Policy #: 911-018
Previous Policy #: New
Effective Date: June 25, 2019
Revised: August 13, 2025

9-1-1 System Administration

Purpose:
The purpose of this policy is to provide guidance for the effective administration of the Emergency Telephone System Board of DuPage County 9-1-1 System hardware and software components.

Additional Authority:
50 ILCS 750 Emergency Telephone System Act
Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

Goal:
The goal of this policy is to define the various elements of administration within the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless, standardized 9-1-1 System for all PSAPs and PSAP positions within its 9-1-1 System, and the extent that user agency's configurations impact the overall goals of the system as interfaced, including, but not limited to:

- Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS)
- DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)
- Fire Station Alerting (FSA) core system
- Logger
- Network
- Customer Premise Equipment (CPE)
- Smart911
- LiveMum
- Dispatch Protocols
    - Emergency Medical Dispatch
    - Emergency Fire Dispatch

A guideline for system standards has been developed. The goals include:

- Does this request continue the standardization model?
- Does this configuration increase efficiencies?
- Does this configuration reduce the time to dispatch?
- Can this be duplicated in a manual environment?

Any agency specific deviations create challenges in the ability to duplicate processes in a manual environment. With two PSAPs dispatching for 62 police and fire agencies, the two PSAP Directors, along with the ETSB, established a priority to serve the community and first responders in the most effective, efficient manner through streamlined processes and general coding within the 9-1-1 system.

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Scope:
This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies, DuPage ETSB staff, and contracted vendors or other authorized agents that may be charged with the duty to maintain the data archive.

POLICY

1. Policy Statement

   DuPage ETSB staff is responsible for the administration of the 9-1-1 system components. Unless otherwise indicated, ETSB staff, under the direction of the 9-1-1 System Manager/Executive Director, will be responsible for maintaining the 9-1-1 system, including coordination of any installation, configuration, customization, modification, and troubleshooting of the system.

   At the discretion of the 9-1-1 System Manager/Executive Director of DuPage ETSB, PSAP technical staff members will be granted access to the system. The purpose of this access will be to allow approved technical and 9-1-1 personnel the ability to provide assistance with CAD administration under the supervision of the CAD System Administrator. (Policy 911-018.1, Section 2c) or any other 9-1-1 System under the supervision of Deputy Director of ETSB IT or their designee.

   DuPage ETSB reserves the right to prohibit or revoke access to the 9-1-1 system for abuse, intentional disregard of policies, or other actions which may disrupt or change the 9-1-1 system without prior approval of a change.

2. Procedure for Policy

   This policy will consist of various sub-policies designed to provide oversight to the 9-1-1 system consistent with the goals of DuPage ETSB and any governing ordinances and State or Federal Statutes.

   The ETS Board shall allow the 9-1-1 System Manager to update any attachments of any sub-policy to ensure the information is current, so long as it does not substantively change the intent of the policy. Significant changes shall be brought to the ETS Board for approval through the appropriate process.

3. 9-1-1 System Memo Procedure to Request Changes / Additions / Deletions to the 9-1-1 System

   Any 9-1-1 System User may submit a System Memo (Exhibit A) via their agency's internal process for any changes/additions/deletions to the 9-1-1 System. Users are asked to proceed in this manner to begin the vetting process.

   The Evaluation Request Form, along with any supporting documentation, should be submitted to https://dupageetsb.zendesk.com unless a dashboard for a specific process or project has been created. Then the request should be submitted on the dashboard according to the dashboard instructions. The ETSB staff will start the review process. Review by Focus Groups, as listed on the form, will be simultaneous in order to ensure an expedient response. Focus Groups should respond within thirty (30) days of receipt of the form. ETSB staff will be the facilitator for each Focus Group with a calendar invite for the deadline for response. It will be the responsibility of the Focus Groups listed on the form to provide current point of contact information to ETSB staff via https://dupageetsb.zendesk.com.

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4. Financial Obligations:
   Any request that results in changes in existing ETSB contracts in which the requestor has a financial obligation, will neither diminish nor relinquish the requestor from those obligations. By submitting a System Memo Form, the requestor acknowledges they may be obligated for financial impacts (i.e. additional Interfaces).

   If the request involves a third-party software, requestors should not enter into any contracts until the request is approved, in the event that the request is denied.

Policy adopted: _____

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Greg Schwarze, Chair

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