



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

Final Summary

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

Wednesday, November 12, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

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

Meeting ID: 848 7706 2982

Passcode: 858115

1. CALL TO ORDER

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

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Andres Gonzalez

COUNTY CLERK:

Chad Pierce, Deputy Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Tyler Benjamin, DU-COMM

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Colin Fleury, West Chicago PD

Nick Kottmeyer, County Board Office

Mike Sampey, Village of Addison

Rachel Bata, Roselle PD (Remote)

Kimberly Blair, DMMC (Remote)

Joe Grage, Lombard PD (Remote)

Brad Malloy, Glendale Heights PD (Remote)

Jim McGreal, Downers Grove PD (Remote)

Anthony McPhearson, County CIO (Remote)

Bret Mowery, York Center Fire (Remote)

Wendy Teller, Alliant Insurance (Remote)

Matt Theusch, Citizen (Remote)

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

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SCHWARZE

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

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

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

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

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

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

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

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

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

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

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

5. MEMBERS' REMARKS

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

6. CONSENT AGENDA

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

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

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

6.A. Monthly Staff Report

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

Monthly Report for November 12 Regular Meeting

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

6.B. Revenue Report 911 Surcharge Funds

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

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

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

6.C. Minutes Approval Policy Advisory Committee

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

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

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

6.D. Minutes Approval Ad Hoc Finance Committee

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

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

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

6.E. Minutes Approval ETS Board

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

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

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

6.F. 2026 Meeting Calendars

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

2026 Meeting Calendar - Policy Advisory Committee

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

Attachments: [PAC Meeting Schedule 2026](#)

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

2026 Meeting Calendar - Emergency Telephone System Board

Attachments: [ETSB Meeting Schedule 2026](#)

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

7. VOTE REQUIRED BY ETS BOARD

7.A. Dissolution of the Ad Hoc Finance Committee

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

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

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

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

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

RESULT:	TABLED
MOVER:	Mark Franz
SECONDER:	Jessica Robb

7.B. Payment of Claims

7.B.1. 25-2648

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

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

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

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Pat Johl

7.C. Change Orders

7.C.1. 25-2654

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

7.D. Purchase Resolutions

7.D.1. ETS-R-0062-25

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

Member Robb recused herself from this item.

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

Attachments: [ESRI 925039 PRCC.pdf](#)
[Esri_Quotation_26310560.pdf](#)

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

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

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

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

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

RESULT:	APPROVED
MOVED:	Pat Johl
SECONDER:	Joseph Maranowicz

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

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

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

the Board for consideration.

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

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

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Jessica Robb

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

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

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

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

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Jessica Robb

7.E. Budget Transfers

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

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

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

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

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

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

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

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

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

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

7.F. Resolutions

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Marilu Hernandez

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

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Joseph Maranowicz

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

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

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

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

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

RESULT:	APPROVED
MOVER:	Pat Johl
SECONDER:	Kyle Wolber

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

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

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

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

RESULT:	APPROVED
MOVER:	Jessica Robb
SECONDER:	Joseph Maranowicz

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

Resolution to approve Policy 911-010: Expenditure Policy.

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

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

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

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Pat Johl

8. DEDIR SYSTEM UPDATE

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

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

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

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

9.A.1. 25-2757

CommCoach Interface Request

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

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

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

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

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

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

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

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

separate, then that is the act.

9.A.2. **25-2741**

PSAP Grant FY25

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

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

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

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

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

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

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

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

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

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

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

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

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

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. EXECUTIVE SESSION

There was no Executive Session.

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

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

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

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

13. MATTERS REFERRED FROM EXECUTIVE SESSION

14. ADJOURNMENT

14.A. Next Meeting: Wednesday, December 10 at 9:00am in 3-500B

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

Respectfully submitted,

Jean Kaczmarek



ETSB Other Action Item

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

File #: 25-2645

Agenda Date: 11/12/2025

Agenda #: 6.A.1.



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Submitted for your consideration is the DuPage ETSB monthly report for activity October 1 through October 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!

Wall of Life – Chain of Survival – CPR On August 25, 2025, **DU-COMM Telecommunicator Samantha Doron** answered a 911 call from a male subject who reported finding an individual lying unconscious on a sidewalk and immediately recognized the situation as a life-threatening emergency. Within 39 seconds, you had the call fully initiated and began assessing the patient's breathing and determining the need for CPR.

Guiding a caller through CPR is always challenging, and even more so when the patient and caller are complete strangers. Your calm, confident instructions gave the caller the courage to act. You guided him step by step, ensuring continuous care until police arrived and assumed responsibility.

Throughout the call, you remained calm and professional. You assured the caller that help was on the way and provided those reassurances multiple times when appropriate. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion.

You were an essential link in the "Chain of Survival." You delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.



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

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

Accolades – Congratulations to Addison **IT Manager Mike Sampey** on completing his ENP certification!

Wall of Life – Chain of Survival – CPR On June 29, 2025, **DU-COMM Telecommunicator Cara Payne** took a call from an upset female reporting that a 4-year-old boy had been found in a pool. You quickly confirmed that the child had been removed from the water and the caller advised that CPR was in progress. You initiated the call within 45 seconds and promptly began verifying the effectiveness of the CPR being performed.



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Congratulations on a Job Well Done! (continued)

Throughout the call, you remained calm and professional. You assured the caller that help was on the way and provided those reassurances multiple times when appropriate. You ensured that the father was still providing care until responders were right with the patient. You completed the call by letting the caller know that they had played an important roll by calling and listening to instructions. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion.

You were an essential link in the "Chain of Survival." You delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

November 17 (Monday)
December 15 (Monday)

The October 22 was held at the close of the IPSTA Conference. Approval of draft Admin Rules 1324 and 1326 was complete and a page-by-page review of 1325 was completed. Several items required legal review and a final draft is expected for the November meeting. There were over 100 people in the audience for this meeting.

Ad Hoc Finance Committee

The Ad Hoc Finance Committee voted to recommend approval of the draft FY26 budget to the ETS Board. Votes: Yes 5, No 1

Along with this recommendation, the Committee was in consensus to amend the Expenditure Policy to include language for use of the NG9-1-1 Withholding, annual one-time disbursement from the 9-1-1 Fund.

Dissolution of the Ad Hoc Finance Committee

With the approval of the FY26 budget, this committee is to be released and discharged from all further authority, duties, responsibilities, and obligations related to and arising from and in connection with the ETSB FY2026 Budget.

Policy

Policy 911-10: Expenditure Policy

Per the ETS Board consensus at the October meeting, this policy is on the November agenda for Board consideration and approval. This policy is being amended with language to provide guidance for the use of the NG9-1-1 Withholding disbursement. A redline version of changes is included on the agenda.

2026 Meeting Calendars

On this agenda are the calendars for the PAC and the ETS Board meeting dates for 2026. The PAC calendar was recommended for approval by the PAC on November 3, 2025. PAC is also



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recommending a change in the time of the meeting from at 8:15 am to 2:00 pm. The meetings will continue to be on first Monday with the exception of September because of the holiday.

Procurement / Major Contracts

Change Orders

AT&T, Inc.: Change Order #6 for 922020/5866-1

An extension on the Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs will keep the 24x7 maintenance coterminous with the new CPE contract PO 922020/5866-1 for one (1) year at the same rate it is today. The ETSB is investigating replacement systems so continued maintenance is required. The maintenance period will run November 25, 2025 through November 24, 2026.

Total amount of change order is \$16,131.24, for a new contract amount of \$5,469,971.10.

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

None for the past month.

Contracts over \$15,000 (Requiring Board Approval)

Environmental Systems Research Institute, Inc. (ESRI): Purchase Order 925039

Recommendation for a one (1) year renewal in service of ArcGIS Desktop Advanced software maintenance. ArcGIS software is used to edit and manage geographical data and includes advanced analysis and cartography tools. At the recommendation of the County GIS Manager, one (1) secondary license was removed as no longer necessary for ETSB operations. ESRI has provided a quote at the same cost as our current licenses. This renewal period will run January 1 through December 31, 2026. Total cost of the renewal: \$17,155.00.

Alliant Insurance Services, LLC: Purchase Order 925026

This request is for insurance services for one (1) year. The policy period runs from December 19, 2025 to December 19, 2026. Alliant Insurance Services continues as the insurance broker for the County and ETSB and has made recommendations for the upcoming year based on the current state of the Market. Alliant representatives will be available via Zoom to answer questions.

Total Amount: \$123,052.00.

Property/Equipment/General Liability: The VFIS (Volunteer Firemen's Insurance Services, Inc.) policy covers equipment, property, portable equipment, general liability, management liability, and umbrella insurance coverage through National Union Fire Insurance Company of Pittsburgh, PA for a cost of \$102,729.00. There is an increase of \$22,967 in cost commensurate with the increased value of radio equipment. The deductible for property and lost/broken radios remains at \$2,500 per claim.

Cybersecurity: The cybersecurity application was sent to eight (8) carriers. The cybersecurity proposal obtained through the current carrier, Hudson Specialty Insurance Co., increased by 20%, with no change in terms, whereas Lloyd's of London (CFC) presented a proposal which reflects a decrease of \$201 over FY25, with enhancements not provided by Hudson. The premium for cybersecurity coverage through CFC is \$20,323.00.

RapidSOS LLC: Purchase Order 925041

The RapidSOS Communicator Module is a language translation service requested by the PSAP Directors to assist with on-going issues with the unavailability of a live translator via phone or the delay in connection during a 911 call. This voice, text, and video channel module will significantly reduce call



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processing time and frustration associated with current voice only translation services. The Communicator Module was recommended for approval by the Ad Hoc Finance Committee during the October 8 meeting. Communicator will be added to the existing portal in the ACDC and DU-COMM PSAPs for an initial two (2) year term with option to renew for three (3) twelve-month periods. There will be a window 90 days prior to the renewal date for the Board to consider continuing with this product beginning in year three. A similar process is in place for Smart911 renewals. The initial two (2) year term will run November 12, 2025 through November 11, 2027.

Total amount for the initial term is \$255,904.00, and a total contract amount of \$664,876.60.

Budget Transfers

There is one budget transfer of the capital costs associated with the Motorola PO 921054/5522-1 Change Order #7 executed on the October 10 board. Shipments of radios and accessories have been arriving and this transfer from 54199: Capital Contingencies to 54110: Capital Equipment will allow for payment of the invoices as they come in.

Total amount of transfer: \$2,840,000.00.

Open Purchase Orders for FY2026

There is one open purchase order on the agenda for FY2026 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. The request is for thirteen (13) months, from December 1, 2025 through December 31, 2026, to allow for overlap into the next fiscal year to avoid a gap in purchasing ability.

Motorola Solutions, Inc.: Purchase Order 925042 Blanket Purchase Order

This request is for a thirteen (13) month blanket PO which will allow ETSB to service and maintain the portable radios and radio consoles in the DEDIR System. There is no change in the amount of the value as the police radios are now three years in service and requests for replacement radio cords and other items is increasing. ETSB will be utilizing the IL STARCOM Master Contract CMT2028589.

Total Authorized Amount: \$75,000.00.

Open Purchase Orders for FY2025

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

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	\$ 75,000.00	\$ 42,187.46	\$ 32,812.54

Payment of Claims:

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



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Bills List FY25

Internal Payments FY25

The November Bills list will also include the interdepartmental transfer from ETSB to various County departments for cost sharing purposes and copy paper charges through the Mailroom. The amount of the transfer is: \$233,157.78.

Amount	Department	Services
\$57,500.00	Finance / CPA	Accounting Services
\$25,000.00	Finance / A/P	Accounting Services
\$36,000.00	County Auditor	Audit Review
\$60,000.00	State's Attorney's Office	Legal Services
\$10,000.00	County Information Technology	Network/DuJIS
\$36,000.00	County Information Technology	NG911 GIS Support
\$77.78	Mailroom	Copy Paper
\$8,580.00	Facilities Management	IGA/Shelter Lease

External Payments FY25

Total for Fund 5820 for the November 12 meeting: \$5,800,102.94.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,157,735.81.

The June surcharge was received on October 8 in the amount of \$1,128,059.57. With one month remaining in the FY25 fiscal year, the monthly Equalization 9-1-1 surcharge revenue is: \$12,173,767.46 from the projected \$14.1M.

Pleasantview Fire Protection District Membership: \$28,485.24

The annual payment was received from Pleasantview Fire Protection District on October 27 for their DEDIR System membership fee.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Per CB-O-0002-24 County Ordinance Section 20-40:(4)(c)(iv) all assets purchased with 9-1-1 surcharge are property of DuPage County. 393 7000XE radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System. The 9-1-1 System Manager recommends these be declared as surplus to allow for sale and has been approved by the County Chief Finance Officer per county ordinance. A resolution for the sale to Adams County will finalize the transaction.

Sale of Surplus Assets: On this agenda is a resolution for the sale of surplus assets. 90 of the legacy APX7000XE VHF portable radios and 22 APX7000 7/800 VHF portable radios are requested by Adams County at a cost of \$500.00 each. Because the total value of the sale is over \$25,000, this resolution will go on the DuPage County Finance Committee evening meeting agenda for recommendation to the County Board on November 12, after approval at the ETS Board on the morning of November 12. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 47105: Proceeds for sale of assets, per the Finance Department.

Total Contract value: \$56,000.00.



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9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events: October 2025

Agency	Date	Description of Issue	Resolution
ACDC PP Agency	10/9/25	MPS Unit screen not showing any data.	Restart services.
Central DuPage Hospital	10/12/25	Need Help with installing for MPS	Work him and help user to install MPS.
Oak Brook Fire	10/21/25	MPS Unit screen not showing any data.	Restart services.
DU-COMM	10/25/25	Need Help reset password for on-call.	This call was for RMS team.
DU-COMM	10/27/25	Lombard Officer need help with MPS.	Work with Officer to resolve this issue. User was not able to login in MPS.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There are two remaining punch list issues:

1. Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.
2. Genovation Keypad Issue:
 - ACDC: Update Complete.
 - DU-COMM: Scheduled November 10.

CPE XSTL Configuration Parsing Task:

- ACDC: Completed April 2025.
- DU-COMM: Scheduled November 18.

DuPage Justice Information System (DuJIS)

CAD Focus Group. Next meetings are November 4 and 18 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

Agency Members	10/7/25	10/21/25	ACDC Members	10/7/25	10/21/25
DC James Fitzgerald, Westmont FD			Lindsay Bukovic	A	
Sgt. Will Fuentes, Addison PD	A		Kristina Iazzetto	A	
DC Jose Gonzalez, Addison PD	A		Ben Koechling		
DC Scott Gray, Lisle-Woodridge FPD	A		Abby Medina	A	
Ofc. Robyn Lyons, Wood Dale PD			David Dobey		
BC Joe Ostrander, Tri State FPD			Christopher Norton	A	
Chief Steve Riley, Westmont FD			Christopher Willadsen	A	
Ofc. Marcus Rivera, Addison PD	A		Marilu Hernandez		
Sgt. Dan Taylor, Lisle PD	A		Mike Sampey		
DC Rachel Bata, Roselle PD	A		Eric Burmeister		
			Michele Beebe	A	



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DU-COMM Members	10/7/25	10/21/25	ETSB Members	10/7/25	10/21/25
Tyler Benjamin			Gregg Taormina		
Steve Pirog			Kris Cieplinski		
Eric Roberts			Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	
Amanda Schretter	A				
Ryan Miller					

The CAD Focus Group met on October 7 & 21 (Informational). The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration. The October 21 meeting was *Informational* because of the number of Focus Group members that were at the IPSTA Conference in Springfield. See the System Memos section for current status.

9-1-1 System Memos:

New Memos: None in the past month.

Closed Memos:

Memo 133: CAD Config CAD Notes Chronology Cluttered

Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently

Pending Research:

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

Status : Under Discussion.

The Tech Focus Group has discussed the planning of implementing MFA within the ETSB infrastructure.

The group has agreed to roll out each of the initiatives in a phased approach. The first phase will address AD/Domain Administrative accounts, the second phase will address Local Administrative accounts and phase three will address web-based applications.

Memo 135: Closest Unit Dispatching.

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

FSA continues to review this memo and during the last discussion agreed to put this item on hold until all the fire radios have been distributed to the agencies.

Memo 137: Hidden Pop-Up Messages.

Status: In-Progress

In discussions with Hexagon this month, ETSB provided additional details and screenshots of the pop-up message. Hexagon is now looking into the possibility of this image to always be on top and not hidden behind additional screens

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

Status: Testing

The ETSB CAD Administrator was successful and updated the forms within the MPS system that will allow LEADS numbers to be run independently within MPS. Memo 139 (LEADS) this was final tested by ETSB and will be communicated at the next CAD Focus meeting for agencies to perform testing.

Memo 140: Unit Status only Displays Vehicle Location.

Status: Pending Additional Research.



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ETSB has reached out to our Hexagon vendor for information and details surrounding the Converged API usage within the CAD environment.

The current officer status within MPS will only display the location of the officer's vehicle, and this can be problematic during foot pursuits and prolonged scenes.

Enhancement Request:

Memo 136: Copying Events to another Town.

Status: Pending demo of an alternative.

HxGN reached out with some additional information. Within the CAD system it is inherent to the system's functionality and cannot be altered. However, if you can hard code the agency and dispatch group for the copied event, you can create commands or buttons that facilitate copying without any prompts, but it must always involve the same agency and group. ETSB is discussing this additional feedback from HxGN.

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

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	456	406	314	241
CAD	516	516	499	534	253	207
Total	1140	1140	955	940	567	448

MPS Ticket Reporting:

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De- Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
45	36	8	7	12	1	4	3	2	3	5

CAD Ticket Reporting:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
30	19	16	12	0	2

CAD Manager:

Database Management:

Developed a query to export Axon BWC data for Lombard PD, supporting Axon-specific data retrieval needs.

CAD Configuration:

- Administered user accounts within CAD, including onboarding and deactivation as required.
- Uploaded PrePlan to CAD across multiple agencies to enhance situational readiness.



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- Provided comprehensive CAD support through direct user engagement and issue resolution.

CAD Issue Resolution:

- Collaborated with Hexagon to diagnose and address an unresponsive popup issue within the CAD Workstation.
- Resolved issue with Addison Fire Deployment plan, where it did not want to log on Addison units with the correct beat.

System Development and Deployment:

- Refactored the MPS LEADS form for improved layout and usability, incorporating the LEADS Number functionality developed last month. The updated form is now ready for testing.
- Successfully executed a map roll to the PRODUCTION CAD environment, ensuring seamless deployment.

Collaboration and Meetings:

- Continued joint efforts with ETSB staff to support MPS users and troubleshoot field-level anomalies.
- Partnered with Deccan International to resolve Livemum connectivity issues and configure the application to run as a service using custom software provided by Deccan.
- Engaged with two fire departments to discuss ImageTrend integration for EMS reporting workflows

CAD Interface Projects:

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

Current Status: Expected Go-Live April 30, 2026

ETSB supplied the new view data point configuration to Axon. This implementation will begin once the Oak Brook project has moved into the testing phase.

Estimated Cost: \$3,947.32

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

Current Status: In Process

ETSB has been working with Oak Brook, Axon and DU-COMM to resolve the network issues of Oak Brook accessing the secondary archive system. On August 27, ETSB advised DU-COMM that there are firewall rules that may not be in place to allow access to the ETSB network. DU-COMM and Oak Brook are currently working together to resolve that issue. Testing will begin within the next few weeks.

Estimated Cost: \$3,947.32

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

Current Status: On Hold per Oak Brook

Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.

ETSB Estimated Cost: \$4,508.00

Hexagon Quote Xalt Interface: \$28,204.40

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

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

DU-COMM's original request was an asynchronous interface for CommsCoach. On May 15, 2025, DU-COMM requested a change to an API. The cost was approximately \$15,000 for the API. The three vendors involved came to an impasse which led to Motorola withdrawing the cost for the interface but also



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limiting support. This limitation was conveyed to DU-COMM by ETSB indicating a need to have a joint meeting. DU-COMM met with the CommsCoach vendor separately and on November 5, 2025, requested a return to the asynchronous interface configuration. ETSB staff has not yet met with the vendors and is uncertain whether this is the most appropriate connection for this software.

Additionally, ACDC has now expressed an interest in this software in which case, would it be a more beneficial use of tax payer money to have ETSB purchase this software for both PSAPs?

ETSB Estimated Cost: \$4,508.00

Motorola API Interface Quote: \$15,079.93 withdrawn

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

Current Status: Pending Approval

Bartlett Fire has requested to modify their CAD interface to include the Location Services Information (LSI) Data into Tablet Command. The interface shall query for LSI data based upon the creation/update of CAD Event record and incident location. The results of the LSI/Special Situations query will be provided as text records via JSON payload.

Hexagon Interface Quote: \$15,734.40

ProQA Version v5.1.1.53 Logic Version 14.0.467

Current Status: Notification October 24, 2025 of release notes

ACDC: Pending Review

DU-COMM: Pending Review

Network

	Year to Date 2024	
Category	Opened	Closed
Absolute Secure	155	155

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
98	95	229	231

Past Month

Totals			Categories of Open Tickets			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
2	18	16	10	8	0	0

ETSB Network – Absolute Secure:

ETSB reports no issues reported for the month of October 2025.

Comcast Maintenance/Trouble Tickets:

ETSB experienced one incident during the month of October. Comcast incident INC008845276, damaged fiber that impacted ACDC. Impact lasted eight hours and was isolated to internet access only. There was no impact on the CAD system or the ability to service 911 calls.

Windows Patching:

Quarterly patching updates will be performed in October 2025. Completed successfully.



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Absolute Secure:

ETSB currently has 980 licenses in use.

VMware Maintenance:

No maintenance updates were performed in October 2025. ETSB is planning for the upcoming maintenance on the SQL servers. Originally planned for the month of September. ETSB pending update from Hexagon on SQL server updates.

Tech Focus Group:

County IT	10/6/2025	10/20/2025	ACDC Members	10/6/2025	10/20/2025
Don Ehrenhaft			Mike Sampey		
			Keith Marc		
			Jim Connolly		
Sheriff IT	10/6/2025	10/20/2025			
Jason Snow	A	A			
DU-COMM Members	10/6/2025	10/20/2025	ETSB Members	10/6/2025	10/20/2025
Erik Maplethorpe	A		Gregg Taormina		
Eric Roberts			Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski		

Tech Focus Meeting this month: October 6 and October 20.

October 6: Team reviewed outstanding initiatives noted below. No new topics were requested by the members.

October 20: Additional updates on the discussion topics above were provided. No new topics were requested by the members.

Access Interface Requests:

No requests for the month of October 2025.

Purvis Central Server Upgrade:

Discussed with the group members the next step in the upgrade. Purvis and ETSB will begin the server migration process after November 12, 2025. Once we have outlined all the tasks, this will be communicated to the focus group members for additional discussion and review.

UPS Battery Replacements Project:

ACDC: Completed

DU-COMM: Completed

All battery replacements were completed at both centers during the week of October 21, 2025. Next scheduled replacements will be in 3 years. ACDC advised that they were concerned about the initial voltage readings that were provided by Eola. They did not appear to be consistent across all banks. ETSB has reached out to Eola for additional information.

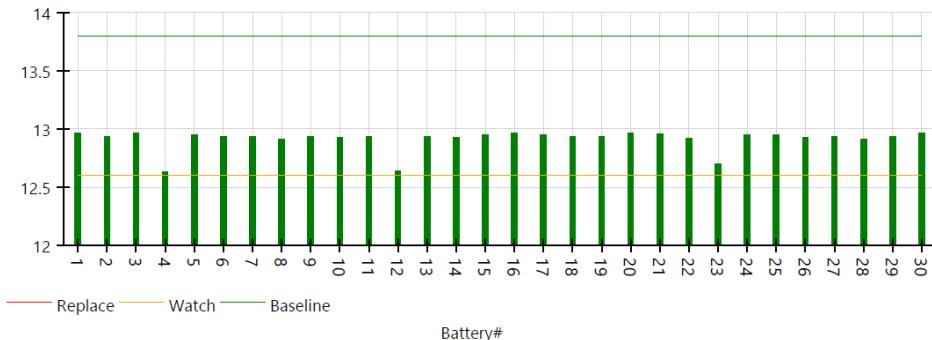


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VRLA Battery - String 1

VRLA Battery DC Volts Chart



Fire Station Alerting System (FSAS):

	Year to Date 2024	
Category	Opened	Closed
FSA	221	221

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
161	138	153	149

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
6	9	6	2	1	0	0

Purvis Ticket Status Update:

Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
9/22/25	10/17/25	Warrenville Station 11	Existing Amplifier	Non-Purvis Issue
9/25/25	10/1/25	Station 94	Message Board	Replaced Component
9/30/25	10/1/25	Oakbrook Terrace Station 49	Reader Board	Restart/Power Cycle
10/9/25	10/21/25	Lombard Station 44	Hardware/RTS	Replaced Component
10/9/25	10/22/25	Hanover Park Station 15	Hardware/Reader Board/Ethernet Module	Replaced Component
10/17/25	10/17/25	Addison Station 72	Hardware/Message Board	Restart/Power Cycle
10/27/25	10/27/25	ACDC	DM Console Unresponsive	Non-Purvis Issue
10/28/2025	10/30/2025	Downers Grove Station 101	Station 101 - Speakers	Non-Purvis Issue
10/29/2025	10/29/2025	ACDC	DM Console Down at ACDC PSAP	Non-Purvis Issue



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Projects:

Fire Station Alerting System-wide Upgrade:

Status: In-Progress

ETSB and Purvis have established the server migration plan.

The Migration process:

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

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

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

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

Message Board Task:

Status: In-Progress

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

Itasca Fire Protection District New Station #67:

Status: Pending Delivery of Equipment

Equipment wiring has been roughed in and the ceiling grid has been installed. The device installation is scheduled to begin on November 10, 2025. Purvis devices will be installed in the rack location with the additional radio and networking equipment.

The builder is confirming whether a house light controller exists for Purvis integration at the station, and update will be provided once this has been confirmed.

Fire Standardization Focus Group (FSA):

The meetings for this month: October 9 (Informational) and October 23.

Focus Group Voting Members	10/23/25	Talk Group
Chief Johl, Wood Dale FD Co-Chair		ACDC 2
Chief Spinazola, Downers Grove FD Co-Chair		Fire South
Chief Brenn, Tri-State FD	A	ACDC 1
Chief Riley, Westmont FD		ACDC 1
Chief Cassady, Glenside Fire		Fire North



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

LiveMUM Application:

ETSB and Deccan have scheduled a workshop meeting for the December 4, 2025 Fire Standardization meeting, the items below will be covered during the workshop:

Agenda:

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

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

Action Items:

- Unit Review – Determine if there are any units (particularly MA) to add that may be missing from the system. Unit spreadsheet provided to the group for review and validation of any



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missing units that need to be added and or removed.

- Incident Types – Review all incident types in the system to ensure nothing is missing, in addition determine if there are incidents that should automatically trigger move ups if a unit is on it.
- System Configured ETBs – From the spreadsheet provided, the items that are highlighted will trigger a long call (and possible move up). Review what will cause a long call and determine if a change is needed. Please note, three things can trigger moves: the combo of unit type (so long calls can be unique for engine, truck, and medic capabilities), unit status, and inc type. As those change, so will the ETB. If an agency wants different move-ups, special unit types can be configured so specialized ETB's can be utilized.
- Review the list of special stations in the application. If the units are in garage, they will not provide coverage in LiveMUM and will not be in the depths. If the units are in Perk, they do not exist in the depths, but if a unit happens to be in that station, it provides bonus coverage, and no move is needed.

Geographic Information Systems (GIS):

	Year to Date 2024	
Category	Opened	Closed
GIS	612	612

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
445	337	520	302

Past Month									
Totals					Categories of Open Tickets				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
78	2	126	96	96	28	19	7	5	0

GIS Map Roll:

ETSB, in collaboration with County GIS, performed map roll in production map roll during the week of October 7, 2025. ETSB is now planning an additional test map roll for the week of November 3, 2025. Once completed and validated, the production map roll will follow prior to December 1, 2025.

GIS Redistricting Annual Status:

No new projects in October.

GIS Projects:

Darien-Woodridge Fire Protection District Redistricting

Project started: June 3, 2025 Ticket #17456

Current Status: In Process.

Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS compiled and sent a large format PDF map on July 17, 2025, of Darien-Woodridge's jurisdictional boundary for Darien-Woodridge to mark up their new fire district boundaries to then send back to GIS. One hour was spent in GIS compiling this PDF map. Darien-Woodridge reached out to County GIS on



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August 22, requesting a version of the map that contained current zones/beats, 4, 6, 8 & 9 minute travel time rings for each station in a PDF format and shapefile format. County GIS provided the additional files on August 26, and currently pending response from Darien-Woodridge.

Completed Projects:

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

NG9-1-1 GIS Mapping:

Database Version and Updates: Work continues on clean up.

DPSO Project: The Sheriff's Department, via IGA with the City of Wheaton, will assume the east portion of the County Campus for 9-1-1 calls. ETSB and County GIS are working on implementing the changes for the December 1 cutover.

School Critical Incident Mapping:

DuPage School Critical Incident Mapping Task Force (DuSCIM):

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

DuJIS PRMS:

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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

AXS Consoles:

Status: In-Progress

Current Open Items: 27

Closed Items: 2 in October

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

Incident Number	Site	Ticket Open Date	Description	Updates
INC0002772156	ACDC	7/18/25	Lost all communication on STARCOM	FSO attempted to reproduce on 9/22/2025 Check with Ted
INC0002903122	DU-COMM	8/14/25	CSEASTRO-3925 - We have 5 consoles log out on their own and are locked out.	Fix identified. New software expected Nov/Dec Keep the case open



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INC0002940242	ACDC	8/21/25	On 8/20 at 16:02 CST they had emergency alerts created by Westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individual	FSO was not able to reproduce. on 9/18/2025. Engineering wants to look at the logs from the testing. Pulling the logs back from op 5 at ACDC and posting for engineering.
INC0002976535	DU-COMM	8/28/25	DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	Fix identified. New software expected Nov/Dec
INC0003033859	DU-COMM	9/10/25	OP 22: CRITICAL MALFUNCTION: CONSOLE	Engineering investigating Same cause as INC0003057075 INC0003024584
INC0003050072	ACDC	9/12/25	Previous closed inc#: INC0003013659 New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Engineering investigating. DFSI ISSUE
INC0003057075	ACDC	9/15/25	Op1 not connected. as of 9/12/2025 00:37:12 am	Engineering investigating. This issue is a duplicate of INC0003033859 INC0003024584
INC0003068101	ACDC	9/17/25	Op 29 stopped working 9/16/2025 17:50 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect.	Logs collected. Will be escalating to Engineering. Pop up has shown at both centers
INC0003087544	DU-COMM	9/21/25	Pos 30 Unselect speaker had no volume at all	After reboot audio was working but 15 mins later continued having issues with radio Audio and unselect/select speakers. Cable issue, waiting on new cable. Motorola ordered.
INC0003092574	ACDC	9/22/25	Speakers are DEAD	Will need logs gathered. also need to verify if the issue was before or after the reboot for patching installs.
INC0003024584	ACDC	9/8/25	AXS Console log out OP 19	Engineering investigating. This issue is a duplicate of INC0003033859, INC0003057075
INC0003098713	DU-COMM	9/23/25	OP position 5 random logout. "Authentication Error, You have been logged out, please log in again".	Gathering Data for Escalation
INC0003115971	DU-COMM	9/26/25	Console logged out with a pop-up window in the top center of the screen. Unfortunately, the TC clicked okay before we could see what the box said	Gathering Data for Escalation
INC0003154761	DU-COMM	10/5/25	DU-COMM Dispatch – Site OP04 Auto-logged off	Gathering Data for Escalation
INC0003166453	DU-COMM	10/7/25	On 10/7/2025 I arrived for duty at 0600, no one had been sitting at Positions 33 and 34. I was advised around 07:40 that the AXS radios at those positions had been logged out.	10/9 Logs from OP33 show similar sequence of messages I saw on OP5 from Sept 22
INC0003179755	ACDC	10/9/25	Intermittent problem with Fire layouts.	Investigating
INC0003180202	DU-COMM	10/9/25	Console 27 logged off	Gathering Data for Escalation
INC0003182936	ACDC	10/10/25	Console reboot OP 4	Gathering Data for Escalation
INC0003190956	DU-COMM	10/12/25	Radio at position 18 that logged itself out	Gathering Data for Escalation



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INC0003198995	DU-COMM	10/14/25	All Channels on FD Tab began disconnecting in rapid succession, followed by an error message on the screen stating, "No Connection	Need LAN Captures and sysinfo. Ted to do on 10/15/2025
INC0003205353	DU-COMM	10/15/25	Position 23 auto logged off while TC was working.	New Incident no update yet
INC0003208294	DU-COMM	10/15/25	It was noticed around 15:30 that the position 22 had logged itself out.	New Incident no update yet
INC0003220290	ACDC	10/17/25	OP 4 logged out of AXS session	Computer was investigated and it was determined several kernel errors were present. Motorola recommend to replace the computer.
INC0003221760	DU-COMM	10/17/25	OP 6 will not transmit via desktop paddle or foot peddle. We can receive radio traffic but not transmit.	New Incident no update yet
INC0003222665	DU-COMM	10/18/25	OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	New Incident no update yet
INC0003231397	DU-COMM	10/20/25	OP position 8 no record audio	New Incident no update yet
INC0003231566	DU-COMM	10/20/25	OP 9 random log off radio	New Incident no update yet

Firmware Update:

Firmware - Police: Jennifer Jager, the Radio System Manager, is preparing a firmware update. This was reviewed at PAC on Monday, November 3. Slides will be sent to remind each agency of the procedure when the firmware is ready to be released. This does not affect fire agencies. Please update the firmware prior to your agency's encryption on-site visit. We plan to begin these visits in December.

APXNext XN:

Deployment: Complete

Fire radio deployment was completed on October 24, 2025. Yea! Thank you to the fire agencies that provided breakfast, beverages or treats (depending on the time of day) to ETSB staff and OHSEM volunteers who deployed radios on site. We appreciate the hospitality and the assistance on location, and in having all your equipment ready and firefighters to haul boxes of equipment for us.

NWCD Encryption Cutover:

NWCD went live on October 15 with their encryption plan for fire. Certain DEDIR System fire agencies that work daily with NWCD fire agencies experienced some disruption of service because NWCD patched their clear and encrypted talk groups together. When the patch was removed, those agencies with the clear channel in their user select bank had to locate the encrypted talk group in their other radio banks.

Testing the new XN radio with NWCD is an operational issue with each Chief taking the lead. Some agencies chose to have the clear talk group in their user select bank or didn't realize that there were two options. ETSB asked fire agencies that wanted to move the encrypted talk group to their user select banks to submit a Zendesk ticket to ensure ETSB staff documented all changes so that on the following day, when NWCD finished their cutover changes could be pushed to the radio.



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Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. Please make sure you complete this update so that the firmware update can be deployed. 209 radios need to complete this update. See the attached list below.

Fire Ground update: Once the NWCD update has been complete. A second update will be pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only.

Agency	% Complete	# Pending Update
Hanover Park FD	100%	0
Roselle FD	100%	0
Wheaton FD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Addison FPD	80%	15
Bartlett FPD	93%	4
Bensenville FPD	97%	1
Bloomingdale FPD	60%	23
Carol Stream FPD	97%	2
Clarendon Hills FD	87%	3
Darien-Woodridge FPD	82%	5
Downers Grove FD	65%	14
Elmhurst FD	77%	7
Glen Ellyn FD	67%	18
Glenside FPD	77%	6
Hinsdale FD	94%	1
Itasca FPD	50%	12
Lisle-Woodridge FPD	74%	14
Lombard FD	85%	11
Oak Brook FD	91%	3
Oakbrook Terrace FPD	59%	9
Villa Park FD	79%	5
Warrenville FPD	45%	18
West Chicago FPD	73%	15
Winfield FPD	97%	1
York Center FPD	70%	7
Tri-State FPD	84%	8
Pleasantview FPD	73%	7

Encryption:

ETSB staff continue to work on an encryption plan. Goal: Q1 of 2026.

Between November 1 and November 17, all agencies should submit any alias updates and any *user select zone* changes. There will be a *freeze* on these requests so that the code plugs can be adjusted. The *freeze* will begin close of business 11/17/25 – no exceptions – all changes submitted after 11/17/25 will be held until encryption is complete. The Podcast, which was designated *Informational* because of



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the Thanksgiving holiday, was sent out the afternoon of November 3 after the PAC meeting. A calendar invite was sent out for Friday, November 14 as a reminder to DEDIR System POCs.

A schedule for Police Agencies' First Touch for encryption will be posted on Monday.com. See the chart for the estimated time at your agency; dates are to be determined.

During these visits:

- The radios will be checked for the firmware update.
- A new police battery will be swapped during the encryption touch.
- Any remaining APX7000s, chargers, etc will be picked up at that time. A list will be sent to the agency for checkoff.
- ETSB owned APX4000s will not be updated at this time.
- Any agency owned radios must have a Zendesk ticket submitted to ensure they are part of the encryption plan. Aiming for no surprises. Agencies should ensure all radios are available on the date of the site visit. After the location visits, a list will be run to determine if there are any radios that have not been updated. If there are radios, those agencies will be contacted and will have to bring their radios to ETSB to complete the First Touch.
- The chart below was provided to give agencies and idea of how long the System Manager would be at their location.

Agency	Total	Hours per Site
Addison PD	75	6.3
Bartlett PD	68	5.0
Bensenville PD	59	4.9
Bloomingdale PD	52	4.2
Burr Ridge PD	29	2.3
Carol Stream PD	75	5.8
Clarendon Hills PD	17	1.2
Darien PD	48	3.0
Downers Grove PD	102	6.0
Elmhurst PD	98	6.8
Forest Preserve PD	26	2.2
Glen Ellyn PD	49	4.1
Glendale Heights PD	67	5.3
Hanover Park PD	86	7.2
Hinsdale PD	29	2.1
OSHEM	14	0.2
Itasca PD	26	2.0
Lisle PD	43	3.1
Lombard PD	79	5.8
Oak Brook PD	58	4.4
Oakbrook Terrace PD	22	1.8
Roselle PD	46	3.2
Sheriff	448	13.9
Sheriff DCHD	5	0.0
SAO	20	0.3
Villa Park PD	56	4.1



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Warrenville PD	40	2.8
West Chicago PD	52	4.2
Westmont PD	43	3.5
Wheaton College	5	0.0
Wheaton PD	106	6.0
Willowbrook PD	31	2.3
Winfield PD	19	1.6
Wood Dale PD	42	3.3
Woodridge PD	59	4.3

Mobile Deployment:

The purchase order for new mobiles was approved at the ETSB October Board meeting. ETSB staff are working with the Tait vendor to begin the replacement process pending arrival of the equipment. Installed 8500 mobiles will be returned to Motorola when a replacement is received.

CommandCentral Aware:

This policy was on the PAC agenda for discussion. Issues: Outside agency participation, DEDIR System intra-agency participation, visibility of investigators and other sensitive assignments. More information from participating Chiefs is needed. Staff are working on a survey or similar document to collect data.

APX4000:

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

Wheaton PD

PAC Focus Groups

The Police Focus Group met on October 1; no November meeting is scheduled as of the writing of this document.

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

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – October 1, 2025

AXS: Motorola is pursuing additional product team involvement to address issues we are seeing with logouts. Dan Tipton was not able to join the call last week to address the tickets and the ongoing process, but we hope to have him on the next call to discuss the standing of these issues and where Motorola stands with the troubleshooting.

DFSI: Matt worked with our product team to look for methods of adjusting audio levels to meet issues we are seeing. There are some potential fixes. We have made changes to the KenComm system to see if this adjustment will help with the audio levels. We are currently working to test this adjustment to see if it is successful and if so we can push this adjustment to the ACDC system.

Additional update on Alias adjustments, we have the list of information on making changes to the alias and are meeting with Jim and Keith this Friday 10/3 to discuss making alias changes.



Emergency Telephone System Board of DuPage County Monthly Report

November
Board
Meeting

Encryption: Scheduled review with ETSB on 10/2 in the AM to review plan and updates.

Motorola Wednesday Morning Status Call – October 8 , 2025 – no call

Motorola Wednesday Morning Status Call – October 15, 2025

AXS: We are continuing to see logout issues at both centers. We are working to resolve the issues with our engineering and product teams. Currently they believe they have a fix for the issue that will result in a software update. Waiting on information to come down so we can get installation and implementation information.

DFSI: Jordan is working to resolve items that ACDC is asking for regarding documentation and port information. He will provide that to Jim by the end of the week for review.

Encryption: Matt Downer is still revising the documentation on the encryption plan based on the additional details and steps as requested in the previous meeting. This report should be completed in the next few days, at which time I will forward it to Linda for review.

Motorola Wednesday Morning Status Call - October 22, 2025

AXS: Continuing to see logout issues. Had Dan and Mark on from Motorola to address tickets open and the potential software patch to resolve these logouts. They stated that the software update should be available next week, and we can look to install it on two positions. Keith said he was good and would pick two positions for testing. We will provide information on installation once available.

DFSI: Jim had some items on his list of documentation that needed to be updated and addressed. We set up a call with Jordan Worobey and Matt Downer for the end of the week to run through the issues so we can get them resolved. I will invite Gregg to attend as well for any clarification he may need.

Encryption: Matt will send out the revised encryption plan this afternoon so Linda has an opportunity to review it. He has completed his changes at this time.

Motorola Wednesday Morning Status Call - October 29, 2025

AXS: The software update is supposed to be ready as of 10/31. Motorola has an internal meeting on Friday to discuss the update further with engineering and product group to get a full understanding of implementation. We plan on looking to install at ACDC next week based on the engineering recommendation for number of positions and versions. I will follow up with ACDC and ETSB once I have the final review from the engineering team.

DFSI: Following the call with Jim, Matt and Jordan last week, Jordan and Matt worked to complete the items that Jim had outstanding on his list. At this time all has been completed outside of the block diagrams, which Matt Cragg is working to provide. I am following up with Jordan this afternoon (10/29) to make sure he provides Jim with the updated documentation as promised.

Encryption: Encryption plan is complete, but Linda has suggested that she would like to run the plan similar to how NWCD did their encryption change. Motorola is gathering information on the NWCD plan so that we can compare if and how the plan would work for DuPage. Current status is that we are working to get this information and review as quickly as possible. More information to follow once we have had a chance to review.



Emergency Telephone System Board of DuPage County Monthly Report

**November
Board
Meeting**

Fire agencies that have submitted the Certification/IGA as of 10/31/25: Complete

	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
<u>Agencies that do need an IGA</u>						
Bartlett FPD	X	X	X		X	August 29
Bloomingdale FPD	X	X			X	October 9
Carol Stream FPD	X	X	X		X	August 21
Clarendon Hills FD	X	X			X	October 9
Darien-Woodridge FPD	X	X			X	October 7
Downers Grove FD	X	X			X	October 7
Elmhurst FD	X	X			X	October 9
Glen Ellyn VFC	X	X			X	October 17
Glenside FPD	X	X			X	October 9
Hanover Park FD	X	X			X	October 6
Hinsdale FD	X	X			X	October 23
Lisle-Woodridge FPD	X	X	X		X	October 16
Lombard FD	X	X			X	October 6
Oak Brook FD	X	X			X	October 21
Oakbrook Terrace FPD	X	X			X	October 21
Roselle FPD	X	X	X		X	September 11
Villa Park FD	X	X			X	October 6
West Chicago FPD	X	X			X	October 6
Wheaton FD	X	X			X	October 10
Winfield FPD	X	X			X	October 10
York Center FPD	X	X			X	October 17
Total	21	21	4	1	Complete	Complete

Agencies that have an IGA

Addison FPD	X	X	N/A	2022	X	September 12
Bensenville FPD	X	X	N/A	2022	X	August 28
Itasca FPD	X	X	N/A	2022	X	September 2
Pleasantview FPD	X	X	N/A	2022	X	September 3
Tri-State FPD	X	X	N/A	2022	X	September 4
Warrenville FPD	X	X	N/A	2022	X	August 25
Westmont FPD	X	X	N/A	2022	X	August 26
Wood Dale FPD	X	X	N/A	2022	X	August 25
Total	8	8		8		
Grand Total	29	29	4	9	Complete	Complete

Police agencies that have submitted the Certification/IGA as of 10/31/25:

	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
<u>Agencies that do need an updated IGA</u>					
Bartlett PD	X	X			
Burr Ridge PD	X				



Emergency Telephone System Board of DuPage County Monthly Report

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Carol Stream PD					
Clarendon Hills PD	X				
Darien PD					
Downers Grove PD	X	X			
Elmhurst PD					
Glen Ellyn PD					
Hanover Park PD		X			
Hinsdale PD	X	X			
Lisle PD					
Lombard PD	X	X			
Oak Brook PD					
Oakbrook Terrace PD					
Roselle PD	X	X			
Villa Park PD					
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			
Winfield PD	X	X			
Woodridge PD					
Total	10	10	0	0	
<u>Agencies that have an IGA</u>					
Addison PD	X	X	N/A	X	
Bensenville PD			N/A	X	
Bloomingdale PD			N/A	X	
DuPage County Forest Preserve			N/A	X	
Glendale Heights PD			N/A	X	
Itasca PD			N/A	X	
Westmont PD			N/A	X	
Wood Dale PD			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	2	1		9	
Grand Total	12	11	0	9	

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: October 27, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables:

All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes.

APX Next Police Portable:

The ADP to AES encryption plan is currently under discussion. Motorola Solutions held a meeting with ETSB and provided an initial draft of the plan. After review, more detail was added and an updated plan provided to ETSB. However, changes to the existing plan are also being discussed looking into the possibility of patching talkgroups temporarily to simplify the transition for the users. A follow-up meeting is being planned within the week.

APX 4000 Portable:

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

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:

Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APX7500 Mobile:

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

Encryption:

The APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APXNext. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

ETSB and Motorola are finalizing the schedule for the first phase of encryption for police radios which will be site visits to touch the radios.

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Programming – Projects

Codeplug updates: Fire agencies were sent updates for two changes: NWC FD channels 1-4 have been updated to point to NWCD's new encrypted talkgroups. Second, both vFD3 and vFD3 Direct frequencies were updated. These changes have been sent to the fire radios and are being installed as user's accept the updates on the radio.

Codeplug Creation: As part of the APXNext XN deployment, nine MERIT radio code plugs were created and applied for the Fire EMTs that participate in MERIT.

Radio Alignment: There were none last month.

Service Tickets

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

The month of October was not available at the time of posting.

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								
APX Next (PD)								
APX NextXN (FD)								
APX 8500 (mobile)								
APX4000								
Total								

STARCOM21 Scheduled Maintenance:

System Maintenance:

Core patching was skipped in October due to unrest in Broadview, IL

System Patches:

IL STARCOM Monthly Application of Windows Motopatch 2025.9 – Patching 10/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

There was none last month.

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SmartConnect Patches:

Canada/United States maintenance windows:

Start: 15/Oct/2025 @ 11:30 PM CDT (UTC -5) End: 16/Oct/2025 @ 5:30 AM CDT (UTC -5)

Start: 22/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 22/Oct/2025 @ 9:30 AM CDT (UTC -5)

Start: 23/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 23/Oct/2025 @ 9:30 AM CDT (UTC -5)

During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may have triggered alerts on UEM.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	JENKINS BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. The current target firmware for Fire Agencies is R09.40 with most devices being on this version which was released 6/2025. Most Police radios are currently on firmware R06.40 which was released 6/2024. The Service Manager is preparing a firmware update. The Service Manager will review the changes and discuss any recommended training that may be needed. The Police firmware as there are minor fixes and enhancements to improve radio performance as we move into 2026.

The hosted DMS Radio Management Server was updated to R37.00.00 to support new radios being returned from the Depot.

STARCOM21 Unscheduled System Outages:

There was a South Cook Tollway outage reported the morning of Monday October 6 which affected some users. The issue was reported resolved as of 3:49pm CT the same day.

Meetings: Police Focus Group Wednesday October 1st

Training: There were none last month.

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Grade of service report:

The August GoS Report was not available at the time of posting for the October PAC and ETS Board meetings. August and September reports for DuPage County are provided for this report.

August 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.88	3.89	6.51	31.00	2868.45	14001.13	4.88	0.00	0.00	0.00
1:00:00	0.00	19.96	3.39	7.01	31.00	2476.39	12213.52	4.93	0.00	0.00	0.00
2:00:00	0.00	17.56	2.99	7.41	31.00	2126.26	10749.35	5.06	0.00	0.00	0.00
3:00:00	0.00	13.79	2.34	8.06	31.00	1640.45	8438.84	5.14	0.03	0.03	1.00
4:00:00	0.00	13.08	2.22	8.18	31.00	1543.23	8006.71	5.19	0.00	0.00	0.00
5:00:00	0.00	13.43	2.28	8.12	31.00	1579.74	8221.71	5.20	0.00	0.00	0.00
6:00:00	0.00	16.24	2.76	7.64	31.00	1959.81	9940.10	5.07	0.00	0.00	0.00
7:00:00	0.00	23.07	3.92	6.48	31.00	2719.23	14117.16	5.19	0.00	0.00	0.00
8:00:00	0.00	31.83	5.41	4.99	31.00	3692.42	19479.35	5.28	0.16	1.61	10.00
9:00:00	0.00	35.21	5.99	4.41	31.00	4228.90	21548.94	5.10	0.19	10.06	52.00
10:00:00	0.00	36.04	6.13	4.27	31.00	4336.71	22054.97	5.09	0.13	0.61	4.75
11:00:00	0.00	34.79	5.91	4.49	31.00	4155.10	21288.48	5.12	0.03	7.10	220.00
12:00:00	0.00	34.56	5.87	4.53	31.00	4270.58	21148.29	4.95	0.13	0.29	2.25
13:00:00	0.00	34.91	5.94	4.46	31.00	4163.81	21367.03	5.13	0.00	0.00	0.00
14:00:00	0.00	35.07	5.96	4.44	31.00	4264.35	21463.13	5.03	0.00	0.00	0.00
15:00:00	0.01	37.35	6.35	4.05	31.00	4543.19	22855.97	5.03	0.45	5.13	11.36
16:00:00	0.00	37.78	6.42	3.98	31.00	4626.74	23119.03	5.00	0.06	0.26	4.00
17:00:00	0.02	36.58	6.22	4.18	31.00	4456.16	22386.39	5.02	0.97	11.58	11.97
18:00:00	0.00	34.16	5.81	4.59	31.00	4415.16	20903.71	4.73	0.00	0.00	0.00
19:00:00	0.00	33.07	5.62	4.78	31.00	4102.94	20239.52	4.93	0.00	0.00	0.00
20:00:00	0.00	32.86	5.59	4.81	31.00	4101.32	20109.19	4.90	0.00	0.00	0.00
21:00:00	0.00	30.73	5.22	5.18	31.00	3839.35	18804.13	4.90	0.00	0.00	0.00
22:00:00	0.00	27.29	4.64	5.76	31.00	3527.39	16704.52	4.74	0.00	0.00	0.00
23:00:00	0.00	26.21	4.46	5.94	31.00	3310.03	16038.68	4.85	0.00	0.00	0.00

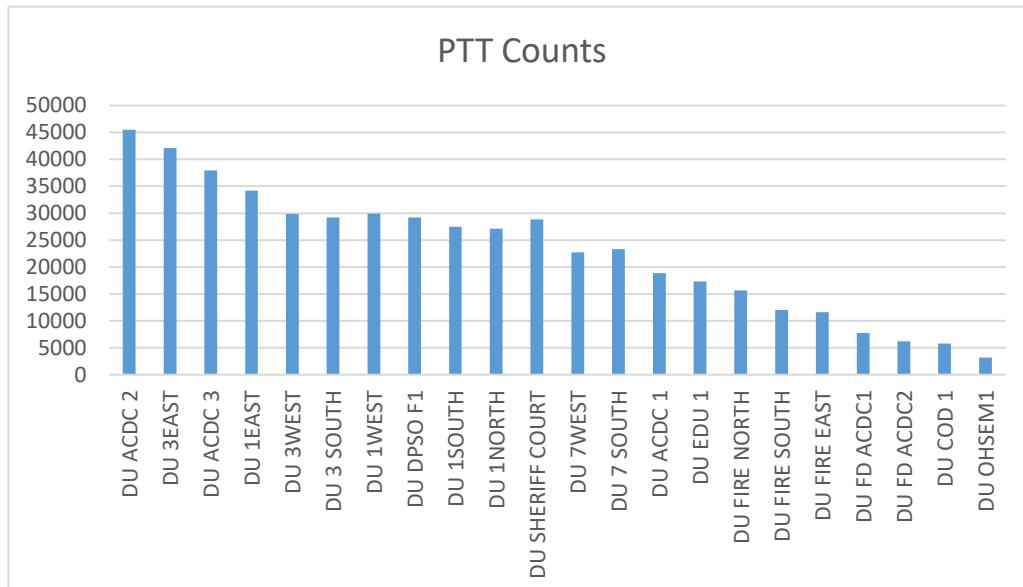
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September 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	23.02	3.91	6.49	30.00	2861.90	14089.00	4.92	0.00	0.00	0.00
1:00:00	0.00	18.52	3.15	7.25	30.00	2308.83	11333.53	4.91	0.00	0.00	0.00
2:00:00	0.00	15.84	2.69	7.71	30.00	1907.60	9695.80	5.08	0.00	0.00	0.00
3:00:00	0.00	14.13	2.40	8.00	30.00	1609.53	8645.60	5.37	0.00	0.00	0.00
4:00:00	0.00	13.40	2.28	8.12	30.00	1527.30	8200.50	5.37	0.00	0.00	0.00
5:00:00	0.00	13.83	2.35	8.05	30.00	1598.83	8465.20	5.29	0.00	0.00	0.00
6:00:00	0.00	17.03	2.89	7.51	30.00	1995.87	10420.13	5.22	0.00	0.00	0.00
7:00:00	0.00	25.55	4.34	6.06	30.00	2993.40	15637.80	5.22	0.00	0.00	0.00
8:00:00	0.00	33.88	5.76	4.64	30.00	4030.27	20736.53	5.15	0.13	1.50	11.25
9:00:00	0.00	36.60	6.22	4.18	30.00	4381.57	22398.00	5.11	0.03	1.37	41.00
10:00:00	0.00	36.31	6.17	4.23	30.00	4358.43	22219.87	5.10	0.03	1.33	40.00
11:00:00	0.00	35.15	5.98	4.42	29.00	4210.00	21512.21	5.11	0.00	0.00	0.00
12:00:00	0.01	34.45	5.86	4.54	29.00	4090.38	21081.83	5.15	0.45	7.28	16.23
13:00:00	0.00	35.41	6.02	4.38	30.00	4229.33	21668.37	5.12	0.13	1.00	7.50
14:00:00	0.00	36.03	6.12	4.28	30.00	4355.80	22048.30	5.06	0.00	0.00	0.00
15:00:00	0.00	38.29	6.51	3.89	30.00	4629.40	23432.67	5.06	0.00	0.00	0.00
16:00:00	0.00	38.21	6.50	3.90	30.00	4608.53	23385.43	5.07	0.00	0.00	0.00
17:00:00	0.00	36.15	6.14	4.26	30.00	4344.00	22121.17	5.09	0.00	0.00	0.00
18:00:00	0.00	35.11	5.97	4.43	30.00	4204.73	21484.33	5.11	0.00	0.00	0.00
19:00:00	0.00	33.16	5.64	4.76	30.00	4069.50	20292.60	4.99	0.00	0.00	0.00
20:00:00	0.00	32.17	5.47	4.93	30.00	3948.93	19685.93	4.99	0.00	0.00	0.00
21:00:00	0.00	29.63	5.04	5.36	30.00	3669.80	18135.00	4.94	0.00	0.00	0.00
22:00:00	0.00	27.01	4.59	5.81	30.00	3390.43	16528.83	4.88	0.00	0.00	0.00
23:00:00	0.00	25.70	4.37	6.03	30.00	3203.67	15726.90	4.91	0.00	0.00	0.00

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September 26 – October 27, 2025

Group Alias	PTT Count
DU 3EAST	34931
DU ACDC 2	35256
DU ACDC 3	30084
DU 1WEST	26763
DU 1EAST	25384
DU 3WEST	25575
DU DPSO F1	25164
DU 7 SOUTH	21905
DU 3 SOUTH	21294
DU 1NORTH	21865
DU 7WEST	18620
DU 1SOUTH	19751
DU SHERIFF COURT	21700
DU ACDC 1	16497
DU EDU 1	16596
DU FIRE NORTH	13014
DU FIRE EAST	10006
DU FIRE SOUTH	9023
DU COD 1	6964
DU FD ACDC1	5533
DU FD ACDC2	4703
DU BARTL LOCAL	3726
DU STWDTAC2	2263
DU DWGRV LOCAL	1881
DU WHETN LOCAL	2339



Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS OF MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement to Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed		Research	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed	01/21/21	Consensus	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
19	02/26/20	FSA	LSD Data into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD. Hexagon is re-working the proposal	Closed	01/08/25	Pending	Pending	N/A	N/A	N/A
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assist 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		
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-assign	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus		
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus			
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed	01/08/25		Consensus			
38	05/27/20	CAD	9-1-1 Call Flow	Review the 9-1-1 Call flow process	Closed	01/18/22		Consensus			
39	05/28/20	CAD	Updated Macro	Request to reduce the CDDMDKEY	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	Closed		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus				
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed		Consensus				
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed	Jan 12, 2021	11/23/20	Consensus			
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed	01/08/25	Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed	01/08/25	Referred				Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed		Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed		Consensus				
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	Closed	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	Closed		Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed	04/20/21	Consensus				
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20	retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20	Consensus				

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS OF MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement to Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
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 recommendations 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 hours of data for more accurate EBT	Paused	05/18/23					Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21					Consensus
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed						
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	ANIA/LI dump work flow	Change the programming so that the keyboard can be used after ANIA/LI dump	Closed	05/02/25	Consensus				
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
110	5/2/22	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed						Consensus
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed						Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					Impasse
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed	3-May-25	Impasse				Impasse
114	1/13/2022	Tech	Open USB ports	Request to open USB ports to the Bridge	Closed	9-Jan-23					
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 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						
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research						
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened						
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed	7-Mar-25	Impasse				
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24	Consensus				
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened						
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed						Consensus
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed	7-Oct-25	Consensus				
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed	30-Jul-25	Consensus				
135	6/25/2025	CAD/MPS	Closet Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened						
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened						
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened						
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Closed	29-Sep-25	Consensus				
139	6/25/2025	CAD/MPS	Run LEADS Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened						
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In the MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened						
			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:07:45 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 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	193,545	60,813	132,732	0	2,765	50,803	6,430	219	596	0	4,161	00:00:04
	Internal	10,686	0	10,686	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	48,022	0	48,022	0	0	0	0	0	0	48,022	0	00:00:00
	Total	252,253	60,813	191,440	0	2,765	50,803	6,430	219	596	48,022	4,161	00:00:04
Total		252,253	60,813	191,440	0	2,765	50,803	6,430	219	596	48,022	4,161	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:13:42 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 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	613,185	244,750	368,435	0	9,484	195,744	36,181	553	2,788	0	24,830	00:00:06
	Internal	109,065	0	109,065	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	151,794	1	151,793	0	0	0	0	0	0	151,794	0	00:00:00
	Total	874,044	244,751	629,293	0	9,484	195,744	36,181	553	2,788	151,794	24,830	00:00:06
Total		874,044	244,751	629,293	0	9,484	195,744	36,181	553	2,788	151,794	24,830	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:06:50 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 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	25,099	5,927	19,172	0	421	4,820	591	22	73	4,694	438	00:00:04
Total	25,099	5,927	19,172	0	421	4,820	591	22	73	4,694	438	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:12:50 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 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	87,752	25,009	62,743	0	882	19,989	3,788	49	301	15,046	2,846	00:00:06
Total	87,752	25,009	62,743	0	882	19,989	3,788	49	301	15,046	2,846	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:08:33 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 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	9,376	9,376	0	0	283	7,932	1,156	5	0	0	0	00:00:04
Total	9,376	9,376	0	0	283	7,932	1,156	5	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:15:53 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 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	28,269	28,269	0	0	342	26,167	1,686	74	0	0	0	00:00:06
Total	28,269	28,269	0	0	342	26,167	1,686	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:05:31 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 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	876	876	0	0	11	752	113	0	0	0	0	00:00:04
Total	876	876	0	0	11	752	113	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:14:52 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 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	2,798	2,798	0	0	38	2,600	160	0	0	0	0	00:00:06
Total	2,798	2,798	0	0	38	2,600	160	0	0	0	0	00:00:06

Motorola Monthly Incident Report
October 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0002772156	Addison Consolidated Dispatch Center	Pending	P3	7/18/2025 9:40:44 AM	Lost all communication on starcom	DS dispatched to MOSS Check with Ted		
INC0002903122	DuComm Dispatch CTR	Pending	P3	8/14/2025 11:15:09 AM	CSEASTRO-3925 - 5 consoles position log themselves out on their own and are locked out.	Chris Shanks/Ducomm/2245756136 requested via phone to open a priority P1 dispatch Incident. He stated we have 5 consoles position log themselves out on their own and are locked out. DS created an incident and dispatched via MOSS. FOLLOW UP: Incident to be updated through MOSS.		
INC0002923289	DuComm Dispatch CTR	Pending	P3	8/18/2025 1:52:31 PM	SZ01401D48-the AXS console displayed the error. Of the consoles that have this capability, 13,14,16, and 22 all experienced this issue. 14 was rebooted which ultimately resolved the issue. The other three have been left in that state so it can be observed by Motorola.	DS created incident and dispatched via MOSS.		
INC0002940242	Addison Consolidated Dispatch Center	Pending	P3	8/21/2025 8:49:16 AM	Keith Marc/Customer/Village of Addison/16306937519 called in to open and dispatch a P2 case. He stated - On 8/20 at 16:02 CST they had emergency alerts created by westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individually. On the police layers - lost radio resources upon rebooting.	DS dispatched the incident via MOSS. Check with Ted Issue can possibly be closed per call 9/24/2025		
INC0002954745	DuComm Dispatch CTR	Pending	P3	8/25/2025 9:25:59 AM	DU-COMM Dispatch - SZ01401D48 - OP15 Street Units Could Not Hear Dispatch DU-COMM Technicians performed a reboot of the OP which resolved the issue in the moment.	DS dispatched the incident via MOSS.		
INC0002976535	DuComm Dispatch CTR	Pending	P3	8/28/2025 12:54:16 PM	CSEASTRO-3965 - SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	DS created INC0002976535 and dispatched via MOSS. FSO to take assignment. Setting 60 min reminder per instructions.		
INC0003033859	DuComm Dispatch CTR	Pending	P3	9/10/2025 4:39:02 AM	CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		
INC0003050072	Addison Consolidated Dispatch Center	In Progress	P3	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 incorrectly closed. What issue is the customer is experiencing? having issues with outbound audios When did the issue start? 9/5 Was anything changed prior to that? ~ What is the impact? P2 Model number or version or the equipment: DCG9000	Matthew Downer/Motorola/+15748072316 called in requesting a new inc be reopened as previous closed inc#: INC0003013659 incorrectly closed and stated he is working with Brandon F/Astro on this. DS created inc and set the status to vendor has acknowledged.		
INC0003057075	Addison Consolidated Dispatch Center	Pending	P3	9/15/2025 9:26:58 AM	CSEASTRO-3984 - Op1 not connected. as of 9/12/2025 00:37:12 am	Per the email DS created a ticket and is dispatching via MOSS		
INC0003068101	Addison Consolidated Dispatch Center	In Progress	P3	9/17/2025 9:05:33 AM	SZ01401D47, P3 and dispatch to FSO. op 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect."	Per the email DS created a ticket and is dispatching via MOSS		
INC0003087544	DuComm Dispatch CTR	In Progress	P2	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Position 30 21 September 2025; Original report of Unselect speaker volume muting out: 1345hrs 21 September 2025; Secondary report of both Select and Unselect volumes not coming through headset: 1419hrs Selected resources at Pos 30: 1-West Channel Description: It was reported that Pos 30 Unselect speaker had no volume at all. Every attempt to increase the volume and it would auto-default to Mute. This was the case for both manually turning it up at the speaker and using the mouse to toggle the volume up. After a shutdown/restart of the computer, it seemed to solve the issue. After approximately 15 minutes, TC then reported that there is no radio audio in the headset, either select or unselect. The Unselect speaker at Pos 30 did continue to work, but the Select speaker is also not transmitting audio. The TC did plug his headset into Pos 32 and was able to utilize the radio/headset combination as intended.		
INC0003092574	Addison Consolidated Dispatch Center	In Progress	P3	9/22/2025 2:23:52 PM	Speakers are not responding. Cannot Rx or Tx audio at Radio Op 20 Reported at 0520 9/21/2022 Have tried the following: rebooted PC rebooted CCHUB receded spkrs USBs receded USB in PC moved USB to different USB port on PC speakers are grayed out in config utility	DS created the INC and dispatched via MOSS.		

Motorola Monthly Incident Report
October 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003024584	Addison Consolidated Dispatch Center	Pending	P3	9/8/2025 2:47:41 PM	AXS Console logouts 9/9/2025 13:50 at NMD47 op 19. Radio console had "logging out" on the screen for 10 min +/- . TC did not initiate this. Had to pull up Task Mgr and "end process" to get OP back to being functional.	Per the email DS created a ticket and is dispatching via MOSS		
INC0003098713	DuComm Dispatch CTR	Assigned	Starcom 21	9/23/2025 2:39:14 PM	SZ01401D48- OP position 5 random logout. "Authentication Error, You have been logged out, please log in again".		1012977114	
INC0003115971	DuComm Dispatch CTR	In Progress		9/26/2025 1:28:14 PM	SZ01401D48-Console logged out with a pop-up window in the top center of the screen. Unfortunately, the TC clicked okay before we could see what the box said and was different from the Authentication Error boxes. Upon clicking, the radio screen refreshed to the login in screen. At 07:59:08AM the box was not there and then it appeared at 07:59:09AM. At the time of the logout, the TC was on break with no one was using the radio. Core connected talkgroup resource 1EAST was selected on the OP when the logout occurred.			
INC0003154761	DuComm Dispatch CTR	In Progress	P3	10/5/2025 7:37:20 AM	DU-COMM Dispatch – Site SZ01401D48 – OP04 Auto-logged off Position 4 radio, while being selected to DPSO F1 Channel, logged itself off, taking user to the log-in screen. Position 4 Occurred 10/05/2025, 0711hrs Channel selected: DPSO F1 Position radio auto-logged off POC: Erik Maplethorpe, emapplethorpe@ducomm.org, 224.612.0752	DS loaded FSO: T5 DO074 IL and dispatched via MOSS		
INC0003166453	DuComm Dispatch CTR	Resolved	P3	10/7/2025 11:37:04 AM	DU-COMM Dispatch, SZ01401D48 On 10/7/2025 I arrived for duty at 0600, no one had been sitting at Positions 33 and 34. I was advised around 07:40 that the AXS radios at those positions had been auto logged off. I was able to log back in to both positions without issue.		10/27/2025 1:09:42 PM	The Jira issue was closed with the resolution marked as fixed, identified as a duplicate of a known issue.
INC0003177710	Addison Consolidated Dispatch Center	Closed	P3	10/9/2025 10:04:15 AM	10/6 0230 10/6 0352 POS 9 and 18 have external buzzers plugged into CCHUB for alerting the Radio room of Alerts. Audible panic alarms heard at positions 9 & 18 just prior to 0230am. Could not locate what caused the audible activation. No visual indicators were seen on either of the ACDC 2 PD or ACDC 3 PD tabs. Most likely Starcom fault, NOC tickets were generated around this time	DS contacted Keith Marc/Public Safety Systems Administrator/Addison Consolidated Dispatch Center/630-693-7519 to confirm what type of support is needed. He requested Tier 2 assistance, he was being slammed with network failure notifications and wants to investigate that. DS created incident and assigned it to Tier 2	10/9/2025 11:10:51 AM	Actions Taken: The panic alarms at positions 9 and 18 were set off with no Radio ID. Audible alarms were heard, but no visual indicators were seen on the ACDC 2 PD or ACDC 3 PD tabs. It was suspected to be a Starcom fault, and NOC tickets were generated. The Public Safety Systems Administrator requested Tier 2 assistance due to network failure notifications. The incident was created and assigned to Tier 2. The issue was identified as Backhaul problems with Starcom, causing alarms due to zone 1 site 1 bouncing in and out of wide trunking, leading to synchronization issues between the radio and alarm.
INC0003179755	Addison Consolidated Dispatch Center	In Progress	P3	10/9/2025 2:43:09 PM	Select audio on unselect speaker intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand.	DS dispatched the incident via MOSS. FOLLOW UP: Technician to update incident via MOSS.		
INC0003180202	DuComm Dispatch CTR	Resolved	P3	10/9/2025 4:24:18 PM	CSEASTRO-4049 - Console 27 logged off At 05:18:04 on October 9, 2025 console 27 logged off on its own. We had no TC sitting there at the time. When a new TC came in for the afternoon shift, it was discovered the console needed logged in. Manager Bucher logged console 27 in and a TC began sitting there. At the time of this email, there have been no other reported issues. Point of Contact for ticket: Erik Maplethorpe, emapplethorpe@ducomm.org, 224-612-0752	DS dispatched via MOSS	10/27/2025 1:20:28 PM	Actions Taken: The agent observed a token refresh failure in logs from OP27 and noted an error with status 401. Engineering was set to verify the issue. The agent awaited confirmation that the issue was fixed in RFC before closing the Jira. The Jira issue was eventually closed with the resolution marked as fixed, and an RFC was already open for the case. PRB0000052907
INC0003182936	Addison Consolidated Dispatch Center	Pending	P3	10/10/2025 9:46:30 AM	site ID sz01401d47 DU-COMM Dispatch, SZ01401D48 CSEASTRO-4050 - console reboot OP 4 At approx. 2005hrs the radio console at position 4 rebooted with no intervention from the TC occupying the console. Logged back in with no issue.	For this case would you like to create a case to dispatch to the field or you need to create the case to investigate why this issue happened? create the case to investigate		
INC0003190956	DuComm Dispatch CTR	Pending	P3	10/12/2025 12:08:18 PM	RFC_ASTRO_INFRA-1072 - CSEASTRO-4069 - Site SZ01401D48 for the radio at position 18 that logged itself out			
INC0003198995	DuComm Dispatch CTR	Pending	P3	10/14/2025 7:51:14 AM	DU-COMM Dispatch, SZ01401D48 CSEASTRO-4071 - NMD48 OP22. All Channels on FD Tab began disconnecting in rapid succession, followed by an error message on the screen stating, "No Connection. 10/14/2025, 05:30:15. Application was not able to reconnect. Please contact your System Administrator." Position 22, occurred 10/14/2025, at 05:25:00 hours			
INC0003205353	DuComm Dispatch CTR	Pending	P3	10/15/2025 9:10:26 AM	DU-COMM Dispatch, SZ01401D48 CSEASTRO-4073 - Position 23 auto logged off while TC was working.			

Motorola Monthly Incident Report
October 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003208294	DuComm Dispatch CTR	Pending	P3	10/15/2025 3:44:24 PM	DU-COMM Dispatch – Site SZ01401D48 CSEASTRO-4070 - It was noticed around 15:30 that the position had logged itself out.			
INC0003220290	Addison Consolidated Dispatch Center	Pending	P3	10/17/2025 12:43:29 PM	RFC_ASTRO_INFRA-1092 - CSEASTRO-4066 - SZ01401D47 - Addison Consolidated Dispatch Center - OP 4 logged out of AXS session			
INC0003221760	DuComm Dispatch CTR	Closed	P3	10/17/2025 8:18:06 PM	DU-COMM Dispatch, SZ01401D48 OP 6 will not transmit via desktop paddle or foot peddle. We can receive radio traffic but not transmit. Someone was sitting at the console on 10/17 until 1100 and then when someone tried to key up just before 1500 nothing happened. So sometime between 1100-1500 on 10/17 the issue started.	10/22/2025 4:07:23 PM	FSO verified loose cable to CCHUB from PTT MIC and foot pedal. Verified working after re-seated cable.	
INC0003222665	DuComm Dispatch CTR	Pending	P3	10/18/2025 7:53:09 AM	CSEASTRO-4067 - OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18 DU-COMM Dispatch, SZ01401D48, for the following issue: OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18. Unable to determine exact time of logoff as it was not discovered until the next time the console was attempted to be used and can only narrow it down based on the last known time that it was functioning correctly.			
INC0003230226	Addison Consolidated Dispatch Center	Pending	P3	10/20/2025 1:42:08 PM	Radio log outs 10/20/2025 0756 OP 17 OP logged out of AXS This weekend some time OP 21 Logged out of AXS	DS created case and dispatched via MOSS		
INC0003231397	DuComm Dispatch CTR	Pending	P3	10/20/2025 4:22:03 PM	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: OP position 8 no record audio. It was discovered that at Position 8, the radio audio was not being recorded on the Vesta IRR or the Eventide recorder. Troubleshooting included rebooting the AXS computer, CCHUB, the Vesta Computer and the SAM.	Comment from: Contact email = Contact phone = A technician has taken assignment of this ticket.		
INC0003231566	DuComm Dispatch CTR	Pending	P3	10/20/2025 5:21:50 PM	DU-COMM Dispatch – Site SZ01401D48 – OP 9 random log off radio On October 20, 2025 Position 9 logged itself out while a Telecommunicator was working. She had been using the radio since 1500 and it logged off at 1712. Please open an incident at DU-COMM Dispatch, SZ01401D48 Point-of-Contact for ticket: Erik Maplethorpe, emaplethorpe@ducomm.org, 224-612-0752"			
INC0003246048	DuComm Dispatch CTR	In Progress	P3	10/23/2025 3:45:12 AM	DU-COMM Dispatch – Site SZ01401D48 – OP30 Cannot hear radio transmission from the field At position 30, on 10/23/25 about 0325 hours the TC could no longer hear radio traffic. The headset was working properly, the recording played back on the phone system and the units in the field could hear the TC but the TC could not hear anything on the radio. We tried different radio channels (1E and 1N) and that still didn't work. We also tried rebooting the system, that did not work either.			
INC0003246773	DuComm Dispatch CTR	Closed	P3	10/23/2025 8:16:07 AM	DU-COMM Dispatch – Site SZ01401D48 Console 25 while a TC was actively working shut down to the login screen.	10/27/2025 10:00:39 AM	DS contacted Brianna Harvey for dispatch, who requested the case be assigned to Matt Downer or Chris Severns. DS left voicemails for both Matt Downer and Chris Severns for dispatch. Matt Downer stated the issue has been resolved, and DS is resolving the case.	
INC0003247888	DuComm Dispatch CTR	Closed	P3	10/23/2025 10:49:04 AM	DU-COMM Dispatch, SZ01401D48 The left headset jack at op position 28 is not working, no audio in or out. Connection to CCHUB was verified secure. Rebooted both the radio and CCHUB. Right side jack is working properly.	10/23/2025 3:36:08 PM	Contacted Customer, who requested to assign the issue to another team member who would be on-site later. A reminder was set to follow up. The issue was identified with a specific operation position, and logs were pulled to repair the issue. The incident is being resolved.	
INC0003263169	Addison Consolidated Dispatch Center	Pending	P3	10/27/2025 8:53:37 AM	OP #4 PC rebooting site id: sz 01401 d47 OP 4 10/26...0625hrs I came in and the position was logged out. Had to login and resynchronize the database. 0650...while sitting here the radio randomly rebooted. 0909-LOGGED OFF RADIO AGAIN			

Motorola Monthly Incident Report
October 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003263645	Addison Consolidated Dispatch Center	Closed	P3	10/27/2025 10:08:46 AM	<p>resource: 8PD2-IT_DI Beeping every 10 secs site ID: sz01401d47 On radio AXS consoles and portables tone can be heard. Resource on portables 8ACDC2, tone can be heard.</p> <p>started 10/26/2025 @ 2217 +/- NOTE: This started after an emergency button activation on 8PD2 (in the field) there is a tone/beep every few seconds on the DFSI resource.</p>		10/27/2025 11:46:04 AM	Appears someone turned on the channel marker for the resource in question. The agent emailed the customer a screenshot showing how to turn this off from the operation where it was enabled. The agent spoke with another team member, went to the operation, and changed the icon on the resource to be inactive. This issue seemed to be self-inflicted and will be communicated to the operations team as a learning experience. The agent verified CI instructions and resolved the incident.
INC0003288367	DuComm Dispatch CTR	In Progress	P3	10/31/2025 8:33:32 AM	At about 1815 hours the radio at position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic. I closed and reopened the radio application and it logged -in fine and seem to be fine after that.			

Rave 9-1-1 Suite - September

Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	2025					
					Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	0			0.00%						
November	0			0.00%						
December	0			0.00%						
2025 Totals	27,978	65,748	1,180	8.59%	1,418	17,795	9	2	428	214,091

Rave 9-1-1 Suite - October

Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	2025					
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September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	28,089	66,009	68	8.63%	149	1,798	0	0	53	24,332
November		0		0.00%						
December		0		0.00%						
2025 Totals	28,089	66,009	1,248	8.63%	1,567	19,593	9	2	481	238,423



**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: October 29, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
 - Configuration work and product testing continues.
 - Project timeline has been adjusted to accommodate a Q1 2026 implementation date.
- RMS RFP Steering committee meeting monthly.
- RMS RFP proposals received and under review by evaluation team.

Action Items:

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

Customer Support Collaboration:

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

Next Month's Actions Items:

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



October 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	October 31, 2025

Support Overview						
Open Tickets		SRs		CRDs		CREs
On target	<input checked="" type="checkbox"/>	P2	5	P2	2	P2
Below target	<input type="checkbox"/>	P3	20	P3	7	P3
Above target	<input type="checkbox"/>	P4	0	P4	0	P4

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 October 31, 2025	
GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. We have established a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.

Support Activities			
Objectives Completed This Period			
1. Weekly meetings were held. No Onsite meetings were held this month.			
2. 15 support tickets were resolved in the month of September 2025.			
3. CAD Side call with Hexagon support has been reestablished.			
4. RMS Side call with Hexagon support has been established as well.			
5. MR RN Update in progress			
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)			
1. Focus and continued resolution on existing support SRs.			
Change Orders			
	Date	Status	Description
Notes From Above Activities:			



September 2025



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



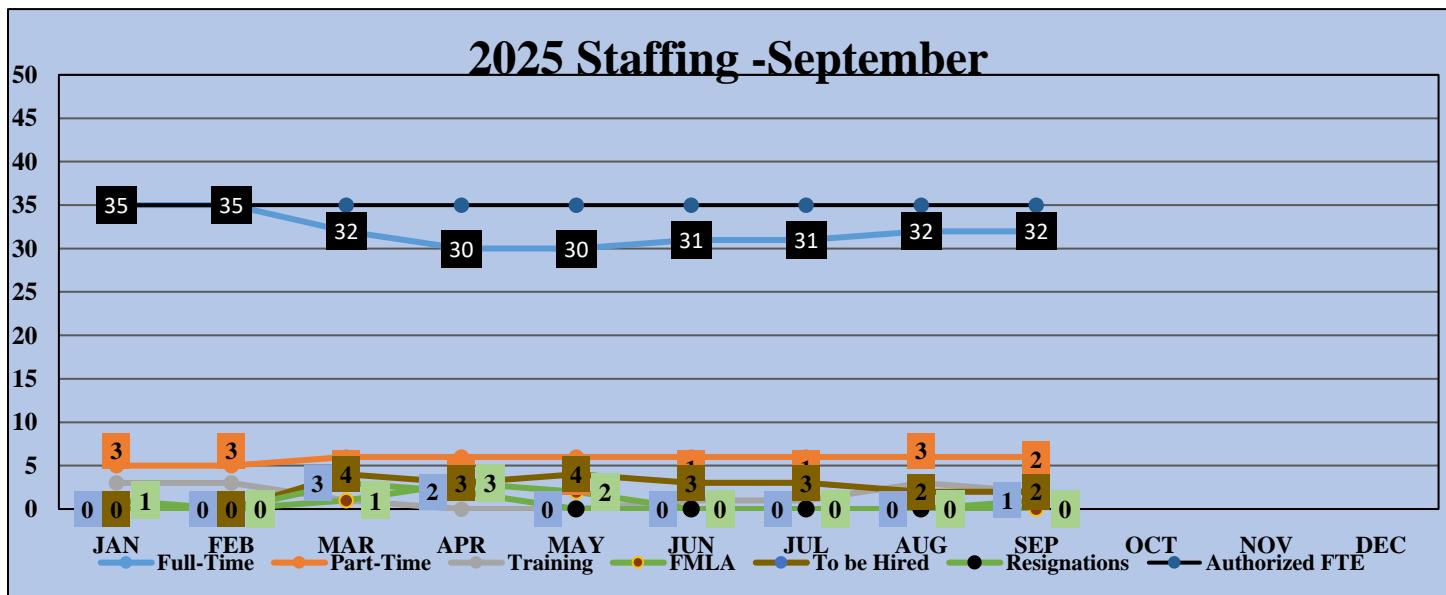
Addison Consolidated Dispatch Center (ACDC)

Staffing

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

In September:

- One Probationary Telecommunicator (PT) completed the Call Taking Phase, and is training on the Fire Desk
- One Probationary Telecommunicators (PT) finalized Classroom Training and is in the Call-taking Phase with a Communications Training Officer (CTO) on Day Shift
- One new hire scheduled start date Monday, October 13th
- One potential new hire, in background
- The Alarm Board Operator PT is scheduled start date Monday, October 13th



Resignation

Date	Years	Reason	Role
09/30/2025	1.5 Months	Performance	Trainee

Recognition

ACDC Thank you for your generosity and kindness. All items collected for "Phil's Friends", a local non-profit organization, in the combined efforts to support local families affected by cancer, are greatly appreciated.
#goldlinegiving

Congratulations on your promotion, Professional Standards Coordinator/CALEA Manager Benjamin Koechling. Well-deserved!

Training

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

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

- The HRLF coaches presented TCs with 96 events from 26 different scenarios, using a random list of locations. 70% of the events were handled per policy. The remaining 30% required minor corrections. The focus for September was to process calls using the 5 Ws in the optimum order as efficiently as possible.

Additional Training

- Two TCs attended the in-person CPR re-certification
- Two TCs attended the in-person COML Training
- Two TCs attended the IL APCO IL Fall Seminar: Domestic Violence Awareness
- One TC attended the NIMS ICS 400 training
- Two Operations Managers certified as EMD-Qs
- One Operations Manager attended the Answering the Call for Help webinar
- Three TCs attended the DuPage County Metro Swat Tactical Telecommunicator Mandatory drill training
- One Operations Manager attended the FOIA webinar

Phone calls answered, outgoing calls, & ACDC internal calls

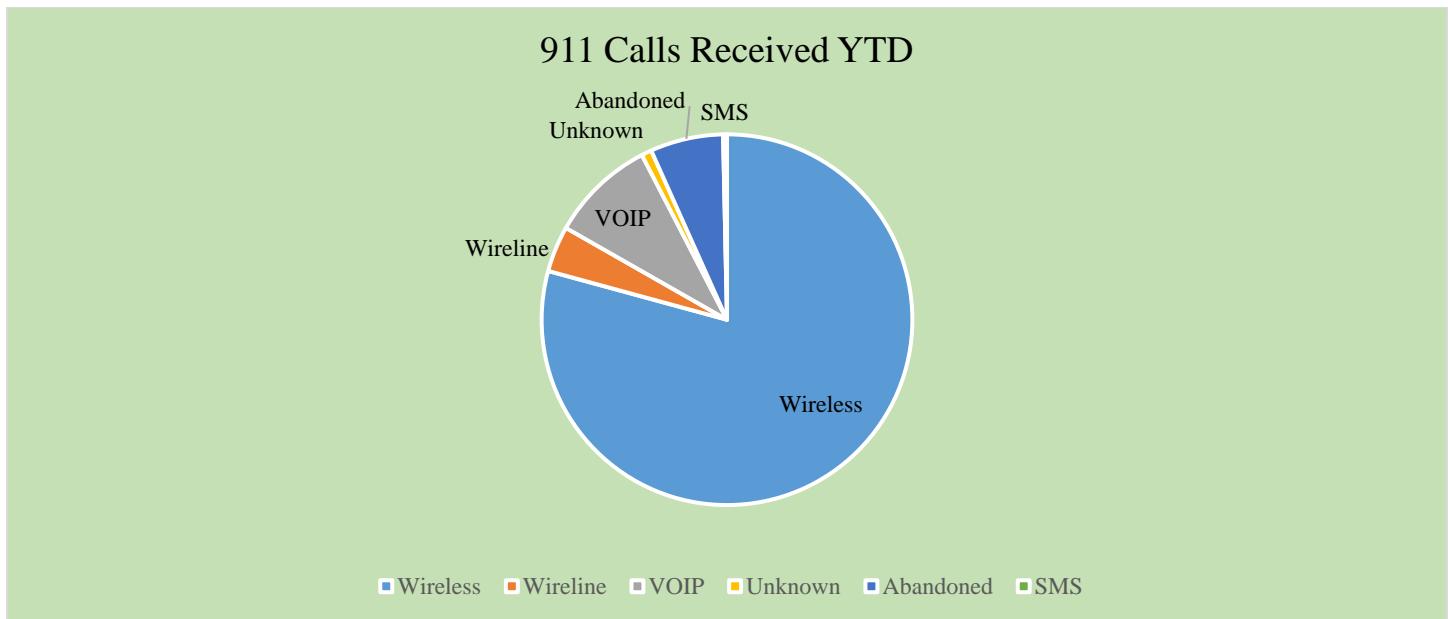
ACDC PHONE CALLS														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083				54,886	
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714				119,140	
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643				43,328	
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051				9,660	
DuPage 2-1-1	197	151	150	140	230	256	247	237	154				1,762	
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	0	0	0	228,776	



- 9-1-1 Calls
- Incoming 10-digit
- Outgoing
- Internal
- DuPage 2-1-1

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

	9-1-1 CALLS RECEIVED												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990				46,461
Wireline	297	219	233	206	224	244	260	276	385				2,344
VOIP	717	607	639	151	660	601	665	686	635				5,361
Unknown	59	47	73	61	65	51	70	40	57				523
Abandoned	403	320	413	411	442	407	491	436	400				3,723
SMS	47	42	16	24	17	10	13	12	16				197
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	0	0	0	58,609



NENA 9-1-1 Call Answering Standard

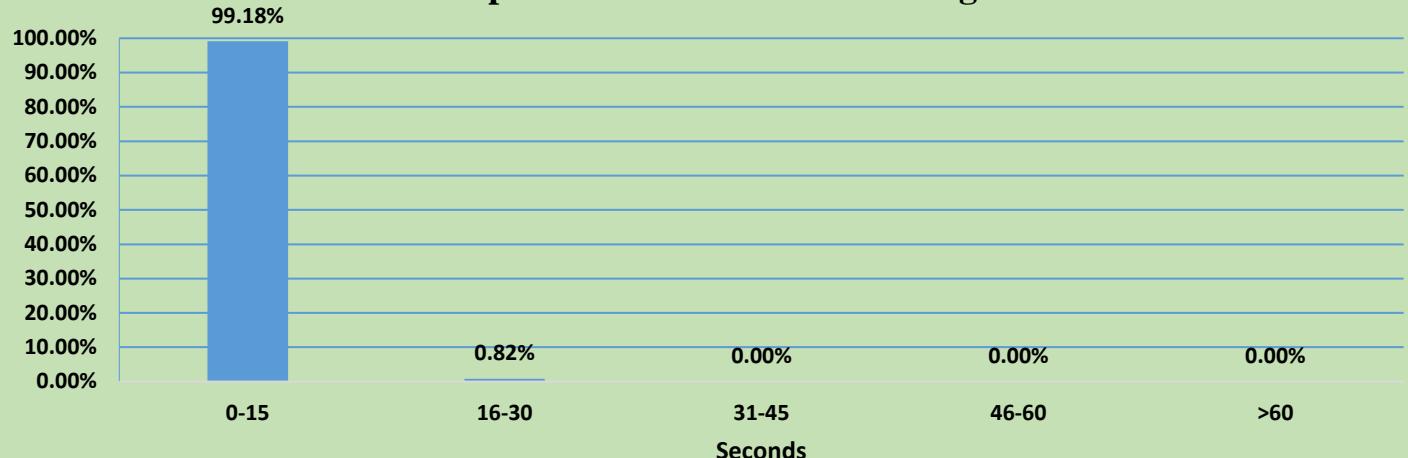
National Emergency Number Association (NENA):

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

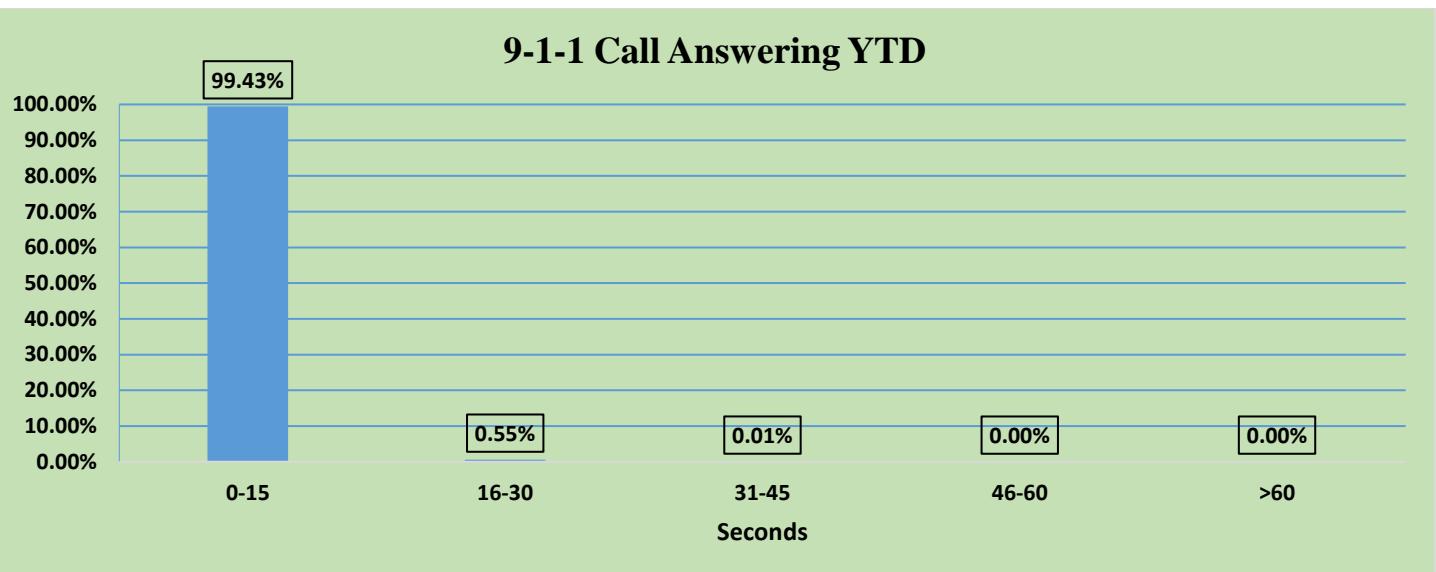
NENA's vision is a public made safer by 9-1-1 services delivered by highly-trained emergency communications professionals and powered by the latest technologies.

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

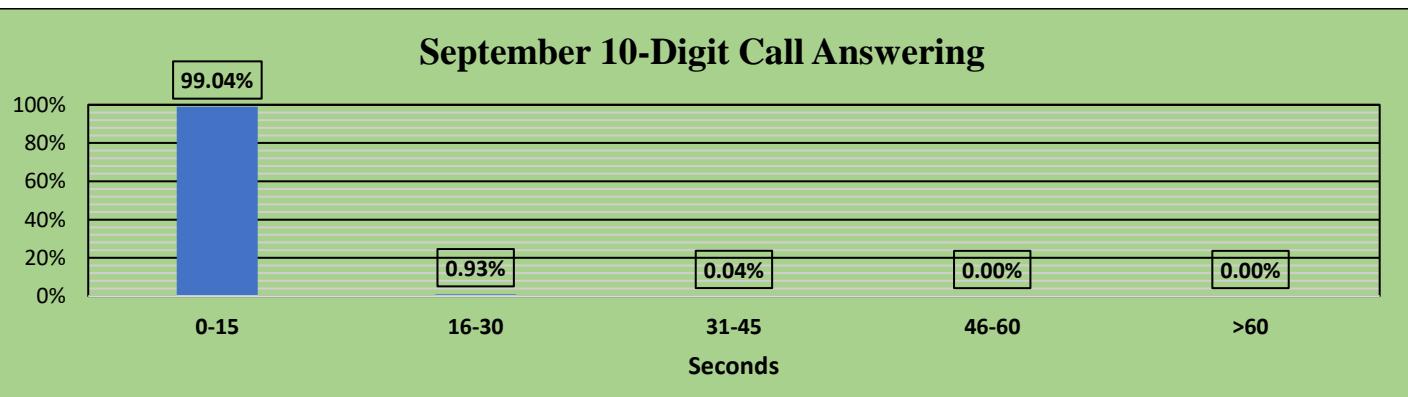
September 9-1-1 Call Answering



911 Call Answering – YTD



10-Digit Call Answering



TOP CallTakers

TOTAL CALLS

SEPTEMBER 2025

VALLEE - - - 969

WATERMAN - - - 950

MOOTREY - - - 924

VAN ALSTINE - - - 877

MARDULA - - 866

MINOR - - - 861

SZCZEPANIAK - - - 860

MEDINA - - - 840

MAYFIELD - - - 814

911 CALLS CORIA - - - 784 NON-EM

MEDINA - - - 283

VAN ALSTINE - - - 797

WASHINGTON - - - 277

WATERMAN - - 780

CORIA - - - 275

VALLEE - - - 729

VALLEE - - - 240

MOOTREY - - - 711

GODLEWSKI - - - 221

SZCZEPANIAK - - - 693

ALVAREZ - - - 219

MINOR - - - 693

MOOTREY - - - 213

MARDULA - - - 664

MARDULA - - - 202

MAYFIELD - - - 662

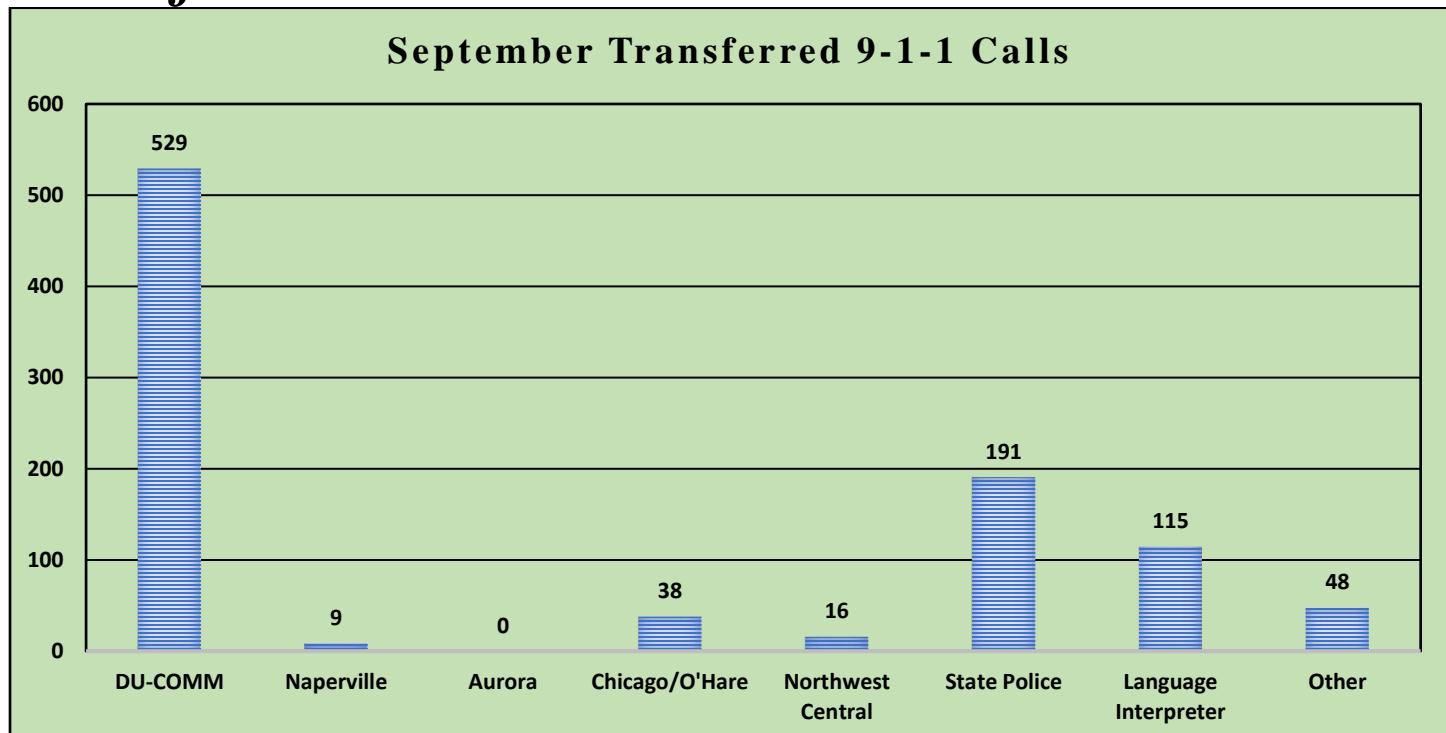
HAWKINS - - - 199

FICARROTTA - - - 613

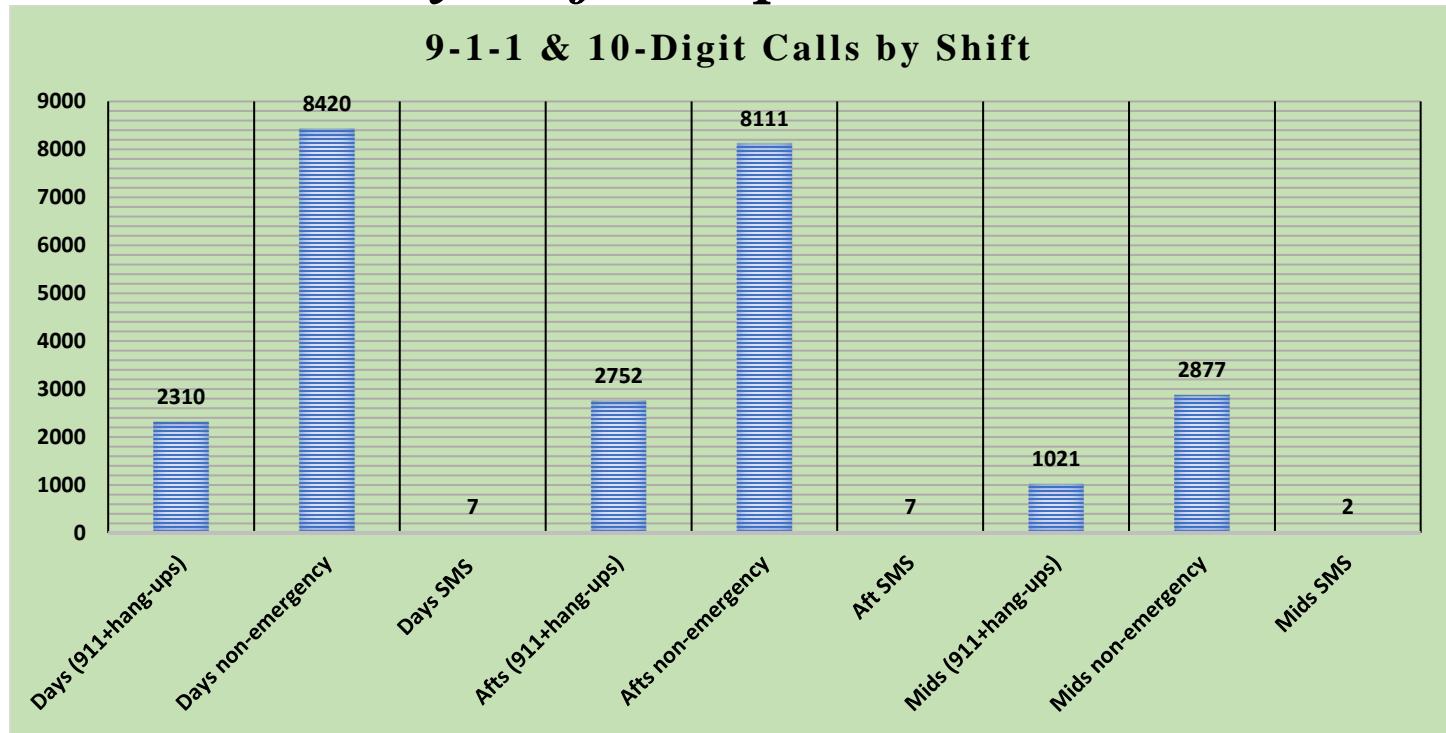
OLIVER - - - 185

LETTENBERGER - - - 577

Transferred 911 Calls

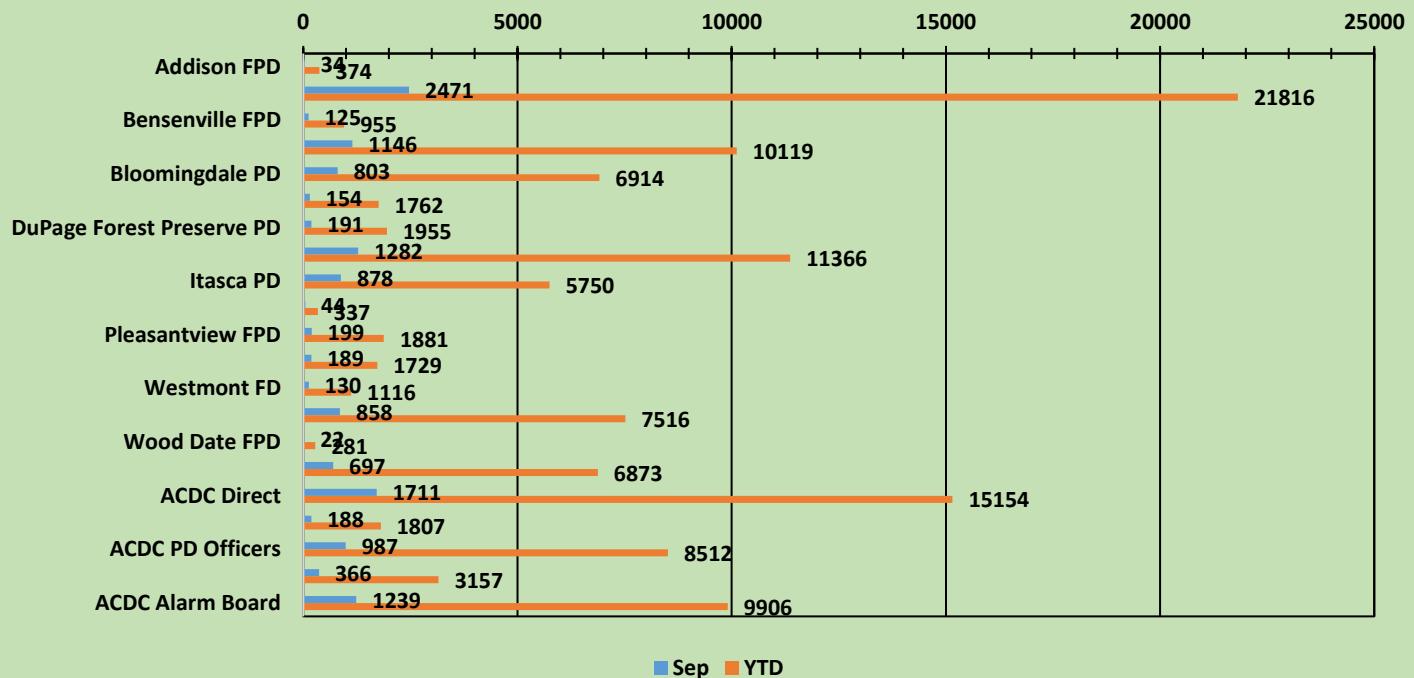


Calls & SMS by Shift – September

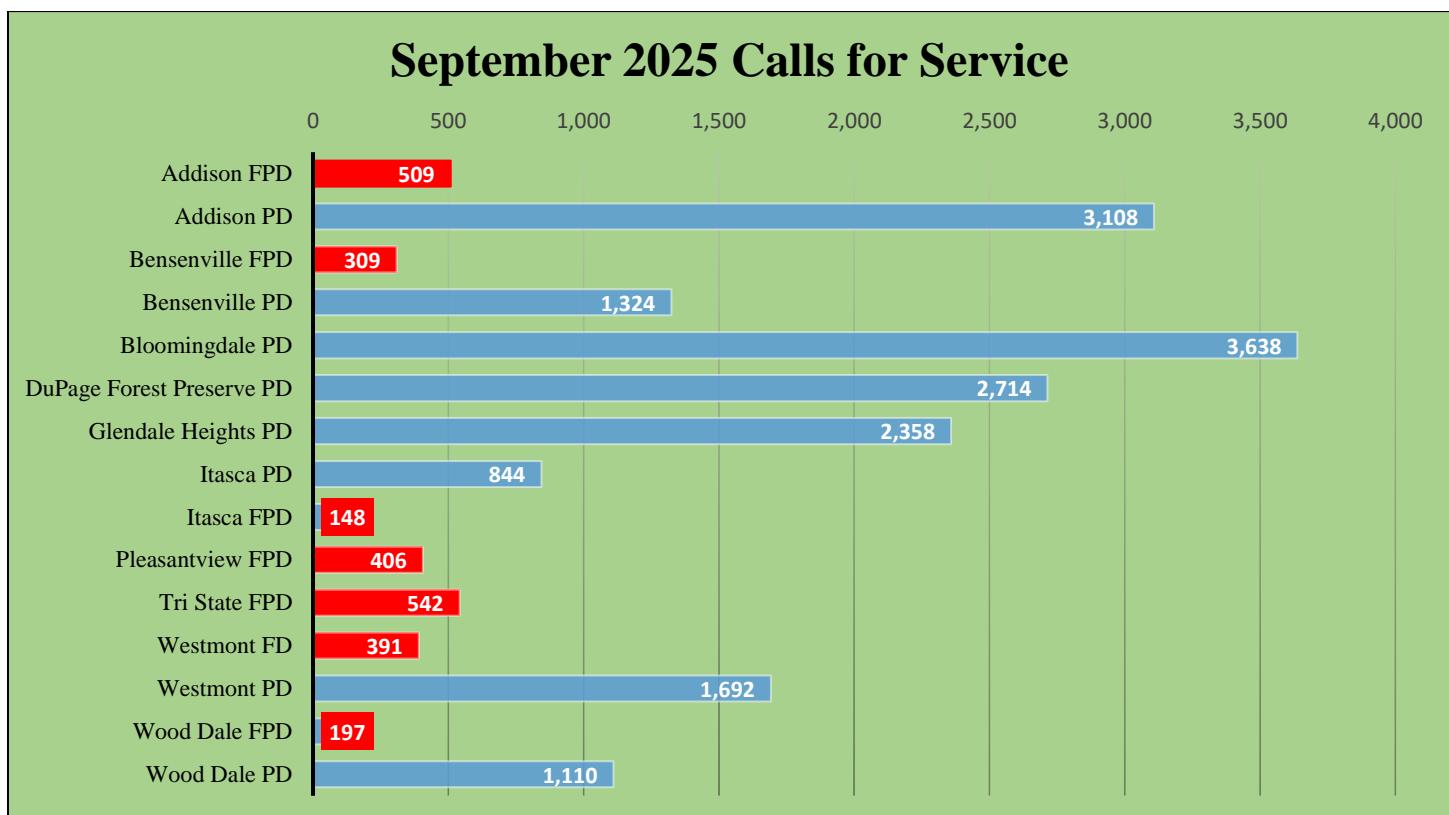


Member Agency & Misc. Phone Calls

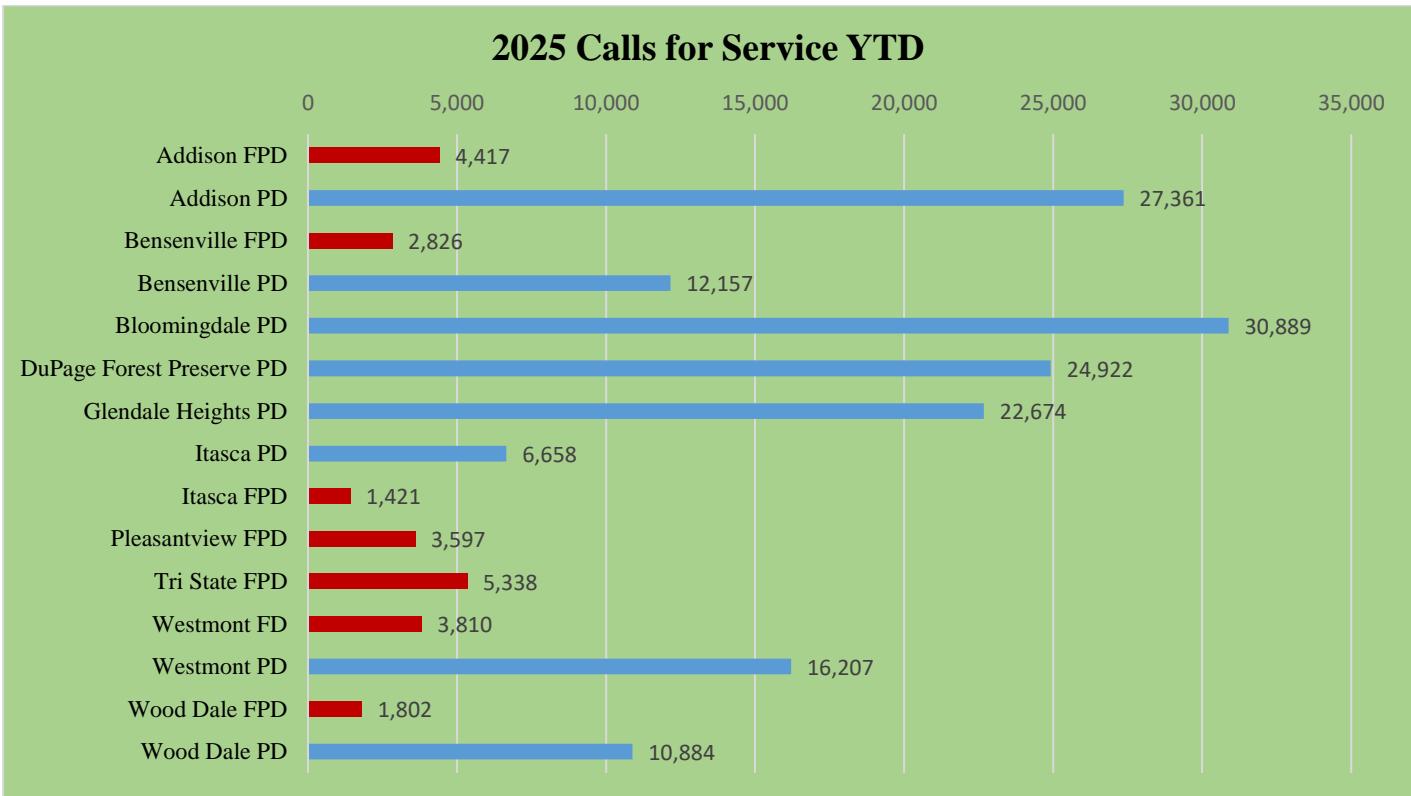
10-Digit Phone Calls September & YTD



Calls for Service-Month (CFS)



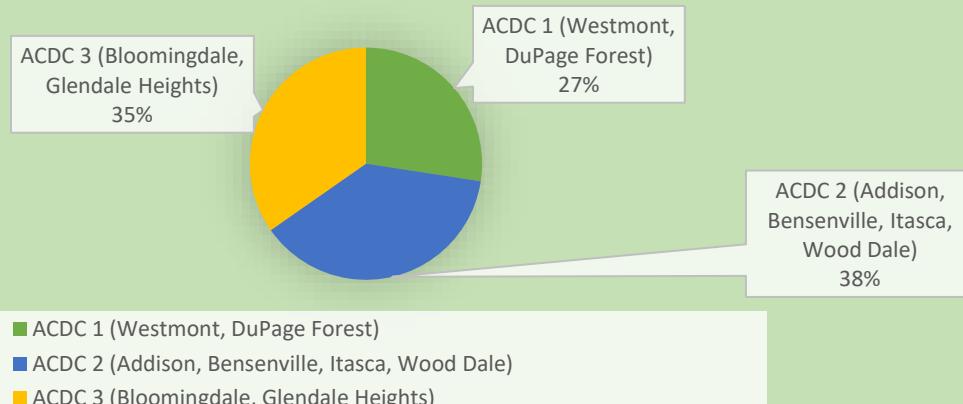
Calls for Service (CFS) - YTD



Police Calls for Service by Talk Group – September

ACDC 1 (Westmont, DuPage Forest)	4,406
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,386
ACDC 3 (Bloomingdale, Glendale Heights)	5.996

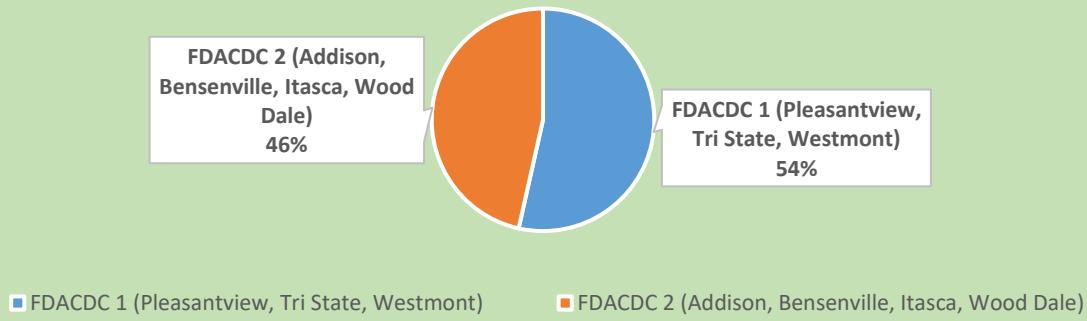
September 2025 Police TalkGroups Calls for Service



Fire Calls for Service by Talk Group – September

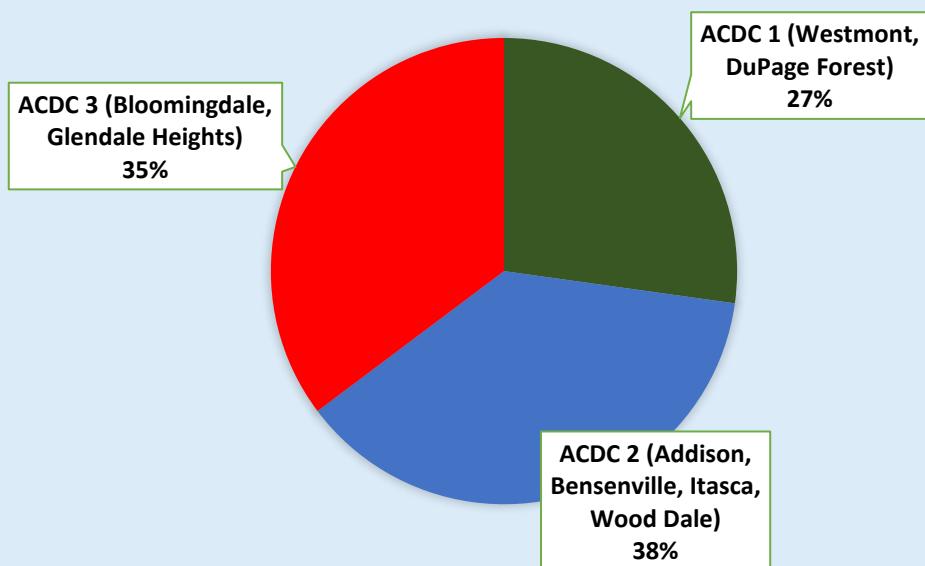
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,339
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,163

September 2025 Fire TalkGroups Calls for Service

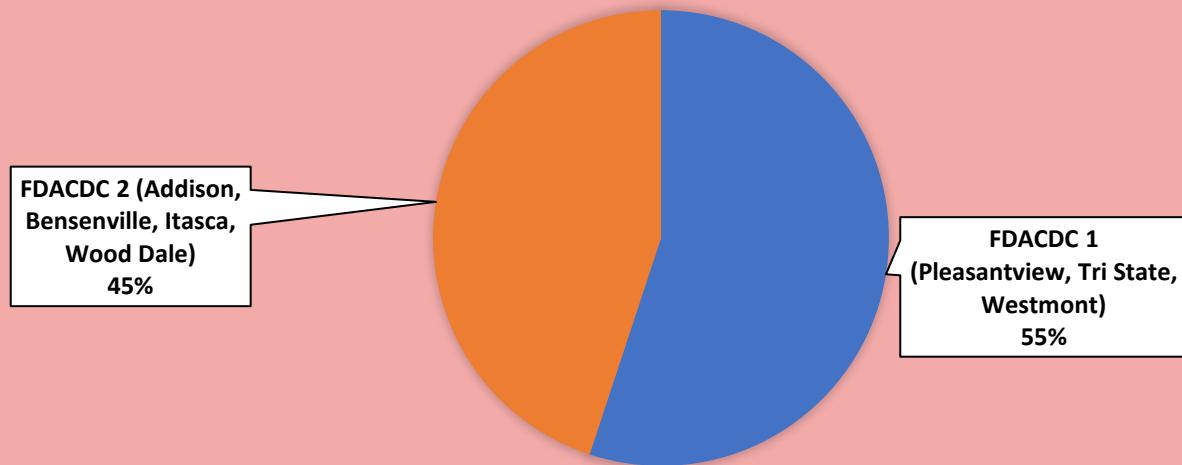


Police & Fire Calls for Service by Talk Group – YTD

2025 POLICE TALKGROUPS CALLS FOR SERVICE YTD



2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



MABAS Alarms Dispatched -YTD

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

Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	23								
Bensenville	22								
Itasca	9								
Pleasantview	18								
Tri State	29								
Westmont	16								
Wood Dale	6								
Other FD Agency	16								
Total Reported Fires	139	65	59	16	47%	89%	70	3	0
Actual Fires	52	28	22	2	54%	96%		0	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		53.8%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds			96.2%						
Actual fires: % over 106 seconds. Goal is 0%				3.8%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	0.0%	0.0%							
Actual fires received as fire alarm	12								
% actual fires received as fire alarm	23%								

Performance Measures

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

Police:

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

24 Calls Reviewed for – September	
Policy Violations	Violation <ul style="list-style-type: none">• Failure to use DU FLASH
Error in Accuracy	
Performance Issue	Violation <ul style="list-style-type: none">• Failure to ask weapons
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none">• N/A

Fire:

General Alarm Review

13 Calls Reviewed – September	
Policy Violations	Violation <ul style="list-style-type: none">• N/A
Error in Accuracy	
Performance Issue	Violation <ul style="list-style-type: none">• Poor customer service
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none">• N/A

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
N/A			

Collaboration / Committee's / Focus Groups / Miscellaneous

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

This section will highlight programs or topics of interest.

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

- CAD Focus Zoom Meeting scheduled for September 23, 2025

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

- FSA Information Meeting September 25, 2025, agenda emailed September 19th. *Fire Standardization Focus Group*

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

- PAC Update
- Portable Radios – Connolly update
- LiveMUM
- Alarm Board OOS Policy (ADF & WSF)
- MABAS 12 Backup Box Card status

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

- *Cancelled*

ACDC Visitors

- ACDC applicant sit along
- ACDC Alarm Board Operator candidate sit along
- Glendale Heights New Hires Sit Along X's 2
- Generator Breaker Replacement

Community Outreach

- Willowbrook Police Department Open House
- DuPage County Safety Saturday
- Westmont Fire Department Open House
- Pleasantview Fire Safety Days
- DuPage County Forest Preserve No First Responder Child Left Indoors
- Itasca FD Open House

Task Force / Special Detail Participation

- 09/10 Saturation Task Force
- 09/23 Saturation Task Force

Special Events

- Addison Classic Baseball Game
- Winnebago Elementary School 911 Presentation
- DuJardin Elementary School 911 Presentation
- Westfield Middle School 911 Presentation
- Addison Neighborhood Watch Meeting



ETSB Other Action Item

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

File #: 25-2647

Agenda Date: 11/12/2025

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	Oct 24 Feb 25	Nov 24 Mar 25	Dec 24 Apr 25	Jan 25 May 25	Feb 25 Jun 25	Mar 25 Jul 25	Apr 25 Aug 25	May 25 Sep 25	Jun 25 Oct 25		Nov 25	TOTALS
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,128,059.57			\$ 12,173,767.46
NG9-1-1 Withholding (1x)								\$ 1,614,314.27						\$ 1,614,314.27
Misc. Payments											\$ 28,485.24			\$ 28,485.24
PRMS Reimbursement								\$ 780,310.30						\$ 780,310.30
Grant Reimbursement								\$ 1,521,663.78						\$ 1,521,663.78
Sale of Assets														\$ -
CAD Interface Reimbursement														\$ -
FSA Optional Equip Reimbursement							\$ 13,825.00							\$ 13,825.00
DEDIRS Reimbursement		\$ 756,532.95					\$ 1,822.81							\$ 759,546.76
DEDIRS Airtime Reimbursement	\$ 32,446.14	\$ 1,267.56									\$ 1,191.00			\$ 33,713.70
Investment Earnings														\$ -
Total	\$ 1,088,296.30	\$ 1,806,626.59	\$ 1,048,032.56	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,111,265.89	\$ 1,200,230.17	\$ 5,060,973.86	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,157,735.81	\$ -	\$ 16,925,626.51	

FY24

HISTORY BY FISCAL YEAR														
Equalization \$ Remitted for: Month Received:	Sep 23 Dec 23	Oct 23 Jan 24	Nov & Dec 23 Feb 24	Jan 24 Mar 24	Feb 24 Apr 24	Mar 24 May 24	Apr 24 Jun 24	May 24 Jul 24	Jun 24 Aug 24	Jul 24 Sep 24		Oct 24	Nov 24	TOTALS
Total	\$ 859.50	\$ 1,168,971.56	\$ 1,178,650.54	\$ 2,387,090.19	\$ 32,729.44	\$ 2,228,214.14	\$ 1,041,953.80	\$ 3,863,176.75	\$ 1,382,731.50	\$ 1,209,215.64	\$ 1,217,302.86	\$ 2,040,059.63	\$ 17,750,955.55	

FY23

Equalization \$ Remitted for: Month Received:	Aug 22 Dec 22	Sep 22 Jan 23	Oct 22 Feb 23	Nov 22 Mar 23	Dec 22 Apr 23	Jan 23 May 23	Feb 23 Jun 23	Mar 23 Jul 23	Apr 23 Aug 23	May 23 Sept 23	Jun 23 Oct 23	Jul & Aug 23 Nov 23	TOTALS
Total	\$ 1,205,441.29	\$ 1,174,607.20	\$ 1,178,184.35	\$ 1,207,259.89	\$ 1,239,871.71	\$ 1,213,587.19	\$ 1,072,172.19	\$ 1,313,566.32	\$ 1,202,129.95	\$ 1,248,895.63	\$ 1,263,874.63	\$ 5,595,938.60	\$ 18,915,528.95

FY22

Equalization \$ Remitted for: Month Received:	Aug & Sep 21 Dec 21	Oct & Nov 21 Jan 22	Dec 21 Feb 22	Jan 22 Mar 22	Feb 22 Apr 22	Mar 22 May 22	Apr 22 Jun 22	May 22 Jul 22	Jun & Jul 22 Aug 22	May 22 Sept 22	Jun & Jul 22 Oct 22	May 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: Month Received:	Aug 20 Dec 20	Sep 20 Jan 21	Oct & Nov 20 Feb 21	Dec 20 Mar 21	Jan 21 Apr 21	Feb 21 May 21	Mar 21 Jun 21	Apr 21 Jul 21	May 21 Aug 21	Jun 21 Sept 21	Jul 21 Oct 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: Month Received:	Aug & Sep 2019 Dec 19	Sep 20 Jan 20	Oct 2019 Feb 21	Nov 2019 Mar 21	Dec 2019 Apr 21	Jan 2020 May 21	Feb 2020 Jun 21	Mar 2020 Jul 21	Apr 2020 Aug 21	May 2020 Sept 21	Jun & Jul 2020 Oct 21	Jul 21 Nov 21	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: Month Received:	Sep 2018 Dec 18	Oct 2018 Jan 19	Nov 2018 Feb 19	Dec 2018 Mar 19	Jan 2019 Apr 19	Feb 2019 May 19	Mar 2019 Jun 19	Apr 2019 Jul 19	May 2019 Aug 19	Jun 2019 Sept 19	Jul 2019 Oct 19	Aug 2019 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: Month Received:	Aug 2017 Dec 17	Sep 2017 Jan 18	Oct 2017 Feb 18	Nov 2017 Mar 18	Dec 2017 Apr 18	Jan & Feb 2018 May 18	Mar 2018 Jun 18	Apr 2018 Jul 18	May 2018 Aug 18	Jun 2018 Sept 18	Jul 2018 Oct 18	Aug 2018 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: Month Received:	Jul & Aug 2016 Dec 16	Sep 2016 Jan 17	Oct 2016 Feb 17	Nov 2016 Mar 17	Dec 2016 Apr 17	Jan 2017 May 17	Feb 2017 Jun 17	Mar 2017 Jul 17	Apr 2017 Aug 7	May 2017 Sept 17	Jun 2017 Oct 17	Jul 2017 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: Month Received:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jan & Feb 2016 Jun 16	Mar 2016 Jul 16	Apr 2016 Aug 16	May 2016 Sept 16	Jun 2016 Oct 16	Jul 2016 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

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
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
2025	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	1121322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80	\$ 1,128,664.82	\$ 1,128,059.57			\$ 11,117,917.30
NG9-1-1 Withholding (1x)								\$ 1,614,314.27					\$ 1,614,314.27



ETSB PAC Other Action Item

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

File #: 25-2640

Agenda Date: 11/12/2025

Agenda #: 6.B.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, October 6, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/88341040005?pwd=u1mzTUaS1xseqf35KK2qRa1FXGSxDI.1>

Meeting ID: 883 4104 0005

Passcode: 763354

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 (Remote)
Andres Gonzalez, DuPage Emergency Telephone System Board
Jan Barbeau, State's Attorney's Office (Remote)
Jim Connolly, Village of Addison (Remote)
Tom Gallahue, ILEAS (Remote)
Lou Hayes Jr., Hinsdale PD (Remote)
Marilu Hernandez, ACDC (Remote)
Jennifer Jager, Motorola (Remote)
Nick Kottmeyer, County Board Office
Erik Maplethorpe, DU-COMM (Remote)
James McGreal, Downers Grove PD (Remote)
Bob Murr, College of DuPage (Remote)
John Nebl, OHSEM (Remote)

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

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS**6.A. 25-2329**

DEDIR System September Maintainer Report

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

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

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Craig Jansen

6.B. 25-2330

ETSB PAC Minutes - Regular Meeting - Monday, September 8, 2025

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

Attachments: [9-8-2025 PAC Minutes Summary](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Craig Jansen
SECONDER:	Eric Burmeister

7. COMMITTEE APPROVAL REQUIRED**7.A. 25-2390**

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Northwestern Medicine Central DuPage Hospital Mobile Stroke Unit pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and 911-005.9: Access to DEDIR System Non-Public Safety / School Security.

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

Attachments: [Central DuPage Hospital Modification](#)
[911-005.2 Attachment Outside Agency CKR MOU Central DuPage Hospital Redacted](#)

RESULT:	APPROVED
MOVER:	Tyler Benjamin
SECONDER:	Colin Fleury

8. DEDIR SYSTEM

8.A. 25-2331

October DEDIR System Update

Executive Director Zerwin said the fire radio rollout continued with Lombard, Villa Park, West Chicago, and Hanover Park on Monday, followed by Downers Grove and Darien-Woodridge on Tuesday, Elmhurst, Clarendon Hills, Bloomingdale, and Glenside for Thursday, and Winfield and Wheaton for Friday. She said the upcoming ETS Board meeting would include the final change order for additional equipment, mobile radio purchases, and the replacement of APX4000 radios in coordination with the County, noting that it was a business decision to upgrade at 2022 pricing with a 47 percent discount.

Vice Chair Clark said the Fire Focus Group had reviewed and supported the mobile radio purchase. Member Jansen asked about battery issues, and Executive Director Zerwin said none had been reported. She said police batteries would soon be replaced after three years of use and that fire batteries were performing well, with a replacement planned for December.

Chair Selvik said he and Vice Chair Clark met with Motorola about encryption and were dissatisfied with their lack of progress, saying the plan lacked detail and clear direction for PSAPs and agencies. He said Motorola needed to create a step-by-step task plan before moving forward. Vice Chair Clark said their focus was to make the transition easier for end users, not for Motorola. Executive Director Zerwin said the meeting helped clarify responsibilities but that more work was needed to finalize a usable format before involving focus groups and directors.

Executive Director Zerwin said that Ms. Jennifer Jager had joined as the new Motorola technical lead replacing Mr. Andy Saucedo, with Mr. Otalvaro continuing to assist. She said the team needed to determine the simplest way to ensure that only authorized users could access the investigations channels. She said the Police Chiefs would need to be engaged to identify which personnel should have access, similar to how access is managed for MERIT channels. She explained that while the channels could exist in all radios, only authorized users would have access, and changes could later be made through firmware updates as assignments changed. She said once priorities shifted from the Fire radio rollout, staff would meet to address this process and develop a policy similar in structure to the MERIT policy to govern investigative channel access.

Attachments: [DEDIR System Update - 10 2025](#)

8.B 25-2332

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

Member Burmeister said the matter remained status quo. He said he and Member Benjamin had a brief discussion and agreed that the Directors should be included in the

process. He said they hoped to schedule a meeting with the PSAP Directors within the next month and have an update ready for the next meeting.

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

8.C. Real Time Crime Center Requests

Executive Director Zerwin said she and Mr. Nebl planned to meet with Schaumburg toward the end of October to discuss GPS and access concerns once the radio rollout was completed. She said the matter required input from the Police Chiefs since it involved broader issues of data visibility and security. She explained that while access for outside entities could be useful for operations like saturation patrols, some Chiefs were concerned about other agencies viewing their units' GPS data, including investigators or sensitive assignments. She also mentioned security risks tied to users accessing CommandCentral from home. She suggested developing an outline or survey to gather Chiefs' feedback before moving forward.

Member Fleury raised concerns about officer safety and privacy, noting that GPS tracking could expose undercover officers or sensitive investigations. Chair Selvik and Vice Chair Clark agreed the issue needed review and discussed exploring options for controlling or limiting GPS visibility. Executive Director Zerwin said technical capabilities, such as user-selectable GPS settings, would be explored. Chair Selvik said the next Police Focus Group meeting would focus on creating a list of questions and recommendations, Executive Director Zerwin said that the upcoming meeting with Schaumburg could help clarify best practices.

8.D. [25-2441](#)

Discussion of Updated Police Template

Chair Selvik said the Police Focus Group met to review and update the Police radio template, confirming channel placements, verifying talkgroups, and removing any that were not part of existing IGAs. Vice Chair Clark asked if all talkgroups worked in every radio, noting that some, like MERIT, required authorization. Chair Selvik confirmed that was correct, and Executive Director Zerwin added that while the channels appeared in the radios, they would not function without proper access. Chair Selvik said the Focus Group approved the template as the final version, with only minor adjustments expected in the future.

Attachments: [PD Template Updated 10.1.25](#)

9. OLD BUSINESS

Executive Director Zerwin said that next month's agenda would include approval of the calendar for the following year before sending it to the ETS Board. She said there had been discussion about the meeting time and day and offered to look at alternative options if members were interested. She said Tuesdays were difficult because of County Board and committee meetings, and said PAC meetings were usually scheduled before the ETS Board meeting to allow business

items to carry forward. Discussion ensued, and members said they agreed to set the meeting time to Monday at 2:00 p.m. Executive Director Zerwin said the updated calendar would be on next month's agenda for approval.

10. NEW BUSINESS

There was no new business.

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

Member Benjamin made a motion to adjourn the meeting at 8:43 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

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

File #: 25-2656

Agenda Date: 11/12/2025

Agenda #: 6.D.1.



DU PAGE COUNTY

ETSB - Ad Hoc Finance Committee

Draft Summary

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

Wednesday, October 8, 2025

8:00 AM

Room 3500B

Special Call

Join Zoom Meeting

<https://us02web.zoom.us/j/83121881663?pwd=yj94HPTpHRy3x9biB9PeJY1jdBWUVK.1>

Meeting ID: 831 2188 1663

Passcode: 369388

1. CALL TO ORDER

8:00 AM meeting was called to order by Chair Schwarze at 8:03 AM.

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Andres Gonzalez

STATE'S ATTORNEY:

Mark Winstorfer (8:28am)

ATTENDEES:

Nick Kottmeyer, County Board Office

Evan Shields, County Board Office

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

Rachel Bata, Roselle PD (Remote)

Anthony McPhearson, CIO (Remote)

Kimberly White, DMMC (Remote)

On roll call, Members Schwarze, Franz, Hernandez, Henry (8:24am), Honig (8:12am), Maranowicz, Robb, and Wolber were present.

PRESENT	Schwarze, Franz, Hernandez, Maranowicz, Robb, and Wolber
LATE	Henry, and Honig

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SCHWARZE

Chair Schwarze thanked the Members for their presence and Executive Director Zerwin and staff for their hard work in preparing the FY26 budget.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS**6.A. 25-1677**

ETSB Ad Hoc Finance Minutes - Regular Meeting - Wednesday, June 11, 2025

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

Attachments: [2025-06-11 ETSB Ad Hoc Finance Minutes Summary.pdf](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Kyle Wolber
SECONDER:	Jessica Robb

6.B. 25-2442

ETSB Ad Hoc Finance Minutes - Regular Meeting - Wednesday, September 10, 2025

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

Attachments: [2025-09-10 ETSB Ad Hoc Finance Minutes Summary.pdf](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Jessica Robb
SECONDER:	Marilu Hernandez

7. FY26 BUDGET**7.A. 25-2460**

Budget Presentation

Executive Director Zerwin began the PowerPoint presentation with an overview of the proposed FY26 costs, utilizing the County format which provides a history of FY22-26, including:

- Total Appropriation of \$48,988,966.
- Increase of approximately \$1.4M from FY25, a 3% increase.
- Increase of 6% in operating costs.
- Decrease in new capital. When there is a new program, this is where the new capital will increase. Otherwise, there is just some standing capital costs like replacing the CAD or computers, etc.
- Capital Contingencies, the savings account, is basically funded, providing a life

expectancy of 10 years.

Executive Director Zerwin provided an explanation of the costs in each of the slides, attached to these minutes. She said a 3% Cost of Living Adjustment (COLA) was included in Salaries as recommended by the County Board and that the mid-year salary adjustments were offset by vacancies in FY25. Discussion ensued around Operational costs for major components including battery lifecycle and replacement costs for the Police and Fire portable radios, projects such as the DeltaWRX RFP for CAD, the Hidden Lakes tower improvements, repair and maintenance of equipment, the decrease in communication services, and County licensing and cost sharing services including GIS.

Member Honig entered the meeting at 8:12am.

In terms of capital, Executive Director Zerwin reviewed upcoming costs of approximately \$6.8M out of account 54199 to finish the radio replacement project and another \$6.5M for the final payment on the original radio contract with Motorola. Vice Chair Franz questioned the capital funding moving forward. Executive Director Zerwin also reminded the Board there would be a \$1.2M payment for the AXS console project, the third of six payments coming due. Vice Chair Franz questioned how we are going to budget for capital dollars going forward. He said, we did not really talk about revenue, stating he thought we have about \$19 million. Our operating costs are about 13 million. So what do we need to set aside for capital every year on average? Because I am trying to get to the question of where are we with our reserves? Are we able to meet our demands, et cetera? Executive Director Zerwin replied, we do not typically carry reserve. You carry capital contingency for the replacement, that basically because this agency is 90% infrastructure. There are maintenance and capital replacements, and 8% on the personnel. She explained the reserves are monies to replace those major components. She said, we count only the monthly surcharge for the revenue projection because interest fluctuates. There is really no way to calculate that, especially in this market. Executive Director Zerwin reminded the Board there is about \$30,000 annually in non-surcharge revenue from membership into the system and like agreements.

Executive Director Zerwin moved on to the chart showing the 54199 Capital costs and their average life expectancy, which is usually based off the contract, and their respective replacement schedule. She explained that by dividing the cost by the life expectancy, and setting aside funds annually, we will reach the full replacement value at the time of the contract. And that even if money is saved by upgrading a system as opposed to replacing it, that does not negate the need to have full replacement dollars available when the Board decides to replace the system. Executive Director Zerwin explained that once a replacement is funded, the monies are carried over each year until it is done (financed), and that no additional funds are being set aside for a particular item. She said Baker Tilly, the outside auditors, set the funds up this way to allow for flexibility to move the funds when we need to pay the invoice and that at that time, there would be a dip in the reported dollars from the Treasurer. Executive Director Zerwin said there is about \$16M in the money market fund and about \$34M in long-term investments, but that there will be multiple large payments coming out in December and the Treasurer's Office will be moving money around to minimize any kind of major penalties in our investments.

Treasurer Henry entered the meeting at 8:24am.

Vice Chair Franz expressed frustration that he has I've been on this board 10 years and he still cannot make sense of that. That maybe his 30 years of doing budgets is insufficient enough. He asked if anybody else understands what that chart is because he does not understand what that means, and that the Board has to make some fundamental decisions every year. He said the IGA calls for us to decide how much to set aside for the PSAPs without better information and more time, which is no one's fault this year. It was a weird year. But that they cannot make that decision. Member Honig said he appreciates the chart. He said the job of ETSB is to provide infrastructure and support and that the money left over is going back into infrastructure and support, like the reserves for County Board which they can use as surplus funds for projects.

Vice Chair Franz argued that the projections failed to show the 10-year capital outlook. He said if ETSB is not spending \$22M, and only spending \$450,000, then a plan should be put together based on a best guess of when equipment is going to be replaced and what is likely to be spent. He believed that if operating costs are \$13.8M, and capital costs are \$2M, in his view there is about \$4M of revenue coming in that could be put in capital to try to do more, or provide more support to the PSAPs. Those are the conversations he believe need to be had.

Member Maranowicz thought they would be shooting themselves in the foot projecting 10 years out with technology changes; that he only projects 3 years.

Discussion ensued around future years and the fluctuations of funds needed for replacement components, as well as projected revenue. Executive Director Zerwin referenced Chief Deputy Treasurer Smith's presentation from the August 13 meeting and the fact that for the first time in her 16 years with the ETSB that we would not make revenue projections in FY25 with a shortfall of approximately \$1M. Discussion included why surcharge distribution is down and the potential use of the one-time NG9-1-1 withholding from the State of around \$1.6M. If those funds were utilized to supplant the surcharge shortage, then the remaining could either be used for a PSAP project request that was not budgeted for or it could distributed to the PSAPs as outlined in the budget memorandum. This discussion led to the expenditure policy adjustments which would be brought forward on the November agenda. One concern is that the \$2M that Vice Chair Franz would like to see in the budget for distribution to the PSAPs would not be sustainable given the fact that surcharge is down.

Consensus was taken on the following items:

- To approve the Revenue projection for FY26 to \$13M.
- The CommsCoach interface request made by DU-COMM for FY25.
- The RapidSOS Communicator suite of products to be brought forward for approval on the November board agenda.
- To move forward on the recommendation to amend the Expenditure Policy regarding the use of one-time disbursements.

- To approve the FY26 Appropriation on the ETS Board agenda as presented.

Attachments: [ETSB Board FY26 Budget Executive Summary - Adjustments for October 8.pdf](#)
[FY26 Budget Presentation.pdf](#)

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [ETS-R-0057-25](#)

Annual Appropriation Resolution for the Emergency Telephone System Board of DuPage, State of Illinois, for the Fiscal Period beginning December 1, 2025 and ending November 30, 2026.

Chair Schwarze said he would like to have the FY26 budget approved at today's meeting. He asked for a motion to approve the annual appropriation for the ETSB. A motion was made by Member Maranowicz, seconded by Member Honig. On roll call, 6 Ayes, 1 Nay, to approve the budget on the following agenda.

Attachments: [Budget Summary 10.8.25.pdf](#)

RESULT:	APPROVED AT COMMITTEE
MOVED:	Joseph Maranowicz
SECONDER:	Andrew Honig
AYES:	Schwarze, Hernandez, Honig, Maranowicz, Robb, and Wolber
NAY:	Franz

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

Without objection, the meeting of the ETSB Ad Hoc Finance Committee was adjourned at 9:01am.



ETSB Other Action Item

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

File #: 25-2646

Agenda Date: 11/12/2025

Agenda #: 6.E.1.



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

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

Draft Summary

Wednesday, October 8, 2025

9:00 AM

Room 3500B

Join Zoom Meeting

<https://us02web.zoom.us/j/81748853198?pwd=0b0gdTbqCVc8LzyaztQYMiXSLDcfbm.1>

Meeting ID: 817 4885 3198

Passcode: 181031

1. CALL TO ORDER

9:00 AM meeting was called to order by Chair Schwarze at 9:10 AM.

2. ROLL CALL

On roll call, Members Schwarze, Franz, Hernandez, Honig, Maranowicz, Markay, McCarthy, Robb, Schar, and Wolber were present. Members Eckhoff and Johl were absent.

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SCHWARZE

There were no comments from Chair Schwarze.

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 October 8 B/Revenue Report for October 8; C/Minutes Approval Policy Advisory Committee for September 8; D/Minutes Approval Ad Hoc Finance Committee for June 11; E/Minutes Approval Ad Hoc Finance Committee for September 10; F/Minutes Approval ETS Board for September 10. Member Honig 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 October 8 B/Revenue Report for October 8; C/Minutes Approval Policy Advisory Committee for September 8; D/Minutes Approval Ad Hoc Finance Committee for June 11; E/Minutes Approval Ad Hoc Finance Committee for September 10; F/Minutes Approval ETS Board for September

10. Member Wolber motioned, seconded by Member Honig. On voice vote, all Members voted "Aye", motion carried.

6.A. Monthly Staff Report**6.A.1. 25-2188**

Monthly Report for October 8 Regular Meeting

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

6.B. Revenue Report 911 Surcharge Funds**6.B.1. 25-2191**

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

Attachments: [Revenue Report Regular Meeting 10.8.25 Fiscal Year](#)
[Revenue Report Regular Meeting 10.8.25 History](#)

6.C. Minutes Approval Policy Advisory Committee**6.C.1. 25-2330**

ETSB PAC Minutes - Regular Meeting - Monday, September 8, 2025

Attachments: [9-8-2025 PAC Minutes Summary](#)

6.D. Minutes Approval Ad Hoc Finance Committee**6.D.1. 25-1677**

ETSB Ad Hoc Finance Minutes - Regular Meeting - Wednesday, June 11, 2025

Attachments: [2025-06-11 ETSB Ad Hoc Finance Minutes Summary.pdf](#)

6.D.2. 25-2442

ETSB Ad Hoc Finance Minutes - Regular Meeting - Wednesday, September 10, 2025

Attachments: [2025-09-10 ETSB Ad Hoc Finance Minutes Summary.pdf](#)

6.E. Minutes Approval ETS Board**6.E.1. 25-2189**

ETSB Minutes - Regular Meeting - Monday, September 10, 2025

Attachments: [2025-09-10 ETSB Minutes Summary.pdf](#)

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Kyle Wolber
SECONDER:	Andrew Honig
AYES:	Schwarze, Franz, Hernandez, Honig, Maranowicz, Markay, McCarthy, Robb, Schar, and Wolber

ABSENT:	Eckhoff, and Johl
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7. VOTE REQUIRED BY ETS BOARD

7.A. Payment of Claims

7.A.1. 25-2187

Payment of Claims for October 8, 2025 for FY25 - Total for 4000-5820 (Equalization): \$305,206.80.

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

Attachments: [Payment of Claims 10.8.25 FY25](#)

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	David Schar

7.B. Change Orders

7.B.1. 25-2192

ETS-R-0009D-24 - Amendment to ETS-R-0009-24 issued to Voiance Language Services, PO 924001/6848-1, to encumber additional funds in the County Finance software for payment of invoices, to increase the funding in the amount of \$17,000, resulting in an amended contract total of \$67,000, an increase of 34%.

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

Attachments: [Voiance 924001 Change Order 4.pdf](#)
[Voiance 924001 Decision memo.pdf](#)

RESULT:	APPROVED
MOVER:	Jessica Robb
SECONDER:	Marilu Hernandez

7.B.2. 25-2160

ETS-R-0074G-21 - Amendment to ETS-R-0074-21 issued to Motorola Solutions, Inc., PO 921054/5522-1, to provide additional portable radio units and accessories to augment the original equipment order to be used on the DuPage Emergency Dispatch Interoperable Radio System on STARCOM21, to increase the funding in the amount of \$4,870,737.99, resulting in an amended contract total of \$42,281,102.42, an increase of 13.02%.

Vice Chair Franz asked for a summary of this item as is it a \$5M expense.

Executive Director Zerwin said this was discussed at last month's board meeting, there was a memo talking about all of the different changes for the contract that we found a different mobile vendor, which is also on the agenda. This is the replacement for the APX4000s for the County and Agency CSOs and the augment of the cache radios and accessories to round out that equipment. She said there was consensus from the Board last month to move forward with the recommendations. Vice Chair Franz asked if some of this will be reimbursed. Executive Director Zerwin said \$1.8M will be reimbursed from the County.

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

Attachments: [Motorola 921054 Change Order 7.pdf](#)
[Motorola 921054 Requisition.pdf](#)
[Motorola 921054 Decision Memo.pdf](#)
[QUOTE-3259811-4 APX Next Replacements for APX4000
9 29 2025 Rev4.pdf](#)
[QUOTE-3246344-8 Change Order 7 9 29 2025 Rev5.pdf](#)
[Motorola 921054 Vendor Ethics Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Sheryl Markay
SECONDER:	Joseph Maranowicz

7.B.3. [25-2418](#)

ETS-R-0066G-24 - Amendment to Resolution ETS-R-0066-24, issued to PURVIS Systems Incorporated PO 924025/7298-1, to allow for the purchase of additional optional Fire Station Alerting (FSA) equipment for the Winfield Fire Protection District and the Itasca Fire Department, to increase the funding in the amount of \$4,885, resulting in an amended contract total of \$702,805, and increase of .70%.

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

Attachments: [Purvis 924025 Change Order 7.pdf](#)
[Purvis 924025 Decision Memo.pdf](#)
[Winfield IL FSAS HQ Speakers PC2026-100.pdf](#)
[Itasca, IL St 67 Change Order PC2026-148.pdf](#)
[Milestone Schedule 10.1.25.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Jessica Robb

7.B.4. [25-2422](#)

ETS-R-0071C-20 - Amendment to Resolution ETS-R-0071-20, issued to Motorola Solutions, Inc. PO 920153/4951-1, to reconcile the FY25 user radio count operating in the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) for payment and accounting of contractual obligations of the DMS Radio Manager contract, for no change in contract total amount.

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

Attachments: [Motorola 920153 Change Order 3.pdf](#)
[Motorola 920153 Decision Memo.pdf](#)
[DuPage DMS Contract Change Order 3
09-30-2025-3_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Sheryl Markay

7.C. **Resolutions**

7.C.1. [ETS-R-0052-25](#)

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

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

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

RESULT:	APPROVED
MOVER:	Sheryl Markay
SECONDER:	Joseph Maranowicz

7.C.2. [ETS-R-0053-25](#)

Resolution approving the sale of inventory from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Vermillion/Livingston County Consortium for an amount of \$125,400.

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

Attachments: [Vermillion Livingston Attachment A.pdf](#)
[1 SALES AGREEMENT \(Livingston County Mutual Aid Association Batteries\) 25DEDIRS051.pdf](#)
[3 SALES AGREEMENT \(Livingston County Mutual Aid Association Portable Radios\) 25DEDIRS053.pdf](#)
[5 SALES AGREEMENT \(Pontiac Fire Department Portable Radios\) 25DEDIRS055.pdf](#)
[7 SALES AGREEMENT \(VCOM Portable Radios\) 25DEDIRS057.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Marilu Hernandez

7.C.3. [ETS-R-0058-25](#)

Resolution to approve access to the DuPage ETSB CAD System network pursuant to Policy 911-013: Information Technology and Network Security as requested by DU-COMM for use of CommsCoach.

Executive Director Zerwin said this was a capital request for FY26 before the Ad Hoc Finance Committee. There was general consensus to the Board to put this into the FY25 budget because there are sufficient funds to move this project forward.

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

Attachments: [Attachment A 911-013 Appendix G Interface Request Form DU-COMM signed Redacted.pdf](#)
[Dupage ETSB Eventide GovWorx API Addition at Du Comm.pdf](#)
[Memorandum of Understanding Between ETSB and DUCOMM Comms Coach Interface.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Kyle Wolber

7.C.4. [ETS-R-0060-25](#)

Resolution to adjust the salaries of the Emergency Telephone System Board of DuPage County staff in concurrence with changes as authorized by the DuPage County Board for FY26.

Chair Schwarze said that County is presenting a 3% Cost of Living Adjustment (COLA) to all staff and ETSB is following the County's direction.

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

Attachments: [Salary Schedule A.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Marilu Hernandez

7.D. Purchase Resolutions

7.D.1. [ETS-R-0050-25](#)

Recommendation for the approval of a contract purchase order to Insight Public Sector, Inc., PO 924035, for a three (3) year renewal of SolarWinds Observability maintenance and support, for a period of October 13, 2025 through October 13, 2028, for a contract total not to exceed \$101,444.89; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (OMNIA PARTNERS [COBB COUNTY] IT PRODUCTS AND SERVICES [#23-6692-03]).

Vice Chair Franz asked for a little explanation of this item. Executive Director Zerwin said it is just a renewal of this is a monitoring software that is kept on the systems to let the ETSB technicians know when there is a problem.

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

Attachments: [Insight 925035 PRCC Redacted.pdf](#)
[Quotation #0228702371 - DuPage County ETSB.PDF](#)
[23-6692-03_Insight_MAD_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Joseph Maranowicz

7.D.2. [ETS-R-0051-25](#)

Recommendation for the approval of a contract purchase order to ABeep, LLC, PO 925029, to furnish and deliver 594 Tait 9900 mobile radios, for a contract total not to exceed \$3,909,700.04; contract pursuant to the Sourcewell Contract 020625-TAIT.

Executive Director Zerwin began by saying this procurement was also in the memo. As you know, there were issues experienced with the Motorola APX8500 and the Fire Focus Group had done some testing. There were drive tests and bench tests of two other manufacturers, and while both units passed, the Tait TM9900 was the preferred unit with better performance, and the issues experienced with the APX8500 could not be reproduced with the Tait TM9900 mobile. Executive Director Zerwin said the Fire and Police Chiefs had the opportunity to see both of the other units, the Tait and the Kenwood. The preference by the agencies was for Tait. She said that based on the memo last month, there was consensus from the Board to move forward with this replacement.

She said ETSB will be getting a credit for Motorola on all the mobiles, even the ones that had been deployed.

Vice Chair Franz asked what is the delta in terms of savings. Executive Director Zerwin said the purchase is a little bit more expensive, but also built into this contract is the monthly maintenance, or the annual maintenance for each unit, which is about \$560 per unit for the next three years. In the pricing in Motorola's contract, that is a separate cost. Executive Director Zerwin continues saying by unit, it is a little more expensive, about \$300,000 higher. And Motorola will be crediting those mobiles which will go towards services already in that contract. She said in a month or two, there will be a change order to the contract, leveling out that credit and the exchanges which includes some 4000s that were not deployed as well as a few other items.

Vice Chair Franz said, so we will have a memo with all those change orders so we can understand exactly what has happened. Executive Director Zerwin reminded Vice Chair Franz about last month's memo on what was proposed so this approval would bring that memo to fruition based on the Board's direction last month. Vice Chair Franz asked if the maintenance will be done still by Motorola. Executive Director Zerwin said it would be a different radio, so service would be through ABeep, because the mobile is a different manufacturer. She said in three years, the service contract with Motorola for the portables will be up, at which time the mobile service would also be up for renewal. Having had two different vendors servicing the radios, the ETSB could go to bid for service at that point. She said this contract was designed to only go out as far as the Motorola contract, so it could all be done at once if the Board chose to.

Vice Chair Franz asked if the Fire Focus Group was confident that enough testing was done with these mobiles that they are going to not have any surprises in the field. Executive Director Zerwin said they are confident it does not duplicate the issue previously experienced.

Member Wolber asked if ABeep was providing hardware not network services, that ETSB would not be going on their network as far as radio towers or anything. Executive Director Zerwin said, there is a wireless puck for each unit for over the air programming and is built into the cost.

Chair Schwarze asked if there were any other questions, to which there were none. On voice vote, all Members voted "Aye", motion carried.

Attachments: [ABeep 925029 PRCC_Redacted.pdf](#)
[DuPage -3 Tait.pdf](#)
[ABeep 925029 Vendor Ethics_Redacted.pdf](#)
[Tait 020625-TAIT Price File.pdf](#)
[Tait Contract 020625_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Jessica Robb
SECONDER:	Andrew Honig

7.D.3. [ETS-R-0059-25](#)

Recommendation for the approval of a contract purchase order to Motorola Solutions, PO 925037, for a GovWorx API interface for CommsCoach, for a contract total not to exceed \$15,079.93; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (STARCOM21 Master Contract CMT2028589).

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

Attachments: [Motorola 925037 PRCC.pdf](#)
[Dupage ETSB Eventide GovWorx API Addition at Du Comm.pdf](#)

RESULT:	APPROVED
MOVER:	Kyle Wolber
SECONDER:	Sheryl Markay

7.E. Budget Transfers

7.E.1. [ETS-R-0054-25](#)

Transfer of funds for FY25 from 4000-5820-54107 (Capital Software) to 4000-5820-53806 (Software & Maintenance) in the amount of \$607,000, for maintenance on the Customer Premise Equipment (CPE) Vesta phone system PO 5866-1.

Attachments: [BT 54107 to 53806 CPE Vesta FY25.pdf](#)

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

7.E.2. [ETS-R-0055-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in the amount of \$1,954,851, for the mobile radio replacement project.

Vice Chair Franz asked if this is just an accounting thing. Executive Director Zerwin replied, yes, the money is being moved because the contract calls for 50% upon execution of this contract. This will allow for the invoice to be on next month's bills list and this transfer would move funds into the account, otherwise the auditor would not allow for payment.

Attachments: [BT 54199 to 54110 Mobiles FY25.pdf](#)

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

7.E.3. [ETS-R-0056-25](#)

Transfer of funds for FY26 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in the amount of \$6,651,400, for the fourth and final financing payment on the Motorola PO 5522-1.

Attachments: [BT 54199 to 54110 Radios FY26.pdf](#)

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

7.F. **FY26 Budget Appropriation**7.F.1. [ETS-R-0057-25](#)

Annual Appropriation Resolution for the Emergency Telephone System Board of DuPage, State of Illinois, for the Fiscal Period beginning December 1, 2025 and ending November 30, 2026.

Chair Schwarze began by saying we had a lively discussion in our Ad Hoc Finance Committee meeting this morning. We had consensus on approving a revenue projection of \$13M for FY26 as opposed to the \$14M that has been received in the last few years. He said that is based on what our revenue is going to end up being for 2025. Chair Schwarze said the CommsCoach API access interface was approved and moved to the FY25 budget. He continued saying, by consensus, the Committee recommended approval for a capital request for RapidSOS Communicator. There was consensus to have further discussion on RapidSOS GIS and RapidSOS Intelligent Analysts with the funds staying in the budget. Chair Schwarze said the Committee recommended to amend the expenditure policy regarding use of a one-time state received expenditure to be dispersed through the PSAPs, which Executive Director Zerwin can explain more, if needed. Chair Schwarze said there was a motion to recommend approval the FY26 budget appropriation. It was a six to one vote.

Member Honig thanked Executive Director Zerwin and her staff for doing a great job. He said, even for me as an accountant, in looking at the budget, there are a lot of numbers, but it is very well done and very meticulous, and thoughtful in its farther out projection. Member Honig said, if we get hung up on the immediate and then super far out, you can lose sight of where capital funds go and prioritization of money to the PSAPs and the infrastructure here at ETSB. He again thanked Executive Director Zerwin and Chair Schwarze for being diligent through this process.

Vice Chair Franz said he does appreciate all the work that goes into the budget, that he has asked a number of questions, and got many answers to those questions. He said he does appreciate the time constraints this year, that it was more difficult to schedule finance meetings, and that we have been preoccupied with the radios, which is a huge, incredibly important project. But he felt that we could do better. Vice Chair Franz said, this Board does not fully understand this budget and no one can tell him differently. He said, we do not debate the budget. There was no presentation today. We have revenue projections that are not complete. We have a capital budget I think really needs to be better defined. And I think we need to commit to it. This group should not be dependent on the Finance Committee to do their work for them. We need to work more collaboratively. And I think it starts with making the Finance Committee permanent. It should never have been an ad hoc committee to begin with. I think we should meet regularly during the year. We should dig into a \$50M budget more than we do, and we all should understand what's in it. And I think we really need to make a better effort going forward, we need more debate. We should be debating that IGA distribution so we understand that fully. I appreciate the creativity of coming up for some at the 11th hour, but no one has even seen that memo. When we are voting on a budget, it is not the way we should be doing it, it is not good policy. So, I'm not voting for this budget.

Member Honig said, he assumed the budget is on OpenGov like every other budget for the County. He said, there are certain aspects where you can retrieve information. So when we are talking about revenue for the year, it is broken down and aspects such as where our expenses come from. He said on OpenGov you could take a deeper dive or if you want, request more information from ETSB or Executive Director Zerwin. Member

Honig said, reading the memos, it seems like staff does a good job at putting almost everything we talk about into those memos, whether it is a line item and then what's in the line item. He said, you have to look for it, I guess. Member Honig said, his question is that, if there is something that we have a question about, whether it is a line item that has \$5M in it, or whether it's in capital improvements, etc, can we see a breakdown of that? Executive Director Zerwin replied, yes, that ETSB is in OpenGov and follows the County format. She said as soon as we present the first part of the budget, we enter all that information, because we follow the County policy.

Chair Schwarze said, this is his fifth year being chair, and we have done five ad hoc finance committees. Everybody on this committee has the opportunity to participate in our ad hoc finance committee. I asked who wanted to volunteer, and we do not turn anybody down. He said, I do appreciate that not everyone has the time for it, and I also appreciate the fact that those who do not have the time for it trust in the members that do.

Member Maranowicz said he has been on the ad hoc committee for all five years. And that in those five years, they were in a place where there was no IGA, and there was a request for money to the PSAPs, and there was some lively debate. He said, that got done, and there was now an increase to potentially see if there is a revenue stream of getting more to the PSAPs. And I believe that has been accomplished. If this gets passed here coming up, I just want to say thank you, because where we were five years ago to where we are now, we moved some mountains. You moved some mountains. So thank you.

Chair Schwarze asked for a roll call. On roll call, nine Members voted "Aye", one Member voted "Nay", motion carried.

Attachments: [Budget Summary 10.8.25.pdf](#)

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

8. DEDIR SYSTEM UPDATE

PAC Chair Selvik said the fire radios continue to be distributed. We have ten agencies completed, four more scheduled tomorrow and two more on Friday. He said ETSB staff has been working very diligently getting those out and are only waiting on confirmation of scheduling. He said he believes the latest date for distribution is October 17, that it has been a fantastic job by ETSB staff and especially the Fire Focus Group and Chief Clark, who have been doing a tremendous amount of work.

Chair Selvik said the Police Focus Group met last week to review the Police template and cleaned it up in preparation for encryption. He said there had been an encryption meeting with Motorola to review the latest plan, but that we were not very happy with the plan, that it had not changed much since the first time we met with Motorola. PAC Chair Selvik said there is a lot of detail missing to the point that we expressed our concerns that we cannot bring that plan forward to this Board as well as the PSAPs right now, because of the lack of detail. We informed Motorola the plan needs to be very task oriented, detail all the work that needs to be done up front, who will be doing it, and then what happens during the cutover/go-live instead of just summaries to bring the plan forward. Member Robb asked when the next meeting date is scheduled. PAC Chair Selvik said it has not yet been scheduled.

PAC Chair Selvik said the Police Focus Group and ETSB are going to meet at the end of the month with Schaumburg and Northwest Central Dispatch to start answering questions regarding CommandCentral Aware and the individual real time crime centers asking for access to CommandCentral Aware for purposes of GPS locations on radios. He said it raises a lot of questions among the Chiefs and concluded by saying they will be looking into it further.

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

Executive Director Zerwin had nothing beyond what was 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, November 12 at 9:00am in 3-500B

Member Honig motioned, seconded by Member Maranowicz. The meeting of the ETSB was adjourned at 9:35am.



ETSB PAC Other Action Item

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

File #: 25-2642

Agenda Date: 11/12/2025

Agenda #: 6.F.1.

Emergency Telephone System Board of DuPage County Policy Advisory Committee (PAC) 2026 Meeting Schedule



DATE	TIME	LOCATION
January 5, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
February 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
March 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
April 6, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
May 4, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
June 1, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
July 6, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
August 3, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
September 14, 2026 Adjusted for Labor Day	2:00 pm	DuPage County Administration Bldg, Room 3-500A
October 5, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
November 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
December 7, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A



ETSB Other Action Item

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

File #: 25-2655

Agenda Date: 11/12/2025

Agenda #:

Emergency Telephone System Board of DuPage County ETS Board 2026 Meeting Schedule



DATE	TIME	LOCATION
January 7, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
February 11, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
March 11, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
April 8, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
May 13, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
June 10, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
July 8, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
August 12, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
September 9, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
October 14, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B
November 18, 2026 Adjusted for Veterans Day	9:00 am	DuPage County Administration Bldg, Room 3-500B
December 9, 2026	9:00 am	DuPage County Administration Bldg, Room 3-500B



ETSB Other Action Item

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

File #: 25-2650

Agenda Date: 12/10/2025

Agenda #: 7.A.1.



Payment of Claims

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

File #: 25-2648

Agenda Date: 11/12/2025

Agenda #: 7.B.1.



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Greg Schwarze

Chairman
DuPage County Board
Representative

Mr. Mark Franz

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

Mrs. Gwen Henry, Ex-Officio

DuPage County Treasurer

Ms. Jean Kaczmarek, Ex-Officio

Secretary - DuPage County Clerk

Mr. Grant Eckhoff

DuPage County Board
Representative

Ms. Marilu Hernandez

Addison Consolidated Dispatch
Center
(ACDC) Representative

Mr. Andrew Honig

DuPage County Board
Representative

Chief Patrick Johl

Wood Dale Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz

Village of Addison
DuPage Mayors & Managers
Conference Representative

Ms. Sheryl Markay

Public Representative

Deputy Chief Dan McCarthy

DuPage Sheriff's Office
Representative

Ms. Jessica Robb

DuPage Public Safety
Communication
(DU-COMM) Representative

Chief David Schar

Village of Winfield
DuPage County Police Chief

Mr. Kyle A. Wolber

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

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

TO: DuPage County Finance Department
FROM: Greg Schwarze, Chair
Emergency Telephone System Board of DuPage County
DATE: November 12, 2025
SUBJECT: ETSB Inter-department Claims FY25 November 12, 2025

The Inter-fund transfer for Payment of Claims as detailed on the following page has been approved by the ETS Board at a meeting held on November 12.

FY2025 Total Inter-fund Payment of Claims: \$233,157.78

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary

DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD 9-1-1

<u>Object Code</u>	<u>Services</u>	<u>Department</u>	<u>Amount</u>	<u>PO/Resolution</u>
5820-52200	Copy Paper	Mailroom	\$77.78	Invoice #1390465471
5820-53000	Accounting Services	Finance - CPA	\$57,500.00	Invoice #ETSB20251014
5820-53000	Accounting Services	Finance - A/P	\$25,000.00	Invoice #ETSB20251014
5820-53000	Audit Review	County Auditor	\$36,000.00	Invoice #ETSB20251014
5820-53030	Legal Services	State's Attorney	\$60,000.00	Invoice #ETSB20251014
5820-53400	Annual Lease of Shelter and Tower per IGA FM-0007-11	Facilities	\$8,580.00	Invoice #KBFY2025
5820-53090	County Network and Software System Support	Information Technology	\$36,000.00	Invoice #102025
5820-53090	County GIS Support	Information Technology	\$10,000.00	Invoice #102025



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

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Addison Consolidated Dispatch
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Mr. Andrew Honig

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DuPage County Police Chief

Mr. Kyle A. Wolber

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

Ms. Linda Zerwin

Executive Director
9-1-1 System Coordinator

TO: DuPage County Treasurer's Office
FROM: Greg Schwarze, Chair
Emergency Telephone System Board of DuPage County
DATE: November 12, 2025
SUBJECT: ETSB Payment of Claims List FY25 – November 12, 2025

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

FY2025 Equalization Fund (4000-5820): \$ 5,800,102.94

Total: \$ 5,800,102.94

APPROVED BY:

Greg Schwarze, Chair

ATTEST:

Secretary



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
#25-43

Date: November 5, 2025

The Office of the County Auditor has completed a limited scope internal audit of the transaction processing of ETSB invoices submitted for payment. The audit identified one exception that required correction by the Finance Department.

All of the invoices submitted have been reviewed and 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 November 12, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated October 31, 2025, have been examined and are recommended for payment. The total amount of the expenditures is \$5,800,102.94:

• FY2025 Equalization Fund (4000-5820)	\$5,800,102.94
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One exception was identified by the Finance Department.

A Motorola Solutions Credit Company LLC invoice for \$1,167,644.09 for the annual lease payment was entered into MHC with an incorrect unit price in the line items field. The invoice could not be matched in the Lawson ERP system. The Finance Department corrected the unit price for line 7 of service agreement 6149-0001 SERV and was then able to match the invoice for payment on October 29, 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 34 invoices submitted for payment, one exception was identified.

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

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

Thank you for your continued assistance.

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

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

COMP	AU	Account	Description	ANNUAL		ACTUAL		YEAR TO DATE		REMAINING		% YTD EXPENDED	% YTD REMAINING
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE					
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,037,446	\$ 1,037,446	\$ 794,251.10	\$ -	\$ 243,194.70	77%	23%			
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 9,079.60	\$ -	\$ 1,120.40	89%	11%			
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 33,053	\$ 33,053	\$ -	\$ -	\$ 33,052.67	0%	100%			
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,796	\$ 13,796	\$ 5,747.78	\$ -	\$ 8,047.92	42%	58%			
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 71,714.75	\$ -	\$ 13,563.29	84%	16%			
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 58,402.36	\$ -	\$ 20,962.24	74%	26%			
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 125,300.55	\$ -	\$ 131,867.75	49%	51%			
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ -	\$ -	\$ -	\$ -	\$ -					
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ 47.96	\$ 52.04	\$ 38,900.00	0%	100%			
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 100,500	\$ 100,500	\$ 34,067.33	\$ 1,880.21	\$ 64,552.46	34%	64%			
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 32,579	\$ 1,110.08	\$ 5.53	\$ 31,463.39	3%	97%			
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 489.29	\$ -	\$ 260.71	65%	35%			
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 500,000	\$ 49,011.77	\$ 256,311.54	\$ 194,676.69	10%	39%			
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ 335.04	\$ -	\$ 664.96	34%	66%			
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%			
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 1,500	\$ 1,500	\$ 164.39	\$ -	\$ 1,335.61	11%	89%			
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ 32,600.00	\$ -	\$ 118,500.00	22%	78%			
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 344,139	\$ 51,480.00	\$ 292,659.16	\$ -	15%	0%			
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%			
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 30,000	\$ 33,000	\$ 24,701.73	\$ 8,298.27	\$ -	75%	0%			
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 436,081	\$ 51,960.64	\$ 200,836.99	\$ 183,283.37	12%	42%			
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 96,286.00	\$ -	\$ 41,642.15	70%	30%			
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%			
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ 14,192.24	\$ -	\$ 5,807.76	71%	29%			
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	\$ 687,049.94	\$ 212,291.02	\$ 277,545.64	58%	24%			
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 1,449,682.22	\$ 184,543.80	\$ 180,925.98	80%	10%			
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 6,192.03	\$ 7,101.99	\$ 31,705.98	14%	70%			
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ 1,263.46	\$ -	\$ 48,736.54	3%	97%			
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 659,626	\$ 659,626	\$ 100,445.76	\$ 483,794.48	\$ 75,386.17	15%	11%			
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ 307.09	\$ -	\$ 20,272.91	1%	99%			
4000	5800	53410-0000	RENTAL OF MACHINERY & EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-	-			
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	\$ 6,823.07	\$ -	\$ 43,176.93	14%	86%			
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%			
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 145,000	\$ 37,211.00	\$ -	\$ 107,789.00	26%	74%			
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%			
4000	5820	53800-0001	COPIER USAGE	\$ 6,000	\$ 6,000	\$ 4,529.88	\$ -	\$ 1,470.12	75%	25%			
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	\$ 769.22	\$ -	\$ 2,230.78	26%	74%			
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	\$ 3,491,318	\$ 2,749,966.82	\$ 261,599.98	\$ 479,750.99	79%	14%			
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,202,408	\$ 509,946.41	\$ 267,304.15	\$ 425,157.30	42%	35%			
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 40,000.00	\$ -	\$ 13,000.00	75%	25%			
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,483,606	\$ 104.64	\$ 606,264.91	\$ 877,236.45	0%	59%			
4000	5820	54100-0000	IT EQUIPMENT	\$ 97,845	\$ 62,845	\$ -	\$ 62,845.00	\$ -	0%	0%			
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE	\$ 13,000	\$ 13,000	\$ 10,406.88	\$ -	\$ 2,593.12	80%	20%			
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 465,739	\$ 88,852.81	\$ -	\$ 376,886.19	19%	81%			
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 651,272	\$ 21,936,350	\$ 14,311,154.35	\$ 22,155.00	\$ 7,603,040.65	65%	35%			
Total				\$ 14,511,844	\$ 36,074,901	\$ 21,426,242	\$ 2,867,944	\$ 11,780,715	59%	33%			
EXPENDITURES FOR PERIOD: November 12, 2025				\$ 5,800,102.94				Internal Transfer: \$ 233,157.78					

COMP	AU	Account	Description	ANNUAL		ACTUAL		YEAR TO DATE		REMAINING		% YTD EXPENDED	% YTD REMAINING
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING			
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ (225,000.00)		\$ 75,000.00	-75%	25%			
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 32,705,925	\$ 32,705,925	\$ (21,338,057.00)		\$ 11,367,868.00	-65%	35%			

Bank Account Payment History

AP255 Date: 10/31/25
Time: 11:25

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: 103125 - 103125
Payment Numbers: -
Payment Code:

Bank Account Payment History

AP255 Date 10/31/25
Time 11:25

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

Page 1

Cash Code 1414 Bank 071923909
Payment Code ACH

Payment Date Range 10/31/25 thru 10/31/25
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 10478 135804	537484 Payment Date 10/31/25		Vendor IX 102	10478 11/19/25		A BEEP, LLC 1,954,850.02 1,954,850.02		Status Issued 0.00 1,954,850.02 0.00 1,954,850.02
Payment Number 26753 11DY-T4HL-7F7G	537485 Payment Date 10/31/25		Vendor IX 102	26753 11/13/25		AMAZON CAPITAL SERVICES 47.96 47.96		Status Issued 0.00 47.96 0.00 47.96
Payment Number 27908 2660839	537486 Payment Date 10/31/25		Vendor IX 102	27908 10/30/25		C.A. SHORT COMPANY 95.00 95.00		Status Issued 0.00 95.00 0.00 95.00
Payment Number 10667 AG14X8D	537487 Payment Date 10/31/25		Vendor IX 102	10667 11/20/25		CDW GOVERNMENT INC 9,436.00 9,436.00		Status Issued 0.00 9,436.00 0.00 9,436.00
Payment Number 10115 33696	537488 Payment Date 10/31/25		Vendor IX 102	10115 12/20/25		MOTOROLA SOLUTIONS CREDIT CO. 1,167,644.09 1,167,644.09		Status Issued 0.00 1,167,644.09 0.00 1,167,644.09
Payment Number 44522 6670880	537489 Payment Date 10/31/25		Vendor IX 102	44522 11/01/25		TOSHIBA AMERICA BUSINESS 1,584.68 1,584.68		Status Issued 0.00 1,584.68 0.00 1,584.68
Payment Number 20971 2025058143	537490 Payment Date 10/31/25		Vendor IX 102	20971 09/30/25		VOIANCE LANGUAGE SERVICES, LLC 2,491.59 2,491.59		Status Issued 0.00 2,491.59 0.00 2,491.59
*** Payment Code ACH Total Payment Count						3,136,149.34 7		0.00 3,136,149.34

Bank Account Payment History

AP255 Date 10/31/25
Time 11:25

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909
Payment Code CHK

Payment Date Range 10/31/25 thru 10/31/25
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 1220345	Payment Date 10/31/25		Vendor 10008	10/19/25		AT&T 6,379.78		Status Issued 6,379.78
10008 7873697014	2025		IX 102			6,379.78	0.00	6,379.78
			*** Payment Total				0.00	
Payment Number 1220346	Payment Date 10/31/25		Vendor 10008	10/16/25		AT&T 306.30		Status Issued 306.30
10008 630495190209	2025		IX 102			306.30	0.00	306.30
			*** Payment Total				0.00	
Payment Number 1220347	Payment Date 10/31/25		Vendor 10008	11/15/25		AT&T 324.95		Status Issued 324.95
10008 630495190210	2025		IX 102			324.95	0.00	324.95
			*** Payment Total				0.00	
Payment Number 1220348	Payment Date 10/31/25		Vendor 10008	11/03/25		AT&T 1,109.84		Status Issued 1,109.84
10008 630665711310	2025		IX 102			1,109.84	0.00	1,109.84
			*** Payment Total				0.00	
Payment Number 1220349	Payment Date 10/31/25		Vendor 10008	10/16/25		AT&T 1,826.18		Status Issued 1,826.18
10008 630R06015909	2025		IX 102			1,826.18	0.00	1,826.18
			*** Payment Total				0.00	
Payment Number 1220350	Payment Date 10/31/25		Vendor 10008	11/15/25		AT&T 1,858.48		Status Issued 1,858.48
10008 630R06015910	2025		IX 102			1,858.48	0.00	1,858.48
			*** Payment Total				0.00	
Payment Number 1220351	Payment Date 10/31/25		Vendor 10008	10/18/25		AT&T 312,170.22		Status Issued 312,170.22
10008 IL840046			IX 102			312,170.22	0.00	312,170.22
			*** Payment Total				0.00	
Payment Number 1220352	Payment Date 10/31/25		Vendor 10008	10/21/25		AT&T 1,013.08		Status Issued 1,013.08
10008 S667122122-25264			IX 102			1,013.08	0.00	1,013.08
			*** Payment Total				0.00	
Payment Number 1220353	Payment Date 10/31/25		Vendor 10009	10/30/25		AT&T MOBILITY 447.30		Status Issued 447.30
10009 287316512139X10082025			IX 102			447.30	0.00	447.30
			*** Payment Total				0.00	
Payment Number 1220354	Payment Date 10/31/25		Vendor 44449			BHATT, PRITHVI 982.90		Status Issued 982.90
44449 TRV20251019			IX 102	10/24/25		982.90	0.00	982.90
			*** Payment Total				0.00	
Payment Number 1220355	Payment Date 10/31/25		Vendor 10023			COM ED 177.49		Status Issued 177.49
10023 6819698000 092425			IX 102	10/24/25		1,611.69	0.00	1,611.69
10023 8713843000 091825			IX 102	10/18/25		1,789.18	0.00	1,789.18
			*** Payment Total				0.00	
Payment Number 1220356	Payment Date 10/31/25		Vendor 12382			COMCAST 39,211.52		Status Issued 39,211.52
12382 253846057			IX 102	11/14/25		39,211.52	0.00	39,211.52
			*** Payment Total				0.00	

Bank Account Payment History

AP255 Date 10/31/25
Time 11:25

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

Page 3

Cash Code 1414 Bank 071923909
Payment Code CHK

Payment Date Range 10/31/25 thru 10/31/25
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 41573 243473 41573 243488	1220357 Payment Date 10/31/25	Vendor IX 102	41573 08/20/25			FACILITY GATEWAY CORPORATION 398.95	0.00	398.95
		IX 102	08/22/25			1,084.17	0.00	1,084.17
			*** Payment Total			1,483.12	0.00	1,483.12
Payment Number 10809 1101316573	1220358 Payment Date 10/31/25	Vendor IX 102	10809 11/15/25			INSIGHT PUBLIC SECTOR INC 23,680.22	0.00	23,680.22
			*** Payment Total			23,680.22	0.00	23,680.22
Payment Number 25029 P250000564	1220359 Payment Date 10/31/25	Vendor IX 102	25029 10/29/25			INTERGRAPH CORPORATION 2,528.00	0.00	2,528.00
			*** Payment Total			2,528.00	0.00	2,528.00
Payment Number 44525 454461B	1220360 Payment Date 10/31/25	Vendor IX 102	44525 10/17/25			MOHR OIL COMPANY 335.04	0.00	335.04
			*** Payment Total			335.04	0.00	335.04
Payment Number 10115 1162419067	1220361 Payment Date 10/31/25	Vendor IX 102	10115 05/17/25			MOTOROLA SOLUTIONS INC 2,118,642.87	0.00	2,118,642.87
			*** Payment Total			2,118,642.87	0.00	2,118,642.87
Payment Number 10115 8330313070	1220362 Payment Date 10/31/25	Vendor IX 102	10115 10/19/25			MOTOROLA SOLUTIONS INC 1,045.39	0.00	1,045.39
			*** Payment Total			1,045.39	0.00	1,045.39
Payment Number 10115 9719220250902	1220363 Payment Date 10/31/25	Vendor IX 102	10115 10/31/25			MOTOROLA SOLUTIONS INC 8,272.00	0.00	8,272.00
			*** Payment Total			8,272.00	0.00	8,272.00
Payment Number 10115 9718920250902	1220364 Payment Date 10/31/25	Vendor IX 102	10115 10/31/25			MOTOROLA SOLUTIONS - STARCOM21 130,309.00	0.00	130,309.00
			*** Payment Total			130,309.00	0.00	130,309.00
Payment Number 10115 1187159152	1220365 Payment Date 10/31/25	Vendor IX 102	10115 11/21/25			MOTOROLA SOLUTIONS INC 8,760.74	0.00	8,760.74
			*** Payment Total			8,760.74	0.00	8,760.74
Payment Number 39549 444466234001	1220366 Payment Date 10/31/25	Vendor IX 102	39549 11/14/25			ODP BUSINESS SOLUTIONS, LLC 154.15	0.00	154.15
			*** Payment Total			154.15	0.00	154.15
Payment Number 11201 34855593 093025	1220367 Payment Date 10/31/25	Vendor IX 102	11201 10/30/25			UNITED STATES POSTAL SERVICE 31.32	0.00	31.32
			*** Payment Total			31.32	0.00	31.32
Payment Number 10597 6124036755	1220368 Payment Date 10/31/25	Vendor IX 102	10597 10/20/25			VERIZON 432.12	0.00	432.12
			*** Payment Total			432.12	0.00	432.12

Bank Account Payment History

AP255 Date 10/31/25
Time 11:25

Pay Group 4000 ETSB PAY GROUP
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909
Payment Code CHK

Payment Date Range 10/31/25 thru 10/31/25
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 18942	1220369 Payment Date 10/31/25 TRV20251019	IX 102	18942 *** Payment Total	11/18/25		ZERWIN, LINDA 859.90 859.90	0.00 0.00	859.90 859.90
			*** Payment Code CHK Total Payment Count			2,663,953.60 25	0.00	2,663,953.60
			*** Cash Code 1414 Total Payment Count			5,800,102.94 32	0.00	5,800,102.94
			*** Pay Group 4000 USD Total Payment Count			5,800,102.94 32	0.00	5,800,102.94



ETSB Change Order with Resolution

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

File #: 25-2654

Agenda Date: 11/12/2025

Agenda #: 7.C.1.

RESOLUTION APPROVING CHANGE ORDER #6 TO AT&T INC. PO 922020/5866-1 TO EXTEND THE CUSTOMER PREMISE EQUIPMENT (CPE) AVAYA MAINTENANCE FOR THE ACDC AND DU-COMM PSAPS FOR TWELVE (12) MONTHS. THE MAINTENANCE PERIOD WILL RUN NOVEMBER 25, 2025 THROUGH NOVEMBER 24, 2026. (CHANGE ORDER AMOUNT: \$16,131.24, NEW CONTRACT AMOUNT: \$5,469,971.10)

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

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

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

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

WHEREAS, the 9-1-1 System Manager recommends DU PAGE ETS Board approval of AT&T Inc. Change Order #6, PO 922020/5866-1, to extend the Customer Premise Equipment (CPE) Avaya maintenance for the ACDC and DU-COMM PSAPs for twelve (12) months. The maintenance period will run November 25, 2025 through November 24, 2026. The change order amount is \$16,131.24, for a new contract total of \$5,469,971.10.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #6 to PO 922020/5866-1, dated October 30, 2025, covering said, the extension of CPE Avaya maintenance, be, and is hereby approved by the DU PAGE ETSB to AT&T Inc., One AT&T Way, Bedminster, NJ 07921, for a change order amount of \$16,131.24, and new contract total of \$5,469,971.10.

Enacted and approved this 12th day of November, 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: Oct 30, 2025

MinuteTraq (IQM2) ID #:

Purchase Order #:	922020/5866-1	Original Purchase Order Date:	Jun 8, 2022	Change Order #:	2	Department:	ETSB	
Vendor Name:			AT&T Inc.		Vendor #:	10008	Dept Contact:	Eve Kraus
Background and/or Reason for Change Order Request:	Request for Change Order #6 to AT&T Inc. Purchase Order 922020/5866-1 to extend the maintenance on the Customer Premise Equipment (CPE) Avaya administrative phone system for the ACDC and DU-COMM PSAPs for twelve (12) months. The maintenance period will run November 25, 2025 through November 24, 2026. Total amount of change order is \$16,131.24, for a new contract amount of \$5,469,971.10.							
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		\$4,144,289.89
B	Net \$ change for previous Change Orders		\$1,309,549.97
C	Current contract amount (A + B)		\$5,453,839.86
D	Amount of this Change Order	<input checked="" type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$16,131.24
E	New contract amount (C + D)		\$5,469,971.10
F	Percent of current contract value this Change Order represents (D / C)		0.30%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)		31.99%

DECISION MEMO NOT REQUIRED

Cancel entire order Close Contract Contract Extension (29 days) Consent Only

Change budget code from: _____ to: _____

Increase/Decrease quantity from: _____ to: _____

Price shows: _____ should be: _____

Decrease remaining encumbrance and close contract Increase encumbrance and close contract Decrease encumbrance Increase encumbrance

DECISION MEMO REQUIRED

Increase (greater than 29 days) contract expiration from: _____ to: _____

Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source 4000-5820-53806

OTHER - explain below:

ek	630-550-7743	Oct 30, 2025	LMZ	630-878-2509	Oct 30, 2025
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer	Date	Procurement Officer	Date		
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date		



Purchase Requisition
Procurement Services Division

Date: Oct 30, 2025
 MinuteTraq (IQM2) ID #: _____
 Department Req #: 922020/5866-1
 RFP, Bid or Quote #: _____

Send Purchase Order To:				Send Invoices To:			
Vendor: AT&T Inc.		Vendor #: 10008		Dept: DuPage ETSB		Division: _____	
Attn: Jennifer Kuceba		Email: _____		Attn: 9-1-1 Coordinator		Email: etsb911@dupageco.org	
Address: 225 W. Randolph Street.				Address: 421 N. County Farm Road Room: _____			
City: Chicago		State: IL Zip: 60606		City: Wheaton		State: IL Zip: 60187	
Phone: _____		Fax: _____		Phone: 630-550-7743		Fax: _____	
Send Payments To:				Ship To:			
Vendor: AT&T Inc.		Vendor #: 10008		Dept: _____		Division: _____	
Attn: _____		Email: _____		Attn: _____		Email: _____	
Address: PO Box 9009				Address: 421 N. County Farm Road Room: _____			
City: Carol Stream		State: IL Zip: 60197-9009		City: Wheaton		State: IL Zip: 60187	
Phone: _____		Fax: _____		Phone: _____		Fax: _____	
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner	
PER 50 ILCS 505/1		Destination		_____		_____	
Use for PO25 only	Contract Administrator Eve Kraus			Contract Start Date Nov 25, 2025		Contract End Date Nov 24, 2026	
Use for PO25 only							

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		CPE Avaya Maintenance ACDC - Annual FY26	26	4000	5820	53806		7,275.84	7,275.84
2	1	EA		CPE Avaya Maintenance DU-COMM - Annual FY26	26	4000	5820	53806		8,855.40	8,855.40

Requisition Total \$ 16,131.24

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

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

Make these lines 45 and 46 on the PO please.

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

This is a service, nothing will be shipped.



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: Oct 30, 2025

MinuteTraq (IQM2) ID #:

Department Requisition #: 922020/5866-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: AT&T, Inc.	Vendor #: 10008

Action Requested

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

Request for Change Order #6 to AT&T Inc. Purchase Order 922020/5866-1 to extend the maintenance on the Customer Premise Equipment (CPE) Avaya administrative phone system for the ACDC and DU-COMM PSAPs for twelve (12) months. The maintenance period will run November 25, 2025 through November 24, 2026. Total amount of change order is \$16,131.24, for a new contract amount of \$5,469,971.10.

Summary Explanation/Background

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

An extension on the Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs will keep the 24x7 maintenance coterminous with the new CPE contract PO 922020/5866-1 for one (1) year at the same rate it is today. The ETSB is investing replacement systems so continued maintenance is required.

Strategic Impact

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

A continuation of maintenance on the current phone system is vital. Going without puts the system at risk for general maintenance and availability of tech support where maintenance contracts are the priority.

Source Selection/Vetting Information

- Describe method used to select source.

The original contract was vetted via a RFP. This is an extension of previously contracted maintenance.

Recommendations/Alternatives

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

1. Approve Change Order #6 to allow for the continuation of Avaya maintenance.
2. Deny Change Order #6 and any services provided after the current expiration date will be billed as time and materials at an inflated hourly rate.

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.

AT&T has extended the same annual costs as previously quoted for one (1) year for Avaya 24x7 maintenance. Sufficient funds have been budgeted in FY26 4000-5820-53806: Software Licenses to cover these costs.

**AMENDMENT NO. 5 TO
STATEMENT OF WORK SUB-RIDER D7
BETWEEN
SBC GLOBAL SERVICES, INC. DBA AT&T GLOBAL SERVICES ("AT&T")
AND
ETSB of Du-Page County – Addison B ("Customer")**

This Amendment No. 5 ("Amendment") to the Statement of Work Sub-Rider D7 to the Equipment Resale and Related Services Pricing Schedule ("SOW") is entered into between SBC Global Services, Inc., dba AT&T Global Services ("AT&T") and ETSB of DuPage County ("Customer").

WITNESSETH

WHEREAS, AT&T and Customer entered into an AT&T Equipment Solutions Maintenance Service Agreement effective on September 13, 2016 (Contract No. 16412605), (the "Agreement"); and

WHEREAS, AT&T and Customer now wish to amend the Agreement.

NOW THEREFORE, in consideration of these premises and the mutual promises set forth herein, the parties hereby agree as follows:

1. TERM

Twelve month contract extension. Start date: 11/25/2025, End Date: 11/24/2026.

2. EQUIPMENT

Maintenance support coverage on the Avaya IP Office equipment located at 1471 Jeffrey Dr, Addison, IL 60101.

3. CHARGES

The annual rate of \$7,275.84 for the maintenance support will remain the same.

These changes will be effective after the signed amendment is received and processed.

The above provisions are incorporated into the Agreement as if specifically set forth therein. Except as specifically provided herein, all other terms and conditions contained in the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment to be executed by their authorized representatives.

ETSB of DuPage County

By: _____

Name: _____

Title: _____

Date: _____

SBC Global Services, Inc., dba AT&T Global Services

By: _____

Name: _____

Title: _____

Date: _____

CONFIDENTIAL INFORMATION

This Agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

**AMENDMENT NO. 5 TO
STATEMENT OF WORK SUB-RIDER D7
BETWEEN
SBC GLOBAL SERVICES, INC. DBA AT&T GLOBAL SERVICES ("AT&T")
AND
ETSB of Du-Page County – DuComm A ("Customer")**

This Amendment No. 5 ("Amendment") to the Statement of Work Sub-Rider D7 to the Equipment Resale and Related Services Pricing Schedule ("SOW") is entered into between SBC Global Services, Inc., dba AT&T Global Services ("AT&T") and ETSB of DuPage County ("Customer").

WITNESSETH

WHEREAS, AT&T and Customer entered into an AT&T Equipment Solutions Maintenance Service Agreement effective on September 13, 2016 (Contract No. 16412598), (the "Agreement"); and

WHEREAS, AT&T and Customer now wish to amend the Agreement.

NOW THEREFORE, in consideration of these premises and the mutual promises set forth herein, the parties hereby agree as follows:

1. TERM

Twelve month contract extension. Start date: 11/25/2025, End Date: 11/24/2026.

2. EQUIPMENT

Maintenance coverage on the Avaya IP Office equipment located at 420 N County Farm Rd, Wheaton, IL 60187.

3. CHARGES

The annual rate of \$8,855.40 for the maintenance support will remain the same.

These changes will be effective after the signed amendment is received and processed.

The above provisions are incorporated into the Agreement as if specifically set forth therein. Except as specifically provided herein, all other terms and conditions contained in the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment to be executed by their authorized representatives.

ETSB of DuPage County

By: _____

Name: _____

Title: _____

Date: _____

SBC Global Services, Inc., dba AT&T Global Services

By: _____

Name: _____

Title: _____

Date: _____

CONFIDENTIAL INFORMATION

This Agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.



ETSB Resolution

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

File #: ETS-R-0062-25

Agenda Date: 11/12/2025

Agenda #: 7.D.1.

AWARDING RESOLUTION TO ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC. (ESRI) PO 925039 FOR A ONE (1) YEAR MAINTENANCE RENEWAL OF ARCGIS DESKTOP ADVANCED SOFTWARE (TOTAL AMOUNT: \$17,155.00)

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

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

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 925039 to Environmental Systems Research Institute, Inc. for a one (1) year maintenance renewal of ArcGIS Desktop Advanced software. The renewal period will run from January 1, 2026 through December 31, 2026. Total purchase order amount of \$17,155.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925039, dated October 27, 2025, covering said maintenance renewal for ArcGIS Desktop Advanced software, be, and is hereby approved by the DU PAGE ETSB to Environmental Systems Research Institute, Inc., 380 New York Street, Redlands, CA 92373, for a total amount of \$17,155.00.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



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

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: 26241707	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$17,155.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 11/12/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$17,155.00
	CURRENT TERM TOTAL COST: \$17,155.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Environmental Systems Research Institute, Inc.	VENDOR #: 10337	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Heather Carmody	VENDOR CONTACT PHONE: 888-377-4575	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: customercare@esri.com	VENDOR WEBSITE: www.esri.com	DEPT REQ #: 925039	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Request for approval of Purchase Order 925039 to Environmental Systems Research Institute, Inc. (ESRI) for a one (1) year renewal of ArcGIS Desktop, Network, Enterprise, and Server product maintenance. ArcGIS software is used to edit and maintain Geographic Information Systems (GIS) data in 9-1-1 systems. Total amount of renewal: \$17,155.00.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished Renewing ESRI licensing ensures uninterrupted support of the GIS software tools necessary for CAD and CPE maintenance. At the recommendation of the County GIS Manager, one (1) secondary license was removed as no longer necessary for ETSB operations. ESRI has provided a quote at the same cost as our current licenses.			

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

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

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION Select an item from the following dropdown menu to justify why this is a sole source procurement. SOLE PROVIDER OF A LICENSED OR PATENTED GOOD OR SERVICE	
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific. ESRI is the owner and manufacturer of the ArcGIS software and is the sole-source provider of the maintenance (technical support plus ESRI software updates/upgrades).
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not. ESRI is the sole source provider (owner and manufacturer) of software maintenance for ESRI products in the United States. The market has been tested for GIS tools; however, the available products do not integrate with Hexagon CAD, NG911, and other systems used within the DuPage 9-1-1 System.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted. These services are specific to and provided by ESRI to both County GIS and ETSB.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Environmental Systems Research Institute, Inc.	Vendor#: 10337	Dept: DuPage ETSB	Division:
Attn: Heather Carmody	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 380 New York Street	City: Redlands	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 92373-8100	State: IL	Zip: 60187
Phone:	Fax:	Phone:	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Environmental Systems Research Institute, Inc.	Vendor#: 10337	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn:	Email: etsb911@dupagecounty.gov
Address: PO Box 741076	City: Los Angeles	Address:	City:
State: CA	Zip: 90074-1076	State:	Zip:
Phone:	Fax:	Phone:	Fax:
<i>Shipping</i>		<i>Contract Dates</i>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Jan 1, 2026	Contract End Date (PO25): Dec 31, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA	52384	ArcGIS Desktop Advanced Concurrent Use Primary Maintenance	FY26	4000	5820	53806		3,475.00	3,475.00
2	1	EA	52385	ArcGIS Desktop Advanced Concurrent Use Secondary Maintenance	FY26	4000	5820	53806		1,400.00	1,400.00
3	1	EA	100571	ArcGIS Network Analyst for Desktop Concurrent Use Primary Maintenance	FY26	4000	5820	53806		580.00	580.00
4	1	EA	161328	ArcGIS Enterprise Standard Up to Four Cores Maintenance	FY26	4000	5820	53806		5,900.00	5,900.00
5	4	EA	161389	ArcGIS GIS Server Standard Additional Cores Maintenance	FY26	4000	5820	53806		1,450.00	5,800.00
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 17,155.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please send the PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO. Electronic Distribution - nothing will be shipped.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 10/28/25



Esri Inc
380 New York St
Redlands CA 92373-8118

Subject: Renewal Quotation

Date: 10/27/2025
To: Eve Kraus
Organization: DuPage County ETSB 911
Fax #: Phone #: 630-550-7743

From: Heather Carmody
Fax #: 909-793-4801 **Phone #:** + 19093692314 Ext. 2314
Email: HCARMODY@ESRI.COM

Number of pages transmitted
(including this cover sheet): 4 Quotation #26310560
Document Date: 10/02/2025

~ REVISED QUOTE ~

Please find the attached quotation for your forthcoming term. Keeping your term current may entitle you to exclusive benefits, and if you choose to discontinue your coverage, you will become ineligible for these valuable benefits and services.

If your quote is regarding software maintenance renewal, visit the following website for details regarding the maintenance program benefits at your licensing level
<https://www.esri.com/en-us/cp/maintenance>

All maintenance fees from the date of discontinuation will be due and payable if you decide to reactivate your coverage at a later date.

Please note: Certain programs and license types may have varying benefits. Complimentary User Conference registrations, software support, and software and data updates are not included in all programs.

Customers who have multiple copies of certain Esri licenses may have the option of supporting some of their licenses with secondary maintenance.

For information about the terms of use for Esri products as well as purchase order terms and conditions, please visit
<http://www.esri.com/legal/licensing/software-license.html>

If you have any questions or need additional information, please contact Customer Service at 888-377-4575 option 5.



® 380 New York St
Redlands, CA 92373-8118
Phone: + 190936923142314
Fax #: 909-793-4801

Quotation

Date: 10/02/2025

Quotation Number: 26310560

Contract Number: 00321123.0

Send Purchase Orders To:

Environmental Systems Research Institute, Inc.
380 New York Street
Redlands, CA 92373-8100
Attn: Heather Carmody

**Please include the following remittance address
on your Purchase Order:**

Environmental Systems Research Institute, Inc.
P.O. Box 741076
Los Angeles, CA 90074-1076

Dupage County ETSB 911
421 N County Farm Rd
Wheaton IL 60187-3978

Attn: Eve Kraus
Email: etsb911@dupagecounty.gov
Phone: 630-550-7743

Customer Number: 363108

For questions regarding this document, please contact Customer Service at 888-377-4575.

Item	Qty	Material#	Unit Price	Extended Price
10	1	52384 ArcGIS Desktop Advanced Concurrent Use Primary Maintenance Start Date: 01/01/2026 End Date: 12/31/2026 Subscription ID: 7884937343	3,475.00	3,475.00
1010	1	52385 ArcGIS Desktop Advanced Concurrent Use Secondary Maintenance Start Date: 01/01/2026 End Date: 12/31/2026 Subscription ID: 7884937343	1,400.00	1,400.00
2010	1	100571 ArcGIS Network Analyst for Desktop Concurrent Use Primary Maintenance Start Date: 01/01/2026 End Date: 12/31/2026	580.00	580.00
3010	1	161328 ArcGIS Enterprise Standard Up to Four Cores Maintenance	5,900.00	5,900.00

Please note Esri has introduced a price change and this quote reflects current pricing for your organization. It is important to us that we are able to continue to deliver value through enhancements to products, solutions, and capabilities.

Your renewal provides access to all the benefits you are familiar with, which you can review at <https://go.esri.com/maintenance>
For questions related to the price change, please reach out to your assigned Esri Account Manager.

Quotation is valid for 90 days from document date.

Any estimated sales and/or use tax has been calculated as of the date of this quotation and is merely provided as a convenience for your organization's budgetary purposes. Esri reserves the right to adjust and collect sales and/or use tax at the actual date of invoicing. If your organization is tax exempt or pays state taxes directly, then prior to invoicing, your organization must provide Esri with a copy of a current tax exemption certificate issued by your state's taxing authority for the given jurisdiction.

Esri may charge a fee to cover expenses related to any customer requirement to use a proprietary vendor management, procurement, or invoice program.

To expedite your order, please reference your customer number and this quotation number on your purchase order.



380 New York St
Redlands, CA 92373-8118
Phone: + 190936923142314
Fax #: 909-793-4801

Quotation

Page 2

Date: 10/02/2025

Quotation Number: 26310560

Contract Number: 00321123.0

Item Qty Material#

Unit Price

Extended Price

Start Date: 01/01/2026

End Date: 12/31/2026

4010 4	161389 ArcGIS GIS Server Standard Additional Cores Maintenance Start Date: 01/01/2026 End Date: 12/31/2026	1,450.00	5,800.00
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Item Subtotal	17,155.00
Estimated Tax	0.00
Total	USD 17,155.00

DUNS/CEC: 06-313-4175 CAGE: 0AMS3



380 New York St
Redlands, CA 92373-8118
Phone: + 190936923142314
Fax #: 909-793-4801

Quotation

Page 3

Date:	10/02/2025	Quotation No:	26310560	Customer No:	363108	Contract No:	00321123.0
Item	Qty	Material#				Unit Price	Extended Price

Renew online by using a credit card, purchase order, or by requesting an invoice at
<https://www.esri.com/en-us/quote-order/renew>.

If there are any changes required to your quotation please respond to this email and indicate any changes in your invoice authorization.

If you choose to discontinue your support, you will become ineligible for support benefits and services. All maintenance fees from the date of discontinuation will be due and payable if you decide to reactivate your support coverage at a later date.

The items on this quotation are subject to and governed by the terms of this quotation, the most current product specific scope of use document found at

<http://assets.esri.com/content/dam/esrisites/media/legal/product-specific-terms-of-use/e300.pdf> , and your applicable signed agreement with Esri. If no such agreement covers any item quoted, then Esri's standard terms and conditions found at <http://assets.esri.com/content/dam/esrisites/media/legal/ma-full/ma-full.pdf> apply to your purchase of that item. Federal government entities and government prime contractors authorized under FAR 51.1 may purchase under the terms of Esri's GSA Federal Supply Schedule. Supplemental terms and conditions found at

<http://www.esri.com/en-us/legal/terms/state-supplemental> apply to some state and local government purchases. All terms of this quotation will be incorporated into and become part of any additional agreement regarding Esri's offerings.

Acceptance of this quotation is limited to the terms of this quotation. Esri objects to and expressly rejects any different or additional terms contained in any purchase order, offer, or confirmation sent to or to be sent by buyer. Unless prohibited by law, the quotation information is confidential and may not be copied or released other than for the express purpose of system selection and purchase/license. The information may not be given to outside parties or used for any other purpose without consent from Esri. Delivery is FOB Origin.

In order to expedite processing, please reference the quotation number and any/all applicable Esri contract number(s) (e.g. MPA, EA, GSA, BPA) on your ordering document.



ETSB Resolution

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

File #: ETS-R-0063-25

Agenda Date: 11/12/2025

Agenda #: 7.D.2.

AWARDING RESOLUTION TO MOTOROLA SOLUTIONS, INC. PO 925042 FOR AN OPEN PURCHASE ORDER FOR REPLACEMENT PARTS MADE THROUGH IL STARCOM MASTER CONTRACT CMT2028589 FOR RADIOS (TOTAL AMOUNT: \$75,000.00)

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

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

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 925042 to Motorola Solutions, Inc. for an open purchase order for replacement parts made through IL STARCOM CMT2028589 for radios. Total contract amount of \$75,000.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925042, dated November 3, 2025, covering said, open purchase order, be, and is hereby approved by the DU PAGE ETSB to Motorola Solutions, Inc., 1301 E. Algonquin Road, Schaumburg, IL, 60196, for a total of \$75,000.00.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



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

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #:	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$75,000.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 11/12/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$75,000.00
	CURRENT TERM TOTAL COST: \$75,000.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Motorola Solutions, Inc.	VENDOR #: 10115	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Brianna Harvey	VENDOR CONTACT PHONE:	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: brianna.harvey@motorolasolutions.com	VENDOR WEBSITE: motorolasolutions.com	DEPT REQ #: 925042	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). This open Purchase Order 925042 in the amount of \$75,000.00 will allow the ETSB to purchase replacement parts, through Contract STARCOM CMT2028589, for the DEDIRS radio system and portables that are not covered by contract.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished An open PO will allow the ETSB to purchase replacement parts under \$5,000 for the DEDIRS radio system as needed throughout the fiscal year.			

SECTION 2: DECISION MEMO REQUIREMENTS	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required. COOPERATIVE (DPC2-352), GOVERNMENT JOINT PURCHASING ACT (30ILCS525) OR GSA SCHEDULE PRICING

SECTION 3: DECISION MEMO	
SOURCE SELECTION	Describe method used to select source. This Purchase Order is made through the IL State Master Contract STARCOM CMT2028589.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). 1. Approve Purchase Order 925042 to allow timely repair of DEDIR System equipment and proper tracking of costs. 2. Deny Purchase Order 925042 and delay the repair of first responder equipment.

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

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

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Motorola Solutions, Inc.	Vendor#: 10115	Dept: DuPage ETSB	Division:
Attn: Brianna Harvey	Email: brianna.harvey@motorolasolutions.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 13108 Collections Center Drive	City: IL	Address: 421 N. County Farm Road	City: Wheaton
State: Chicago	Zip: 60693	State: IL	Zip: 60188
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Motorola Solutions, Inc.	Vendor#: 10115	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 13108 Collections Center Drive	City: IL	Address: 421 N. County Farm Road	City: Wheaton
State: Chicago	Zip: 60693	State: IL	Zip: 60188
Phone:	Fax:	Phone:	Fax:
<i>Shipping</i>		<i>Contract Dates</i>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Dec 1, 2025	Contract End Date (PO25): Dec 31, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Open PO for replacement parts for the radio system FY26-27		4000	5820	52250		75,000.00	75,000.00
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 75,000.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025. Term: 12/01/25 - 12/31/26.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please return the PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 11/3/25



MOTOROLA SOLUTIONS

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

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

November 01, 2025

Eve Kraus
ETSB Purchasing
421 N County Farm Road
Wheaton, IL 60187

Subject: Purchase Order for Parts, Accessories and Services from Motorola Solutions, Inc.

Dear Ms. Kraus,

Motorola Solutions is pleased to work with The DuPage ETSB with the ordering of Radio Parts, Accessories and Services through a purchase order, not to exceed \$75,000. The accessories, parts and services can be ordered through your Customer Support Manager, Brianna Harvey.

Motorola will provide APX accessories and parts in accordance to the discount levels published in the STARCOM 21 Contract, CMT2028589. Also, Motorola will invoice at the System Technologist support rates included in the STARCOM21 Contract, CMT2028589.

If The ETSB elects to not spend the remaining balance by 12/31/2026, Motorola will then invoice The ETSB for the amount owed as of 12/31/2026.

Please feel free to contact your Motorola Customer Support Manager, Brianna Harvey, at brianna.harvey1@motorolasolutions.com or by phone at 615-801-3745.

Regards,

Brianna Harvey
Customer Support Manager
Motorola Solutions, Inc



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

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-070-ETSB
COMPANY NAME:	Motorola Solutions Inc.
CONTACT PERSON:	Chris Chisnell
CONTACT EMAIL:	chris.chisnell@motorolasolutions.com

Section II: Procurement Ordinance Requirements

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

Has the Bidder made contributions as described above?

Yes
 No

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

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

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

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

Yes

No

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

NAME	PHONE	EMAIL

Section III: Violations

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

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

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

[Ethics | DuPage Co, IL](#)

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

[ARTICLE VI. - PROCUREMENT | Code of Ordinances | DuPage County, IL | Municode Library](#)

Section IV: Certification

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

Printed Name: Dominick Storelli

Signature: _____

Title: IL Sales Manager

Date: 9/2/2025



ETSB Resolution

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

File #: ETS-R-0064-25

Agenda Date: 11/12/2025

Agenda #: 7.D.3.

AWARDING RESOLUTION TO RAPIDSOS, INC. PO 925041 FOR A COMMUNICATOR MODULE IN THE ADDISON CONSOLIDATE DISPATCH CENTER AND DU-COMM PSAPS (TOTAL AMOUNT: \$664,876.60)

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

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

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

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

WHEREAS, the 9-1-1 System Manager recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 925041 to RapidSOS, Inc. to add a Communicator Module to the basic portal in the ACDC and DU-COMM PSAPs. The initial period will run November 12, 2025 through November 11, 2027, with an option to renew for an additional three (3) twelve-month periods. The amount of the initial term is \$255,904.00, for a total purchase amount of \$664,876.60.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925041, dated October 31, 2025, covering said, a Communicator voice, text, and video channel Module, be, and is hereby approved by the DU PAGE ETSB to RapidSOS, Inc., 3 Park Avenue, 22nd Floor, New York, NY 10016, for a total amount of \$664,876.60.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



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

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: Q-04678	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$255,904.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 11/12/2025	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$664,876.60
	CURRENT TERM TOTAL COST: \$244,904.00	MAX LENGTH WITH ALL RENEWALS: FIVE YEARS*	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: RapidSOS, Inc.	VENDOR #: 44448	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Brady Lavin	VENDOR CONTACT PHONE: 708-542-0123	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: blavin@rapidsos.com	VENDOR WEBSITE: rapidsos.com	DEPT REQ #: 925041	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for approval of Purchase Order 925041 to RapidSOS, Inc. to add the Communicator Module to the existing portal in the ACDC and DU-COMM PSAPs for an initial two (2) year term with optional automatic renewals for three (3) twelve month periods. Total amount for the initial term is \$255,904.00, and a total contract amount of \$664,876.60.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished Communicator is a language translation service requested by the PSAP Directors to assist with on-going issues with the unavailability of a live translator via phone or the delay in connection during a 911 call. This call, text, and video channel module will significantly reduce call processing time and frustration associated with current voice only translation services.			

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

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

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION Select an item from the following dropdown menu to justify why this is a sole source procurement.	
NECESSITY AND UNIQUE FEATURES	<p>Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.</p> <p>The Communicator Module integrates RapidSOS HARMONY's AI capabilities to enhance the voice, text, and video channel within RapidSOS UNITE. RapidSOS features exclusive data access, data sharing, GIS integration, and integration with IamResponding and eDispatches, as well as a pending patent for their Collaborator Module. Products may also be exchanged for another of equal or lesser value once per year on the anniversary of the subscription start date with 90-days prior written notice.</p>
MARKET TESTING	<p>List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.</p> <p>RapidSOS has the broadest set of exclusive and unique data, integrations, functionality and partnerships within a single intelligent safety data platform and does not require opening external networking communications, which would create cyber security vulnerabilities, and ensures swift and coordinated response to incidents.</p>
AVAILABILITY	<p>Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.</p> <p>While there are alternate vendors who provide similar AI voice translation services, RapidSOS is the only platform currently integrated and utilized by both PSAPs in their daily operations. As such, upgrading from basic would facilitate an easy training for the 911 Telecommunicators.</p>

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: RapidSOS	Vendor#: 44448	Dept: DuPage ETSB	Division:
Attn: Brady Lavin	Email: blavin@rapidsos.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 3 Park Avenue, 22nd Floor	City: New York	Address: 421 N. County Farm Road	City: Wheaton
State: NY	Zip: 10016	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: RapidSOS	Vendor#: 44448	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 3 Park Avenue, 22nd Floor	City: New York	Address:	City:
State: NY	Zip: 10016	State:	Zip:
Phone:	Fax:	Phone:	Fax:
<i>Shipping</i>		<i>Contract Dates</i>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Nov 12, 2025	Contract End Date (PO25): Nov 11, 2030

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	36	EA		Communicator - Voice, Text and Video Intelligence Year 1 12% Discount	FY26	4000	5820			3,432.00	123,552.00
2	1	EA		Single Sign On (SSO) 100% Discount Year 1	FY26	4000	5820			0.00	0.00
3	36	EA		Communicator - Voice, Text and Video Intelligence Year 2 12% Discount	FY27	4000	5820			3,432.00	123,552.00
4	1	EA		Single Sign On (SSO) 100% Discount Year 2	FY27	4000	5820			0.00	0.00
5	1	EA		UNITE Premium Module Set Up Fee - 1 Module	FY26	4000	5820			8,800.00	8,800.00
6	36	EA		Communicator - Voice, Text and Video Intelligence Year 3 12% Discount	FY28	4000	5820			3,603.60	129,729.60
7	1	EA		Single Sign On (SSO) 100% Discount Year 3	FY28	4000	5820			0.00	0.00
8	36	EA		Communicator - Voice, Text and Video Intelligence Year 4 12% Discount	FY29	4000	5820			3,783.78	136,216.08
9	1	EA		Single Sign On (SSO) 100% Discount Year 4	FY29	4000	5820			0.00	0.00
10	36	EA		Communicator - Voice, Text and Video Intelligence Year 5 12% Discount	FY30	4000	5820			3,972.97	143,026.92
11	1	EA		Single Sign On (SSO) 100% Discount Year 5	FY30	4000	5820			0.00	0.00

FY is required, ensure the correct FY is selected.

Requisition Total \$ 664,876.60

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please provide the PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO. This subscription will automatically renew for three (3) twelve month periods unless written notification of cancellation is provided at least 90 days prior to the expiration of the current term. Each term will renew with an annual price increase of 5% per module.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 11/4/25

RapidSOS Paid Modules Order Form

RapidSOS Contact Information <p>3 Park Ave Floor 22 New York, NY 10016</p> <p>Regional Manager: Brady Lavin Senior Regional Sales Manager in Sales Executives blavin@rapsos.com 7086420123</p>	Customer Contact Information <p>Agency Name: DuPage ETSB Agency Address: 421 N County Farm Rd, Wheaton, Illinois 60187, United States</p> <p>Agency Contact: Linda Zerwin Executive Director & 9-1-1 System Coordinator ETSB911@dupagecounty.gov 630-550-7743</p>
Quote Reference Number: Q-04678	
Effective Date: Date on which this Order Form is fully executed by both parties	
Initial Term (in months): 24 months from Subscription Start Date	
Subscription Start Date: The earlier of (a) Go-Live, as defined in the accompanying SOW(s), of any Purchased Module(s), as determined by RapidSOS, or (b) 30 days from the Effective Date	
Renewal: <ol style="list-style-type: none"> Upon the expiration of Initial Term, subscription products will automatically renew for three (3) 12-month periods (each, a "Renewal Term" and together with the Initial Term, the "Term"), with annual price increases of 5% per Purchased Module, unless notice of non-renewal is provided via email to the RapidSOS individual identified in the working documents between the parties. Verbal cancellations not accepted. 	
Subscription Product Invoice Terms: <ul style="list-style-type: none"> Due annual starting on Subscription Start Date Payments due Net 30 of receipt of invoice 	
Additional Payment Terms: <ul style="list-style-type: none"> One-time Services fees due net 30 of the Effective Date Invoices issued thirty (30) days before Subscription Start Date (for the Initial Term) and up to thirty (30) days prior to the start of each anniversary the Subscription Start Date Payments will be made electronically Payments to be made pursuant to the (50 ILCS 505/) Local Government Payment Act 	

Year 1 (12 Months)				
Product Name	List Price	Quantity	Discount	Total Price
Communicator - Voice, Text and Video Intelligence	\$3,900.00	36	12%	\$123,552.00
Single Sign On (SSO)	\$2,500.00	1	100%	\$0.00
Year 1 Subscription Total				\$123,552.00

Year 2 (12 Months)				
Product Name	List Price	Quantity	Discount	Total Price
Communicator - Voice, Text and Video Intelligence	\$3,900.00	36	12%	\$123,552.00
Single Sign On (SSO)	\$2,500.00	1	100%	\$0.00
Year 2 Subscription Total				\$123,552.00

One-Time Services				
Service Name	List Price	Quantity	Discount	Total Price
UNITE Premium Module Set Up Fee - 1 Module	\$10,000.00	1	12%	\$8,800.00
One-Time Services Total				\$8,800.00

Order Summary	Payment
Total Year1 Subscription and Services Price	\$132,352.00
Year 2 Software Price	\$123,552.00
Total Contract Value	\$255,904.00

Product Definitions
The Communicator module integrates RapidSOS HARMONY's AI capabilities to enhance the voice, text and video channels within RapidSOS UNITE.
Includes:
<ul style="list-style-type: none"> - Language translation for text and chat - Video on-screen transcription with audio translation - Voice call language transcription and translation - Voice call AI summarization and keyword alerting

- Text-to-voice translation capabilities
- Transcription of radio channels (may require additional one-time fee)
- Text, Voice, Video and Multimedia storage

The Single Sign-On (SSO) module allows Agency and Agency Permitted Users to access RapidSOS UNITE with one login.

SSO may be offered via third-party services. RapidSOS and its SSO Providers may share and manage account information. By using SSO, Agency and Agency Permitted Users: 1) grant RapidSOS and its SSO Providers the rights to use, copy, store, and modify any user-submitted content, 2) agree to keep their login credentials confidential and notify RapidSOS of any security breaches, 3) can only access SSO through their employing agency and must have authority to create accounts on the agency's behalf

Comments: The 36 licenses for the Communicator module in RapidSOS UNITE cover both the DU-COMM and Addison Consolidated Dispatch Center accounts.

Customer may exchange the product for another product of equal or lesser value once per year and only on the anniversary of the Subscription Start Date, by providing at least 90 days' prior written notice to RapidSOS. Customer is responsible for any additional fees, including but not limited to any implementation fees, related to the exchange. Further, (i) each party's indemnification obligations apply only to the best of their statutory ability, and (ii) the parties agree the venue for any legal action will be exclusively in the courts located in DuPage County, Illinois. Notwithstanding anything in the Agreement to the contrary, the terms of this order form will govern for the Term.

Terms and Conditions:

This order ("Order") is entered into by and between RapidSOS, Inc. ("RapidSOS") and the Customer identified in the signature block. This Order, together with the annexes, is governed by the terms and conditions of RapidSOS's Master Services Agreement, which is attached hereto, including its exhibits, references, and/or addenda (collectively, the "Agreement"). By purchasing the above services ("Purchased Module(s)"), the Customer acknowledges and agrees to adhere to the End User License Agreement (EULA) and/ or Addendum terms specific to each product listed in the Annexes attached to this Order.

Annexes. The following Annexes are appended to and made a part of this Order:

- RapidSOS Communicator EULA
- RapidSOS UNITE Statement of Work for Communicator Module Providing Voice, Text, and Video Intelligence

Except as expressly provided herein, the terms and conditions of the Agreement remain in full force and effect as to any services previously purchased. Customer is responsible for complying with the requirements of the Statement of Work ("SOW"), if any, which is incorporated by reference into this Order Form.

Customer's access to RapidSOS Purchased Module(s) will not be provided by RapidSOS until RapidSOS has received this signed Order Form from Subscriber, together with the Budgetary Quote and the final SOW.

[Signature on following page]

Quote Reference Number: Q-04678

Signature Line

The signatories to this Order represent that they are duly authorized to execute this Order Form and the Agreement on behalf of the party they represent.

ORDER EFFECTIVE DATE: Effective Date Upon Signature hereof.

DUPAGE ETSB SIGNATURE:	RAPIDSOS SIGNATURE:
Name:	Name:
Title:	Title:
Date:	Date:

RapidSOS Communicator EULA

This RapidSOS Communicator EULA is made as of the Effective Date on the accompanying Order Form by and between the Agency listed on the Order Form ("Agency") and RapidSOS, Inc. ("RapidSOS"), and is incorporated into the Master Services Agreement ("Agreement"). All terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. **Description of Services.** RapidSOS Communicator provides translation and transcription, which may include American Sign Language Interpretation, for inbound data, including text, video, audio, and image, regardless of form, format, or media, that are submitted or transmitted by a caller to Agency or inputted by Agency or Agency Authorized User ("Caller Data"), enhanced outbound messaging capabilities for Agency Authorized Users to mobile phone numbers ("Outbound Message(s)"), and storage services.
2. **Third-Party Services.** RapidSOS Communicator may use the services or applications of third parties, including telephone numbers owned by or provisioned for Agency ("Third Party Services") or utilize cloud servers. RapidSOS does not control such Third Party Services or cloud servers. RapidSOS shall not be responsible or liable to Agency, Agency Authorized User, or any other Person for the failure, non-performances or unavailability, faulty service or errors of any such Third Party Services or cloud servers. RapidSOS makes no warranties with respect to any Third Party Services or any cloud servers, their performance, availability or accuracy.
3. **Translation and Transcription Services Use and Disclaimer.**
 - a. *Accuracy and Reliability.* Agency acknowledges and agrees that any transcriptions, translations, and interpretation of Caller Data is dependent upon inputs by Agency, Agency Authorized User, or caller, which may contain errors and deficiencies. Agency and Agency Authorized Users are responsible for independently verifying the accuracy of all such Caller Data and all results of the translation or transcription ("Agency Output"). RapidSOS is not responsible for the accuracy or reliability of the Caller Data or Agency Output. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO ANY CONCLUSIONS, INTERPRETATION, DECISIONS, OR ACTIONS BASED ON THE USE OF THE SERVICES OR ANY CALLER DATA BY AGENCY OR AGENCY AUTHORIZED USERS.
 - b. *User Submissions.* Agency acknowledges that RapidSOS has no control over the Caller Data transmitted by a caller and made available to Agency Authorized Users via RapidSOS Communicator. RapidSOS shall have no obligation to screen or filter any Caller Data.
4. **Outbound Messaging.**
 - a. *Receipt of Messages.* Agency acknowledges that receipt of an Outbound Message depends on the ability of that number to receive messages and RapidSOS has no control over a mobile phone number's ability to receive Outbound Messages. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO RECEIPT OF OUTBOUND MESSAGE(S).
 - b. *Accuracy and Reliability.* Agency acknowledges that while RapidSOS Communicator may have pre-configured messages available for use by Agency and Agency Authorized Users, RapidSOS is not responsible for the accuracy or reliability of any Outbound Message. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO THE CONTENT, CONCLUSIONS, DECISIONS, OR ACTIONS RESULTING FROM AN OUTBOUND MESSAGE.
5. **Ownership.** In addition to the Intellectual Property rights granted in Section 7.1 of the Agreement, Agency acknowledges and agrees that RapidSOS owns all right, title, and interest in the RapidSOS Communicator services and related documentation, including any alterations, adjustments, and all improvements, enhancements, and

derivatives thereof, including all associated intellectual property rights found therein (collectively, “**RapidSOS Communicator IP**”). RapidSOS grants Agency a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use RapidSOS Communicator IP strictly for Agency’s own internal, legitimate, and non-commercial purposes. Agency acknowledges and agrees that RapidSOS Communicator IP constitutes and contains valuable confidential/proprietary information and trade secrets of RapidSOS, its licensors and/or its suppliers, embodying substantial creative efforts and confidential information, ideas, and expressions. Accordingly, Agency agrees to treat and ensure that all users treat RapidSOS Communicator IP as confidential, and to protect the confidentiality thereof, at all times exercising at least a reasonable degree of care in the protection of such confidential information. Agency shall not under any circumstances share or permit access to RapidSOS Communicator, documentation, or RapidSOS Communicator IP to any actual or potential competitor of RapidSOS.

- a. **Caller Data and Agency Output.** RapidSOS acknowledges and agrees that Agency, to the extent allowable by law, owns all right, title, and interest in Caller Data, Agency Output, and Outbound Messages. Agency grants RapidSOS a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use and store Caller Data, Agency Output, and Outbound Messages to provide the Services under this EULA.

6. Storage Services Use and Disclaimer. Agency agrees that Caller Data, Agency Output, or Outbound Messages may be uploaded, copied, and stored by RapidSOS (“**Storage Services**”) as a part of the RapidSOS Communicator services for the Term of the Agreement. RapidSOS may use, copy and reproduce the Caller Data, Agency Data, or Outbound Messages in order to provide the Services. RapidSOS shall have no obligation to store Caller Data, Agency Output, or Outbound Messages after the expiration or termination of this Agreement.

- a. *Backups.* Storage Services do not replace the need for Agency to maintain regular data backups or redundant data archives of Caller Data, Agency Output, or Outbound Messages. RAPIDSOS HAS NO OBLIGATION OR LIABILITY FOR ANY LOSS, DESTRUCTION, DAMAGE, OR CORRUPTION OF ANY CALLER DATA, AGENCY OUTPUT, OR OUTBOUND MESSAGES.

RapidSOS UNITE Statement of Work (SOW) for Communicator Module

Providing Voice, Text and Video Intelligence

THIS STATEMENT OF WORK (this “SOW”) is entered into by RapidSOS and the Agency named on the accompanied Order Form (the “Subscriber”) for RapidSOS Communicator Module as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS Communicator Module enhances voice, text and video intelligence into PSAP communication methods. Specific features include voice transcription, text to & from 911, caller video, call summarization, and real-time translation to save telecommunicators time and providing live saving data and context when it's needed most.

Key Features

Overview

RapidSOS Communicator Module leverages SMS and WebRTC technology to provide additional pathways to PSAPs in the form of PSAP user initiated messaging and live video sessions.

Functionality:

- SMS Text based communication
- MMS support for text conversations
- Video session for up to 4 participants
- Text Messaging language detection and translation
- Call audio transcription, language detection, and translation
- ECC-initiated outbound Text conversation
- ECC inbound Text conversation (to 10DLC number)
- Unlimited library of customizable pre-configured Text responses
- Supplemental location and people finding
- View on-screen transcription of video caller audio w/translation
- Anonymous video sharing to first responders and authorized participants
- Access Texts, Video, and Multimedia used in past conversations
- Realtime Call Summarization and Keywording
- Storage of audio calls and metadata

1. Introduction

This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS Communicator Module.

2. Project Objectives

- Configure PSAP-specific SMS, Audio, and Video infrastructure
- Configure PSAP-designated 10 DLC numbers for SMS ingestion
- Map PSAP-preconfigured messages and flows
- Deploy PSAP Communicator Module - Voice, Text and Video Intelligence

3. Scope of Work

3.1. Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines
- Define required users and access
- Develop a detailed project plan

3.2. Environment Mapping

- Map PSAP's existing 10 DLC footprint
- Define PSAP-preconfigured messages

3.3. Infrastructure Configuration

- Configure base SMS and WebRTC infrastructure
- Configure PSAP 10 DLCs to route SMS

3.4. System Implementation

- Configure PSAP Communicator Module - Voice, Text and Video Intelligence account
- Deploy PSAP Communicator Module - Voice, Text and Video Intelligence account

3.5. Testing

- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

3.6. Training

- Provide training sessions/resources for end-users and administrators

3.7. Go-Live

- Transition to live operations

4. Deliverables

- Integrated messaging capabilities with translation
- Integrated live video capabilities with transcription and translation
- Integrated call audio capabilities with transcription and translation
- Training and enablement materials

5. Requirements

System Requirements

- It is mutually understood that the Subscriber is responsible for the system whereby Subscriber users will be accessing the Communicator Module - Voice, Text and Video Intelligence capabilities, and that these systems meet the minimum specification provided at project kickoff.

Network Requirements

- The Subscriber is responsible for making available resources needed in order to successfully configure the network if applicable in order to ensure successful functioning and transmission of data for the Communicator - Voice, Text and Video Intelligence Module module, whitelisting requirements provided at project kickoff.
- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features.

General Requirements

- Subscriber is responsible for assisting with coordinating and attending meetings such as kickoff, design review and others as needed
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner
- Subscriber is responsible for providing a single point-of-contact available for communication throughout the project and system implementation
- Subscriber is responsible for making available any vendor contacts or resources that are required for the integration and setup of features described herein.

- Subscriber is responsible for assigning appropriate staff for training

6. Schedule

Phase	Timeline
Project Planning & Kickoff	Week 1
Environment Mapping	Week 1-3
Infrastructure Configuration	Week 4
System Implementation	Week 5
Testing & Training	Week 5-6
Go-Live	Week 6-7

**Timeline is an estimation and relies on Subscriber making available technologies, datasets, and related resources in order to complete each task in a timely manner. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines, and scheduling impacts in a timely manner.*

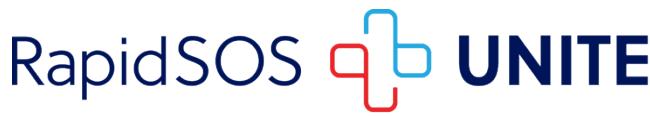
***Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.*

7. Roles and Responsibilities

- Project Manager: Oversee the project, ensure milestones are met
- Technical Point of Contact: Lead any technical changes & provide insights as applicable
- Trainer: Conduct training sessions and develop materials
- Engagement Team: Provide ongoing support post-implementation

8. Acceptance Criteria

- Successful deployment and configuration of RapidSOS Communicator Module - Voice, Text and Video Intelligence
- No critical issues post go-live for a period of 2 weeks



All Your Intelligence, One Unified View

Designed to simplify your ECC operations, RapidSOS UNITE consolidates disjointed tools in a single AI-powered screen. Special offer available now!

The screenshot illustrates the RapidSOS UNITE interface, which integrates various emergency communication tools into a single, unified dashboard. Key features highlighted include:

- Text any number – without more tabs:** A search bar at the top allows users to enter any phone number directly.
- AI summaries for faster call processing:** AI-powered call summaries are displayed for each incoming call, such as "1-414-555-4927 OUTBOUND 911 TEXT" and "1-408-555-2399".
- Keywording to alert supervisors:** Specific keywords like "collapsed", "unresponsive", and "cardiac arrest" are highlighted to trigger alerts.
- Show all 911 calls:** A button to view all active 911 calls.
- 911 call transcription and translation:** Transcripts of calls are shown, with one example auto-translated from English to Spanish: "1-414-555-2399 ayúdame - estoy perdido".
- Seamless live streaming options:** A video feed from a caller showing a fire and smoke.
- View your GIS data:** A map showing the location of the incident.
- Automation for non-emergency tasks:** A section for non-emergency requests, such as "My neighbor is blaring music in his backyard – and it's been like this since 5 p.m. Can someone get them to shut it off?"
- Advanced AI engine for text translation:** A live chat window showing a message from a user in Spanish: "Sunnyvale ECC – John Help is on the way. Translated from Spanish: La ayuda está en camino".

When your emergency systems and screens aren't united, response becomes fragmented, leaving telecommunicators scrambling to get the complete picture.

RapidSOS UNITE combines human expertise with the most advanced technology — bringing everything together in one seamless view.

This empowers telecommunicators to act with speed and confidence, ensuring they make the right decisions faster when everything is on the line.

Simplify workflows

Local intelligence with global data – in one view

Seamlessly communicate

Overcome barriers and communicate with who you want and how you want

Reduce workload with AI built with you, for you

Practical innovations to combat staffing crisis



For more information and resources, contact RapidSOS today.



How UNITE Simplifies ECC Operations

	Call Handling	Consolidate all calls and local GIS context in streamlined call-handling map with redundant connection to plot mobile calls amid outages
	Requests for Service	Reduce workload by offloading non-emergency call processing via same workflow connected to 10+ school safety panic button providers
	Analytics	Go beyond call-handling to show unseen workload to decision-makers
	Communicating	Easier communication by text, video and voice, with Emergency SOS Live Video, RCS Messaging , language translation, and 911 call transcription
	Interoperability	Share data with nearby ECCs and out to the field with field-tested solution already used by 1M field responders
	AI Built For You	Ease burden on staff with HARMONY through automation, incident summarization , and customization, including by integrating your SOPs

Spotlight on Advanced Communication Tools

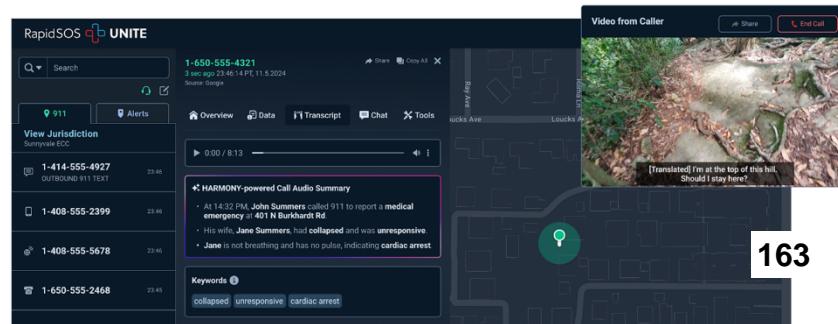
All your voice, video, and text needs now integrated natively within UNITE.

You can have a single screen for:



For more information and resources

Website: www.rapidsos.com | Email: info@rapidsos.com



- Language translation for text and chat
- Video on-screen transcription with voice translation
- Voice call language transcription and translation
- Voice call AI summarization and keyword alerting
- Unlimited configurable text quick responses
- Text, Voice, Video and Multimedia storage



For more information and resources, contact RapidSOS today.

Master Services Agreement

This Master Services Agreement (“**Agreement**”), entered into concurrent with the execution of each Order (“**Effective Date**”), by and between RapidSOS, Inc. (“**RapidSOS**”), and Agency (or “**Customer**”). This Agreement will govern all subsequent purchases by Customer for the RapidSOS Paid Modules, as defined below, and all such subsequent orders executed under this Agreement (“**Order(s)**” or “**Order Form(s)**”) made by Customer shall be also incorporated into this Agreement by reference as an Order.

1. DEFINITIONS

“**Agency**” means a Public Safety Answering Point (PSAP) or Emergency Communications Center (ECC), as defined in the rules of the Federal Communications Commission (FCC), requesting access to RapidSOS Paid Module and refers to the Customer identified in the applicable Order Form.

“**Agency Systems**” means any product, service or solution to which any RapidSOS Paid Module will interface, integrate or to which RapidSOS shall access in order to provide any RapidSOS Paid Module. A description of the Agency Systems will be set forth in the applicable Scope of Work. For the purposes of this Agreement all references to Customer’s systems will have the same effect as Agency’s systems.

“**Privacy Policy**” means the RapidSOS Emergency-Related Services Privacy Policy located at: <https://rapidsos.com/legal/emergency-related-services-privacy-policy>.

“**RapidSOS Platform**” means RapidSOS’s programs, platforms, or other products or services, including but not limited to the RapidSOS Application Programming Interface(s) (APIs), RapidSOS Emergency Data Exchange, and RapidSOS Emergency Response Data Platform.

“**RapidSOS Paid Module(s)**” means the product or service enhancements to the RapidSOS Platform including but not limited to the RapidSOS GIS or RapidSOS Intelligent Analyst, for which Agency has agreed to purchase via one or more Orders.

2. LICENSE AND RESTRICTIONS

2.1. License to RapidSOS Paid Modules. Subject to the terms and conditions of this Agreement and any Module-specific terms (including the Order Form(s) and any other agreements referred to herein) and during the Term, RapidSOS hereby grants to Customer a revocable limited non-exclusive license (a) to access, use, reproduce, distribute, display, transmit, and otherwise make available the RapidSOS Paid Modules as are selected in the Order Form(s) purchased from a reseller of RapidSOS to its Personnel to the extent provided for in the Order Form(s); (b) to use and reproduce all Documentation for the RapidSOS Paid Modules and to grant individuals acting on Customer’s behalf (“**Personnel**”) the right to use and reproduce such Documentation solely for Customer’s internal function to the extent reasonably necessary to support the Customer’s Personnel’s, and, if necessary, Agency’s, use of the RapidSOS Paid Modules in accordance with the license rights granted in Section 2.1.

2.2. License to Agency Systems. Subject to the terms and conditions of this Agreement and during the Term, Customer hereby grants to RapidSOS the right to (a) access, use, reproduce, distribute, display, transmit, and otherwise make available the Customer Systems for the purposes of fulfilling RapidSOS’s duties hereunder; and (b) use and reproduce all Documentation for the Customer’s Systems solely to the extent reasonably necessary to support the use of the RapidSOS Paid Module. Customer owns all right, title, and interest in and to the Customer’s Systems, and any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein.

2.3. Restrictions. RapidSOS retains ownership of the RapidSOS Paid Modules. Customer shall not (and shall not authorize any third party to) (a) reverse engineer or attempt to discover any source code or underlying ideas or algorithms of any RapidSOS Paid Modules (except to the extent that applicable law prohibits reverse engineering restrictions), (b) sell, transfer, assign, sublicense, or otherwise convey to any third party, or grant to any third party any right to use the RapidSOS Paid Module(s) (c) resell, provide, lease, lend, disclose, use for timesharing or service bureau purposes, or otherwise use or allow others to use, in each case, for the benefit of any third party, any RapidSOS Paid Modules (except as necessary for Customer to integrate the Customer Systems with the RapidSOS Paid Modules to make certain functionality available to Personnel, and except as otherwise authorized by RapidSOS), or (d) possess or use any RapidSOS Paid Modules, or allow the transfer, transmission, export, or re-export of any RapidSOS Paid Modules or portion thereof in violation of any export control laws or regulations administered by the U.S. Commerce Department, U.S. Treasury Department’s Office of Foreign Assets Control, or any other government agency.

2.4. Usage Monitoring. RapidSOS monitors and collects configuration, performance, usage, and consumption data, including by not limited to date and time of event, type of operation executed by the flow execution (e.g. SMS, call, 9-1-1 call, telephony events, etc.), total number of success/failed calls, and errors raised by execution (“**Usage Data**”), relating to the use of RapidSOS Paid Modules by Personnel, and may monitor Customer’s use of the RapidSOS Paid Modules, in each case: (a) to facilitate the delivery of the RapidSOS Paid Modules (such as tracking entitlements, providing support, monitoring the performance, integrity, and stability of the RapidSOS Paid Modules’ infrastructure, and preventing or addressing service or technical issues), (b) to improve the RapidSOS Paid Modules and provide anonymized analytics, (c) to ensure compliance with the terms of this Agreement, and (d) to train on or provide or facilitate technical support for the RapidSOS Paid Module or to improve emergency response or the utilization of the RapidSOS Paid Module. Customer shall not block or interfere with any such monitoring.

2.5. Updates. Customer acknowledges that from time to time, and at its sole discretion, RapidSOS may update and modify the RapidSOS Paid Modules, as well as discontinue certain portions thereof (in each instance, an “**Update**”). Customer shall implement and use the most current version of the RapidSOS Paid Modules and make any changes to the Customer Systems that are required as a result of such update, at Customer’s sole cost and expense within 90 days for immaterial changes that are easily implemented and do not adversely affect Customer and within 180 days for material changes. Updates may adversely affect the manner in which the Customer Systems accesses or communicates with the RapidSOS Paid Modules or how data is rendered by the RapidSOS Paid Modules. Customer’s continued access or use of the RapidSOS Paid Modules following an update will constitute binding acceptance of the Update. In accordance with the terms set forth herein, RapidSOS will use commercially reasonable efforts to assist Customer with integrating any Update.

2.6. Customer Permitted Users. Customer is responsible for account set-up of Personnel with access to the RapidSOS Paid Modules (“**Permitted Personnel**”). Customer agrees to be responsible for the acts and/or omissions of the Permitted Personnel who access the RapidSOS Paid Modules. In order to access the RapidSOS Paid Modules, each Permitted Personnel agrees to be bound by the terms and conditions of the Privacy Policy and the applicable RapidSOS Paid Modules EULA(s), together with the Customer. No terms of any agreement entered into between Customer and any Permitted Personnel will be binding on RapidSOS. In all instances, the Customer agrees to share data related to such Permitted Personnel as is reasonably requested by RapidSOS prior to giving such Permitted Personnel access to the RapidSOS Paid Modules. RapidSOS may, from time to time, modify the terms of the Privacy Policy or applicable EULA, with the modifications becoming effective upon publishing at the relevant URL provided on the Order(s). Customer will ensure that its Permitted Personnel agree at all times to the most recent Privacy Policy and EULA(s) published at the provided URL.

2.7. Service Level Agreement. RapidSOS will use commercially reasonable efforts to ensure that the RapidSOS Paid Modules are available with the uptime indicated in [Exhibit A](#), excluding time for scheduled updates and maintenance and any downtime caused by third parties or other matters outside of such party’s control.

2.8. Roles and Responsibilities of Customer. Customer is responsible for the accuracy of the information transmitted to the RapidSOS Paid Modules and will take commercially reasonable actions to adequately vet any such information transmitted to the RapidSOS Paid Modules; it being understood that RapidSOS is not responsible for the accuracy of such information.

3. TERM AND TERMINATION

3.1. Term. This Agreement will begin on the Order Effective Date and continue for the term on the applicable Order unless earlier terminated in accordance with the Agreement (the “**Term**”).

3.2. Termination. Either party may terminate this Agreement upon written notice to the other party (the “**Non-Terminating Party**”) if the Non-Terminating Party breaches any provision of this Agreement and does not cure the breach within 30 days after receiving written notice thereof.

3.3. Termination by RapidSOS. In addition, RapidSOS shall have the right, in its sole and reasonable discretion, to immediately terminate the Agreement or suspend the affected RapidSOS Paid Module if (a) Customer has committed a breach of this Agreement that is incapable of cure, (b) any act or omission of an Customer threatens to compromise the health and/or safety of the public or the security or integrity of any

RapidSOS Paid Module or Service or other RapidSOS property, (c) RapidSOS reasonably believes that Customer's use of the RapidSOS Paid Module violates any law, regulation, rule or order and such violation continues for a period of 10 days following RapidSOS written notice of the same to Customer, or (d) RapidSOS reasonably determines that Customer's use of the RapidSOS Paid Module violates any usage policy or guidelines that have been provided to Customer by RapidSOS in writing and such violation continues for a period of 10 days following RapidSOS written notice of the same to Customer.

- 3.4. **Termination by Customer.** If sufficient funds are not appropriated or otherwise made legally available to pay the fees, Customer may terminate this Agreement. Customer will deliver notice of termination under this section as soon as reasonably practicable.
- 3.5. **Effect of Termination or Non-Renewal.** Upon termination or expiration of this Agreement, (a) Customer shall immediately cease all use of the RapidSOS Paid Modules, (b) Customer shall promptly (but no later than thirty (30) days following the effective date of the termination or expiration) pay RapidSOS any and all unpaid amounts owed to RapidSOS under this Agreement, (c) each party shall promptly cease using and destroy or return to the other party all items that contain any Confidential Information of the other party; and (d) all terms and conditions of this Agreement that reasonably should survive termination will so survive. No refunds or credits for any charges or other fees or payments will be provided to Customer. In no event will RapidSOS's termination for cause pursuant to Section 3.2 relieve Customer or Customer's obligations, including the obligation to pay any charges, fees, or other payments payable to RapidSOS for the period prior to the effective date of termination.

4. FEES AND PAYMENT TERMS; USAGE AUDITS

- 4.1. **Payment.** Customer shall pay RapidSOS, in US Dollars, the fees set forth in each Order Form in accordance with the payment terms set forth therein and in accordance with the Illinois Local Government Prompt Payment Act 50 ILCS 505 *et seq.* All payments made by Customer are non-refundable.
- 4.2. **Non-Cancellable.** Except for termination of an Order by Customer under Sections 3.2 and 3.4, Customer's obligation to pay the Fees is non-cancellable.
- 4.3. **Delinquent Payments.** If Customer is delinquent on payments, access to the RapidSOS Paid Modules may be suspended if delinquent payment continues for a period of five (5) days following RapidSOS written notice or terminated for breach under Section 3.
- 4.4. **Taxes.** Customer is responsible for sales and other taxes associated with the order unless Customer provides RapidSOS a valid tax exemption certificate. RapidSOS shall collect such taxes on invoices from Customer in accordance with all applicable laws and regulations.
- 4.5. **Usage Audits.** Fees are based on the forecasted number of concurrent users of the RapidSOS Paid Module(s) during a typical shift. RapidSOS will assess usage on an annual basis and where the forecasted number of concurrent users set forth in the applicable Order is below Customer's actual usage, RapidSOS may right-size the scope of the Order going forward.

5. WARRANTY AND WARRANTY DISCLAIMER

- 5.1. **Warranty.** RapidSOS shall provide the RapidSOS Paid Modules set forth herein using commercially reasonable efforts in a good workmanlike manner consistent with standard industry practices.
- 5.2. **Warranty Disclaimer.** EXCEPT AS OTHERWISE SET FORTH IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, (a) RAPIDSOS MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), OR STATUTORY, AS TO ANY MATTER WHATSOEVER, (b) RAPIDSOS EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, QUALITY, ACCURACY, OR ANY REPRESENTATION OR WARRANTY ARISING BY USAGE OF TRADED, COURSE OF DEALING, OR COURSE OF PERFORMANCE, AND, (c) RAPIDSOS DOES NOT WARRANT THAT ANY PRODUCTS OR SERVICES ARE ERROR-FREE OR THAT THE OPERATION OF ANY PARTY'S SERVICES OR PROPRIETARY TECHNOLOGY, WILL BE SECURE OR UNINTERRUPTED. NOTWITHSTANDING ANYTHING TO THE CONTRARY, RAPIDSOS SHALL HAVE NO OBLIGATION OR ANY LIABILITY TO ANY THIRD PARTY HEREUNDER. CUSTOMER AGREES THAT RAPIDSOS CANNOT CONTROL THE MANNER IN WHICH EMERGENCY SERVICES ARE RENDERED, AND THEREFORE CANNOT AND DOES NOT GUARANTEE THAT EMERGENCY SERVICE PROVIDERS WILL PERFORM IN ANY WAY OR WILL UTILIZE THE

INFORMATION PROVIDED.

6. LIMITATION OF LIABILITY. IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY OF THE FOLLOWING TYPES OF LOSS OR DAMAGE ARISING IN ANY WAY OUT OF OR IN CONNECTION WITH THIS AGREEMENT, USER SYSTEMS, THE RAPIDSOS PAID MODULES, OR OTHER SERVICES: (A) ANY LOSS OF BUSINESS, CONTRACTS, PROFITS, ADVANTAGE, ANTICIPATED SAVINGS, GOODWILL, REVENUE, OR INCREASED COST OF OPERATIONS; OR (B) ANY INCIDENTAL, INDIRECT, OR CONSEQUENTIAL LOSSES OR DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES). IN NO EVENT WILL EITHER PARTY'S CUMULATIVE LIABILITY FOR ALL CLAIMS ARISING FROM OR RELATING TO THIS AGREEMENT, REGARDLESS OF THE NATURE OF THE CLAIM, EXCEED THE AMOUNT IN US DOLLARS PAID BY THE CUSTOMER TO RAPIDSOS UNDER THIS AGREEMENT DURING THE THREE (3) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE EVENT, ACT, OR OMISSION GIVING RISE TO SUCH LIABILITY. THE LIMITATIONS AND EXCLUSION OF LIABILITY SET FORTH IN THIS SECTION DO NOT APPLY TO (I) EITHER PARTY'S BREACH OF ITS CONFIDENTIALITY OBLIGATIONS HEREUNDER, (II) LIABILITY RESULTING FROM THE FRAUD OR WILLFUL OR CRIMINAL MISCONDUCT OF A PARTY, (III) DAMAGES ARISING OUT OF A PARTY'S INFRINGEMENT OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS, OR (IV) CUSTOMER'S PAYMENT OBLIGATIONS UNDER SECTION 4. THE LIMITATIONS OF LIABILITY SET FORTH IN THIS AGREEMENT SHALL APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTACT, TORT, STRICT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT DAMAGES WERE FORESEEABLE.

7. INTELLECTUAL PROPERTY

7.1. Intellectual Property of RapidSOS. RapidSOS owns all right, title, and interest in and to the RapidSOS Paid Modules, including any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein. Customer will not knowingly act to jeopardize, limit, or interfere in any manner with RapidSOS's ownership of and rights with respect to the RapidSOS Paid Modules.

8. CONFIDENTIALITY

8.1. Definition. “**Confidential Information**” includes all information obtained by Recipient that (a) given its nature and context, should reasonably be deemed confidential, (b) is generally unavailable to the public, (c) has material economic value or potential material economic value to the Disclosing Party’s present or future business, or (d) has been marked “confidential” or other similar designation. Confidential Information does not include, as shown by Recipient through written records, information that: (a) was already known to Recipient at the time of disclosure by the Disclosing Party, (b) was disclosed to Recipient by a third party who had the right to make such disclosure without any confidentiality restrictions, (c) is, or through no fault of Recipient has become, generally available to the public, or (d) was independently developed by Recipient without access to, or use of, the Confidential Information.

8.2. Use of Confidential Information. Recipient will protect Disclosing Party’s Confidential Information from unauthorized use, access or disclosure in the same manner as it protects its own Confidential Information, and with no less than reasonable care. Recipient may use the Disclosing Party’s Confidential Information solely as is necessary to carry out the duties and obligations set forth in this Agreement and to those who are under a duty of confidentiality no less restrictive than Recipient’s duty hereunder and may disclose relevant aspects of Disclosing Party’s Confidential Information as required by law. Without limiting the foregoing, each party shall not use or disclose the other party’s intellectual property rights, including trade secrets or other proprietary know-how to invent, author, make, develop, design, otherwise enable others to invent, author, make, develop, or design identical or substantially similar designs as those developed under this Agreement for any third party. Each party agrees to take reasonable measures to maintain the secrecy of the other party’s trade secrets.

8.3. Unauthorized Acts. Recipient shall: (a) promptly notify Disclosing Party promptly of any material unauthorized possession, use or knowledge, or attempt thereof, of Confidential Information, (b) promptly furnish to Disclosing Party the details of such unauthorized possession, use or knowledge, or attempt thereof, and assist in investigating or preventing any recurrence, and (c) cooperate with Disclosing Party in litigation and investigation against third parties reasonably deemed necessary by Disclosing Party.

9. INDEMNIFICATION

9.1. Defense and Indemnification. RapidSOS shall defend, indemnify, and hold harmless the Customer and its officers, directors, shareholders, employees, and their respective heirs, executors, administrators, successors and permitted assigns from and against any third-party claim based upon (a) RapidSOS's gross negligence, fraud, or criminal or willful misconduct, or (b) the RapidSOS's Systems infringing the intellectual property rights of such third party (pursuant to Section 9.1.1 below) (an "Infringement Claim"), and indemnify the Customer from the resulting costs and damages finally awarded against Customer to such third party by a court of competent jurisdiction or agreed to in settlement.

9.1.1. Exclusions. Notwithstanding anything to the contrary, RapidSOS will have no obligation under Section 9.1 or otherwise with respect to any Infringement Claim based on: (a) combination of RapidSOS Paid Modules with non-RapidSOS products, content, or business processes for a purpose or in a manner not permitted by this Agreement, (b) use of the RapidSOS Paid Modules for a purpose or in a manner not permitted by this Agreement, (c) any RapidSOS Paid Modules provided on a no-charge basis, (d) Customer or Personnel content, (e) modifications to the RapidSOS Paid Modules by the Customer or Personnel or a third party under the direction or control of same, (f) RapidSOS's reasonable adherence to the Customer's or Personnel's written requirements, (g) any third-party acts or omissions, equipment, services, software, application programming interface, or library, or (h) any other use, of any kind, of the RapidSOS Paid Modules in violation of this Agreement. Section 9 sets forth Customer's sole and exclusive remedy, and RapidSOS entire liability, for any Infringement Claim.

9.1.2. Procedures. Customer shall: (a) give RapidSOS prompt written notice of the claim within 30 days of any legal action, (b) to the extent legally permissible, grant the RapidSOS full and complete control over the defense and settlement of the claim (provided such settlement releases the Customer of all liability and damages); provided that the Customer may participate in the defense and settlement of the claim at its own expense to the extent the Customer's counsel coordinates with the RapidSOS's counsel, and (c) reasonably assist RapidSOS with the defense and settlement of the claim as the RapidSOS may reasonably request. Notwithstanding anything to the contrary, the DuPage County State's Attorney is the exclusive legal representative of the County and the Customer. Nothing contained herein shall be construed as prohibiting the DuPage County State's Attorney's Office from defending the Customer, its officials, directors, officers, agents and employees, from defending through the selection and use of its own agents, attorneys and experts, any claims, suits, demands, proceedings and actions brought against them.

9.1.3. Remedies. If the RapidSOS Paid Modules become, or in RapidSOS's opinion are likely to become, the subject of an Infringement Claim, RapidSOS shall, at its option and expense, do one of the following: (a) procure for Customer the right to make continued use of the affected RapidSOS Paid Modules, (b) replace or modify the affected RapidSOS Paid Module or API to make it non-infringing, (c) terminate this Agreement and refund any prepaid fees paid by Customer.

10. GENERAL PROVISIONS

10.1. Independent Contractor Relationship. RapidSOS and Customer are independent contractors, and this Agreement will not be construed to determine that a party is a partner, joint venture, employment relationship, agent or fiduciary of the other party, to create any other form of legal association.

10.2. Severability. If any provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, then the remaining provisions of this Agreement will nevertheless be given full force and effect.

10.3. Notices. All notices must be in English. Notices posted on RapidSOS's site are effective upon posting. Notices by email are effective on the sent date of the email with email notices to RapidSOS being sent to legal@rapidos.com. Notices sent to the address of the party listed on the Order Form(s) are effective on receipt.

10.4. Assignment. Neither Party may assign this Agreement without the other Party's prior written consent. RapidSOS may assign this Agreement, its rights, or obligations without consent: (a) to an affiliate or subsidiary; or (b) for purposes of financing, merger, acquisition, corporate reorganization, or sale of all or substantially all its assets. This Agreement is binding upon the Parties respective successors and assigns.

10.5. Representation and Warranties. Each Party hereby represents and warrants that: (i) the Party has all necessary right, power and authority to execute, deliver and perform this Agreement, (ii) the execution, delivery and performance of this Agreement by the Party does not and will not contravene, violate, or constitute a default under applicable law, or any agreement or instrument to which the Party is a party or is

otherwise subject, and (iii) the Party is and will be in compliance in all material respects with all applicable law.

- 10.6. **Force Majeure.** Except for Customer's payment obligations, neither party will be deemed in breach for any cessation, interruption, or delay in the performance of its obligations due to causes beyond its reasonable control, including, without limitation, earthquake, flood, or other natural disaster, act of God, power failure, network interruptions or outages in telecommunications or the Internet, labor controversy, civil disturbance, terrorism, or war (whether or not officially declared) (each a "**Force Majeure Event**").
- 10.7. **Amendment/Waiver.** This Agreement may not be amended or modified, in whole or part, except by a writing signed by duly authorized representatives of both parties. No provision or part of this Agreement or remedy hereunder may be waived except by a writing signed by a duly authorized representative of the party making the waiver. Failure or delay by either party to enforce any provision of this Agreement will not be deemed a waiver of future enforcement of that or any other provision.
- 10.8. **Governing Law.** Absent a requirement that Customer's state law applies, all disputes, claims, or controversies arising out of this Agreement, or the negotiation, validity or performance of this Agreement, or the transactions contemplated hereby will be governed by and construed in accordance with the laws of the State of Illinois without regard to its rules of conflict of laws.
- 10.9. **Entire Agreement.** This Agreement, including its Exhibits, Order Forms, EULA(s), SOW(s), and Attachments hereto, constitutes the entire agreement between the Parties. The Agreement supersedes all previous proposals, both oral and written, negotiations, representations, writings and all other communications between parties and all prior agreements.
- 10.10. **Counterparts.** This Agreement may be executed in counterparts, whether scanned, faxed or electronically signed copies, each of which will be deemed an original and will constitute the same instrument.

[Remainder of page intentionally left blank]

RapidSOS works with over 5,700 emergency communications centers in multiple countries, managing over 175 million emergencies annually with data from over 540 million devices (smartphones, vehicle telematics, etc.). Together with public safety and our partners certified as RapidSOS Ready, we're protecting lives and empowering safer, smarter communities for all.

RapidSOS is the only provider capable of delivering these integrations, data, and functionalities as a single unified solution for the Communicator capabilities. RapidSOS UNITE is a proprietary platform, and RapidSOS is the only supplier of the configuration of UNITE required by DuPage County ETSB. Given the unique mission-critical nature of emergency communications, no alternative vendor can match these capabilities. These include, but are not limited to:

Exclusive Data Access: RapidSOS delivers data from over 540 million devices and has exclusive partnerships with 150+ data providers. These partnerships support use cases such as Crash Detection (16 partners), Personal Safety (26 partners), and School Safety (21 partners). Examples of these data partners include Amazon, Uber, Grubhub, SiriusXM, Agero, GMR, Raptor Technologies, Arlo, Farmer's Insurance, Chick-fil-A, Cambridge Mobile Telematics, MedicAlert, Citizen, Emergency Health Association, and SimpliSafe. This dataset is not available with any other vendor. RapidSOS has delivered 46,080,459 data payloads from this exclusive dataset to DuPage County PSAPs since June 2, 2021 when RapidSOS use started in DuPage County.

Exclusive Data Sharing: RapidSOS is used by 97% of ECCs nationwide for data sharing and interoperability. ECCs in the Chicago metro area can send voice, text, and video communications within the Communicator module to other ECCs inside or outside the Chicago metro area via the RapidSOS platform. No other vendor can provide this scope of data sharing.

Exclusive GIS Integration: Exclusive integration between the RapidSOS Communicator module and the RapidSOS GIS module. This integration enables real-time GIS data updates within the Communicator module for more accurate call audio language transcription and translation.

Exclusive Integration with IamResponding and eDispatches: RapidSOS maintains exclusive direct integrations with IamResponding and eDispatches, wholly-owned subsidiaries of RapidSOS across 16,000 agencies nationwide and used by more than 750,000 field responders.

“Text to Voice” Feature: The RapidSOS Communicator module “Text to Voice” feature translates the Telecommunicator’s text to the caller’s native language, which enables a 911 professional to type in English and have the system automatically translate and speak to the caller in their native language. Currently RapidSOS has 34 languages available, which is more than any other active solution on the market. Like all features, it will be available on RapidSOS UNITE platform powered by Harmony (AI)

Exclusive Set of School Safety Data Partnerships: RapidSOS has sixteen (16) ECC-focused school safety partnerships, the most of any vendor. School safety partners include, but are not limited to: Aegix AIM, Alertus, Centegix, Galaxy Next Generation, Micro Technologies, Pikmykid, Raptor Technologies, SaferWatch, and Singlewire. RapidSOS UNITE offers Alyssa’s Law compliant notification from multiple silent panic providers into one unified ecosystem and pairs it with other school safety data such as mapping and weapons detection where enabled.

Integrated with over two hundred technologies to provide critical emergency data to 911 and first responders in an emergency, RapidSOS is the only public safety solution built specifically for the ECC telecommunicator. Enhancing and customizing the RapidSOS intelligent safety platform with the premium Communicator module provides DuPage County ECCs with a one-of-a-kind application.

As evidenced above, RapidSOS has the broadest set of exclusive and unique data, integrations, functionality and partnerships, within a single intelligent safety data platform. The UNITE platform drives efficiency for DuPage County ECCs by consolidating multiple capability sets into a single screen, and connecting field responders.



Required Vendor Ethics Disclosure Statement

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

Date: 11/4/2025

Bid/Contract/PO #:

Company Name: RapidSOS, Inc.	Company Contact: RapidSOS, Inc.
Contact Phone: 631-600-3254	Contact Email: Legal@rapidos.com

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

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

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

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

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

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

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

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

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

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

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

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

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

Authorized Signature

(Signature box)

95C9B9C83B1E4BE...

Printed Name

Erika Thayer

Title

Sales Director

Date

11/4/2025

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



ETSB Resolution

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

File #: ETS-R-0065-25

Agenda Date: 11/12/2025

Agenda #: 7.D.4.

AWARDING RESOLUTION TO ALLIANT INSURANCE SERVICES INC PO 925026 FOR A ONE (1) YEAR LIABILITY, DAMAGE, AND CYBER SECURITY INSURANCE POLICY FOR THE ETSB (TOTAL AMOUNT: \$123,052.00)

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

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

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 925026 to Alliant Insurance Services Inc for a one (1) year liability, damage, and cyber security insurance policy. This contract will cover the period December 19, 2025 to December 19, 2026. Total amount of \$123,052.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925026, dated November 5, 2025, covering said, one (1) year insurance policy renewal, be, and is hereby approved by the DU PAGE ETSB to Alliant Insurance Services Inc, 353 N. Clark Street, Chicago, IL 60654, for a total amount of \$123,052.00.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



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

SECTION 1: DESCRIPTION			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #:	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$123,052.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 11/12/2025	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$123,052.00
	CURRENT TERM TOTAL COST: \$123,052.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Alliant Insurance Services, Inc.	VENDOR #: 12104 R02	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Wendy Teller	VENDOR CONTACT PHONE: 312-595-7495	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: wendy.teller@alliant.com	VENDOR WEBSITE: alliant.com	DEPT REQ #: 925026	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Request for approval of PO 925026 to Alliant Insurance Services, Inc. for insurance services for one (1) year. The contract period runs from December 19, 2025 through December 19, 2026. The recommended renewal option of the VFIS policy is \$102,729.00. The renewal policy for cyber liability is \$20,323.00. The total recommended contract value is \$123,052.00.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished This is for insurance coverage for ETSB for liability, damage, and cyber security attacks made to 9-1-1 infrastructure.			

SECTION 2: DECISION MEMO REQUIREMENTS	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required. OTHER PROFESSIONAL SERVICES (DETAIL SELECTION PROCESS ON DECISION MEMO)

SECTION 3: DECISION MEMO	
SOURCE SELECTION	Describe method used to select source. Alliant Insurance Services continues as the insurance broker for the County and ETSB and has made recommendations based on the current state of the market. See the Executive Summary on page 2 of the Alliant proposal for details.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). 1. Approve Purchase Order 925026 and allow for the policies through Alliant for property and cyber liability coverage. 2. Allow the current policy to expire as of December 19 and provide no coverage.

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

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

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Alliant Insurance Services, Inc.	Vendor#: 12104 R02	Dept: DuPage ETSB	Division:
Attn: Wendy Teller	Email: wendy.teller@alliant.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 353 N. Clark St.	City: Chicago	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60654	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Alliant Insurance Services, Inc.	Vendor#: 12104 R02	Dept: DuPage ETSB	Division:
Attn: Wendy Teller	Email: wendy.teller@alliant.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 29278 Network Place	City: Chicago	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60673-1292	State: IL	Zip: 60187
Phone:	Fax:	Phone:	Fax:
<i>Shipping</i>		<i>Contract Dates</i>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Dec 19, 2025	Contract End Date (PO25): Dec 19, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Property Insurance for ETSB	FY26	4000	5820	53130		102,729.00	102,729.00
2	1	EA		Cyber Liability Insurance	FY26	4000	5820	53130		20,323.00	20,323.00
FY is required, ensure the correct FY is selected.											Requisition Total \$ 123,052.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please return the PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 11/4/25

A large, modern building with a glass facade and a steel frame. A person is visible walking on an interior walkway. The image is slightly blurred, giving it a professional and dynamic feel.

Emergency Telephone System Board of DuPage County

Property and Liability Insurance Proposal

Presented on November 3, 2025 by:

Dane Mall, MPA, ARM, AIC, CEAS
Vice President – Account Executive Lead

Wendy Teller, CIC
Account Manager - Lead

Alliant Insurance Services, Inc.
353 North Clark Street
Chicago, IL 60654
O 312 595 6200

CA License No. 0C36861

www.alliant.com

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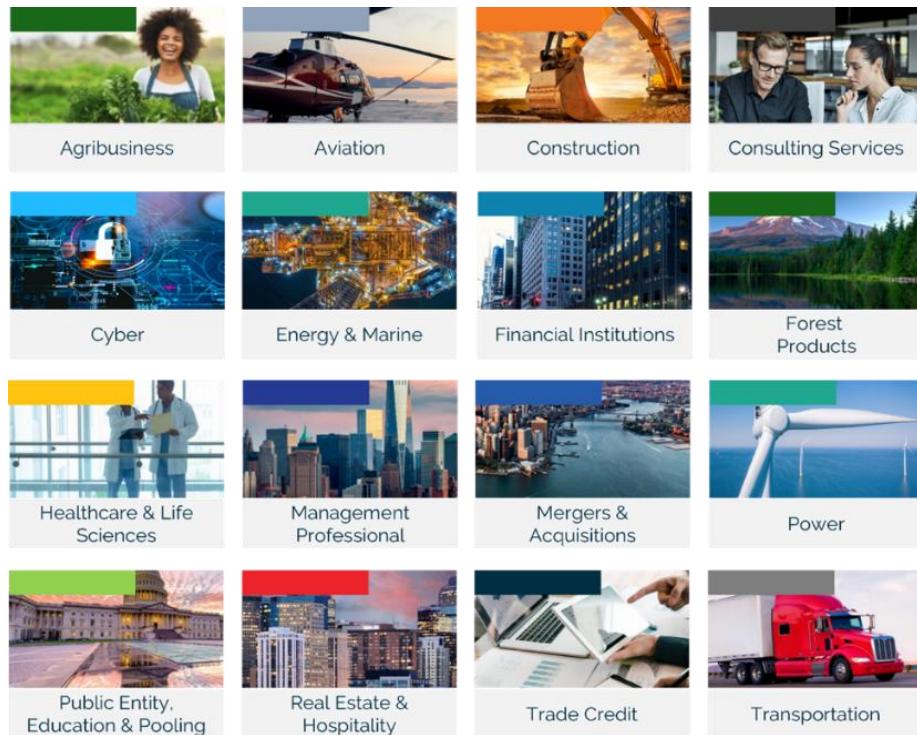
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Company Profile

Alliant provides risk management, insurance, and consulting services to thousands of clients nationwide, delivering tailored products and services engineered to mitigate risk, improve performance, and promote long-term growth. Our core business includes property and casualty insurance services, middle-market brokerage, employee benefits, and underwriting, each staffed with dedicated industry specialists who understand the unique market dynamics facing their clients.

In addition to our 90-plus year legacy of service and results, Alliant is one of the industry's fastest-growing organizations. As America's 5th largest insurance brokerage, we have an active presence in every U.S. market and an extensive arsenal of best-in-class resources and intelligence that moves our clients forward in today's competitive market climate.

Alliant Specialty is the largest specialty broker in the world. We have created an unparalleled service delivery model that is personal, agile, and responsive to enhance your bottom line. Alliant Specialty supports clients in industry verticals that include Construction, Real Estate and Hospitality, Healthcare and Life Sciences, Cyber, Management Professional, Mergers and Acquisitions, Energy and Marine (including Power and Utilities), Agribusiness, Aviation, Forest Products, Financial Institutions, Public Entity, Trade Credit, and Transportation.



Alliant Advantages

	Alliant	Competition
90 years of leadership in meeting the insurance needs of businesses and public entities across the US.	✓	
National presence with best-in-class resources and expertise.	✓	
Privately owned and operated.	✓	
Flat management structure with no bureaucracy, empowering senior leadership to take a hands-on approach to client service that expands the entire lifecycle of the relationship.	✓	
A full-service insurance agency that addresses all of your risk and insurance needs, including property, casualty, life, and health.	✓	
A diverse team of industry specialists who understand the unique needs of your business.	✓	
Considerable buying power through more than 40 insurance carriers, enabling for the delivery of the best coverage at the most competitive pricing	✓	
State-licensed support staff.	✓	
A full-service approach that includes risk management services to help identify hazards and present options.	✓	
Workers' compensation insurance claims management at no additional charge.	✓	

Executive summary

Thank you for the opportunity to present our renewal proposal for ETSB's property casualty insurance program effective December 19, 2025 to December 19, 2026

Commercial Package

□ e are pleased to present renewal terms with your expiring carrier National Union Fire Insurance Company of Pittsburgh, PA. All coverage terms, conditions and exclusions remain as expiring. There is an increase in premium for the package and the portable equipment accounts for most of the increase. The expiring value was □28,661,530 and the renewal is □44,25140. The carrier has provided an alternative deductible option of □5,000 and if elected would reduce the portable equipment premium by □10,233. Please refer to premium and coverage section found on page 6 of the proposal.

Cyber □iability

The cyber market is experiencing soft market conditions, and we approached eight markets for quotations. □ e are pleased to present the two most competitive options, one from your incumbent, Hudson Specialty, and the other from Underwriters at Lloyd's of London (CFC).

The Hudson premium increased by 20□ and is a result of the revenue increase, □14.M expiring and projected □17M. The Lloyd's (CFC) premium is slightly less than expiring and they have a few enhancements not provided by Hudson.

Both insurers offer competitive options, but the CFC option provides several enhancements including a separate aggregate limit for each insuring clause and a higher cyber-crime limit for a lower premium. □ hile the Hudson renewal is still a viable choice, the CFC terms offer a more robust coverage package, please refer to the coverage summary on page 6.

Thank you for the opportunity to present this renewal proposal. □ e appreciate your choosing Alliant to service your insurance and risk management needs.

Premium Summary

Line of Coverage	Expiring Premium 12/19/2024 -2025 VFIS	Renewal Premium 12/19/2025-2026 VFIS
General Liability	\$1,264	\$1,264
Public Officials Liability including Employment Practices Liability	\$9,063	\$10,143
Auto – Hired and Non-owned	\$532	\$534
Excess Liability	\$9,273	\$9,092
Crime/Employee Dishonesty	Not Covered	Not Covered
Property	\$30,251	\$34,421
Portable Equipment	\$25,379	\$46,465
Total Package Premium	\$79,762	\$102,729
	Hudson Specialty	Lloyd's London CFC
Cyber Liability	\$20,524	\$20,323
Total Annual Premium	\$96,286	\$123,052

Premium Summary and Coverage Comparison

	Expiring Dec 19, 2024 to Dec 19, 2025	Renewal Dec 19, 2025 to Dec 19, 2026
Property		
Building Values	\$124,277	\$129,248
Contents Values	\$18,014,036	\$18,734,620
Software	\$600,000	\$600,000
Building & Contents Total Insured	\$18,138,313	\$18,863,868
Property average rate	0.17	0.18
Valuation	Replacement Cost	Replacement Cost
Coinurance	n/a	n/a
Deductible	\$5,000	\$5,000
Flood Deductible	\$1,000	\$1,000
Earthquake Deductible	5% of TIV	5% of TIV
Equipment Breakdown	Included	Included
Total Property Premium	\$30,251	\$34,421
Inland Marine		
Portable Equipment	Blanket Limit	Blanket Limit
Blanket Value	\$28,661,530	\$44,251,401
Equipment average rate	0.09	0.11
Valuation	Guaranteed Replacement Cost	Guaranteed Replacement Cost
Deductible	2,500	2,500
Total Portable Equipment Premium	\$25,379	\$46,465
Optional Deductible Quote \$5,000		\$36,232
Auto Liability		
Combined Single Limit - Liability	\$1,000,000	\$1,000,000
Limit UM&UIM	\$1,000,000	\$1,000,000
Deductible	None	None
Hired and Non Owned	Included	Included
Hired + Non Owned APD	Included	Included
Total Auto Premium	\$532	\$534
General Liability		
Form	Occurrence	Occurrence
Limit	\$1,000,000 per occurrence	\$1,000,000 per occurrence
	\$3,000,000 aggregate	\$3,000,000 aggregate
Deductible	None	None
Defense	Outside limit	Outside limit
Certified terrorism premium	Included	Included
Total GL Premium	\$1,264	\$1,264
Management Liability, Employment Practices Liability		
Coverage Form	Claims Made	Claims Made

Premium Summary and Coverage Comparison

	Expiring Dec 19, 2024 to Dec 19, 2025	Renewal Dec 19, 2025 to Dec 19, 2026
Limits: Coverage A - Employment Practices, Employee Benefits Administration, Wrongful Acts - Monetary Damages	\$1,000,000 per occurrence	\$1,000,000 per occurrence
Limits: Coverage B - Defense Expenses for Injunctive Relief	\$100,000 each action for injunctive relief	\$100,000 each action for injunctive relief
Limits: Aggregate Coverage A and B	\$3,000,000	\$3,000,000
Limits: Coverage C - Cyber Liability	\$1,000,000 Each "electronic information security event"	\$1,000,000 Each "electronic information security event"
Limits: Coverage D - Privacy Crisis Management Expense	\$50,000 each "privacy event"	\$50,000 each "privacy event"
Limits: Coverage E - Cyber Extortion Expense	\$20,000 each "privacy event"	\$20,000 each "privacy event"
Limits: Aggregate Coverage D and E	\$50,000	\$50,000
Deductible	0	0
Retroactive Date:	None	None
Management Liability Premium	\$9,063	\$10,143
Excess Liability		
Limit	\$10,000,000 per occurrence \$20,000,000 aggregate	\$10,000,000 per occurrence \$20,000,000 aggregate
Excess Liability Premium	\$9,273	\$9,902
Total VFIS Program Premium	\$75,762	\$102,729

Cyber Liability with Tech E&O - Premium Summary and Coverage

	Expiring	Renewal
	Cyber and Tech E&O Dec 19, 2025 to Dec 19, 2026	Cyber and Tech E&O Dec 19, 2025 to Dec 19, 2026
Carrier	Hudson Specialty Insurance Co.	Underwriters at Lloyd's London (CFC)
AM Best's Rating	A XV	A XV
Policy Aggregate Limit	\$2,000,000	\$2,000,000
Cyber Liability First & Third Party		
Limit	\$1,000,000	\$1,000,000
Retroactive Date	12/19/20	12/19/20
Retention	\$10,000	\$10,000
Coverages Included:		
Breach Response Expenses	\$1,000,000	\$1,000,000
Content Restoration Expenses	\$1,000,000	\$1,000,000
Cyber Extortion Expenses	\$1,000,000	\$1,000,000
PCI-DSS/PA-DSS Fines	\$1,000,000	\$1,000,000
Business Interruption Loss Limit	\$1,000,000	\$1,000,000
Social Engineering Loss	\$100,000	\$250,000
Deductible	\$10,000	\$10,000
Each business interruption	6 hours	8 hours
Business Interruption Coinsurance	10%	N/A
Premium	\$23,943	\$19,000
Surplus Lines Taxes and Fees	\$1,493	\$1,323
	\$25,436	\$20,323
Additional Coverage Extensions:		
Separate Indemnity Towers for each insuring clause	N/A	Yes
Bricking Endorsement	Yes	Included, Hardware Replacement Costs
Contingent Bodily Injury	Yes	Included, \$250,000
Alternative Dispute Resolution - Cyber Extortion Expenses	Yes	Not Addressed
Biometric Information Exclusion	Excluded	Not Excluded
Theft of Client Funds	No	Yes, \$50,000
Claim Preparation Costs	No	Yes, \$25,000
Reputation and Brand Protection	No	Yes, \$100,000
Criminal Reward Coverage	No	Yes, \$100,000

Your Service Team

Michael J. Mackey

Senior Managing Director

Phone: 312.595.7900

Email: Michael.Mackey@alliant.com

Dane Mall, MPA, ARM, AIC, CEAS

Vice President, Account Executive - Lead
Loss Control Consultant

Phone: 312.837-4415

Email: Dane.Mall@alliant.com

Wendy Teller, CIC

Account Manager

Phone: 312.595.7495

Email: Wendy.Teller@alliant.com

Larry Rosen

Senior Vice President – Claims Advocate Lead

Phone: 312.595.8111

Email: Larry.Rosen@alliant.com

Named Insured / Additional Named Insureds

Named Insured

DuPage County 911 Emergency Telephone Systems Board

Additional Named Insured

None

NAMED INSURED DISCOSURE

- The first named insured is granted certain rights and responsibilities that do not apply to other policy named insureds and is designated to act on behalf of all insureds for making policy changes, receiving correspondence, distributing claim proceeds, and making premium payments.
- **Are A entities listed as named insureds** Coverage is **not** automatically afforded to all entities unless specifically named. Confirm with your producer and service team that all entities to be protected are on the correct policy. Not all entities may be listed on all policies based on coverage line.
- Additional named insured is (1) A person or organization, other than the first named insured, identified as an insured in the policy declarations or an addendum to the policy declarations. (2) A person or organization added to a policy after the policy is written with the status of named insured. This entity would have the same rights and responsibilities as an entity named as an insured in the policy declarations (other than those rights and responsibilities reserved to the first named insured).
- Applies to Professional Liability, Pollution Liability, Directors Officers Liability, Employment Practices Liability, Fiduciary Liability policies (this list not all inclusive). Check your Policy language for applicability. These policies provide protection to the Named Insured for claims made against it alleging a covered wrongful act. Coverage is not afforded to any other entities (unless specifically added by endorsement or if qualified as a "Subsidiary" pursuant to the policy wording) affiliated by common individual insured ownership or to which indemnification is otherwise contractually owed. If coverage is desired for affiliated entities or for contractual indemnities owed, please contact your Alliant Service Team with a full list of entities for which coverage is requested. ith each request, include complete financials and ownership information for submission to the carrier. It should be noted, that the underwriter's acceptance of any proposed amendments to the policy, including expansion of the scope of "Insureds" under the policy could result in a potential diminution of the applicable limits of liability and/or an additional premium charge.

Alliant Advantage

	Alliant	Competition
1. Satisfying the insurance needs of business for nearly 90 years	✓	
2. Privately owned and operated.	✓	
3. A full-service insurance agency for all your business, life and health, and personal insurance.	✓	
4. Representing over 40 insurance companies to provide the best and most affordable coverage.	✓	
5. State-licensed support staff.	✓	
6. Dedicated Certificate of Insurance personnel.	✓	
7. Risk management services to help identify hazards and present options.	✓	
8. Workers' compensation insurance claims management at no additional charge.	✓	

Disclosures

This proposal of insurance is provided as a matter of convenience and information only. All information included in this proposal, including but not limited to personal and real property values, locations, operations, products, data, automobile schedules, financial data and loss experience, is based on facts and representations supplied to Alliant Insurance Services, Inc. by you. This proposal does not reflect any independent study or investigation by Alliant Insurance Services, Inc. or its agents and employees.

Please be advised that this proposal is also expressly conditioned on there being no material change in the risk between the date of this proposal and the inception date of the proposed policy including the occurrence of any claim or notice of circumstances that may give rise to a claim under any policy which the policy being proposed is a renewal or replacement. In the event of such change of risk, the insurer may, at its sole discretion, modify, or withdraw this proposal, whether or not this offer has already been accepted.

This proposal is not confirmation of insurance and does not add to, extend, amend, change, or alter any coverage in any actual policy of insurance you may have. All existing policy terms, conditions, exclusions, and limitations apply. For specific information regarding your insurance coverage, please refer to the policy itself. Alliant Insurance Services, Inc. will not be liable for any claims arising from or related to information included in or omitted from this proposal of insurance.

Alliant embraces a policy of transparency with respect to its compensation from insurance transactions. Details on our compensation policy, including the types of income that Alliant may earn on a placement, are available on our website at www.alliant.com. For a copy of our policy or for any inquiries regarding compensation issues pertaining to your account you may also contact us at: Alliant Insurance Services, Inc., Attention: General Counsel, 701 B Street, 6th Floor, San Diego, CA 92101.

Analyzing insurers' over-all performance and financial strength is a task that requires specialized skills and in-depth technical understanding of all aspects of insurance company finances and operations. Insurance brokerages such as Alliant Insurance typically rely upon rating agencies for this type of market analysis. Both A.M. Best and Standard and Poor's have been industry leaders in this area for many decades, utilizing a combination of quantitative and qualitative analysis of the information available in formulating their ratings.

A.M. Best has an extensive database of nearly 6,000 Life/Health, Property Casualty and International companies. You can visit them at www.ambest.com. For additional information regarding insurer financial strength ratings visit Standard and Poor's website at www.standardandpoors.com.

Our goal is to procure insurance for you with underwriters possessing the financial strength to perform. Alliant does not, however, guarantee the solvency of any underwriters with which insurance or reinsurance is placed and maintains no responsibility for any loss or damage arising from the financial failure or insolvency of any insurer. We encourage you to review the publicly available information collected to enable you to make an informed decision to accept or reject a particular underwriter. To learn more about companies doing business in your state, visit the Department of Insurance website for that state.

NY Regulation 194

Alliant Insurance Services, Inc. is an insurance producer licensed by the State of New York. Insurance producers are authorized by their license to confer with insurance purchasers about the benefits, terms and conditions of insurance contracts to offer advice concerning the substantive benefits of particular insurance contracts to sell insurance and to obtain insurance for purchasers. The role of the producer in any particular transaction typically involves one or more of these activities.

Compensation will be paid to the producer, based on the insurance contract the producer sells. Depending on the insurer(s) and insurance contract(s) the purchaser selects, compensation will be paid by the insurer(s) selling the insurance contract or by another third party. Such compensation may vary depending on a number of factors, including the insurance contract(s) and the insurer(s) the purchaser selects. In some cases, other factors such as the volume of business a producer provides to an insurer or the profitability of insurance contracts a producer provides to an insurer also may affect compensation.

The insurance purchaser may obtain information about compensation expected to be received by the producer based in whole or in part on the sale of insurance to the purchaser, and (if applicable) compensation expected to be received based in whole or in part on any alternative quotes presented to the purchaser by the producer, by requesting such information from the producer.

Other Disclosures / Disclaimers

FATCA:

The Foreign Account Tax Compliance Act (FATCA) requires the notification of certain financial accounts to the United States Internal Revenue Service. Alliant does not provide tax advice so please contact your tax consultant for your obligation regarding FATCA.

Claims Reporting:

Your policy will come with specific claim reporting requirements. Please make sure you understand these obligations. Contact your Alliant Service Team with any questions.

Claims Made Policy:

This claims-made policy contains a requirement stating that this policy applies only to any claim first made against the Insured and reported to the insurer during the policy period or applicable extended reporting period. Claims must be submitted to the insurer during the policy period, or applicable extended reporting period, as required pursuant to the Claims/Loss Notification Clause within the policy in order for coverage to apply. Late reporting or failure to report pursuant to the policy's requirements could result in a disclaimer of coverage by the insurer.

Other Disclosures / Disclaimers - Continued

NRRA:

The Non-Admitted and Reinsurance Reform Act (NRRA) went into effect on July 21, 2011. Accordingly, surplus lines tax rates and regulations are subject to change which could result in an increase or decrease of the total surplus lines taxes and/or fees owed on this placement. If a change is required, we will promptly notify you. Any additional taxes and/or fees must be promptly remitted to Alliant Insurance Services, Inc.

Changes and Developments

It is important that we be advised of any changes in your operations, which may have a bearing on the validity and/or adequacy of your insurance. The types of changes that concern us include, but are not limited to, those listed below:

- Changes in any operations such as expansion to another states, new products, or new applications of existing products.
- Travel to any state not previously disclosed.
- Mergers and/or acquisition of new companies and any change in business ownership, including percentages.
- Any newly assumed contractual liability, granting of indemnities or hold harmless agreements.
- Any changes in existing premises including vacancy, whether temporary or permanent, alterations, demolition, etc. Also, any new premises either purchased, constructed or occupied
- Circumstances which may require an increased liability insurance limit.
- Any changes in fire or theft protection such as the installation of or disconnection of sprinkler systems, burglar alarms, etc. This includes any alterations to the system.
- Immediate notification of any changes to a scheduled of equipment, property, vehicles, electronic data processing, etc.
- Property of yours that is in transit, unless previously discussed and/or currently insured.

Other Disclosures / Disclaimers - Continued

Certificates / Evidence of Insurance

A certificate is issued as a matter of information only and confers no rights upon the certificate holder. The certificate does not affirmatively or negatively amend, extend or alter the coverage afforded by a policy. Nor does it constitute a contract between the issuing insurer(s), authorized representative, producer or certificate holder.

You may have signed contracts, leases or other agreements requiring you to provide this evidence. In those agreements, you may assume obligations and/or liability for others (Indemnification, Hold Harmless) and some of the obligations that are not covered by insurance. We recommend that you and your legal counsel review these documents.

In addition to providing a certificate of insurance, you may be required to name your client or customer on your policy as an additional insured. This is only possible with permission of the insurance company, added by endorsement and, in some cases, an additional premium.

By naming the certificate holder as additional insured, there are consequences to your risks and insurance policy including:

- Your policy limits are now shared with other entities their claims involvement may reduce or exhaust your aggregate limit.
- Your policy may provide higher limits than required by contract your full limits can be exposed to the additional insured.
- There may be conflicts in defense when your insurer has to defend both you and the additional insured.

See Request to Bind Coverage page for acknowledgment of all disclaimers and disclosures.

Optional Coverages

The following represents a list of insurance coverages that are not included in this proposal, but are optional and may be available with further underwriting information.

Note some of these coverages may be included with limitations or insured elsewhere. This is a partial listing as you may have additional risks not contemplated here or are unique to your organization.

- Directors & Officers Liability
- Employed Lawyers
- Employment Practices Liability
- Event Cancellation
- Fiduciary Liability
- Fireworks Liability
- Foreign Insurance
- Garage Keepers Liability
- Kidnap & Ransom
- Law Enforcement Liability
- Media and Publishers Liability
- Medical Malpractice Liability
- Pollution Liability
- Owned/Non-Owned Aircraft
- Owned & aircraft
- Special Events Liability
- Student Accident
- Volunteer Accidental Death & Dismemberment (AD&D)
- Workers' Compensation
- Workplace Violence

Glossary of Insurance Terms

Below are a couple of links to assist you in understanding the insurance terms you may find within your insurance coverages:

- <http://insurancecommunityuniversity.com/UniversityResources/InsuranceGlossaryFREE.aspx>
- <http://www.ambest.com/resource/glossary.html>
- <http://www.irmi.com/online/insurance-glossary/default.aspx>

Binding Requirements Recap

Below is a recap by Line of Coverage. A□□ coverage(s) require the following:

- A written request to bind coverage
- All Surplus Lines Taxes/Fees are Fully Earned (only applies to a non-admitted carrier)

Coverage Line and Description of Subjectivity	Effective Date
Property and □iability <ul style="list-style-type: none">• None	December 19, 2025
Cyber □iability <ul style="list-style-type: none">• None	December 19, 2025

In order to complete the underwriting process, we require that you send us any additional information requested above. □ e are not required to bind coverage prior to our receipt and underwriting acceptance of the above information. However, if we do bind coverage prior to such acceptance, the terms and conditions as indicated above may be amended until such receipt and acceptance. Any agreement to bind coverage in connection with this proposal must be in writing from an authorized employee of the Insurer.

Request to Bind Coverage

Emergency Telephone System Board of DuPage County

We have reviewed the proposal and agree to the terms and conditions of the coverages presented. We are requesting coverage to be bound as outlined by coverage line below:

Coverage Line	Bind Coverage for:
Property and Liability	<input type="checkbox"/>
Cyber Liability	<input type="checkbox"/>

**Did you know that Alliant works with premium financing companies?
Are you interested in financing your annual premium?**

Yes, please provide us with a financing quote. <input type="checkbox"/>	No, we do not wish to finance our premium. <input type="checkbox"/>
---	---

This Authorization to Bind Coverage also acknowledges receipt and review of all disclaimers and disclosures, including exposures used to develop insurance terms, contained within this proposal.

Signature of Authorized Insured Representative

Date

Title

Printed / Typed Name

This proposal does not constitute a binder of insurance. Binding is subject to final carrier approval. The actual terms and conditions of the policy will prevail.



Carrier Quotes



ETSB Resolution

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

File #: ETS-R-0072-25

Agenda Date: 11/12/2025

Agenda #: 7.E.1.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY FOR FISCAL YEAR 2025

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

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

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

Amount : \$2,840,000.00

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

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

Purpose: Budget transfer for FY25 to move funds from 4000-5820-54199: Capital Contingencies to 4000-5820-54110: Capital Equipment & Machinery for Motorola PO 921054/5522-1 Change Order #7 for radios and accessories.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$2,840,000.00 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 November, 2025 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

**DuPage County, Illinois
BUDGET ADJUSTMENT
Effective April 1, 2025**

From: 4000
Company #

ETSB-EQUALIZATION

ETSB-EQUALIZATION

To: 4000
Company #

ETSB-EQUALIZATION

ETSB-EQUALIZATION

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Capital Equipment and Machinery) for Motorola PO 921054 / 5522-1 Change Order #7 [Total Transfer Amount: \$2,840,000.00]

Department Head _____ Date _____

Activity _____ Chief Financial Officer _____ Date _____
(optional)

****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-0068-25

Agenda Date: 11/12/2025

Agenda #: 7.F.1.

RESOLUTION DECLARING EQUIPMENT, INVENTORY, AND/OR PROPERTY ON EXHIBIT A, PURCHASED BY THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY AS SURPLUS EQUIPMENT

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

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

WHEREAS, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the 393 items on Attachment A were purchased in 2011 for a combined cost of \$2,308,089.00, with 9-1-1 surcharge for use by the ETSB in its 9-1-1 DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) are fully depreciated as of November 30, 2021; and

WHEREAS, the individual items on Attachment A are still serviceable but have been replaced as part of the end of life/end of support equipment replacement schedules; and

WHEREAS, the 9-1-1 System Manager recommends DU PAGE ETS Board declare the items on Attachment A as Surplus Items to allow for disposal, reassignment, or sale of such personal property by the County of DuPage. Said transfer to be accomplished by separate resolution.

NOW, THEREFORE BE IT RESOLVED, that the ETS Board hereby declares the items on Attachment A as Surplus Items.

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

GREG SCHWARZE, CHAIR

Attest:

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board of DuPage County

Attachment A Equipment List for Resale

12-Nov-25

Includes legacy radios from: BLF, CHF, DWF, DGF, ELF, GSF, HIF, LWF, LOF, OBF, OTF, VPF, WFF, WHF

Item	Type	Serial Number	Asset Tag #
1	APX7000	655CLZ7858	001730
2	APX7000	655CLZ7879	001417
3	APX7000	655CLZ7936	001584
4	APX7000	655CLZ7940	001582
5	APX7000	655CLZ7941	001581
6	APX7000	655CLZ7946	001781
7	APX7000	655CLZ7989	001612
8	APX7000	655CLZ8000	001611
9	APX7000	655CLZ8223	001689
10	APX7000	655CLZ8326	001405
11	APX7000	655CMB0757	001056
12	APX7000	655CMB0801	000433
13	APX7000	655CMB0806	001182
14	APX7000	655CMB0808	001186
15	APX7000	655CMB0823	001046
16	APX7000	655CMB0832	001040
17	APX7000	655CMB0837	001037
18	APX7000	655CMB0844	000461
19	APX7000	655CMB0849	000462
20	APX7000	655CMB0852	000465
21	APX7000	655CMB0858	000469
22	APX7000	655CMB0860	000470
23	APX7000	655CMB0885	000454
24	APX7000	655CMB0886	000455
25	APX7000	655CMB0901	000520
26	APX7000	655CMB0902	000518
27	APX7000	655CMB0903	000513
28	APX7000	655CMB0904	000517
29	APX7000	655CMB0905	000512
30	APX7000	655CMB0906	000516
31	APX7000	655CMB0907	000519
32	APX7000	655CMB0908	000514
33	APX7000	655CMB0914	000515
34	APX7000	655CMB0971	000495

35	APX7000	655CMB1001	000441
36	APX7000	655CMB1041	001058
37	APX7000	655CMB1096	002115
38	APX7000	655CMB1100	002114
39	APX7000	655CMB0767	000042
40	APX7000	655CMB0774	000043
41	APX7000	655CMB0865	000034
42	APX7000	655CMB0988	000012
43	APX7000	655CMB1036	000059
44	APX7000	655CMB1042	001057
45	APX7000XE	562CMZ0637	003539
46	APX7000XE	562CMZ0638	003537
47	APX7000XE	562CMZ0639	003544
48	APX7000XE	562CMZ0640	003542
49	APX7000XE	562CMZ0641	003543
50	APX7000XE	562CMZ0642	003541
51	APX7000XE	562CMZ0643	003538
52	APX7000XE	562CMZ0665	003540
53	APX7000XE	562CMZ0707	003697
54	APX7000XE	562CMZ0709	003700
55	APX7000XE	562CMZ0710	003699
56	APX7000XE	562CMZ0711	003701
57	APX7000XE	562CMZ0715	003698
58	APX7000XE	562CMZ0718	003702
59	APX7000XE	562CMZ0720	003703
60	APX7000XE	562CMZ0722	003696
61	APX7000XE	562CMZ0939	003577
62	APX7000XE	562CMZ0374	003649
63	APX7000XE	562CMZ0379	003648
64	APX7000XE	562CMZ0387	012897
65	APX7000XE	562CMZ0399	003270
66	APX7000XE	562CMZ0401	003725
67	APX7000XE	562CMZ0407	003390
68	APX7000XE	562CMZ0408	003389
69	APX7000XE	562CMZ0411	003391
70	APX7000XE	562CMZ0413	003386
71	APX7000XE	562CMZ0414	003387
72	APX7000XE	562CMZ0416	003392
73	APX7000XE	562CMZ0418	003266
74	APX7000XE	562CMZ0420	003268
75	APX7000XE	562CMZ0421	003271
76	APX7000XE	562CMZ0423	003265
77	APX7000XE	562CMZ0425	003216

78	APX7000XE	562CMZ0426	003171
79	APX7000XE	562CMZ0427	003174
80	APX7000XE	562CMZ0431	003412
81	APX7000XE	562CMZ0433	003416
82	APX7000XE	562CMZ0434	003214
83	APX7000XE	562CMZ0436	003209
84	APX7000XE	562CMZ0437	003413
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86	APX7000XE	562CMZ0439	003415
87	APX7000XE	562CMZ0440	003411
88	APX7000XE	562CMZ0441	003409
89	APX7000XE	562CMZ0442	003173
90	APX7000XE	562CMZ0443	003212
91	APX7000XE	562CMZ0444	003167
92	APX7000XE	562CMZ0445	003170
93	APX7000XE	562CMZ0448	003172
94	APX7000XE	562CMZ0451	003169
95	APX7000XE	562CMZ0453	003210
96	APX7000XE	562CMZ0454	003180
97	APX7000XE	562CMZ0455	003211
98	APX7000XE	562CMZ0456	003133
99	APX7000XE	562CMZ0458	003128
100	APX7000XE	562CMZ0460	003177
101	APX7000XE	562CMZ0461	003132
102	APX7000XE	562CMZ0463	003129
103	APX7000XE	562CMZ0464	003134
104	APX7000XE	562CMZ0465	003130
105	APX7000XE	562CMZ0466	003181
106	APX7000XE	562CMZ0467	003178
107	APX7000XE	562CMZ0468	003213
108	APX7000XE	562CMZ0469	003179
109	APX7000XE	562CMZ0470	003183
110	APX7000XE	562CMZ0471	003131
111	APX7000XE	562CMZ0472	003182
112	APX7000XE	562CMZ0473	003184
113	APX7000XE	562CMZ0475	003191
114	APX7000XE	562CMZ0477	003472
115	APX7000XE	562CMZ0478	003469
116	APX7000XE	562CMZ0480	003471
117	APX7000XE	562CMZ0482	003470
118	APX7000XE	562CMZ0483	003468
119	APX7000XE	562CMZ0484	003244
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121	APX7000XE	562CMZ0492	003467
122	APX7000XE	562CMZ0499	003465
123	APX7000XE	562CMZ0509	003199
124	APX7000XE	562CMZ0510	003194
125	APX7000XE	562CMZ0512	003185
126	APX7000XE	562CMZ0516	003187
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129	APX7000XE	562CMZ0525	003638
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134	APX7000XE	562CMZ0537	003293
135	APX7000XE	562CMZ0543	003290
136	APX7000XE	562CMZ0546	003632
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138	APX7000XE	562CMZ0549	003639
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141	APX7000XE	562CMZ0572	003633
142	APX7000XE	562CMZ0573	003637
143	APX7000XE	562CMZ0574	003122
144	APX7000XE	562CMZ0576	003404
145	APX7000XE	562CMZ0578	003408
146	APX7000XE	562CMZ0582	003401
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150	APX7000XE	562CMZ0600	003123
151	APX7000XE	562CMZ0602	003124
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153	APX7000XE	562CMZ0606	003118
154	APX7000XE	562CMZ0607	003117
155	APX7000XE	562CMZ0617	003405
156	APX7000XE	562CMZ0624	003435
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161	APX7000XE	562CMZ0630	003433
162	APX7000XE	562CMZ0631	003126
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232	APX7000XE	562CMZ0951	003579
233	APX7000XE	562CMZ0952	003566
234	APX7000XE	562CMZ0953	003561
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267	APX7000XE	562CMZ1015	003645
268	APX7000XE	562CMZ1019	003610
269	APX7000XE	562CMZ1020	003612
270	APX7000XE	562CMZ1023	003643
271	APX7000XE	562CMZ1026	003642
272	APX7000XE	562CMZ1027	003646
273	APX7000XE	562CMZ1036	003521
274	APX7000XE	562CMZ1040	003149
275	APX7000XE	562CMZ1042	003147
276	APX7000XE	562CMZ1043	003148
277	APX7000XE	562CMZ1046	003151
278	APX7000XE	562CMZ1047	003150
279	APX7000XE	562CMZ1048	003153
280	APX7000XE	562CMZ1049	003250
281	APX7000XE	562CMZ1050	003254
282	APX7000XE	562CMZ1051	003249
283	APX7000XE	562CMZ1053	003256
284	APX7000XE	562CMZ1055	003255
285	APX7000XE	562CMZ1056	003252
286	APX7000XE	562CMZ1057	003253
287	APX7000XE	562CMZ1059	003245
288	APX7000XE	562CMZ1066	003251
289	APX7000XE	562CMZ1067	003237
290	APX7000XE	562CMZ1068	003234
291	APX7000XE	562CMZ1070	003233
292	APX7000XE	562CMZ1071	003281

293	APX7000XE	562CMZ1072	003154
294	APX7000XE	562CMZ1073	003286
295	APX7000XE	562CMZ1074	003287
296	APX7000XE	562CMZ1075	003284
297	APX7000XE	562CMZ1080	003282
298	APX7000XE	562CMZ1081	003283
299	APX7000XE	562CMZ1085	003288
300	APX7000XE	562CMZ1087	003152
301	APX7000XE	562CMZ1089	003247
302	APX7000XE	562CMZ1092	003517
303	APX7000XE	562CMZ1093	003372
304	APX7000XE	562CMZ1096	003520
305	APX7000XE	562CMZ1098	003513
306	APX7000XE	562CMZ1102	003241
307	APX7000XE	562CMZ1104	003519
308	APX7000XE	562CMZ1106	003135
309	APX7000XE	562CMZ1109	003219
310	APX7000XE	562CMZ1110	003515
311	APX7000XE	562CMZ1111	003518
312	APX7000XE	562CMZ1113	003242
313	APX7000XE	562CMZ1114	003248
314	APX7000XE	562CMZ1116	003503
315	APX7000XE	562CMZ1117	003223
316	APX7000XE	562CMZ1119	003501
317	APX7000XE	562CMZ1121	003218
318	APX7000XE	562CMZ1122	003224
319	APX7000XE	562CMZ1123	003222
320	APX7000XE	562CMZ1128	003243
321	APX7000XE	562CMZ1129	003238
322	APX7000XE	562CMZ1131	003502
323	APX7000XE	562CMZ1133	003371
324	APX7000XE	562CMZ1135	003376
325	APX7000XE	562CND0049	003871
326	APX7000XE	562CND0054	003816
327	APX7000XE	562CND0056	003813
328	APX7000XE	562CND0057	003916
329	APX7000XE	562CND0062	003865
330	APX7000XE	562CND0065	003863
331	APX7000XE	562CND0066	003862
332	APX7000XE	562CND0069	003861
333	APX7000XE	562CND0070	003858
334	APX7000XE	562CND0071	003864
335	APX7000XE	562CND0072	003859

336	APX7000XE	562CND0075	003944
337	APX7000XE	562CND0081	003914
338	APX7000XE	562CND0082	003860
339	APX7000XE	562CND0083	003814
340	APX7000XE	562CND0084	003815
341	APX7000XE	562CND0087	003812
342	APX7000XE	562CND0088	003811
343	APX7000XE	562CND0090	003872
344	APX7000XE	562CND0092	003919
345	APX7000XE	562CND0094	003918
346	APX7000XE	562CND0095	003920
347	APX7000XE	562CND0096	003915
348	APX7000XE	562CND0098	003817
349	APX7000XE	562CND0100	003945
350	APX7000XE	562CND0110	003779
351	APX7000XE	562CND0111	003785
352	APX7000XE	562CND0112	003782
353	APX7000XE	562CND0114	003783
354	APX7000XE	562CND0119	003781
355	APX7000XE	562CND0120	003780
356	APX7000XE	562CND0140	003784
357	APX7000XE	562CND0141	003778
358	APX7000XE	562CND0153	003882
359	APX7000XE	562CND0173	003939
360	APX7000XE	562CND0202	003933
361	APX7000XE	562CND0217	003937
362	APX7000XE	562CND0218	003935
363	APX7000XE	562CND0219	003932
364	APX7000XE	562CND0220	003930
365	APX7000XE	562CND0221	003936
366	APX7000XE	562CND0222	003854
367	APX7000XE	562CND0223	003857
368	APX7000XE	562CND0224	003853
369	APX7000XE	562CND0226	003855
370	APX7000XE	562CND0227	003931
371	APX7000XE	562CND0229	003934
372	APX7000XE	562CND0231	003850
373	APX7000XE	562CND0236	003856
374	APX7000XE	562CND0238	003851
375	APX7000XE	562CND0240	003852
376	APX7000XE	562CND0244	003938
377	APX7000XE	562CND0706	020010
378	APX7000XE	562CND0708	020012

379	APX7000XE	562CNF0687	020009
380	APX7000XE	562CNF0691	003791
381	APX7000XE	562CNF0692	003792
382	APX7000XE	562CNF0694	003788
383	APX7000XE	562CNF0695	020014
384	APX7000XE	562CNF0699	003789
385	APX7000XE	562CNF0700	020015
386	APX7000XE	562CNF0701	003787
387	APX7000XE	562CNF0703	003786
388	APX7000XE	562CNF0704	003793
389	APX7000XE	562CNF0705	003790
390	APX7000XE	562CNF0707	020013
391	APX7000XE	562CNF0710	020016
392	APX7000XE	562CMZ1005	003227
393	APX7000XE	562CMZ0611	003674



ETSB CB Resolution

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

File #: ETS-R-0069-25

Agenda Date: 11/12/2025

Agenda #: 7.B.1.

RESOLUTION APPROVING THE SALE OF INVENTORY FROM THE COUNTY OF DU PAGE ON BEHALF OF THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY TO ADAMS COUNTY

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, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the DU PAGE ETS Board previously designated 90 legacy APX7000XE and 22 APX7000 7/800 VHF portable radios on Attachment A of this resolution as surplus in ETS Resolutions ETS-R-0068-25; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the sale of 90 legacy APX7000XE and 22 APX7000 7/800 VHF portable radios listed on Attachment A of this resolution to Adams County; and

WHEREAS, after consultation with the Procurement Office and Finance Director, DuPage County finds and determines that the Surplus Items are no longer necessary and cannot be utilized by another office or department of County government.

NOW THEREFORE, BE IT RESOLVED, that DU PAGE ETS BOARD approves the sale of 90 legacy APX7000XE and 22 APX7000 7/800 VHF portable radios listed on Attachment A of this resolution to the Adams County.

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

GREG SCHWARZE, CHAIR
EMERGENCY TELEPHONE SYSTEM BOARD

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

SALES AGREEMENT

Contract No.: **25DEDIRS058**

Dated: **November 12, 2025**

This is an Agreement by and between The County of DuPage and Emergency Telephone System Board of DuPage County, hereafter called SELLER, and Adams County, a public safety entity, hereafter called BUYER.

In consideration of the mutual undertakings herein contained, the parties hereto agree as follows:

- 1. SALE:** SELLER agrees to sell to BUYER and BUYER agrees to purchase from SELLER portable radios and accessories listed in Attachment A (referred to as the "Equipment") in accordance with the terms and conditions specified herein.
- 2. SALE PRICE:** The Sale Price of the Equipment: **\$56,000.00**.

\$500.00 per APX7000XE portable ruggedized radio and APX7000 dual band 7/800 VHF radio in "as is condition". Radio mics, chargers and batteries will be provided one per portable also in "as is condition".

112 portable radios @ \$500.00 = \$56,000.00

APX7000XE quantity 90

APX7000 7/800 VHF quantity 22

Associated accessories includes:

1 remote speaker microphone, 1 belt clip, 1 battery, 1 single charger. Radios include TDMA and AES encryption flash kits in purchase price.

- 3. PAYMENT:** BUYER agrees to pay SELLER pursuant to the Illinois Prompt Payment Act (30 ILCS 540). The SELLER will invoice BUYER upon delivery of equipment as shown in Attachment A. The BUYER may remit all costs at any time during the payment period.
- 4. DELIVERY:** BUYER shall be responsible for the pickup at 420 County Farm Road, Winfield, Illinois or shipping costs of all items on Attachment A.
- 5. WARRANTY:** **SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE DESIGN, OPERATION, OR AS TO THE QUALITY OF THE MATERIAL OR WORKMANSHIP IN, THE EQUIPMENT AND ALL WARRANTIES INCLUDING WARRANTIES OF, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF THE EQUIPMENT ARE HEREBY EXCLUDED. BUYER AGREES THAT SELLER WILL IN NO EVENT BE LIABLE FOR DAMAGES ARISING IN STRICT LIABILITY OR FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, HOWEVER ARISING. SELLER'S LIABILITY SHALL**

UNDER NO CIRCUMSTANCES EXCEED THE PURCHASE PRICE OF SUCH ITEM OF EQUIPMENT SET FORTH IN THIS AGREEMENT.

6. **TITLE:** Title to the Equipment free and clear of all liens, claims and encumbrances of any kind shall vest in BUYER upon final payment by BUYER to SELLER of the full Sale Price required to be paid pursuant to Paragraph 3 hereof.
7. **NOTICES:** Any notice hereunder shall be in writing and shall be deemed to be given when delivered, including but not limited to overnight courier or electronic transmission or, if mailed, on the third day after mailing by registered or certified mail, postage prepaid and addressed to BUYER or SELLER at its respective address shown on the preamble to this Agreement, or to either party at such other address it has designated as its address for purposes of notice hereunder.
8. **FORUM SELECTION, CHOICE OF LAW, AND INDEMNITY:**
 - A. The venue for all disputes arising out of this contract will be exclusively in the circuit court for the Eighteenth Judicial Circuit in DuPage County, Illinois;
 - B. This contract shall be governed by the laws of the State of Illinois including all matters of construction, validity, performance and enforcement; and
 - C. BUYER shall, at all times, to the extent permitted by law, fully indemnify, hold harmless, and defend the SELLER and its officers, agents, and employees from and against any and all claims and demands, actions or suits brought against them. BUYER shall likewise be liable for the cost, fees and expenses incurred in the SELLER's defense of any such claims, actions or suits. Notwithstanding this duty to indemnify, the Parties recognize that the DuPage County State's Attorney is the exclusive legal representative of the County of DuPage and the SELLER. Nothing contained herein shall be construed as prohibiting the DuPage County State's Attorney's Office from defending the SELLER, the County, or their officials, directors, officers, agents and employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, suits, demands, proceedings and actions brought against them. Indemnification shall be deemed a waiver of the SELLER or the County of DuPage's defenses under the Illinois Local Government and Governmental Employees Tort Liability Act.
9. **MISCELLANEOUS**
 - A. This Agreement constitutes the entire agreement between SELLER and BUYER with respect to the sale and purchase of the Equipment on Attachment A and supersedes all prior and concurrent offers, promises, representations, negotiations, discussions and agreements that may have been made in connection with the sale of the Equipment. No representation or statement not contained herein shall be binding upon SELLER or BUYER as a warranty or otherwise unless in writing and executed by the party to be bound thereby. If BUYER does not sign this Agreement and return the signed copy of this

Agreement to SELLER within sixty (60) days of the receipt of the Agreement, this Agreement may be voided at SELLER'S election.

- B. BUYER shall not assign its rights under this Agreement unless it has obtained the prior written consent of SELLER. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- C. This Agreement shall be governed by construed in accordance with the internal laws of the State of Illinois including all matters of construction, validity, performance and enforcement.
- D. This Agreement is subject to acceptance by SELLER at its offices referred to in the preamble and shall only become effective on the date thereof.
- E. No revision or modification of this Agreement shall be effective unless it is in writing and signed by duly authorized officers of BUYER and SELLER.
- F. The BUYER further agrees that any options which are integrated as part of the subscriber units including but not limited to Airtime are the responsibility of the BUYER.
- G. The BUYER understands that purchase of equipment does not entitle BUYER to access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System). Access to the DEDIR System may be granted through a different application request.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and do each hereby warrant and represent that its signatory whose signature appears below has been and is on the date of this Agreement duly authorized by all necessary and appropriate corporate action to execute this Agreement.

If this Agreement is not executed by both parties and returned to SELLER within sixty (60) days of receipt, SELLER may terminate this Agreement without notice.

**Emergency Telephone System Board
Of DuPage County**

By: _____
Authorized Signatory

Title: _____

Date: _____

BUYER:
By: _____
Authorized Signatory

Title: _____

Date: _____

DuPage County Board

By: _____
Deborah A. Conroy, Chair

Date: _____

Emergency Telephone System Board of DuPage County
Attachment A Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
1	APX7000 VHF	655CMB0992	000017
2	APX7000 VHF	655CMB0780	000041
3	APX7000 VHF	655CMB0894	000048
4	APX7000 VHF	655CMB0892	000053
5	APX7000 VHF	655CMB1031	000062
6	APX7000 VHF	655CMB1034	000064
7	APX7000 VHF	655CLZ7434	000532
8	APX7000 VHF	655CLZ8143	001292
9	APX7000 VHF	655CLZ7863	001421
10	APX7000 VHF	655CLZ7948	001473
11	APX7000 VHF	655CLZ8128	001477
12	APX7000 VHF	655CLZ8120	001478
13	APX7000 VHF	655CLZ8125	001480
14	APX7000 VHF	655CLZ8124	001484
15	APX7000 VHF	655CLZ8127	001485
16	APX7000 VHF	655CLZ8129	001486
17	APX7000 VHF	655CLZ8079	001519
18	APX7000 VHF	655CLZ8183	001591
19	APX7000 VHF	655CLZ8317	001661
20	APX7000 VHF	655CLZ8323	001662
21	APX7000 VHF	655CLZ8215	001696
22	APX7000 VHF	655CMB1077	002096
23	APX7000XE	562CMZ0594	003120
24	APX7000XE	562CMZ0602	003124
25	APX7000XE	562CMZ0632	003125
26	APX7000XE	562CMZ0631	003126
27	APX7000XE	562CMZ1106	003135
28	APX7000XE	562CMZ0460	003177
29	APX7000XE	562CMZ0467	003178
30	APX7000XE	562CMZ0469	003179
31	APX7000XE	562CMZ0466	003181
32	APX7000XE	562CMZ0472	003182
33	APX7000XE	562CMZ0473	003184
34	APX7000XE	562CMZ0436	003209
35	APX7000XE	562CMZ0468	003213
36	APX7000XE	562CMZ0434	003214
37	APX7000XE	562CMZ1070	003233
38	APX7000XE	562CMZ1068	003234

Emergency Telephone System Board of DuPage County
Attachment A Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
39	APX7000XE	562CMZ0423	003265
40	APX7000XE	562CMZ0418	003266
41	APX7000XE	562CMZ0420	003268
42	APX7000XE	562CMZ0399	003270
43	APX7000XE	562CMZ0421	003271
44	APX7000XE	562CMZ0663	003273
45	APX7000XE	562CMZ0537	003293
46	APX7000XE	562CMZ0772	003337
47	APX7000XE	562CMZ0771	003338
48	APX7000XE	562CMZ0764	003339
49	APX7000XE	562CMZ0768	003340
50	APX7000XE	562CMZ0767	003341
51	APX7000XE	562CMZ0765	003342
52	APX7000XE	562CMZ0766	003343
53	APX7000XE	562CMZ0769	003344
54	APX7000XE	562CMZ0758	003363
55	APX7000XE	562CMZ0441	003409
56	APX7000XE	562CMZ0438	003410
57	APX7000XE	562CMZ0440	003411
58	APX7000XE	562CMZ0437	003413
59	APX7000XE	562CMZ0439	003415
60	APX7000XE	562CMZ0433	003416
61	APX7000XE	562CMZ0681	003495
62	APX7000XE	562CMZ1110	003515
63	APX7000XE	562CMZ1036	003521
64	APX7000XE	562CMZ0638	003537
65	APX7000XE	562CMZ0643	003538
66	APX7000XE	562CMZ0637	003539
67	APX7000XE	562CMZ0665	003540
68	APX7000XE	562CMZ0642	003541
69	APX7000XE	562CMZ0640	003542
70	APX7000XE	562CMZ0641	003543
71	APX7000XE	562CMZ0639	003544
72	APX7000XE	562CMZ0983	003574
73	APX7000XE	562CMZ0939	003577
74	APX7000XE	562CMZ0651	003596
75	APX7000XE	562CMZ0945	003631
76	APX7000XE	562CMZ0379	003648

Emergency Telephone System Board of DuPage County
Attachment A Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
77	APX7000XE	562CMZ0374	003649
78	APX7000XE	562CMZ0722	003696
79	APX7000XE	562CMZ0707	003697
80	APX7000XE	562CMZ0715	003698
81	APX7000XE	562CMZ0710	003699
82	APX7000XE	562CMZ0709	003700
83	APX7000XE	562CMZ0711	003701
84	APX7000XE	562CMZ0718	003702
85	APX7000XE	562CMZ0720	003703
86	APX7000XE	562CMZ0687	003704
87	APX7000XE	562CMZ0685	003705
88	APX7000XE	562CMZ0682	003706
89	APX7000XE	562CMZ0694	003708
90	APX7000XE	562CMZ0695	003709
91	APX7000XE	562CMZ0684	003711
92	APX7000XE	562CNF0703	003786
93	APX7000XE	562CNF0701	003787
94	APX7000XE	562CNF0694	003788
95	APX7000XE	562CNF0699	003789
96	APX7000XE	562CNF0705	003790
97	APX7000XE	562CNF0691	003791
98	APX7000XE	562CNF0692	003792
99	APX7000XE	562CNF0704	003793
100	APX7000XE	562CND0088	003811
101	APX7000XE	562CND0087	003812
102	APX7000XE	562CND0056	003813
103	APX7000XE	562CND0084	003815
104	APX7000XE	562CND0054	003816
105	APX7000XE	562CND0098	003817
106	APX7000XE	562CND0070	003858
107	APX7000XE	562CND0072	003859
108	APX7000XE	562CND0082	003860
109	APX7000XE	562CND0066	003862
110	APX7000XE	562CND0065	003863
111	APX7000XE	562CND0071	003864
112	APX7000XE	562CND0062	003865



ETSB PAC Resolution

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

File #: ETS-R-0061-25

Agenda Date: 11/12/2025

Agenda #: 7.F.3.

**RESOLUTION TO APPROVE ACCESS TO THE DUPAGE EMERGENCY DISPATCH
INTEROPERABLE RADIO SYSTEM TALK GROUPS PURSUANT TO POLICY 911-005.2: ACCESS TO
THE DUPAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) AND
POLICY 911-005.10: METROPOLITAN EMERGENCY RESPONSE AND INVESTIGATION TEAM
DESIGNATED TALK GROUPS AS REQUESTED BY THE WAYNE POLICE DEPARTMENT**

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 DuPage Emergency Dispatch Interoperable Radio System (“DEDIR System”) was implemented to provide Emergency 9-1-1 radio communication services through STARCOM21 Site 1 for secure and accessible communications for its member users; and

WHEREAS, the Wayne Police Department has requested access to certain talk groups of DEDIR System pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups , and in the spirit of public safety and first responder interoperability; and

WHEREAS, the Wayne Police Department’s application has been recommended for approval by the DU PAGE ETSB Policy Advisory Committee (“PAC”) in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Wayne Police Department as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants access to DEDIR System by the Wayne Police Department according to ETS-R-0029-25, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and ETS-R-0023-25, Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups, by this resolution.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION

Type of Application:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Modification
NAME OF AGENCY:	Wayne Police Department
POINT OF CONTACT:	Deputy Chief Steve Abruzzo
BUSINESS ADDRESS	31W680 Army Trail Rd. Wayne, IL 60184
EMAIL ADDRESS:	s.abruzzo@villageofwayne.org
BUSINESS TELEPHONE:	(630) 584-3031
MOBILE TELEPHONE:	

APPLICATION INFORMATION

Please complete the following information

The Applicant is a unit of local government	Yes
If no, explain: (use a separate sheet if necessary)	
The Applicant is requesting access to DEDIR System for certified sworn police personnel or certified fire service personnel or community service officers.	Yes
The Applicant is requesting monitoring capabilities only	No
The Applicant is a member of STARCOM21	Yes
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	Yes

Applicant Equipment Information

The total number of portable radios (portable and mobile) covered under this request is:	10
The total number of radios which will be affiliated during any daily operational shift is:	10
Do the radios have TDMA?	
Do the radios have encryption:	<input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption
Type of radios to be programmed with a DEDIRS talk group: Motorola APX8000 and APX NEXT	
The Applicant is requesting use of:	
<input checked="" type="checkbox"/> InterOp Groups 1-8	<input type="checkbox"/> DUCALL (Hailing Channel for ACDC Agencies only)
<input checked="" type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)	

Committee/ETS Board Review Process Checklist:

Applicant has submitted proper paperwork	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vendor Technical Review of Application Complete	
14 Day Notice to Members is complete	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on Committee Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of Committee: Ayes _____ Opposed _____ Abstain _____ Absent _____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on ETSB Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of ETSB Board: Ayes _____ Opposed _____ Abstain _____ Absent _____ Resolution No:	Approved
	<input type="checkbox"/> Yes <input type="checkbox"/> No

Emergency Telephone System Board of DuPage County



This Memorandum of Understanding (MOU) is an agreement between the Emergency Telephone System Board of DuPage County (DuPage ETSB) and the **Wayne Police Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a need to know the below-listed information. Agency understands that this document is not public information and should not be disclosed pursuant 5 ILCS 140/7(d)(6) and (v) as well as 20 ILCS 2615/1 and 12.

Point of Contact: **Chief Timothy Roberts** **Deputy Chief Steve Abruzzo**

Chief Timothy Roberts

Deputy Chief Steve Abruzzo

Method of Contact: t.roberts@villageofwayne.org s.abruzzo@villageofwayne.org

t.roberts@villageofwayne.org

s.abruzzo@villageofwayne.org

Available date for KVL programming:

This consent is granted on _____, and shall remain in effect until withdrawn by either party.

DuPage ETSB Representative

Agency Representative

Name: Linda Zerwin

Name: Timothy Roberts

Signature: _____

Signature:

Date:

Date: 10/22/25



ETSB Resolution

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

File #: ETS-R-0070-25

Agenda Date: 11/12/2025

Agenda #: 7.F.4.

**MODIFICATION OF ACCESS TO THE DUPAGE ETSB CAD SYSTEM NETWORK PURSUANT
TO POLICY 911-013: INFORMATION TECHNOLOGY AND SYSTEM SECURITY AS REQUESTED BY
THE BARTLETT FIRE PROTECTION DISTRICT FOR THE INCLUSION OF LOCATION SPECIFIC
INFORMATION (LSI) DATA TO TABLET COMMAND**

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 approved Policy 911-013: Information Technology and Network Security to provide a secure and accessible communications network that restricts network connectivity and permits access to approved systems; and

WHEREAS, pursuant to Policy 911-013: Information Technology and Network Security (previously executed under Policy 911-018: 9-1-1 System Administration), Bartlett Fire Protection District is requesting a modification to the Tablet Command interface access to include Location Specific Information (LSI) Data; and

WHEREAS, the Bartlett Fire Protection District’s application has been reviewed and recommended as appropriate for connection pursuant to Policy 911-013: Information Technology and Network Security by the Tech Focus Group; and

WHEREAS, the 9-1-1 System Manager recommends the approval of the modification of the Tablet Command interface network access to include LSI data by the DU PAGE ETS Board; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Bartlett Fire Protection District detailed in Attachment A, of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants network access to the Bartlett Fire Protection District for the modification of the Tablet Command interface network access to include LSI data, by this resolution.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Appendix G: Network Systems Access Request Form

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

Type of Interface (select one)

Real Time Interface

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

Other 9-1-1 System Component

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces at the cost of the requesting agency. Requestor should list the type of interface needed (real time, API etc).

Asynchronous Interface

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

With the submission of this form, I confirm that I reviewed and understand the DuPage ETSB Information Technology and Network Security Policy, Policy No: 911-013, [the "Policy"]. I understand that an MOU will be required and there may be fees and costs involved for any interface that is not 9-1-1 related.

Signature

11/6/25

Date:

William Gabrenys

Print Name of Agency Head

Please include a short description or attach a copy to this request for the following:

- **Technical Requirements:** (will also be reviewed by Tech Focus Group)
- **Desired Project Implementation Schedule:** (include/attach a go-live goal or schedule)
- **Vendor Service Level Agreement (SLA)** (It is important that ETSB know the hours of work)



Customer:	DuPage County IL
Quote Number:	2025-81287
Quote Date:	11/04/2025
Expiration Date:	12/31/2025

This quotation has been prepared for:

DuPage County IL
Gregg Taormina
Deputy Director IT
421 North County Farm Road
Wheaton IL 60187
United States

End User:

DuPage County IL
Gregg Taormina
Deputy Director IT
421 North County Farm Road
Wheaton Illinois 60187
United States

Bill To:

DuPage County IL
Gregg Taormina
Deputy Director IT
421 North County Farm Road
Wheaton Illinois 60187
United States

This Quotation is issued by:

Intergraph Corporation
305 Intergraph Way
Madison, Alabama 35758 USA
Tel: (256) 730-2000



Customer:	DuPage County IL
Quote Number:	2025-81287
Quote Date:	11/04/2025
Expiration Date:	12/31/2025

Quotation

Project Configuration Listing

USD

Part Number	Description	Qty	Ext Net Price
SPRSVC9001DEV	Development Services to Modify Tablet Command Interface to Add LSI Data / Test / Issue Resolution / Project Management / Deploy to Production / Document	1	\$15,734.30
Project Total			\$15,734.30

This Quotation is issued by:

Intergraph Corporation
305 Intergraph Way
Madison, Alabama 35758 USA
Tel: (256) 730-2000



Customer:	DuPage County IL
Quote Number:	2025-81287
Quote Date:	11/04/2025
Expiration Date:	12/31/2025

Summary

	USD
Total Price*:	\$15,734.30

*Excluding taxes. Final tax billed will reflect the applicable tax rates at time of sale as required by law.

Notes:

This Quote, together with the attached statement of work ("SOW" or "Statement of Work") is an Order subject to that certain Master Agreement dated June 28, 2016 as amended by that certain Restatement Agreement dated March 9, 2022 by and between DuPage County, IL (hereinafter referred to as "Customer") and Intergraph Corporation, through its Hexagon Safety, Infrastructure & Geospatial division (hereinafter referred to as "Hexagon").

This Quotation is issued by:

Intergraph Corporation
305 Intergraph Way
Madison, Alabama 35758 USA
Tel: (256) 730-2000



Customer:	DuPage County IL
Quote Number:	2025-81287
Quote Date:	11/04/2025
Expiration Date:	12/31/2025

This quote is provided pursuant to separately agreed upon Terms and Conditions which are expressly identified in this Quote; but in absence of such express identification, this Quote is governed by <https://legaldocs.hexagon.com/sig/Sales/US-MT06-2021b.pdf>.

Any commercial Off-the-shelf product information Hexagon has shared with its audience during the proposal / contract activities to date, were to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. Hexagon does not commit to develop the future features, functions and products discussed in this material beyond that which is specifically committed to be provided by Hexagon as part of the intended contract. The audience of this material should not factor any future features, functions or products into its current buying decision since there is no assurance that such future features, functions or products will be developed. When and if these future features, functions or products are developed, they will generally be available for licensing by Hexagon.

To place an order against this quotation, prior to the expiration date, please either fill in the required information below and have an authorized representative of your company sign this quotation, have your company issue a purchase order with the required information below and reference this quotation number, or have your company remit payment via one of the methods described in the billing and payment instructions that follow, making sure to include a reference to this quotation number. Please submit the signed quotation, your purchase order, or payment to your Account Manager. This agreement shall only become binding and effective upon the written acceptance by Hexagon or the first delivery of the products/ services within this quotation. The terms and conditions of this quotation cannot be superseded, altered, modified, or amended by subsequent Purchase Order or writing received from customer without the express written consent of Hexagon.

This Quotation is issued by:

Intergraph Corporation
305 Intergraph Way
Madison, Alabama 35758 USA
Tel: (256) 730-2000



HEXAGON

Customer:	DuPage County IL
Quote Number:	2025-81287
Quote Date:	11/04/2025
Expiration Date:	12/31/2025

Signature & Reference

DuPage County IL

Signature: _____

Printed Name: _____

Phone: _____

Date: _____

PO reference(if required for invoicing): _____

Tax Exemption ID (if applicable) _____

This Quotation is issued by:

Intergraph Corporation
305 Intergraph Way
Madison, Alabama 35758 USA
Tel: (256) 730-2000

Billing & Payment Information

Please check to indicate payment and billing instructions:

My PURCHASE ORDER (PO) is attached. (Your order will be processed upon written acceptance by Hexagon. Terms and conditions printed on a customer PO shall not supersede the applicable terms and conditions attached to this quotation.)

PO Number: _____ PO Amount: _____

I wish to pay by CREDIT CARD. Hexagon will email you a secure credit card link for you to process payment. Please provide the name and email address of the credit card holder below. (Your order will be processed upon written acceptance by Hexagon and upon authorization/approval of your credit card.)

Name as it appears on Credit Card: _____

Email address of Cardholder: _____

Signature of Cardholder: _____

INVOICE ME based on my returning this signed acceptance sheet. No PO will be Issued. (Your order will be processed upon written acceptance by Hexagon and upon credit approval.)

My CHECK payable to **Intergraph Corporation** has been sent to the following address

Intergraph Corporation
7104 Solution Center
Chicago, IL 60677-7001

(Your order will be processed upon written acceptance by Hexagon and after your check clears - approximately 5 days after receipt by our lockbox.)

Check Number: _____ Check Amount: _____

My DOMESTIC WIRE PAYMENT has been wired to :

ABA Number:
Bank Name: Bank of New York Mellon, New York
Favor of: Bank: SEB(Skandinaviska Enskilda Banken)
Account Number:
For further credit to Beneficiary: Intergraph Corporation, Account #00007583

My ACH PAYMENT has been sent to:

Account Number:
Company Name: Intergraph Corporation SGI
Routing Number:
Beneficiary Bank Name: PNC Bank N.A.
Address: Pittsburgh, PA 15222
Phone# 1-877-824-5001, Opt 1 and Opt 3
Contact: Lockbox Group, Product Client Services

(Your order will be processed upon written acceptance by Hexagon.)



HEXAGON
SAFETY & INFRASTRUCTURE

STATEMENT OF WORK

Presented to:

DuPage County, IL

Presented by:

Hexagon Safety & Infrastructure
305 Intergraph Way
Madison, AL 35758 USA

April 29, 2025

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INTRODUCTION

"This statement of work ("SOW" or "Statement of Work"), in conjunction with the Quote 2025-81287 is an Order made pursuant to that certain Master Agreement dated June 28, 2016, by and between DuPage County, IL ("Customer") and Intergraph Corporation, through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") (collectively, the "Agreement"), defines the development services required to modify the existing Tablet Command Interface to add LSI (Location Specific Information) Data (the "Project").

Unless specifically noted within this SOW, all software shall be standard commercial off-the-shelf ("COTS") products. Functionality not identified in this SOW may be included at additional cost with appropriate revisions to the SOW."

DELIVERABLES

The deliverables for this SOW will be as follows:

Services

- Hexagon Project Management Services as defined in the General Assumptions Section of this SOW
- Hexagon Development and Implementation Services as defined in the Project Tasks Section of this SOW.

GENERAL ASSUMPTIONS

- Pricing and execution of this SOW is contingent and predicated upon the Customer having a valid maintenance agreement in place with Hexagon prior to starting the Project and throughout the Project
- Hexagon and Customer will review the SOW and determine a mutually agreeable date for the services to be performed. Notwithstanding the foregoing services shall begin within six months of execution of the SOW. Note: The Customer must execute and issue a PO (if applicable) prior to any tentative dates being confirmed.
- Hexagon's pricing and level of effort is predicated upon its understanding of the Customer's current Hexagon software system (the "System") and its configurations are based upon configurations Hexagon made for the Customer during the latter of the initial implementation of the System or the most recent upgrade to the System. Configurations made by the Customer that affect the scope, schedule, or level of effort required to complete the project are not included in the scope of this SOW.
- Hexagon's resource who shall be responsible for the following: (1) maintaining Project communications with the Customer Project Manager; (2) managing the efforts of the Hexagon staff and coordinating Hexagon's activities with the Customer Project Manager; (3) conducting any meetings (if applicable) with the Customer Project Manager; and (4) preparing and submitting Project changes to the Customer Project Manager, as necessary (the "Hexagon Project Manager") will, at a minimum, direct the following activities:
 - Act as single point of contact for the Customer
 - Provide a mutually agreed-upon schedule in Microsoft Project format
 - Order Hexagon software (if applicable)
 - Verify Customer activities related to the Statement of Work have been completed in timely manner
 - Resolve any issues that arise during the Project implementation by coordinating with appropriate Hexagon or Customer resources
 - Process Change Orders (if applicable)
- Hexagon shall have timely access to Customer Project staff. The Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall assign a single duly-authorized Customer representative with the authority and/or responsibility to: (1) approve deliverables, changes, invoices, and other official Project documents; (2) allocate and schedule the necessary Customer resources and facilities required to work on and support the Project; (3) communicate with Hexagon's Project Manager; (4) coordinate any necessary efforts performed by Customer's third-party vendors; and (5) provide a single point of contact for coordination with the Hexagon Project Manager (the "Customer Project Manager") to the Project.
- Customer shall have at least one (1) designated person who is responsible for the upkeep, configuration, and reliable operation of computer systems, especially multi-user computers, such as servers (the "System Administrator") available to perform and/or support all Customer Responsibilities and respond to Hexagon requests.
- Customer shall have technical resource(s) and subject matter expert(s) ("SME") available with the skills necessary to perform and/or support all Customer Responsibilities and respond to Hexagon requests during working and non-working hours.
- Customer shall provide Hexagon with access to all data, documents, plans, reports, and analyses related to the scope of work and responsibilities of this Project.

- Customer shall grant Hexagon personnel system administrator level access with unique log-in credentials to all servers, networks, databases, and workstations that will be involved in the Project. Unrestricted system and VPN access via SecureLink is required for Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. Hexagon personnel will be provided individualized system access credentials by Customer. Customer shall allow Hexagon authorized resources VPN access 24 hours a day, seven days a week for the duration of the Project.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of the Customer's System during working and non-working hours.
- Customer shall schedule and coordinate with third party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of interfaces, as required.
- Customer is responsible for conforming to Hexagon's supported environments, software requirements and the Hexagon Public Safety System Specifications, which are available upon request or at the Help Desk ("System Specifications").
- Customer is responsible for the purchase, installation, configuration, and administration of its network infrastructure. The network infrastructure must meet the defined System Specifications, and the Customer must ensure connectivity between servers and clients.
- Customer is responsible for having current backups of their System.
- Customer is responsible for training users on all functionality.
- All System Documentation and Training documentation, if any, provided by Hexagon under this SOW will be standard COTS documentation and Help Files, and the aforementioned documents will not be customized to Customer's site-specific configuration. All documentation provided by Hexagon will only be provided in electronic format.
- Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo the criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for any and all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed any law enforcement agency.
- Once Hexagon provides the Customer a Project Deliverable Sign-Off Form for a task, Customer shall within five (5) business days either: (i) execute the same indicating the task is complete or accepted, or both, or (ii) identify in writing to Hexagon why Customer considers the task incomplete in light of the task completion criteria outlined herein. Hexagon shall acknowledge its receipt of such list of the identified deficiencies within five (5) business days and Hexagon will use commercially reasonable efforts to address those issues. If Customer fails to provide any written response to Hexagon within five (5) business days of receipt of the Project Deliverable Sign-Off Form, the task shall be deemed accepted.
- After completion of this Project, Hexagon will VPN using SecureLink in to the live System only at the Customer's request and will follow the Customer's required VPN access procedures.

CAD XALT ASSUMPTIONS

- CAD Xalt functionality assumes Customer has I/CAD 9.4 version in Production.
- CAD Xalt functionality assumes Customer has Xalt 6.6 in Production
- Hexagon assumes that Customer will be utilizing IPS3042 Xalt Runtime for this project.
- Customer must have required security in place for all connections to the I/CAD systems and Servers.
- Assumes that Tablet Command will support LOI (Location of Interest/Special Situation) data as a separate request (i.e. after event payload is posted).
- Assumes that Tablet Command will provide the desired data element/payload format for LOI (Location of Interest/Special Situation) data.
- All software will be electronically delivered.
- All services will be delivered remotely.

SCOPE OF DEVELOPMENT SERVICES

Purpose

The existing I/CAD Interface to Tablet Command deployed at DuPage County shall be modified to include a query for Location of Interest/Special Situation data.

The interface shall query for LOI data based upon the creation/update of CAD Event record and incident location.

The results of the LOI/Special Situations query will be provided as text records via JSON payload.

The Interface shall provide a configuration value which will identify the maximum number of LOI/Special Situation records that will be sent to Tablet Command per Event.

- It is assumed that Tablet Command will support LOI data as a separate request (i.e. after event payload is posted).
- It is assumed that Tablet Command will provide the desired data element/payload format for LOI data.
- It is assumed that Images and Attachments will be excluded from this request.

PROJECT TASKS

Task Title	Project Kick-off Meeting			
Task Overview				
<p>The objective of this task is to ensure that all Project assumptions are valid, and all requirements understood prior to beginning any significant work.</p>				
Deliverables				
<p>Kickoff meeting agenda.</p> <ul style="list-style-type: none"> ● Project Schedule and/or Project plan. <p>Kickoff meeting minutes, to include identified risks and action items.</p> <ul style="list-style-type: none"> ● Project Deliverable Sign Off Form. 				
Task Assumptions and prerequisites				
<ul style="list-style-type: none"> ● Hexagon has assigned Hexagon Project Manager. ● Customer has assigned Customer Project Manager. ● Distribution of SOW to the Project Team. <p>The Kickoff meeting will be conducted remotely via Microsoft Teams.</p>				
Hexagon Responsibilities	Customer Responsibilities			
<ul style="list-style-type: none"> ● Review the Project organization, roles, and responsibilities with Customer. ● Conduct an overview of the Project, including a review of the SOW, to verify all aspects of the Project approach, per the topics listed above. <p>Work with Customer to identify and document any potential Project risks.</p> <ul style="list-style-type: none"> ● Provide meeting minutes, documented risks, and action items that affect Project Schedule, resources, and/or the SOW. ● Inform Customer of VPN requirements for Project implementation and continued System maintenance. 	<ul style="list-style-type: none"> ● Review the SOW and work with Hexagon to verify the Project approach. ● Provide SMEs and any other resources as recommended by Customer and Hexagon Project Managers. <p>Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance.</p>			
Completion Criteria				
<p>This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of Project Kickoff Meeting minutes to the Customer.</p>				

Task Title

Modification of Existing Tablet Command Xalt Interface Adding Location Specific Information Data – Test Environment

Task Overview

The work performed in this task will be providing services to modify the existing I/CAD Interface to Tablet Command deployed at DuPage County to include a query for Location of Interest/Special Situation data.

Deliverables

- Project Deliverable Sign Off Form

Task Assumptions and prerequisites

- Hexagon has been provided with 24 x 7 VPN connectivity (including a logon and password), to all servers, mobile devices and workstations requiring installation/configuration by Hexagon
- Customer has a working connection to the Table Command system
- The interface shall query for LOI data based upon creation/update of CAD Event record and incident location.
- The results of the LOI/Special Situations query will be provided as text records via JSON payload.

The Interface shall provide a configuration value which will identify the maximum number of LOI/Special Situation records that will be sent to Tablet Command per Event.

- It is assumed that Tablet Command will support LOI data as a separate request (i.e. after event payload is posted).
- It is assumed that Tablet Command will provide the desired data element/payload format for LOI data.
- It is assumed that Images and Attachments will be excluded from this request.

Hexagon Responsibilities

Remote install modifications of the Tablet Command Xalt Interface to support LSI data on Customer's existing Test Communications Server

- Perform high level testing with the production application installations to:
- Ensure that the LOI data is being received as a separate request (after event payload is posted).
- Demonstrate that the desired data element/payload format for LOI data is being received properly.

Customer Responsibilities

- Must be able to obtain a live connection to the Tablet Command system for the duration of this Project
- Provide Hexagon with an adequate Test environment

Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.

Completion Criteria

This task is complete once Hexagon implements the modifications of Tablet Command Xalt Interface to add LSI data and confirms the LSI data is being received properly in the Customer's Test Environment.

Task Title	Deploy Modified Tablet Command Xalt Interface with LOI Data – Production Environment				
Task Overview					
<p>The work performed in this task will be providing services to deploy the modified Tablet Command Xalt Interface to the customers Production Environment.</p>					
Deliverables					
<p>Documented Tablet Command Xalt Interface Modifications</p> <ul style="list-style-type: none"> ● Project Deliverable Sign Off Form 					
Task Assumptions and prerequisites					
<ul style="list-style-type: none"> ● Hexagon has been provided with 24 x 7 VPN connectivity (including a logon and password), to all servers, mobile devices and workstations requiring installation/configuration by Hexagon ● Customer has a working connection to the Table Command system 					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="192 903 816 967" style="text-align: center;">Hexagon Responsibilities</th><th data-bbox="816 903 1428 967" style="text-align: center;">Customer Responsibilities</th></tr> </thead> <tbody> <tr> <td data-bbox="192 967 816 1220"> <p>Remote install modified Tablet Command Xalt Interface to support LSI data on Customer's existing Production Communications Server</p> <ul style="list-style-type: none"> ● Perform high level testing with the production application installations to: ● Ensure that the LOI data is being received as a separate request (after event payload is posted). ● Demonstrate that the desired data element/payload format for LOI data is being received properly. </td><td data-bbox="816 967 1428 1220"> <ul style="list-style-type: none"> ● Must be able to obtain a live connection to the Tablet Command system for the duration of this Project ● Provide Hexagon with an adequate Production environment <p>Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.</p> </td></tr> </tbody> </table>		Hexagon Responsibilities	Customer Responsibilities	<p>Remote install modified Tablet Command Xalt Interface to support LSI data on Customer's existing Production Communications Server</p> <ul style="list-style-type: none"> ● Perform high level testing with the production application installations to: ● Ensure that the LOI data is being received as a separate request (after event payload is posted). ● Demonstrate that the desired data element/payload format for LOI data is being received properly. 	<ul style="list-style-type: none"> ● Must be able to obtain a live connection to the Tablet Command system for the duration of this Project ● Provide Hexagon with an adequate Production environment <p>Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.</p>
Hexagon Responsibilities	Customer Responsibilities				
<p>Remote install modified Tablet Command Xalt Interface to support LSI data on Customer's existing Production Communications Server</p> <ul style="list-style-type: none"> ● Perform high level testing with the production application installations to: ● Ensure that the LOI data is being received as a separate request (after event payload is posted). ● Demonstrate that the desired data element/payload format for LOI data is being received properly. 	<ul style="list-style-type: none"> ● Must be able to obtain a live connection to the Tablet Command system for the duration of this Project ● Provide Hexagon with an adequate Production environment <p>Participate with Hexagon in performing the high-level testing of the Tablet Command Xalt Interface.</p>				
Completion Criteria					
<p>This task will be considered complete once Hexagon deploys the modified Tablet Command Xalt Interface and confirms the LSI data is being received properly in the Customer's Production Environment.</p>					

ACCEPTANCE CRITERIA

The software development and implementation services contemplated by this SOW shall be considered accepted with either written acceptance by the Customer or upon installation of the modified Tablet Command Xalt Interface with Location Specific Information Data in the Customer's production environment, whichever comes first.

Note: If a delay in final acceptance is caused by another vendor or a state agency's ability to provide required deliverables and lasts for more than 30 days after the interface has been delivered by Hexagon, the Customer agrees to provide written acceptance of this Hexagon interface.

SCHEDULE

Scheduling of Hexagon's services will occur: (1) upon receipt of this executed document, (2) receipt of Customer's purchase order (if applicable), and (3) if Customer has no past due payments to Hexagon. Hexagon and Customer will determine a mutually agreeable schedule for completion of the deliverables as described in this SOW.

CONTRACT PRICE

Pricing for the SOW is in accordance with Hexagon's Quote 2025-81287 to which this SOW is attached.

TERMS OF PAYMENT

Payment for this SOW will be due according to the following payment schedule:

Payment Milestone	Payment Percentage
Upon completion of Task – Project Kick-off Meeting	50%
Upon acceptance as defined in Section: Acceptance Criteria	50%

Payment terms are set forth in the Master Terms

TERMS & CONDITIONS

The terms and conditions governing this SOW are set forth in the Master Terms



ETSB Resolution

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

File #: ETS-R-0071-25

Agenda Date: 11/12/2025

Agenda #: 7.F.5.

RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-010: EXPENDITURE POLICY

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

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

WHEREAS, the DU PAGE ETSB created Policy 911-010: Expenditure Policy to authorize the expenditure and disbursement of funds consistent with State and Federal requirements to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending; and

WHEREAS, the purpose of this resolution is to approve the changes to Policy 911-010: Expenditure Policy, initially adopted and approved by the DU PAGE ETSB on February 12, 2009, further revised on September 10, 2025; and

WHEREAS, DU PAGE ETSB Policy 911-010: Expenditure Policy has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-010: Expenditure Policy.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-010: Expenditure Policy be, and is here by adopted.

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

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-010

Previous Policy #: ETS 009 004P

Effective Date: February 12, 2009

Revised: September 10, 2025, November 12, 2025

Expenditure Policy

Purpose:

The purpose of this policy is to advise on the disbursement of 9-1-1 surcharge funds consistent with State and Federal requirements specifically, to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending.

Additional Authority:

50 ILCS 750 Emergency Telephone System Act (ETSA)

83 Illinois Administrative Code Part 725 Part 1325

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

Goal:

Consistent with 911-18: System Administration, wherein the ETSB has listed its core components, the ETSB seeks to define the 9-1-1 System by limiting the system to core components in an effort to ensure long-term stability and sustainability of those components necessary to receive and dispatch 9-1-1 calls, or that are mandated by ETSA. A defined system will assist in the ETSB's other goal of direct financial support for the PSAPs as defined in the IGA between the parties executed under Resolution #ETS-R-0056-23.

Definitions:

Ad Hoc Committee: In Illinois, an Ad Hoc Committee is a temporary group formed to address a specific, non-recurring issue or problem. It is not a permanent part of an organization and is dissolved once its task is completed. These committees are often established to provide advice or information to a larger body.

Capital Cost: Within the Operating Budget are capital line items for new IT Equipment (54100), new Software (54107), and new Equipment and Machinery with a value over \$35,000 (54110).

Capital Contingencies (54199): This line item was developed by the Chief Financial Officer and outside auditor in 2020 as the "savings account" for the replacement of existing ETSB equipment. This fund ensures that the ETSB is sustainable and capable of replacing core components on a regular or emergency basis as an ongoing process.

Contingencies (53828): The County defines Contingencies as "This is a budgetary account placed in certain County Funds to provide for contingent items that may occur during the budget year. This account is used for transfer purposes only. Expenditures cannot be charged to this account." A contingency fund is money specifically set aside to cover emergency costs or other unplanned, urgent needs. Previous examples include costs for increases in fees in utilities, increase in renewed contracts or personnel costs (IMRF, Insurance), radio batteries.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Discharging an Ad Hoc Committee: In Illinois, discharging an ad hoc committee means formally dissolving it. It is the process of formally ending its existence once its specific, temporary purpose has been fulfilled. Key aspects of discharging an Ad Hoc Committee in Illinois include: Completion of Task, Formal Action, Final Reporting, Cessation of duties.

NG9-1-1 Withholding: This surcharge revenue is disbursed to the 9-1-1 Systems at the end of the State of Illinois Fiscal year pursuant to 50 ILCS 750/30.1.3.E which states: *(E) Until June 30, 2028, \$0.05 shall be used by the Illinois State Police for grants for NG9-1-1 expenses, with priority given to 9-1-1 Authorities that provide 9-1-1 service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act. Grant project priorities shall be determined by the Administrator with the advice of the Statewide 9-1-1 Advisory Board. NG9-1-1 grant funds are not obligated to an award for an NG9-1-1 grant expense shall be distributed to the 9-1-1 authorities in accordance with subparagraph (E) of paragraph (2) on an annual basis at the end of the State fiscal year.* This revenue is reported in the Equalization Surcharge and Revenue Report monthly under this title.

Operating Budget: An operating budget is a detailed financial plan that outlines an organization's expected revenues and expenses for a specific period, typically one fiscal year. It acts as a guide for managing day-to-day operations and helps entities make informed decisions and control spending.

POLICY

I. Policy Statement

A. Emergency Telephone System Act Section 15.4 Surcharge Funds

Funds held and collected from the surcharge ("Surcharge Funds") for emergency telephone systems authorized by Section 15.4 of the Emergency Telephone System Act (hereinafter the "Act"), 50 ILCS 750/15.4(b) shall be expended, in accordance with Section 15.4 of the Act, 50 ILCS 750/15.4 and the DuPage ETSB By-laws, only to pay the costs of the following or costs associated with them and reasonably necessary for their implementation:

(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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of a portable radio and Mobile for Public Safety (MPS) GPS (previously mobile data transmitters equipped with automatic vehicle locators), where such a system would interact with the ETSB's 9-1-1 system and would, among other things, provide unit status and location of emergency response personnel for efficient dispatch. *See Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9 – 10.*

An example of expenditures *not* associated with nor reasonably necessary for the implementation of any of the above purposes would be the payment of costs for conducting driver's license checks, making inquiries into LEADS and responding to non-emergency situations, or the costs of a record keeping system that creates a database of police and firefighter field investigation reports and interviews facilitating the produce the various reports required of emergency personnel by the state. *Id.*, at pp. 8-9. The Illinois Attorney General has opined that such costs are not necessary for direct maintenance of an Emergency Telephone System. *See Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9.*

B. Non-Surcharge Funds

Funds other than those held and collected from the surcharge for emergency telephone systems authorized by Section 15.3: Local Non-Wireless Surcharge and Section 15.3(a): Local Wireless Surcharge of the Act and Administrative Rule 1325, shall be considered "Non-Surcharge Funds" and shall be expended in accordance with any legally binding earmark or restriction on them or, if none, for any of the duties and responsibilities of the Board provided for in Article VI of the DuPage County ordinance pertaining to Procurement or Section 20-40 pertaining to the ETSB. Whenever possible, Non-Surcharge Funds shall be reserved and used for payment of costs not eligible for application of Surcharge Funds before being expended for the costs of functions and items that can be satisfied out of Surcharge Funds. For example, where an employee is hired to perform dispatcher duties part-time and other non-emergency functions for the remainder of the time, Surcharge Funds could only be properly used to pay that portion of that employee's time attributable to attending the emergency telephone system, with the other portion of such employees' compensation being paid from Non-Surcharge Funds. *See 98 Ill. Atty. Gen. Op. 009, at p. 5.*

C. Expenditure of Funds

No expenditure funds of the DuPage ETSB, whether Surcharge or Non-Surcharge Funds, shall be authorized, except, as provided in Section 4(c): Finance and Procurement of the DuPage County Ordinance pertaining to the ETSB (DuPage Ord 20-40), upon the direction of the Board by resolution adopted by a majority of all members of the Board present at duly convened meeting of the Board, except where a super majority is required by the Ordinance. Such direction shall be evidenced by either a separate written resolution or notation of such resolution in the minutes of the meeting.

The adoption of such resolution shall be authority for the 9-1-1 System Manager, or other staff member at their direction, to complete the necessary purchase order, voucher, or other documentation necessary to draw funds upon the Treasurer and to submit such the Treasurer. Approval by resolution of a contract or other instrument containing a schedule of payments shall be sufficient authority for the 9-1-1 System Manager, or other staff member at their direction, to

Emergency Telephone System Board Of DuPage County Policy and Procedures



complete the necessary purchase order, voucher, or other documentation necessary for the payment thereof in accordance with the terms of that contract or instrument.

II. Budget Process and Requests

Per County Ordinance 20-40, the ETSB shall follow the County's Budget Calendar for the completion and submission of its budget for appropriation approval by the County Board. The ETSB and its member agencies will utilize the County's forms for this process.

Ad Hoc Finance Committee:

To ensure the goals of this policy, the Chair of the ETS Board shall annually seat an Ad Hoc Finance Committee to review the ETSB Operating and Capital Contingencies budgets, including any budget requests and provide a recommendation to the ETS Board. The Ad Hoc Finance Committee is subject to the Open Meetings Act.

The Ad Hoc Finance Committee shall be formed in May and shall be discharged by the Chair annually upon the ETSB approval of the fiscal year budget (typically at the November ETS Board meeting).

Capital Budget Requests:

The ETSB shall receive budget requests for the next fiscal year utilizing the County provided form. Each agency submitting a budget request shall be responsible to have a basic cost quote which includes initial and four years of cost for the new program or initiative.

The Executive Director of the ETSB and the PSAP Directors shall work together to determine the Capital Budget requests best suited for the 9-1-1 System. Those recommendations will be forwarded to the Ad Hoc Finance Committee. The Ad Hoc Finance Committee will review the joint recommendations of the Directors, where available, and determine which requests will be included in the Budget Recommendation. The Executive Director may also determine whether sufficient funds exist in the current fiscal year to move the purchase forward and advise the ETS Board.

NG9-1-1 Withholding:

These funds shall first be used to offset any negative variance in the Estimated Revenue set for the fiscal year in which it is received. If the Estimated Revenue meets its goal, the NG9-1-1 Withholding shall be used to offset any negative variance in 54199: Capital Contingencies.

The ETSB staff shall advise the Ad Hoc Finance Committee of any NG9-1-1 Withholding funds received in the current fiscal year and any negative variances in Estimated Revenue and/or 54199: Capital Contingencies.

If there are remaining funds from the NG9-1-1 Withholding after meeting the first two obligations, the Ad Hoc Finance Committee shall make a recommendation to the ETS Board for the use of these funds.

These funds may be distributed to the PSAPs, used for new capital projects, or radio replacement.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Required vs Allowable Costs:

The term allowable cost does not automatically obligate the ETSB to reimburse or purchase any software or hardware. The ETSB is tasked with 9-1-1 System Design. It does this through the use of Focus Groups and meetings with the Directors who make recommendations to the ETS Board. Anything that is not currently part of the 9-1-1 System must be approved by the ETS Board and added to the appropriate policies prior to expenditure.

A PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB during the budget process if it is an allowable use of 9-1-1 surcharge funds. If it is outside of the Budget Process, it may be submitted on the appropriate DuPage County Budget Form to the Executive Director for review. The Executive Director will include the status of the Budget and whether sufficient funds exist for the request, if approved, as well as the future impact to additional Fiscal Years. The ETS Boards may approve or deny such requests.

A PSAP may use the 9-1-1 surcharge provided to it through Resolution #ETS-R-0056-23 to pay for interface access for "real time" applications requested by a PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by or approved by the ETS Board.

If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency.

Policy adopted _____

Greg Schwarze, Chair

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-010

Previous Policy #: ETS 009 004P

Effective Date: February 12, 2009

Revised: September 10, 2025, November 12, 2025

Expenditure Policy

Purpose:

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Emergency Telephone System Board Of DuPage County Policy and Procedures



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Emergency Telephone System Board Of DuPage County Policy and Procedures



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Emergency Telephone System Board Of DuPage County Policy and Procedures



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Policy adopted _____

Greg Schwarze, Chair



Discussion

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

File #: 25-2757

Agenda Date: 11/12/2025

Agenda #: 9.A.1.



Discussion

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

File #: 25-2741

Agenda Date: 11/12/2025

Agenda #: 9.A.2.
