



DU PAGE COUNTY
ETSB - Policy Advisory Committee
Regular Meeting Agenda

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

Monday, June 3, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/85889401053?pwd=Fa5U0Zk0k87m2bsS3BP9v1vcRGTxbs.1>

Meeting ID: 858 8940 1053

Passcode: 895336

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. CHAIRMAN'S REMARKS - CHAIR DINA**
- 4. MEMBERS' REMARKS**
- 5. PUBLIC COMMENT**
- 6. CONSENT ITEMS**
 - 6.A.1. [24-1562](#)
DEDIR System May Maintainer Report
 - 6.A.2. [24-1560](#)
ETSB PAC Minutes - Regular Meeting - Monday, May 6, 2024
- 7. DEDIR SYSTEM PORTABLES AND MOBILES**
 - 7.A. Police**
 - 7.A.1. Encryption Update
 - 7.B. Fire**
 - 7.B.1. Radio Demonstration and Testing Update
- 8. OLD BUSINESS**
- 9. NEW BUSINESS**
- 10. ADJOURNMENT**
 - 10.A. Next Meeting: Monday, July 1 at 8:15am in Room 3-500A**



ETSB Other Action Item

421 N. COUNTY FARM
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File #: 24-1562

Agenda Date: 6/12/2024

Agenda #: 6.A.1.



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: June 3, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX 4000: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. This firmware addresses the repeat notification and allows the Hazard Zone to be fully configurable. Fire Focus XN demos have been updated with 2024.1 for testing and distributed to the first 6 fire agencies for demonstrating.
- APXNext XE Fire: XE and XN Demo radios have been distributed to the first 6 fire agencies for testing. Each agency has one week to review the radios and at the conclusion of the demo period each agency head and either the village manager or fire district president will return of form confirming the choice of radio to ETSB via Zendesk. The process is expected to take 5 weeks.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Programming – Projects

Code plug updates: There were none last month.

Code plug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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Service Tickets

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	131	103	9	4	9	2	0	9
APX Next (police)	69	40	18	13	9	1	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	19	19	2	2	0	2	0	2
APX4000	7	6	1	0	0	0	0	1
Total	226	168	19	19	18	5	0	13

STARCOM21 Scheduled Maintenance:

System Patches:

- Due to a visit by the President, the monthly Starcom patching that was supposed to occur on 5/8 and 5/9, was cancelled. Core patching will resume in the month of June.

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 9:00 AM CDT (UTC-5)
End: 6/May/2024 @ 10:00 AM CDT (UTC-5)

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 1/May/2024 @ 4:30 AM CDT (GMT -5)
End: 1/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 4:30 AM CDT (GMT -5)
End: 6/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 14/May/2024 @ 4:30 AM CDT (GMT -5)
End: 14/May/2024 @ 10:30 AM CDT (GMT -5)

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Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases:

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

STARCOM21 Unscheduled System Outages:

- There was a Service outage with Command Central Applications, including CC Admin, CC Aware, CC Evidence, CC Records, CC Community, and CC Responder. Customers may have experienced an inability to log in to Command Central Admin and any dependent applications. This incident was resolved. May 01, 2024 - 15:55 CDT. The Motorola System Manager received no reports of issues locally.

Meetings:

- May PAC meeting 5/6/24
- Fire Focus 5/13/24
- Police Radio Encryption Discussion 5/15/24
- DuPage County APXNextXN/XE demonstration 5/20/24

Training

- None for the previous month.

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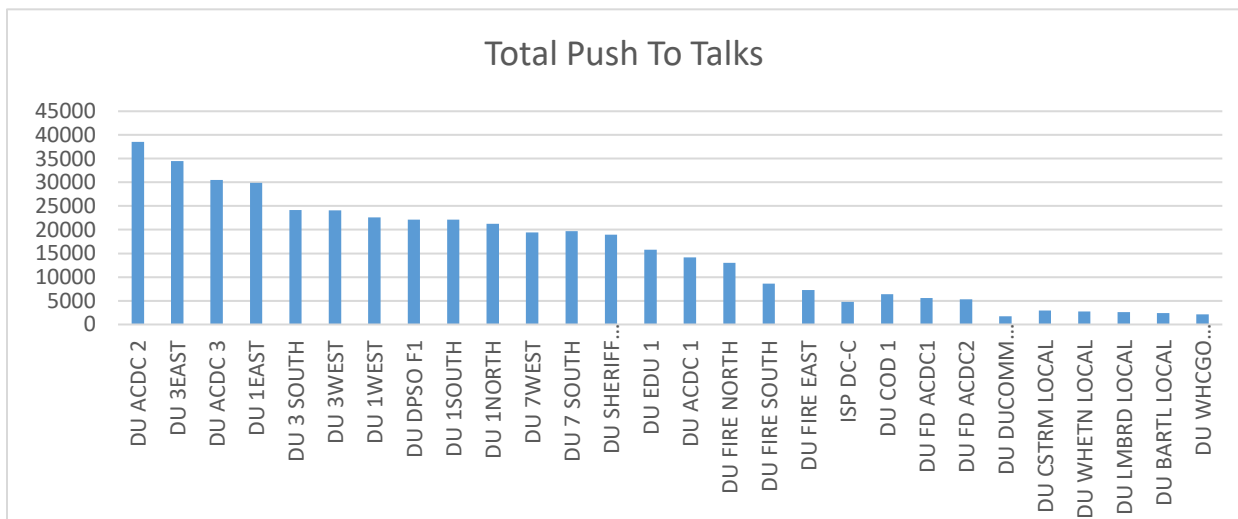
Grade of service report:

April 2024 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	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	18.68	3.18	7.22	30.00	2339.63	11430.60	4.89	0.00	0.00	0.00
1:00:00	0.00	16.77	2.85	7.55	30.00	2035.37	10261.33	5.04	0.00	0.00	0.00
2:00:00	0.00	14.32	2.43	7.97	30.00	1701.07	8763.43	5.15	0.00	0.00	0.00
3:00:00	0.00	11.57	1.97	8.43	30.00	1386.80	7082.17	5.11	0.00	0.00	0.00
4:00:00	0.00	11.88	2.02	8.38	30.00	1401.53	7272.13	5.19	0.00	0.00	0.00
5:00:00	0.00	13.13	2.23	8.17	30.00	1534.80	8036.83	5.24	0.00	0.00	0.00
6:00:00	0.00	15.27	2.60	7.80	30.00	1908.83	9345.17	4.90	0.00	0.00	0.00
7:00:00	0.00	21.35	3.63	6.77	30.00	2669.10	13064.97	4.89	0.00	0.00	0.00
8:00:00	0.00	27.51	4.68	5.72	30.00	3465.43	16835.93	4.86	0.00	0.00	0.00
9:00:00	0.00	30.94	5.26	5.14	30.00	3929.60	18932.90	4.82	0.00	0.00	0.00
10:00:00	0.00	32.32	5.49	4.91	30.00	4122.23	19779.43	4.80	0.10	2.90	29.00
11:00:00	0.00	31.10	5.29	5.11	30.00	3887.83	19035.03	4.90	0.00	0.00	0.00
12:00:00	0.00	31.24	5.31	5.09	30.00	3896.50	19119.93	4.91	0.00	0.00	0.00
13:00:00	0.00	33.23	5.65	4.75	30.00	4157.43	20338.83	4.89	0.03	0.07	2.00
14:00:00	0.01	32.29	5.49	4.91	30.00	4110.07	19759.17	4.81	0.23	1.73	7.43
15:00:00	0.00	32.49	5.52	4.88	30.00	4117.77	19881.00	4.83	0.00	0.00	0.00
16:00:00	0.00	31.85	5.41	4.99	30.00	4008.17	19492.17	4.86	0.07	1.63	24.50
17:00:00	0.00	31.93	5.43	4.97	30.00	4016.73	19544.07	4.87	0.07	3.67	55.00
18:00:00	0.00	29.89	5.08	5.32	30.00	3727.17	18295.47	4.91	0.00	0.00	0.00

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DEDIRS System Usage Report:

<i>Group Alias</i>	<i>PTT Count</i>
DU ACDC 2	38567
DU 3EAST	34492
DU ACDC 3	30488
DU 1EAST	29864
DU 3 SOUTH	24123
DU 3WEST	24065
DU 1WEST	22588
DU DPSO F1	22145
DU 1SOUTH	22134
DU 1NORTH	21272
DU 7WEST	19419
DU 7 SOUTH	19686
DU SHERIFF COURT	18946
DU EDU 1	15760
DU ACDC 1	14139
DU FIRE NORTH	12992
DU FIRE SOUTH	8632
DU FIRE EAST	7262
ISP DC-C	4754
DU COD 1	6413
DU FD ACDC1	5601
DU FD ACDC2	5280
DU DUCOMM STWD	1760
DU CSTRM LOCAL	2957
DU WHETN LOCAL	2740
DU LMBRD LOCAL	2624
DU BARTL LOCAL	2376
DU WHCGO LOCAL	2126





ETSB PAC Other Action Item

421 N. COUNTY FARM
ROAD
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File #: 24-1560

Agenda Date: 6/12/2024

Agenda #: 6.A.2.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

421 N. COUNTY FARM ROAD
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Monday, May 6, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/81440850084?pwd=YVvk4ZVU0bHc4cU9VRUo0blc0dkdZZz09>

Meeting ID: 814 4085 0084

Passcode: 838212

1. CALL TO ORDER

8:15 AM meeting was called to order by Chair Dina at 8:15 AM.

2. ROLL CALL

Attendees:

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

Matt Theusch, DuPage Emergency Telephone System Board

Gregg Taormina, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone System Board

Andy Saucedo, Motorola System Manager

Jim Connolly, Village of Addison

Nick Kottmeyer, County Board

Erik Maplethorpe, DU-COMM

Patrick Tanner, West Chicago Fire

Reid Foltyniewicz, Oak Brook PD (Remote)

Eric Fors, Hanover Park Fire (Remote)

Tom Gallahue, ILEAS (Remote)

Jeanine Krull, DU-COMM (Remote)

Jim McGreal, Downers Grove PD (Remote)

Bill Srejma, ACDC (Remote)

John Sullivan, Addison Fire (Remote)

On roll call, Members Dina, Johl, Benjamin, Burmeister, Rivas, and Selvik were present, which constituted a quorum.

PRESENT Dina, Johl, Benjamin, Burmeister, Rivas, and Selvik
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3. CHAIRMAN'S REMARKS - CHAIR DINA

Chair Dina welcomed Erik Maplethorpe of DU-COMM to the Focus Groups.

4. MEMBERS' REMARKS

There were no Members' remarks.

5. PUBLIC COMMENT

There was no public comment.

6. CONSENT ITEMS

6.A. [24-1396](#)

DEDIR System April Maintainer Report

On voice vote, all Members voted "Aye", motion carried.

Attachments: [April 2024 Motorola System Manager Report.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Pat Johl
SECONDER:	Tyler Benjamin

6.B. [24-1397](#)

ETSB PAC Minutes - Regular Meeting - Monday, April 1, 2024

On voice vote, all Members voted "Aye", motion carried.

Attachments: [2024-04-01 PAC Minutes Summary.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Michael Rivas
SECONDER:	Tyler Benjamin

7. PARENT COMMITTEE APPROVAL REQUIRED

7.A. [ETS-R-0037-24](#)

Resolution to adopt the talk group access agreement between the Emergency Telephone System Board of DuPage County and Tri-Com Central Dispatch.

Ms. Zerwin said some of the outside agencies have provided their consent to the agreement through emails. Whereas others, such as the agencies brought forward on this agenda, have agreements to be executed.

On voice vote, all Members voted "Aye", motion carried.

Attachments: [Tri-Com Talkgroup Access Agreement 5.8.24.pdf](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Michael Rivas
SECONDER:	Pat Johl

7.B. [ETS-R-0038-24](#)

Resolution to adopt the talk group access agreement between the Emergency Telephone System Board of DuPage County and Grundy County Emergency Telephone System Board.

On voice vote, all Members voted "Aye", motion carried.

Attachments: [Grundy Talkgroup Access Agreement 5.8.24 Redacted.pdf](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Pat Johl
SECONDER:	Roy Selvik

7.C. [ETS-R-0039-24](#)

Resolution to adopt the talk group access agreement between the Emergency Telephone System Board of DuPage County and the City of Elgin.

On voice vote, all Members voted "Aye", motion carried.

Attachments: [City of Elgin Talkgroup Access Agreement 5.8.24.pdf](#)

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Pat Johl
SECONDER:	Michael Rivas

8. DEDIR SYSTEM PORTABLES AND MOBILES

8.A. Police

8.A.1. Encryption Update

Member Rivas said there is an important meeting coming up on May 15 between DU-COMM and ACDC and Motorola to discuss what encryption looks like with the equipment coming in, reaffirming the naming conventions, the recommendation for which channels to encrypt and the timeline looking forward. Member Rivas provided an example of an incident when the scanner groups divulged too much pertinent information to the general public which is a serious issue and affects office safety. Member Selvik added that saturation teams, who have been following violent crews from nearby counties, have determined from observing their patterns that the crews most likely also have scanners to monitor the radio traffic. Member Rivas stressed the importance of moving to an encrypted channel as soon as possible once the logistics have been figured out.

Ms. Zerwin said in regard to the AXS consoles, the equipment is on order and is about 30 weeks out for receipt of equipment and implementation, which hinges on configuration and is part of

discussions during the upcoming meeting on May 15.

8.A.2. HB4339 Update

Chair Dina reported that House Bill 4339 has moved out of Executive Committee but has the potential to return.

8.B. Fire

Chair Dina said that the report from Motorola regarding the cutout of audio in the mobile radios was less than desirable. He said his understanding was that Motorola's recommendation was to use the mobiles but only as a single band radio which defeats the purpose of having dual band and is not an acceptable resolution to the problem. Chair Dina asked if there were any questions/comments, to which there were none. Ms. Zerwin said the distribution of the report was to the PAC and Focus Group members. She was collecting questions in response to the report to give Motorola a chance to respond. Ms. Zerwin said if that is Motorola's recommendation, that is not a solution and is not what was purchased. She said a way forward could be looking at different models or brands. Ms. Zerwin said that in a discussion with Motorola sales, they will work with DuPage in terms of the contract. She did not believe the report was Motorola's final answer, but it was disappointing.

Chair Dina said the release to the APXNext XN has been moved to May. Ms. Zerwin said the radio demo date for the XN radio would be May 21. She said the Fire Focus Group members who have been testing the XNs would be updated with the new firmware so as the demo radios are circulated through the agencies, the Focus Group members would understand the questions being asked. Ms. Zerwin said Motorola would be present to demonstrate the features of the APXNext XE and the features of the updated firmware of the APXNext XN radios. She said that in talking with the State's Attorney, it was important that Motorola do the demonstration of their features and then the Focus Group/NFPA members could speak to the features to the group. She provided the details of the location and took a poll regarding attendance to determine whether the demonstration would be a special call PAC meeting. The Police and PSAP representatives declined to attend. Vice Chair Johl said that May 21 was the first date of the Fire Chiefs' Symposium. A short discussion ensued around choosing a new date. Ms. Zerwin then provided further details of the demo and what to expect regarding a monday.com dashboard to track the schedule, how this would be an amendment to the Intergovernmental Agreement to memorialize the decision, and the equipment sign offs. Further discussion ensued around the firmware update, template changes, the next Fire Focus Group meeting, and if an agency knows they want an APXNext XE now, can they get it now, to which the answer is no because a change order to the contract would need to be executed first. There was no further discussion.

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

11.A. Next Meeting: Monday, June 3 at 8:15am in Room 3-500A

Vice Chair Johl made a motion to adjourn the meeting at 8:35am, seconded by Member Selvik.

On voice vote, motion carried.

Respectfully submitted,

Eve Kraus