

December 10, 2011

**TO** : **William T. Lichter, Village Manager**

**FROM** : **George E. Seagraves, Fire Chief**

**RE** : **EMERGENCY COMMUNICATION CENTER  
INTEGRATED CONTROLLER FOR RADIO AND E-9-1-1**

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On August 23, 2007, the Emergency Communication Center (ECC) sustained a catastrophic failure to the equipment that allows the operators to control radio and phone in the ECC. The issue is that during an event the operators are unable to change frequency and pick up phone lines.

The equipment was very old (23 plus years) and has not been part-supported for years. This was used equipment that we received from DuComm and have used it for years. This was equipment we knew needed replacement and we were planning to request in the FY09 Budget.

Technicians who looked at the equipment believe that the failure was caused by multi system failures from the age and various problems over the years and an electrical surge either from Com Ed, a lightning strike or a combination. For example during the August storm we lost the consoles several times requiring re-boots of the entire system. Each time this occurred damage was compiling.

Additionally we found other equipment such as the EMNET satellite system damaged along with our UPS. We believe numerous items caused the failure, but a significant electrical issue, sometime after August 23, 2007, essentially rendered the system inoperative.

Much time and effort went into determining what was wrong and what needed to happen to correct the problem. My thanks goes to Brian Stuart, Deputy Director and Pete Davis, Operations Director of the ECC and also, John Lozar at DuComm provided much additional support.

The system is not repairable and regardless of how we tried to look at used equipment we could not come to a solution. There is no temporary fix.

As we reviewed replacement we wanted equipment that would be current and able to grow with technology. The replacement as recommended is a three position computer based controller for both phone and radios. It includes equipment, installation and training.

I recommend the waiving of bids and award the purchase of radio/phone controller equipment to Modular Communications of North Hollywood, California, in the amount of \$145,394.53.

The purchase of a UPS system from SEP's, Inc. of Burr Ridge, IL in the amount of \$15,795.00.

The purchase of modular dispatch furniture from Innovant of New York, NY in the amount of \$21,203.60.

Total cost is \$182,392.53.

I also estimate approximately \$9,000.00 in other costs associated with room modification, carpeting, painting, installation and other unforeseen issues.

The improvements as recommended will serve the Village of Lombard for many years to come, allowing for growth and future needs.

Attached memorandums from Brian Stuart, along with quotes, provide more detail.

GES:lh

Attachments