

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13
Previous Policy(s): new
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Revised: December 10, 2025

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

Purpose:

The purpose of this policy is to provide guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

Goal:

It is the goal of the DuPage ETSB to provide guidelines for access to CommandCentral Aware for all PSAP users within the 9-1-1 System.

Definitions:

CommandCentral Aware: is a web-based software tool that displays the GPS location of the APXNext radios on a web-based map. It has limited modification or configuration options. The GPS information is retained for One Hundred (100) days.

Motorola Solutions Learning Portal: is a web-based software that provides high level training on demand.

Scope:

This policy shall apply to all DEDIR System users, Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, DuPage ETSB staff, contracted vendors or other authorized agents. This policy shall also apply to any outside agency requesting access to GPS locations of DEDIR System users.

1. Policy Statement

The ETSB will provide CommandCentral Aware in the PSAPs for the purpose of displaying the GPS coordinates of the APXNext radios in the DEDIR System for unit status and location and emergency purposes. CommandCentral Aware is a web-based software that will reside on the CAD system and be white listed for security purposes.

The GPS on the radio is always active for safety purposes. The use of CommandCentral Aware is controlled by access to the system. To determine access level, several layers will be created. The purpose of the layers is to protect the integrity of the data, officer, firefighter safety (location) and chain of evidence when appropriate for data utilized in investigations or arrests.

2. Access to System:

Each DEDIR System member shall complete the Attachment A form indicating the level of access it will provide to other DEDIR System members and to outside agencies.

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All DEDIR System members will be required to complete Attachment A for recording keeping purposes.

Unique Signon: CommandCentral Aware provides an audit trail of access to the system. As such, each person granted access to the system will be required to have a unique signon to the system. Generic signons such as "records" is prohibited and will be removed. The sharing of a signon is prohibited.

The ETSB will provide the following layer options as detailed on page 2 of the application.:

- Opt Out: An agency will not participate in providing information to other DEDIR System members or outside agencies. The agency will have access to the system for its agency to review GPS for internal purposes. With an Opt Out, the GPS will still be visible in the PSAP for unit status and location and emergency purposes.
- GPS Layers
 - Agency On Duty Layer: This layer will be visible to all the agency only. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - On Duty Layer Shared: This layer will be visible to all participating DEDIR System users and outside agencies. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - Investigations: Police This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Administrative: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Task Force: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel. This layer can include fire personnel assigned to MERIT if it is an individually assigned radio.
 - Special Duty Police: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.

2.3. Levels of Access for Agency and PSAP users:

- a. Users: A User for purposes of access to CommandCentral Aware shall be defined as a person who accesses CommandCentral Aware to provide dispatch services, to supervise or manage Telecommunicators, on the DuPage ETSB 9-1-1 CAD system. The access level of this group shall be Telecommunicator or 9-1-1 use only. And will be view only.
- b. Group Administrator: Each Agency and PSAP will have only one group administrator for the purpose of assigning training to individual users. There can only be one group administrator for each PSAP. Once the account has been created by the CommandCentral Administrator, the user will be placed in their respective PSAP group allowing the Group Administrator to assign the training courses. PSAPs Group Administrators will be view only. Agency Group Administrators will be responsible for internal audit reports.
- c. CommandCentral Administrator: The CommandCentral Administrator, is responsible for the day-to-day administration of CommandCentral Aware and Motorola Learning Portal.

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Any configuration, customization, modification, and troubleshooting will be the responsibility of the CommandCentral Administrator. The CommandCentral Administrator is an employee under the supervision of the ETSB designated by the Executive Director of the ETSB. There can be only one administrator for the system.

- d. Special Access: From time to time the ETSB recognizes that special access will be needed for access to the system to comply with MERIT member authorized use of data to a MERIT investigator for the purpose of retrieving data for an investigation. MERIT will be required to review the access list annually. An investigator can be added at the request/approval of MERIT at any time throughout the year via Zendesk.

3.4. New users:

After the initial deployment, all requests to add new users to CommandCentral Aware and the Motorola Learning Portal will be completed by submitting a help desk ticket to ETSB. The CommandCentral Administrator will create the new user in CommandCentral Aware and the Motorola learning portal. The learning portal is a separate login but both will be created with the initial request. The process can take up to 5-7 days.

4.5. Training:

All current users will be required to complete training on CommandCentral Aware to use the system within 60 days of gaining access to CommandCentral Aware. New hires will be required to complete training on CommandCentral Aware before they are released from FTO training by their Agency or telecommunicator training by their PSAP.

The Group Administrator from each PSAP or Agency will provide ETSB a list of their respective users that have completed the training and update the list when new hires have completed the training.

5.6. Termination of Access:

DuPage ETSB reserves the right to prohibit or revoke access to CommandCentral Aware for abuse, intentional disregard of policies or other actions which may disrupt or change the functionality or access of CommandCentral Aware without prior approval.

Section 23(a) and (b): Those persons falling under Section 23(a) shall have access by virtue of their employment by a member agency or PSAP.

A user's access to the system will terminate upon their last day of employment, or as directed by their employer, or by the DuPage ETSB Executive Director for violation of policies. Notice will be provided 48 hours prior to access termination. However, if the person's use of the system is deemed detrimental to or threatens critical operations, the ETSB Executive Director is authorized to terminate a user's access immediately. In such a case, notice will be provided to the Director of the agency to which the person is a member as soon as is practicable but no longer than 24 hours after access is terminated.

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Section 23(c): The CommandCentral Administrator access to the system will be a product of their employment with ETSB including contracted vendors. Their access will terminate upon their last day or as directed by the Executive Director.

The ETS Board also allows the policy application to be modified by the 9-1-1 System Manager to keep current with guidelines and requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: _____

Greg Schwarze, Chair