



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

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

Final Summary

Wednesday, February 12, 2025	9:00 AM	Regional Office of Education Room 2-400
------------------------------	---------	--

Join Zoom Meeting

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

Meeting ID: 835 6360 9227

Passcode: 293768

1. CALL TO ORDER

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

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Prithvi Bhatt (Remote)

Brian Kopas (Remote)

COUNTY CLERK:

Kathy King, Deputy County Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Tyler Benjamin, DU-COMM

Rob Brill, Wheaton Fire

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Don Ehrenhaft, County IT

Colin Fleury, West Chicago Fire

Bill Gabrenya, Bartlett Fire

Mike Heimbecker, Lombard Fire

Marilu Hernandez, ACDC

Paul Hinds, Treasurer's Office

Nick Kottmeyer, County Board Office

Jim McCarthy, Bartlett Fire

Anthony McPhearson, County CIO

Bret Mowery, York Center Fire

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

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

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

3. PUBLIC COMMENT

The following individuals made public comment:

Jim McCarthy: Status of Fire radio deployment

Bill Gabrenya: Status of Fire radio deployment

4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE

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

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

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

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

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

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

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

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

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

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT AGENDA

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

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

6.A. Monthly Staff Report

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

Monthly Report for February 12 Regular Meeting

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

6.B. Revenue Report 911 Surcharge Funds

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

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

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

6.C. Minutes Approval Policy Advisory Committee

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

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

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

6.D. Minutes Approval ETS Board

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

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

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

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

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

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

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

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

7. VOTE REQUIRED BY ETS BOARD

7A. Payment of Claims

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

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

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

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

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Sheryl Markay

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Sheryl Markay

7.B. Change Orders

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.C. Budget Transfers

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

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

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

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

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

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Sheryl Markay

7.D. Resolutions

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

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

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

Ms. Zerwin thanked the Board.

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl

SECONDER: David Schar

7.E. PAC Recommendations

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

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

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

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

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Andrew Honig

8. DEDIR SYSTEM

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

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

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

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

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

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

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

Discussion of Policy 911-018.6: CAD Interface Funds

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

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

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

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

8.C. Police

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

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

8.D. Fire

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

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

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

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

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

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

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

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

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

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. EXECUTIVE SESSION

There was no Executive Session.

12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)

12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C) (1)

12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS

12.D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)

13. MATTERS REFERRED FROM EXECUTIVE SESSION

14. ADJOURNMENT

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

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

Respectfully submitted,

Jean Kaczmarek



ETSB Other Action Item

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

File #: 25-0458

Agenda Date: 2/12/2025

Agenda #: 6.A.1.



Emergency Telephone System Board of DuPage County Monthly Report

**February
Board
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity January 1 through January 31. 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!

Life Save / CPR Congratulations to Telecommunicator Jackie Bormann of DU-COMM.

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

Life Save / CPR Congratulations to Telecommunicator Beth Alyse Burton of DU-COMM.

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

Baby Girl! Congratulations to Telecommunicator Cheryl Delph-Ruiz of DU-COMM.

On August 8, 2024, **Telecommunicator Delph-Ruiz** took a call from a man advising that his 35-year-old wife was going into labor. You performed case entry perfectly and remained calm throughout the call. You submitted the call within 1 minute and documented all pertinent details. The birth progressed very quickly, from the time of the call to the baby being completely out within three minutes. **Telecommunicator Delph-Ruiz** recognized the possible issues with the patient being in the tub and questioned the amount of water to ensure the safety of the baby. You were able to successfully give post-delivery instructions to the caller. The baby did begin to make noises and cry. **Telecommunicator Delph-Ruiz** continued with instructions and repeated them as needed. You were able to encourage the parents and congratulate them on the birth of their daughter. Your calm and caring demeanor was outstanding the entire call.



Emergency Telephone System Board of DuPage County Monthly Report

**February
Board
Meeting**

Congratulations on a Job Well Done! continued

Life Save / CPR Congratulations to **Telecommunicator Diana Pikul** of DU-COMM.

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

Team Work / Multi-Jurisdictional Operation Congratulations to the Telecommunicators and their Managers from **ACDC, DU-COMM** who worked along with COML John Nebl of DuPage County OSHSEM Operations Wednesday, January 8 worked together on a burglary surveillance from 0946 to 0752 the following day. We will skip the lengthy details of the operation provided, so that we don't give away all of the trade secrets. But here is a note from COML John Nebl: DuPage OHSEM's COMU could not do what we do to support partners around the region if it were not for the amazing support we get from your four PSAPs (**ACDC, DU-COMM, Cook County Sheriff, and IEMA Operations**). I call your PSAPs so often that I'm on a first name basis with most of your shift supervisors or operations managers. And, every time I call, any of your PSAPs, your staff are always friendly, professional, and eager to help without issue. Please convey my thanks and appreciation to your staff. He also shared this note from the lead detective:



**Billy Ershen - Vernon Hills IL PD/
LCMCTF**

6:30 PM

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

Thank you for your service. The ETS Board extends a thank you and farewell to **Member Yeena Yoo**, County Board Representative C. We appreciate her service and her contributions and wish her well. A proclamation will be presented at the meeting for **Member Yoo's** service.



Emergency Telephone System Board of DuPage County Monthly Report

February
Board
Meeting

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

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

Annual Financial Report (AFR)

ETSB, along with County Finance, submitted the Annual Financial Report (AFR) to the Illinois State Police and 9-1-1 State Administrator within the January 31, 2025 deadline. This is an annual administrative requirement like the annual call handling agreements. This work takes place throughout the year and the summation is completed at year end. The report is filed electronically. Special thanks to Principal Accountant Thomas Packard and Senior Accountant Nancy Llaneta for their work on this (and the annual audit) with Operations Administrator Eve Kraus.

Headcount- Administrative Assistant

On the agenda this month is a resolution to approve the hiring of an Administrative Assistant, pending background check clearance. The Executive Director with HR has made a conditional offer of employment to Andres Gonzalez Di Maso for this position. Starting salary: \$60,000. The Board received the appropriate hiring documents. Thank you to Stacy Nikolova, Senior HR Generalist, for all her work in screening over 80 applications and working with us to get a final candidate.

Policy 911-018.6 CAD Interface Funds Discussion

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

This is because ETSB staff is wholly paid by 9-1-1 surcharge. Further, in this monthly report there is information in the cybersecurity section. Some changes in this policy relate to the health of the 9-1-1 system and best practices for cybersecurity. Additionally, because the 9-1-1 system is getting more and more requests for connections to CAD, the opportunity to see gaps in the existing policy through its



Emergency Telephone System Board of DuPage County Monthly Report

February
Board
Meeting

implementation has allowed staff and the States Attorney's Office to make several recommendations to correct these issues.

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

This is a new policy. This policy will also be on the agenda for discussion. Pursuant to 50 ILCS 750 Emergency Telephone System Act (ETSA) and Section 20-40 of the DuPage County Code pertaining to the Emergency Telephone System Board, the ETS Board is required to "Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing." Because designating a 9-1-1 System Manager is statutorily required, for discussion, is how specific to make the daily operational duties within the policy. Several sites within the statute have been provided to the Board. Additionally, the Board has been provided with the draft administrative rules over the past two years as they have evolved. These rules outline the requirements that the Board, as the 9-1-1 Authority and the 9-1-1 System Manager as its agent, would be responsible for compliance with and to. Currently, there are 48 policies that are in effect. Staff is in the process of creating an outline for the Board in preparation for strategic planning. Once approved, the Board will also see documentation amending the Executive Director's title in the County HR system from 9-1-1 System Coordinator to 9-1-1 System Manager for consistency.

Oak Brook Police Department: The PRMS Oversight Committee and ETSB received a letter from attorneys for the Village of Oak Brook on behalf of its police department as a Notice of Termination effective April 11, 2024, and an expected date of participation to occur on April 30, 2025. To date, the ETSB has not received any requests from the Oak Brook Police Department to complete interface paperwork. Researching the ticketing system indicates a ticket in the RMS Ticket # 15718 on January 24 inquiring about the terms of the current contract. In this monthly report, under the Cybersecurity section and CAD section there is information about projects relating to changes to the system in preparation for additional interfaces to the CAD.

Downers Grove Police Department: Downers Grove has been working with RMS on a data extract. Researching the ticketing system indicates a ticket in the RMS Ticket #14790 on November 22. Neither PMRS nor ETSB has received official Notice of Termination from the Village of Downers Grove to date.

PROCUREMENT/MAJOR CONTRACTS

Open Purchase Orders for FY2024

There is one open purchase order for FY2025 for Motorola. The open purchase order format was recommended by the Auditor's Office in 2010 as the proper process to allow staff to purchase small consumable replacement parts and equipment necessary for daily operations in a timely manner.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 6,958.25	\$ 18,041.75
FY24 Dell	\$ 30,000.00	\$ 8,542.13	\$ 21,457.87
FY24 Motorola	\$ 50,000.00	\$ 36,888.24	\$ 13,111.76
FY25 Motorola	\$ 75,000.00	\$ -0-	\$ 75,000.00



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

Change Orders:

PURVIS Systems Incorporated PO 924025/7298-1: Change Order #3

This recommendation is for the upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The addition of the message board module allows for enhanced functionality of the message boards, this is part of the recent demo provided by the vendor which will allow greater configurability by the agencies once the upgrade is completed.

Total amount of \$69,280.00, for a new contract amount of \$586,320.00.

FINANCIAL

Budget Transfers

There are two budget transfers on the February agenda.

PURVIS Upgrade: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies to 4000-5820-54110 (Capital Equipment) to upgrade the Fire Station Alerting System software to v4.9 to allow for enhanced functionality of the message boards in the fire stations.

Total amount of requested transfer: \$69,280.00 for a new account total of \$7,432,715.00.

Priority Dispatch Contract Reconciliation: The costs of the services within PO 4330-1 were allocated to and paid from their respective accounts in previous fiscal years. With the approval of the change order in December 2024, these costs need to be reconciled and transferred to the appropriate accounts for payment and accounting of contractual obligations for FY25, and as recommended by the Finance Department. For FY26, these costs will be budgeted within the appropriate accounts.

Transfer From:	Transfer To:	Amount:
53830 (Other Contractual Services)	53807 (Software Maintenance Agreements)	\$130,748.00
53830 (Other Contractual Services)	52200 (Operating Supplies/Materials)	\$30,579.00
54100 (Capital IT Equipment)	53610 (Instruction and Schooling)	\$35,000.00

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24 and FY25.

Bills List FY24

External Payments FY24

Total for Fund 5820 for February 12 meeting: \$4,280.15.

Bills List FY25

External Payments FY25

Total for Fund 5820 for February 12 meeting: \$499,702.53.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,806,626.59

The September surcharge was received on January 3 in the amount of \$1,048,826.08.



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

The total County outlay for radios is: \$844,314.06. Probation requested an invoice of \$32,810.58 for the radios upon deployment in October 2023 as some of the radios were tied to a grant. Their capital portion was paid in full in 2023 and airtime paid in January 2025. On November 27, 2024, OHSEM, DSO, SAO, and Probation were invoiced for radios/airtime for Fiscal Year 2023. OSHEM opted for the four-year payment plan and remitted \$18,323.51 of their \$73,294.04 for a balance of \$54,970.53. All other agencies are paid in full on capital costs. Airtime will be an annual expense. The County's outstanding balance for capital is \$54,970.53 for the remaining OSHEM balance.

	Capital Invoiced	Capital Paid	Balance	Airtime Invoiced	Airtime Paid
Sheriff's Office	\$ 605,261.12	\$ 605,261.12	-0-	\$ 26,428.16	\$ 26,428.16
State's Attorney	\$ 132,948.32	\$ 132,948.32	-0-	\$ 1,056.30	\$ 1,056.30
OHSEM	\$ 73,294.04	\$ 18,323.51	\$ 54,970.53	\$ 4,961.68	\$ 4,961.68
Probation	\$ 32,810.58		-0-	\$ 1,267.56	\$ 1,267.56
Total FY23		\$ 32,810.58			
Total FY25		\$ 756,532.95	\$ 54,970.53	\$ 33,713.70	\$ 33,713.70
Total	\$ 844,314.06	\$ 789,343.53	\$ 54,970.53	\$ 33,713.70	\$ 33,713.70

9-1-1 CORE SYSTEM MANAGEMENT

Cybersecurity:

Tech Focus is in discussion on cybersecurity. The ETSB IT Deputy Director is in the process of reviewing the current security policies and discussing these policies with the County IT cybersecurity personnel.

Additionally, discussion focused around policy 911-018.6: Computer Aided Dispatch Interface Funds and the updating of this policy in light of the multiple agencies moving from the Hexagon RMS platform. The current policies prohibit connection to Production CAD. Staff has been working on solutions:

- To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.
- 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.
- 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.
- To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for Computer Aided Dispatch (CAD) Interface requests not suitable for 9-1-1 surcharge from user agencies that will facilitate development in a more timely manner.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the initial issues, there are still 5 remaining. Additional issues have been reported and resolved during this project. Including the 5 from the initial deployment,

there are now 11 remaining issues. None of these impact citizens' ability to reach emergency centers.

The call stats from the previous CPE and the new NG911 have been extracted. While these stats may be slightly off during the migration, they should reflect a fairly accurate accounting of the year.

Last month, Member Markay asked about a comparison of call stats from 2023 to 2024. Staff was able to put this information together now that the new CPE equipment has been installed. There



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

may be slight fluctuations in the data because of the transitions to new equipment. But overall the calls received into the PSAPs were less in 2024.

Year to Date Comparison of 9-1-1 System Call Counts 2023 to 2024

Type	2023	2024	Difference	% Difference
Total	1,433,726	1,309,094	(124,632)	-0.09
Emergency	403,848	355,904	(47,944)	-0.12
Non-Emergency	1,029,878	953,190	(76,688)	-0.07
Other	0	0	0	0
Wire-line	21,958	19,331	(2,627)	-0.12
Wireless	324,668	286,386	(38,282)	-0.12
VoIP	57,219	49,965	(7,254)	-0.13
SMS	0	221	221	New
Unknown	6,749	3,517	(3,232)	-0.48
Outgoing (Emergency, Non-Emergency, Other)	267,274	231,443	(35,831)	-0.13
Abandoned (Emergency)	27,425	19,845	(7,580)	-0.28

CPE VESTA Mapping: On January 14, 2025, ETSB updated the VESTA Map Local system with the most accurate data and configurations for the ACDC and DU-COMM PSAPs. The updates included reorganizing the VESTA Map Local filter for improved accessibility, enhancing the visibility of bodies of water on the map, and submitting a new data layer. This layer enables the use of ESN Fire and ESN Police filters to outline agency jurisdiction boundaries, eliminating duplication with the place and fire beat filters for more efficient use by telecommunicators.

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

DuJIS CAD:

2024	Year to Date	
Category	Opened	Closed
CAD	523	446
MPS	600	624
Total	1123	1070

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	43	33	43	33	0	0	7	4
MPS	49	37	49	37	0	0	6	5
Total	92	70	92	70	0	0	13	9



Emergency Telephone System Board of DuPage County Monthly Report

**February
Board
Meeting**

LEADS System Outage:

At approximately 01:55 AM on January 31, 2025, ETSB was notified by DU-COMM that LEADS was not returning information. No official communication regarding this event was distributed through the statewide notification system. During this time, PSAPs were able to retrieve information from out-of-state license plates, confirming that NCIC remained operational. Additionally, ETSB verified that the CAD interface was functioning properly without any issues.

During the investigation into the issue, ETSB learned that the Secretary of State Police experienced an unplanned maintenance event affecting *Software 3270*, causing it to go offline. Normal system operations resumed at 04:30.

County Campus Power Outage:

DuPage County experienced a campus wide power spike that affected some of the ETSB infrastructure. All systems restored, however, as a result, DU-COMM Vesta Workstation 32 is unable to boot up at this time. This workstation is out of service. ETSB is working with Motorola and AT&T to get the unit replaced.

Projects:

CAD Security Project: In violation of the current security policy, ETSB staff connected Addison Police Department to a portion of the production side of CAD for access for their Axon RMS system. As noted in the cybersecurity section, staff has been working on a solution for member users that both protects the system, prepares for additional users and provides the same level of information access in a cost-effective manner. A solution has been developed that entails moving Addison and preparing for the next agencies who have provided notice that they are leaving Hexagon RMS when they ask for interface connectivity.

Addison Axon Project: As stated above, it is necessary to develop a solution and then move Addison RMS to that solution. Addison has been notified. Project pending.

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ProQA Medical and Fire versions .50 was made available July 3. PSAPs have been advised and they are currently working on the translation tables. ACDC and DU-COMM have completed training. Since the completion of training the ProQA system has been upgraded to the .50 version and successfully rolled out to each PSAP. This project has been completed.

AQUA: This project has been completed. System bug (Ticket 10240) Priority provided training for the new version of AQUA. Priority Dispatch has released training for the new version in May 2024. Training was completed by both PSAPs. Final testing was done to validate functionality in January 2025.

LEADS 3.0 Upgrade:

ETSB successfully rolled out the LEADS 3.0 environment to both PSAPs in the first go around with the conversion of all CDCs in the system. Additionally, the LEADS 3.0 version has provided new functionality to each of the centers, that includes: Hit Confirmation Request, Hit Confirmation Response, In State (IL) Admin Messages, Out of State Admin Messages.

ETSB has not initiated the close out of this project with the vendor as we are still working through two outstanding items that include, printouts are at times inconsistent based upon the data being



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

sent from the state, and agencies that forward their LEADS terminals to DU-COMM's NG4 CDC that are not working properly. We continue to work with Hexagon and the state to resolve these items.

Network

Absolute Secure:

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	118	112

2025	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	6	4	6	4	0	4	0	2

Absolute Secure Access: ETSB reports no issues for the month of January. Currently the system has approximately 950 devices registered.

Comcast Maintenance/Trouble Tickets: No maintenance notifications or tickets opened for the month of January 2025.

Network Tickets: No network issues have been reported for the month of January 2025.

VMware Maintenance: VMware updates, HP Storage and Network Switch updates were successfully completed on the B side of the environment. During the same updates on the A side, we experienced a switch update configuration file issue that caused an impact to the CAD environment. ETSB and Hexagon quickly rolled the update back and we are waiting on a resolution to the case opened with HP.

Windows Patching: Quarterly patching is currently in progress. The CAD workstations at each PSAP have been updated and ETSB tech staff continues to complete the remaining devices.

Fire Station Alerting System (FSAS):

2024	Year to Date	
Category	Opened	Closed
FSA	221	219

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



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

Fire Station Alerting: The Fire Standardization Focus Group did not meet in December. Informational updates were provided to the group.

Projects:

Fire Station Alerting System-wide Upgrade

On the agenda for this month is PURVIS Systems Incorporated PO 924025/7298-1: Change Order #3 the upgrade of the software on the virtual servers to v4.9 as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The servers have been in-house. There is one dependency to this project, DU-COMM has a TRE project to complete for radio pager tones. Once this task is completed, the upgrade can continue. The equipment on the change order, if approved, will have to be ordered and received in the meantime.

Itasca Fire Protection District New Station #TBD

ETSB staff and PURVIS/CommZone will be meeting with the Itasca Fire Protection District on February 18 to discuss the FSA installation at their new fire station. This will be an additional building. Itasca Fire Protection District received a \$2.5M grant from Congressman Raja Krishnamoorthi (D-IL) in federal community project funding he secured to construct a new fire station. There will be two parts to this project. The core components and the optional equipment. Optional equipment will be reimbursed by the agency. Change orders should be on the March or April agenda.

Winfield Fire Protection District New Station #31

Last month, the ETSB approved the core components for the new station and a second change order for optional equipment. Winfield Fire Protection District is replacing Station #31. There will be two parts to this project. The core components and the optional equipment. The equipment for this project has been ordered. As of this report, there is no delivery date.

Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	605

2025	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	75	31	75	31	44	0	0	44	44	0

GIS Projects:

Lisle Police Department: Lisle PD has requested beat changes that included consolidating Beat 1 into Beat 2. Testing completed and rolled production environment 01/22/2025.

Winfield Fire Protection District: WFF is creating seven new fire districts. New district polygons/ESZs to be pushed into training on 02/11/2024, then tested.



Emergency Telephone System Board of DuPage County Monthly Report

**February
Board
Meeting**

Wood Dale Fire Protection: New fire district request 01/03/2025. ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025

Tristate Fire Protection District: New fire district requested 01/03/2025. ESZ and polygon work finished and in training by 01/14/2025. Testing completed 02/03/2025. Waiting for production push on 02/19/2025

GIS Redistricting Annual Status: ETSB will send out another reminder on a semi-annual basis starting in the second quarter 2025.

NG9-1-1 GIS Mapping:

Working with County GIS and Intrado, for wireless and VOIP calls that created mis-plotting and routing for various calls as well as issues related to ANI/ALI spill configuration, this is in progress. The last data submittal was earlier this month via DuPage County GIS on 1/13/2025 for updated street, address, and PSAP boundary updates to Intrado. An issue was discovered that an error report in data submitted was the cause of several misroutes via cell/VOIP calls. This is to be corrected in next data submission.

State of Illinois GIS NG 9-1-1: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project.

State of Illinois Text to 911: As reported last month, the PSAPs, ETSB and Intrado staff met to review the training and functionality of text to 9-1-1 in the system. Public education campaign for text to 9-1-1, 988 and 211 are on hold until the functionality of the CPE system is finalized. Certain CPE tasks remain from cutover that create dependencies for a formal go-live of this service. The service is active but a formal go-live has not been launched.

ACDC has successfully completed all necessary training and testing to fully deploy Text-to-911. ACDC is confident that operationally and technically they have the capability to process inbound and outbound messaging. ACDC has confirmed with surrounding agencies that the functionality is working as intended to include a bounce back if a PSAP is not online. ACDC has uploaded the PSAP transfer list of 172 entries on all consoles.

NG9-1-1 Grant opportunity CAD to CAD interface: New grant opportunities are available that ETSB is investigating with neighboring 9-1-1 Systems. Quotes for the interfaces have been submitted to the States for the CAD-to-CAD grant. ETSB did not submit a grant application for CAD-to-CAD in this cycle. Neighboring 9-1-1 Systems are in the process of working through deployment. In speaking with those systems, they are at least six months away from use. Staff opted to wait and see how those projects progressed given the initial costs and the other projects currently underway.

9-1-1 System Memos:

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



Emergency Telephone System Board of DuPage County Monthly Report

**February
Board
Meeting**

New Memos: There were no new memos reviewed in the last month.

Closed Memos:

Memo 24: ICDs from Hexagon for LEADs
Memo 37: Software review
Memo 53: Dispatch Assign Multiple Units
Memo 55: Vin Response
Memo 60: Telecommunicator name in remarks
Memo 63: Clearing Multiple Units
Memo 110: Options for Tones in Fire Station Alerting

Pending Research:

Memo 108: Change ANI/ALI dump workflow in CAD.

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

Memo 127: MFA in Command Central Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for Command Central Aware. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. This is different than memo 127 because Command Central Aware has different security concerns.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups.

Technically Not Feasible

Memo 49: Add Select Event Hot Key
Memo 50: Unit Roster
Memo 51: Informer Hot Key
Memo 58: UL Functionality
Memo 64: F2 Enhancement
Memo 103: CAD/Vesta standardization

DuJIS PRMS:

The RMS Manager's monthly memorandum for November has been attached to this report, as well as the Hexagon Service Manager's summary.

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola Radio System Manager Report:

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

AXS Consoles: ETSB has been working with Motorola and Chicago Communications to install and configure the training workstations at each PSAP. Currently Chicago Communications have all the



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

training workstations installed and the configuration process is in progress. The PSAPs' training has been scheduled for February 25 & 26 starting at 8am. Chicago Communications will be ready to begin installation as soon as the training is completed. The final deployment plan has an encryption plan dependency, but installation can begin and the telecommunicators can use the workstations in their current configuration.

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

APX8500 mobile: Motorola has provided an option for the 8500 mobiles, the APX6500 dual radio. The demo units have been received, and the focus group is working with the Radio System Manager to program the unit. There is nothing additional to report this month.

NFPA Committee: There is no formal working committee at this point. However, the new standards book, NFPA 1930, was issued. Under the *Technical Committee on Electronic Safety Equipment* Jim Connolly (primary) and John Sullivan (alternate) names appear in the book. So, they are official.

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

On the agenda this month, the five PAC members present voted to recommend approval of this second template to the ETS Board.

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

Additionally, the focus group members and ETSB Director will be at the next FSA on February 13, meeting to review the template as well as the functionality of the XN radio with the new firmware updates. There will also be a review of the memorandum, a new fleetmap format, and a ppt that explains CommandCentral to help Chiefs determine which personnel in their agencies they would like to have access to CommandCentral.

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



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

Policy Advisory Committee (PAC):

The PAC was held on February 3, 2025. Some information from that meeting has been added to various categories above.

On the agenda this month, the five PAC members present voted to recommend approval of the second fire template to the ETS Board. One member was absent, excused due to illness.



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: January 30, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions scheduling kickoff meeting for January 31, 2025.

APX 4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Outstanding Agencies: Addison, Bartlett, Bensenville, Clarendon Hills, Elmhurst, Hinsdale, Itasca, Lombard, Warrenville, Westmont.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. Outstanding Agencies: Bensenville

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing the Cook County Zone 5 information. No Fire templates to be completed until this is complete.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

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	11	8	11	8	5	1	5	0
APX Next (PD)	16	14	16	14	3	7	5	1
APX NextXN (FD)	6	5	6	5	0	2	0	4
APX 8500 (mobile)	4	1	4	1	1	0	1	2
APX4000	4	1	4	1	2	1	1	0
Total	41	29	41	29	11	11	12	7



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

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	106	100
APX Next (PD)	158	150
APX NextXN (FD)	70	15
APX 8500 (mobile)	51	31
APX4000	19	17
Total	269	202

STARCOM21 Scheduled Maintenance:

Emergency Scheduled Maintenance:

Motorola's Cyber Security Team was alerted to a security gap in the HP/Aruba switches used in your dispatch center. To quickly close this gap, Motorola's engineers have already pushed the software fix and will need to reboot the switches remotely to finalize the process.

Notification: Wednesday, January 15, 2025, Scheduled: Thursday, January 23, 2025
While the switches are rebooting, PSAPs will lose **all connection** to the STARCOM Core for 10 minutes (worst-case scenario) but more likely 3-4 minutes. We strongly recommend using portable radios during this time. PSAPs will be called before process is started to make sure everything is good.

System Maintenance:

Note: Scheduled maintenance but the NOC failed to notify certain effected customers:

Wednesday, January 29, 2025 at 9:45 AM

Motorola began a planned maintenance of switch reboots to resolve an identified MTN. During this process, the DEDIRS system operated at half of its channel capacity, resulting in disruptions, including bonks in the centers and limited radio traffic.

Motorola completed the maintenance. At approximately 11:30 AM normal operations were restored. ETSB contacted Motorola to confirm whether a notification had been sent. Motorola acknowledged that the notification was missed by the NOC and that they are working on a new alerting process for planned events such as this. An email was sent to the PSAP and agencies in response to tickets that were opened as a results of system being rendered to half capacity.

Wednesday, January, 8, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at the Zone 1 core per MTN-168-24 and a reconfiguration of the ISSI backhaul.

Who is doing the work: CMSO Op Engineering

Impact: All switches at the zone core redundant and should not impact regular voice or data operations. This work will start at 8:30 am.

The ISSI backhaul work will impact WAVE and ISSI communications. The outage for Wave and ISSI may last as long as an hour. This work is expected to start at about 9:00 am after the switches are complete.

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

Thursday, January 16, 2025

8:45 to 8:48 3 min at most (Typically 30 sec)

Zone Controller Switch: All RF sites will enter Site Trunking

All Dispatch Sites will get Red X's on Trunking Resources

Thursday, January 16, 2025

10:40 to 1:55 3.25 hrs

Zone 1, 3 and 5: UEM will not be available SmartConnect LTE will not be available

WAVE application will not be available ISSI Connection will not be available

Zone Watch will not be available All Data applications will not be available.

ISP CAD stream will not be available Marvliis will not be available

Genesis GPS will not be available CompassCom will not be available

Tuesday, January 21, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at Single Link Dispatch centers per MTN-168-24

Who is doing the work: CMSO Op Engineering

Impact: Each Dispatch Center will be down for 5 to 10 minutes. Recommend using portables as all ops will be down while the switches reboot.

Schedule is as follows: (8:00 am start all other times are approximate as they will be done as soon as the prior site is finished)

Zone 1 NMD 15 Tollway Plaza 35 – 8:00 am

Zone 1 NMD 16 McHenry – 7:30 am

Zone 1 NMD 02 Northbrook – 8:20 am

Zone 1 NMD 29 Joliet – 8:30 am

Zone 1 NMD 31 IDOT-District 1 – 8:40 am

Zone 1 NMD 32 Statesville – 8:50 am

Zone 1 NMD 34 Elgin Backup – 9:00 am

Zone 1 NMD 35 NIU – 9:10 am

Zone 1 NMD 36 Kewanee – 9:20 am

Zone 1 NMD 38 Waukegan – 9:30 am

Zone 1 NMD 39 Rockford – 7:45 am

Zone 1 NMD 41 Central Lake County – 9:50 am

Zone 5 NMD 13 WSCD – 10:00 am

Zone 5 NMD 14 Seecom – 10:10 am

Zone 5 NMD 15 Wheeling – 10:20 am

Zone 5 NMD 16 Harwood Heights – 10:30 am

Zone 5 NMD 18 Skokie – 10:40 am

Zone 5 NMD 19 LTACC – 10:50 am

Zone 5 NMD 20 Evanston - 11:00 am

Zone 5 NMD 21 U of C – 11:10 am

Zone 5 NMD 06 Bridgeview – 11:20 am

Zone 5 NMD 05 Schaumburg -11:30 am

Zone 5 NMD 07 Jail – 11:40 am

Zone 5 NMD 09 Maywood -11:50

Zone 5 NMD 08 Division 9 – 12:00 pm

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

Thursday, January 23, 2025 starting at 8 am CT

Work to be performed: Update switch OS on all 2930 switches at Dual Link

Dispatch centers per MTN-168-24

Who is doing the work: CMSO Op Engineering

Impact: Each Dispatch Center will lose the resources attached to each switch while it reboots approximately 5 to 10 minutes. The Dispatch center will remain up during the reboots but with a reduced number of resources depending on what is connected to the switch that is rebooting.

Reboots will be done highest switch number to lowest or switch 3 to switch 1.

Zone 1 NMD 47 ACDC – 8:00 am

Zone 1 NMD 18 Addison – 8:30 am

Zone 1 NMD 44 District Chicago– 8:50 am

Zone 1 NMD 48 DuComm – 9:10 am

Zone 1 NMD 49 Ducomm Building B– 9:40 am

Zone 1 NMD 33 Elgin Main – 10:00 am

Zone 1 NMD 45 Grundy – 10:20 am

Zone 1 NMD 51 Gurnee– 10:40 am

Zone 1 NMD 06 Kanecomm – 11:00 am

Zone 1 NMD 46 Kencomm– 11:20 am

Zone 1 NMD 37 LCSO – 12:30 pm

Zone 1 NMD 14 New Tollway – 1:00 pm

Zone 1 NMD 22 NWCD Davis – 1:20 pm

Zone 1 NMD 23 NWCD Schaumburg – 1:40 pm

Zone 1 NMD 05 Quadcom – 2:00 pm

Zone 1 NMD 43 Sterling - 2:20 pm

Zone 1 NMD 03 Tricom – 2:40 pm

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 1/15 and 1/16. These patches caused an impact to the system in all Zones.

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

Thursday, 1/16/25

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 2024.12 – Patching 1/17/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

[Scheduled Maintenance] Command Central Products (United States)

Start: 27/JAN/2025 @ 10:00 PM CST (UTC -6)

End: 28/JAN/2025 @ 5:00 AM CST (UTC -6)



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

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 20/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 20/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 21/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 21/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 27/JAN/2025 @ 3:30 AM CST (GMT -6)

End: 27/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 28/JAN/2025 @ 3:30 AM CST (GMT -6)

End: 28/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 30/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 30/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 11/Jan/2025 @ 3:30 AM CST (GMT -6)

End: 11/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Management CPS Patches: There were none last month.

Releases:

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

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings/Training: Fire Focus Meeting 1/23/25.



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

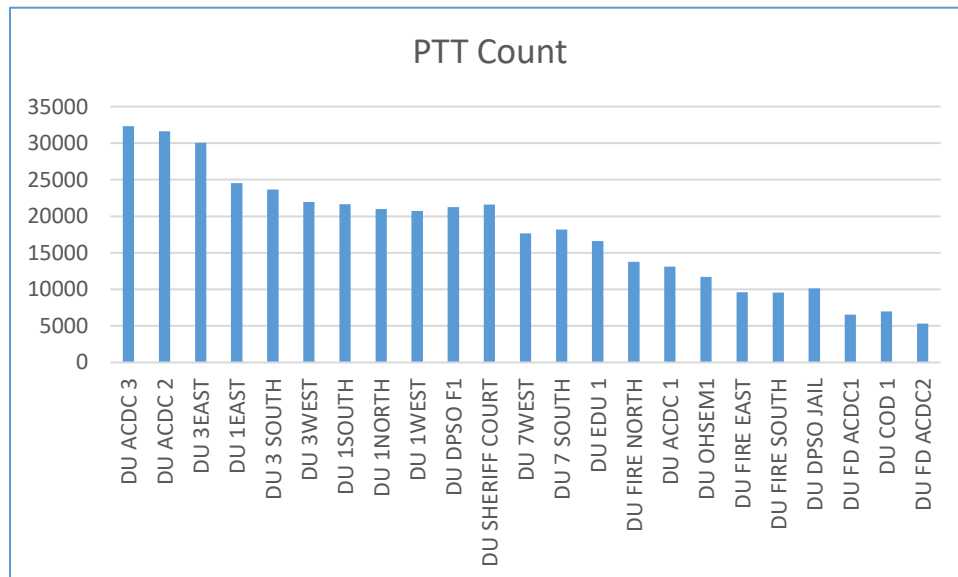
Grade of service report:

December 2024 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	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	22.24	3.78	6.62	31.00	2743.39	13611.13	4.96	0.00	0.00	0.00
1:00:00	0.00	19.78	3.36	7.04	31.00	2412.10	12103.06	5.02	0.00	0.00	0.00
2:00:00	0.00	17.02	2.89	7.51	31.00	2020.19	10418.61	5.16	0.00	0.00	0.00
3:00:00	0.00	14.91	2.53	7.87	31.00	1721.19	9125.65	5.30	0.00	0.00	0.00
4:00:00	0.00	14.47	2.46	7.94	31.00	1709.81	8853.13	5.18	0.00	0.00	0.00
5:00:00	0.00	15.07	2.56	7.84	31.00	1753.35	9220.16	5.26	0.00	0.00	0.00
6:00:00	0.00	15.91	2.71	7.69	31.00	1878.26	9739.97	5.19	0.00	0.00	0.00
7:00:00	0.00	21.56	3.67	6.73	31.00	2551.74	13196.71	5.17	0.00	0.00	0.00
8:00:00	0.00	28.31	4.81	5.59	31.00	3406.94	17326.42	5.09	0.03	0.06	2.00
9:00:00	0.00	30.99	5.27	5.13	31.00	3745.23	18967.26	5.06	0.00	0.00	0.00
10:00:00	0.00	31.61	5.37	5.03	31.00	3849.65	19348.19	5.03	0.00	0.00	0.00
11:00:00	0.00	30.13	5.12	5.28	31.00	3655.90	18436.61	5.04	0.00	0.00	0.00
12:00:00	0.00	32.54	5.53	4.87	30.00	3933.13	19913.87	5.06	0.00	0.00	0.00
13:00:00	0.00	32.98	5.61	4.79	30.00	4011.73	20182.87	5.03	0.00	0.00	0.00
14:00:00	0.00	32.69	5.56	4.84	31.00	4008.65	20008.97	4.99	0.00	0.00	0.00
15:00:00	0.00	34.17	5.81	4.59	31.00	4164.48	20914.77	5.02	0.00	0.00	0.00
16:00:00	0.00	34.67	5.89	4.51	31.00	4226.61	21216.03	5.02	0.00	0.00	0.00
17:00:00	0.01	34.32	5.84	4.56	31.00	4208.10	21006.29	4.99	0.61	3.65	5.95
18:00:00	0.00	32.24	5.48	4.92	31.00	3950.68	19733.16	4.99	0.00	0.00	0.00
19:00:00	0.00	32.37	5.50	4.90	31.00	4016.45	19810.48	4.93	0.00	0.00	0.00
20:00:00	0.00	29.92	5.09	5.31	31.00	3720.45	18310.19	4.92	0.00	0.00	0.00
21:00:00	0.00	28.46	4.84	5.56	31.00	3567.06	17416.32	4.88	0.00	0.00	0.00
22:00:00	0.00	26.63	4.53	5.87	31.00	3336.71	16298.00	4.88	0.00	0.00	0.00
23:00:00	0.00	25.59	4.35	6.05	31.00	3154.13	15660.13	4.96	0.00	0.00	0.00



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

Group Alias	PTT Count
DU ACDC 3	32331
DU ACDC 2	31612
DU 3EAST	30065
DU 1EAST	24526
DU 3 SOUTH	23663
DU 3WEST	21954
DU 1SOUTH	21663
DU 1NORTH	21001
DU 1WEST	20720
DU DPSO F1	21266
DU SHERIFF COURT	21605
DU 7WEST	17673
DU 7 SOUTH	18185
DU EDU 1	16604
DU FIRE NORTH	13748
DU ACDC 1	13133
DU OHSEM1	11726
DU FIRE EAST	9609
DU FIRE SOUTH	9557
DU DPSO JAIL	10113
DU FD ACDC1	6561
DU COD 1	6976
DU FD ACDC2	5312



Monthly 9-1-1 System Call count

For (Call Origin)

Creation Date: 02/06/2025 11:38:46 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 01/31/2025 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	18,966	6,090	12,876	0	297	4,970	717	47	59	0	403	00:00:04
	Internal	1,096	0	1,096	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	4,820	0	4,820	0	0	0	0	0	0	4,820	0	00:00:00
	Total	24,882	6,090	18,792	0	297	4,970	717	47	59	4,820	403	00:00:04
Total		24,882	6,090	18,792	0	297	4,970	717	47	59	4,820	403	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/05/2025 11:38:25 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 01/31/2025 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	192,903	75,590	117,313	0	3,916	59,014	11,951	111	598	0	5,880	00:00:05
	Internal	37,960	0	37,960	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	49,096	0	49,096	0	0	0	0	0	0	49,096	0	00:00:00
	Total	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05
Total		279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/06/2025 10:29:48 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 01/31/2025 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	1,230	1,230	0	0	90	992	148	0	0	0	0	00:00:04
Total	1,230	1,230	0	0	90	992	148	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/05/2025 11:38:25 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 01/31/2025 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	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05
Total	279,959	75,590	204,369	0	3,916	59,014	11,951	111	598	49,096	5,880	00:00:05

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	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.	Technically Not Feasible		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 Purv	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 faciliate 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	Purvius 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	N/A	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	WMware 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 offsite 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	Technically Not Feasible		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Technically Not Feasible		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	Technically Not Feasible		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 multiple 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	Technically Not Feasible		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	Technically Not Feasible		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	Technically Not Feasible		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	In-Process Research		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			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Technically Not Feasible			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 percentages	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	Technically Not Feasible			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	Pending Research						
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus			
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing				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	Pending Research			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	Pending Research			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	Pending Research			Pending			
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						
			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

Rave Smart911 Monthly Enrollment			
Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	1	0	1
60103	2	0	2
60105	0	0	0
60106	1	0	1
60108	0	1	1
60117	0	0	0
60126	2	0	2
60128	0	0	0
60132	0	0	0
60133	1	1	2
60137	0	0	0
60138	0	0	0
60139	0	1	1
60143	0	0	0
60148	1	0	1
60157	0	0	0
60172	0	0	0
60181	1	0	1
60185	0	3	3
60186	0	0	0
60187	0	0	0
60188	1	0	1
60189	3	3	6
60190	1	0	1
60191	0	0	0
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	13	0	13
60515	1	0	1
60516	0	2	2
60517	4	0	4
60521	1	0	1
60522	0	0	0
60523	4	0	4
60525	5	0	5
60527	1	0	1
60532	1	0	1
60540	1	0	1
60555	2	0	2
60559	1	1	2
60561	0	0	0
60563	2	1	3
60564	0	0	0
60565	1	0	1
60570	0	0	0
Total Web Enrollments	51		
Total App Enrollments	13		
Total Enrollments	64		
Total Zip Codes	27		
From	1/1/2025 0:00		
To	1/31/2025 23:59		

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		0		0.00%						
March		0		0.00%						
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739



HEXAGON
SAFETY & INFRASTRUCTURE

January 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	January 30, 2025

Support Overview

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

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

Support Performance - Period ending January 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. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.
-------	---

Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 17 support tickets were resolved in the month of January 2025.
- CAD Side call with Hexagon support has been reestablished.

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

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 Activities:



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: February, 04, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - OCR Configuration Workshop scheduled for Mar. 10th - 13th.
 - MFR Configuration Workshop scheduled for Apr. 28th - May 1st.
- Initial RMS RFP on-site interviews completed
- Deployed new user management service.
- User Focus Group held Jan. 28th.
- Developed and deployed a solution to OnCall Records, resolving a long-standing data inconsistency with citations.
- Resolved OnCall Analytics change propagation error.

Action Items:

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

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

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



ETSB Other Action Item

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

File #: 25-0461

Agenda Date: 2/12/2025

Agenda #: 6.B.1.

EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY25

FY25

REVENUE BY FISCAL YEAR

Equalization \$ Remitted for: Month Received:	Aug 24 Dec 24	Sep 24 Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	TOTALS
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08											\$ 2,104,676.24
NG9-1-1 Withholding (1x)													\$ -
Misc. Payments													\$ -
PRMS Reimbursement													\$ -
Grant Reimbursement													\$ -
Sale of Assets													\$ -
CAD Interface Reimbursement													\$ -
FSA Optional Equip Reimbursement													\$ -
DEDIRS Reimbursement		\$ 756,532.95											\$ 756,532.95
DEDIRS Airtime Reimbursement	\$ 32,446.14	\$ 1,267.56											\$ 33,713.70
Investment Earnings													\$ -
Total	\$ 1,088,296.30	\$ 1,806,626.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,894,922.89

FY24

REVENUE BY FISCAL YEAR

Equalization \$ Remitted for: Month Received:	Dec 23	Sep 23 Jan 24	Oct 23 Feb 24	Nov & Dec 23 Mar 24	Apr 24	Jan 24 May 24	Feb 24 Jun 24	Mar 24 Jul 24	Apr 24 Aug 24	May 24 Sep 24	Jun 24 Oct 24	Jul 24 Nov 24	TOTALS
State Disbursement		\$ 1,166,094.82	\$ 1,178,650.54	\$ 2,387,090.19		\$ 1,307,137.14	\$ 1,041,953.80	\$ 1,217,316.64	\$ 1,365,561.66	\$ 1,157,731.43	\$ 1,185,197.86	\$ 1,159,349.63	\$ 13,166,083.71
NG9-1-1 Withholding (1x)								\$ 2,361,360.11					\$ 2,361,360.11
Misc. Payments	\$ 709.50	\$ 47.74			\$ 73.04					\$ 30,645.24	\$ 3,120.00		\$ 34,595.52
PRMS Reimbursement													\$ -
Grant Reimbursement													\$ -
Sale of Assets		\$ 2,000.00						\$ 284,500.00	\$ 2,500.00				\$ 289,000.00
CAD Interface Reimbursement	\$ 150.00	\$ 829.00							\$ 14,669.84	\$ 8,084.92			\$ 23,733.76
FSA Optional Equip Reimbursement										\$ 3,640.00	\$ 28,985.00		\$ 32,625.00
DEDIRS Reimbursement					\$ 32,656.40					\$ 9,114.05			\$ 41,770.45
Investment Earnings						\$ 921,077.00							\$ 921,077.00
Total	\$ 859.50	\$ 1,168,971.56	\$ 1,178,650.54	\$ 2,387,090.19	\$ 32,729.44	\$ 2,228,214.14	\$ 1,041,953.80	\$ 3,863,176.75	\$ 1,382,731.50	\$ 1,209,215.64	\$ 1,217,302.86	\$ 1,159,349.63	\$ 16,870,245.55

EQUALIZATION SURCHARGE HISTORY

Month of	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	\$ 580,655.87	\$ 542,517.55	\$ 743,171.81	\$ 674,131.18	\$ 725,522.32	\$ 712,956.19	\$ 517,623.85	\$ 620,047.11	\$ 626,455.30	\$ 599,721.32	\$ 594,666.10	\$ 722,868.38	\$ 7,660,336.98
PrePaid Back pay					\$ 118,567.00								\$ 118,567.00
Wireless Carrier xfer					\$ 255,594.00								\$ 255,594.00
2017	\$ 680,994.05	\$ 649,029.93	\$ 810,751.53	\$ 695,361.11	\$ 749,256.32	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 8,129,624.80
2018	\$ 1,522,691.96	\$ 1,173,178.13	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 1,162,776.33	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 14,887,655.44
2019	\$ 1,176,781.81	\$ 1,124,652.57	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,191,630.05	\$ 1,159,547.61	\$ 1,303,891.19	\$ 1,282,359.45	\$ 1,271,244.04	\$ 14,529,995.12
2020	\$ 1,237,988.13	\$ 1,173,880.52	\$ 1,280,265.88	\$ 1,213,090.68	\$ 1,224,007.79	\$ 1,287,371.61	\$ 1,266,405.76	\$ 1,151,538.31	\$ 1,144,938.67	\$ 1,139,491.71	\$ 1,143,518.88	\$ 1,189,281.74	\$ 14,451,779.68
2021	\$ 1,175,626.22	\$ 1,114,241.24	\$ 1,333,912.53	\$ 1,166,022.22	\$ 1,154,554.99	\$ 1,178,282.73	\$ 1,213,170.06	\$ 1,149,140.27	\$ 1,131,666.06	\$ 1,191,512.63	\$ 1,104,147.61	\$ 1,236,187.16	\$ 14,148,463.72
2022	\$ 1,175,917.91	\$ 1,087,494.93	\$ 1,254,382.66	\$ 1,167,246.40	\$ 1,214,648.99	\$ 1,383,485.38	\$ 1,193,122.77	\$ 1,205,441.29	\$ 1,164,779.92				\$ 10,846,520.25
NG9-1-1 Withholding (1x)			\$ 2,348,343.23										\$ 2,348,343.23
2023	\$ 1,174,384.35		\$ 1,179,289.89	\$ 1,239,871.71	\$ 1,160,437.01	\$ 1,072,172.19	\$ 1,285,081.08	\$ 1,178,132.95	\$ 1,233,355.83	\$ 1,227,343.85	\$ 2,367,619.76		\$ 13,117,688.62
NG9-1-1 Withholding (1x)											\$ 2,601,413.84		\$ 2,601,413.84
2024	\$ 1,166,094.82	\$ 1,178,650.54	\$ 2,387,090.19		\$ 1,307,137.14	\$ 1,041,953.80	\$ 1,217,316.64	\$ 1,365,561.66	\$ 1,157,731.43	\$ 1,185,197.86	\$ 1,159,349.63	\$ 1,055,850.16	\$ 14,221,933.87
NG9-1-1 Withholding (1x)							\$ 2,361,360.11						\$ 2,361,360.11
2025	\$ 1,048,826.08												\$ 1,048,826.08

FY23

HISTORY BY FISCAL YEAR

Equalization \$ Remitted for:	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul & Aug 23	
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	TOTALS
Total	\$ 1,205,441.29	\$ 1,174,607.20	\$ 1,178,184.35	\$ 1,207,259.89	\$ 1,239,871.71	\$ 1,213,587.19	\$ 1,072,172.19	\$ 1,313,566.32	\$ 1,202,129.95	\$ 1,248,895.63	\$ 1,231,064.05	\$ 5,595,938.60	\$ 18,882,718.37

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	Sep 22	Oct 22	Nov 22	TOTALS
Total	\$ 2,281,331.33	\$ 283,343.34	\$ 2,295,684.39	\$ 1,236,187.16	\$ 1,180,527.91	\$ 1,148,317.36	\$ 3,628,564.29	\$ 1,195,731.64	\$ 1,783.40	\$ 1,217,048.99	\$ 2,588,679.15	\$ -	\$ 17,057,198.96

FY21

Equalization \$ Remitted for:	Aug 20	Sep 20	Oct & Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21		Jun 21	Jul 21	
Month Received:	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	TOTALS
Total	\$ 1,151,538.31	\$ 1,172,211.67	\$ 2,283,028.54	\$ 1,189,281.74	\$ 1,183,771.22	\$ 1,129,498.24	\$ 1,340,002.97	\$ 1,166,522.22	\$ 1,162,663.88	\$ 32,062.24	\$ 1,178,282.73	\$ 1,337,665.72	\$ 14,326,529.48

FY20

Equalization \$ Remitted for:	Aug & Sep 2019		Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun & Jul 2020		
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	
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	TOTALS
Total	\$ 1,163,697.11	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 1,185,868.21	\$ 1,214,820.52	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,642,301.51	\$ 14,850,632.21

FY18

Equalization \$ Remitted for:	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan & Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	
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	TOTALS
Total	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 2,695,870.09	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 13,254,429.82

FY17

Equalization \$ Remitted for:	Jul & Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	
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	TOTALS
Total	\$ 1,246,502.41	\$ 599,721.32	\$ 594,666.10	\$ 1,097,049.38	\$ 681,034.05	\$ 649,029.93	\$ 810,751.53	\$ 723,846.35	\$ 695,361.11	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 8,832,810.78

FY16

Equalization \$ Remitted for:						Jan & Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016			
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	TOTALS
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,123,587.68	\$ 743,609.37	\$ 674,806.22	\$ 726,277.16	\$ 713,088.37	\$ 518,118.75	\$ 4,499,487.55



ETSB PAC Other Action Item

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

File #: 25-0420

Agenda Date: 2/3/2025

Agenda #: 6.C.1.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, January 6, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/84580717841?pwd=0cTjOCab6Iqpij8Dw2xD6bnDZG0t8E.1>

Meeting ID: 845 8071 7841

Passcode: 796666

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

Gregg Taormina, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone Board

Lou Hayes, Jr, Hinsdale PD

Erik Maplethorpe, DU-COMM

John Nebl, OHSEM

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

Matt Beyer, Bloomingdale Fire (Remote)

Scott Bukovic, Westmont PD (Remote)

Jim Connolly, Village of Addison (Remote)

Tom Gallahue, ILEAS (Remote)

Alison Murphy, DMMC (Remote)

Bob Murr, COD (Remote)

Jason Norton, Darien PD (Remote)

PJ Youker, Wheaton PD (Remote)

Lisle-Woodridge Fire (Remote)

On roll call, Members Selvik, Benjamin, Clark, Fleury, and Jansen were present, which constituted a quorum. Member Burmeister was absent.

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SELVIK

Chair Selvik welcomed Member Jansen to his first meeting.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS**7. COMMITTEE APPROVAL REQUIRED****7.A.1. [25-0143](#)**

DEDIR System November Maintainer Report

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

RESULT: ACCEPTED AND PLACED ON FILE

MOVER: Chris Clark

SECONDER: Tyler Benjamin

7.B.1. [25-0144](#)

DEDIR System December Maintainer Report

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

RESULT: ACCEPTED AND PLACED ON FILE

MOVER: Tyler Benjamin

SECONDER: Chris Clark

7.C.1. [25-0119](#)

ETSB PAC Minutes - Regular Meeting - Monday, November 4, 2024

Attachments: [2024-11-04 PAC Minutes Summary.pdf](#)

RESULT: ETSB RECEIVED AND PLACED ON FILE

MOVER: Chris Clark

SECONDER: Craig Jansen

8. PARENT COMMITTEE APPROVAL REQUIRED**8.A.1. [ETS-R-0001-25](#)**

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

Chair Selvik asked the Members if they had a chance to review the changes that was emailed. Ms. Zerwin said that typically there would be a motion to discuss the policy changes at the first meeting and then tabled to a date certain to allow for discussion at the

respective committees/focus groups and then brought forward for recommendation of approval to the ETS Board. She said there is no intent to approve today; that it is not on the ETSB agenda for Wednesday's meeting. Ms. Zerwin said that with the Ordinance changes to align with State statutes, the policies will be reviewed for compliance. Ms. Kraus brought the redline version of the policy on screen as Ms. Zerwin reviewed the changes that were made to the policy and the STARCOM application forms.

Discussion ensued regarding the capacity of the current WAVE system versus the upcoming WAVE system and the authority of the PAC, versus Motorola, to set parameters regarding capacity, the ability of individual users to make changes within their agency profile. This in turn provided agencies with the ability to change their radio alias which is concerning as those changes must be made to align within the radio system and are made through a helpdesk ticket assigned to the radio system manager. Member Clark questioned whether DuPage has the authority to restrict DEDIR System access to agencies within the state. Ms. Zerwin said the assumption would be that if DuPage ETSB has an agreement with an agency outside of the DEDIR System for its talkgroups, then those permissions would extend to WAVE. Member Fleury said the WAVE app mirrors the radios, that any requested talkgroup through WAVE would also be in the radios. Chair Selvik said having changes to the WAVE application come through as a helpdesk ticket may eliminate users obtaining access to talkgroups in WAVE beyond what it is their radio template. Member Fleury said the application is specific as to what can be accessed, that you must have the talkgroup ID. The outstanding questions for discussion with Motorola were the restriction of talkgroups in WAVE, restricting of WAVE versus talkgroups for outside agencies, and does encryption extend to the WAVE app. The consensus was to have a Motorola representative talk to the PAC about their questions.

Member Fleury made a motion to table this item to the next meeting on February 3, seconded by Member Benjamin. On voice vote, all Members voted "Aye", motion carried.

Attachments: [911-005.11 Access to the DEDIRS WAVE 2.12.25 draft.pdf](#)

RESULT:	TABLED
MOVER:	Colin Fleury
SECONDER:	Tyler Benjamin

9. DEDIR SYSTEM

9.A. Police

9.A.1. Encryption Update

Ms. Zerwin said there is a long list of outside agencies with access to the DEDIR System and the question of which agencies have Advanced Encryption Standard (AES) will be answered by Motorola so the number of keys can be determined for the programming of the fire radios. Ms. Zerwin said the encryption plan proposal that had been brought forward to the ETS Board had been approved and that staff were working with Motorola on parts of that plan until input from

the focus groups is needed. Ms. Zerwin asked to continue her update with Agenda Item 9.B. Fire before the Real Time Crime Center discussion.

9.A.2. Real Time Crime Center Requests

Chair Selvik said requests have been made from the Hinsdale and Schaumburg for Command Central access to officers' GPS location for their Real Time Crime Center (RTCC). Chair Selvik said he invited Sergeant Lou Hayes from Hinsdale PD to discuss the request. Chair Selvik said it sounds like a fantastic idea but there are questions regarding personnel viewing other agencies' officers' locations and turned the discussion of the saturation patrols over to Sgt. Hayes. Sgt. Hayes said he has been involved in the creation of RTCCs in DuPage County and he thinks the term Crime Center is not appropriate as they have done a lot more work in support of the fire department responses and that they are more like Emergency Operations Centers. Sgt. Hayes described the work these teams are doing and agencies they are supporting on a nightly basis and how they learned of Command Central's mapping leading to the request to share mapping and create a one stop shop to map out locations of responders in the field. Chair Selvik asked for any questions. Discussion ensued around how responders could maintain communication without sharing location information, such as investigation teams, the ability to use advanced technology for the safety of officers versus privacy concerns, the absence of security features of the system such a multi-factor authentication and whitelisting, and concerns that anyone with a login and password can access the system, including staff made up of non-sworn personnel from an offsite location who could then access the home address of officers and may use that access inappropriately. Sgt. Hayes offered Hinsdale as a pilot for the program to figure out how to create radio groups or deselection of specific radios. Chair Selvik asked if Motorola could provide a tutorial of the service to which the other Members were in accord. Sgt. Hayes also offered to show the Members how the centers were operating. Chair Selvik thanked Sgt. Hayes for the information and discussion.

9.B. Fire

Ms. Zerwin said that on Wednesday's upcoming ETS Board agenda, there is a change order for the exchange of the standard Remote Speaker Microphones (RSMs) for the channel select RSM option. She said the intent had been to execute one change order but with the holdup of the mobile radios, the RSMs would be ordered first. It is not a one-to-one exchange as some of the standard RSMs would be kept in-house in a cache because of the delays within the supply chain. Ms. Zerwin said the hope is for the channel selector RSMs to come in in time for radio programming and deployment of the fire portables.

Ms. Zerwin reminded the Members that input on the mobile radios is still needed from the fire agencies. She said a list of the agencies who had not submitted their comments would be provided to Fire Focus for follow-up. Ms. Zerwin said representatives from the Motorola product groups wants to meet with Fire Focus to discuss the APX8500s if there is a next meeting being scheduled. Ms. Zerwin also said that the Fire Focus members have been invited to the ETS Board meeting for recognition for their work with the National Fire Protection Association (NFPA) Committee.

Chair Selvik asked if there was a timeline for the fire portables. Ms. Zerwin said that is part of knowing which agencies have AES for programming the templates. Member Clark said it sounds like Motorola is working to facilitate the fire rollout potentially before the entire

encryption process is finished. Ms. Zerwin said yes, to get the key slots into the radios, not that encryption is not important, but it is not as important to fire, if over the air encryption can be completed later. Member Clark said the goal is whatever it takes to get over the air updated.

The discussion moved onto Agenda Item 9.A.2. Real Time Crime Center Requests.

10. OLD BUSINESS

Ms. Zerwin said she does not yet know which of the focus group meetings would come under the Open Meetings Act and that she is working out the details of formalizing the necessary meetings with the State's Attorney's Office (SAO). Member Jansen asked if the SAO had provided direction regarding the APX8500s. Ms. Zerwin said that was next on the list, that the radio opinion of cost came first.

11. NEW BUSINESS

There was no new business.

12. ADJOURNMENT

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

Member Benjamin made a motion to adjourn the meeting at 9:05am, seconded by Member Fleury. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



ETSB Other Action Item

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

File #: 25-0462

Agenda Date: 2/12/2025

Agenda #: 6.D.1.



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

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

Draft Summary

Wednesday, January 8, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

<https://us02web.zoom.us/j/84308614974?pwd=BE0EqUNwbkluOIF8fT2RWbKQ4sBrDR.1>

Meeting ID: 843 0861 4974

Passcode: 251869

1. CALL TO ORDER

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

2. ROLL CALL

ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Prithvi Bhatt (Remote)

Brian Kopas (Remote)

COUNTY CLERK:

Adam Johnson, Chief Deputy Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Tyler Benjamin, DU-COMM

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Jim Connolly, Village of Addison

Craig Dieckman, OHSEM

Don Ehrenhaft, County IT

Jeffery Keefe, West Chicago Fire

Nick Kottmeyer, County Board Office

Nancy Llaneta, County Finance

John Nebl, OHSEM

Mike Sampey, Village of Addison

Roy Selvik, Addison PD

Rachel Bata, Roselle PD (Remote)
Todd Carlson, Hanover Park PD (Remote)
Colin Fleury, West Chicago Fire (Remote)
Jim McGreal, Downers Grove PD (Remote)
Bob Murr, College of DuPage (Remote)
Matt Pasquini, DMMC (Remote)
Richard Sanborn, Jr., York Center Fire (Remote)
Johnny Turkovich, Oakbrook Terrace Fire (Remote)

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

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE

Chair Schwarze began by extending a thank you and farewell to Member Michael Tillman, Emergency Services Representative, who retired from Superior Ambulance. A proclamation was presented for Member Tillman's service. Member Tillman said it was his pleasure to serve on the Board and give back to the County. He said a lot of great things had been accomplished over the years. Member Tillman said the Board does the easy part, approval of policies and such, whereas the staff, first responders and public safety telecommunicators who have the hard job and he was happy to give back. Member Maranowicz and Chair Franz both expressed their thanks for the work and leadership Member Tillman had provided. Chair Schwarze also thanked Member Tillman for his support and friendship while on the board. Ms. Zerwin added that Member Tillman had done a lot at the State level, as well.

Chair Schwarze introduced Mr. Chris Chisnell, Mr. Jay Burla, and Mr. Dominic Storelli from Motorola who were there to recognize members of the Fire Focus Group for their work on the NFPA radio standards. Present were retired Deputy Chief Jim Connolly, ETS Board Member/Chief Pat Johl, Office of Homeland Security and Emergency Management Coordinator John Nebl. Motorola Representative Mr. Chisnell said that DuPage County was one of their first customers to purchase the newly approved NFPA radios for the fire service and recognized some changes and improvements to the radios. The recognized individuals met with the Motorola product group on numerous conference calls and attended the NFPA Standards Committee to recommend and get the changes approved. Motorola presented plaques to the Fire Focus Members who were present and thanked them for improving a product for the entire nationwide fire community. Fire Focus Members not present included Chief Andy Dina, DU-COMM Technical Services Manager Erik Maplethorpe, Battalion Chief John Sullivan, and Chief Pat Tanner.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT AGENDA

Chairman Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Report for January 8; B/Revenue Report for January 8; C/Minutes Approval Policy Advisory Committee for November 4, 2024; D/Minutes Approval ETS Board for December 11, 2024. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for January 8; B/Revenue Report for January 8; C/Minutes Approval Policy Advisory Committee for November 4, 2024; D/Minutes Approval ETS Board for December 11, 2024. Member Johl motioned, seconded by Member Schar. On voice vote, all Members voted "Aye", motion carried.

6.A. Monthly Staff Report

6.A.1. [25-0117](#)

Monthly Report for January 8 Regular Meeting

Attachments: [January 8 Meeting Monthly Report.pdf](#)

6.B. Revenue Report 911 Surcharge Funds

6.B.1. [25-0118](#)

ETSB Revenue Report for January 8 Regular Meeting for Fund 5820/Equalization

Attachments: [Revenue Report Regular Meeting 1.8.24.pdf](#)
[Revenue History Report Regular Meeting 1.8.24.pdf](#)

6.C. Minutes Approval Policy Advisory Committee

6.C.1. [25-0119](#)

ETSB PAC Minutes - Regular Meeting - Monday, November 4, 2024

Attachments: [2024-11-04 PAC Minutes Summary.pdf](#)

6.D. Minutes Approval ETS Board

6.D.1. [25-0116](#)

ETSB Minutes - Regular Meeting - Wednesday, December 11, 2024

Attachments: [2024-12-11 ETSB Minutes Summary.pdf](#)

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Pat Johl
SECONDER:	David Schar

AYES:	Schwarze, Franz, Eckhoff, Hernandez, Johl, Maranowicz, Markay, McCarthy, and Schar
ABSENT:	Robb, and Yoo

7. VOTE REQUIRED BY ETS BOARD

7.A. Payment of Claims

7.A.1. [25-0114](#)

Payment of Claims for January 8, 2025 for FY24 - Total for 4000-5820 (Equalization): \$299,772.75.

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

Attachments: [Payment of Claims 1.8.25 FY24.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

7.A.2. [25-0115](#)

Payment of Claims for January 8, 2025 for FY25 - Total for 4000-5820 (Equalization): \$511,792.91.

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

Attachments: [Payment of Claims 1.8.25 FY25.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

7.B. Change Orders

7.B.1. [25-0111](#)

ETS-R-0066A-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, to allow for the purchase of new core Fire Station Alerting (FSA) equipment for a Winfield Fire Protection District fire station, to increase the funding in the amount of \$64,975, resulting in an amended contract total of \$489,705, an increase of 15.3%.

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

Attachments: [PURVIS 924025 Change Order 1.pdf](#)
 [PURVIS 924025 CO1 Requisition.pdf](#)
 [PURVIS 924025 CO1 Decision Memo.pdf](#)
 [PC2025-182 Core.pdf](#)
 [PURVIS CO1 and CO2 Milestone Schedule.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.B.2. [25-0112](#)

ETS-R-0066B-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, to allow for the purchase of optional Fire Station Alerting (FSA) equipment for a Winfield Fire Protection District fire station, to increase the funding in the amount of \$27,335, resulting in an amended contract total of \$517,040, and increase of 5.58%.

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

Attachments: [PURVIS 924025 Change Order 2.pdf](#)
 [PURVIS 924025 CO2 Requisition.pdf](#)
 [PURVIS 924025 CO2 Decision Memo.pdf](#)
 [PC2025-183 Optional.pdf](#)
 [PURVIS CO1 and CO2 Milestone Schedule.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Pat Johl

7.B.3. [25-0159](#)

ETS-R-0074A-21 - Amendment to Resolution ETS-R-0074-21, issued to Motorola Solutions, Inc. PO 921051/5522-1, to allow for the exchange of Remote Speaker Microphones as requested by Fire agencies, to increase the funding in the amount of \$55,582.20, resulting in an amended contract total of \$37,410,364.43, an increase of 0.15%.

Vice Chair Franz asked for a summary on this item. Ms. Zerwin said at the time the contract was approved, there was not an NFPA approved remote speaker microphone (RSM) with channel select for the fire radios. She said there are some agencies that prefer the RSM with the channel select. She stated that several meetings ago, she asked the seated Members at the time if they would agree to allow the change and pickup the cost difference, there was consensus. Ms. Zerwin said the change order was being brought forward now, without waiting for additional items to be ready, in order to move on the

fire portable radio deployment forward. She said the RSM exchange is not a one-to-one because some of the standard RSMs would be kept in stock as the supply chain is still a bit slow.

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

Attachments: [Motorola 921054 Change Order 6.pdf](#)
 [Motorola 921054 CO6 Decision Memo.pdf](#)
 [CHANGE ORDER QUOTE-2933853-1 XVN500 RSM W](#)
 [Channel Knob 12 27 2024 Final.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.C. Resolutions

7.C.1. [25-0126](#)

Amendment to Resolution ETS-R-0080-24.

Ms. Zerwin said this was to adjust the year, that when the item could not be voted on at the November meeting, the paperwork was brought forward and the fiscal year was not adjusted from FY24 to FY25.

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

Attachments: [BT 53830 to 53090 Scriveners error FY25.pdf](#)

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Mark Franz

7.D. Budget Transfers

7.D.1. [ETS-R-0002-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in the amount of \$55,583, for the exchange of Remote Speaker Microphones, as part of Motorola PO 5522-1.

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

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

RESULT:	APPROVED
MOVER:	Joseph Maranowicz

SECONDER: Pat Johl

8. DEDIR SYSTEM

8.A. Police

PAC Chair Selvik said they were trying to move along encryption and deployment of the fire portables as quickly as possible. He said there are a number of things that need to be done, one of which was the exchange of the RSMs just approved and said thank you, a list of channels to be encrypted has been provided to Motorola, the console project was ready and in-process. PAC Chair Selvik said they are also working on the WAVE application as well as the inquiries regarding CommandCentral Aware. He said a joint focus group meeting was being arranged between police and fire with representatives from Motorola to answer questions related to the WAVE application and its security features, and consideration to agencies that the Real Time Crime Center (RTTCs) would have logins to CommandCentral Aware and there are issues to work through.

8.B. Fire

Vice Chair Franz inquired into a timeline and PAC Chair Selvik said they are working on it, but to lock in a timeline now would be a little presumptuous. There were no further questions. Chair Schwarze thanked the PAC Members for their efforts.

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

Ms. Zerwin said she had nothing beyond what was in the monthly report unless there were questions.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no 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

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, February 12 at 9:00am in ROE 2-400

Chair Schwarze asked for a motion to adjourn. Member Johl motioned, seconded by Member Schar. The meeting of the ETSB was adjourned at 9:21am.

Respectfully submitted,

Jean Kaczmarek



ETSB Other Action Item

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

File #: 25-0497

Agenda Date: 2/12/2025

Agenda #: 6.E.1.



Illinois State Police - Division of Statewide 9-1-1

Annual Financial Report (AFR)

Office of the Statewide 9-1-1 Administrator

Draft

AFR Report 2024 For DuPage County 9-1-1

9-1-1 Authority Information

Name of 9-1-1 Authority	DuPage County 9-1-1
Emergency Telephone System Board (ETSB)	Emergency Telephone System Board of DuPage County DuPage County
County Located	
Start Date of Reporting Period	01/01/2024
End Date of Reporting Period	12/31/2024
ETSB Chairman	
ETSB Chairman Name	Greg Schwarze
ETSB Chairman Email	ETSB911@dupagecou nty.gov
ETSB Chairman Contact	630-550-7743
Report Contact	
Report Prepared By	Thomas H. Packard
Email	Thomas.Packard@du pagecounty.gov
Title	Principal Accountant
Phone	630-407-6165

* 9-1-1 System Manager	
9-1-1 System Manager	Linda M. Zerwin
Email	linda.zerwin@dupagec ounty.gov
Title	Executive Director/9- 1-1 System Manager
Phone	630-878-2509
Local Data Steward Name	Tom Ricker
Email	tom.ricker@dupageco unty.gov
Address	
Street	421 N. County Farm Road
City	Wheaton



Revenue and Expenditure

Revenue

Total Amount of 9-1-1 Surcharge Received from the State of Illinois \$ 16,466,025.00

Total Amount of County, Municipal or Intergovernmental Cooperative General Funds received in Calendar Year \$ 28,485.00

Total Amount of State Consolidation/NG911 Expenses Grant Funds Received in Calendar Year \$ 0.00

Total Amount of Other Grant funds Received in Calendar Year \$ 0.00

Total Amount of interest income Received in Calendar Year \$ 2,164,442.00

Total Amount from 9-1-1 Contractual Services \$ 4,724.00

Reimbursement for interdepartmental use of radios of \$2,323.86. Annual reimbursement of \$2,400.00 for access to tower on County campus.

Total Amount of Other Funds Received in Calendar Year \$ 424,876.00

Sale of assets to outside agencies of \$421,948.32, reimbursement for outside training service of \$2,880.00, reimbursement for translation service of \$22.74 and reimbursement for an attorney information request of \$25.00.

Total Yearly Revenue \$ 19,088,552.00

Expenditures

Personnel Costs

9-1-1 System Manager Salary \$ 195,607.00

Telecommunicator Salaries \$ 0.00

Mapping/Addressing/GIS Salaries \$ 87,493.00

Technical/IT Salaries \$ 458,770.00

Fringe Benefits (Retirement, Insurance, FICA, etc.) \$ 294,917.00

Other Salaries \$ 220,898.00

Deputy Director of Operations - \$125,432.11 and Operations
admin of \$95,466.06.

Other Personnel Costs (Uniforms, Headsets, etc.)	\$ 0.00
---	----------------

Total Personnel Cost	\$ 1,257,685.00
-----------------------------	------------------------

Facility Costs

Capital Improvements	\$ 6,651,399.00
-----------------------------	------------------------

Lease/Loan or Rental Payments	\$ 8,580.00
--------------------------------------	--------------------

Utilities	\$ 18,079.00
------------------	---------------------

Emergency Backup Power & Maintenance (UPS/Generator) (Maintenance, Repairs)	\$ 14,407.00
--	---------------------

Insurance (Property, Liability etc.)	\$ 105,285.00
---	----------------------

Furniture and Fixtures for Dispatch and Admin	\$ 391.00
--	------------------

Office Supplies (Postage, Copier, etc.)	\$ 17,834.00
--	---------------------

Other Facility Costs (Housekeeping, Maintenance, Repairs)	\$ 63,583.00
--	---------------------

Console cleaning of \$60,000.00, equipment removal for
updating Fire Station Alerting System of \$3,500.00 and cleaning
supplies of \$82.66.

Total Facility Costs	\$ 6,879,558.00
-----------------------------	------------------------

Network Costs

Telephone Service (Admin Lines, Cell Phones)/9-1-1 Trunks (Not Paid by the State)	\$ 110,988.00
--	----------------------

Radio Circuits (T1, EVPL etc.)	\$ 0.00
---	----------------

NG 9-1-1/ESInet	\$ 0.00
------------------------	----------------

Microwave/Broadband and Other Network Connections	\$ 454,060.00
--	----------------------

Comcast Broadband

Total Network Costs	\$ 565,048.00
----------------------------	----------------------

Training and Memberships

Training (Mileage, Related Travel Expenses, Subscriptions, etc.)	\$ 100,290.00
Conferences (Mileage, Related Travel Expenses)	\$ 3,135.00
Certifications	\$ 0.00
Public Education	\$ 0.00
Membership Dues	\$ 375.00
Total Training and Memberships Costs	\$ 103,800.00

Equipment, Software and Related Maintenance Service Agreements

9-1-1 System Infrastructure (Maintenance, Repairs, Loan or Lease Payments)	\$ 115,305.00
9-1-1 Call Taking Equipment/Workstations (Maintenance, Repairs, Loan or Lease Payments)	\$ 0.00
Radio Systems (Maintenance, Repairs, Loan or Lease Payments)	\$ 3,238,722.00
CAD System (Maintenance, Repairs, Loan or Lease Payments)	\$ 1,251,100.00
GIS/Mapping System (Maintenance, Repairs, Loan or Lease Payments)	\$ 30,490.00
Mobile Data Terminals (Air Cards, Maintenance, Repairs, Loan or Lease Payments)	\$ 5,185.00
Software Licenses	\$ 175,468.00
Voice/Data Logging Recorder (Maintenance, Repairs, Loan or Lease Payments)	\$ 17,521.00
EMD Hardware/Software	\$ 172,152.00
Other Equipment and Software	\$ 342,230.00
Fire Station Alerting System of \$277,185.00, Computer software of \$46,610.65, Computer equipment of \$17,119.05, Computer repair and maintenance of \$789.74 and domain renewal of \$525.87	
Total Equipment, Software and Related Maintenance Service Agreements Costs	\$ 5,348,173.00

Professional Services

Legal	\$ 60,000.00
Audit/Accountant/Payroll Services	\$ 108,800.00
Mapping/Addressing/GIS Professional Services	\$ 25,000.00
Translation Services	\$ 23,609.00
Other Distributions of 9-1-1 Funds to PSAPs, Public Safety Agencies, Contracting for Dispatch	\$ 1,000,000.00
Consultant	\$ 0.00
Other Professional Services (IT Contracts)	\$ 39,250.00
Crowdstriker cybersecurity retainer of \$29,250.00 and Internal charge from DuPage County for IT services of \$10,000.00	
Total Professional Services Costs	\$ 1,256,659.00

Other Expenses

Vehicle (Mileage Reimbursement, Fuel, Repairs, Insurance)	\$ 0.00
Other Expenses Not Classified Above	\$ 0.00
Total Other Expenses Costs	\$ 0.00

Operating Cash

Cash Balance End of prior Year	\$ 0.00	Auto populated from prior year AFR
Cash Balance Beginning of Year (Excluding Reserves)	\$ 0.00	This amount should match what is entered at left
Total Yearly Revenue	\$ 19,088,552.00	
Expenditures (Operating Only - not from Cash Reserve)	\$ 15,410,923.00	

Ending Cash before Reserve Transfers	\$ 3,677,629.00
Transfers To Reserve	\$ 0.00
Transfers From Reserve	\$ 0.00
Ending Operating Cash Balance	\$ 3,677,629.00

Reserve Cash

Reserve Cash End of Prior Year	\$ 40,325,697.00 Auto populated from prior year AFR
Reserve Cash Beginning of the Year	\$ 40,325,697.00 This amount should match what is entered at left
Transfers In	\$ 0.00
Transfers Out	\$ 0.00
Ending Cash Reserve Balance	\$ 40,325,697.00
Total Cash Fund Balance (Operating and Reserve Cash)	\$ 44,003,326.00

Total Expenditures

Total Expenditures	\$ 15,410,923.00
Balance of All Funds at the End of the Calendar Year	\$ 3,677,629.00
Reserve Balance End of Year	\$ 40,325,697.00
Operating Cash Balance End of Year (Excluding Reserves)	\$ 3,677,629.00
9-1-1 Surcharge Funds	
I Certify That 9-1-1 Surcharge Funds Were Not Diverted by the 9-1-1 Authority, PSAP or Public Safety Agencies	Yes



Other Distributions

Other Distributions

9-1-1 Funds Distributed To	Dupage Public Safety Communication(DUC OMM)
Agency Type	PSAP
Amount Distributed	\$ 650,000.00
Funding Approved For	Funding of Expenditures
Date ETSB Approved Funding	10/09/2024
Other Distribution Notes	911 Surcharge Fund Grants
9-1-1 Funds Distributed To	Addison Consolidated Dispatch Center(ACDC)
Agency Type	PSAP
Amount Distributed	\$ 350,000.00
Funding Approved For	Funding of Expenditures
Date ETSB Approved Funding	10/09/2024
Other Distribution Notes	911 Surcharge Funds Grants



9-1-1 System Statistics

Calls

Annual # of 9-1-1 Wireline Calls Taken	19331
Annual # of 9-1-1 Wireless Calls Taken	286386
Annual # of 9-1-1 VoIP Calls Taken	49965
Annual # of All 9-1-1 VoIP Calls Taken (Wireless + Wireline + VoIP)	355682
Annual # of Administrative Calls Taken	953190
Annual # of Text to 9-1-1 Calls Taken	221

Primary PSAP

Number of Primary PSAPs	2
--------------------------------	----------

Primary PSAP Name	DuPage Public Safety Communications (DU-COMM)
Primary PSAP Address	420 N. County Farm Road, Wheaton, IL 60187
PSAP Manager Name	Jessica Robb
Primary PSAP 24/7 Phone Number	630-260-9110
PSAP Manager Email	jrobb@ducomm.org
Total Number of Positions	36
Adjacent 911 Authorities	Cook County ETSB, Will County ETSB, Naperville ETSB, Kendall County ETSB
Associated Participating Agencies	Police: Bartlett, Burr Ridge, Carol Stream, Clarendon Hills, Darien, Downers Grove, DuPage County Sheriff's Office, Elmhurst, Glen Ellyn, Hanover Park, Hinsdale, Lisle, Lombard, Oak Brook, Oakbrook Terrace, Roselle, Villa Park, Warrenville, West Chicago, Wheaton, Willowbrook, Winfield, Woodridge; EMS: Central DuPage Hospital Stroke Unit, Hanover Township Emergency Services; Fire: Bartlett FPD, Bloomingdale FPD, Carol Stream FPD, Clarendon Hills FD, Darien-Woodridge FPD, Downers Grove FD, Elmhurst FD, Glen Ellyn VFC, Glenside FPD, Hanover Park FD, Hinsdale FD, Lisle-Woodridge FPD, Lombard FD, Oak Brook FD, Oakbrook Terrace FPD, Roselle FD, Villa Park FD,

	Warrenville FPD, West Chicago FPD, Wheaton FD, Winfield FPD, York Center FPD
Associated College or University	
Primary PSAP Name	Addison Consolidated Dispatch Center
Primary PSAP Address	1471 W. Jeffrey Drive, Addison, IL 60101
PSAP Manager Name	Marilu Hernandez
Primary PSAP 24/7 Phone Number	630-458-4055
PSAP Manager Email	mhernandez@addiso n-il.org
Total Number of Positions	36
Adjacent 911 Authorities	Cook County ETSB, Will County ETSB, Naperville ETSB, Kendall County ETSB
Associated Participating Agencies	Police: Addison, Bensenville, Bloomingtondale, DuPage County Forest Preserve, Glendale Heights, Itasca, Westmont, Wood Dale; Fire: Addison FPD, Bensenville FPD, Itasca FPD, Pleasantview FPD, Tri-State FPD, Westmont FD, Wood Dale FPD
Associated College or University	
Secondary Answering Point (SAP)	
Number of Secondary Answering Points (SAP)	0
Backup PSAP	
Number of Backup PSAPs	PSAPs back each other up

Unmanned Backup Answering Point**Number of Unmanned Backup Answering Points** 0**Number of Positions** 0**Unmanned Backup Name****Unmanned Backup Address**

Virtual Answering Point (VAP)**Number of VAPs** 0

ETSB Board Member Appointments**Number of Board Member** 12**Name of Board Member** Greg Schwarze**Type of Appointment** County Board Member**Name of Board Member** Mark Franz**Type of Appointment** Elected Official - Municipal**Name of Board Member** Grant Eckhoff**Type of Appointment** County Board Member**Name of Board Member** Marilu Hernandez**Type of Appointment** PSAP Representative**Name of Board Member** Andrew Honig**Type of Appointment** County Board Member**Name of Board Member** Patrick Johl**Type of Appointment** Public Safety Agency Representative**Name of Board Member** Joseph Maranowicz**Type of Appointment** Elected Official - Municipal**Name of Board Member** Sheryl Markay**Type of Appointment** Resident of 9-1-1 System/Public Member

Name of Board Member	Dan McCarthy
Type of Appointment	Public Safety Agency Representative
Name of Board Member	Jessica Robb
Type of Appointment	PSAP Representative
Name of Board Member	David Schar
Type of Appointment	Public Safety Agency Representative
Name of Board Member	Vacant
Type of Appointment	Public Safety Agency Representative

Telecommunicators

Total Number of Full-Time Telecommunicators	107
--	------------

Total Number of Part-Time Telecommunicators	11
---	-----------

Protocols

Are you using Emergency Medical Dispatching (EMD) Protocols?	Yes
---	------------

Are you using Emergency Fire Dispatching (EFD) Protocols?	Yes
--	------------

Are you using Emergency Police Dispatching (EPD) Protocols?	No
--	-----------

Anticipated Capital Expenses

Anticipated Capital Project Description	PSAPs' UPS battery replacement
--	---------------------------------------

Anticipated Capital Project Projected Cost	\$ 200,000.00
---	----------------------

Anticipated Capital Project Description	CAD to CAD Solution
--	----------------------------

Anticipated Capital Project Projected Cost	\$ 192,812.28
---	----------------------

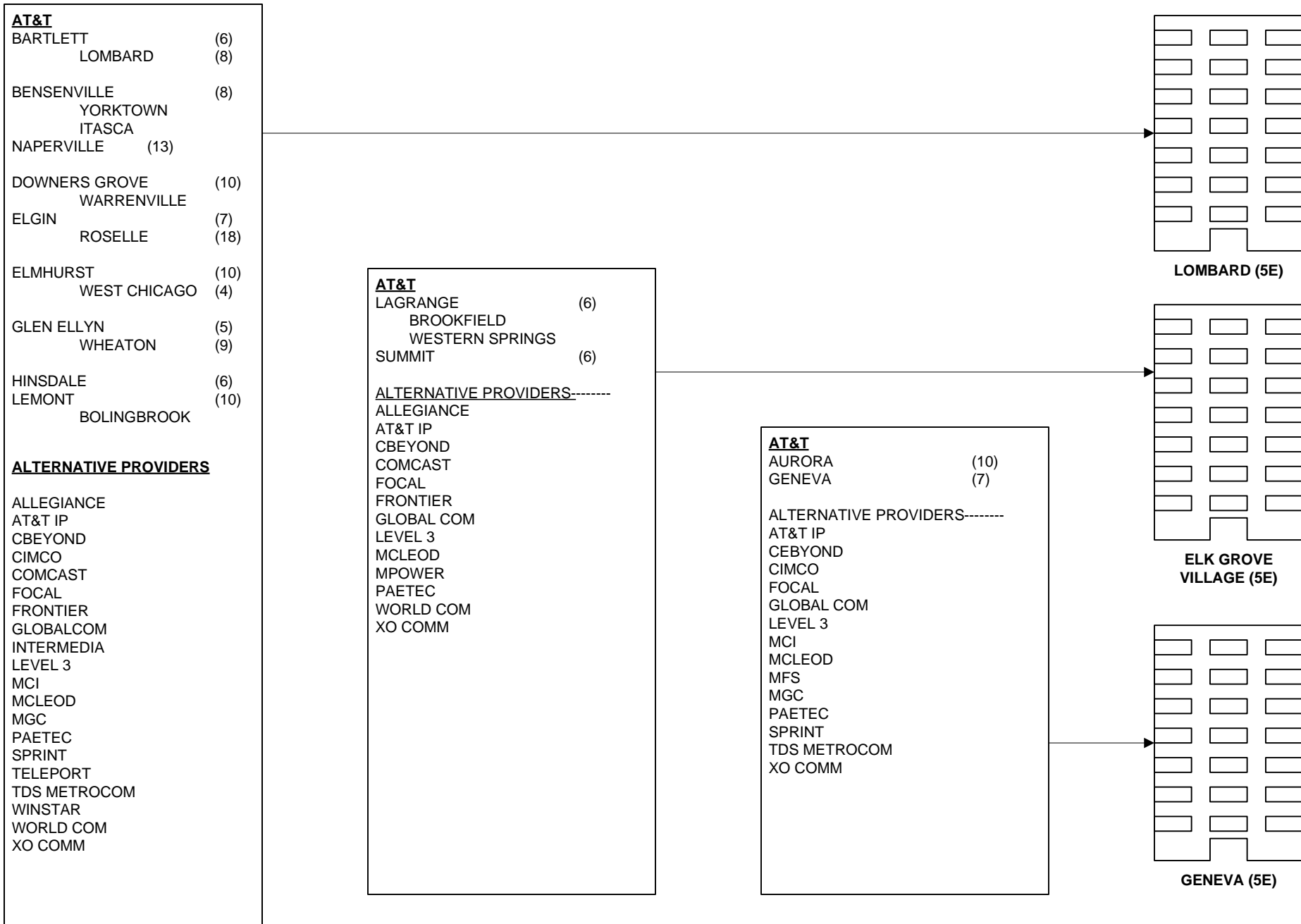
Anticipated Capital Project Description	Administrative Phones
--	------------------------------

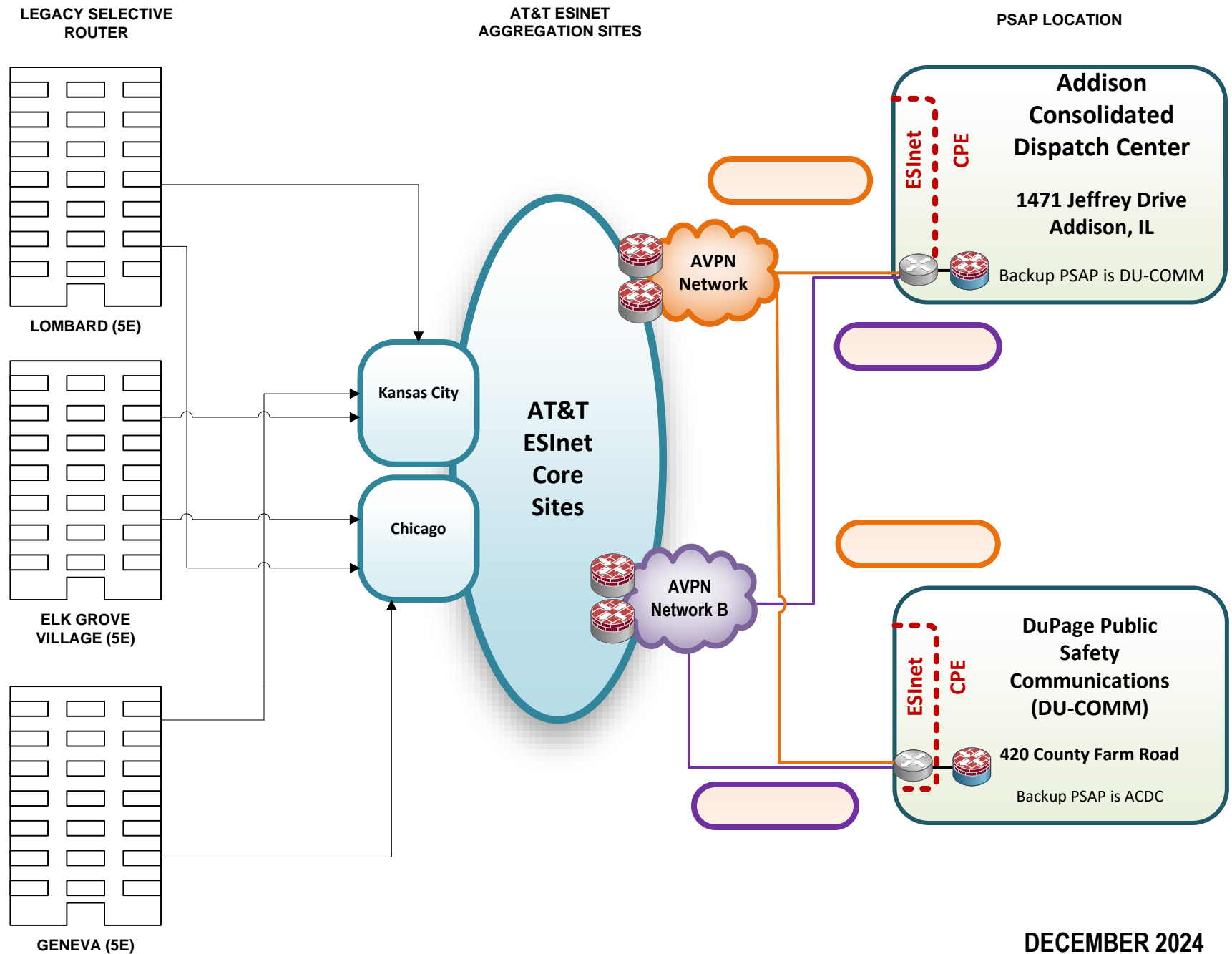
Anticipated Capital Project Projected Cost	\$ 163,281.00
---	----------------------

Anticipated Capital Project Description	CAD/MPS Hardware
--	-------------------------

Anticipated Capital Project Projected Cost	\$ 6,000,000.00
---	------------------------

Anticipated Capital Project Description	ACDC PSAP Generator Replacement
Anticipated Capital Project Projected Cost	\$ 1,000,000.00







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

Chief Erik Kramer

Addison Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz

Village of Addison
DuPage Mayors & Managers
Conference Representative

Ms. Jessica Robb

DuPage Public Safety
Communication
(DU-COMM) Representative

Chief David Schar

Village of Winfield
DuPage County Police Chief
Association Representative

Deputy Chief Eric Swanson

DuPage Sheriff's Office
Representative

Mr. Michael G. Tillman, RPL

Superior Air-Ground Ambulance
Services Inc.
Emergency Services Representative

Mr. Robert Toerpe

Public Representative

Ms. Yeena Yoo

DuPage County Board
Representative

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

October 15, 2024

«AddressBlock»

Re: Call Handling Agreement for 2025

«GreetingLine»

In 1991, The Emergency Telephone System Board of DuPage County (DuPage ETSB) was granted the authority to operate an Enhanced 9-1-1 System in its service area by the Illinois Commerce Commission. DuPage ETSB is operating an Enhanced 9-1-1 System with Phase 2 wireless.

This notification reflects the current Statute reference: Pursuant to 50 ILCS 750/14: Annual Certified Notification, and on behalf of Chairman Schwarze and the DuPage ETS Board, this letter will serve as notification that DuPage ETSB will continue to operate the Enhanced 9-1-1 System and to keep in full force and effect the call handling agreement executed with your agency.

Unless we receive written notification within 10 days of receipt of this letter, DuPage ETSB will accept your nonresponse as an affirmation that your agency has no objection to and will continue the current Call Handling agreement through December 31, 2025.

If you have any additional questions, please feel free to contact me at 630-550-7743. Thank you, and we look forward to a continued, positive working relationship.

Sincerely,

Linda M. Zerwin
911 System Coordinator

LMZ/ek

CALL HANDLING AGREEMENTS - EMAILED: NOVEMBER 16, 2024

DUPAGE AGENCIES

ADDISON FIRE PROTECTION DISTRICT
ADDISON POLICE DEPARTMENT
BARTLETT FIRE PROTECTION DISTRICT
BARTLETT POLICE DEPARTMENT
BENSENVILLE FIRE PROTECTION DISTRICT
BENSENVILLE POLICE DEPARTMENT
BLOOMINGDALE FIRE PROTECTION DISTRICT
BLOOMINGDALE POLICE DEPARTMENT
BURR RIDGE POLICE DEPARTMENT
CAROL STREAM FIRE PROTECTION DISTRICT
CAROL STREAM POLICE DEPARTMENT
CLARENDON HILLS FIRE DEPARTMENT
CLARENDON HILLS POLICE DEPARTMENT
DARIEN POLICE DEPARTMENT
DARIEN-WOODRIDGE FIRE PROTECTION DISTRICT
DOWNERS GROVE FIRE DEPARTMENT
DOWNERS GROVE POLICE DEPARTMENT
DUPAGE COUNTY FOREST PRESERVE POLICE
DUPAGE COUNTY SHERIFF'S OFFICE
DUPAGE COUNTY STATE'S ATTORNEY'S OFFICE
ELMHURST FIRE DEPARTMENT
ELMHURST POLICE DEPARTMENT
GLEN ELLYN POLICE DEPARTMENT
GLEN ELLYN VOLUNTEER FIRE COMPANY
GLENDALE HEIGHTS POLICE DEPARTMENT
GLENSIDE FIRE PROTECTION DISTRICT
HANOVER PARK FIRE DEPARTMENT
HANOVER PARK POLICE DEPARTMENT
HINSDALE FIRE DEPARTMENT
HINSDALE POLICE DEPARTMENT
ITASCA FIRE PROTECTION DISTRICT
ITASCA POLICE DEPARTMENT
LISLE POLICE DEPARTMENT
LISLE-WOODRIDGE FIRE PROTECTION DISTRICT
LOMBARD FIRE DEPARTMENT
LOMBARD POLICE DEPARTMENT
OAK BROOK FIRE DEPARTMENT
OAK BROOK POLICE DEPARTMENT
OAKBROOK TERRACE FIRE PROTECTION DISTRICT
OAKBROOK TERRACE POLICE DEPARTMENT
PLEASANTVIEW FIRE PROTECTION DISTRICT
ROSELLE FIRE DEPARTMENT
ROSELLE POLICE DEPARTMENT
TRI-STATE FIRE PROTECTION DISTRICT
VILLA PARK FIRE DEPARTMENT
VILLA PARK POLICE DEPARTMENT
WARRENVILLE FIRE PROTECTION DISTRICT
WARRENVILLE POLICE DEPARTMENT
WEST CHICAGO FIRE PROTECTION DISTRICT
WEST CHICAGO POLICE DEPARTMENT
WESTMONT FIRE DEPARTMENT
WESTMONT POLICE DEPARTMENT
WHEATON FIRE DEPARTMENT
WHEATON POLICE DEPARTMENT
WILLOWBROOK POLICE DEPARTMENT
WINFIELD FIRE PROTECTION DISTRICT
WINFIELD POLICE DEPARTMENT
WOOD DALE FIRE PROTECTION DISTRICT
WOOD DALE POLICE DEPARTMENT
WOODRIDGE POLICE DEPARTMENT
YORK CENTER FIRE PROTECTION DISTRICT

CALL HANDLING AGREEMENTS - MAILED: OCTOBER 15, 2024

EXTERNAL AGENCIES

COOK COUNTY ETSB
ELGIN POLICE DEPARTMENT PSAP
ILLINOIS STATE POLICE DISTRICT CHICAGO PSAP
ILLINOIS STATE POLICE DISTRICT 2 PSAP
JOINT CENTRAL LAKE COUNTY ETSB (JETSBB)
JUSTICE E911
KANE COUNTY ETSB
LYONS TOWNSHIP AREA COMMUNICATIONS CENTER
NAPERVILLE ETSB
NORTHWEST CENTRAL DISPATCH
OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATION OF THE CITY OF CHICAGO
ORLAND CENTRAL (SAP)
PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY
RED CENTER (SAP)
SOUTH WEST COOK COUNTY JETSBB
SOUTHWEST CENTRAL DISPATCH
WEST CENTRAL CONSOLIDATED DISPATCH
WILL COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

Note: None of the agencies provided written notice of objection to the continuation of this agreement.



Payment of Claims

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

File #: 25-0459

Agenda Date: 2/12/2025

Agenda #: 7.A.1.



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Greg Schwarze

Chairman
DuPage County Board
Representative

Mr. Mark Franz

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

Mrs. Gwen Henry, Ex-Officio

DuPage County Treasurer

Ms. Jean Kaczmarek, Ex-Officio

Secretary - DuPage County Clerk

Mr. Grant Eckhoff

DuPage County Board
Representative

Ms. Marilu Hernandez

Addison Consolidated Dispatch
Center
(ACDC) Representative

Mr. Andrew Honig

DuPage County Board
Representative

Chief Patrick Johl

Wood Dale Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz

Village of Addison
DuPage Mayors & Managers
Conference Representative

Ms. Sheryl Markay

Public Representative

Deputy Chief Dan McCarthy

DuPage Sheriff's Office
Representative

Ms. Jessica Robb

DuPage Public Safety
Communication
(DU-COMM) Representative

Chief David Schar

Village of Winfield
DuPage County Police Chief

Vacant

Emergency Services Representative

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

TO: DuPage County Treasurer's Office

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

DATE: February 12, 2025

SUBJECT: ETSB Payment of Claims List FY24 – February 12, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on February 12, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated January 31, 2025.

FY2024 Equalization Fund (4000-5820):	\$	4,280.15
Total:	\$	4,280.15

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary

**EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
FY24 EXPENDITURE VS. BUDGET**

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,004,362	\$ 1,004,362	\$ 933,107	\$ -	\$ 71,255.41	93%	7%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,000	\$ 10,000	\$ 9,949	\$ -	\$ 50.91	99%	1%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,525	\$ 13,525	\$ 8,822.17	\$ -	\$ 4,703.03	65%	35%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 82,559	\$ 82,559	\$ 77,985.03	\$ -	\$ 4,573.53	94%	6%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 76,834	\$ 76,834	\$ 68,967.73	\$ -	\$ 7,865.97	90%	10%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 220,480	\$ 220,480	\$ 126,461.30	\$ -	\$ 94,019.07	57%	43%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ 4,000	\$ 4,000	\$ 50.00	\$ -	\$ 3,950.00	1%	99%
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ 391.48	\$ -	\$ 38,608.52	1%	99%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 77,500	\$ 77,500	\$ 17,320.05	\$ 46,999.62	\$ 13,180.33	22%	17%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ 1,129.47	\$ -	\$ 870.53	56%	44%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 578.91	\$ -	\$ 171.09	77%	23%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 153,819	\$ 153,819	\$ 111,603.93	\$ 9,057.76	\$ 33,157.19	73%	22%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 2,500	\$ 2,500	\$ 365.71	\$ -	\$ 2,134.29	15%	85%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%	100%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 500	\$ 500	\$ 82.66	\$ -	\$ 417.34	17%	83%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 108,920	\$ 108,920	\$ 108,800.00	\$ -	\$ 120.00	100%	0%
4000	5820	53020-0000	I.T. SERVICES	\$ -	\$ 46,800	\$ 46,800.00	\$ -	\$ -	100%	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 24,000	\$ 32,000	\$ 23,609.03	\$ 5,196.17	\$ 3,194.80	74%	10%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 102,000	\$ 55,200	\$ 37,840.00	\$ 500.00	\$ 16,860.00	69%	31%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 122,813	\$ 122,813	\$ 110,265.00	\$ -	\$ 12,547.53	90%	10%
4000	5820	53200-0000	NATURAL GAS	\$ 3,700	\$ 3,700	\$ -	\$ -	\$ 3,700.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 25,000	\$ 25,000	\$ 17,972.71	\$ -	\$ 7,027.29	72%	28%
4000	5820	53220-0000	WATER & SEWER	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%	100%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	\$ 1,247,387	\$ 1,247,387	\$ 504,162.31	\$ 669,713.45	\$ 73,510.84	40%	6%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 1,424,212.93	\$ 211,089.68	\$ 179,849.39	78%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 4,969.00	\$ -	\$ 40,031.00	11%	89%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ 30,100.19	\$ -	\$ 19,899.81	60%	40%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 647,861	\$ 647,861	\$ 18,387.56	\$ 20,913.36	\$ 608,560.06	3%	94%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ 8,580.00	\$ -	\$ 12,000.00	42%	58%
4000	5800	53410-0000	RENTAL OF MACHINERY & EQUIPMENT	\$ 19,605	\$ 19,605	\$ -	\$ 7,770.31	\$ 11,834.69	0%	60%
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ 853.58	\$ -	\$ 1,146.42	43%	57%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 100,000	\$ 100,000	\$ 11,526.34	\$ -	\$ 88,473.66	12%	88%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 669.00	\$ -	\$ 839.00	44%	56%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 110,000	\$ 39,885.00	\$ 24,000.00	\$ 46,115.00	36%	42%
4000	5820	53800-0000	PRINTING	\$ 5,000	\$ 5,000	\$ 158.00	\$ -	\$ 4,842.00	3%	97%
4000	5820	53800-0001	PRINTING (new)	\$ -	\$ 5,000	\$ 4,098.32	\$ 657.59	\$ 244.09	82%	5%
4000	5820	53801-0000	ADVERTISING	\$ 3,000	\$ 3,000	\$ 41.40	\$ -	\$ 2,958.60	1%	99%
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	\$ 1,670.08	\$ -	\$ 1,329.92	56%	44%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES (revised)	\$ 2,821,721	\$ 2,821,721	\$ 2,227,648.62	\$ 460,539.00	\$ 133,532.90	79%	5%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS (revised)	\$ 952,564	\$ 952,564	\$ 490,116.36	\$ 30,100.78	\$ 432,346.50	51%	45%
4000	5820	53808-0000	STATUTORY & FISCAL CHARGES	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
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	\$ 3,705,085	\$ 3,705,085	\$ 1,576,869.92	\$ 328,559.08	\$ 1,799,656.00	43%	49%
4000	5820	54100-0000	IT EQUIPMENT	\$ 43,160	\$ 213,078	\$ 213,077.50	\$ -	\$ 0.50	100%	0%
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE (new)	\$ -	\$ 12,000	\$ 9,373.98	\$ -	\$ 2,626.02	78%	22%
4000	5820	54107-0000	SOFTWARE (new)	\$ 29,000	\$ 82,979	\$ 67,659.81	\$ 14,681.50	\$ 637.69	82%	1%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 730,572	\$ 8,495,638	\$ 7,866,650.26	\$ -	\$ 628,987.51	93%	7%
Total				\$ 14,544,455	\$ 22,558,418	\$ 16,242,811	\$ 1,829,778	\$ 4,485,828	72%	20%
EXPENDITURES FOR PERIOD: February 12, 2025						\$ 4,280.15	Internal Transfer:			
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ (137,350.00)		\$ 162,650.00	-46%	54%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 29,072,674	\$ 29,072,674	\$ (7,988,963.00)		\$ 21,083,711.00	-27%	73%



Payment of Claims

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

File #: 25-0460

Agenda Date: 2/12/2025

Agenda #: 7.A.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

Vacant

Emergency Services Representative

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

TO: DuPage County Treasurer's Office

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

DATE: February 12, 2025

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

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on February 12, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated January 31, 2025.

FY2025 Equalization Fund (4000-5820):	\$	499,702.53
Total:	\$	499,702.53

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary

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

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,037,446	\$ 1,037,446	\$ 120,489	\$ -	\$ 916,957.22	12%	88%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 1,284	\$ -	\$ 8,915.75	13%	87%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 33,053	\$ 33,053	\$ -	\$ -	\$ 33,052.67	0%	100%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,796	\$ 13,796	\$ -	\$ -	\$ 13,795.70	0%	100%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 10,475.78	\$ -	\$ 74,802.26	12%	88%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 8,132.23	\$ -	\$ 71,232.37	10%	90%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 19,762.71	\$ -	\$ 237,405.59	8%	92%
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ -	\$ -	\$ 39,000.00	0%	100%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 100,500	\$ 100,500	\$ -	\$ -	\$ 100,500.00	0%	100%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ 84.01	\$ -	\$ 1,915.99	4%	96%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 123.95	\$ -	\$ 626.05	17%	83%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 275,000	\$ -	\$ -	\$ 275,000.00	0%	100%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 1,500.00	0%	100%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ -	\$ 32,600.00	\$ 118,500.00	0%	78%
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 525,383	\$ -	\$ 525,383.16	\$ -	0%	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 30,000	\$ 30,000	\$ -	\$ 25,000.00	\$ 5,000.00	0%	17%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 254,837	\$ -	\$ 207,324.39	\$ 47,512.61	0%	19%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 58,405.00	\$ 37,881.00	\$ 41,642.15	42%	30%
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ 1,298.71	\$ -	\$ 18,701.29	6%	94%
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	\$ 83,693.94	\$ 809,902.33	\$ 283,290.33	7%	24%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 259,670.18	\$ 1,370,805.88	\$ 184,675.94	14%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ -	\$ -	\$ 45,000.00	0%	100%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000.00	0%	100%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 659,626	\$ 659,626	\$ 10,243.86	\$ 570,638.48	\$ 78,744.07	2%	12%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ -	\$ -	\$ 20,580.00	0%	100%
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%	100%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000.00	0%	100%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 110,000	\$ 8,000.00	\$ -	\$ 102,000.00	7%	93%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%
4000	5820	53800-0001	PRINTING	\$ 6,000	\$ 6,000	\$ 493.47	\$ -	\$ 5,506.53	8%	92%
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	\$ -	\$ -	\$ 3,000.00	0%	100%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES	\$ 2,884,318	\$ 2,884,318	\$ 250,375.37	\$ 2,242,846.04	\$ 391,096.38	9%	14%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,071,660	\$ 316,621.19	\$ 433,145.06	\$ 321,893.61	30%	30%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 20,000.00	\$ 20,000.00	\$ 13,000.00	38%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,647,933	\$ -	\$ 671,571.66	\$ 976,361.34	0%	59%
4000	5820	54100-0000	IT EQUIPMENT	\$ 97,845	\$ 97,845	\$ -	\$ 62,845.00	\$ 35,000.00	0%	36%
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE	\$ 13,000	\$ 13,000	\$ 1,892.16	\$ -	\$ 11,107.84	15%	85%
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 1,019,760	\$ -	\$ -	\$ 1,019,760.00	0%	100%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 656,452	\$ 7,363,435	\$ 6,651,399.48	\$ -	\$ 712,035.52	90%	10%
Total				\$ 14,517,024	\$ 21,224,007		\$ 7,009,943	\$ 6,391,026	0%	30%
EXPENDITURES FOR PERIOD: February 12, 2025						\$ 499,702.53	Internal Transfer:			
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ -		\$ 300,000.00	0%	100%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 32,705,925	\$ 32,705,925	\$ (6,706,983.00)		\$ 25,998,942.00	-21%	79%



OFFICE OF THE COUNTY AUDITOR

Bill White, JD, CIA

DuPage County Auditor

421 N. County Farm Road
Wheaton, Illinois 60187
(630) 407-6075
www.dupagecounty.gov/auditor

To: Hon. Greg Schwarze, Chairman
DuPage County Emergency Telephone System Board (ETSB)

ETSB Members

From: Bill White, J.D., C.I.A. *WFW*
County Auditor

Subject: Internal Audit of Accounts Payable
#25-01

Date: February 5, 2025

The Office of the County Auditor has completed a limited scope internal audit of the transaction processing of ETSB invoices submitted for payment. The audit identified no exceptions that required correction by the ETSB or 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 February 12, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated January 31, 2025, have been examined and are recommended for payment. The total amount of the expenditures is \$503,982.68:

- | | |
|--|--------------|
| • FY2024 Equalization Fund (4000-5820) | \$4,280.15 |
| • FY2025 Equalization Fund (4000-5820) | \$499,702.53 |

No exceptions were identified by the County Auditor.

It was previously noted that the FY2025 expenditure for Motorola Solutions Credit Company LLC for the annual lease payment in the amount of \$6,651,399.48 was paid from the Pre-Paid Expense account code (4000-9102-14001) and not from the Capital Equipment and Machinery account code (4000-5820-54110). This was due to the cancellation of the November ETSB Meeting that was scheduled to approve the budget transfer necessary to move funds from the Capital Contingencies account (4000-5820-54199) to Capital Equipment and Machinery to pay this invoice. The County Auditor verified that the budget transfer approved at the December ETSB meeting was processed

and the journal entries to move the payment from Pre-Paid Expense to Capital Equipment and Machinery were entered on January 31, 2025.

Objective

The County Auditor will perform a series of procedures designed to evaluate the internal controls involved in the processing of transactions in the accounts payable system. The actual procedures performed will depend upon the County Auditor's assessment of risks associated with the transactions.

Background/Audit Scope

Invoices and the related supporting documentation are initially prepared and submitted for payment processing by County departments to the centralized accounts payable function administered by the Finance Department.

The County Auditor performs audit procedures on the payment documentation after the information has been entered into the accounts payable system by the Finance Department. These procedures include reviewing the scanned images of the invoice and supporting documentation and comparing it to the information entered into the system. Significant discrepancies noted between the supporting documentation and the information recorded in the system are identified by the County Auditor as exceptions. In these situations, the County Auditor notifies the Finance Department of the problem. When the discrepancies are resolved, the County Auditor approves the invoice.

A Bank Account Payment History Report is generated by the Finance Department after the invoices have been approved and the County Auditor verifies that each of the recommended payments was properly posted to the County's General Ledger.

Audit Findings and Recommendations

The County Auditor audited 24 invoices 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: 01/31/25
Time: 11:46

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: 013125 - 013125

Payment Numbers: -

Payment Code:

Bank Account Payment History

AP255 Date 01/31/25 Pay Group 4000 ETSB PAY GROUP USD Page 1
 Time 11:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 01/31/25 thru 01/31/25
 Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 10667 AB8Z22A	534124	Payment Date 01/31/25	Vendor 10667 IX 102 01/09/25			CDW GOVERNMENT INC 191.76	Status Issued 0.00	191.76
			*** Payment Total			191.76	0.00	191.76
Payment Number 10337 94876655	534125	Payment Date 01/31/25	Vendor 10337 IX 102 01/31/25			ENVIRONMENTAL SYSTEMS RESEARCH 18,555.00	Status Issued 0.00	18,555.00
			*** Payment Total			18,555.00	0.00	18,555.00
Payment Number 44522 6457733	534126	Payment Date 01/31/25	Vendor 44522 IX 102 02/01/25			TOSHIBA AMERICA BUSINESS 1,158.58	Status Issued 0.00	1,158.58
			*** Payment Total			1,158.58	0.00	1,158.58
			*** Payment Code ACH Total			19,905.34	0.00	19,905.34
			Payment Count			3		

Bank Account Payment History

AP255 Date 01/31/25 Pay Group 4000 ETSB PAY GROUP USD Page 2
Time 11:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 01/31/25 thru 01/31/25
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 1206130	Payment Date 01/31/25	Vendor 10008	AT&T				Status Issued	
10008 630495190212	2024	IX 102 01/15/25			300.85	0.00		300.85
		*** Payment Total			300.85	0.00		300.85
Payment Number 1206131	Payment Date 01/31/25	Vendor 10008	AT&T				Status Issued	
10008 630665711301	2025	IX 102 02/03/25			1,053.12	0.00		1,053.12
		*** Payment Total			1,053.12	0.00		1,053.12
Payment Number 1206132	Payment Date 01/31/25	Vendor 10008	AT&T				Status Issued	
10008 630R06015912	2024	IX 102 01/15/25			1,826.18	0.00		1,826.18
		*** Payment Total			1,826.18	0.00		1,826.18
Payment Number 1206133	Payment Date 01/31/25	Vendor 10008	AT&T				Status Issued	
10008 S667122122-24356		IX 102 01/20/25			1,012.22	0.00		1,012.22
		*** Payment Total			1,012.22	0.00		1,012.22
Payment Number 1206134	Payment Date 01/31/25	Vendor 10009	AT&T MOBILITY				Status Issued	
10009 287316512139X01082025		IX 102 01/30/25			424.06	0.00		424.06
		*** Payment Total			424.06	0.00		424.06
Payment Number 1206135	Payment Date 01/31/25	Vendor 10023	COM ED				Status Issued	
10023 6819698000 121924		IX 102 01/18/25			106.65	0.00		106.65
10023 8713843000 011625		IX 102 02/15/25			1,192.06	0.00		1,192.06
10023 8713843000 121424		IX 102 01/13/25			1,037.35	0.00		1,037.35
		*** Payment Total			2,336.06	0.00		2,336.06
Payment Number 1206136	Payment Date 01/31/25	Vendor 12382	COMCAST				Status Issued	
12382 231149159		IX 102 02/14/25			38,819.26	0.00		38,819.26
		*** Payment Total			38,819.26	0.00		38,819.26
Payment Number 1206137	Payment Date 01/31/25	Vendor 41573	FACILITY GATEWAY CORPORATION				Status Issued	
41573 239929		IX 102 01/05/25			1,084.17	0.00		1,084.17
41573 239934		IX 102 01/05/25			398.95	0.00		398.95
		*** Payment Total			1,483.12	0.00		1,483.12
Payment Number 1206138	Payment Date 01/31/25	Vendor 10115	MOTOROLA SOLUTIONS INC				Status Issued	
10115 8994920241202		IX 102 01/31/25			121,641.00	0.00		121,641.00
10115 8995220241202		IX 102 01/31/25			7,766.00	0.00		7,766.00
		*** Payment Total			129,407.00	0.00		129,407.00
Payment Number 1206139	Payment Date 01/31/25	Vendor 10487	NENA				Status Issued	
10487 300079804		IX 102 01/04/25			152.00	0.00		152.00
		*** Payment Total			152.00	0.00		152.00
Payment Number 1206140	Payment Date 01/31/25	Vendor 39549	ODP BUSINESS SOLUTIONS, LLC				Status Issued	
39549 404925225001		IX 102 01/30/25			35.29	0.00		35.29
39549 404925401001		IX 102 01/30/25			172.67	0.00		172.67
		*** Payment Total			207.96	0.00		207.96

Bank Account Payment History

AP255 Date 01/31/25 Pay Group 4000 ETSB PAY GROUP USD Page 3
Time 11:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 01/31/25 thru 01/31/25
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 10369 318773	1206141	Payment Date 01/31/25	Vendor 10369			PADDOCK PUBLICATIONS INC	Status Issued	
			IX 102 01/22/25			50.60	0.00	50.60
			*** Payment Total			50.60	0.00	50.60
Payment Number 10486 SIN392469	1206142	Payment Date 01/31/25	Vendor 10486			PRIORITY DISPATCH	Status Issued	
			IX 102 02/05/25			302,900.00	0.00	302,900.00
			*** Payment Total			302,900.00	0.00	302,900.00
Payment Number 14389 B18319621	1206143	Payment Date 01/31/25	Vendor 14389			SHI INTERNATIONAL CORP	Status Issued	
			IX 102 06/14/24			3,242.80	0.00	3,242.80
			*** Payment Total			3,242.80	0.00	3,242.80
Payment Number 43159 EXP20241020	1206144	Payment Date 01/31/25	Vendor 43159			TAORMINA, GREGG	Status Issued	
			IX 102 01/15/25			429.99	0.00	429.99
			*** Payment Total			429.99	0.00	429.99
Payment Number 10597 6101655177	1206145	Payment Date 01/31/25	Vendor 10597			VERIZON	Status Issued	
			IX 102 01/19/25			432.12	0.00	432.12
			*** Payment Total			432.12	0.00	432.12
			*** Payment Code CHK Total			484,077.34	0.00	484,077.34
			Payment Count			16		
			*** Cash Code 1414 Total			503,982.68	0.00	503,982.68
			Payment Count			19		
			*** Pay Group 4000 USD Total			503,982.68	0.00	503,982.68
			Payment Count			19		



ETSB Change Order with Resolution

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

File #: 25-0481

Agenda Date: 2/12/2025

Agenda #: 7.B.1.

**RESOLUTION APPROVING CHANGE ORDER #3 TO PURVIS SYSTEMS INCORPORATED
PO 924025/7298-1 TO UPGRADE THE SOFTWARE TO ALLOW FOR ENHANCED FUNCTIONALITY
OF THE MESSAGE BOARDS (CHANGE ORDER AMOUNT \$69,280.00;
NEW CONTRACT AMOUNT: \$586,320.00**

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of PURVIS Systems Incorporated Change Order #3 to Purchase Order 924025/7298-1, to upgrade the software and install a module to allow for enhanced functionality of the message boards in the fire stations. Total amount of \$69,280.00, for a new contract amount of \$586,320.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #3 to Purchase Order 924025/7298-1 dated February 4, 2025, covering said, upgrade of software and message board module, be, and is hereby approved by the DU PAGE ETSB to PURVIS Systems Incorporated, 88 Silva Lane, Middletown, RI 02842, in the amount of \$27,335.00, and a new contract amount of \$517,040.00.

Enacted and approved this 12th day of February, 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: Feb 4, 2025

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 924025/7298-1	Original Purchase Order Date: Oct 9, 2024	Change Order #: 3	Department: ETSB
Vendor Name: PURVIS Systems Incorporated		Vendor #: 28678	Dept Contact: Eve Kraus
Background and/or Reason for Change Order Request:	Request for approval of Change Order #3 to PURVIS Systems Incorporated PO 924025/7298-1 to upgrade the software on the virtual servers to v4.9 and add a display module and transmitter to each fire station to allow for enhanced functionality of the message boards. Total amount of \$69,280.00, for a new contract amount of \$586,320.00.		
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	\$424,730.00
B	Net \$ change for previous Change Orders	\$92,310.00
C	Current contract amount (A + B)	\$517,040.00
D	Amount of this Change Order <input checked="" type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$69,280.00
E	New contract amount (C + D)	\$586,320.00
F	Percent of current contract value this Change Order represents (D / C)	13.40%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	38.05%

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 4000-5820-54110

☐ OTHER - explain below:

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



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: Feb 4, 2025

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 924025/7298-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: PURVIS Systems Incorporated	Vendor #: 28678

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 approval of Change Order #3 to PURVIS Systems Incorporated PO 924025/7298-1 to upgrade the software on the virtual servers to v4.9 and add a display module and transmitter to each fire station to allow for enhanced functionality of the message boards. Total amount of \$69,280.00, for a new contract amount of \$586,320.00.

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

The Station Control Unit (SCU) in each of the 67 fire stations has two outbound ports, one of which is for the message boards, part of the core equipment package. The message board display module and transmitter will separate the message boards from the SCU, meaning if the SCU goes offline, the message boards will continue to broadcast. There are new servers that will be installed and the software upgraded to v4.9 as part of the contracted maintenance package. An upgrade of the current software is necessary to allow for enhanced functionality of the message boards which will make them configurable to the agencies' operational alerting preferences.

Strategic Impact

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

This is an upgrade to the Fire Station Alerting System (FSAS) that will allow agencies to greater functionality in the configuration of the screens and and a new alert configuration.

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

The system was vetted and chosen per RFP #16-167-RC, this is an addition to the current system.

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

1. Approval of Change Order #3 will allow for the upgrade of the message boards in the stations.
2. Deny Change Order #3 and the agency will have to purchase individual equipment which will complicate the overall system maintenance and be more expensive.

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 was not a budgeted expense in FY25. As an existing capital system, a budget transfer will be utilized from 4000-5820-54199: Capital Contingencies to 4000-5820-54110: Capital Equipment to cover the expense in the amount of \$69,280.00.

PURVIS SYSTEMS

PURVIS PRICE QUOTATION

88 Silva Ln
Middletown, RI 02842
Sales: J. Mascola 401-862-1184
jmascola@purvis.com
Contracts: D Flynn 401-845-8432
DFlynn@purvis.com

Tax ID #: 11-2299301

Date: February 3, 2025
Quote #: PC2025-200
Agency: Dupage County ETSB
Address: 421 N. County ETSB
Wheaton, IL 60187
Agency POC: Linda Zerwin
E-mail: linda.zerwin@dupageco.org
Phone #:

TASK:

The Dupage County ETSB has requested a quote for PURVIS to upgrade their existing FSAS Message Boards to the new enhanced Message Board format

Assumptions:

The new PURVIS FSAS Message Boards require PURVIS FSAS Software v4.9 or higher.

The new PURVIS FSAS Message Boards require new Message Board Display Module hardware in each applicable station.

The Message Board Display Module will connect to the existing Message Board Switch and Message Boards in each Fire Station.

Dupage County will update their existing FSAS Central Servers with the new PURVIS provided physical servers. The new physic servers were previously delivered to CommZone are awaiting installation. PURVIS assumes that the Message Board update identified herein will be in conjunction with the PURVIS FSAS Central Server software upgrade.

Dupage County will provide a static WAN IP address for each PURVIS FSAS Message Board Module.

Dupage County will provide an Ethernet TCP/IP based physical connection at the Station Control Unit location in each station for the PURVIS FSAS Message Board Module.

The "Implementation Services" pricing is a required cost to update and configure the PURVIS FSAS Central Servers to support the new Message Boards.

The "Hardware" and "Installation Services" pricing is an optional cost and applies to only the fire stations requiring the Message Board upgrade.

HARDWARE:

Item	PURVIS Part #	Qty	Unit Price	Adjusted Unit Price	Extended Price
Message Board HDMI Video Transmitter	315-190400-131-TX	67	\$105.00	\$105.00	\$7,035.00
Message Board Display Module	315-540201-131	67	\$300.00	\$300.00	\$20,100.00
TOTAL					\$27,135.00
Sales and Use Tax					\$0.00
TOTAL HARDWARE					\$27,135.00

Hardware Prices do not include installation or any system configuration, if applicable. Any applicable manufacturer warranties will be extended to the customer.

Hardware lead time is at least 8 weeks after receipt of order (ARO)

FIXED PRICE SERVICES:

Description	Qty	Unit Price	Adjusted Unit Price	Price
Implementation Services	1	\$6,000.00	\$6,000.00	\$6,000.00
Installation Services	67	\$535.00	\$535.00	\$35,845.00
Freight/Shipping & Handling			\$300.00	\$300.00
1 Year Warranty & Maintenance			Included	\$0.00
TOTAL SERVICES				\$42,145.00

GRAND TOTAL	\$69,280.00
--------------------	--------------------

SALES AND USE TAX: Any required sales and use tax not identified in this quote is responsibility of the quote recipient or Fire Station Alerting System end-user. PURVIS is not responsible for the collection of any required taxes and payments to any tax collection agencies.

PREVAILING WAGE RATES: Pricing is not based on prevailing wage rates.

PAYMENT TERMS: Net 30

VALIDITY: This FFP Quote is valid for 90 days

END-USER LICENSE/MAINTENANCE AGREEMENTS: All purchased hardware and software resulting from this quote will be licensed, warrantied and maintained under the existing PURVIS FSAS End-User License Agreement and PURVIS FSAS Warranty, Maintenance and Service Agreement - with the customer.

EXPORT CONTROL: Products purchased or received under any resulting Sale may be subject to export control laws, restrictions, regulations, and orders of the United States. Customer agrees to comply with all applicable export laws, restrictions and regulations of the United States or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export any product to any prohibited or embargoed country or to any denied, blocked or designated person or entity as mentioned in any United States or foreign law or regulation.



ETSB Resolution

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

File #: ETS-R-0003-25

Agenda Date: 2/12/2025

Agenda #: 7.C.1.

**BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE
SYSTEM BOARD OF DUPAGE COUNTY
FOR FISCAL YEAR 2025**

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DUPAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, the 9-1-1 System Coordinator recommends DUPAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$69,280.00

From Fund/Object Code: 4000-5820-54199: Capital Contingencies

To Fund/Object Code: 4000-5820-54110: Capital Equipment & Machinery

Purpose: Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Equipment & Machinery) to upgrade the message boards in the fire stations for enhanced functionality.

NOW, THEREFORE BE IT RESOLVED, by the DUPAGE ETS Board that the transfer amount of \$69,280.00 from object code 4000-5820-54199: Capital Contingencies to object code 4000-5820-54110: Capital Equipment and Machinery, be, and is hereby approved to be made within the indicated object codes.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois
BUDGET ADJUSTMENT
Effective January 22, 2024

From: 4000
Company #

ETSB-EQUALIZATION
From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54199		CAPITAL CONTINGENCY	\$ 69,280.00			
Total				\$ 69,280.00			

To: 4000
Company #

ETSB-EQUALIZATION
To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54110		EQUIPMENT AND MACHINERY	\$ 69,280.00			
Total				\$ 69,280.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Capital Equipment and Machinery) to upgrade the message boards in the fire stations for enhanced functionality. [Total Transfer Amount: \$69,260.00]

Department Head Date

Activity _____
(optional)

Chief Financial Officer Date

****Please sign in blue ink on the original form****

Finance Department Use Only

Fiscal Year _____ Budget Journal # _____ Acctg Period _____

Entered By/Date _____ Released & Posted By/Date _____



ETSB Resolution

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

File #: ETS-R-0004-25

Agenda Date: 2/12/2025

Agenda #: 7.C.2.

**BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE
SYSTEM BOARD OF DUPAGE COUNTY
FOR FISCAL YEAR 2025**

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DUPAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, the 9-1-1 System Coordinator recommends DUPAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$196,327.00

From Fund/Object Code: 4000-5820-53830: Other Contractual Expenses / 4000-5820-54100: Capital IT Equipment

To Fund/Object Code: 4000-5820-53807: Subscription IT Arrangements / 4000-5820-52200: Operating Supplies & Materials / 4000-5820-53610: Instruction & Schooling

Purpose: Budget transfer for FY25 to move funds from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53807 (Subscription IT Arrangements) in the amount of \$130,748.00 and to 4000-5820-52200 (Operating Supplies and Materials) in the amount of \$30,579.00. Budget transfer from account 4000-5820-54100 (Capital IT Equipment) to 4000-5820-53610 (Instruction and Schooling) in the amount of \$35,000.00. These costs are part of PO 4330-1 which incorporated revised contract pages in December 2024. These budget transfers realign the costs to their appropriate accounts for payment and accounting of contractual obligations.

NOW, THEREFORE BE IT RESOLVED, by the DUPAGE ETS Board that the transfer from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53807 (Subscription IT Arrangements) in the amount of \$130,748.00 and to 4000-5820-52200 (Operating Supplies and Materials) in the amount of \$30,579.00, from account 4000-5820-54100 (Capital IT Equipment) to 4000-5820-53610 (Instruction and Schooling) in the

amount of \$35,000.00, for a total amount of \$196,327.00, be, and is hereby approved to be made within the indicated object codes.

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

GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois
BUDGET ADJUSTMENT
Effective January 22, 2024

From: 4000
 Company #

ETSB-EQUALIZATION
 From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	53830		OTHER CONTRACTUAL EXPENSES	\$ 130,748.00			
5820	53830		OTHER CONTRACTUAL EXPENSES	\$ 30,579.00			
5820	54100		IT EQUIPMENT	\$ 35,000.00			
Total				\$ 196,327.00			

To: 4000
 Company #

ETSB-EQUALIZATION
 To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	53807		SUBSCRIPTION IT ARRANGEMENTS	\$ 130,748.00			
5820	52200		OPERATING SUPPLIES & MATERIALS	\$ 30,579.00			
5820	53610		INSTRUCTION & SCHOOLING	\$ 35,000.00			
Total				\$ 196,327.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53807 (Subscription IT Arrangements) in the amount of \$130,748.00 and to 4000-5820-52200 (Operating Supplies and Materials) in the amount of \$30,579.00. Budget transfer from account 4000-5820-54100 (Capital IT Equipment) to 4000-5820-53610 (Instruction and Schooling) in the amount of \$35,000.00. These costs are part of PO 4330-1 which incorporated revised contract pages in December 2024. These budget transfers realign the costs to their appropriate accounts for payment and accounting of contractual obligations. [Total Transfer Amount: \$196,327.00]

 Department Head Date

Activity _____
 (optional)

 Chief Financial Officer Date

****Please sign in blue ink on the original form****

Finance Department Use Only			
Fiscal Year _____	Budget Journal # _____	Acctg Period _____	
Entered By/Date _____	Released & Posted By/Date _____		



ETSB Resolution

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

File #: ETS-R-0005-25

Agenda Date: 2/12/2025

Agenda #: 7.D.1.

**RESOLUTION AUTHORIZING THE HIRING OF AN ETSB ADMINISTRATIVE ASSISTANT
(STARTING SALARY: \$60,000.00)**

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 an Administrative Assistant; and

WHEREAS, the 9-1-1 System Coordinator has completed the interview process for an Administrative Assistant position through the DuPage County Human Resources Department; and

WHEREAS, the 9-1-1 System Coordinator is recommending that the DuPage ETSB Board approve the hire of Andres Gonzalez Di Maso to fill the position of Administrative Assistant, date to be determined by the Executive Director and DuPage County Human Resources upon successful completion of the background.

NOW, THEREFORE, BE IT RESOLVED by the Board Members of the DuPage ETSB that said hire of Andres Gonzalez Di Maso to fill the position of Administrative Assistant at the starting salary of \$60,000.00 is hereby approved.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



ETSB PAC Resolution

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

File #: ETS-R-0001-25

Agenda Date: 2/3/2025

Agenda #: 7.D.2.

**RESOLUTION TO AMEND AND APPROVE POLICY 911-005.11: ACCESS TO THE DU PAGE
EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) WAVE**

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

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

WHEREAS, the purpose of this resolution is to approve the language of Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE, initially adopted by the DU PAGE ETSB on July 13, 2020; and

WHEREAS, Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE has been reviewed by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE be, and it is hereby amended and adopted.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.11
Previous Policy(s): New
Effective Date: July 13, 2020
Revised: February 12, 2025

Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE

Purpose:

The purpose of this policy is to ensure that WAVE users are in compliance with State of Illinois STARCOM21 and DEDIR System requirements for use and access of DEDIR System talk groups for the purpose of interoperability for emergency communications.

Additional Authority:

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

Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIR System users and agencies receiving approval to access DEDIR System talk groups.

I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunications and the first responder personnel they dispatch in response to calls placed to 9-1-1. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

Motorola Solutions provides WAVE that is a “push-to-talk” APP for use on STARCOM21. ETSB does not recommend this APP for first responders being dispatched to emergency calls because it has a lower priority in the STARCOM21 system than the main dispatch talk groups because it relies on a public infrastructure, which Motorola does not control, not the private STARCOM system.

II. Application Procedure

Any agency that determines it has a need to communicate using the STARCOM21 WAVE APP (WAVE) shall complete the application in the following manner:

Agency Responsibilities

Initial Application: The Agency will be responsible for ensuring that each agency user who will be utilizing WAVE has been provided the following documents, and that the user has read the documents and executed application forms as indicated below:

Attachments	Agency	User
Attachment A: WAVE Access Application Form	Execute	Read
Attachment B: WAVE Support Limitation and Disclaimer*	Execute	Read

Emergency Telephone System Board Of DuPage County Policy and Procedures



Attachment C: WAVE DoIT Enterprise Information Security Policy		Read
Attachment D: WAVE User Moto Excel Worksheet*	Complete	Read
Attachment E: WAVE User Guide	Retain	Read

*STARCOM21 Required paperwork

Completed paperwork should be submitted as electronic copies to ETSB via ETSB911@dupagecounty.gov. Upon approval of the application, ETSB staff will transmit the application to Motorola including the Applicant as an email recipient.

STARCOM21 will allow access only to talk groups that are currently in your radio.

Note: For talk groups that appear in the radio that are provided based on agreement with another STARCOM21 user, Motorola will require a Memorandum of Understanding (MOU) between the parties that expands the current agreement to include WAVE access.

Contact ETSB at ETSB911@dupagecounty.gov to request assistance with this process so that permission can be obtained once for all DEDIR System users. The executed MOU will be required prior to approval. Each user can have up to two (2) profiles or 32 talk groups, 16 per profile.

Additional Paperwork: Any agency that does not currently have (or had) a monthly billing account with Motorola for airtime must also complete the following paperwork:

Attachments	Agency	User
Attachment F: Government User Agreement*	Execute	
Attachment G STARCOM21 Billing Information Form*	Read and Execute	

*STARCOM21 Required paperwork

Agencies will be responsible for notifying Motorola and ETSB when a user ends their affiliation with the agency. Notification should be made to the Motorola NOC within 48 hours of the termination of the relationship.

A. Agency Modification

Attachment E: WAVE User Moto Worksheet is a living document. The Agency will use Tab 3: WAVE Updates for any changes or modifications. This can include additional users, deleting users and changes to profiles. Users that should be deleted should be processed quickly to avoid additional monthly charges.

ETSB will require a copy of any changes for their files.

Updates should be sent directly to STARCOM1 for processing at the email address listed at the top of the Tab 3: WAVE Update worksheet. Each time an agency makes an update, the new excel worksheet should be renamed to include the date so that the most recent copy is easily identified. (ie: WAVE-Users_Moto_Worksheet Agency Name June 1 2024).

User Responsibilities

Each Agency user should read this policy in its entirety. Each user should execute Attachments A, B and D and provide the originals to their Agency.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Users should follow all ETSB and agency policies regarding the use of DEDIR System while using WAVE. ETSB and STARCOM21 reserve the right to terminate a user's access to DEDIR System and STARCOM21 for inappropriate conduct or policy violations.

DuPage ETSB Responsibilities

ETSB will provide Motorola STARCOM21 with one Letter of Support that encompasses all DuPage agencies and users who have successfully completed the application process. This letter is a STARCOM21 requirement.

ETSB staff will assist users in the processing of their completed application with the Policy Advisory Committee.

ETSB staff will assist applicants with the MOU process, if needed. MOUs will be completed by ETSB as the STARCOM member so that access can be granted for all DEDIR System members (as appropriate) in the future.

Policy Advisory Committee Responsibilities

The PAC shall review any application for WAVE access. During that review process the PAC shall:

- Ensure that all associated paperwork is complete.
- Shall discuss the application and vote on whether to support the application with STARCOM21.
- PAC shall have the authority to authorize WAVE applications for existing DEDIR System members.
- In the event the PAC denies the application, the application and brief written explanation by the PAC Chair, or his designee, shall be forwarded to the ETS Board for their information and discussion. In the event the PAC cannot reach a consensus vote, that fact shall be reported to the ETS Board in writing for their information and discussion.
- The Applicant will be notified of the DuPage ETSB decision. If approved, the ETSB staff will forward the application to STARCOM21 via email including the Applicant as an email recipient.

Upon approval of this policy, the ETS Board grants the PAC authority to approve WAVE applications of DEDIR System members. Approved applications will be noted in the ETSB monthly report under the DEDIR System section.

The ETS Board also allows this policy to be modified to include any of the required STARCOM21 forms or ETSB forms to be replaced or amended to keep current with STARCOM21 requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: _____

Greg Schwarze, Chair

DuPage ETSB DEDIR System WAVE Access Application

AGENCY INFORMATION					
Type of Application:	[] Initial [] Modification				
DATE:					
NAME OF AGENCY:					
POINT OF CONTACT:					
BUSINESS ADDRESS:					
EMAIL ADDRESS:					
MOBILE TELEPHONE:					
APPLICATION INFORMATION					
Please complete the following information				NO	YES
The APP will not be used for first line user dispatch since it has a lower priority on the system					
The Applicant understands that the cost for the APP is the Applicant's responsibility					
The Applicant understands that any changes must be provided according to policy.					
The Applicant has received DEDIRS Policy 911-005.11: <i>WAVE Use on DEDIR System</i> and all users under this application have read and will comply with the policy.					
APPLICATION CHECKLIST					
Note: The application cannot be approved by STARCOM21 or ETSB without the required documents listed below					
The Applicant has provided the following as part of this application:				YES	
WAVE Support Limitation and Disclaimer, executed (one per agency)*					
The WAVE App will be used on an employee-owned device, a copy of the Agency policy is attached					
** Items below are for Users without a Motorola billing account only **				N/A	YES
STARCOM21 Government User Agreement					
STARCOM21 Billing Information Form					
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 WAVE being lost/stolen or the employee using WAVE being separated to protect the security of the DEDIR System.

Date: _____

Applicant Point of Contact Signature

Addendum C



STARCOM21 State of Illinois Radio System

WAVE Support Limitations and Disclaimer

The STARCOM21 WAVE Application is a hosted, enterprise-grade, broadband push-to-talk (PTT) service that provides real-time, secure communications between groups and individuals using smart devices, PCs, and Land Mobile Radio (LMR) systems. Motorola Solutions offers the following as to the applicable support limitations and disclaimer of liability on these devices and the WAVE service.

- Because Motorola Solutions has no control over third party manufacturers' quality, hardware, or software, any issues the customer experiences with third party manufacturers' devices, including, but not limited to, issues relating to the operation of such devices on the STARCOM21 system must be addressed by the third party radio manufacturer. Motorola Solutions disclaims any liability to customer with respect to devices or equipment produced by third parties.
- Motorola Solutions is not responsible for (a) use or operation of the Software except in accordance with the applicable and current documentation and license rights; (b) errors, omissions, damages or wrongful acts, by an operator, user or third party personnel; (c) repairs, maintenance, alterations, relocation, copying, tampering or other conduct not duly authorized in writing by MSI; (d) operation on or in association with hardware or software not recommended by MSI for the Software; and (e) external causes such as electrostatic or environmental conditions, and accidents including fire, water and lightning. Further, MSI reserves the right to downgrade the Service level of any Customer if, in MSI's opinion, the Customer is abusing the use of the Service support features.
- End user is responsible for services for problems that are subsequently determined by MSI to be not caused by the Software, including problems with carrier or Wi-Fi network or matters generally beyond the control of Motorola Solutions.
- Periodically, Motorola Solutions may perform enhancements or upgrades to the STARCOM21 system. System enhancements or upgrades may be done to address issues, add features to the system, or for other reasons deemed necessary by Motorola Solutions. Motorola Solutions does not guarantee that devices or equipment manufactured by third parties will not be affected by such enhancements or upgrades. Motorola Solutions makes no representations or warrants with respect to: a) support, upgrades, patches or similar fixes, and enhancements to third-party manufactured devices or equipment; and b) notice to third party radio or equipment manufacturers of system enhancements or upgrades.
- If, in Motorola Solutions' opinion, third party devices or equipment adversely impact the STARCOM21 system or system user operations, Motorola Solutions may deactivate such radios or equipment. Motorola Solutions will provide notice of deactivation in a timely manner based on the severity of the situation and the impact to grade of service.
- Motorola Solutions hereby disclaims all warranties and guarantees, express or implied, at law or in equity, in any way related to the use by customer of third-party manufacturers' devices or equipment.

Motorola Solutions values you as a customer and would like to thank you for allowing us to provide your radio service. If you have any questions or concerns please contact your Sales Representative or a STARCOM21 Project Team Member at any time.

Motorola Solutions Representative Date

Customer Representative Date

Motorola Solutions Inc., 2100 Progress Parkway, Schaumburg, IL 60196



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



1. OVERVIEW

It is the policy of the State of Illinois to protect State Information Systems against improper or unauthorized access that could result in the compromise of confidentiality, integrity, or availability of State of Illinois information, information technology (IT) assets, or technology-enabled capabilities. The establishment of appropriate and effective access controls helps to prevent accidental damage, disruption, physical tampering, eavesdropping, and other potential incidents. Unless otherwise specified, capitalized terms contained herein shall have the meaning assigned to them in the Terminology Glossary.

2. GOAL

The goal of this Policy is to reduce the security risks posed to State of Illinois Information Systems due to unauthorized or unintentional access, while meeting the access requirements for authorized Users.

3. SCOPE

This Policy applies to Users of DoIT and other State of Illinois agencies, boards, and commissions that have been identified as client agencies of DoIT through executive order, legislation, or inter-governmental agreement (Client Agencies).

4. REQUIREMENTS

DoIT and/or its Client Agencies will incorporate the below defined information security controls for all Information Systems. Any reference to “Agency” below shall include both DoIT and Client Agencies.

4.1 Account Management

- 4.1.1 Agency shall identify Information System account types to support its mission and business functions. Account types could include, but are not limited to, group, system, application, guest/anonymous, emergency, and temporary accounts.
- 4.1.2 Agency account managers shall assign Information System accounts.
- 4.1.3 Agency shall establish conditions for group and role membership.
- 4.1.4 Agency shall specify required attributes for authorized Users, group and role membership, and access authorizations.
- 4.1.5 Accounts shall not be created without specific Agency approval. Information Owners shall approve User accounts, roles, and access levels based on need-to-know rules.
- 4.1.6 Privileged accounts shall be approved as appropriate by the DoIT-designated Information System Administrator(s).
- 4.1.7 Agency shall establish standards and/or procedures for creating, enabling, modifying, disabling, and removing Information System accounts for each account type.
- 4.1.8 Agency shall monitor Information System accounts commensurate with the level of privilege, risk, or other established standards.
- 4.1.9 Agency shall establish procedures for notifying appropriate account managers when accounts are no longer required or when access level requirements change. Triggers for these notifications



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



include but may not be limited to: User termination, User transfer, or changes to User job responsibilities.

- 4.1.10 Agency shall periodically review Information System accounts for compliance with established access rules.

4.2 Access Enforcement

- 4.2.1 Agency shall have the technical capability to enforce logical access to information and system resources in accordance with access control rules and policies.

4.3 Information Flow Enforcement

- 4.3.1 DoIT shall authorize and document business and security requirements for information flow between interconnected systems.

4.4 Separation of Duties

- 4.4.1 Agency shall address the potential for abuse of authorized privileges through the documentation and enforcement of separation of duties. Separation of duties includes but is not limited to: (i) dividing mission functions and Information System support functions; (ii) conducting Information System support functions with different individuals (e.g., system management, programming, and security); and (iii) ensuring that security personnel who administer access control functions do not also administer audit functions.

4.5 Least Privilege

- 4.5.1 Agency shall employ the principle of least privilege and allow only authorized access for Users (or processing actions on behalf of Users) that is necessary to accomplish assigned tasks.

4.6 Unsuccessful Logon Attempts

- 4.6.1 Information Systems must automatically lock an account after a maximum number of invalid or unsuccessful logon attempts.

4.7 System Use Notification

- 4.7.1 Internal Use Systems (State of Illinois Business Applications – Non-Public Use)
- An approved system use notification message or banner shall be displayed that provides privacy and security notices consistent with applicable state and federal laws, Executive Orders, directives, policies, regulations, standards, and guidance before granting access to the system. The notification message shall state that:
 - Users are accessing a State of Illinois Information System;
 - unauthorized use of the Information System is prohibited and subject to discipline and criminal and/or civil penalties; and



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



- use of the Information System indicates consent to monitoring and recording.

4.7.2 Publicly Available Information Systems

- A publicly available Information System shall display system use information that includes a description of authorized uses of the system before granting further access.
- A publicly available Information System shall display references, if any, to applicable monitoring, recording, or auditing that will be present with the use of the publicly available system.

4.7.3 System use notifications shall be retained on the screen until the User- acknowledges the usage conditions and takes explicit actions to log on to or further access the Information System.

4.7.4 Information Systems that are presented strictly for viewing publicly available information may be exempted from the system use notification requirement.

4.8 Session Lock

4.8.1 Information System sessions shall lock after a defined period of inactivity or upon receiving a request from the User.

4.8.2 A session lock shall remain in place until the User reconnects by using established identification and authentication.

4.8.3 Information Systems shall conceal information previously visible on the display with a publicly viewable image.

4.9 Session Termination

4.9.1 Information systems shall automatically terminate a User session after a defined period of inactivity.

4.10 Permitted Actions Without Identification and Authentication

4.10.1 Agency Information System security plans shall document any actions that will be permitted without identification or authentication and provide specific rationale for allowing these actions.

4.11 Remote Access

4.11.1 Authorization for remote access on laptops via VPN or desktops using virtualization software is granted upon a supervisor's request during the staff member onboarding process.

4.11.2 Usage restrictions and configuration/connection requirements for any planned or in-place remote access to the Information System are governed by the Acceptable Use policy.

4.11.3 Remote access shall be routed through a limited number of managed access control points by DoIT.

4.11.4 Standards for individual remote access and privileged remote access will be established to govern access control, credentialing, and access management.



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



4.12 Wireless Access

- 4.12.1 Usage restrictions, configuration and connection requirements, and implementation guidance shall be established by DoIT for wireless access to Information Systems and the State of Illinois network.
- 4.12.2 Wireless access policies and practices shall be authorized by Agency executive management with guidance from DoIT. Agency wireless access to State of Illinois IT assets and infrastructure shall be protected using encryption and authentication of both Users and devices.
- 4.12.3 Wireless access services provided by DoIT for use by the public and/or visitors shall not be enabled to provide access to the State of Illinois network. Sufficient security controls and technology must be in place to ensure public users have no path through a public network to the State of Illinois network.

4.13 Access Control for Mobile Devices

- 4.13.1 To safeguard the confidentiality and integrity of information on mobile devices, the Agency shall implement either full-device encryption or container encryption.

4.14 Use of External Information Systems

- 4.14.1 Terms and conditions must be established by Agency prior to allowing external Information Systems to connect to State of Illinois Information Systems. Information System security plans must identify any and all external Information System connections that are planned or in place for the specific Information System. This requirement applies to: (i) any external Information Systems that will access a State of Illinois Information System; and (ii) the processing, storage, or transmission of State of Illinois information with/using external Information Systems.
- 4.14.2 State of Illinois employees, contractors, or third parties acting on behalf of the State of Illinois are prohibited from using external Information Systems to process, store, or transmit State of Illinois controlled information unless: (i) the Information System has been acquired for specific use by the State of Illinois and has been approved for use by DoIT; (ii) the Information System is being shared as part of a contract, interagency agreement, connection agreement, or other formal agreement; or (iii) the Information System has been explicitly approved by the Chief Information Security Officer.
- 4.14.3 The use of external systems shall only be approved by the Agency after verifying that the security controls of the external Information System comply with State of Illinois Enterprise Information Security Policies. The Agency authorized to utilize an external Information System must ensure that the external Information System has been properly added to the State of Illinois external Information System portfolio.
- 4.14.4 External Information System connection agreements shall be retained by the Agency that requires User or Information System access to the external Information System. Any connection agreements must be reviewed and renewed as stipulated in the connection agreements.



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



4.15 Information Sharing

- 4.15.1 Information that is restricted under applicable law (e.g., privileged medical information, personally identifiable information, criminal justice information, federal tax information, classified information, and/or other sensitive information) may only be shared following a formal review and authorization. Authorization for the sharing of restricted information may be provided by the Agency's Legal Counsel, the Agency's Privacy Officer, or similar authority.
- 4.15.2 Information sharing agreements shall be completed by Agency and should, at minimum, define the purpose and justification for the information sharing, the information being shared, the information sharing process, and the procedures for retrieving or disposing of the shared information when the information sharing process is no longer needed.
- 4.15.3 All information sharing must be in compliance with State of Illinois Enterprise Information Security Policies.
- 4.15.4 Information Owners shall provide training to authorized Information System Users to assist Users in making appropriate information sharing decisions.

4.16 Publicly Accessible Content

- 4.16.1 Information Owners shall designate individuals who are authorized to post information onto a publicly available Information System.
- 4.16.2 Information Owners shall provide training to ensure that authorized Users do not publicly post information that contains non-public information.
- 4.16.3 Processes shall be established by Agency to review proposed public content prior to public posting to help ensure that non-public information is not included.
- 4.16.4 Publicly accessible Information Systems shall be reviewed by Agency designated staff for non-public information. Any non-public information discovered will be removed by Agency as soon as reasonably practicable.

5. POLICY COMPLIANCE

In order to implement this Policy, the DoIT Division of Information Security may establish supplemental policies, standards, procedures, and guidelines and may designate responsibility to specific personnel. To the extent necessary, each Client Agency and/or DoIT Division must establish procedures in order to achieve Policy compliance. It is the responsibility of Users to understand and adhere to this Policy.

Failure to comply with this Policy may result in the Chief Information Security Officer temporarily discontinuing or suspending the operation of the Information System, solution, and/or resource until such compliance is established as deemed solely by the Chief Information Security Officer. Failure to comply with this Policy could also result in the loss of access to State of Illinois IT Resources and/or discipline, up to and including discharge.



State of Illinois
Department of Innovation & Technology
Enterprise Information Security Policy
Access Control



6. RELATED POLICIES, STANDARDS, AND GUIDELINES

DoIT Supplemental Information Security Policies:

- (1) Criminal Justice Information Security
- (2) Federal Tax Information Security
- (3) Payment Card Data Protection
- (4) Protected Health Information Security

Revision history and approvals are reflected in ServiceNow.

Attachment D

[illegible]

[illegible]



STARCOM21WAVE.COM USER GUIDE

USER GUIDE FOR WAVE PUSH-TO-TALK (PTT) SERVICE

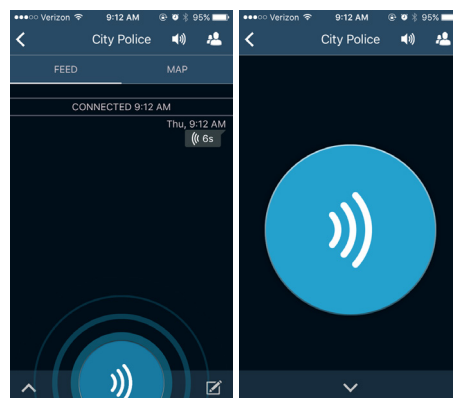
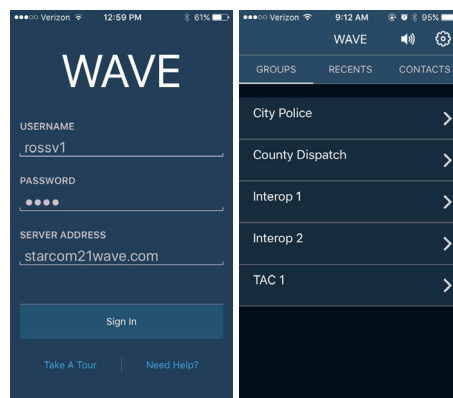
Welcome to WAVE, Motorola Solution's broadband push-to-talk (PTT) service.

WAVE enables teams to collaborate regardless of their device, network connection or geographic location. It supports group and private calls, provides location information and mapping, shows user status and presence, supports group text messaging, and keeps track of call history. Mobile devices can connect with the service using either cellular or WiFi networks. All WAVE communications are fully secure using AES 256 encryption.

SETTING UP AND USING THE WAVE MOBILE COMMUNICATOR

The following instructions explain how to download, install, configure and use the WAVE Mobile Communicator on your Apple or Android device.

1. Download the WAVE Mobile Communicator from the Google or Apple app stores (search for WAVE Mobile Communicator PTT (5.12+) in the stores). Accept the requested access permissions (all information is strictly confidential).
2. Once installed, run the app, which will present you with the login screen.
3. Tap the **User Name** field and enter the user name given you by your administrator (usually an email address, such as <first initial - last name>, e.g. 'jsmith').
4. Tap the **Password** field and enter the password given you by your administrator (e.g., 'wave123').
5. Tap the **Service Address** field and enter the following server address:
starcom21wave.com. Click the **Sign In** button.
6. When the app first starts you will be on the **Groups** tab, which shows each of the talkgroups to which you have access. When you first sign in to WAVE, the home screen presents the **Groups** tab (along with tabs for **Recents** and **Contacts**). The Groups tab lists all the talkgroups (channels) assigned to your profile. Tap a talkgroup name to communicate with users in that group using push-to-talk (PTT) communications. The display will change to the talkgroup event screen. To communicate on the talkgroup, just press the blue PTT button at the bottom of the screen. Wait for the visual and audio cue that you have been granted the talkgroup "floor" and have permission to transmit (you will hear an audible "chirp," and the blue PTT button will "glow"). Release the PTT button when finished to allow others to speak. To send a text message tap the text icon in the bottom right hand corner of the screen to bring up the texting keyboard. Type your message and tap **Send**. All members of this talkgroup currently signed into WAVE will receive your text message.



NOTE: If the channel is in use, you will hear a "bonk" tone and the PTT button will turn red, indicating someone else is speaking on the talkgroup. Wait a few moments and try again.

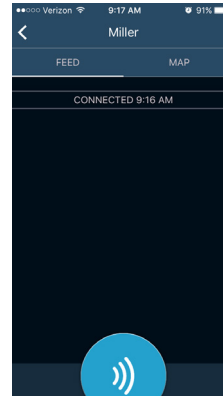
You can tap the up-arrow key at the bottom of the screen to enable the full screen PTT mode. Tap the down-arrow on the PTT button screen to return it to its normal size.

You can mute a channel by clicking the speaker icon to the right of the channel button.

7. You can make a private call using two options:

Option 1: From the **Groups** tab, tap a talkgroup where the person you wish to call is registered. Tap the people icon in the upper right hand corner of the app to see who is currently registered on the talkgroup. Tap the name of the person with whom you wish to have a private call. That member's **Feed** screen will be presented. Press the PTT button to start a private call. PTT back and forth with the person you are calling. When you are done, tap the red icon to hang up the call (the call will also time out after 15 seconds of inactivity by both parties).

Option 2: On the **Home** screen, tap **Contacts** and select a user to call, which will display the member's **Feed** screen. Make a private call as described above..

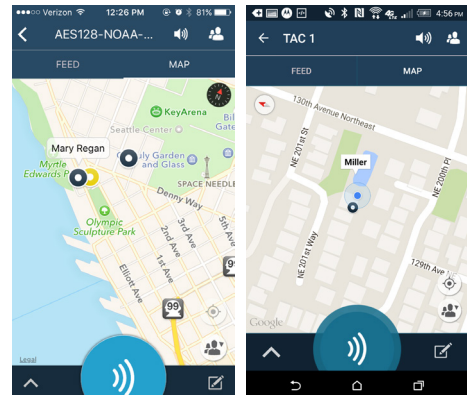


8. There are two ways you can view the location of members on a map. Note that you will see your own location on your maps even if you are not sharing your location with others.

Option 1 - see everyone: Select a talkgroup from the **Groups** tab and tap the **Map** button to display the map showing the location of all members registered on that talkgroup who are currently sharing their location.

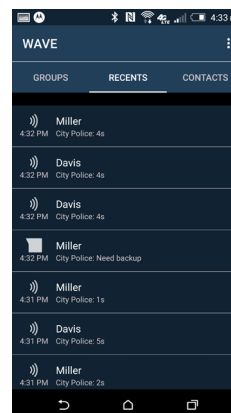
Option 2 - see an individual member: Select a talkgroup from the **Groups** tab, and tap the people icon in the upper right corner to display the **Members** list. Tap a map pin next to a member's name to bring up the map that shows just that user's location. Zoom in or out for greater or lesser detail..

NOTE: You can turn location sharing on/off in the **App Settings** menu. Tap the **Menu** button located in the upper right hand corner of any **Home** screen and tap the **App Settings** menu item.



9. A history of communications during your session is shown on the **Recents** tab as well as in each talkgroup's **Feed** tab, which is always the first screen presented when a talkgroup is selected from the **Groups** tab. The **Recents** tab displays a history of all events on all of your assigned talkgroup as well as any private call you have participated in during this session. The **Feed** tab displays a history of the events for a particular talkgroup. The member's name, time the call was initiated and its duration are displayed for every call. Any text messages are also displayed with the sender's name, the time it was sent, and the content of the message.

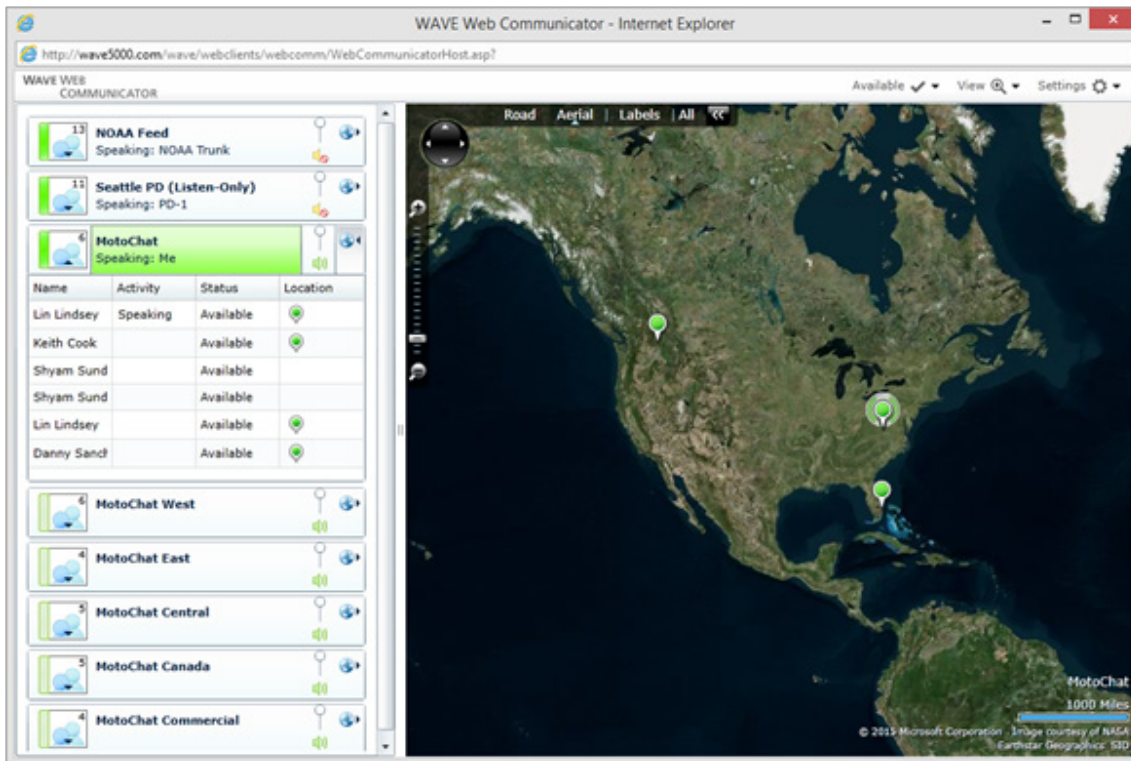
10. To exit the app, go to the **Settings** menu and click **Sign Out**.



SETTING UP AND USING THE WAVE WEB COMMUNICATOR

The following instructions explain how to access and use the WAVE Web Communicator from your PC:

1. Point your web browser to <https://starcom21wave.com/wave/>
2. Click **Login** and enter your user name and password. If asked to select a **Profile**, choose the one assigned to you by your system administrator.
3. Click **Web Communicator**. The application will launch in your browser. The first time you run the Web Communicator you may be prompted to install Microsoft's SilverLight application. If so, please install it.
4. To speak on a channel, simply click and hold the PTT button for the channel / talkgroup you wish to access. Release the PTT button when finished speaking. The Web Communicator supports group calls, private calls are not yet available from the application.



5. To see who is registered on a channel and their status, click the down arrow button beneath **People icon** on the left side of the PTT button.
6. To see where users are located for any channel, click the right arrow on the **Globe icon** on the right side of the PTT button to expand the map panel for that channel.
7. You can change the volume level for each channel and mute channels using the **Volume setting** control next to the map button.
8. Use the **Settings menu** (upper right hand corner) to change your audio settings (microphone, speakers, etc.), set your location that others will see, or change a profile.

GETTING HELP

- Click the **Settings** menu button and select **Help** to get instructions on how to use all the features and functions of the WAVE Mobile Communicator.
- If you require technical support, please contact the STARCOM21 support desk at starcom@motorolasolutions.com or by calling 866-297-6342.

STARCOM21 USER AGREEMENT

THIS STARCOM21 USER AGREEMENT including all Attachments hereto (the “User Agreement”) is made as of _____ (the “Effective Date”) by and between Motorola Solutions, Inc., a Delaware corporation (“Motorola”), and _____ (“User”). No modification, amendment or waiver of any provision of this User Agreement shall be effective unless approved in writing by each of the Parties hereto.

Introduction

In 2001, Motorola and the State of Illinois (“State”) entered into Contract #TCVS1500, as amended January 15, 2005 and as amended subsequently, hereinafter referred to as the “Contract” pursuant to which the State agreed to lease from Motorola, and Motorola agreed to build, own and operate, a statewide, trunked-digital voice radio network for the State. As part of that contract, the parties agreed that the network, commonly referred to as the STARCOM21 Network (“STARCOM21”) had to have the capability of being expanded consistent with the Public Safety Wireless Network for use by other federal, state and local agencies as well as qualified non-governmental entities. The Contract is an indefinite quantity, non-exclusive contract established for the use of State agencies, universities, boards, authorities and commissions (collectively “State Users”), and is also established for the use of federal, county and local governmental agencies and qualified non-governmental entities. The Parties executed a new contract (“STARCOM21 Contract”) in June 23, 2023, which effectually continues the same products and services as provided in the Contract, as well as offers new products and services. All products and services provided herein are subject to the STARCOM21 Contract.

The Parties agree that the User Agreement shall be the vehicle that will be utilized to identify the terms and conditions that non-State Users will agree to in order to be able to access STARCOM21. Motorola is obligated in the STARCOM21 Contract to provide certain levels of performance, and this User Agreement coordinates the rights and responsibilities of the parties in compliance with the STARCOM21 Contract’s performance requirements. The obligations of Motorola to the State in the STARCOM21 Contract take precedence over anything herein.

Pursuant to the STARCOM21 Contract, Motorola is required, under the direction, guidance and oversight of the State, to supervise the day-to-day operations of STARCOM21 and maintain, and oversee, STARCOM21’s performance, coverage, functionality, availability, and reliability requirements. As a result of additional governmental and non-governmental entities utilizing STARCOM21, the State established an Oversight Committee. That Oversight Committee will govern the manner in which STARCOM21 is used by governmental and non-governmental entities. The State and Motorola are required to develop a joint system administration plan for STARCOM21.

NOW, THEREFORE, in consideration of the foregoing and the mutual promises herein contained, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Motorola and User hereby covenant and agree that all the provisions above are hereby incorporated by reference, as if fully set forth herein, and hereby covenant and agree as follows:

1. DEFINITIONS:

ISP: Illinois State Police. The ISP provides common communication channels to county and local law enforcement agencies including VHF frequencies known as “ISPERN” and “IREACH” and its inter-

jurisdictional radio communications known as “HF-4”. STARCOM21 will incorporate and supplement these frequencies by interfacing the frequencies to ISP dispatch consoles.

ISPERN: Illinois State Police Emergency Radio Network is a dedicated VHF high-band radio channel established in 1965 to provide interagency communications capability to municipal, county, State, and Federal law-enforcement agencies to facilitate coordination of operations, wide-area dissemination of criminal or traffic offense information, and officer safety, and shall be integrated with STARCOM21.

IREACH: Illinois Radio Emergency Assistance Channel is a dedicated radio channel, 155.055 MHz, used for coordination of official public-safety activities by State or local agencies, including police, fire, EMS, IEMA, highway maintenance and natural resources, and shall be integrated with STARCOM21.

STARCOM21: Statewide, leased, trunked, digital voice mobile radio system being made available to the State by Motorola in compliance with the features, statewide coverage requirements, system performance, grade of service and reliability and other requirements set forth in the STARCOM21 Contract between Motorola and the State. As part of the STARCOM21 Contract, Motorola is required to deploy, install and commission an infrastructure comprised of at least 169 tower sites or other “high” repeater sites, outfitted with fixed radio and transport equipment. The infrastructure will utilize the radio trunking control protocol conforming to the Association of Public Safety Communications Officials (“APCO”) Project 25 common air interface (“CAI”) standard. Subscriber services and user equipment must conform to APCO P25 standards for functionality, interoperability and construction.

2. ACCEPTANCE

This document, including the preceding clauses and any attachments, will become a contract when accepted in writing by an authorized employee of Motorola and an authorized signatory of the User. It is agreed that services will be provided only on the terms and conditions herein.

3. SERVICES AND USER FEES

3.1 User requests, and Motorola agrees to provide, the additional services at the fees detailed on Attachment A that are unique to User and that do not conflict or limit Motorola’s ability to meet its obligations to the State under the STARCOM21 Contract. The fees do not include any taxes, assessments or duties, all of which will be paid by User, except as exempt by law. User and Motorola understand and agree that User shall load on STARCOM21 the radios specified in Attachment A pursuant to the schedule set forth in that attachment (User may load the specified radios onto STARCOM21 in advance of the schedule with prior written approval of Motorola).

3.2 User understands and agrees that any and all programming of User equipment or other related expenses associated with the service provided to User under this User Agreement shall be the responsibility of and paid for by User. Any incompatibility resulting from equipment provided by User shall be at User’s sole risk, responsibility and expense. Motorola agrees to take no action that would result in programming or reprogramming of User equipment prior to discussing such action with User.

3.3 User specifically acknowledges that Motorola is managing STARCOM21 on behalf of the State and is only authorized to provide access to STARCOM21 in accordance with its obligations under the STARCOM21 Contract. To the extent that any User authorizes Motorola to use its resources in connection with STARCOM21 (e.g. frequencies, towers, sites, etc.) all STARCOM21 Users shall be entitled to use

such resources in connection with their use of STARCOM21, subject to FCC restrictions or authorizations. The provisions of this paragraph 3.3 are subject to the following requirements:

- a. Any expansions of STARCOM21 to accommodate radio communication needs for authorized, non-State users cannot compromise or degrade STARCOM21's functionality and performance, service level (i.e. "Grade of Service"), availability, and radio coverage for existing STARCOM21 Users. Motorola will be required to provide STARCOM21 Users access to any additional working channels or sites deployed to expand STARCOM21 at no additional cost to the State.
- b. Participating STARCOM21 Users that have patching requirements will need to have such requirements reviewed and approved by the Motorola System Manager and, if applicable, the Oversight Committee. Approval of additional patching is contingent on the impact that the patches will have on the Grade of Service for existing STARCOM21 Users.

The use of vehicular repeaters on STARCOM21 is contingent on spectrum availability and will need to be reviewed by the Motorola System Manager and, if applicable, the Oversight Committee.

User further understands certain talk group prioritization of non-first responder public safety users may occur.

4. REGULATORY ISSUES

4.1 It shall be the responsibility and obligation of User to seek all approvals including federal, state, county, municipal or other governmental authority having jurisdiction over User in order to enter into this User Agreement.

4.2 User understands that numerous entities, including, without limitation, public safety users and special emergency users, will utilize STARCOM21.

4.3 User understands that pursuant to Federal Communications Commission (FCC) rules only certain entities are qualified to utilize STARCOM21. User represents and warrants that it will meet all FCC eligibility requirements to utilize STARCOM21 during the term of this User Agreement. User represents, warrants and covenants on the date hereof and throughout the term of this User Agreement that it is, and will remain, qualified to utilize STARCOM21 and that it meets, and will continue to meet, all such FCC eligibility requirements. If for any reason User finds that it is not in compliance with FCC regulations, it shall immediately notify Motorola in writing, (but under no circumstances exceeding 14 days) and outline a course of action to come into compliance within a reasonable period of time.

4.4 User understands and acknowledges that some or all of the licenses pursuant to which STARCOM21 operates are held by governmental and non-governmental entities, who are also Licensees. For purposes of this User Agreement, a Licensee is defined as a qualified governmental or non-governmental entity that owns its own frequencies and agrees to allow those frequencies to be utilized on STARCOM21 by STARCOM21 participants. User acknowledges that all shared transmitter use must be subject to Licensees' control. User understands there may be significant consequences to Motorola and other STARCOM21 Users should access to and use of such transmitters be unreasonably withheld by a Licensee.

4.5 User understands that Motorola and/or the Licensees can discontinue service, remove one or more licenses from STARCOM21, or take any other steps that they reasonably believe are in the best

interests of STARCOM21 or that may be necessary to comply with any federal, state, or local law, order, or directive. Any such action shall not give rise to any claim on the part of User against Motorola or the Licensees. Motorola shall provide written notice to User of any action under this paragraph no less than ninety (90) days prior to taking such action unless otherwise required by law.

5. TERM

5.1 Unless otherwise provided in Attachment A, this User Agreement will remain in full force and effect for a period of one (1) year from the Effective Date. After such one (1) year period, it shall automatically renew for additional one (1) year periods unless either party notifies the other party in writing of its intent not to renew at least ninety (90) days prior to the end of the then current term. Notwithstanding anything contained herein or in Attachment A to the contrary, expiration of the STARCOM21 Contract (CMT2028589) due to the time limit set forth in either: a) the Illinois Procurement Code (30 ILCS 500/20-60 et al.); or b) the contract itself, shall not result in the automatic termination of this Agreement, provided that Motorola and the State enter into a functionally equivalent replacement contract to ensure continuity of services and operation of the STARCOM21 radio system.

5.2 In the event any frequency authorization held by User, Motorola, or any other Licensee under which STARCOM21 operates is revoked by the FCC, then Motorola may elect to terminate this User Agreement without any liability to Motorola or the Licensees, upon written notification from Motorola to User.

6. ASSIGNMENT SUBCONTRACT

User may not assign its rights or delegate its duties hereunder in whole or in part without the express written consent of Motorola. Motorola may assign its rights, delegate or subcontract its duties hereunder in whole or in part consistent with Motorola's obligations under the STARCOM21 Contract, provided that written notice is given to User.

7. ADDITIONAL UNITS

If User is not in default, then at any time during the term of this User Agreement or any renewal period hereof, service will be provided for additional radios ordered by the User. Such services will be invoiced pursuant to Attachment A.

8. COVENANTS OF USER

User agrees (a) to observe and abide by all applicable statutes, laws, ordinances, rules and regulations, including but not limited to those of the FCC, and (b) to operate its radios and any related equipment so as not to cause undue interference with any other users using STARCOM21. Motorola reserves the right to temporarily suspend service to specific radio users subsequent to notification of the user due to harmful interference or disruptive radio use created by such individual user. Any such action shall not give rise to any claim on the part of User against Motorola or STARCOM21 Users. User recognizes that applicable FCC rules and other statutes, laws, ordinances, rules and regulations may change from time to time and that, accordingly, Motorola may propose modifications to this User Agreement to comply with any such changes in FCC requirements, and User shall not unreasonably withhold approval of such changes.

9. COVERAGE

9.1 STARCOM21 coverage prediction is based on the knowledge of the propagation of radio signals and the ways in which they are attenuated as they travel through the atmosphere, over terrain, through trees, around buildings, and around various obstacles. Predicted coverage is dependent on many factors including the following: (1) transmitter power; (2) receiver sensitivity; (3) antenna gains; (4) transmission line loss; (5) antenna height; (6) noise; (7) tree density; (8) buildings; (9) terrain variations; and (10) atmospheric conditions. Coverage is also dependent on user factors including: (1) antenna type and location; (2) radio programming; (3) battery condition of portables; (4) maintenance of the radio; and (5) firmware version.

9.2 User acknowledges that one hundred percent (100%) coverage of any area at all times is improbable. Testing and experience with actual field conditions indicate adverse propagation conditions, such as short-term unpredictable meteorological effects and sky wave interference from distant stations, can interrupt service at any time. Such events are beyond the reasonable control of Motorola and STARCOM21 Users. Other causes beyond the reasonable control of Motorola and STARCOM21 Users include but are not limited to motor ignition and other electrical noise that could be minimized by corrective devices at User's expense.

10. DEFAULT AND REMEDIES

10.1 If (a) User fails to make any payment of any sum due or fails to perform as required by any other provision hereunder, and continues in such failure for fifteen (15) days after written notice has been sent by Motorola to User or (b) User defaults under a System Management Agreement or similar agreement whereby User contracts with Motorola for management services for User's FCC license(s) in conjunction with STARCOM21 and such default continues beyond any applicable cure period, then the User shall be deemed in default under this User Agreement.

10.2 In the event of default by User hereunder, Motorola has the right, at its option, to immediately terminate this User Agreement, retain all payments made hereunder, deny User any service provided by STARCOM21, and impose a separate charge for disconnect and a separate charge for reconnect expenses, each in an amount reasonably determined by Motorola. If disconnect takes place, User may also be subjected to additional costs for reprogramming its equipment in an amount reasonably determined by Motorola and User agrees to immediately pay all such costs. Each and all of the rights and remedies of Motorola hereunder are cumulative to, and not in lieu of, each and every other such right and remedy and every other right and remedy afforded by law and equity. In the event that Motorola determines that it is necessary to exercise the rights above, then Motorola will provide User written notice of its intention to exercise such right and provide ninety (90) days notice prior to the exercise of such right.

11. DISCLAIMER OF WARRANTIES AND LIMITATIONS OF REMEDIES

WITH RESPECT TO ANY EQUIPMENT WHICH MAY BE USED CONSISTENT WITH THIS USER AGREEMENT TO ACCESS STARCOM21 OR ANY SERVICES PROVIDED HEREUNDER, MOTOROLA AND STARCOM21 USERS HEREBY DISCLAIM ALL REPRESENTATIONS AND WARRANTIES, DIRECT OR INDIRECT, EXPRESS OR IMPLIED, WRITTEN OR ORAL, IN CONNECTION WITH SUCH EQUIPMENT (WHETHER PURCHASED OR LEASED BY USER FROM MOTOROLA OR FROM A THIRD PARTY) AND SERVICES, INCLUDING BUT NOT

LIMITED TO, ANY AND ALL EXPRESS AND IMPLIED WARRANTIES OF SUITABILITY, DURABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

12. INTERRUPTION OF SERVICE; FORCE MAJEURE

Notwithstanding any other provision of this User Agreement, neither Motorola nor STARCOM21 Users shall be liable to User or any other person for any loss or damage, regardless of cause, for interruption, delay, or loss of radio service except as described in Section 13 hereof. Motorola and/or STARCOM21 Users do not assume and shall have no liability under this User Agreement for failure to provide, interruption, or delay in providing service due directly or indirectly to causes beyond the control of Motorola and/or STARCOM21 Users or their agents, employees or contractors, including without limitation, matters listed in Sections 8 and 9 herein, results of the rebanding projects, acts of God, acts of a public enemy, acts or failures to act on the part of any third party, acts by civil or military authority, governmental priorities, strikes or other labor disturbances; earthquakes, fires, floods, epidemics, embargoes, war or riot. In the event of any failure or delay attributable to the fault of Motorola, STARCOM21 Users or their agents, employees or contractors, User's sole remedy shall be limited as is more fully described in Section 13 below.

13. LIMITATIONS OF LIABILITY

13.1 User acknowledges that the radio service provided hereunder uses radio channels to transmit voice and data communications and that the service may not be completely private. Neither Motorola, nor Licensees shall be liable to User for any claims, loss, damages or cost that may result from lack of privacy on STARCOM21.

13.2 Neither Motorola, nor STARCOM21 Users shall be liable for any damage, accident, injury or the like occasioned by the use of the radio service or the presence of equipment, including 700 or 800 MHz radio handsets and other devices, facsimile units, and ancillary equipment of User and/or Motorola.

13.3 Neither Motorola, nor STARCOM21 Users shall be liable for any defacement or damage to User's motor vehicle(s) or any personal or real property resulting from the presence of 700 or 800 MHz radio and ancillary equipment.

13.4 NO INDEMNIFICATION SHALL BE PROVIDED HEREUNDER BY MOTOROLA OR LICENSEES.

13.5 EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA'S TOTAL LIABILITY RELATED TO THE SERVICES PERFORMED HEREUNDER, WHETHER FOR BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT, OR OTHERWISE, WILL BE LIMITED TO THE DIRECT DAMAGES RECOVERABLE UNDER LAW, BUT NOT TO EXCEED THE PRICE OF THE USER FEES AND SERVICES IDENTIFIED IN ATTACHMENT A WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED (UNLESS LIABILITY IS OTHERWISE DISCLAIMED HEREIN IN WHICH CASE, MOTOROLA SHALL HAVE NO LIABILITY).

13.6 USER ACKNOWLEDGES AND AGREES THAT IN NO EVENT WILL MOTOROLA, OR STARCOM21 USERS HAVE ANY LIABILITY TO USER UNDER THIS USER AGREEMENT FOR LOSSES OR DAMAGES OF ANY KIND RELATED TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, LOSSES OR

DAMAGES IN EITHER CONTRACT WARRANTY, INDEMNIFICATION, NEGLIGENCE, OR STRICT LIABILITY IN TORT, OR OTHERWISE.

13.7 USER ACKNOWLEDGES AND AGREES THAT IN NO EVENT WILL LICENSEES HAVE ANY LIABILITY TO USER UNDER THIS USER AGREEMENT FOR LOSSES OR DAMAGES OF ANY KIND RELATED TO SERVICES PERFORMED HEREUNDER, INCLUDING WITHOUT LIMITATION, PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, LOSSES OR DAMAGES IN EITHER CONTRACT WARRANTY, INDEMNIFICATION, NEGLIGENCE, OR STRICT LIABILITY IN TORT, OR OTHERWISE.

13.8 NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT NEITHER MOTOROLA, NOR LICENSEES WILL BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOODWILL, REVENUES, SAVINGS, OR PROFITS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS USER AGREEMENT, THE EQUIPMENT, OR THE PERFORMANCE OF SERVICES PURSUANT TO THIS USER AGREEMENT.

13.9 No action for contract breach or otherwise relating to the transactions contemplated by this User Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

13.10 User does not waive any of its protection under the Local Government and Governmental Tort Immunity Act.

14. NOTICES

Any notice or demand required or permitted to be given or made hereunder shall be given or made by certified or registered mail to the addresses shown immediately below the signature of the parties' signatory to this User Agreement.

15. WAIVER

Failure or delay on the part of any party to exercise any right, remedy, power or privilege hereunder shall not operate as a waiver thereof. A waiver, to be effective, must be in writing and signed by the party making the waiver. A written waiver of a default shall not operate as a waiver of any other default or of the same type default on a future occasion.

16. GENERAL

In the event of a conflict between the obligations of Motorola to User under this User Agreement and the obligations of Motorola to the State under the STARCOM21 Contract, the obligations of Motorola to the State will take precedence over those to User hereunder. No modification or amendment of this User Agreement, including any attachments hereto, shall be valid unless made in writing and signed by the parties hereto. This User Agreement constitutes the entire agreement of the parties related to the subject matter hereof and shall supersede all prior offers, proposals, negotiations and agreements, except where incorporated into or referenced by this User Agreement. If any provision of this User Agreement or the application thereof to any person or circumstance shall, at any time or to any extent, be invalid or

unenforceable, the remainder of this User Agreement shall not be affected thereby. This User Agreement is exclusively for the benefit of the parties hereto and STARCOM21 Users and shall, under no circumstances, be deemed to benefit any other party whatsoever except STARCOM21 Users. This User Agreement shall be construed in accordance with and governed by the laws of the State of Illinois. All of the Sections in this User Agreement shall survive the expiration or termination of this User Agreement for any reason, with the exception of the following: Sections 1, 2, 5, 6 and 7.

IN WITNESS WHEREOF, User and Motorola, by and through their authorized representatives, have made and executed this User Agreement.

MOTOROLA

MOTOROLA SOLUTIONS, INC., a Delaware corporation

By: _____
Printed Name: _____
Title: _____
Date: _____

Address
Motorola Solutions, Inc.
Attn: Commercial Counsel
Motorola Solutions Law Department
500 West Monroe, 43rd Floor
Chicago, IL 60661

Copy to:
Motorola Solutions, Inc.
Attn: STARCOM21 System Manager
2100 Progress Parkway
Schaumburg, IL 60196

USER

By: _____
Printed Name: _____
Title: _____
Date: _____

Address

ATTACHMENT A

**ATTACHMENT A
TO
STARCOM21 USER AGREEMENT**

THIS ATTACHMENT A TO THE USER AGREEMENT sets forth the STARCOM21 management services to be provided by Motorola and the fees for those services.

STARCOM21 Management Services

Motorola shall perform the following STARCOM21 management services:

- Shared Access, Maintenance, and System Upgrades of the Motorola Owned Master Site – Master Switching Office (Zone Controller).
- 24x7 Maintenance of the Motorola Owned RF Site Infrastructure.
 - On-site Response
 - Depot Repair
 - Remote Monitoring
 - HVAC Maintenance (of STARCOM21 sites)
 - Generator, Battery, UPS Maintenance (of STARCOM21 sites)
 - Generator Fuel
 - Antenna System Maintenance
- Telco Leased Line – Site Connectivity
 - Motorola will provide connectivity to the STARCOM21 sites.
- Software Maintenance
 - Motorola will provide a Software Subscription Agreement (SSA) as part of the Annual Fee (as defined below). The SSA includes software and hardware upgrades only to Motorola owned STARCOM21 infrastructure.
 - Motorola agrees not to make any software or hardware changes to the Master Switch Office which would require upgrades to the User infrastructure without advance notification to User.

Any services not specifically set forth above shall not be provided by Motorola, including, but not limited to the following:

Device hardware maintenance

- Any software or hardware upgrades that may be required to the User owned infrastructure, device or radio units.
 - The devices will be loaded on STARCOM21 in accordance with the following schedule:
-

Fees

The initial monthly fee for STARCOM21 management services shall be calculated as follows: the number of devices loaded on the system multiplied by \$ _____ (“Monthly Fee”). The parties have agreed that initially there will be _____ devices loaded on the system. The initial annual fee shall be the monthly fee multiplied by twelve (12). The monthly fees will be invoiced Net 30. There shall be no airtime charges (i.e., roaming) assessed. User will be invoiced on a monthly basis in advance of the period of service. Payment will be due net thirty (30) days after date of invoice. All fees are subject to increase based upon the terms of the STARCOM21 Contract. The STARCOM21 management services will increase at times and amounts as set forth in the rate schedules on the STARCOM21 Contract.

Additional Terms and Conditions to the User Agreement

Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to User under this User Agreement will remain Motorola’s property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. User may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this User Agreement. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by User to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide User with access to its confidential and proprietary information, including cost and pricing data. This User Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the services performed under this User Agreement. This Section shall survive the expiration or termination of the User Agreement.

The term “STARCOM21 Contract” shall include any and all amendments, revisions or replacements thereof as may now exist or be agreed upon from time to time by Motorola and the State.



MOTOROLA SOLUTIONS

STARCOM21 NETWORK

STARCOM21 Radio Service – Information Form

Billing :

Agency Name: _____

Address (Mailing): _____

Address (Physical): _____

City: _____ County : _____ State: ____ Zip Code: _____

Billing Cycle: Monthly ____ Quarterly ____ Annually ____

Email Address for Invoice _____

.....
Notification for Contract Purposes:

Contact Person: _____

Phone Number: _____ Cell: _____

E-Mail: _____

.....
Notification for Scheduled and Non-Scheduled Maintenance:

During Business Hours: Contact Name: _____

Phone Number: _____ Cell: _____

E-Mail _____

After Business Hours: Contact Name: _____

Phone Number: _____ Cell: _____

E-Mail: _____

.....
Person(s) responsible for assigning IDs for agency:

Name(s) _____ Phone Number: _____

Agency _____

Personnel Authorized to make changes on your account:

Name of Person Completing Form

Title

Signature & Date



ETSB Other Action Item

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

File #: 25-0427

Agenda Date: 2/3/2025

Agenda #: 7.E.1.

FD Template		DATED 012425			
1	FIRE MAIN	2	FIRE ALT	3	FIRE TAC
1	Dispatch TG	1	Dispatch VHF Channel	1	Dispatch TG
2	EXISTING A/A ZONE	2	EXISTING A/B ZONE	2	EXISTING A/C ZONE
3	EXISTING A/A ZONE	3	EXISTING A/B ZONE	3	EXISTING A/C ZONE
4	EXISTING A/A ZONE	4	EXISTING A/B ZONE	4	EXISTING A/C ZONE
5	EXISTING A/A ZONE	5	EXISTING A/B ZONE	5	EXISTING A/C ZONE
6	EXISTING A/A ZONE	6	EXISTING A/B ZONE	6	EXISTING A/C ZONE
7	EXISTING A/A ZONE	7	EXISTING A/B ZONE	7	EXISTING A/C ZONE
8	EXISTING A/A ZONE	8	EXISTING A/B ZONE	8	EXISTING A/C ZONE
9	EXISTING A/A ZONE	9	EXISTING A/B ZONE	9	EXISTING A/C ZONE
10	EXISTING A/A ZONE	10	EXISTING A/B ZONE	10	EXISTING A/C ZONE
11	EXISTING A/A ZONE	11	EXISTING A/B ZONE	11	EXISTING A/C ZONE
12	EXISTING A/A ZONE	12	EXISTING A/B ZONE	12	EXISTING A/C ZONE
13	EXISTING A/A ZONE	13	EXISTING A/B ZONE	13	EXISTING A/C ZONE
14	EXISTING A/A ZONE	14	EXISTING A/B ZONE	14	EXISTING A/C ZONE
15	EXISTING A/A ZONE	15	EXISTING A/B ZONE	15	EXISTING A/C ZONE
16	EXISTING A/A ZONE	16	EXISTING A/B ZONE	16	EXISTING A/C ZONE
4	NEW FIRE MAIN	5	NEW FIRE ALT	6	NEW FIRE OPS
1	Dispatch TG	1	Dispatch VHF Channel	1	Dispatch TG
2	User Select	2	User Select	2	FD OPS 11
3	User Select	3	User Select	3	FD OPS 12
4	User Select	4	User Select	4	FD OPS 21
5	User Select	5	User Select	5	FD OPS 22
6	User Select	6	User Select	6	FD OPS 31
7	User Select	7	User Select	7	FD OPS 32
8	User Select	8	User Select	8	FD OPS E1
9	User Select	9	User Select	9	FD OPS E2
10	User Select	10	User Select	10	FD OPS E3
11	User Select	11	User Select	11	FD OPS N1
12	FG/OPS Select	12	FG/OPS Select	12	FD OPS N2
13	FG/OPS Select	13	FG/OPS Select	13	FD OPS N3
14	FG/OPS Select	14	FG/OPS Select	14	FD OPS S1
15	FG/OPS Select	15	FG/OPS Select	15	FD OPS S2
16	Primary FG/OPS	16	Primary FG/OPS	16	FD OPS S3
7	NEW FIRE OPS HZ	8	FIRE GROUND	9	DU FD DISP
1	Dispatch TG	1	7FG ORNG	1	FD 1
2	FDOPS 11HZ	2	7FG GRN	2	FD 2
3	FDOPS 12HZ	3	vFG GREY	3	FD 3
4	FDOPS 21HZ	4	vFG BLACK	4	FD EAST
5	FDOPS 22HZ	5	vFG GOLD	5	FD NORTH
6	FDOPS 31HZ	6	vFG BLUE	6	FD SOUTH
7	FDOPS 32HZ	7	vFG WHITE	7	FD WEST
8	FDOPS E1HZ	8	vFG RED	8	COWD FD
9	FDOPS E2HZ	9	7FG ORNGHZ	9	7FG ORNG
10	FDOPS E3HZ	10	7FG GRNHZ	10	7FG GRN
11	FDOPS N1HZ	11	vFG GREYHZ	11	vFG GREY
12	FDOPS N2HZ	12	vFG BLCKHZ	12	vFG BLACK
13	FDOPS N3HZ	13	vFG GOLDDHZ	13	vFG GOLD
14	FDOPS S1HZ	14	vFG BLUEHZ	14	vFG BLUE
15	FDOPS S2HZ	15	vFG WHTHZ	15	vFG WHITE
16	FDOPS S3HZ	16	vFG REDHZ	16	vFG RED



Discussion

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

File #: 25-0503

Agenda Date: 2/12/2025

Agenda #:

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-020
Previous Policy #: New
Effective Date: February 12, 2025
Revised:

Emergency Telephone System Act 9-1-1 System Manager

Purpose:

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

Additional Authority:

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

Scope:

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

Definitions:

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

County Board: Shall refer to the DuPage County Board.

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

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

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

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

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

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

POLICY

I. Policy Statement

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

- (b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:
- (1) Planning a 9-1-1 system.
 - (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
 - (3) Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
 - (4) Authorizing all disbursements from the fund.
 - (5) Hiring any staff necessary for the implementation or upgrade of the system.
 - (6) (Blank).
 - (7) Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

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

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

II. Designation of 9-1-1 System Manager

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

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

III. Responsibilities

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

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

Policy adopted on, _____

Greg Schwarze, Chair



Discussion

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

File #: 25-0502

Agenda Date: 2/12/2025

Agenda #:

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-018.6

Previous Policy #: 911-026

Effective Date: February 12, 2025

Revised:

Computer Aided Dispatch Interface Funds

Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for Computer Aided Dispatch (CAD) Interface requests not suitable for 9-1-1 surcharge from user agencies that will facilitate development in a more timely manner.

Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b)

EX-003B-89 Amending Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

Scope:

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

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through the 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 each specific contract. The ETSB staff will follow DuPage County accounts payable procedures.

Definitions:

Authorized Agent: The executive officer of a fire protection district, municipality or other participating group ("agency") or their designee that is empowered to bind the agency through an Intergovernmental Agreement (IGA), Memorandum of Understanding (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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

1) 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 any first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational focus groups such as the Tech Focus Group and the CAD 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.

2) Process

- a) Agencies complete the *9-1-1 System Change Request* form from 911-018: 9-1-1 System Administration and submit the form to ETSB via the ticketing system.
- b) A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-018: 9-1-1 System Administration.
- c) Agencies shall also complete a "letter of intent" to the ETSB, indicating its understanding of and intent to enter into the contract for work.
- d) Once the Tech Focus Group has completed their review and authorized the project, the authorized agent of the Agency will initial and date the Scope of Work at least twice:
 - i) when the authorized agent, ETSB project manager and vendor agree to the initial design; and
 - ii) 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. When a portion of the

Emergency Telephone System Board Of DuPage County Policy and Procedures



Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

- e) 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.
- f) The Agency will submit a copy of their scope of work with the vendor that includes their maintenance agreement that details the maintenance hours (ie: 24/7, week days only etc). for the ETSB file.
- g) The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work.

3) Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time should 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.

The hourly rate used will be Fiscal Year in which the project was initiated. 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 work hours 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 agency’s 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 hour 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 gets 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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



An agency may have one retainer for multiple interfaces. If an agency at any time has no interfaces that are not surcharge related, they may request a refund of any remaining retainer funds.

4) **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 the requesting stakeholder Agencies who have complied with all required paperwork. Such obligations and progress 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, and the time needed by ETSB and work performed prior to submission for payment.

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

If the Executive Director and the Authorized Agency 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

**Memorandum of Understanding
CAD Interface Request
Between the Emergency Telephone System Board of DuPage County (ETSB)
and
[Agency]**

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

Interface:

Vendor name:

Type of Interface:

I. Purpose and Scope

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB CAD system and used by public safety service members within the ETSB 9-1-1 System service area.

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and not suitable for support with 9-1-1 surcharge funds.

II. Background

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the Hexagon CAD system for applications that cannot be supported with 9-1-1 surcharge funds.

Access for (describe software)

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

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

III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system via an *Edge Frontier* (Xalt Interface) interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested 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 911-018.6 Computer Aided Dispatch Interface Funds.

IV. Responsibilities of the Agency

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor. This type of work is not considered normal maintenance. ETSB CAD Administrator time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

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

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

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.

[] (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 should 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.

The hourly rate used will be Fiscal Year in which the project was initiated. 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 gets 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.

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. 911-018.6 Computer Aided Dispatch Interface Funds Policy

The Agency, specifically the Authorized Agent, have reviewed policy 911-018.6 Computer Aided Dispatch Interface Funds and understand the process and fees associated with an interface to the 9-1-1 CAD system of DuPage ETSB and agree to follow the policy as part of this MOU.

VIII. Term, Termination, and Modification of Agreement

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

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

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

Emergency Telephone System Board of
DuPage County

(Name of Agency)

By _____
Chairman

By _____
Authorized Agent

Date: _____

Date: _____

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		\$
None	Postage on rebill, email + 3 rd time certified		\$
CAD Administrator	Annual maintenance	Flat fee	\$175.00
CAD Administrator	Interface modification assistance	TBD	By Plan