

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013.1  
Previous Policy #: New  
Effective Date: March 12, 2025  
Revised: July 9, 2025

---

## 9-1-1 System Interface Access and Fees

---

### Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for 9-1-1 System Interface requests not suitable for 9-1-1 surcharge, or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for, from user agencies that will facilitate development in a more timely manner.
5. To provide a process to allow access for "real-time" applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b), 50 ILCS 750/35(9), and Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but will be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to the contract. The ETSB staff will follow DuPage County accounts payable procedures.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Definitions:

**Authorized Agent:** The executive officer of a fire protection district, municipality or other participating group ("agency") or their designee that is empowered to bind the agency through an IGA, MOU, or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual's designation on agency letterhead by the appropriate person with authority.

**Computer Aided Dispatch (CAD)** means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

**CAD Administrator:** The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

**County Board:** Shall refer to the DuPage County Board.

**Scope of Work:** A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

**Stakeholders:** All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

---

## **POLICY**

### **I. Policy Statement**

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups such as the PSAP Directors and the PSAP Tech Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

### **II. Process**

1. Agencies complete the *Interface Request Form* from 911-013: Information Technology and Network Security and submit the form to ETSB via the ticketing system.
2. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-013: Information Technology and Network Security.
3. Agencies shall also complete a "letter of intent" to the ETSB, indicating its understanding of and intent to enter into the contract for work.
4. Once the Tech Focus Group has completed their review and authorized the project, the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



authorized agent of the Agency will initial and date the Scope of Work at least twice:

- First, when the authorized agent, ETSB project manager and vendor agree to the initial design; and
- Second, when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase, this shall be determined by the Tech Focus Group. When a portion of the Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

5. Agencies shall complete a "memorandum of understanding" ("MOU") for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
6. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.
7. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.

### III. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Therefore, their time must be reimbursed. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the project.

The hourly rate used will be determined by the ETSB hourly rate of the Fiscal Year in which the project was initiated for the initial purchase of a system or the upgrade of an existing system. However, for maintenance of existing systems, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

### IV. Compliance

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by Agencies who have complied with all required paperwork. Such obligations will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the Project Manager, will ensure that stakeholders in any project have approved the scope of work, the time needed by ETSB, and work performed prior to submission for payment.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agent cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Memorandum of Understanding 9-1-1 System Interface Request Between the Emergency Telephone System Board of DuPage County (ETSB) and [Agency]

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and \_\_\_\_\_ (Agency) the participating Agency governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the agency(s) and recommended by the Tech Focus Group attached to this MOU:

Interface:

Vendor name:

Type of Interface:

### ☐ **Real Time Interfaces**

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

### ☐ **Other 9-1-1 System Component**

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces (e.g. 9-1-1 interfaces not procured by ETSB for which the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) 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 9-1-1 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 either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that is the subject of this MOU.

## **II. Background**

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since "go live" in 2019. This MOU will be for Agencies that have requested interface

# Emergency Telephone System Board Of DuPage County Policy and Procedures



connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds or where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.

Access for (describe software)

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The Tech Focus Group has recommended that there should not be any direct connections to the production 9-1-1 system.

### **III. Responsibilities of the ETSB**

The ETSB agrees to make available the CAD system or any other component of the 9-1-1 System where an Asynchronous Interface is possible (9-1-1 system) via an Asynchronous Interfaces or Edge Frontier (Xalt Interface) or interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

**Real Time Interfaces:** The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the CAD vendor.

**Interfaces to other 9-1-1 System Components:** The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the appropriate vendor.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor or other ETSB technician. This type of work is not considered normal maintenance. ETSB staff 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 ETSB staff. 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 9-1-1 System Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the Interface Cost Estimate.

### **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



# Emergency Telephone System Board Of DuPage County Policy and Procedures



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 vendor or other ETSB staff member. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The Agency agrees to indemnify and hold harmless the County of DuPage and the DuPage County ETSB, and all of its present, former and future officers, including board members, commissioners, employees, attorneys, agents and assigns from and against any and all losses, liabilities, damages, claims, demands, fines, penalties, causes of action, costs and expenses whatsoever, including, but not limited to, attorneys' fees and court costs, present or future, known or unknown, sounding in law or equity that arise out of or from or otherwise relate, directly or indirectly, to this Memorandum or its use of Edge Frontier (Xalt Interface) System to the extent authorized by law. Nothing in this MOU shall affect the DuPage County State's Attorney's status as the exclusive legal representative of DuPage County, including the ETSB. ETSB and the County of DuPage also do not waive any defenses, privileges, or immunities, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act 745 ILCS 10/2-101 *et seq.* due to indemnification.

The Agency agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the County of DuPage or the DuPage County ETSB, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating, directly or indirectly, to this Memorandum or its use of the Edge Frontier (Xalt Interface) System to the extent authorized by law. This MOU is controlled by the laws of the State of Illinois and the exclusive venue for interpretation of this MOU, or any dispute arising therefrom, is the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois.

## **V. Interface Time and Material Funding – Choose one**

[ ] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## VI. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the Parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

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

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

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

An agency may have one retainer for multiple interfaces.

## Further Agreements of the Parties

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgraded of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the



# Emergency Telephone System Board Of DuPage County Policy and Procedures



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 9-1-1 System Interface Access and Fees Policy**

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1 9-1-1 System Interface Funds and understand the process and fees associated with an interface to the 9-1-1 system of DuPage ETSB and agree to follow the policy as part of this MOU.

## **VIII. Term, Termination, and Modification of Agreement**

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

Emergency Telephone System Board of DuPage County (Name of Agency)

By \_\_\_\_\_  
Chair

By \_\_\_\_\_  
Authorized Agent

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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:**

<b>Employee</b>	<b>Rate</b>	<b>½ Rate</b>
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**

<b>Task</b>	<b>Employee</b>	<b>Time</b>	<b>Rate</b>	<b>Cost</b>
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
	<b>Subtotal</b>	<b>14</b>		<b>\$914.09</b>
Annual Maintenance			Flat Fee	<b>\$250</b>
Customer Assistance Retainer	Tickets after install			<b>\$2,500.00</b>
	<b>Total</b>			<b>\$3,664.09</b>

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:**

<b>Employee</b>	<b>Task</b>	<b>Time</b>	<b>Cost</b>
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 <sup>nd</sup> time		Current Rate
None	Postage on rebill, email + 3 <sup>rd</sup> time certified		Current Rate
CAD Administrator	Annual maintenance	Flat fee	\$175.00
CAD Administrator	Interface modification assistance	TBD	By Plan