



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Final Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Monday, February 2, 2026

2:00 PM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/85891826072?pwd=E6CCAYAq9vgTfuUDkbcPHIO4NecrHM.1>

Meeting ID: 858 9182 6072

Passcode: 382778

1. CALL TO ORDER

2:00 PM meeting was called to order by Chair Selvik at 2:00 PM.

2. ROLL CALL

Attendees:

Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Nate Krause, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone System Board (Remote)

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

Nick Kottmeyer, County Board Office

John Nebl, OHSEM

Marilu Hernandez, ACDC (Remote)

Jennifer Jager, Motorola (Remote)

Ben Koechling, ACDC (Remote)

Erik Maplethorpe, DU-COMM (Remote)

James McGreal, Downers Grove PD (Remote)

Bob Murr, College of DuPage (Remote)

On roll call, Members Benjamin, Burmeister, Clark, Fleury, Jansen and Selvik were present, which constituted a quorum.

PRESENT Selvik, Benjamin, Burmeister, Clark, Fleury, and Jansen
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3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

6.A. [26-0449](#)

DEDIR System January Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [Motorola System Manager Report January](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Chris Clark
SECONDER:	Craig Jansen

6.B. [26-0450](#)

February DEDIR System Update

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [DEDIR System Update - 2 2026](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Chris Clark

6.C. [26-0451](#)

ETSB PAC Minutes - Regular Meeting - Monday, January 5, 2026

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [1-14-2026 PAC Minutes Summary](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Chris Clark
SECONDER:	Eric Burmeister

7. COMMITTEE APPROVAL REQUIRED

7.A. [26-0452](#)

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Naperville Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Chair Selvik asked if this application had gone through the 14 day notification period. Executive Director Zerwin said it would be finished on February 12th. She said this was a modification because they originally came in as MERIT, and the Naperville Police

Department was preparing to go on STARCOM with encryption. She said they are offering some encrypted talk groups back to DEDIR System Members, and that the reciprocal piece was what was new. On voice vote, all Members voted 'Aye', motion carried.

Attachments: [911-005.2 Access to the DEDIR System Application](#)
[NVPD_Redacted](#)
[911-005.2 CKR MOU NVPD_Redacted](#)

RESULT: APPROVED
MOVER: Chris Clark
SECONDER: Eric Burmeister

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [ETS-R-0012-26](#)

Resolution to approve the language of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button.

A motion was made to recommend approval to the ETS Board by Vice Chair Clark, seconded by Member Burmeister. Chair Selvik opened the item for discussion. Member Benjamin said he asked that the item be tabled because he had not yet sent the State’s Attorney latest draft to DU-COMM General Counsel John Kelly for review. He said he appreciated revisions that addressed some concerns, but still had concern with the phrase on page two stating the Policy would be “null and void as if never enacted,” because it could unintentionally void an entire Policy beyond emergency button language.

Member Burmeister asked about the added language that the Policy shall be published. Member Benjamin said that language was originally his suggestion, and he said the State’s Attorney added to it and changed some of the meaning, but his intent was that if either party did something differently, they should tell the other. Member Burmeister said he understood that to mean it would be published internally between the parties. Chair Selvik said they needed to amend the motion to table it until the March meeting.

Vice Chair Clark amended his motion to table the item to March 11, 2026. Member Burmeister seconded the motion to table. On voice vote, all Members voted “Aye”, the motion to table this item carried.

Attachments: [911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button draft](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button TB_SAO 1.26.26 edits BY SAO 2.0 redline draft](#)

RESULT: TABLED
MOVER: Chris Clark
SECONDER: Eric Burmeister

9. DISCUSSION ON ACCESS TO NON DEDIR SYSTEM MEMBERS FOR “DU STWD TAC1” and “DU STWD TAC2”

Executive Director Zerwin said she placed the item on the agenda at the request of the PAC members at the last meeting. She said staff heard concerns during encryption visits and said the fix might be to expand the notification to adjacent agencies and share the 205 plan for saturation patrols. She said information is being sent through the PSAPs but is not always reaching the right people or shifts in time, so she said they were looking at sending notices directly to agencies such as Elk Grove Village PD and providing training as needed.

Mr. Nebl said that approach made sense and said interoperability was working through patches to a SWIT talk group, including during current operations with DuPage, Cook, and Lake agencies. He said once the new SWIT template and secure zone updates were deployed around March or April, they should be able to reduce or eliminate some patching because agencies could communicate directly on secure talk groups. He said notices were being shared by PSAP email and law enforcement Slack channels, and he said agencies could be added to the email blast if a contact was provided.

Chair Selvik said Elk Grove Village was not on the blast, and Mr. Nebl said he would add them once a contact was provided. Chair Selvik said Elk Grove Village reported difficulty monitoring through Cook County, and Mr. Nebl said SWIT should work and the issue might be user navigation, based on recent experience walking an agency through the secure zone.

Vice Chair Clark said he questioned whether statewide talk groups were appropriate and asked about encryption. Mr. Nebl said statewide encrypted talk groups were appropriate because agencies often operated outside the DuPage footprint, and he said the new template would expand statewide encrypted options from two to four. He said Cook County talk groups were still on STARCOM but limited to Cook County coverage, which was why statewide was preferred, and Executive Director Zerwin said statewide use also avoided pulling local resources.

The group said they were generally aligned and could revisit the issue later if needed. Chair Selvik said Elk Grove would not be given access to DU STWD TAC1” and “DU STWD TAC2, and Mr. Nebl said Elk Grove would interoperate through a reserved SWIT talk group with patching as needed, with patching expected to decrease after the March updates.

Member Benjamin said more patching could tie up more talk paths and increase bonks. Mr. Nebl said patching multiple talk groups consumed DuPage talk paths, and he said reducing patching would conserve resources, especially during busy periods. Executive Director Zerwin said the March changes to the SWIT could make the issue a moot point by the next meeting.

10. DEDIR SYSTEM

Executive Director Zerwin said firmware updates were going well, although Fire was still behind at a couple of agencies. She said they found that radios that had been sitting unused at agencies, including batteries, needed to be exercised monthly, and a radio that had not been powered on in a while might need to stay on for up to 24 hours to receive multiple firmware updates. Executive Director Zerwin explained that if a radio looked complete but was still on their list, it likely needed more time powered on to finish updating.

Executive Director Zerwin said the freeze meant agencies could still submit tickets, including alias changes and new employee programming, and those would be tracked and some would be handled as time allowed, but most changes would be pushed out all at once at a later point. She said staff would coordinate with Motorola on whether to apply that update before or after encryption, and that they were close to finishing first touch encryption, with only a few agencies and a small number of Sheriff's radios remaining. She said staff had been using site visits and scheduled locations to collect radios and complete updates efficiently, and she said John had also been helpful at some sites.

Executive Director Zerwin reported that most of the APX4000 had been swapped out and remaining APX4000 agency purchases and APX6500 consolettes would be addressed next to prepare for the next encryption phase.

She indicated that mobile replacements would start with installed APX8500s, prioritizing police first because police mobiles are part of the encryption roll out. Executive Director Zerwin noted agencies should not install APX8500s that were sitting in boxes because the new Tait mobiles used different hardware, including a new wiring harness and antenna, and she said the APX8500 faceplate was larger and could require cutting into vehicles unnecessarily.

Executive Director Zerwin said that during agency visits they noticed police mics and cords being held together with electrical tape, and she said that should not be happening because replacements were covered. She said agencies should submit a ticket and ETSB would replace cords or provide new mics, and she said some damage appears to be coming from how mics were clipped and routed through carriers.

Executive Director Zerwin said Commander Dexter from MERIT was brought into the Police Focus Group to assist with logistics for Command Central Aware, and she advised him that the policy could be adjusted based on operational recommendations. She said once he reviewed the policy and system layers, they would bring Police Focus Group together to plan how implementation would work.

Executive Director Zerwin reported Motorola was expected to provide an updated plan that week, and they were nearly done with the physical work. She said the goal was to complete it by the end of March, and there would be a day where police would be moved onto local talkgroups for background work, while fire would remain as-is because Fire channels would not be encrypted. She said they needed more details on roles and tasks from Motorola for that day, and planned to review the plan with PSAP Directors and Supervisors at their Friday meeting for another set of eyes before the final cutover.

11. OLD BUSINESS

Vice Chair Clark said he asked for a status update on the DU-COMM access application. Executive Director Zerwin said there was a secondary form that still needed to be completed and submitted. Member Benjamin said general counsel had reached out again to ASA Winistorfer, and he said that follow up occurred last week.

12. NEW BUSINESS

There was no new business.

13. ADJOURNMENT

13.A. Next Meeting: Monday, March 2 at 2:00pm in Room 3-500A

Member Benjamin made a motion to adjourn the meeting at 2:25 pm, seconded by Member Fleury. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

421 N. COUNTY FARM
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File #: 26-0449

Agenda Date: 2/2/2026

Agenda #: 6.A.

Solving for safer. Communities, schools, hospitals, businesses everywhere.

TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: January 27, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users (NWCD update to secure, vFD 3 and direct update, and a correction for Zone 33 FG power).

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talkgroups are continuing to be discussed between ETSB and Motorola looking instead into the possibility of patching talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 agencies will have been completed. Remaining agencies are continuing to be scheduled as fleetmaps are submitted and firmware updates to version 9.40 are completed.

DuPage County Sheriff's Office:

APX4000 replacements - 241 of 248 APX4000 jail radios have been replaced with APXNext. These new radios already include the encryption touch updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.

Patrol - 137 of 141 Patrol officer radios have been keyloaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

APX 4000 Portable:

Encryption -The APX4000 channel limitation evaluation was submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APX Next radios. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

Emergency activation configuration – this update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that remains to be programmed (Wheaton). If this radio fails to turn up prior to the encryption update, it will be swapped for an APXNext.

Wheaton PD WHP Stienke 426CXZ1209

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APX8500 Mobile:

Boxed APX8500s will be returned to Motorola Solutions, Inc. and installed APX8500 will be returned when replacement units are ready.

APX7500 Mobile:

Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES.

Command Central Aware

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional SME's have been added to the PAC Police Focus Group to work with the layers.

Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talkgroups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the user's accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

History	2024		2025	
	Opened	Closed	Open	Closed
APX7000XE	81	80	72	57
APXNext (PD)	144	140	153	96
APXNextXN (FD)	1	1	142	72
APX 8500 mobile)	42	42	15	7
APX4000	11	11	36	20
Total	279	279	418	267

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	57	52	0	0	0	0	0	0
APX Next (PD)	89	57	26	2	3	17	1	5
APX NextXN (FD)	20	12	7	1	4	2	1	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	17	11	1	1	1	0	0	0
Total	193	138	34	4	8	19	2	5

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STARCOM21 Scheduled Maintenance:

System Maintenance:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 1/8. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.
Thursday, 1/8/26
8:45 am- Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
2:45 pm - Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
- IL STARCOM Monthly Application of Windows Motopatch 2025.12 – Patching 1/16/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches: There was none last month

Command Central Patches:

CommandCentral DEMS maintenance was completed during the following time frames:

Start: 14/Jan/2026 @ 9:00 PM CST (UTC -6)

End: 14/Jan/2026 @ 10:00 PM CST (UTC -6)

Start: 28/Jan/2026 @ 8:00 AM CST (UTC -6)

End: 28/Jan/2026 @ 1:00 PM CST (UTC -6)

The following products will be updated:

- CommandCentral Aware
- CommandCentral DEMS
- Device Management
- LiveStreaming

During this time, no significant service impacts are expected.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC meeting 1/5/26, ETSB Podcast 1/20/26, DuPage Chief's of Police Association 1/22/26

Training:

There was none last month.

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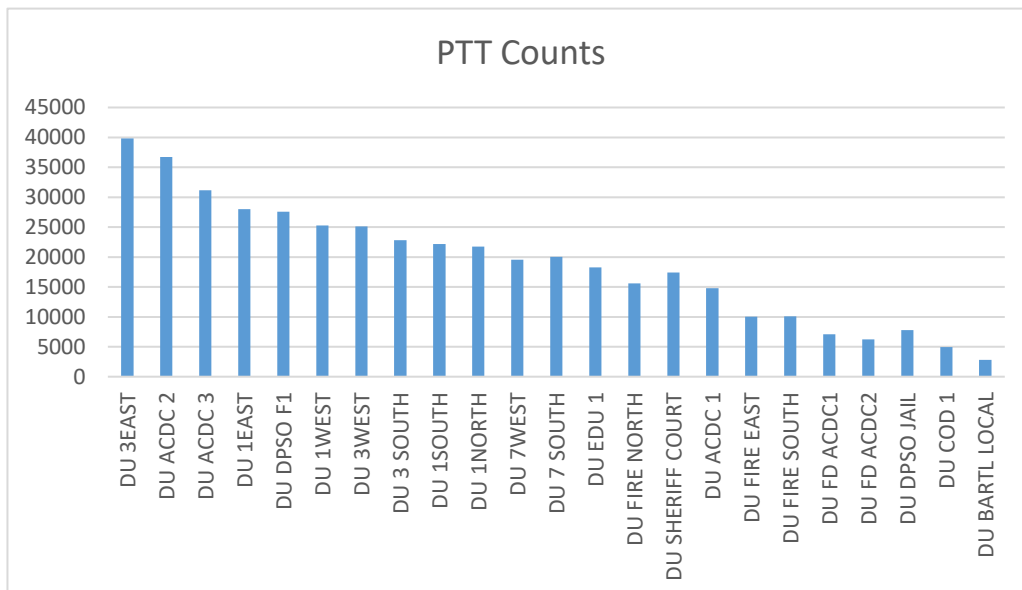
Grade of service report:

December 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	19.53	3.32	7.08	31.00	2398.03	11951.29	4.98	0.00	0.00	0.00
1:00:00	0.00	17.17	2.92	7.48	31.00	2095.10	10509.84	5.02	0.00	0.00	0.00
2:00:00	0.00	14.49	2.46	7.94	31.00	1764.23	8866.71	5.03	0.00	0.00	0.00
3:00:00	0.00	12.92	2.20	8.20	31.00	1525.10	7904.19	5.18	0.00	0.00	0.00
4:00:00	0.00	13.61	2.31	8.09	31.00	1582.29	8328.29	5.26	0.00	0.00	0.00
5:00:00	0.00	14.03	2.38	8.02	31.00	1611.77	8585.45	5.33	0.00	0.00	0.00
6:00:00	0.00	15.41	2.62	7.78	31.00	1810.90	9431.87	5.21	0.00	0.00	0.00
7:00:00	0.00	21.71	3.69	6.71	31.00	2560.87	13287.48	5.19	0.00	0.00	0.00
8:00:00	0.00	28.16	4.79	5.61	31.00	3287.00	17235.42	5.24	0.00	0.00	0.00
9:00:00	0.00	31.58	5.37	5.03	31.00	3659.42	19328.71	5.28	0.03	1.32	41.00
10:00:00	0.01	32.24	5.48	4.92	31.00	3823.26	19731.61	5.16	0.23	13.48	59.71
11:00:00	0.00	29.73	5.05	5.35	31.00	3500.68	18197.61	5.20	0.03	1.32	41.00
12:00:00	0.00	30.27	5.15	5.25	31.00	3549.65	18527.81	5.22	0.00	0.00	0.00
13:00:00	0.00	31.25	5.31	5.09	31.00	3677.13	19126.81	5.20	0.00	0.00	0.00
14:00:00	0.00	29.92	5.09	5.31	31.00	3574.81	18309.48	5.12	0.00	0.00	0.00
15:00:00	0.00	31.47	5.35	5.05	31.00	3777.19	19257.77	5.10	0.00	0.00	0.00
16:00:00	0.00	30.71	5.22	5.18	31.00	3697.65	18792.03	5.08	0.00	0.00	0.00
17:00:00	0.00	31.05	5.28	5.12	31.00	3768.19	19002.58	5.04	0.00	0.00	0.00
18:00:00	0.00	27.55	4.68	5.72	31.00	3333.00	16858.68	5.06	0.00	0.00	0.00
19:00:00	0.00	27.75	4.72	5.68	31.00	3434.65	16984.58	4.95	0.00	0.00	0.00
20:00:00	0.00	26.56	4.51	5.89	31.00	3283.84	16253.19	4.95	0.00	0.00	0.00
21:00:00	0.00	25.00	4.25	6.15	31.00	3092.74	15298.06	4.95	0.00	0.00	0.00
22:00:00	0.00	22.60	3.84	6.56	31.00	2846.61	13834.03	4.86	0.00	0.00	0.00
23:00:00	0.00	21.52	3.66	6.74	31.00	2661.06	13172.32	4.95	0.00	0.00	0.00

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December 23, 2025 – January 27, 2026

<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	39852
DU ACDC 2	36716
DU ACDC 3	31170
DU 1EAST	28014
DU DPSO F1	27603
DU 1WEST	25300
DU 3WEST	25140
DU 3 SOUTH	22832
DU 1SOUTH	22193
DU 1NORTH	21749
DU 7WEST	19579
DU 7 SOUTH	20050
DU EDU 1	18288
DU FIRE NORTH	15601
DU SHERIFF COURT	17416
DU ACDC 1	14770
DU FIRE EAST	10037
DU FIRE SOUTH	10077
DU FD ACDC1	7083
DU FD ACDC2	6228
DU DPSO JAIL	7798
DU COD 1	4971
DU BARTL LOCAL	2811





ETSB Other Action Item

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File #: 26-0450

Agenda Date: 2/2/2026

Agenda #: 6.B.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

February 2, 2026 Report

Firmware Update:

Firmware - Police: At the end of this update is a list of Police agencies that still need to do the firmware update. There are roughly 7 radios that still need to update as of January 27. This update takes approximately 10-15 minutes and agencies have been asked to complete this update before they can be scheduled for their encryption site visit.

Freeze:

There is a **freeze** on changes so that the code plugs can be adjusted. The **freeze** began close of business 11/17/25 – **no exceptions** – all changes submitted after 11/17/25 will be held until encryption is complete with the exception of new officers and critical updates.

To clarify, the freeze means that changes submitted now will not be pushed out until after encryption. However, as ETSB finishes the first encryption touch, agencies are encouraged to submit any radio changes (alias etc.) so that these changes can be added to the next update.

Encryption:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talk groups are continuing to be discussed between ETSB and Motorola looking instead into the possibility of patching talk groups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 agencies will have been completed. Remaining agencies are continuing to be scheduled as fleet maps are submitted and firmware updates to version 9.40 are completed.

DuPage County Sheriff's Office:

APX4000 replacements - 241 of 248 APX4000 jail radios have been replaced with APXNext. The new radios already include the encryption updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.

Sheriff's Patrol Division - 137 of 141 Patrol officer radios have been key loaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

Agency	# Radios	Estimated Time	Actual Time	Status
Wood Dale PD	42	2.5		Pending Firmware update
Elmhurst PD	98	3.5		In Process to Schedule
Carol Stream PD	75	3.0		In Process to Schedule
Glen Ellyn PD	49	2.0		In Process to Schedule
Sheriff	448	13.9		Various dates in January
SAO	20	0.5		Various dates in January
Addison PD	75	6.3	1.5	Complete
Bartlett PD	68	2.0	2.5	Complete
Bensenville PD	59	2.5	0.7	Complete
Bloomingtondale PD	52	2.5	1.2	Complete



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Burr Ridge PD	29	1.5	1.0	Complete
Clarendon Hills PD	17	1.2	0.5	Complete
Darien PD	48	2.0	1.2	Complete
Downers Grove PD	102	3.0	2.0	Complete
Forest Preserve PD	26	2.0	0.75	Complete
Glendale Heights PD	67	2.5	1.5	Complete
Hanover Park PD	86	3.5	1.5	Complete
Hinsdale PD	29	2.0	1.2	Complete
Itasca PD	26	2.0	0.5	Complete
Lisle PD	43	2.0	1.5	Complete
Lombard PD	79	3.1	1.5	Complete
Oak Brook PD	58	3.5	1.5	Complete
Oakbrook Terrace PD	22	2.5	1.0	Complete
OHSEM	14	1.0	0.2	Complete
Sheriff DCHD	5	0.0	0.5	Complete
Roselle PD	46	1.8	0.75	Complete
Villa Park PD	56	2.5	1.0	Complete
Warrenville PD	40	2.0	1.2	Complete
West Chicago PD	52	2.5	1.5	Complete
Westmont PD	43	2.5	1.1	Complete
Wheaton PD	106	3.5	2.5	Complete
Wheaton College	5	0.0		N/A
Willowbrook PD	31	2.0	1.0	Complete
Woodridge PD	59	3.0	1.25	Complete
Winfield PD	19	1.6	0.5	Complete

APXNext XN:

Fire radios deployment was completed on October 24, 2025. Since the deployment, several agencies have submitted tickets for mic replacement. Agencies were advised at delivery that ETSB did receive a bad batch of mics and while they were tested, if an agency experiences issues they should submit a ticket for replacement. Roughly 2 dozen have been replaced.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 34 radios that need to complete this update. See the list below.

Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingtondale FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0
Glenside FPD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Warrenville FPD	100%	0
Addison FPD	92%	6
Elmhurst FD	91%	3
Glen Ellyn FD	93%	4
Itasca FPD	88%	3
Lisle-Woodridge FPD	91%	5
Lombard FD	88%	9
York Center FPD	96%	1
Pleasantview FPD	92%	3

Mobile Deployment:

ABeep is working with Andres to build a task list on Monday.com. The order for the new mobiles has been placed with tentative delivery of end of February. ETSB met had a conference call with ABeep to review order of operation for mobiles. Deployed 8500 mobiles will be replaced first because they have to be returned to Motorola. Police mobiles will be first since they impact encryption deployment. Then fire agencies with in service 8500 mobiles. The remaining fire agencies will then be scheduled.

CommandCentral Aware:

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional agency SME's have been added to the PAC Police Focus Group to work with the layers. Motorola has several CommandCentral Aware personnel working on the challenges posed by the DEDIR System.

APX4000:

An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is ONE radio remaining. The update will take about 15 minutes.

Wheaton PD WHP Stienke 426CXZ1209

PAC Focus Groups

The Police Focus Group did not meet in January; no February meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in January; no February meeting is scheduled as of the writing of this document.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – January 7, 2026 – no call,

Motorola Wednesday Morning Status Call – January 14, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - January 21, 2026

AXS: All consoles are installed and being used at both sites. Motorola is hoping to progress towards ATP at DU-COMM as we need to transition this site over to service. There have been a couple of tickets open, but the majority of issues appear to be resolved. Motorola is working with ETSB to progress towards ATP.

DFSI: Matt Downer worked with Jim Connolly and Keith Marc last week to help address the alias issues that are occurring. Matt was able to locate a fix and he is working on the process to get all 4600 updated through small batch processing. The same fix will need to be applied to DU-COMM for their aliasing. Matt Downer and Jordan Worobey were on site at DU-COMM last week working with Leonardo and DU-COMM to install and configure the DFSI system there. Installation is complete but there are still a few outstanding issues that Motorola is working on with Leonardo to resolve. Process ongoing

Encryption: A usage report was received from STARCOM for DuPage County to ensure there is enough bandwidth for traffic if we look to utilize the patching process. According to the logs, this process should work without any radio traffic issues. Motorola is requesting one additional report for last week during the extremely busy winter weather day just to double check capacity. Matt Downer is continuing to refine the plan and should have it complete shortly.

Subscriber Return: Chris Severns sent Eve an email/spreadsheet yesterday with the RMA information for the radios and accessories to be returned. Chris Severns will work with Eve to make sure we can locate the appropriate radios by serial number to be returned.

Motorola Wednesday Morning Status Call - January 28, 2026

AXS: Motorola is working to gather more information regarding the muting issues that DU-COMM has experienced. We met internally yesterday and Steve Fiedler asked for more information to be gathered. I am working with Brianna to get the list of items to be documented if a muting issue occurs again. Steve has asked for this information separately from opening a ticket for service. At this time ACDC has not experienced any of these outages. It seems to be identified as a change that occurs several levels into the audio control on windows. Engineering is looking into the information and for a possible cause.

Encryption: Motorola has all the information needed at this time. Matt Downer is finalizing his report and has said that he will provide an updated version to Director Zerwin next week for review. Chris Severns will share the document as soon as Mr. Downer provides it.

DFSI: Matt Downer started to work on the alias updates today. Since there are 4600 of them and he can only do 300 at a time this will take some time to get accomplished. Matt will provide updates as he works through the changes. Additionally, Jim Connolly has asked for information on the update process once the large batch has been loaded. We have scheduled a meeting for Thursday 1/29, in the morning to discuss the process moving forward.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

For DU-COMM, Motorola engineering is continuing to work with Leonardo to gather information for their configuration. This process is ongoing and there are no updates other than that at this time.

Subscriber return: Chris Severns spoke with Eve about the list of subscribers and how to help her locate and pack the return. I have reached out to several other Motorola employees for guidance in managing this and finding the appropriate radios for the return. Chris Severns continues to work with Eve to help facilitate this and is waiting for additional information from members of the Motorola inventory team.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

AGENCY FIRMWARE AND UPDATES PENDING LIST AS OF JANUARY 27, 2026

WARRENVILLE PD	WOOD DALE PD	SAO	
WRP A MAXWELL	WDP Haumann	DU SAO BERNARD	SAO HUNDLEY
		SAO D OLLECH	SAO VON ALMEN
		SAO FRENCL	

FIRE AGENCY UPDATE

ADDISON FPD	CAROL STREAM FD	GLEN ELLYN VFC	WINFIELD FPD
DUADF B73A	DUCSF CSF 38	DUGE F E63A	DUWFF E32
DUADF B74A	DUCSF CSF 65	DUGE F E63B	DUWFF E32C
DUADF D72A	DUCSF CSF 69	DUGE F E63C	DUWFF E32D
DUADF L72C	DOWNER GROVE FD	DUGE F O6A	DUWFF E32N
DUADF R71C	DUDGF CHF101 B	ITASCA FPD	DUWFF G31C
DUADF R73C	ELMHURST FD	DUITF B67B	DUWFF G31N
BENSENVILLE FPD	DUELF ENG 1S	DUITF C66A	DUWFF M32
DUBEF HALVERSN	DUELF TWR 1A	DUITF U66A	DUWFF M33
LOMBARD FD	DUELF TWR 1B	LISLE-WOODRIDGE FPD	DUWFF M33A
DULOF BAT 44A		DULWF CHF50	DUWFF N31
DULOF JOHNSON	VILLA PARK FD	DULWF E54 FFB	DUWFF N31C
DULOF LOGSDON	DUVPF E 80JS2	DULWF INSP 51	DUWFF N31D
DULOF NEWHIRE2	DUVPF DEP 82	DULWF L51 OFC	DUWFF N31N
DULOF NEWPOS1	DUVPF M 80PM2	DULWF M54 DRV	DUWFF U31
DULOF NEWPOS2	DUVPF M 80PM1	PLEASANTVIEW FPD	DUWFF V31C
DULOF NEWPOS3	DUVPF U 81	DUPLF BC 151A	DUWFF V31N
DULOF NEWPOS4	DUVPF CHF 81	DUPLF ENG 153A	YORK CENTER FPD
DULOF NEWPOS5	DUVPF DEP 81	DUPLF ENG153B	DUYCF CAR F78



ETSB PAC Other Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 26-0451

Agenda Date: 2/11/2026

Agenda #: 6.B.1.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Monday, January 5, 2026

2:00 PM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/86154018160?pwd=JPamB0S4gpZg8FGJeBL2Lo0lfRya0X.1>

Meeting ID: 861 5401 8160

Passcode: 680947

1. CALL TO ORDER

2:00 PM meeting was called to order by Chair Selvik at 2:00 PM.

2. ROLL CALL

Attendees:

Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Eve Kraus, DuPage Emergency Telephone System Board (Remote)

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

Jan Barbeau, State's Attorney's Office (Remote)

Jim Connolly, Village of Addison (Remote)

Marilu Hernandez, ACDC (Remote)

Jennifer Jager, Motorola

Nick Kottmeyer, County Board Office

James McGreal, Downers Grove PD (Remote)

Bob Murr, College of DuPage (Remote)

On roll call, Members Benjamin, Burmeister, Clark, Fleury, Jansen and Selvik were present, which constituted a quorum.

PRESENT Selvik, Benjamin, Burmeister, Clark, Fleury, and Jansen
--

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

Chair Selvik said Happy New Year to everyone and said he hoped everyone had a great Christmas and new year. He said he wanted to welcome and introduce the new ETSB Deputy Director of Operations, Mr. Nate Krause and invited Mr. Krause to say a few words. Mr. Krause said it was a pleasure to be there, said it was his first day, and said he was excited to help in any way he could and hit the ground running.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

6.A. [26-0131](#)

DEDIR System December Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [Motorola System Manager Report December](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Chris Clark
SECONDER:	Tyler Benjamin

6.B. [26-0133](#)

January DEDIR System Update

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [DEDIR System Update - 1 2026](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Chris Clark

6.C. [26-0132](#)

ETSB PAC Minutes - Regular Meeting - Monday, December 1, 2025

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [12-1-2025 PAC Minutes Summary](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Craig Jansen
SECONDER:	Eric Burmeister

7. DISCUSSION ON ACCESS TO NON DEDIR SYSTEM MEMBERS FOR “DU STWD TAC1” and “DU STWD TAC2”

7.A. [26-0158](#)

MEMORANDUM re DU STWD TAC 1 and TAC2 January 5 2026

Executive Director Zerwin said this was a request from the Village of Elk Grove Police Department for access to two statewide tactical channels, and that Elk Grove is a MERIT member and a member of Northwest Central Dispatch, so they already had the talkgroups Northwest Central had negotiated for access. Executive Director Zerwin said the two tactical channels were currently red tagged for DEDIRS use only and that there was some

miscommunication related to saturation patrols. Executive Director Zerwin said Elk Grove wants to be able to communicate when DuPage agencies during saturation patrols, especially if they were on a tactical channel, and he said Mr. Nebl indicated those saturation patrol talkgroups were patched so there was no communication issue.

Executive Director Zerwin said the request originally came through MERIT, and Chief McLean indicated MERIT does not use these talkgroups for MERIT deployments, and said the question was whether the Committee wanted to release internal talkgroups to an outside agency. Chair Selvik said he wanted to know whether Elk Grove was still requesting the channels and whether the original intent had changed, and Executive Director Zerwin said they were still requesting them because the commander said it would be helpful for patrol to be able to scan the channels to know what was coming into town when they could not always get to a priority channel.

Chair Selvik said Elk Grove touched a small portion of DuPage County and asked if there was a downside to releasing the channels. Executive Director Zerwin said a downside could be that other agencies would request the same access, as these channels are intended for internal operations and could create congestion if many agencies wanted tactical channels, especially if there were covert operations. She said it might be a training issue about what channels saturation patrols should be using.

Member Burmeister said DU FLASH might be a more appropriate resource for patrol monitoring, and Executive Director Zerwin said DU FLASH did not appear to be on Elk Grove's Northwest Central list. Member Benjamin said DU FLASH might not accomplish what Elk Grove wanted if they were trying to monitor saturation operations, and Member Burmeister said the saturation plan already included patches to Cook County talkgroups so Elk Grove would have access that way. Member Fleury questioned what Elk Grove gained if DuPage was not running the saturation, and he said it seemed like there should be a better place for those saturations to go if the ETSB was holding limited channels for investigations.

Executive Director Zerwin said John Nebl had said Elk Grove did not need TAC 1 and TAC 2 because they already had access to Cook County interops and the patches for saturation patrols. She said the better solution might be adding Elk Grove to notifications so they knew when a saturation patrol was happening and could patch as needed. Executive Director Zerwin was concerned about whether expanding access could impact investigations. She asked the committee if they needed more information and they agreed. She suggested that the item could be tabled for more information and additional discussion. Chair Selvik said he would call Elk Grove Police Commander, and said the Committee would table the discussion topics 7.A., 7.B. and 7.C. until February.

Attachments: [MEMORANDUM re DU STWD TAC 1 and TAC2 January 5 2026](#)

- 7.B. Allowing Non-DEDIR System Saturation Patrol members assigned to Task Force
- 7.C. Allowing access to non DEDIR System Saturation Patrol member agencies (All radios)

8. DEDIR SYSTEM

8.A. [25-2332](#)

Discussion of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button

Member Benjamin said the draft showed his edits in purple and the Assistant State's Attorney (ASA) edits in green, and that he tried to keep flexibility for unusual situations. He said the added bullet on page four was intended to allow an agency to change emergency button response steps during a unique local threat, but the ASA language on page two limited any change that conflicted with the ETSB policy, which made his flexibility bullet meaningless. Chair Selvik asked how the ASA recommendations were negating what Member Benjamin wanted.

Executive Director Zerwin said the draft already allowed the telecommunicator to accelerate or skip steps if the activation appeared valid, and said the goal was to avoid many different procedures while still allowing exigent circumstances. Member Benjamin said the remaining concern was a broader directive, such as a town requiring immediate dispatch for every activation until further notice and said it was unclear if that would conflict with the policy's contact attempts before dispatch.

Executive Director Zerwin said the solution could be adding similar "accelerate or skip" authority for agency command staff in exigent circumstances, because events move too fast to create a new policy on the fly. Chair Selvik and Member Burmeister said the bullet could be revised to include agency command staff along with the telecommunicator. Chair Selvik said the group would revisit the draft after revisions. Executive Director Zerwin said she would discuss the tweak with the ASA and circulate an updated version.

Member Benjamin said he wanted PSAP counsel involved and expressed concerns about the ASA language stating a PSAP policy would be "null and void as if never enacted," and said he wanted PSAP general counsel review before any vote. Chair Selvik said he read that language as applying only when a PSAP policy deviated from the ETSB Policy and said they would come back to it next month.

Member Fleury asked about holding the air during emergency button activations. Member Benjamin said they did not automatically close channels on initial activation and said holding the air was telecommunicator discretion based on the totality of circumstances. Member Benjamin said they typically held the air on major incidents, but an activation with no known incident would not automatically trigger holding the air.

Attachments: [911-005.6 DEDIRS Use of Emergency Button executed 11.9.22 Redacted](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button redline draft TB_SAO](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button draft TB_SAO](#)

9. OLD BUSINESS

Executive Director Zerwin said she would provide her updates and said the police encryption hardware updates were about one third complete. She said the team would be out again this week and said staffing was limited, with only one technician available, but additional support would be used for a major cutover. Executive Director Zerwin said work continued with Motorola on the internal cutover steps, and said Motorola could not fully move forward until the hardware updates were completed. She said the goal was to have all police agencies updated by the end of the month, and progress was steady but slower that day because one technician was working two KVLs. Executive Director Zerwin said Bloomingdale was completed in about 45 minutes and Itasca was completed in about 25 minutes, and said another third of agencies should be completed by the middle of next week. She said there was still no delivery update on mobile radios, but she said ETSB staff were working with A beep to prepare.

Vice Chair Clark asked whether a DU-COMM access agreement application was moving through the process. Executive Director Zerwin said the State's Attorney's Office believed an additional form was needed. Member Benjamin said Mr. John Kelly had been trying to reach ASA Winistorfer and said they had trouble making contact. Vice Chair Clark said many chiefs had signed off and questioned why nothing had happened yet.

10. NEW BUSINESS**11. ADJOURNMENT****11.A. Next Meeting: Monday, February 2 at 2:00pm in Room 3-500A**

Member Burmeister made a motion to adjourn the meeting at 2:25 pm, seconded by Member Fleury. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 26-0452

Agenda Date: 2/2/2026

Agenda #: 7.A.



DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION	
Type of Application:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Modification
NAME OF AGENCY:	Naperville Police Department
POINT OF CONTACT:	Chief Jason Arres
BUSINESS ADDRESS:	1350 Aurora Av
EMAIL ADDRESS:	arresj@naperville.il.us
BUSINESS TELEPHONE:	(630) 420-6161
MOBILE TELEPHONE:	()
APPLICATION INFORMATION	
Please complete the following information	
The Applicant is a unit of local government	Yes
If no, explain: (use a separate sheet if necessary)	
The Applicant is requesting access to DEDIR System for certified sworn police personnel or certified fire service personnel or community service officers.	Yes
The Applicant is requesting monitoring capabilities only	No
The Applicant is a member of STARCOM21	Yes
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	Yes
Applicant Equipment Information	
The total number of portable radios (portable and mobile) covered under this request is:	405
The total number of radios which will be affiliated during any daily operational shift is:	45
Do the radios have TDMA?	Yes
Do the radios have encryption: <input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption	
Type of radios to be programmed with a DEDIRS talk group:	Motorola APX Next, APX8500, APX N30, Harris P7300, <input checked="" type="checkbox"/> V1105
The Applicant is requesting use of:	
<input checked="" type="checkbox"/> InterOp Groups 1-8	<input type="checkbox"/> DUCALL (Hailing Channel for ACDC Agencies only)
<input checked="" type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)	

Committee/ETS Board Review Process Checklist:

Applicant has submitted proper paperwork	[] Yes [] No
Vendor Technical Review of Application Complete	
14 Day Notice to Members is complete	[] Yes [] No
Posted on Committee Agenda Date: _____	[] Yes [] No
Vote of Committee: Ayes _____ Opposed _____ Abstain _____ Absent _____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	[] Yes [] No
Posted on ETSB Agenda Date: _____	[] Yes [] No
Vote of ETSB Board: Ayes _____ Opposed _____ Abstain _____ Absent _____ Resolution No: _____	Approved
	[] Yes [] No



ETSB PAC Resolution

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: ETS-R-0012-26

Agenda Date: 4/6/2026

Agenda #: 8.A.

RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-005.6: DUPAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) USE OF EMERGENCY BUTTON

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, the purpose of this resolution is to approve the language of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button, initially adopted by DU PAGE ETSB on November 9, 2022; and

WHEREAS, DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button has been approved by the DU PAGE ETSB Policy Advisory Committee (PAC) as Section 5.3.B; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button for the purpose of providing guidance for the Use of Emergency Button on the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button be, and it is hereby adopted.

Enacted and approved this 11th day of March, 2026 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, February 11, 2026

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button

Purpose:

The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIR System requirements for use and access of DEDIR System talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:

50 ILCS 750 Emergency Telephone System Act
20 ILCS 2615 Illinois State Police Radio Act

Goal:

It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on DEDIR System for non-member agencies.

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 or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIR System users and agencies receiving approval to access DEDIR System talk groups.

I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunicators and the first responding personnel they dispatch in response to calls placed to 9-1-1. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

To achieve seamless interoperable communication, standardization of operation and naming conventions are required to ensure that first responders can effectively operate subscriber units while on duty but especially during critical, active incidents when speed and accuracy are critical.

As defined in Policy #: 911- 005.5, a "Talk group" is the term given to assigned groups on a trunked radio system. Unlike a conventional radio which assigns users a certain frequency, a trunk system takes a number of frequencies allocated to the system. The control channel then coordinates the system so talk groups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth.

Policy 911- 005.6 shall deal specifically with the use of the emergency button on the subscriber unit.

Emergency Telephone System Board Of DuPage County Policy and Procedures



The PSAPs may establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies. Any such operational policies established by the PSAPs shall not conflict with or nullify policies established by the ETSB. In the event any policy established by a PSAP conflicts with or renders any ETSB policy a nullity, the ETSB policy shall control, and the PSAP's policy shall be null and void as if never enacted. The body resolving any dispute of policy conflict shall be the ETSB based on simple majority. The policies shall be published and accessible to surrounding PSAPs and the ETSB. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

II. Emergency Button

DEDIR System utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIR System portable radios. The objective is the proper use of the emergency button as well as a predictable, communicated, course of action by all DuPage County PSAPs and field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those channels might not have the equipment in place to monitor this activity. It should be noted the operation of the radio may differ (even slightly) when the emergency button is activated in the STARCOM21 (trunked) mode and the conventional mode.

III. Trunked Talk Groups

- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress, or
 2. When the user is unable to transmit a verbal emergency message due to heavy radio traffic.
- b. Pressing the Emergency Button on a STARCOM21 Talk group:
 1. Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
 2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
 3. The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
 4. During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
 5. The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV. Conventional Channels

- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress.
- b. Pressing the Emergency Button on a conventional channel:
 1. Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch

Emergency Telephone System Board Of DuPage County Policy and Procedures



console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.

2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
 3. Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.
 4. The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- V. Actions to be taken upon receipt of an Emergency Button activation
- a. The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established for checking the status of a unit). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.
 - b. The Telecommunicator should attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately dispatch backup if the location is known, and notify the Watch Commander/Shift Supervisor/Incident Commander. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.
 - c. When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.
 - d. All units assigned to a channel which experiences an emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved.
 - e. Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word "**ACCIDENTAL**" in his or her response. If the affected user does not use the word "**ACCIDENTAL**," the Telecommunicator should assume that the emergency activation is valid and immediately dispatch backup and alert the Watch Commander/Shift Supervisor/Incident Commander. If the user provides a response which in any way indicates that the signal was "**ACCIDENTAL**," (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.
 - f. If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user's alarm activation and request that any information about his or her last activity or location be relayed to the PSAP.

Emergency Telephone System Board Of DuPage County Policy and Procedures



- g. Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.
- h. Agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.
- i. Exigent or Active Situations
 - 1. PSAP: Any of the above steps may be accelerated or skipped if the Telecommunicator immediately believes the activation is valid based on all available information. In that case, the Telecommunicator will take any actions believed necessary to assist the officer in need.
 - 2. Agency: An agency's command staff or scene commander may request accelerated or skipped steps from the above procedure based on local or acute factors requiring a change and will notify the PSAP/Telecommunicator of such change.
 - 3. In either instance, such changes will be deemed temporary to an event or situation and the agency shall rescind the changes and return to the procedural steps at the conclusion of the event or when the threat causing the change has diminished or ceased. Changes may be made to the procedure to the extent they do not conflict or nullify this policy and any such conflicts shall be addressed in the manner set forth in section I above. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

VI. Resetting the Emergency Button Activation

After activation of the emergency button on the APEX radio, the user must reset the button activation, which can be accomplished on one of two ways:

- a. The operator can push and hold the orange emergency button for approximately 3 seconds; he or she will hear a tone and the emergency button will reset or
- b. Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

Policy adopted: _____

Greg Schwarze, Chair

Emergency Telephone System Board
Of DuPage County
Policy and Procedures



Policy #: 911- 005.6: Emergency Button Activation and Reset

As the senior officer/department for my agency, I hereby acknowledge that the DEDIR System users under my command and/or authority have received and been trained on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

In addition, going forward, this agency will:

- 1. On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.
- 2. Provide a copy of this form annually when training of subscriber users has been complete, including a roster of users using ETSB911@dupagecounty.gov the main DuPage ETSB email.

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIR System standardization.

Acknowledged and agreed to this _____ day of _____, 20____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[] Subscriber Unit or PSAP Roster Attached

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, February 11, 2026

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button

Purpose:

The purpose of this policy is to ensure compliance with State of Illinois ~~STARCOMM~~~~STARCOM~~21 and ~~DEDIR~~~~DEDIR System~~ requirements for use and access of ~~DEDIR~~~~DEDIR System~~ talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:

~~Public Act 100-002~~

~~50 ILCS 750 Emergency Telephone System Act~~

~~50 ILCS 751 Wireless Emergency Telephone Safety Act~~

~~83 Illinois Administrative Code Part 725~~

~~83 Illinois Administrative Code Part 1325.415(m)~~

~~OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board~~

~~20 ILCS 2615 Illinois State Police Radio Act~~

Goal:

It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on ~~DEDIR~~~~DEDIR System~~ for non-member agencies.

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 or DuPage ETSB staff, contracted vendors or other authorized agents, ~~DEDIR~~~~DEDIR System~~ users and agencies receiving approval to access ~~DEDIR~~~~DEDIR System~~ talk groups.

I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. ~~STARCOMM~~~~STARCOM~~21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunicators and the first responding personnel they dispatch in response to calls placed to 9-1-1. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

To achieve seamless interoperable communication, standardization of operation and naming conventions are required to ensure that first responders can effectively operate subscriber units while on duty but especially during critical, active incidents when speed and accuracy are critical.

Emergency Telephone System Board Of DuPage County Policy and Procedures



As defined in Policy #: 911- 005.5, a “Talk group” is the term given to assigned groups on a trunked radio system. Unlike a conventional radio which assigns users a certain frequency, a trunk system takes a number of frequencies allocated to the system. The control channel then coordinates the system so talk groups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth.

Policy 911- 005.6 shall deal specifically with the use of the emergency button on the subscriber unit.

The PSAPs shall may establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies. Any such operational policies established by the PSAPs shall not conflict with or nullify policies established by the ETS Board. In the event any policy established by a PSAP conflicts with or renders any ETSB policy a nullity, the ETSB policy shall control, and the PSAP’s policy shall be null and void as if never enacted. The body resolving any dispute of policy conflict shall be the ETS Board based on simple majority. The policies willshall be published and accessible to surrounding PSAPs and the ETSB. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

II. Emergency Button

~~DEDIR~~DEDIR System utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIR System portable radios. The objective is the proper use of the emergency button as well as a uniform predictable, communicated, course of action by all DuPage County PSAPs and field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those channels might not have the equipment in place to monitor this activity. It should be noted the operation of the radio may differ (even slightly) when the emergency button is activated in the STARCOM21 (trunked) mode and the conventional mode.

III. Trunked Talk Groups

- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress, or
 2. When the user is unable to transmit a verbal emergency message due to heavy radio traffic.
- b. Pressing the Emergency Button on a STARCOM21 Talk group:
 1. Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
 2. The affected user’s radio will flash “EMERGENCY” on the radio’s display screen.
 3. The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
 4. During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
 5. The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV. Conventional Channels

Emergency Telephone System Board Of DuPage County Policy and Procedures



- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress.
- b. Pressing the Emergency Button on a conventional channel:
 1. Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.
 2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
 3. Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.
 4. The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.

V. Actions to be taken upon receipt of an Emergency Button activation

- a. The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established [for checking the status of a unit](#)). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.
- b. The Telecommunicator should ~~hold the air and~~ attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately [dispatch backup if the location is known, and](#) notify the Watch Commander/Shift Supervisor/Incident Commander. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.
- c. When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.
- d. All units assigned to a channel which experiences [an](#) emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. ~~If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs shall switch to the alternate frequency leaving the affected unit and PSAP on the original frequency.~~
- e. Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word "**ACCIDENTAL**" in his or her response. If the

Emergency Telephone System Board Of DuPage County Policy and Procedures



affected user does not use the word “**ACCIDENTAL**,” the Telecommunicator should assume that the emergency activation is valid and immediately dispatch backup and alert the Watch Commander/Shift Supervisor/Incident Commander ~~who will coordinate the response to the distress call~~. If the user provides a response which in any way indicates that the signal was “**ACCIDENTAL**,” (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.

- f. If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user’s alarm activation and request that any information about his or her last activity or location be relayed to the PSAP.
- g. Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.
- h. Agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.

Exigent or Active Situations:

i. Exigent or Active Situations

1. PSAP: Any of the above steps may be accelerated or skipped if the Telecommunicator immediately believes the activation is valid based on all available information. In that case, the Telecommunicator will take any actions believed necessary to assist the officer in need.
1. Agency: This policy notwithstanding, an agency’s command staff or scene commander agencies may develop their own policies regarding request accelerated or skipped steps from the above procedure based emergency activations due to local or acute factors requiring a change and will notify the PSAP/Telecommunicator of such change.
3.

In either instance, such changes will be deemed temporary to an event or situation and the agency shall rescind the changes and return to the procedural steps at the conclusion of the event or when the threat causing the change has diminished or ceased. Changes may be made to the procedure to the extent they do not conflict or nullify this policy and any such conflicts shall be addressed in the manner set forth in section I above. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

VI. Resetting the Emergency Button Activation

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Emergency Telephone System Board
Of DuPage County
Policy and Procedures



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Policy adopted: _____

[Gary Grasso](#)[Greg Schwarze](#), Chairman

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Emergency Telephone System Board
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Policy and Procedures



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