429
DUPAGE COUNTY ETSB

Billing Address: 421 N COUNTY FARM RD, WHEATON, IL 60187

Quote Date: 09/09/2025
Quote Expiration Date: 12/01/2025
Quote Created By: Julia Mendoza

Customer: DUPAGE COUNTY ETSB

Customer #: 1036363365
Contract Number:
Contract Modifier:
Contract Start Date: 04/03/2027
Contract End Date: 12/31/2031
Payment Cycle: IMMEDIATE
PO#:

Line #	Item Number	Description	Quantity	Term	List Price	Sale Price	Ext. Sale Price
1	LSV01S03446A	APX NEXT DMS Essential	1588	56.9 MONTHS	\$364.73	\$364.73	\$579,189.65
2	SSV01S01407A	SmartProgramming	1588	56.9 MONTHS	\$683.16	\$355.81	\$565,030.25
3	SSV01S01406A	SmartConnect	1588	56.9 MONTHS	\$683.16	\$355.81	\$565,030.25
4	SSV01S01476A	SmartLocate	1588	56.9 MONTHS	\$683.16	\$355.81	\$565,030.25
5	SSV01S01907A	SmartMapping	1588	56.9 MONTHS	\$683.16	\$355.81	\$565,030.25
7	LSV01S03082A	RadioCentral Programming	1588	56.9 MONTHS	\$152.00	\$152.00	\$241,380.92
8	LSV01S03446A	APX NEXT DMS Essential	1103	40.5 MONTHS	\$259.28	\$259.28	\$285,990.80
9	SSV01S01407A	SmartProgramming	1103	40.5 MONTHS	\$485.40	\$252.81	\$278,852.19
10	SSV01S01406A	SmartConnect	1103	40.5 MONTHS	\$485.40	\$252.81	\$278,852.19
11	SSV01S01476A	SmartLocate	1103	40.5 MONTHS	\$485.40	\$252.81	\$278,852.19
12	SSV01S01907A	SmartMapping	1103	40.5 MONTHS	\$485.40	\$252.81	\$278,852.19
14	LSV01S03082A	RadioCentral Programming	1103	40.5 MONTHS	\$108.00	\$108.00	\$119,125.65
15	LSV01S03446A	APX NEXT DMS Essential	231	35.6 MONTHS	\$228.26	\$228.26	\$52,728.08
16	SSV01S01407A	SmartProgramming	231	35.6 MONTHS	\$427.32	\$222.56	\$51,411.94
17	SSV01S01406A	SmartConnect	231	35.6 MONTHS	\$427.32	\$222.56	\$51,411.94
18	SSV01S01476A	SmartLocate	231	35.6 MONTHS	\$427.32	\$222.56	\$51,411.94
19	SSV01S01907A	SmartMapping	231	35.6 MONTHS	\$427.32	\$222.56	\$51,411.94
21	LSV01S03082A	RadioCentral Programming	231	35.6 MONTHS	\$95.08	\$95.08	\$21,963.18
22	LSV01S03446A	APX NEXT DMS Essential	486	12 MONTHS	\$76.92	\$76.92	\$37,383.12
23	SSV01S01407A	SmartProgramming	486	12 MONTHS	\$144.00	\$75.00	\$36,450.00
24	SSV01S01406A	SmartConnect	486	12 MONTHS	\$144.00	\$75.00	\$36,450.00
25	SSV01S01476A	SmartLocate	486	12 MONTHS	\$144.00	\$75.00	\$36,450.00
26	SSV01S01907A	SmartMapping	486	12 MONTHS	\$144.00	\$75.00	\$36,450.00
27	LSV01S03082A	RadioCentral Programming	486	12 MONTHS	\$32.04	\$32.04	\$15,571.44
28	SSV00S04179A	CommandCentral AWARE Standard with APX NEXT Device Location	3408	56 MONTHS	\$5,500.00	\$5,500.00	\$154,775.00

Net Total \$5,235,085.36
Estimated Tax \$0.00
Estimated Freight \$0.00
Grand Total \$5,235,085.36

Motorola's quote (Quote Number: _____ Dated: _____) is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Purchase Terms and Conditions govern the purchase of the Products. THE PURCHASE OF SUBSCRIPTION SERVICES REQUIRES MONTHLY OR ANNUAL PAYMENTS AND SUCH SERVICES ARE GOVERNED BY THE MOTOROLA SUBSCRIPTION SERVICES TERMS WHICH ARE SUPPORTING MATERIALS USED TO AFFECT THE SALE OF THE SERVICE. Motorola's Standard Terms of Use, Purchase Terms and Conditions and Subscription Services terms can be found at <http://www.motorolasolutions.com/msi/omterms>.

Section 2

Essential Warranty Service Extension

Attached is itemized pricing for Subscriber Essential Warranty Service Extension to December 31, 2031.





500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

SERVICE AGREEMENT

Quote Number : QUOTE-3297941
Contract Number:
Contract Modifier:

Date:09/12/2025

Company Name: DUPAGE COUNTY ETSB

Attn:

Billing Address: 421 N COUNTY FARM RD

City, State, Zip: WHEATON , IL, 60187

Customer Contact: Eve Kraus

Phone: 630-550-7743

Required P.O. :

PO # :

Customer # :1036363365

Bill to Tag # :

Contract Start Date :01-Jan-2026

Contract End Date :31-Dec-2031

Payment Cycle :IMMEDIATE

Qty	Service Name	Service Description	Extended Amt	
	LSV01S00020A	ESSENTIAL SERVICE RENEWAL - ASTRO PORTABLE	\$42,800.04	
	LSV01S00019A	ESSENTIAL SERVICE RENEWAL - ASTRO PORTABLE	\$13,860.00	
108: APX8000'S 35: APX4000'S		Subtotal - Recurring Services	\$4,721.67	\$56,660.04
		Subtotal - One-Time Event Services	\$0.00	\$0.00
		Total		\$56,660.04
		THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA		

Section 3

Pricing

Pricing Summary

DuPage County ETSB Subscriber & Airtime Pricing Summary	
Subscriber Essential Warranty Extension Total (Extend Service to 12/31/2031)	\$56,660.04
APXNext Smart Apps Extension Total (Extend Service to 12/31/2031)	\$5,235,085.36
Loyalty Discount	-\$1,347,795.20
Return Credit for APX8500's, APX4000's, Consolettes & Accessories	-\$3,943,950.20
Grand Total	\$0.00

Payment Schedule

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola Solutions per the Illinois Prompt Payment Act (50 ILCS 505/1).



Section 4

Contractual Documentation

The proposal is subject to the terms and conditions of the Illinois Starcom21 State Contract Agreement.



DuPage County ETSB Subscriber & Accessory Return Credits			
APX8500 Mobile - New In Box		Quantity	Credit - DuPage Contract Pricing
Dash Mount	Dual Band	86	\$657,193.08
Dual Head	Dual Band	116	\$962,997.20
Remote Mount	Dual Band	142	\$1,102,962.28
Remote Mount	Single Band	52	\$373,533.68
	Totals	396	\$3,096,686.24
APX8500 Mobile - Used / Previously Deployed		Quantity	Credit
Dash Mount	Dual Band	54	\$81,000.00
Dual Head	Dual Band	57	\$85,500.00
Remote Mount	Dual Band	53	\$79,500.00
Remote Mount	Single Band	37	\$55,500.00
	Totals	201	\$301,500.00
APX Consolette - New In Box		Quantity	Credit - DuPage Contract Pricing
APX Consolette		3	\$35,527.44
	Totals	3	\$35,527.44
APX Consolette - Used / Previously Deployed		Quantity	Credit
APX Consolette		3	\$4,500.00
	Totals	3	\$4,500.00
APX4000 Portable - New In Box		Quantity	Credit - DuPage Contract Pricing
APX4000 Portable		41	\$163,054.95
	Totals	41	\$163,054.95
APXNext Vehicular Chargers - New In Box		Quantity	Credit - DuPage Contract Pricing
APXNext Vehicular Chargers		91	\$36,057.84
	Totals	91	\$36,057.84
APX4000 SUC Chargers - New In Box		Quantity	Credit - DuPage Contract Pricing
APX4000 SUC Chargers (PMPN4174A)		23	\$1,276.04
	Totals	23	\$1,276.04
		Total	\$3,638,602.51
		Miscellaneous Costs	\$305,347.69
		CREDIT GRAND TOTAL	\$3,943,950.20

Motorola Solutions, Inc.
500 W. Monroe Street
Chicago, IL 60661

Telephone: 1847-576-5000
Fax: 1847-576-4883

September 16, 2025

Ms. Linda Zerwin
Executive Director
ETSB of DuPage County
421 N. County Farm Road
Wheaton, IL 60187

RE: Motorola Solutions (75) APX8000XE Portable Radios

Dear Ms. Zerwin:

The letter serves as notification that Motorola Solutions Inc. has provided an additional (75) APX8000XE portable radios to the DuPage County ETSB as part of the 2021 DuPage County ETSB subscriber contract at zero cost. These radios are now solely owned by the DuPage County ETSB and used at their discretion.

Thank you for your interest in Motorola Solution's products and services. If you have any questions, please don't hesitate to call Chris Chisnell at (847) 489-9379.

Sincerely,

Chris Chisnell
Sr. Account Manager
Motorola Solutions, Inc.
847-489-9379 Cell



ETSB Resolution

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

File #: ETS-R-0001-26

Agenda Date: 12/10/2025

Agenda #: 7.D.1.

**RESOLUTION AUTHORIZING THE HIRING OF AN ETSB DEPUTY DIRECTOR OF OPERATIONS
(STARTING SALARY: \$150,000.00)**

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 DuPage ETSB, as an agency of DuPage County, is authorized by law and local ordinance to employ sufficient staff to support its statutory duties; and

WHEREAS, the funds exist and the head count has been approved to allow for the authorization to hire a Deputy Director of Operations; and

WHEREAS, the 9-1-1 System Manager has completed the interview process for a Deputy Director of Operations position through the DuPage County Human Resources Department; and

WHEREAS, the 9-1-1 System Manager is recommending that the DuPage ETSB Board approve the hire of Nathan Krause to fill the position of Deputy Director of Operations to begin on January 5, 2026.

NOW, THEREFORE, BE IT RESOLVED by the Board Members of the DuPage ETSB that said hire of Nathan Krause to fill the position of Deputy Director of Operations at the starting salary of \$150,000.00 is hereby approved.

Enacted and approved this 10th day of December, 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-0003-26

Agenda Date: 12/10/2025

Agenda #: 7.D.2.

A RESOLUTION APPROVING THE EXECUTION OF A MEMORANDUM OF UNDERSTANDING BETWEEN THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY AND THE VILLAGE OF LOMBARD POLICE DEPARTMENT FOR THE DEVELOPMENT OF AN INTERFACE AND CONNECTION TO THE COMPUTER AIDED DISPATCH (CAD) SYSTEM FOR AN AXON FUSUSONE EDGE FRONTIER (XALT) INTERFACE PER DU PAGE ETSB POLICY 911-013.1: COMPUTER AIDED DISPATCH INTERFACE ACCESS AND FEES

WHEREAS, the DuPage County Emergency Telephone System Board ("DuPage 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, DuPage ETSB Policy 911-013.1: Computer Aided Dispatch Interface Access and Fees was 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 reimbursement to DuPage ETSB for work to accomplish such purposes; and

WHEREAS, this Memorandum of Understanding is to formalize a usage agreement for an Axon FususOne Edge Frontier (Xalt) interface connection to the ETSB CAD System and used by the Lombard Police Department, a public safety member within the ETSB 9-1-1 System service area; and

WHEREAS, the Memorandum of Understanding will also ensure that all parties understand their duties and responsibilities including deployment, maintenance, and payment for an interface that is not suitable for support with 9-1-1 surcharge funds.

NOW THEREFORE, BE IT RESOLVED, that the ETS Board hereby approves of the Memorandum of Understanding attached as Exhibit 1 to this Resolution; and

BE IT RESOLVED, that the ETS Board requests that the DuPage ETSB Chair execute and enter into said Memorandum of Understanding with the Village of Lombard Police Department.

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

GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Appendix G: Network Systems Access Request Form

TO: Emergency Telephone System Board 9-1-1 System Manager
FROM:
SUBJECT: Interface Request Form

Type of Interface (select one)

<input type="checkbox"/>	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.	
<input type="checkbox"/>	Other 9-1-1 System Component
This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces at the cost of the requesting agency. Requestor should list the type of interface needed (real time, API etc).	
<input type="checkbox"/>	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)

**Memorandum of Understanding
CAD Interface Request
Between the Emergency Telephone System Board of DuPage County (ETSB)
and
Village of Lombard**

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and Village of Lombard for its Police Department (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 and recommended by the Tech Focus Group attached to this MOU:

Interface: Axon FUSUS Interface to Hexagon CAD – Quote # 2023-51188

Vendor name: Hexagon

Type of Interface:

[X] 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 the Agency that have requested interface connections to the Hexagon CAD system for applications that cannot be supported with 9-1-1 surcharge funds.

Access for Axon FUSUS Interface to Hexagon CAD.

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.

III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system via an Asynchronous Interfaces for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

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 911-013.1 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 Asynchronous Interfaces 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 Asynchronous Interfaces System to the extent authorized by law. I

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: Interface Cost Estimate 1. 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 minimum retainer of \$2,500. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is

down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05 (hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces. However, when an additional interface is added, the retained must be rounded to \$2,500 with each new interface.

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 upgrade 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, Modification of Agreement, Venue, and Controlling Law

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.

The venue for all disputes arising out of this MOU shall be the Circuit Court for the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois. This MOU shall be governed by the laws of the State of Illinois, including all matters of construction, validity, performance, and enforcement.

Emergency Telephone System Board of
DuPage County

Village of Lombard

By _____
Greg Schwarze, Chair

By _____
Authorized Agent

Date: _____

Date: _____ 12/5/21

911-013.1 Computer Aided Dispatch Interface Funds Policy 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

Interface Cost Estimate 1: Village of Lombard

Task	Employee	Time	Rate	Cost
Scope of Work Development	CAD Administrator	2	\$ 65.00	\$ 130.00
	Deputy Director	2	\$ 78.53	\$ 157.06
Tech Focus Review (Meeting #1 TBD)	CAD Administrator	0.5	\$ 65.00	\$ 32.50
Interface Request Review	Senior Network Analyst	0.5	\$ 50.87	\$ 25.44
Scope Work Develop Review	CAD Analyst	0.5	\$ 43.94	\$ 21.97
	Data Analyst (Vacant)		\$ 41.05	\$ -
	Deputy Director	0.5	\$ 78.53	\$ 39.27
Tech Focus Review (Meeting #2 TBD)	CAD Administrator	0.5	\$ 65.00	\$ 32.50
if needed	Senior Network Analyst	0.5	\$ 50.87	\$ 25.44
	CAD Analyst	0.5	\$ 43.94	\$ 21.97
	Data Analyst (Vacant)		\$ 41.05	\$ -
	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	17.5		\$ 1,156.27
Annual Maintenance			Flat Fee	\$ 250.00
Customer Assistance Retainer	Tickets after install			\$ 2,500.00
	Estimated Total			\$ 3,906.27

The above information represents estimates for costs to the best of the ability of the ETSB staff. If additional Tech Focus meetings or meetings with Village of Lombard and Axon are required, they will be documented and added to this cost estimate along with any other ancillary costs listed in Attachment B of 911-013.1 Computer Aided Dispatch Interface Funds Policy incorporated as part of this MOU.

Hours will be tracked on a Monday.com dashboard that, upon execution of the MOU, Lombard staff can view.

A final invoice for implementation will be provided.

Any costs against the retainer will be billed monthly.



ETSB PAC Resolution

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

File #: ETS-R-0073-25

Agenda Date: 12/10/2025

Agenda #: 7.D.3.

RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-005.13: DUPAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) COMMAND CENTRAL AWARE

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; 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, DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 missions and operations; and

WHEREAS, DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware has been approved by the DU PAGE ETSB Policy Advisory Committee (PAC) as Section 5.3.B; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware for the purpose of providing guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware be, and it is hereby adopted.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13
Previous Policy(s): new
Effective Date: February 14, 2024
Revised: December 10, 2025

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

Purpose:

The purpose of this policy is to provide guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

Goal:

It is the goal of the DuPage ETSB to provide guidelines for access to CommandCentral Aware for all PSAP users within the 9-1-1 System.

Definitions:

CommandCentral Aware: is a web-based software tool that displays the GPS location of the APXNext radios on a web-based map. It has limited modification or configuration options. The GPS information is retained for One Hundred (100) days.

Motorola Solutions Learning Portal: is a web-based software that provides high level training on demand.

Scope:

This policy shall apply to all DEDIR System users, Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, DuPage ETSB staff, contracted vendors or other authorized agents. This policy shall also apply to any outside agency requesting access to GPS locations of DEDIR System users.

1. Policy Statement

The ETSB will provide CommandCentral Aware in the PSAPs for the purpose of displaying the GPS coordinates of the APXNext radios in the DEDIR System for unit status and location and emergency purposes. CommandCentral Aware is a web-based software that will reside on the CAD system and be whitelisted for security purposes.

The GPS on the radio is always active for safety purposes. The use of CommandCentral Aware is controlled by access to the system. To determine access level, several layers will be created. The purpose of the layers is to protect the integrity of the data, officer, firefighter safety (location) and chain of evidence when appropriate for data utilized in investigations or arrests.

2. Access to System:

Each DEDIR System member shall complete the Attachment A form indicating the level of access it will provide to other DEDIR System members and to outside agencies.

All DEDIR System members will be required to complete Attachment A for recording keeping purposes.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Unique Signon: CommandCentral Aware provides an audit trail of access to the system. As such, each person granted access to the system will be required to have a unique signon to the system. Generic signons such as "records" is prohibited and will be removed. The sharing of a signon is prohibited.

The ETSB will provide the layer options as detailed on page 2 of the application.

3. Levels of Access for Agency and PSAP users:

- a. Users: A User for purposes of access to CommandCentral Aware shall be defined as a person who accesses CommandCentral Aware to provide dispatch services, to supervise or manage Telecommunicators, on the DuPage ETSB 9-1-1 CAD system. The access level of this group shall be Telecommunicator or 9-1-1 use only. And will be view only.
- b. Group Administrator: Each Agency and PSAP will have only one group administrator for the purpose of assigning training to individual users. There can only be one group administrator for each PSAP. Once the account has been created by the CommandCentral Administrator, the user will be placed in their respective PSAP group allowing the Group Administrator to assign the training courses. PSAPs Group Administrators will be view only. Agency Group Administrators will be responsible for internal audit reports.
- c. CommandCentral Administrator: The CommandCentral Administrator, is responsible for the day-to-day administration of CommandCentral Aware and Motorola Learning Portal. Any configuration, customization, modification, and troubleshooting will be the responsibility of the CommandCentral Administrator. The CommandCentral Administrator is an employee under the supervision of the ETSB designated by the Executive Director of the ETSB. There can be only one administrator for the system.
- d. Special Access: From time to time the ETSB recognizes that special access will be needed for access to the system to comply with MERIT member authorized use of data to a MERIT investigator for the purpose of retrieving data for an investigation. MERIT will be required to review the access list annually. An investigator can be added at the request/approval of MERIT at any time throughout the year via Zendesk.

4. New users:

After the initial deployment, all requests to add new users to CommandCentral Aware and the Motorola Learning Portal will be completed by submitting a help desk ticket to ETSB. The CommandCentral Administrator will create the new user in CommandCentral Aware and the Motorola learning portal. The learning portal is a separate login but both will be created with the initial request. The process can take up to 5-7 days.

5. Training:

All current users will be required to complete training on CommandCentral Aware to use the system within 60 days of gaining access to CommandCentral Aware. New hires will be required to complete training on CommandCentral Aware before they are released from FTO training by their Agency or telecommunicator training by their PSAP.

Emergency Telephone System Board Of DuPage County Policy and Procedures



The Group Administrator from each PSAP or Agency will provide ETSB a list of their respective users that have completed the training and update the list when new hires have completed the training.

6. Termination of Access:

DuPage ETSB reserves the right to prohibit or revoke access to CommandCentral Aware for abuse, intentional disregard of policies or other actions which may disrupt or change the functionality or access of CommandCentral Aware without prior approval.

Section 3(a) and (b): Those persons falling under Section 3(a) shall have access by virtue of their employment by a member agency or PSAP.

A user's access to the system will terminate upon their last day of employment, or as directed by their employer, or by the DuPage ETSB Executive Director for violation of policies. Notice will be provided 48 hours prior to access termination. However, if the person's use of the system is deemed detrimental to or threatens critical operations, the ETSB Executive Director is authorized to terminate a user's access immediately. In such a case, notice will be provided to the Director of the agency to which the person is a member as soon as is practicable but no longer than 24 hours after access is terminated.

Section 3(c): The CommandCentral Administrator access to the system will be a product of their employment with ETSB including contracted vendors. Their access will terminate upon their last day or as directed by the Executive Director.

The ETS Board also allows the policy application to be modified by the 9-1-1 System Manager to keep current with guidelines and requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: _____

Greg Schwarze, Chair

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13
Previous Policy(s): new
Effective Date: February 14, 2024
Revised: December 10, 2025

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

Purpose:

The purpose of this policy is to provide guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

Goal:

It is the goal of the DuPage ETSB to provide guidelines for access to CommandCentral Aware for all PSAP users within the 9-1-1 System.

Definitions:

CommandCentral Aware: is a web-based software tool that displays the GPS location of the APXNext radios on a web-based map. It has limited modification or configuration options. The GPS information is retained for One Hundred (100) days.

Motorola Solutions Learning Portal: is a web-based software that provides high level training on demand.

Scope:

This policy shall apply to all DEDIR System users, Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, DuPage ETSB staff, contracted vendors or other authorized agents. This policy shall also apply to any outside agency requesting access to GPS locations of DEDIR System users.

1. Policy Statement

The ETSB will provide CommandCentral Aware in the PSAPs for the purpose of displaying the GPS coordinates of the APXNext radios in the DEDIR System for unit status and location and emergency purposes. CommandCentral Aware is a web-based software that will reside on the CAD system and be white listed for security purposes.

The GPS on the radio is always active for safety purposes. The use of CommandCentral Aware is controlled by access to the system. To determine access level, several layers will be created. The purpose of the layers is to protect the integrity of the data, officer, firefighter safety (location) and chain of evidence when appropriate for data utilized in investigations or arrests.

2. Access to System:

Each DEDIR System member shall complete the Attachment A form indicating the level of access it will provide to other DEDIR System members and to outside agencies.

Emergency Telephone System Board Of DuPage County Policy and Procedures



All DEDIR System members will be required to complete Attachment A for recording keeping purposes.

Unique Signon: CommandCentral Aware provides an audit trail of access to the system. As such, each person granted access to the system will be required to have a unique signon to the system. Generic signons such as "records" is prohibited and will be removed. The sharing of a signon is prohibited.

The ETSB will provide the following layer options as detailed on page 2 of the application.:

- Opt Out: An agency will not participate in providing information to other DEDIR System members or outside agencies. The agency will have access to the system for its agency to review GPS for internal purposes. With an Opt Out, the GPS will still be visible in the PSAP for unit status and location and emergency purposes.
- GPS Layers
 - Agency On Duty Layer: This layer will be visible to all the agency only. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - On Duty Layer Shared: This layer will be visible to all participating DEDIR System users and outside agencies. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - Investigations: Police This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Administrative: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Task Force: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel. This layer can include fire personnel assigned to MERIT if it is an individually assigned radio.
 - Special Duty Police: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.

2.3. Levels of Access for Agency and PSAP users:

- a. Users: A User for purposes of access to CommandCentral Aware shall be defined as a person who accesses CommandCentral Aware to provide dispatch services, to supervise or manage Telecommunicators, on the DuPage ETSB 9-1-1 CAD system. The access level of this group shall be Telecommunicator or 9-1-1 use only. And will be view only.
- b. Group Administrator: Each Agency and PSAP will have only one group administrator for the purpose of assigning training to individual users. There can only be one group administrator for each PSAP. Once the account has been created by the CommandCentral Administrator, the user will be placed in their respective PSAP group allowing the Group Administrator to assign the training courses. PSAPs Group Administrators will be view only. Agency Group Administrators will be responsible for internal audit reports.
- c. CommandCentral Administrator: The CommandCentral Administrator, is responsible for the day-to-day administration of CommandCentral Aware and Motorola Learning Portal.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Any configuration, customization, modification, and troubleshooting will be the responsibility of the CommandCentral Administrator. The CommandCentral Administrator is an employee under the supervision of the ETSB designated by the Executive Director of the ETSB. There can be only one administrator for the system.

- d. Special Access: From time to time the ETSB recognizes that special access will be needed for access to the system to comply with MERIT member authorized use of data to a MERIT investigator for the purpose of retrieving data for an investigation. MERIT will be required to review the access list annually. An investigator can be added at the request/approval of MERIT at any time throughout the year via Zendesk.

3.4. New users:

After the initial deployment, all requests to add new users to CommandCentral Aware and the Motorola Learning Portal will be completed by submitting a help desk ticket to ETSB. The CommandCentral Administrator will create the new user in CommandCentral Aware and the Motorola learning portal. The learning portal is a separate login but both will be created with the initial request. The process can take up to 5-7 days.

4.5. Training:

All current users will be required to complete training on CommandCentral Aware to use the system within 60 days of gaining access to CommandCentral Aware. New hires will be required to complete training on CommandCentral Aware before they are released from FTO training by their Agency or telecommunicator training by their PSAP.

The Group Administrator from each PSAP or Agency will provide ETSB a list of their respective users that have completed the training and update the list when new hires have completed the training.

5.6. Termination of Access:

DuPage ETSB reserves the right to prohibit or revoke access to CommandCentral Aware for abuse, intentional disregard of policies or other actions which may disrupt or change the functionality or access of CommandCentral Aware without prior approval.

Section 23(a) and (b): Those persons falling under Section 23(a) shall have access by virtue of their employment by a member agency or PSAP.

A user's access to the system will terminate upon their last day of employment, or as directed by their employer, or by the DuPage ETSB Executive Director for violation of policies. Notice will be provided 48 hours prior to access termination. However, if the person's use of the system is deemed detrimental to or threatens critical operations, the ETSB Executive Director is authorized to terminate a user's access immediately. In such a case, notice will be provided to the Director of the agency to which the person is a member as soon as is practicable but no longer than 24 hours after access is terminated.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Section 23(c): The CommandCentral Administrator access to the system will be a product of their employment with ETSB including contracted vendors. Their access will terminate upon their last day or as directed by the Executive Director.

The ETS Board also allows the policy application to be modified by the 9-1-1 System Manager to keep current with guidelines and requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: _____

Greg Schwarze, Chair

DuPage ETSB DEDIR System CommandCentral Aware Access Application

AGENCY INFORMATION		Type of Application:		<input type="checkbox"/> Initial		<input type="checkbox"/> Modification			
DATE:									
NAME OF AGENCY:									
POINT OF CONTACT:									
BUSINESS ADDRESS:									
EMAIL ADDRESS:									
MOBILE TELEPHONE:									
APPLICATION INFORMATION									
Please complete the following information							NO	YES	
The Applicant is a DEDIR System member.									
If not, the Applicant has completed the user access form for DEDIR System Agencies access.									
The Applicant has received DEDIRS Policy 911-005.13: <i>CommandCentral Aware</i> and all users under this application have read and will comply with the policy.									
APPLICATION CHECKLIST									
Note: The application cannot be approved by ETSB without the required documents listed below									
The Applicant has provided the following as part of this application:							YES		
A list of email addresses for employees that will have access to CommandCentral Aware									
An excel list of all radio IDs/Aliases and what CommandCentral Aware layer the radio IDs/Aliases will be assigned									
Visibility Designations							N/A	NO	YES
Opt Out - CommandCentral Aware GPS Sharing									
Agency On Duty Layer									
On Duty Layer-Shared									
Investigations									
Task Force									
Special Duty – Police									
Approvals						ABSENT	ABSTAIN	NO	YES
Policy Advisory Committee (provide vote count)									

I am submitting this application on behalf of my organization and the users represented herein. I certify that I am authorized to act on behalf of my organization for this application and that the information provided is correct to the best of my knowledge.

I understand that my Agency must submit a Zendesk ticket within 24 hours of a device using CommandCentral Aware being lost/stolen or the employee using CommandCentral Aware being separated to protect the security of the DEDIR System.

Applicant Point of Contact Signature

Date: _____

DuPage ETSB DEDIR System CommandCentral Aware Access Application

Layer Options:

- Opt Out: An agency will not participate in providing information to other DEDIR System members or outside agencies. The agency will have access to the system for its agency to review GPS for internal purposes. With an Opt Out, the GPS will still be visible in the PSAP for unit status and location and emergency purposes.
- GPS Layers
 - Agency On Duty Layer: This layer will be visible to all the agency only. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - On Duty Layer-Shared: This layer will be visible to all participating DEDIR System users and outside agencies. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - Investigations: Police This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Administrative: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Task Force: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel. This layer can include fire personnel assigned to MERIT if it is an individually assigned radio.
 - Special Duty Police: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.



ETSB Resolution

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

File #: ETS-R-0002-26

Agenda Date: 12/10/2025

Agenda #: 7.D.4.

RESOLUTION APPROVING
A GRANT IN 911 SURCHARGE FUNDS IN THE AMOUNT OF \$1,000,000.00
FROM THE FY25 BUDGET TO THE TWO DU PAGE COUNTY
PUBLIC SAFETY ANSWERING POINTS TO BE USED CONSISTENT
WITH STATE AND FEDERAL LAW

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 the DuPage Emergency Telephone System Ordinance ("Ordinance"), DuPage County Code §20-40; and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Sections 15.4 (b) of the Act to 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 ETSB is further charged with the responsibility of providing enhanced 9-1-1 emergency services and has designated its two answering points to serve as enhanced 9-1-1 public safety answering points for its jurisdiction; and

WHEREAS, the ADDISON CONSOLIDATED DISPATCH CENTER ("ACDC") is a subdivision of the Village of Addison ("the Village") and is one of two public safety answering points ("PSAPs") in the DuPage ETSB 9-1-1 System, that receives and dispatches 9-1-1 calls within the DuPage ETSB geographic area for Police, Fire, and EMS services; and

WHEREAS, DU PAGE PUBLIC SAFETY COMMUNICATIONS ("DU-COMM") was formed by an intergovernmental agreement and is one of two public safety answering points ("PSAPs") in the DuPage ETSB 9-1-1 System, that receives and dispatches 9-1-1 calls within the DuPage ETSB geographic area for Police, Fire, and EMS; and

WHEREAS, Illinois statute (50 ILCS 750/20 and 50 ILCS 750/30) provides for the collection of 9-1-1 surcharge funds from landline and wireless telephone customers and the distribution of those monies to local Emergency Telephone Systems Authorities, to be deposited in an Emergency Telephone System Fund Account ("the Fund") and spent or otherwise disbursed pursuant to Illinois and Federal law and FCC regulation; and

WHEREAS, the State statute (50 ILCS 750/35), the Illinois Administrative Code (title 83 §1329), and FCC regulations (47 C.F.R. § 9.23) consider certain personnel, training, and equipment to be essential to the receipt and dispatch of a 9-1-1 call, such equipment being considered an acceptable or allowable cost pursuant to State statute and FCC regulations, for 9-1-1 surcharge; and

WHEREAS, the DU PAGE ETSB is authorized and empowered by the Ordinance (DuPage County Ord. § 20-40(2)(b)(vii) and (4)(c)(ii)) as the sole authority to authorize expenditures of all moneys collected from 9-1-1 surcharges for deposit into the Fund account; and

WHEREAS, the State statute and FCC regulations consider certain personnel, training, and equipment expenditures, among others, to be essential to the receipt and dispatch of a 9-1-1 call, such equipment being considered allowable cost pursuant to State statute and FCC regulations, for 9-1-1 surcharge; and

WHEREAS the Constitution and laws of the State of Illinois permit units of local government to enter into intergovernmental agreements in such a manner as is not restricted by law or ordinance; and

WHEREAS, pursuant an Intergovernmental Agreement (the “Agreement”) approved and executed on November 14, 2023 under resolution ETS-R-0056-23, the ETSB will grants to the PSAPs will be split 35% to ACDC and 65% to DU-COMM; and

WHEREAS, pursuant to an Intergovernmental Agreement (the “Agreement”) approved and executed on November 14, 2023 under resolution ETS-R-0056-23, the ETSB will grant ACDC and DU-COMM \$1,000,000 as budgeted in the FY25 budget to be split according to the Agreement to be used by the PSAPs in a manner authorized by Illinois and Federal law and FCC regulation, to pay expenses incurred by the PSAPs in their operations receiving 9-1-1 calls and dispatching the appropriate public safety personnel, attached as Exhibit 1; and

WHEREAS, the total allocation of \$1,000,000.00 from the DU PAGE ETSB FY25 budget shall be \$350,000.00 to the Village of Addison for ACDC and \$650,000.00 to DU-COMM; and

NOW, THEREFORE BE IT RESOLVED, the ETS Board authorizes the disbursement of \$1,000,000.00 (\$350,000.00 to the Village of Addison for ACDC and \$650,000.00 to DU-COMM) from the DU PAGE ETSB FY25 budget is hereby accepted and approved this 10th day of December, 2025 at Wheaton, Illinois.

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

GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

**INTERGOVERNMENTAL AGREEMENT
BY AND BETWEEN
THE COUNTY OF DU PAGE AND ON BEHALF OF ITS EMERGENCY TELEPHONE
SYSTEM BOARD, THE VILLAGE OF ADDISON FOR ITS ADDISON CONSOLIDATED
DISPATCH CENTER AND DU PAGE PUBLIC SAFETY COMMUNICATIONS**

This INTERGOVERNMENTAL AGREEMENT (the "Agreement") is entered into by and between the County of DuPage (County), on its own behalf, and on behalf of its Emergency Telephone System Board (ETSB), the Village of Addison for Addison Consolidated Dispatch Center (ACDC) and DuPage Public Safety Communications (DU-COMM) herein after collectively referred to as "the PSAPs". The County, ETSB and PSAPs shall collectively be referred to "the Parties".

RECITALS

WHEREAS, the 9-1-1 System and the PSAPs are part of a collaboration to enhance their ability to effectively respond to emergency calls to 9-1-1 through interoperable public safety communications capabilities available throughout the service area of the 9-1-1 System; and

WHEREAS, the Constitution and laws of the State of Illinois permit units of local government to enter into intergovernmental agreements in such a manner as is not restricted by law or ordinance; and

WHEREAS, the surcharge remitted by citizens is for 9-1-1 emergency services as specified in State Statute; and

WHEREAS, Illinois law specifically empowers and grants specific authority to local emergency telephone system boards, including the ETSB, to plan, implement, upgrade, and maintain the 9-1-1 System and provide emergency telephone assistance through Voice over Internet Protocol (VoIP), wireline and wireless communications; and

WHEREAS, in accordance with the requirements of Illinois statute, the County Board, adopted an ordinance defining the powers of the ETSB, and by subsequently amending that ordinance (DuPage County Ord. 20-40); and

WHEREAS, the ETSB is further charged with the responsibility of providing enhanced 9-1-1 emergency services by State of Illinois statute; and

WHEREAS, the State statute and FCC regulations considers certain personnel, training and equipment to be essential to the receipt and dispatch of a 9-1-1 call, such equipment being considered allowable cost pursuant to State statute and FCC regulations, for 9-1-1 surcharge; and

WHEREAS, the Parties wish to establish the terms and conditions under which the 9-1-1 System will be made available to first responding agencies; and

WHEREAS, the PSAPs desire to use the 9-1-1 System for its emergency personnel to effectively receive and dispatch all emergency calls and emergency calls to 9-1-1.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the County on its own behalf, and on behalf of its ETSB, and the PSAPs hereto hereby agree as follows:

Section 1: Incorporation of Recitals and Definitions

Section 1.1: Recitals Incorporated.

The recitals set forth above are incorporated in this Agreement by reference and made a part of this Agreement.

Section 1.2: Definitions.

As used in this agreement, unless the context clearly requires otherwise, the following terms shall have the following meanings:

- (a) "9-1-1 Authority" pursuant to PA102-009, means an Emergency Telephone System Board, Joint Emergency Telephone System Board, that provides for the management and operation of a 9-1-1 system.
- (b) "9-1-1 System" as defined by the National Emergency Number System (NENA) glossary NENA-ADM-00023-2020 dated 1/20/20 is "The set of network, software applications, databases, components and operations & management procedures required to provide 9-1-1 service. This may include commercial, governmental and human resources."
- (c) "Addison Consolidated Dispatch Center" (ACDC) refers to the Public Safety Answering Point operated by the Village of Addison for its contracted customers which by referendum is part of the ETSB 9-1-1 System.
- (d) "County" means the County of DuPage, Illinois.
- (e) "Customer" refers to a person dialing 9-1-1 or seeking emergency assistance and who provides the 9-1-1 surcharge that funds the ETSB.
- (f) "DuPage Public Safety Communications" (DU-COMM) a cooperative government entity for and by its members to provide certain services including operating as a Public Safety Answering Point which by referendum is part of the 9-1-1 System.
- (g) "Emergency Telephone System" means the communications equipment required to produce a response by the appropriate emergency public safety agency as a result of an emergency call, however initiated, placed to 9-1-1 including but not limited to CPE.
- (h) Emergency Telephone System Board of DuPage County (ETSB or ETS Board, 9-1-1 Authority) an agency of DuPage County, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4, which provides for the management and operation of a 9-1-1 system within the scope of the duties and powers prescribed by the Emergency Telephone System Act (ETSA).

- (i) "ETSB Service Area" means the geographic area and telephonic area defined by the 9-1-1 System design plan filed with and approved by the Illinois State Police 9-1-1 System Administrator.
- (j) "Expenditure" the action of spending funds or an amount of money spent. For the purpose of this agreement, an action shall be deemed an expenditure when the ETS Board approves the purchase order and contract by resolution. Any invoices resulting from this approval shall be considered "payment of claims".
- (k) "Fiscal Year" shall refer to the ETSB fiscal year of December 1 to November 30.
- (l) "Budget Process" shall refer to the process defined in DuPage County Ord. 20-40(4)(c) and as set forth in the current DuPage County Board Rules.
- (m) "Grant" means the distribution of surcharge from the fund to a PSAP as allowed under state and federal laws and guidelines.
- (n) "Member Agency or Member Agencies" refers to any unit of local government which is a member of the ETSB either by referendum or intergovernmental agreement.
- (o) "Member" refers to any person appointed to serve on the ETS Board.
- (p) "Payment of Claims" the action of approving the invoices for goods and services procured through the County process and approved by the ETS Board by resolution. A request to disburse funds to a claimant initiated by the user department through the preparation and submission of vendor invoices.
- (q) "Surcharge funds" means funds collected pursuant to the surcharge money authorized by 50 ILCS 750/20 and 30.

Section 2: Vision

Section 2: Vision statement.

To answer the 9-1-1 call quickly, dispatch quickly with accuracy, 24/7, with the appropriate equipment to meet the citizens' expectations of consistent and good customer service.

Section 3: 9-1-1 System Design

Section 3.1: Generally.

The monetary surcharge collected as authorized by the State Statute (50 ILCS 750) from citizens who reside within the ETSB 9-1-1 geographic boundaries for the purposes of providing an enhanced 9-1-1 System within the ETSB's geographic boundaries as defined by State statute.

Section 3.2: PSAP Facilities.

The Parties acknowledge there are two PSAP facilities within the 9-1-1 System. These facilities have been designed to allow the staff of both PSAPs to be housed within the same building in the event one of the PSAP facilities becomes unavailable operationally or physically. The 9-1-1 System Design designated the number of dispatch positions in each center based on daily operational use of each existing PSAP at the time the buildings were designed and constructed. The Parties agree that this design meets the previous 15 year goal of DU-COMM for backup from one facility for more efficient dispatch of 9-1-1 calls for their 9-1-1 geographic footprint. As such, the Parties agree that the support of the equipment within the facilities will be equal in order to maintain this operational goal.

Section 3.3: System Design.

The Parties agree that the management of the 9-1-1 System is and shall remain under the full control and supervision of the ETSB as designated by State statute (50 ILCS 750/15.4(b)). The Parties agree that the 9-1-1 System shall make up the essential components of hardware, software or contracted services listed herein and any other state or federally mandated system or services for the receipt and dispatch of emergency requests for service.

The Parties agree that each PSAP shall have its own network separate from the 9-1-1 System for additional services the PSAPs may wish to provide to their agencies or for internal functions such as, but not limited to, scheduling, messaging, email etc.

Section 3.3.1: Interoperability.

The parties agree that ETSB shall provide for one 9-1-1 System and system components to expedite the dispatch of a 9-1-1 or emergency request for assistance.

Section 3.3.2: System Design/Additions to the 9-1-1 System.

ETSB shall not contract for or oversee any new systems which are not mandated by State or Federal law or that do not support 9-1-1 System components. ETSB shall not prohibit the interfacing of any services or systems purchased by the PSAPs that meet the requirements of the ETSB security policy and best practices for cyber security provided the PSAP pays the cost for the complete interface and its maintenance. The Parties agree that payment for such interfaces does not arbitrarily grant the PSAPs or their staff access to the administration of the 9-1-1 System infrastructure. Access will be granted by the ETSB Executive Director pursuant to policy.

Section 3.3.3: System Design/Existing Components Not Required by State or Federal Mandates or Deemed Essential to the Dispatch.

Any existing services that are not required by State or Federal mandates or deemed essential to the dispatch shall be reviewed annually by the ETSB and PSAP Directors for their value to the mission of the 9-1-1 System. The Directors shall make a recommendation to the ETS Board during the budget process for the continued funding of these systems. Any service that is retained will also be reviewed prior to the renewal of said service, budget appropriation notwithstanding. The ETS Board will provide staff

direction on whether to include reviewed services in the pending budget based on a vote in which there is a simple majority of the board to continue same.

Any services that are deemed not required by the ETS Board but desired by a PSAP as an enhanced service for its members shall be charged back to the PSAP until the term of the existing contract is complete including any indirect cost to provide this service. Upon the completion of the contract term, if the PSAP desires to continue a service that is fully integrated into the 9-1-1 System Design, ETSB will continue the contract and the PSAP will reimburse the cost. ETSB will continue to have technical control of the software and manage it in the same manner as the other 9-1-1 System components. The PSAP must submit in writing its approval of the Purchase Order 60 days prior to renewal. Services that are stand alone and interfaced shall be contracted by the PSAP and costs borne by that PSAP. The Parties agree that payment for such interfaces does not arbitrarily grant the PSAPs or their staff access to the administration of the 9-1-1 System infrastructure. Access will be granted by the ETSB Executive Director pursuant to policy.

Section 4: Financial

Section 4 - Generally.

As an agency of the County, the ETSB is bound to the requirements and duties prescribed to it per County Ordinance Section 20-40: The Emergency Telephone System Board of DuPage County including specific financial duties.

The Parties agree that the ETSB shall, as an agency of the County and for transparency purposes, follow the County Procurement rules and guidelines for Budget submission for the timely approval of its budget appropriation according to State Statute.

The Parties agree that the ETSB shall, as an agency of the County and for transparency purposes, follow the County Procurement rules and guidelines unless expressly stated in this document.

The Parties agree that the language of this Agreement cannot supersede the Ordinance.

Section 4.1: Financial Objectives.

The Parties agree that 9-1-1 services are provided by the citizen 9-1-1 surcharge (ETSB) and taxpayer general fund property taxes (PSAP). The Parties agree that certain citizens are, therefore, contributing to 9-1-1 services in both general fund and surcharge payments. The Financial objectives shall:

- A. seek to find additional ways to reduce the cost to the citizen for delivery of 9-1-1 service from the ETSB and the PSAPs while meeting their expectations; and
- B. seek to continue a financially sustainable model to provide long term funding for 9-1-1 services in the ETSB geographic service area.

Section 4.2: Ratification.

The ratification of this agreement by the ETSB and the PSAPS receiving funds is necessary for the distribution of any grant monies with 9-1-1 surcharge funds.

Section 4.3: Grants to PSAPs.

Section 4.3.1: Generally.

The Parties agree that the ETSB may annually elect to provide grants to the PSAPs for costs directly related to the 9-1-1 dispatch as allowed by state and federal statute and specifically outlined 47 C.F.R. 9.23, 50 ILCS 750/35 (PA 103-0366, EFF 7/28/2023), and Illinois Administrative Code title 83 §1329 including but not limited to the expenses set forth in 50 ILCS 750/35(a)(2)(A-E), which include rent, mortgage payments, bond payments, and maintenance for the PSAP building and facility; telecommunicator salaries; and subscriber units for law enforcement and firefighters. The Formula established in Section 4.3.2 below will be used to determine the dollar amount allocations between the PSAPs.

The grant shall only be made if the ETSB has met all of its core financial obligations in providing for the operation/maintenance of the 9-1-1 System and capital equipment replacement. Such determination will be made bi-annually by the DuPage County Treasurer based on a cash flow analysis provided by the County Finance Department via the County Chief Financial Officer. PSAPs shall be required to submit documentation attesting to the use of the grant funds so that the ETSB may document such expense in the Annual Financial Report (AFR) required by state statute.

Section 4.3.2: PSAP Grant Formula.

During the Budget process, the ETS Board will determine the allocated amount to be placed in the budget. The Parties agree that this amount shall not be considered an expense until the ETS Board votes to approve its disbursement. The Parties agree that the ETS Board has the right to reduce the amount of the allocation based on revenue and operating obligations as determined in Section 4.3.1.

The grant shall be allocated in the following manner:

1. The grant allocation shall be split according to the above percentages:
 - a. ACDC: 35%
 - b. DU-COMM: 65%

Section 4.3.3: Limitations on Use and Penalties.

The parties recognize that surcharge authorized by law is collected by or distributed to the ETSB to fund expenditures permitted by statute. The parties further acknowledge and agree that the public funds used to acquire said equipment were authorized to enhance the ability of the ETSB, PSAPS and the first responding sworn personnel to effectively respond to emergency calls to 9-1-1. Diversion of surcharge funds is ground for withholding of surcharge by the State of Illinois and other penalties be assigned. The PSAPs shall ensure that said surcharge granted continue to be utilized for approved

purposes. If at any time during the course of this Agreement, the ETSB determines that granted funds are not being used in accordance with the objectives of this Agreement, or by appropriately authorized personnel, or in the event PSAP fails to comply with the terms of the Agreement, the ETSB may request the return of less than all of the surcharge granted to the PSAP pursuant to this Agreement and the PSAP shall promptly comply with the ETSB's request.

If a PSAP fails to provide documentation of the use of the surcharge to the ETSB within 60 days of the expense or annually indicates the fundings has not been spent, the PSAP will not be eligible for future funding for one (1) fiscal year in which funds will be granted. The PSAP will be responsible for any monetary penalties levied against the ETSB for failure to comply. Any such penalties cannot be paid with surcharge funds.

If a PSAP uses the funding for an expense that is not an *allowable* or *acceptable* cost as determined by the FCC or State of Illinois statute or administrative rule, the PSAP shall reimburse ETSB within 60 days of the determination and will forfeit any eligibility for grant funding for a period of five (5) years in which funds will be granted. The PSAP will be responsible for any monetary penalties levied against the ETSB for a determination of diversion or failure to comply. Any such penalties cannot be paid with surcharge funds.

Section 5: Fiscal Year 2023 Budget and Grant to the PSAPs

Section 5.1: Initial Grant.

Within 60 days of execution of the IGA, the ETSB shall grant \$2,000,000 to the PSAPs using the PSAP Grant Formula detailed in Section 4.3.2. No further monies will be granted to the PSAPs until all conditions stipulated in this Agreement have been met.

Section 5.2: PSAP Grant.

ETSB is not obligated to provide any future funding as described in Section 4. Within the FY23 budget, the ETS Board has approved an additional \$1M which may be granted to the PSAPs in the fourth quarter of the fiscal year at the discretion of the ETS Board.

Section 6: Training

Section 6: Telecommunicator Training, Certification and License Costs.

Section 6.1: Generally.

The Parties agree that ETSB may provide funding to the PSAPs for the cost of approved training, mandatory certifications, and any licensing required by the State of Illinois and FCC ("training"). Including any overtime earned by the qualified employee to attend online or in-state training and excluding conferences and out-of-state training. The distribution shall only be made if the ETSB has met all of its core financial obligations in providing for the operation/maintenance of the 9-1-1 System and capital equipment replacement. The ETS Board shall approve up to \$100,000 annually during the budget process. The Parties agree that the ETS Board has the right to reduce the amount of the allocation based on revenue and operating obligations.

The distribution of this training grants shall be determined in the same manner as the PSAP Grant Funding in Section 4.3.2: PSAP Grant Formula. Section 4.3.3 and 4.3.4 shall also apply to grants for training.

ETSB currently provides State mandated Emergency Medical Dispatch training (certification and recertification), on-line monthly situation training, and may provide any other training approved by the ETS Board in the future. These costs shall be separate from the funds granted for training.

Section 6.2: Records.

Pursuant to 83 Illinois 1329.620(d), the Parties agree that the PSAP Directors will provide a list of training as required by state statute to verify the training provided to ensure that ETSB is utilizing the taxpayer surcharge in an allowable manner for recording keeping purposes.

(a) Each 9-1-1 Authority, as well as its answering points, shall ensure its public safety telecommunicators and public safety telecommunicator Supervisors comply with the training, testing, and certification requirements established pursuant to Section 2605-53 of the Department of State Police Law.

(b) Each 9-1-1 Authority, as well as its answering points, shall maintain a record regarding its public safety telecommunicators and public safety telecommunicator Supervisors compliance with this Section for at least 7 years and shall make the training records available for inspection by the Administrator upon request.” the Parties agree to comply with said section and to provide training records to ETSB as the 9-1-1 Authority.

Training for, technical staff, contracted staff, or administrative staff shall not be part of this grant funding allocation to the PSAPs. Required certifications or continuing education credits, Train the Trainer courses that further the training of the Telecommunicators and may include dispatch supervisors and managers subject to the approved uses of surcharge funds.

The Parties agree that no more than Thirty percent (30%) of ETSB training dollars shall be used by either PSAP for out of state conferences that do not include continuing education hours consistent with allowable costs or for dispatch supervisors and managers subject to the approved uses of surcharge funds. If the continuing education courses are a separate fee, ETSB training dollars shall only be used for the continuing education course cost. ETSB training dollars shall not be used for travel expenses including but not limited to hotel, airfare, car rental or mileage. ETSB training dollars may be used for mileage for personal vehicles for in-state training subject to the County Travel Policy’s restrictions (section 3.4(A)). ETSB training dollars shall not be used to reimburse either DUCOMM or the Village of Addison for mileage on agency owned vehicles.

Section 6.3: Funding Formula, Restricted Revenue.

The Parties agree that any funds distributed to the PSAPs for training may not be used for other purposes. The Parties further agree that any funds not utilized by a PSAP in

the granted fiscal year shall be carried over annually for training and travel purposes and shown in a separate line item in the PSAP's fiscal year budget.

The Parties further agree that if the PSAP's fiscal year budget has \$100,000 or more in ETSB training dollars, the ETS Board may elect to forego grant funding in that fiscal year for training.

Section 6.4: County Travel Policy.

This Agreement shall supersede the County's Travel and Reimbursement Policy for employees where training for PSAP personnel is funded as an allowable cost for surcharge Funds, except as set forth above. ETSB staff shall follow and be reimbursed according to County policy and are not part of this Agreement.

Section 7: Term and Termination

Section 7.1: Effective Date.

This Agreement shall commence upon its execution by the parties and the County Board. The Agreement shall continue until November 30, 2030, or until it is terminated in accordance with this Part 7.

Section 7.2: Termination by Election of Parties.

After the term of this Agreement, any party wishing to terminate this Agreement may do so for any reason upon one-hundred twenty (120) days written notice to the other. Upon termination, except as provided in Section 7.4. A terminating PSAP shall be responsible any costs arising from or associated with any grants or training grant funds covered under this Agreement. A request by the ETSB, pursuant to Section 4.3.4 for the reasons provided by that Section, for a return of certain funds granted to PSAPs shall not automatically operate to terminate this Agreement.

Section 7.3: Effects of Termination.

Upon the effective date of the termination of this agreement pursuant to a written notice by PSAP as set forth in Section 7.2, (1) PSAP's may use surcharge funds already granted; and (2) PSAP's obligation to reimburse the ETSB for any costs arising from the granting of surcharge as provided in this Agreement shall remain in full force and effect.

Section 7.4: Termination as a Result of Loss of Surcharge.

When the ETSB determines as a result of the loss of surcharge funding including, but not limited to an elimination or reduction of the surcharge by any means, it cannot continue to fund grants to the PSAPs or training, the ETS Board may cease to allocate funds for grants.

Section 8: Miscellaneous Terms

Section 8.1: No Joint Venture.

This Agreement shall not be construed in such a way that the County, the ESTB, or the PSAPs, or is deemed to be, the representative, agent, employee, partner, or joint venture of the other. The parties shall not have the authority to enter into any agreement, nor to assume any liability, on behalf of the other party, nor to bind or commit the other party in any manner, except as expressly provided herein.

Section 8.2: Notice.

All notices required to be given pursuant to this Agreement shall be in writing and addressed to the parties at their respective addresses set forth below. All such notices shall be deemed duly given if personally delivered, or if deposited in the United States mail, registered or certified return receipt requested, or upon receipt of facsimile transmission. Notice given as provided herein does not waive service of summons or process.

If to the County, to:

Attention: DuPage County
c/o Emergency Telephone System Board
421 County Farm Road
Wheaton, IL 60187

If to the PSAPs, to:

Attention: DU-COMM
420 County Farm Road
Wheaton, IL 60187

Attention: The Village of Addison
c/o Addison Consolidated Dispatch Center
1471 Jeffrey Drive
Addison, IL 60101

Section 8.3: Entire Agreement.

This Agreement constitutes the entire agreement of the County on behalf of the 9-1-1 System and the PSAPs with respect to the subject matter hereof and supersedes all other prior and contemporary agreements, understandings, representations, negotiations, and commitments between the PSAPs and the County with respect to the subject matter hereof.

Section 8.4: Approval Required and Binding Effect.

This Agreement between the County on behalf of the 9-1-1 System and the PSAPs shall not become effective unless authorized by the County Board. This Agreement constitutes a legal, valid and binding agreement, enforceable against the PSAPs and, once duly authorized and executed as set forth herein, against the County.

Section 8.5: Representations.

Each party represents that it the authority to enter into this Agreement and undertake the duties and obligations contemplated by this Agreement and that it has taken or caused to be taken all necessary action to authorize the execution and delivery of this Agreement.

Section 8.6: Covenant Not to Sue.

The parties hereby covenant and agree that each 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 other party, its board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating, directly or indirectly, to this Agreement, or any dispute arising out of ETSB's distribution of disbursement set forth in Section 4, to the extent authorized by law.

Section 8.7: Amendments.

This Agreement may be amended upon the written agreement of the parties.

WHEREFORE, the parties have signed and executed this Agreement as of the date written below in the County of DuPage, State of Illinois.

COUNTY OF DUPAGE:

**VILLAGE OF ADDISON FOR ADDISON
CONSOLIDATED DISPATCH CENTER**

Deborah A. Conroy, Chair

Richard Veenstra, Mayor

Date: _____

Date: _____

**EMERGENCY TELEPHONE SYSTEM
BOARD OF DU PAGE COUNTY**

**DUPAGE PUBLIC SAFETY
COMMUNICATIONS**

Greg Schwarze, Chair

David Brummel, President

Date: _____

Date: _____