Emergency Telephone System Board Of DuPage County Memorandum

TO: Chair Schwarze and ETS Board Members
FROM: Linda Zerwin, Executive Director
DATE: October 8, 2025
SUBJECT: FY26 Budget Executive Summary
CC: Chair Conroy, County Administrator Nick Kottmeyer

The following adjustments that have been made since the July 9 memorandum during review and as new capital requests have come in. The difference from the start of the budget process in July to the proposed FY26 Budget on the October agenda is an increase of $295,471.

October Projetion with changes

Operating	FY2025 Appropriation	FY2026 Projections Obligations	Difference FY25 to FY26	% of Difference FY25 to FY26	% of Operating Budget
Personnel	$1,516,305	$1,667,754	$151,449	10%	12%
Commodities	$420,750	$597,750	$177,000	42%	4%
Contractual	$11,092,912	$11,546,450	$453,538	4%	84%
Total	$13,029,967	$13,811,954	$781,987	6%	100%

September Projection with changes

Operating	FY2025 Appropriation	FY2026 Projections Obligations	Difference FY25 to FY26	% of Difference FY25 to FY26	% of Operating Budget
Personnel	$1,516,305	$1,695,556	$179,250	12%	12%
Commodities	$420,750	$597,750	$177,000	42%	4%
Contractual	$11,092,912	$11,546,450	$453,538	4%	83%
Total	$13,029,967	$13,839,756	$809,789	6%	100%

August Projection with changes

Operating	FY2025 Appropriation	FY2026 Projections Obligations	Difference FY25 to FY26	% of Difference FY25 to FY26	% of Operating Budget
Personnel	$1,516,305	$1,695,556	$179,250	12%	12%
Commodities	$420,750	$597,750	$177,000	42%	4%
Contractual	$11,092,912	$11,446,450	$353,538	3%	83%
Total	$13,029,967	$13,739,756	$709,789	5%	100%

July Projection with changes

Operating	FY2025 Appropriation	FY2026 Projections Obligations	Difference FY25 to FY26	% of Difference FY25 to FY26	% of Operating Budget
Personnel	$1,516,305	$1,591,631	$75,325	5%	12%
Commodities	$420,750	$597,750	$177,000	42%	4%
Contractual	$11,092,912	$11,327,102	$234,190	2%	84%
Total	$13,029,967	$13,516,483	$551,894	4%	100%

Personnel:
Below is a break out of the Personnel Budget Category to assist ETS Board members in seeing final projected changes per category.

50000: Regular Salaries: This category has been adjusted to show a 3% COLA. This is the COLA amount recommended to the County Board in Chair Conroy's Budget Presentation on September 23, 2025. The ETS Board has typically followed the County COLA in the past. The COLA is adjusted down from 3.5%. This increase is 10% over the budgeted amount because the ETS Board approved salary adjustments midyear FY25 for certain employees. The costs for FY25 do not exceed the line item because of vacancies.

The other categories shown below are recalculated based on a percentage of salaries and are adjusted based on the change in COLA excluding 51040: Insurance.

50080: Personnel COLA and Merit: The County requires this tab to break out the COLA and Merit (when it was doing Merit raises). This line item tab has detail but it is not calculated into the total. These costs are added to 50000 so that it is easier for ETS Board members to understand.

51040: Insurance: The County Board will also be making some adjustments to insurance coverage to combat rising costs. Based on the recommended decisions of the County Board after the March McLennan Insurance presentation of coverage at County Finance on September 23. Those adjustments have been calculated into the ETSB budget.

Operating	FY2025 Appropriation	FY2026 Projections Obligations	Difference FY25 to FY26	% of Difference FY25 to FY26	% of Operating Budget
50000:Salaries	$1,037,446	$1,141,253	$103,807	10%	9%
50050:OnCall/Temp	$10,200	$10,404	$204	2%	0%
51000:Benefit Payments	$13,796	$14,210	$414	3%	0%
510010: IMRF	$85,278	$110,017	$24,739	29%	1%
51030:SOC Security	$79,365	$87,306	$7,941	10%	1%
51040: Insurance	$257,167	$304,565	$47,397	18%	2%
Total	1,516,305	$1,667,754	$151,449	10%	12%

Commodities:
There are no adjustments to this category from September.

Contractual:
5820-53090: Professional Services: Increase of $153,329
The increase in this line item is the result of the transfer of Deltawrx contract cost from 53020: Information Technology services ($132,329), Engineering for towers returned to the FY24 $15,000 amount from $5000 in FY25 based on anticipated shared costs for Hidden Lakes Tower and an increase in County Network and Software System support from $10,000 to $16,000.

5820-53830: Other Contractual Services: Increase of $842,939
This line item carries the PSAP IGA and an additional $1M was added for the discussion requested by Vice Chair Franz. The amount of $1M is carried across the projection. Subsequent years have not been adjusted any higher pending Board decision. The amount of $15,079.93 has been added to this line item and withdrawn as a Capital Request for consideration. DU-COMM is amending their application to include the costs paying for this interface and other ETSB services according to policy 911-013.1: 911 System Interface Access and Fees. The costs remain in the budget since this will be a reimbursement. Estimated maintenance as has been added to FY27, FY28, FY29 and FY30 under 53807: Software Maintenance. Because it is an ETSB contract, this will be part of the ETSB budget even though it will be reimbursed in arrears. This does not affect the overall budget project as the costs have been relocated to different line items based on DU-COMM's request.

This is a project that DU-COMM would like to start as quickly as possible. There are sufficient funds in FY25 Budget 53830 line item to cover this cost.

Capital:
54199: Capital Contingencies: The good news is that this line item is reaching its delta of funding for the equipment, software and products that currently make up with the 9-1-1 System. This is due in part to the stabilization of the components of the 9-1-1 System and previous ETS Boards have indicated they will not fund another portable/mobile radio replacement. As the Treasurer's Office pointed out in their overview, this is beneficial since the surcharge revenue received is inching towards a budget neutral scenario for the operating budget; budget neutral meaning what is received annually is used annually.

If the Board approves the capital requests for different mobiles, additional radio equipment and replacement of the APX4000 for FY25-26, this line item will decrease by $6,896,618 with $1.8M being paid directly by the County.

Cost breakdown:

Mobile replacement:	$3,909,700.04
Replace APX4000 & Additional Equipment:	$4,870,737.99 ($1.8M County cost)
Total Costs	$8,780,438.03
Less County	$1,883,819.49
ETSB Costs	$6,896,618.54

There will also be reimbursement for police mobiles. This exact amount is still being calculated but should fall around $300,000.

While this is a significant impact, this is a ten-year solution for the 9-1-1 System and DEDIR System members. It should be noted that ETSB recouped $1,521,663 from the CPE project from a State 9-1-1 grant which goes back into 54199. Additionally, since Motorola will be providing credit for the return of the mobiles, the operating budget will be adjusted to reflect this roughly $1.2M expense for at least two budget cycles depending on how much the credit is and how it is applied.

54199 also benefits from system upgrades vs replacement in years when the contract is up for renewal or replacement. This does not negate the need to have on reserve a baseline replacement amount for any capital component of the 9-1-1 System.

54100: Capital IT Equipment: Decreased by $97,845
As discussed above, $65,987.25 was moved from 54100: Capital IT Equipment to 53807: Software Maintenance Agreements as part of the Priority Dispatch CO#4 adjustments.

54110: Capital Equipment and Machinery: Increased by $4,330
While it is projected the install of both the core and optional Fire Station Alerting (FSA) equipment for the new Itasca Station #67 will be completed prior to November 30, the estimated cost of $93,455 was carried over from FY25. As of the July board, the actual costs for this fire station are known and are $4,330 above the estimated cost.

New Capital	FY2025 Appropriation	FY2026 Projections	Difference FY25 to FY26	% of Difference FY25 to FY26
54100: IT Equipment	$97,845	$-0-	$(97,845)	-100%
54100-0700: IT Equipment Lease	$13,000	$13,000	$-0-	0%
54107: Software	$1,019,760	$197,880	$(821,880)	-81%
54110: Equipment & Machinery	$651,272	$222,060	$(429,212)	-66%
Total	$1,781,877	$432,940	$(1,348,937)	-76%

To recap, there were three (3) new capital requests from the PSAPs to present for consideration. If the new capital requests are approved, these adjustments will result in a capital amount of $432,940 for FY26 not including the request for radio equipment which will come out of the 54199. It is important to consider the costs for the whole contractual amount listed with each item below before approval.

54107: Capital Software: New $196,500, FY26 cost: $40,500
RapidSOS Communicator: ACDC has submitted a request to expand the basic RapidSOS to include this module. A copy of the County Budget form for New Programs and Initiatives is attached to this memorandum. The cost was calculated at the actual vs the discounted price because the vendor provided a quote for bundled services and ACDC is only interested in one component. This is a five-year quote. If approved, the budget would be amended to show the first-year cost in 54107 and the remaining costs in 53807: Software Maintenance Agreements.

Options:
1. Approve the budgeted amount
2. Deny the request

54107: Capital Software: New $760,900, FY26 cost: $157,380
RapidSOS Unite GIS, Intelligent Analyst, and Communicator: DU-COMM has submitted a request to expand the basic RapidSOS to include three (3) new modules. A copy of the County Budget

form for New Programs and Initiatives is attached to this memorandum. The cost was calculated at the discounted price. This is a five-year quote. If approved the budget would be amended to show the first-year cost in 54107 and the remaining costs in 53807: Software Maintenance Agreements.

Options:
1. Approve the budgeted amount
2. Deny the request

Note: It should be noted that pricing could change under one contract for multiple services. The requests were submitted separately but would be under one contract. If approved, with the contract negotiation, the Executive Director would recommend a 2-year contract with year 3-5 as options to renew for flexibility. This will allow the ETS Board and PSAPs to evaluate the purchase and to opt out if the software doesn't meet the needs of the PSAP or a different product becomes available.

54107: CommsCoach: New $15,079
Moved to 53830: Other Contractual Services & 53807: Software Maintenance
DU-COMM has submitted a request for ETSB to pay the cost of the interface for a product DU-COMM is purchasing. As noted above, DU-COMM is amending their request.

Revenue
As indicated in the monthly revenue report, the ETSB will be short its monthly 9-1-1 surcharge revenue projection by approximately $1M. This is the first time the revenue did not meet the projection.

The revenue projection is calculated using just monthly 9-1-1 surcharge payments.

The State 9-1-1 fund is able to return any unused appropriation by ISP to the 9-1-1 Systems. The amounts returned are as follows:
FY25 $1,614,314.27
FY24 $2,361,360.11
FY23 $2,601,413.84
FY22 $2,348,343.23

As noted in the Capital Contingencies memorandum of September 4, 2025, the Treasurer provided an overview of the Revenue and Investment projections at the August Board meeting and Revenue was outlined (page2). In that overview the Treasurer's Office noted that the investments had done well with over $1M in interest because several large projects had not been paid. The Treasurer's Office also noted that it anticipated that the returns ETSB had enjoyed would not continue.

The memorandum also noted the drop in monthly revenue and sharp decline in the one-time end of the year disbursement in FY25 because of rising network costs including the state-wide implementation of Text to 9-1-1.

As the October Monthly Revenue report shows, in monthly surcharge ETSB has received $11,045,707.89 through September for surcharge collected through April. Remittance is

approximately four months behind. ETSB reports the revenue based on the month in the fiscal year it is received with the month remitted for noted.

With an on average surcharge estimate of $1,104,570 per month, ETSB would end the fiscal year at approximately $13,254,849 +/- or $845,151 less than the $14.1 projection.
The average monthly 9-1-1 surcharge in FY24 was $1,196,916.

Tasks to date:
September Meeting – no quorum, tasks moved to October.
October Meeting
1. Review of any changes to the Operating Budget.
2. Discussion of PSAP IGA grant increase from $1M to $2M for FY26.
3. Capital Budget Requests
4. 54199: Capital Contingencies and Equipment Replacement
5. **Approve FY26 COLA salary adjustments, if finalized by the County Board, and the ETS Board is in agreement.**
6. **Approve the FY26 Budget as shown on the October Agenda.**

November Meeting
1. Approve the FY26 Budget if not approved in October.

Recommendations:
Since 2016, the ETSB has operated on a shared-system point of view. Both geographic footprints require the same equipment in order to be able to be the back-up of the other PSAP. It is important to remember that the Village of Addison built a facility larger than needed in order to facilitate DU-COMM's goal of having a one back-up location cable of handling its 9-1-1 workload in the event of a catastrophic failure or issue that would require DU-COMM to house in the ACDC facility.

All requested costs have been in the budget since August.

Revenue Projection: Approve
Staff recommends that the monthly surcharge revenue be projected at $13M for FY26.

FY26 Budget Appropriation: Approve
Recommendation: ETSB Staff recommends approval of the budget as presented in the October agenda.

Specific requests can continue to be debated because funds in the FY26 Budget will not be expended without Board authorization to proceed and approval of a contract. Approval in October allows other County processes to continue with respect to the County Budget Timeline.

CommsCoach API Access Interface: Approve and move to FY25
As noted, sufficient funds exist in the appropriate line item for FY25. If the project can be scheduled before the end of the fiscal year, ETSB staff recommends proceeding. Costs for this project will remain in FY26 in the event the project cannot be completed by the vendor before December 1.

Capital Requests:
RapidSOS Communicator: Approve
Both PSAPs have made separate requests for RapidSOS Communicator. The ETSB will get a different price for this product when its combined under one contract. The PSAPs have struggled

to have live translators available. AI could be a solution for this live translator issue. Since the live translator contract is a per minute pay as you go cost, this is not a redundant service. Leaving the live translator contract in place for at least the next fiscal year allows for comparison and an additional option for services if AI does not have a needed language. It should be noted that live translators may not be available for a language not supported by AI.

RapidSOS GIS: Leave in the budget, requires further discussion
As of the date of this memorandum, the Directors collectively have not had a chance to discuss this service and how it would be used and what, if any other service or system it would be replaced. RapidSOS is already providing a map that seems to have Telecommunicator approval.

RapidSOS Intelligent Analyst: Leave in the budget requires further discussion
As of the date of this memorandum, the Directors collectively have not had a chance to discuss this service and how it would be used and what, if any other service or system would be replaced. The new Vesta has several new reports.

PSAP IGA Disbursement: Board Discussion
The ETSB budget has projected $1M across the next 10 years for the IGA. Vice Chair Franz has asked that $2M be considered.

Staff have the following recommendation based on the current dip in 9-1-1 Surcharge and concerns about an economic downturn.

In FY25, the ETSB received the ISP annual one-time disbursement in the amount of $1,614,314. The amount of $845,151 from this disbursement can be used to meet the $14.1M revenue projection, leaving the remaining balance of $769,163 for ETS Board consideration.

Since $1M for the PSAPs is calculated into the budget through 2031, the Board could annually, based on revenue and expense projections, earmark funds not used to offset any negative variance in the revenue projection for the PSAP distribution. Other options for these funds could be used radio replacement or another new capital project.

Using the ISP one-time annual distribution in this manner accomplishes a few things:
1. Keeping these funds out of the revenue projection provides a failsafe to offset any negative variance in the revenue projection or 54199.
2. Using the ISP annual one-time disbursement is more sustainable albeit a fluctuating amount.
3. Providing a known amount to work with during the budget process that is not part of the monthly revenue projection.

Increasing the PSAP distribution to $2M going forward is not sustainable with the almost $1M in decreased monthly revenue at the $1.50 monthly per device surcharge rate. If the ETS Board is amenable to this suggestion, language can be added to the Expenditure policy. A draft of the language is included with this memorandum.

PSAP distribution the net per PSAP would be:
$269,207.05 (ISP) + $350,000 (IGA) = $ 619,207.05 ACDC
$499,955.95 (ISP) + $650,000 (IGA) = $1,149,955.95 DU-COMM
$1,769163.00

FY2026 Budget Preparation
New Programs/Program Initiatives

Company: 4000 Accounting Unit: 5820

Department: ETSB

Information Section: All new or expanded program requests should be detailed on this form. Per County Board rules, companies are required to include a five year financial impact statement which outlines how the new or expanded program will be funded, how much the program will cost each of the five years and any other related information. Also include any statutory or ordinance citations that relate to the new or expanded program.

Program Name: Rapid SOS - Communicator

Start Date: January 2026

Impact on Budget ($)						
Funding Account #	FY2026	FY2027	FY2028	FY2029	FY2030	Total Project Cost
54107 Capital Software	$39,000					$39,000
54107 Capital Software	$1,500					$1,500
53807 Software Subscrip		$39,000	$39,000	$39,000	$39,000	$156,000
						$0
						$0
						$0
						$0
						$0
Grand Total	**$40,500**	**$39,000**	**$39,000**	**$39,000**	**$39,000**	**$196,500**

Description:

The Communicator module adds intelligence to enhance the voice, text, and video channels within RapidSOS, UNITE.
Includes:
-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, Voice, Video, and Multimedia storage

The $1,500 is a one-time set up fee

Program Goal:

ETSB already has basic RapidSOS, ACDC seeks to expand those services with the Communicator Module. Communicator is a language translation that will solve the on-going issues with the live translators availability or delay in connection during a 911 call.

Other Information:

We currently use RapidSOS, upgrading from basic, would facilitate an easy training for the 911 Telecommunicators. RapidSOS is an industry leader, therefore a stable company.

Performance Measure:

This software comes with a analytic component which would allow to track how many times it is used. Various reports available.
ACDC averages 1300 live translation minutes a month.

1. Elimination of delay translation assistance
2. Decrease in availability (AI does not have all languages available, second attempt will be live translator)
3. Track volume of use live FY25 vs FY26 AI Communicator
4. 911 Telecommunicator satisfaction

FY2026 Budget Preparation
New Programs/Program Initiatives

Company: 4000 Accounting Unit: 5820

Department: ETSB

Information Section: All new or expanded program requests should be detailed on this form. Per County Board rules, companies are required to include a five year financial impact statement which outlines how the new or expanded program will be funded, how much the program will cost each of the five years and any other related information. Also include any statutory or ordinance citations that relate to the new or expanded program.

Program Name: RapidSOS Unite Modules: GIS-RapidSOS hosted, Intelligent Analyst, Communicator,Single Sign On

Start Date: January 2026

Impact on Budget ($)						
Funding Account #	FY2026	FY2027	FY2028	FY2029	FY2030	Total Project Cost
53806 Software Licenses	$150,880	$150,880	$150,880	$150,880	$150,880	$754,400
53806 Software Licenses	$6,500					$6,500
						$0
						$0
						$0
						$0
						$0
						$0
Grand Total	**$157,380**	**$150,880**	**$150,880**	**$150,880**	**$150,880**	**$760,900**

Description:

GIS annual license fee $47,232.00, License Count 16. One time set-up fee $2,500.00 This module incorporates locally authoritative GIS data into RapidSOS UNITE, streamlining work-flows and enhancing resilience during outages. Inlcudes: Creation and integration of geocoder based on local GIS data, secure cloud-based GIS services from GeoCOMM, ability to integrate with NENA EPRC.

Intelligent Analyst annual license fee: $52,480.00, License Count 16. One time set-up fee of $2,500.00. Reports on 911 call metrics, sensor based alerts, with additional analytics for texts and admin calls.

Communicator-Voice, Text and Video Intelligence annual license fee $51,168.00, License Count 16. One time set-up fee $1,500.00. Includes language translation for text and chat, video on screen transcription with audio translation, voice call AI summarization and key word alerting, text, voice and multi-media storage.

Single Sign On fee $0.00. 1 License. The SSO module allows agency and agency permitted users to access RapidSOS UNITE with one login.

The proposed solution requires the installation of a Digi Box to facilitate data transfer, RapidSOS will require an ANI spill to connect and receive call data. This may necessitate coordination with AT&T to configure a dedicated port for data spill.

Program Goal:

This capital request proposes the procurement and implementation of a comprehensive suite of enhancements designed to improve the efficiency, accuracy, and overall effectiveness of 911 operations. Included are:

GIS- Rapid SOS Hosted: This option provides incorporation of our agencies GIS data directly into the RapidSOS UNITE solution providing consistency across mapping tools and leveraging our authoritative instead of Google maps. This platform offers a customized base map, as well as toggled layers, such as hydrant locations, trails and other critical data points not typically found in commercial mapping applications, providing TCs with more precise and actionable information.

Communicator: This AI powered translation and transcription service is designed to optimize how agencies can communicate with those in need. Real-time language translation capabilities for both voice and text will provide accurate, and reliable communications. This will significantly reduce call processing time and frustration associated with current voice only translation services.

Single Sign On: Implementing SSO will reduce the number of individual log-ins across the platform, saving valuable time. This has been a TC request for some time.

Other Information:

RapidSOS is a system already familiar to our TCs, as it is currently utilized by both PSAPs for 911 calls. The proposed enhancements will build upon this existing familiarity, resulting in a quick learning curve and ease of integration into current systems. Furthermore, RapidSOS has established partnerships with school safety solutions already in place in DuPage County. This existing integration means no additional screens or separate systems will be required for accessing critical school safety information, streamlining emergency response to school-related incidents.

The landscape of public safety communications is continuously evolving, with significant advancements in Artificial Intelligence (AI) making translation services and intelligence reporting more reliable and efficient than ever before. These technological leaps present an opportunity to significantly enhance the operational capabilities of DU-COMM.

Our TCs play a vital role in emergency response, often under immense pressure. We have observed challenges related to staffing levels and overall morale within the 911 center. A key area of frustration for TCs stems from current translation services, which can be slow to respond, provide poor or inaccurate translations, and add significant stress during critical incidents. Furthermore, the reliance on multiple mapping systems and the need for numerous logins across various platforms contribute to cognitive load and reduce efficiency. Implementing enhanced translating services, intelligent reporting, an authoritative mapping solution, and a single sign-on system can significantly alleviate these burdens, streamline the call process and reduce TC stress.

Performance Measure:

Intelligent Analyst will provide a holistic view of DU-COMM's workload, including calls, texts, and sensor based notifications; offering valuable insights for planning and resource allocation. With Intelligent Analyst, we will be able to quickly evaluate individual telecommunicator performance, identify training needs, and optimize staffing. Plus, ETSB will have the ability to aggregate DU-COMM data to spot regional trends and benchmark performance to improve service quality.

FY2026 Budget Preparation
New Programs/Program Initiatives

Company: 4000 Accounting Unit: 5820

Department: ETSB

Information Section: All new or expanded program requests should be detailed on this form. Per County Board rules, companies are required to include a five year financial impact statement which outlines how the new or expanded program will be funded, how much the program will cost each of the five years and any other related information. Also include any statutory or ordinance citations that relate to the new or expanded program.

Program Name: CommsCoach Auto-QA and Training Modules

Start Date: 8/13/2025

Impact on Budget ($)						
Funding Account #	FY2026	FY2027	FY2028	FY2029	FY2030	Total Project Cost
53828 Contingencies						$0
for FY2025	$15,079					$15,079
ETSB Implementation	$1,758					$1,758
Customer Retainer	$2,500					$2,500
Annual Maintenance Fee	$250	$250	$250	$250	$250	$1,250
						$0
						$0
						$0
Grand Total	**$19,587**	**$250**	**$250**	**$250**	**$250**	**$20,587**

Description:

CommsCoach is a cloud-hosted AI platform whitch automates quality-assurance and training lifecycles in 9-1-1, making it more efficient and broader than what any human can provide on their own. It automatically evaluates 100% of eligible, CAD-synchronized calls and radio traffic to flag performance trends, areas of strength, compliance gaps, and coaching opportunities, and then generates targeted, scenario-based simulations driven by those same QA insights. This eliminates hundreds of hours of manual role-play - making new hire training more efficient and effective, and reducing the costs of continuing education.

CommsCoach requires the installation of a software based data agent on any virtual machine that queries the CAD and Audio Recorder. The software is encrypted and CJIS-compliant.

DU-COMM is requesting the ETS Board approve the initial cost ($19587.00) under a not budgeted, previously not approved request to the FY25 budget.

Program Goal:

CommsCoach will enable DU-COMM to expand QA coverage from roughly 2% to a full 100% of eligible calls and dispatch radio traffic without adding staff, and slashing review time per call by over 80%. This will transform a weeks-long backlog into near-real-time feedback and frees trainers and QA teams to focus on proactive coaching to improve 9-1-1 services. At the same time, CommsCoach will use over 100 customized training scenarios each quarter, both created by DU-COMM staff and driven by DU-COMM's real world events, allowing trainers to reallocate hundreds of hours per year from administrative prep and manual role-play to hands-on skills development. The combined impact of comprehensive QA and targeted simulations is expected to dramatically improve critical performance metrics: call-handling time, dispatcher accuracy, and trainee pass rates.

Other Information:

CommsCoach installs quickly alongside existing CAD and audio-logging systems, with no additional hardware nor extensive IT project hours required. It is now being used by more than 150 centers across the country to automate the QA and training lifecycle, dramatically reducing administrative burdens at a time when staffing shortages are forcing supervisors and trainers to wear multiple hats. Real-time dashboards surface areas of strength for morale-building, high-priority performance gaps and coaching opportunities, ensuring that the limited supervisory bandwidth is focused on the right people at the right time. The system's AI-driven simulations library delivers on-demand, data-backed training exercises that mirror DU-COMM’s most critical incident types, so trainers spend far less time designing scenarios and far more time guiding trainees through realistic, hands-on practice.

Performance Measure:

Scale QA coverage from below ~2% to near-100% of calls without additional headcount.
Reduce review time per call by over 80% (from days to minutes).
Automate 100+ unique training scenarios per quarter.
Reallocate 100+ trainer hours annually from scenario prep to hands-on skills development.
Improve key QA metrics: call-handling time, accuracy, and protocol adherence

The full expected impact of this software and interface cannot be overstated. The implementation of this software will be a quantum leap forward in 9-1-1 services in DuPage County. Quality Assurance and Training are the most pivotal drivers in the delivery of quality 9-1-1 service. By improving them, we improve 9-1-1 service to all citizens. DU-COMM is leading the way in this newly available approach and we request the ETS Board's support in delivering a new standard of service to all of our citizens.

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 are increases in fees in utilities, increase in renewed contracts or personnel costs (IMRF, Insurance), radio batteries.

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.

An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of an 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 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.

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 _____

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Greg Schwarze, Chair

DuPage County Treasurer Portfolio Review ETSB Investments

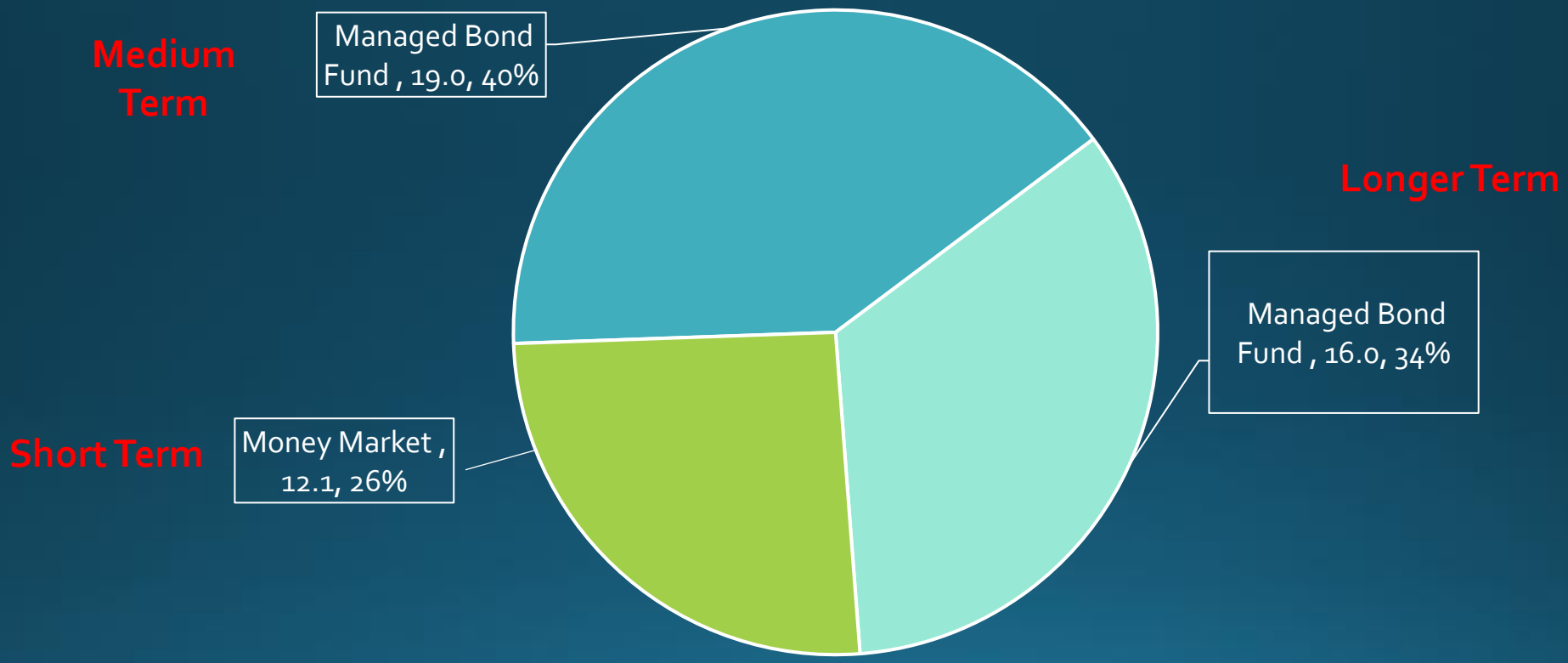
August 13, 2025

Agenda

- Review ETSB Investment Portfolio
- Discussion of asset classes and maturities
- Interest earnings projections

$47.1mm in interest earning investments

Diverse portfolio addressing liquidity needs, safety & market conditions



Balances as of June 30, 2025

Money Market Account

Obtain high returns for liquid funds

June 30th	2021	2022	2023	2024	2025
Balance (in $mms)	21.3	8.0	7.2	12.5	13.3
Month-end yield	0.07%	1.47%	5.30%	5.47%	4.48%

Managed Bond Funds – Great Lakes Advisors

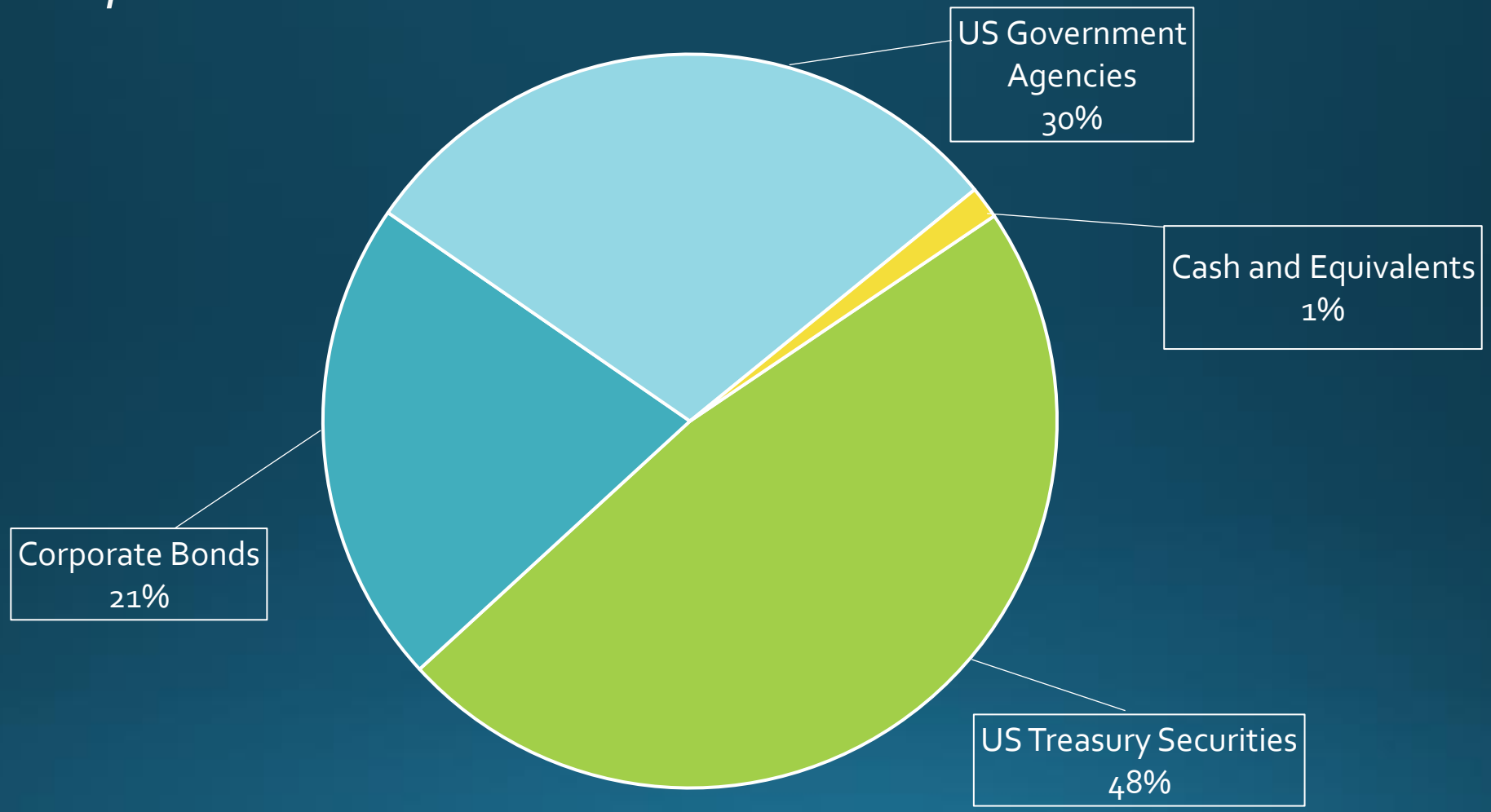
Longer maturities, limited by Illinois Investment statutes, investments determined by fund manager

- Achieve higher returns due to longer maturities and varied assets
- Great Lakes Advisors continues to manage funds awarded in 2022
- Decrease from 2023 to 2024 reflects Motorola contract payment

June 30th	2021	2022	2023	2024	2025
Balance (in $mms)	11.0	35.9	36.7	33.4	35.2
Monthly realized return	0.91%	0.74%	4.00%	4.51%	4.21%

Managed Bond Funds

Portfolio composition



Managed Bond Fund – upcoming maturities

Regular maturities of bonds support ETSB Projects

Maturing bonds July 2025 – June 2027 (in $mm's)							
Q3-2025	Q4-2025	Q1 - 2026	Q2 - 2026	Q3 - 2026	Q4 - 2026	Q1 - 2027	Q2 - 2027
9.2	1.4	3.3	4.5	0.8	0.6	3.2	2.4

Interest Earnings projections

Interest for FY 2026 is projected to be $1.5mm

- Forecast reflects four Federal Reserve rate cuts by 3Q-26
- Final capital payment to Motorola scheduled for 1Q-26

ETSB	2022	2023	2024	2025			2026
	Actual	Actual	Actual	Actual	Forecast		Forecast
Investment	Full Year	Full Year	Full Year	Dec-May	Jun-Nov	Full Year	Full Year
Excess bal interest- WBT		-	6,870	-	-	26,533	5,000
Money Market (All ETSB funds)	162,046	364,250	645,420	275,450	321,945	597,396	329,994
Great Lakes Advisors	236,955	1,508,426	1,488,267	742,950	694,809	1,437,760	1,179,713
Total	399,001	1,872,676	2,140,557	1,018,401	1,016,754	2,061,689	1,514,708
Total excluding PRMS		1,802,641	2,042,694			1,972,079	1,465,209
Invested Balances (Avg.)							
Money Market (All ETSB funds)		7,405,726	12,646,432	11,890,612	15,896,189	13,893,400	10,592,528
Great Lakes Advisors		36,034,319	33,454,304	34,692,593	35,459,492	35,076,042	36,338,750

PRMS Equip Replace Fnd	2023	2024	2025			2026
	Actual	Actual	Actual	Forecast		Forecast
Investment	Full Year	Full Year	Dec-May	Jun-Nov	Full Year	Full Year
Money Market Interest	70,036	97,863	-	-	89,609	49,499
Fund/MMA Balance	1,471,428	1,471,428	1,874,797	1,874,797	1,874,797	1,874,797