



memo

Date: June 16, 2025

To: Members of the Board of Education

From: Patrick Broncato, Superintendent Woodridge School District 68

Subject: Proposal for CrisisGo Panic Buttons

As a follow up to my previous memo and presentation, I am submitting to the Board some of the follow-up questions I submitted to CrisisGo. The questions in Black I submitted, and the responses in Red, were received by CrisisGo:

1. How often are there upgrades to the equipment? A Board member was interested because when we started and I was updating the Board, we were discussing key fobs, and now we are committing to the ECHO Badge, so the question was how often are there upgrades? And what would be the lifespan of an ECHO Badge? How long does it last before it is replaced?

The ECHO Badge isn't replacing the Key Fob. It is an addition to our offering for those districts that prefer the badge to the key fob. The firmware that is loaded on each badge is static and doesn't require updating. So no firmware upgrades are required. The key fob charge lasts up to 90 days. The ECHO badge charge lasts up to 110 days. As for the structural life expectancy of the badge itself, we are checking with the manufacturer.

2. How many other Districts in Illinois are using either the Key FOB technology or will be using the ECHO Badge? It seems to me that we will be the first with the ECHO Badge, but I was wondering what other districts in Illinois were using the Key FOB technology?

We currently have 5 customers in IL using our Key Fob type of button. The ECHO Badge is a brand new solution as of this month, so we have no districts that have purchased it yet, Woodridge will be leading the charge.

3. Will you be working with DuComm to find out the extent to which they will incorporate the CrisisGo technology? There was a question about how DuComm, which is a centralized 911 response system, will integrate this system, unless they have already

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done so. Or maybe a better question is, how would a call into the 911 Center actually work?

We will work with DuComm to determine how and if they want to incorporate CrisisGo. We have a Direct 911 function that ties directly into the PSAP. (A "PSAP" is a Public Safety Access Point Call Center for 911 calls).

4. If we were to terminate the agreement, is there any process? Or can we cancel at any time? Typically, we have a contract, and it was sent as a purchase proposal. Just wondering how that works.

The contract length for service can be 1, 3 or 5 years. The district will own the hardware, regardless of the length of contract. 1 year contracts can be canceled after the first year with 30 days notice prior to the renewal date. When renewed, the price will be whatever the current price is for the coming year. 3 year contract can be cancelled, but there is an Early Termination fee. The 3 year contract locks in the cost for 3 years. 5 year contract can be cancelled, but there is an early termination fee. The 5 year contract locks the cost for 5 years.

In addition, we were informed by CrisisGo that their training would be done on a train-the-trainer basis, and that it would take approximately one hour to train administrators and a half hour to train staff.

Recommendation:

The Administration recommends the purchase of the CrisisGo 3 year wearable panic button contract proposal as presented.