



# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Final Summary

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

Monday, December 1, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/82361980170?pwd=hkdIJXgBiLLhHo4Od8TVfPqoS27NeY.1>

Meeting ID: 823 6198 0170

Passcode: 926321

#### 1. CALL TO ORDER

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

#### 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

Nick Kottmeyer, County Board Office

Marilu Hernandez, ACDC (Remote)

Jennifer Jager, Motorola (Remote)

Ben Koechling, ACDC (Remote)

Erik Maplethorpe, DU-COMM (Remote)

Bob Murr, College of DuPage (Remote)

Bret Mowery, York Center Fire (Remote)

Richard Sanborn Jr., York Center FPD (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. 25-2896

DEDIR System November Maintainer Report

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

**Attachments:** [Motorola System Manager Report November](#)

<b>RESULT:</b>	ACCEPTED AND PLACED ON FILE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Chris Clark

### 6.B. 25-2897

ETSB PAC Minutes - Regular Meeting - Monday, November 3, 2025

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

**Attachments:** [11-3-2025 PAC Minutes Summary](#)

<b>RESULT:</b>	ETSB RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Craig Jansen
<b>SECONDER:</b>	Eric Burmeister

## 7. COMMITTEE APPROVAL REQUIRED

### 7.A. 25-2898

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

Vice Chair Clark asked if this modification needed to return to the Emergency Telephone System Board. Executive Director Zerwin said it did not and added that the 14 day notification period was completed with no objections. On voice vote, all Members voted 'Aye', motion carried.

**Attachments:** [Naperville FD DEDIR System Access Modification Application Redacted](#)  
[911-005.2 Attachment Outside Agency CKR MOU Naperville FD redacted](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Chris Clark
<b>SECONDER:</b>	Tyler Benjamin

## 8. PARENT COMMITTEE APPROVAL REQUIRED

### 8.A. ETS-R-0073-25

Resolution to approve the language Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware. (PAC Recommended for Approval: 6 Aye, 0 Nay, 0 Absent).

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Vice Chair Clark, and Chair Selvik opened the item for discussion.

Executive Director Zerwin said there was a strong desire to move the policy forward and get it out to the agencies and said it would likely return for further refinement. She said the draft was originally designed for PSAPs and agency language had been added so agencies could begin testing layers to see how they worked. Executive Director Zerwin said the Police Focus Group had reviewed redline copies and language had been added to allow the PAC and the Executive Director to change the form, and the layers were moved out of the policy and into the form to allow more flexible adjustments.

Executive Director Zerwin said layer names were provided only as a baseline and said names could be changed. She said the key issues were data security, officer and firefighter safety, first line safety, and evidentiary, and she said the policy would still require State's Attorney review. Member Burmeister asked whether the Fire Focus Group had been included and said he wanted to ensure Fire had an opportunity to review. Executive Director Zerwin said the discussion started with the Police Focus Group and said Fire input would follow. She said the concept involved layer security and visibility that could differ at a Fire scene.

Vice Chair Clark asked how layers would function and whether users would have different visibility by assignment. Executive Director Zerwin said users in the system could be assigned access based on role and agencies would designate who could generate internal GPS reports. She said a recent officer involved shooting highlighted why investigators, not technical staff, should gather reports, and said Ms. Jager had demonstrated the system to a MERIT investigator who consulted the State's Attorney so that evidentiary handling stayed clean and technical staff involvement was limited.

Member Fleury said MERIT would need to update its bylaws to define who collected evidence, who stored it, and who had rights to it, and he said ASA Mark Winistorfer would need to provide language that specified access and storage, likely with the owning agency. Executive Director Zerwin said the system rolls over at one hundred days cycle. Vice Chair Clark asked if the data would be subject to FOIA. Executive Director Zerwin said it could be. Vice Chair Clark said he saw no reason it would be broadly exempt. Member Fleury said he did not think there was any protection and said union considerations and outside agency access could expose unrelated officer activity through FOIA in ways that could affect sensitive investigations. Member Benjamin said the information would not be broadly exempt and said any protection would have to come from specific exemptions that could apply to particular cases.

Chair Selvik said the discussion raised many questions and said the issue was not simple. Executive Director Zerwin said the draft was a baseline to test and said non substantive changes could be incorporated without returning to the ETS Board, but substantive changes would return. Chair Selvik said the layers were separated into an attachment and said the group should try it out and consider the State's Attorney feedback. Executive Director Zerwin said West Chicago could serve as a test case because it had all layers and said staff were also evaluating a radio upgrade that allowed more than one code plug per radio as a possible alternative to layers, though it would require users to switch profiles, and said the group would start with CommandCentral Aware and evaluate performance. Chair Selvik said he heard no objections and said the group should proceed and revisit after review.

On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

**Attachments:** [911-005.13 CommandCentral Aware draft](#)  
[911-005.13 CommandCentral Aware draft redline](#)  
[911-005.13 DEDIRS CommandCentral Aware application draft](#)

<b>RESULT:</b>	ETSB RECOMMENDED FOR APPROVAL
<b>MOVED:</b>	Eric Burmeister
<b>SECONDER:</b>	Chris Clark

## 9. DEDIR SYSTEM

### 9.A. [25-2899](#)

#### December DEDIR System Update

Executive Director Zerwin said staff were still working through internal steps with Motorola related to patching and a test first touch encryption site visit was completed with Winfield PD. She said the estimate had been ten minutes per radio but the visit took about thirty minutes including microphone removal and reinstallation. She said officers would be asked to keep microphones in their lockers to avoid sharing issues and said several logistical items were identified during the test.

Executive Director Zerwin said eleven agencies are scheduled through the end of the year, accounting for holidays, and said additional agencies would be scheduled afterward. She said agencies would not be scheduled until firmware updates were completed and a radio without updated firmware significantly increased visit time. Executive Director Zerwin said staff planned to complete two or three agencies per day depending on size and said the target was to finish by the end of January or mid February.

Executive Director Zerwin said Fire radios were deployed and said a small number of microphones had failed and were being replaced by Motorola. Vice Chair Clark asked about the microphone issue, and Member Jansen said some microphones were not functioning properly and interfered with radio operation. Executive Director Zerwin said replacements were being issued from stock to avoid delays.

Executive Director Zerwin said more than half of firmware updates were still outstanding and said a podcast and follow up update were sent to agencies explaining that firmware updates were required before scheduling. Vice Chair Clark asked whether agencies only needed to acknowledge the notice, and Executive Director Zerwin said the update had just been sent and some agencies were impacted by holiday staffing.

**Attachments:** [DEDIR System Update - 12 2025](#)

9.B. [25-2332](#)

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

Member Benjamin said there was a good discussion among directors and deputy directors and said he appreciated the work Member Burmeister put into the new draft. He said DU-COMM leadership concluded that a system policy was the wrong place for highly operational and potentially tactical procedures and said the policy should focus on how the emergency button functioned, while specific actions by officers, watch commanders, and PSAP dispatchers should remain at the local agency or PSAP level. He said this approach allowed flexibility for urgent changes directed by a chief during major or rapidly evolving events and said both he and Executive Director Robb did not believe this policy was the appropriate place for those details.

Member Jansen asked whether that meant there could be different procedures for every agency. Member Benjamin said he doubted that would occur and said DU-COMM would still influence a standard approach but needed flexibility and speed to adapt to urgent situations. Chair Selvik asked where ACDC stood. Member Burmeister said after the October 31 meeting, ACDC revised its policy to align more closely with the ETSB policy, removed coded language, and converted it to plain language, and said their policy was now largely in line with the ETSB policy.

Chair Selvik asked whether this was an ETSB policy issue or something left to individual PSAP procedures after an emergency button activation. Member Benjamin said the PSAPs were aligned and said the issue was flexibility for future urgent changes. Chair Selvik asked how differing procedures would work during task forces or saturation patrols when agencies operated on shared talkgroups. Member Benjamin said DU-COMM did not currently have different language and said the intent was not to change the overarching approach but to allow chiefs flexibility in changing circumstances. Member Burmeister said the concern was how users would know about changes. Member Benjamin said his draft required PSAPs to publish their respective policies and said the intent was not to disrupt joint operations.

Executive Director Zerwin asked how DU-COMM changed policies. Member Benjamin said overarching changes went through DU-COMM police operations committees, while urgent single-agency changes were handled immediately and revisited later. Executive Director Zerwin asked how that aligned with policy. Member Benjamin said changes lasted only as long as the urgency. Executive Director Zerwin said adding exigent circumstance language to the policy could accomplish the same flexibility and said consistency across the system was critical for officer and firefighter safety and efficiency.

She said the ETSB had authority over consistent call handling and dispatch, while post-dispatch response was operational and varied by community. She said deviation without policy authorization violated policy and said adding flexibility language would address that. She said these policies were created by representatives of PSAPs and agencies to support a shared interoperable system.

Chair Selvik said the group would be open to modifying the policy to include exigent circumstance language but said consistency in emergency button activation across the system was important. Member Benjamin asked for clarification on whether such language would negate the policy. Executive Director Zerwin said she agreed flexibility was needed and said the policy could allow temporary deviations during high risk, low frequency events in cooperation with the PSAP. She said emergency button use was a safety issue that required simple, consistent responses across the system. Member Benjamin said he was willing to revise the draft.

Member Fleury asked for clarification on how emergency buttons were currently handled. Member Burmeister explained ACDC procedures, including status checks and response if there was no reply. Member Benjamin said DU-COMM procedures were essentially the same. Member Fleury described a large-scale disturbance scenario and asked whether chiefs wanted the ability to modify responses during such events. Member Benjamin said he was considering the opposite scenario, where a chief might want immediate dispatch without status checks due to heightened risk. Chair Selvik said he understood the scenario and said such an approach might be appropriate systemwide. Member Benjamin said he would revise the language again.

**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](#)

**10. OLD BUSINESS**

There was no old business.

**11. NEW BUSINESS**

There was no new business.

**12. ADJOURNMENT**

**12.A. Next Meeting: Monday, January 5 at 2:00pm in Room 3-500A**

Member Fleury made a motion to adjourn the meeting at 8:53 am, seconded by Member Burmeister. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



## ETSB Other Action Item

421 N. COUNTY FARM  
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**File #:** 25-2896

**Agenda Date:** 12/1/2025

**Agenda #:** 6.A.

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Jennifer Jager, Motorola System Manager  
**DATE:** November 24, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APX Next XN Fire Portables: All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes. 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: The ADP to AES encryption plan discussion is ongoing. An initial plan with details was provided by Motorola Solutions to ETSB as requested. However, changes to the existing plan to duplicate talkgroups are continuing to be discussed 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 plan has now started. This site visit also includes one battery swap providing a new dated 2025 battery. One agency has been completed to date and 10 agencies have been scheduled through the end of 2025. Remaining agencies will be scheduled as fleetmaps are submitted and firmware updates to 9.40 are completed.

APX 4000 Portable: Emergency activation configuration 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 remain to be programmed. (Wheaton). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile: ETSB is working to procure an alternative to the APX8500 mobile. APX8500s will be returned to Motorola Solutions, Inc.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

**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

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Consolidations: There were none last month.

Radio Alignment: There were none last month.

### Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
<b>Total</b>	<b>279</b>	<b>279</b>

### November 1 - November 25

2025	Year to Date		Past Month						
			Totals		Categories of Tickets				
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other	
APX 7000XE	69	57	3	2	0	1	1	1	
APX Next (PD)	134	87	21	9	0	13	2	6	
APX NextXN (FD)	132	66	14	1	0	7	2	5	
APX 8500 (mobile)	17	7	2	0	0	0	0	2	
APX4000	28	16	1	0	0	1	0	0	
<b>Total</b>	<b>380</b>	<b>233</b>	<b>41</b>	<b>12</b>	<b>0</b>	<b>22</b>	<b>5</b>	<b>14</b>	

### STARCOM21 Scheduled Maintenance:

#### System Maintenance:

Thursday November 13, 2025

10:20 AM to 2:20 PM 4 Hours

Zone 1, 3 and 5:

The following will not be available:

All Data applications will not be available.

UEM	Zone Watch	SmartConnect LTE
WAVE application	CAD stream	Genesis GPS
ISSI Connection	Marvlis	CompassCom

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### System Patches:

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 11/12 and 11/13. 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, 11/13/25

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 2025.07 – Patching 11/14/25.

Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

### Command Central Patches:

Start: 19/Nov/2025 @ 8:00 AM CST (UTC -6)

End: 19/Nov/2025 @ 2:00 PM CST (UTC -6)

➤ CommandCentral DEMS

During this time, customers may experience device disconnections and gaps in Live Streaming services for a brief interval. This may also indirectly impact CommandCentral Aware and Device Management.

### SmartConnect Patches:

There were no scheduled maintenance events.

A localized outage affecting DuPage and Cook Counties was reported on Thursday November 6 at 11am where end users were reporting garbled or choppy SmartConnect audio. By Friday afternoon November 7, end users began reporting this issue resolved after power-cycling the radio. The Motorola Astro Infrastructure team found missing packets between the LMP and cloud caused the issue which has since recovered. They are continuing to investigate to see if any additional information can be identified.

### Radio Central Patches:

RadioCentral SR2025.3 release will be released at the following time: 24/Nov/2025 @ 10:00 AM EST. It provides expanded model support (\*BN models and newer), ability to schedule jobs for

the future, ability to save In-Progress templates to be finished at a later date, ability to bulk import Radio IDs for use on multiple systems, French Canadian Language support and the ability to share templates between APX NEXT H45 and H55 models.

Radio Management CPS Patches: There were none last month.

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Radio Central Migration: RadioCentral Migration was completed on 5/14/25. One radio remains that was not migrated due to pending updates.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Fire radios have been deployed on firmware R09.40 which was released June 2025. Most Police radios are running R06.04 firmware. An overview list of new features and fixes in this update was provided at the PAC meeting. The Police radios have been sent a firmware update to R09.40 and have been requested to confirm all units are upgraded prior to the first touch encryption visit. The System Manager will provide an updated list of units pending the upgrade prior to the scheduled calendar visit.

**STARCOM21 Unscheduled System Outages:**

There were none last month.

**Meetings:**

PAC meeting Monday November 3  
Police Focus Friday November 21

**Training:** None

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Grade of service report:

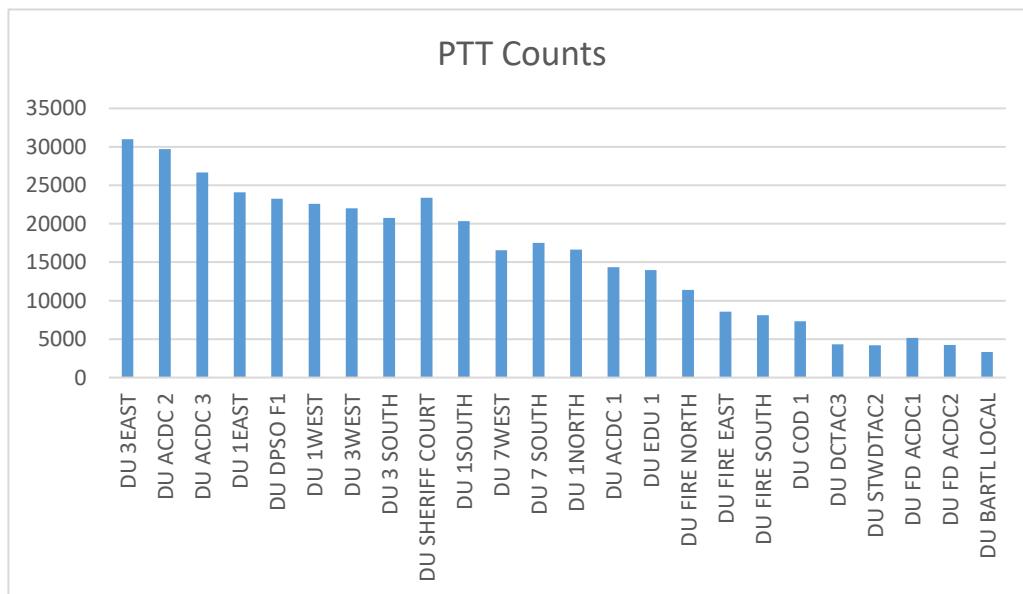
October 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	19.03	3.24	7.16	31.00	2336.32	11647.45	4.99	0.00	0.00	0.00
1:00:00	0.00	16.08	2.73	7.67	31.00	1956.26	9842.84	5.03	0.00	0.00	0.00
2:00:00	0.00	13.67	2.32	8.08	31.00	1573.58	8366.32	5.32	0.00	0.00	0.00
3:00:00	0.00	11.62	1.98	8.42	31.00	1337.84	7113.71	5.32	0.00	0.00	0.00
4:00:00	0.00	11.77	2.00	8.40	31.00	1318.39	7202.29	5.46	0.00	0.00	0.00
5:00:00	0.00	12.47	2.12	8.28	31.00	1430.94	7630.13	5.33	0.00	0.00	0.00
6:00:00	0.00	14.73	2.50	7.90	31.00	1716.23	9012.61	5.25	0.00	0.00	0.00
7:00:00	0.02	22.82	3.88	6.52	31.00	2698.48	13967.16	5.18	0.42	1.74	4.15
8:00:00	0.01	30.14	5.12	5.28	31.00	3565.16	18447.84	5.17	0.19	0.42	2.17
9:00:00	0.00	33.17	5.64	4.76	31.00	4014.77	20300.13	5.06	0.03	1.29	40.00
10:00:00	0.00	34.45	5.86	4.54	31.00	4137.52	21084.10	5.10	0.10	0.55	5.67
11:00:00	0.00	32.43	5.51	4.89	31.00	3926.77	19847.55	5.05	0.00	0.00	0.00
12:00:00	0.00	32.81	5.58	4.82	31.00	3893.42	20076.68	5.16	0.03	9.71	301.00
13:00:00	0.00	34.11	5.80	4.60	31.00	4066.71	20872.90	5.13	0.03	1.29	40.00
14:00:00	0.00	33.17	5.64	4.76	31.00	4038.48	20301.77	5.03	0.00	0.00	0.00
15:00:00	0.00	33.32	5.66	4.74	31.00	4064.39	20392.68	5.02	0.00	0.00	0.00
16:00:00	0.00	32.53	5.53	4.87	31.00	3972.77	19907.90	5.01	0.00	0.00	0.00
17:00:00	0.00	31.70	5.39	5.01	31.00	3819.61	19400.58	5.08	0.00	0.00	0.00
18:00:00	0.00	30.20	5.13	5.27	31.00	3595.06	18483.13	5.14	0.00	0.00	0.00
19:00:00	0.00	28.04	4.77	5.63	31.00	3360.84	17158.71	5.11	0.00	0.00	0.00
20:00:00	0.00	28.42	4.83	5.57	31.00	3479.90	17390.35	5.00	0.00	0.00	0.00
21:00:00	0.00	26.18	4.45	5.95	31.00	3225.03	16023.23	4.97	0.00	0.00	0.00
22:00:00	0.00	24.25	4.12	6.28	31.00	3031.19	14839.94	4.90	0.00	0.00	0.00
23:00:00	0.00	21.61	3.67	6.73	31.00	2687.74	13223.84	4.92	0.00	0.00	0.00



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October 27 – November 24, 2025

<b>Group Alias</b>	<b>PTT Count</b>
DU 3EAST	31004
DU ACDC 2	29717
DU ACDC 3	26648
DU 1EAST	24095
DU DPSO F1	23249
DU 1WEST	22592
DU 3WEST	21999
DU 3 SOUTH	20762
DU SHERIFF COURT	23361
DU 1SOUTH	20326
DU 7WEST	16558
DU 7 SOUTH	17507
DU 1NORTH	16629
DU ACDC 1	14350
DU EDU 1	13969
DU FIRE NORTH	11380
DU FIRE EAST	8565
DU FIRE SOUTH	8101
DU COD 1	7315
DU DCTAC3	4318
DU STWDTAC2	4181
DU FD ACDC1	5143
DU FD ACDC2	4229
DU BARTL LOCAL	3305





## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
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[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2897

**Agenda Date:** 12/1/2025

**Agenda #:** 6.C.1.

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# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Draft Summary

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

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Monday, November 3, 2025

8:15 AM

Room 3500A

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/85666096804?pwd=fsE69v6cj5xqwqSbgVlbH0ArsrsTNY.1>

Meeting ID: 856 6609 6804

Passcode: 978502

#### 1. CALL TO ORDER

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

#### 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  
Jim Connolly, Village of Addison (Remote)  
Lou Hayes Jr., Hinsdale PD (Remote)  
Marilu Hernandez, ACDC (Remote)  
Jennifer Jager, Motorola (Remote)  
Nick Kottmeyer, County Board Office  
Erik Maplethorpe, DU-COMM (Remote)  
James McGreal, Downers Grove PD (Remote)  
John Nebl, OHSEM (Remote)  
Michael Walker, Itasca PD (Remote)

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

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

#### 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. 25-2639

#### DEDIR System October Maintainer Report

Executive Director Zerwin said the maintainer report included information about an upcoming firmware release and said that Radio System Manager Jennifer Jager was available to review the updates before police encryption work began. She said fire still had a few items to update and said they hoped to release the firmware beforehand. Ms. Jager said the plan was to move from 6.04 firmware to 9.40 and the update included fixes for rare errors listed at the top of the document that a few users had reported and opened tickets.

Ms. Jager said the new features included the impact zone cloning tool, which was important for fire because it sped up deployment of changes, and said it required the front panel programming option. She said a new APX trunking affiliation tone was available and said it could be enabled through the quick flip if desired. Ms. Jager said the update added location format enhancements so the device could show coordinates, and there was an adjustable power level feature mainly for marine use. She said multiple code plug programming was a major addition, allowing up to ten code plugs that users could switch between if the feature was purchased.

Ms. Jager said device based login was now an option but said it would only identify the radio and not the user. She said the number of available voice announcements increased to more than 2,000, and an application session lock feature would require a pin to reenter certain apps after inactivity. She said several parity features were also added from APX standard radios. She said the next release, numbered 3703, would change the version format to match APX standards and said it would support a new video speaker mic with an integrated camera.

Executive Director Zerwin said some of the features would be reviewed through the focus groups. She said a Motorola change order was coming and said the multiple code plug feature might help with issues raised by Member Fleury, so they would consider including that cost in the change order and that a printed list of the update information would be provided and added to the minutes.

**Attachments:** [Motorola System Manager Report October](#)

<b>RESULT:</b>	ACCEPTED AND PLACED ON FILE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Chris Clark

6.B. [25-2640](#)

ETSB PAC Minutes - Regular Meeting - Monday, October 6, 2025

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

Attachments: [10-6-2025 PAC Minutes Summary](#)

**RESULT:** ETSB RECOMMENDED FOR APPROVAL

**MOVER:** Chris Clark

**SECONDER:** Eric Burmeister

## 7. COMMITTEE APPROVAL REQUIRED

7.A. [25-2619](#)

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

Executive Director Zerwin said that the motion would be pending the 14 day notification period which would conclude on November 5. On voice vote, all Members voted 'Aye', motion carried.

Attachments: [Metra PD DEDIR System Access Modification](#)

[Application Redacted](#)

[911-005.2 Attachment Outside Agency CKR MOU Metra](#)

[PD Redacted](#)

**RESULT:** APPROVED

**MOVER:** Colin Fleury

**SECONDER:** Eric Burmeister

## 8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [ETS-R-0061-25](#)

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) and Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups as requested by the Wayne Police Department. PAC Recommended for Approval: 4 Aye, 0 Nay, 2 Absent.

Member Fleury made a motion to recommend approval to the ETS Board, seconded by Vice Chair Clark. Chair Selvik opened the item for discussion.

Executive Director Zerwin said that the motion also would be pending the 14 day notification period which would conclude on November 5. She said that because these were MERIT applications, Chief McLean, who was in charge of MERIT, had been the sponsor for these items and said this allowed several steps to be handled at once. She said

he had already signed off on anything that was MERIT related.

On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

**Attachments:** [Wayne PD DEDIR System Access New Application Redacted](#)  
[911-005.2 Attachment Outside Agency CKR MOU Wayne PD Redacted](#)

**RESULT:** ETSB RECOMMENDED FOR APPROVAL

**MOVER:** Colin Fleury

**SECONDER:** Chris Clark

8.B. [25-2642](#)

2026 Meeting Calendar - Policy Advisory Committee

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Member Fleury.

Chair Selvik said the meeting time would be adjusted and the committee would meet at 2:00 pm on Mondays instead of 8:15 am. He confirmed that the change worked for everyone. Executive Director Zerwin said the calendar had one adjustment on September 14 because of Labor Day.

On voice vote, all Members voted 'Aye' to recommend approval to the ETS Board, motion carried.

**Attachments:** [PAC Meeting Schedule 2026](#)

**RESULT:** ETSB RECOMMENDED FOR APPROVAL

**MOVER:** Eric Burmeister

**SECONDER:** Colin Fleury

## 9. DEDIR SYSTEM

9.A. [25-2641](#)

November DEDIR System Update

Executive Director Zerwin said things were moving along with encryption. She said although the information was supposed to be released later an email would go out at the end of the meeting with the podcast notes, because of a freeze on any changes for November 15. She said Mr. Gonzalez would also send a calendar invite to everyone on the DEDIR System podcast list to remind them that the cutoff for changes would be November 15. Executive Director Zerwin said Mr. Otalvaro and Ms. Jager would work on code plug changes and updates, and a schedule had been developed for the physical touches, which Motorola calls the first touch for the encryption keys. She said they hoped to begin during the first week of December.

Executive Director Zerwin said ETSB staff would reach out to agencies with information

about what would be needed from them. She said the podcast included a detailed list explaining that all equipment needed to be available on the day of the visit. She said one police battery would be swapped during the visit and staff would verify whether agencies had completed the firmware update. She added that any remaining APX7000 equipment would be collected.

Executive Director Zerwin said Motorola was reviewing the method used by Northwest Central because it might provide a cleaner and easier way to complete encryption if the patched method worked. She said this would require shifting code plugs so that the encrypted talkgroup would appear in the same area as the user select channels. She said this would prevent the problems that occurred during the fire cutover. She said that once everything was finalized, staff would begin talking to adjacent agency partners so they could prepare and understand how the rollout would be structured. She said things were moving along.

Executive Director Zerwin said chief Brill from Wheaton fire had noticed a low range on some talk groups and said staff were checking it. She said it appeared to be something that came from a copied code plug and said it did not seem to be system wide. Vice Chair Clark said he believed it only applied to the first two zones and said that was why the air programming was helpful. Executive Director Zerwin said that with the number of talk groups in the DEDIR System and the number of code plugs created, it was difficult to catch everything, so a few more issues might appear as users continued to use the radios. She said the fire deployment had been going well overall and said users would have the chance to review things and provide feedback to the focus group about any other changes that might be needed. She said the last radio was delivered on the twenty forth.

Executive Director Zerwin said the ETSB staff divided themselves into teams and went out together to assist the fire agencies as quickly as possible and said she appreciated her staff for their work. She said it had been enjoyable to visit the fire stations and see their operations. Executive Director Zerwin said that was the current status of the encryption project and said they hoped to have everything ready during the first quarter of the 2026.

**Attachments:** [DEDIR System Update - 11 2025](#)

9.B. [25-2332](#)

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

Member Burmeister said the directors and deputy directors from both PSAPs met on Friday and said the work was still in progress but moving in the right direction. He said they hoped to have it finished by the next meeting. Executive Director Zerwin said the discussion went well and said red line suggestions on the language were provided.

**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](#)

#### 9.C. Discussion of CommandCentral Aware Access Policy

Executive Director Zerwin said the main issue was determining how chiefs wanted to manage access to Command Central Aware and said the ability to use different code plugs might solve concerns about who could see location information for investigators, command staff, and SWAT teams. She said separate code plugs could allow different levels of visibility and said agencies would need to update their forms once a plan was set. She said discussions with Schaumburg showed both benefits and challenges because chiefs had different comfort levels with sharing location data.

Chair Clark said they spoke with Schaumburg's Real Time Information Center and said policy examples showed how access could be regulated. He said agencies across the county had raised similar questions and said opinions would vary, with some chiefs supporting access and others not wanting certain units visible. He said the code plug approach might help and said a Police Focus Group could review options before anything was sent to the chiefs.

Executive Director Zerwin said they needed a baseline before surveying agencies and said the current Command Central Aware Policy was written for PSAPs and now needed expansion to address chiefs, commanders, and Real Time Information Centers. Member Fleury said the new update would allow generic logins that could help protect sensitive investigations.

Executive Director Zerwin said generic emails created risks in Real Time Information Centers and said radio GPS would still be visible unless controlled through a code plug. She said she hoped code plugs would be the solution because managing email access created difficulties. Chair Selvik said they would start with a police focus group to look at options, and Executive Director Zerwin said many details still needed review.

#### 10. OLD BUSINESS

There was no old business.

#### 11. NEW BUSINESS

There was no new business.

#### 12. ADJOURNMENT

##### 12.A. Next Meeting: Monday, December 1st at 8:15am in Room 3-500A

Vice Chair Clark made a motion to adjourn the meeting at 8:38 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2898

**Agenda Date:** 12/1/2025

**Agenda #:** 7.A.

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## DuPage ETSB DEDIR System Access Application

### AGENCY INFORMATION

Type of Application:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Modification
NAME OF AGENCY:	Naperville Fire Department
POINT OF CONTACT:	Daniel Smith - Deputy Chief
BUSINESS ADDRESS	1380 Aurora Ave, Naperville, IL 60540
EMAIL ADDRESS:	smithd@naperville.il.us
BUSINESS TELEPHONE:	(630) 305-5902
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:	175
The total number of radios which will be affiliated during any daily operational shift is:	175
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 APX8500 and APT-Next
The Applicant is requesting use of:	
<input type="checkbox"/> InterOp Groups 1-8	<input type="checkbox"/> DUCALL (Hailing Channel for ACDC Agencies only)
<input type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc. )	

#### Committee/ETSB Board Review Process Checklist:

Applicant has submitted proper paperwork	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vendor Technical Review of Application Complete	
14 Day Notice to Members is complete	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on Committee Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of Committee: Ayes_____ Opposed_____ Abstain_____ Absent_____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on ETSB Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of ETSB Board: Ayes_____ Opposed_____ Abstain_____ Absent_____ Resolution No:	Approved <input type="checkbox"/> Yes <input type="checkbox"/> No

# Emergency Telephone System Board of DuPage County



This Memorandum of Understanding (MOU) is an agreement between the Emergency Telephone System Board of DuPage County (DuPage ETSB) and the **Naperville Fire Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a need to know the below-listed information. Agency understands that this document is not public information and should not be disclosed pursuant 5 ILCS 140/7(d)(6) and (v) as well as 20 ILCS 2615/1 and 12.

DuPage ETSB Talk Group	TG Decimal ID	TG Hex ID	CKR	Agency Talk Group	Number of Channels	Number of Keys	TG Decimal ID	TG Hex ID	CKR	Questions
DU DUP CALL				NVFD FG1						
DU DUNOP 1				NVFD 1						
DU DUNOP 2										
DU DUNOP 3										
DU DUNOP 4										
DU DUNOP 5										
DU DUNOP 6										
DU DUNOP 7										
DU DUNOP 8										
DU WHETN LCL										
DU WARVL LCL										
DU LISLE LCL										
DU WOODR LCL										
DU DARIN LCL										
DU WCHGO LCL										
DU DWGRV LCL										
DU WESTM LCL										
DU LMBRD LCL										
DU YRKC LCL										
DU FD 1										
DU FD NORTH										
DU FD SOUTH										
DU FD EAST										
DU FD OPS 11										
DU FD OPS 12										
DU FD OPS E1										
DU FD OPS E2										
DU FD OPS E3										
DU FD OPS N1										
DU FD OPS N2										
DU FD OPS N3										
DU FD OPS S1										
DU FD OPS S2										
DU FD OPS S3										
DU COWD FD										
DU DC STWD										
DU FD STWD 1										

**Point of Contact:**

Mark Puknaitis

Daniel Smith

**Method of Contact:**

puknaitism@naperville.il.us

smithd@naperville.il.us

This consent is granted on \_\_\_\_\_, and shall remain in effect until withdrawn by either party.

[Date]

DuPage ETSB Representative

Name: \_\_\_\_\_ Linda Zerwin \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Agency Representative

Name: \_\_\_\_\_ Daniel Smith \_\_\_\_\_

Signature: \_\_\_\_\_

Date: 7/14/2025



## ETSB PAC Resolution

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** ETS-R-0073-25

**Agenda Date:** 12/10/2025

**Agenda #:** 7.D.3.

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### RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-005.13: DUPAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) COMMAND CENTRAL AWARE

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, DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 missions and operations; and

WHEREAS, DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware 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 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware for the purpose of providing guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Command Central Aware be, and it is hereby adopted.

Enacted and approved this 10th day of December, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13

Previous Policy(s): new

Effective Date: February 14, 2024

Revised: December 10, 2025

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

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### 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.

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### 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 whitelisted 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.

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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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 layer options as detailed on page 2 of the application.

### 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. 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.

### 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.

### 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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

## 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 3(a) and (b): Those persons falling under Section 3(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.

Section 3(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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13

Previous Policy(s): new

Effective Date: February 14, 2024

Revised: December 10, 2025

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## 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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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

DRAFT

# DuPage ETSB DEDIR System CommandCentral Aware Access Application

<b>AGENCY INFORMATION</b>		<b>Type of Application:</b>	<input type="checkbox"/> Initial	<input type="checkbox"/> Modification		
<b>DATE:</b>						
<b>NAME OF AGENCY:</b>						
<b>POINT OF CONTACT:</b>						
<b>BUSINESS ADDRESS:</b>						
<b>EMAIL ADDRESS:</b>						
<b>MOBILE TELEPHONE:</b>						
<b>APPLICATION INFORMATION</b>						
<b>Please complete the following information</b>				<b>NO</b>	<b>YES</b>	
The Applicant is a DEDIR System member.						
If not, the Applicant has completed the user access form for DEDIR System Agencies access.						
The Applicant has received DEDIRS Policy 911-005.13: <i>CommandCentral Aware</i> and all users under this application have read and will comply with the policy.						
<b>APPLICATION CHECKLIST</b>						
Note: The application cannot be approved by ETSB without the required documents listed below						
<b>The Applicant has provided the following as part of this application:</b>				<b>YES</b>		
A list of email addresses for employees that will have access to CommandCentral Aware						
An excel list of all radio IDs/Aliases and what CommandCentral Aware layer the radio IDs/Aliases will be assigned						
<b>Visibility Designations</b>				<b>N/A</b>	<b>NO</b>	<b>YES</b>
Opt Out - CommandCentral Aware GPS Sharing						
Agency On Duty Layer						
On Duty Layer-Shared						
Investigations						
Task Force						
Special Duty – Police						
<b>Approvals</b>			<b>ABSENT</b>	<b>ABSTAIN</b>	<b>NO</b>	<b>YES</b>
Policy Advisory Committee (provide vote count)						

I am submitting this application on behalf of my organization and the users represented herein. I certify that I am authorized to act on behalf of my organization for this application and that the information provided is correct to the best of my knowledge.

I understand that my Agency must submit a Zendesk ticket within 24 hours of a device using CommandCentral Aware being lost/stolen or the employee using CommandCentral Aware being separated to protect the security of the DEDIR System.

Date: \_\_\_\_\_

\_\_\_\_\_  
Applicant Point of Contact Signature

# DuPage ETSB DEDIR System CommandCentral Aware Access Application

## Layer Options:

- 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.



## Informational

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2899

**Agenda Date:** 12/1/2025

**Agenda #:** 9.A.

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# Emergency Telephone System Board Of DuPage County

## DuPage Emergency Dispatch Interoperable Radio System Update

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December 1, 2025 Report

### **Firmware Update:**

At the end of this update is a list of Police agencies that still need to do the firmware update. There are roughly 430 as of November 21.

### **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.

### **Encryption:**

A schedule for police agency first touch for encryption will be posted on Monday.com. For 2026, agencies will not be scheduled unless they have submitted their Fleetmap and completed their firmware update for all of their radios. See attached list of radios that still need to be updated. There are 430 that still need updating as of Friday, November 21.

Eleven agencies have been scheduled for encryption first touch through the end of the year. Winfield Police was the first test agency. The estimated time was 10 minutes per device. It was less and the 15 radios assigned to Winfield were completed in 30 minutes. This includes removing and reinstalling the mics and one firmware update. The firmware updates took several minutes. So, agencies will not be scheduled until the firmware update is complete.

At the back of this report is a "First Touch Encryption Site Visit for Police What You Need to Know" information sheet based on what we learned at Winfield. The information sheet was distributed last week.

### 2025 Schedule:

Agency	Date	Status	Estimated Time	Actual Time
Winfield PD	November 20	Complete	1.6	.5
Downers Grove PD	December 2	Pending	6	
Addison PD	December 4	Pending	6.3	
Bartlett PD	December 8	Pending	5	
Darien PD	December 9	Pending	1.2	
Clarendon Hills PD	December 9	Pending	3	
Warrenville PD	December 11	Pending	2.8	
West Chicago PD	December 11	Pending	4.2	
Lombard PD	December 16	Pending	5.8	
Roselle PD	December 18	Pending	3.2	

ETSB staff continues to work on the larger encryption deployment plan with Motorola.

### **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.



# Emergency Telephone System Board Of DuPage County

## DuPage Emergency Dispatch Interoperable Radio System Update

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### **Mobile Deployment:**

The initial kickoff meeting with ABeep and ETSB took place on Friday, November 21. ABeep will be working with Andres to build a task list on Monday.com.

### **CommandCentral Aware:**

This policy will be on the PAC agenda for discussion. Issues: Outside agency participation, DEDIR System intra-agency participation, visibility of investigators. The draft policy is also part of the agenda based on operational information gathered at the Police Focus Group meeting November 21.

### **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 met on November 21 to discuss encryption and operational issues surrounding CommandCentral Aware.

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

### **PAC DEDIR System Monthly Summary**

#### **Motorola Wednesday Morning Status Call – November 5, 2025**

**AXS:** Matt Downer is on site installing software updates to the AXS consoles at ACDC. As of Wednesday, he had completed the installation on 30 of the consoles and will finish the rest this week. There will also be two consoles that have advanced logging software so we can track additional details if any logout takes place. It was agreed with DU-COMM that if this test is successful, we can implement the update to the DU-COMM site beginning the first week of December. Testing will continue until that time.

**DFSI:** Jordan and Matt worked to finish the checklist items from Jim Connolly. He is reviewing the information and will report back at anything outstanding. Also, MSI is meeting with DU-COMM and Leonardo today to review the DFSI implementation for the DU-COMM site. Once that is complete, we will continue to have meetings with both parties to work towards implementation.

**Encryption:** MSI has reached out to NWCD for their plan, as Linda stated she would like a plan similar to the one that they used. Dominic Storelli reached out to them but did not have any success getting information. He is going to reach out to other members of the NWCD team as Motorola was not involved in their encryption transition and do not have access to their plans or documentation.

#### **Motorola Wednesday Morning Status Call – November 12, 2025 – no call, ETS Board meeting**

#### **Motorola Wednesday Morning Status Call - November 19, 2025**

**AXS:** The upgrade applied to all of the consoles at ACDC appears to be successful. Since the installation there have been zero logout issues. Additionally, during this time DU-COMM has not



## Emergency Telephone System Board Of DuPage County DuPage Emergency Dispatch Interoperable Radio System Update

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seen any logouts even though there have been no software updates on those positions. At this time there is a new MTN that has come out with software updates for the AXS consoles which is the same as was installed at ACDC. We will work to get this software updates at DU-COMM at the start of December once the Thanksgiving holiday has passed.

**DFSI:** Motorola staff met with DU-COMM and Leonardo two weeks ago to discuss implementation. Motorola has met internally to discuss functionality with the DU-COMM system and base stations. We are reaching out to DU-COMM to schedule another call with Leonardo to discuss additional questions about function prior to installing and testing. Call will be scheduled for early December due to Thanksgiving holiday.

**Encryption:** We have continued to reach out to NWCD but have not received any information that is useful in the implementation of encryption plan. Linda said she would reach out to them to get information so we can review it to determine ability to implement.

**Motorola Wednesday Morning Status Call - November 26, 2025 – no call because of the holiday**

**AGENCY FIRMWARE AND UPDATES PENDING LIST AS OF NOVEMBER 21, 2025**

ADDISON PD	BARTLETT PD	BLOOMINGDALE PD	BURR RIDGE PD	ELP MANDAT
ADP Arrez	BAP ALCADE	BLP Alcozer	BRP ALLEN	ELP MCNEELEY
ADP Baquero	BAP AYESH	BLP Buccieri	BRP FIRNSIN	ELP MERRELL
ADP Bauer	BAP BOS	BLP Bzdelik	BRP GARCIA	ELP OCONNOR
ADP Carney	BAP JOHNSON	BLP Donald	BRP GUTIERREZ	ELP OSTREGA
ADP Frakes	BAP SULEMANI	BLP Giammarese	BRP HARVEY	ELP PT 309
ADP Garofalo	BAP AMORE	BLP Giovenco	BRP REALMO	ELP PT 311
ADP Glomb	BAP BANSLEY	BLP Kincaid	BRP HOSTER	ELP PT 312
ADP Johnston	BAP CAMARATA	BLP Kuhn	BRP JEFFREY	ELP SCHULZE
ADP Lazic	BAP CIONKO	BLP Lemezis	BRP LESNIAK	ELP TORZA
ADP Manton	BAP CONWAY	BLP Machek	BRP LOFTUS	ELP VASQUEZ
ADP Olejarz	BAP DRAZBA	BLP Mason	BRP MARTINEZ	ELP WEBB
ADP Pope	BAP FLEURY	BLP Redic	BRP MCKNABB	ELP WESTERING
ADP Prafke	BAP FUCHS	BLP Reyes	BRP MONDALA	ELP WILLIAMS
ADP Sobanski	BAP GARCIA	BLP Saavedra	BRP OKELLY	ELP YELDA
ADP Toledo	BAP GRAY	BLP Schuett	BRP OVERTON	ELPSKOLOZYNSKI
ADP Ferrici	BAP HERRERA	BLP Jalbrzykows	BRP PEREZ	
ADP Hernandez	BAP KEYSER	<b>CAROL STREAM PD</b>	BRP VALENTINO	<b>GLEN ELLYN PD</b>
ADP Israel	BAP KMIECIK	CSP WILLIS	BRP WEEKS	GEP BACZA158
ADP Lebron	BAP MPEREZ	CSP ANDREVC	BRP WISCH	GEP BENDORAITI
ADPModrzejewsk	BAP SALLIS	CSP ARANDA	BRP YAQUB	GEP BOOTON10
ADPWeinbrenner	BAP SVOBODA	CSP BABOR	BRP ZUNIGA	GEP BRADBERRY
<b>BENSENVILLE PD</b>	BAP TRINGALI	CSP BACIDOR	BRPSTRAPPAZON	GEP CARIUS064
BEP CAHILL	BAP VILLARE	CSP BARNETT	<b>FOREST PRESERVE PD</b>	GEP CASAREZ126
BEP DZIEKONSKI	CSP LARSEN	CSP BARWIOLEK	FPP Capece	GEP DOWNEY72
BEP EMA	CSP M LOPEZ	CSP BLAIR	FPP Fabiani	GEP GOY162
BEP HEPPERT	CSP MCGOVRN	CSP BOGUSKI	FPP Hallett	GEP HAIRE145
BEP LAPORTE	CSP PLAKETT	CSP CCADLE	FPP Herrera	GEP JWOLLENBE
BEP LAVINE	CSP RE HIRE	CSP CHROBAK	FPP Johnson	GEP K LOMBARD
BEP LUSTRO	CSP RODRIGUEZ	CSP DUMDIE	FPP Waldo	GEP MONSON76
BEP MELONE	CSP ROE	CSP DUNTMAN	<b>ELMHURST PD</b>	GEP MONTECINOS
BEP ORTEGA	CSP S CADLE	CSP FREER	ELP ANDERSEN	GEP NORTON70
BEP PART TIME1	CSP SCRPULA	CSP HAUKE	ELP CARNEY	GEP PACYGA27
BEP PART TIME2	CSP WALKER	CSP JUSTINIANO	ELP CASEY	GEP ROBERTS142
BEP PART TIME3	CSP WILIAMS	CSP KALINOV	ELP DAVIS	GEP SALGADO
BEP PART TIME4	CSP ZAKRSKI	CSP KOELLER	ELP DOHERTY	GEP SCHMIDT45
BEP PYLYPIV		CSP KUSTRA	ELP DUFFY	GEP SHEHEE65
BEP REYNOLDS	<b>CLARENDRON HILLS PD</b>	<b>DARIEN PD</b>	ELP GRIFFIN	GEP TABLADILLO
BEP SCHULZE	CHP Dalen	DAP 300	ELP HICKNBOTTM	GEP TERRANOVA
	CHP Dziekan	DAP 306	ELP JAFFEE	GEP VAVRA79
<b>ITASCA PD</b>	CHP Leinweber	DAP 310	ELP KNEBEL	GEPRAMIREZ143
ITP Lawson	CHP Porter	DAP 328	ELP KRUPNIK	
ITP Battaglia	CHP Putna	DAP 319	ELP KUCERA	
	CHP Spelman	DAP 325	ELP KUPER	

GLENDALE HTS PD	HINSDALE PD	LOMBARD PD	OAK BROOK PD	WOOD DALE PD
DU GHP AFRAZI3	HIP 301	LOP BARYLOWI	OBP AF69	WDP Campbell
GHP AMODIO3017	HIP 307	LOP DIAZ	OBP BS62	WDP Haumann
GHP BALEY239	HIP 361	LOP DJIMENEZ	OBP BS82	WDP Knight
GHP BERNAL386	HIP H71	LOP FLORES	OBP CY70	WDP KPerez
GHP BLONDIN381	HIP H80	LOP KASHER	OBP DG108	WDP Nations
GHP CCAHILL366	HIP 317	LOP KAZEYGAR	OBP EH79	WDP Singto
GHP COX3038	HIP 319	LOP MORENO	OBP JA401	WDP Tucker
GHP FERHA3040	HIP 325	LOP STERN	OBP JD104	WDP Wolinski
GHP GUZMAN3028	<b>HANOVER PK PD</b>	<b>OAKBROOK TERR PD</b>	OBP JK94	WDP Zito
GHP HAWCO250	HPP 123	OTP 01	OBP JP96	WHP A Smith
GHP HNANDEZ392	HPP 135	OTP 16	OBP JP97	<b>WOODRIDGE PD</b>
GHP JCAHILL253	HPP 137	OTP 30	OBP JV111	WOP 102
GHP JENCA953	HPP 173	OTP 31	OBP JW114	WOP 103
GHP KOZAK380	HPP 250	OTP 40	OBP JW65	WOP 110
GHP LAUTNER390	HPP 252	<b>OSHEM</b>	OBP JZ119	WOP 113
GHP PAPPAS235	HPP 269	DU OHSEM 3	OBP KL115	WOP 124
GHP PIRTLE245	HPP 330	DU OHSEM 4	OBP KM120	WOP 128
GHP POLITES384	HPP 332	DU OHSEM 5	OBP KP113	WOP 136
GHP PUGH362	HPP 340	DU OHSEM 6	OBP LM122	WOP 137
GHP SCHON397	HPP 346	DU OHSEM 7	OBP MA88	WOP 70
GHP TOIGO513	HPP 357	DU OHSEM 8	OBP MB99	WOP 80
GHP ZAVALA3021	HPP 370	DU OHSEM 9	OBP MK47	WOP 86
GHP BASHANG3030	HPP 371	<b>ROSELLE PD</b>	OBP MM401	WOP 87
GHP CASTILL3029	HPP 381	ROP HILGER	OBP NB84	WOP 88
GHP GRZKWCZ3020	HPP 382	ROP STANISH	OBP OBP DREC1	WOP 90
GHP HANNEMAN955	HPP 387	<b>SAO</b>	OBP POLAUX2	WOP 91
GHP LESSNER3003	HPP 415	DU SAO BERNARD	OBP POLAUX4	WOP 96
GHP LOMIBAO3027	HPP 394	SAO D OLLECH	OBP PS121	WOP 99
GHP PNTECOST241	HPP 403	SAO FRENCL	OBP RD124	WOP SPARE 3
GHP PSHEEHAN950	HPP 404	SAO HUNDLEY	OBP RH107	
GHP ROSARIO3007	HPP 405	SAO MCANALLY	OBP SR302	
GHP RSHEEHAN364	HPP Unassign 3	SAO VON ALMEN	OBP TW80	
GHP SHAFFREY954	HPP Unassign 4		OBP VG117	
GHP STODDARD374	HPP Unassign 5		OBP WR116	

WESTMONT PD	WHEATON PD	WILLOWBROOK PD	WEST CHICAGO PD	WARRENVILLE PD
WSP BBroda	WHP Conway	WLP 515	WCP HUNT	WRP A MAXWELL
WSP Bennet	WHP Kolzow	WLP 516	WCP JACOBS	WRP BOREL
WSP Boyle	WHP Larson	WLP 519	WCP LEVATO	WRP COLON
WSP Broda	WHP Potter	WLP 520	WCP MCGUIRE	WRP GISMOND
WSP Byndum	WHP Spare 1	WLP 523	WCP MOOS	WRP LAW
WSP Collins	WHP Waterous	WLP 529	WCP ONEIL	WRP MACEJAK
WSP Dominguez	WHP Welsch	WLP 531	WCP REAVLEY	WRP MAXWELL
WSP Mendez	WHP Dempsey	WLP 534	WCP RICHARDS	WRP MELVIN
WSP Pacheco	WHP Schutt	WLP 536	WCP TREVINO	WRP NOWAKOW
WSP Santiago	WHP Turney	WLP 518	WCP FROMMERT	WRP WEIHOFE
WSP Thompson	WHPBelcaster	WLP 532	WCP LAPORTA	
WSP Vinci	WHPCaliendo		WCP SOLIS	
WSP Weibler	WHPGapasation		WCPMACDOUGALL	
WSPGritzenbach	WHPMohammad			
VILLA PARK PD	DU PAGE SHERIFF	SOP GARCIA	SOP MILLER	SOP TAYLOR
VPP Bastian	SOP BILODEAU	SOP GENTILE	SOP MOORE	SOP TIMM
VPP Blake	SOP ALGER	SOP GODFREY	SOP MOORE2	SOP TOERPE2
VPP Bregman	SOP ALVAREZ	SOP GRAVEL	SOP MRKVICKA	SOP UPDEGRAFF
VPP Cruz	SOP BACH	SOP GREEN	SOP MURRAY	SOP VIZEK
VPP Doyle	SOP BALON	SOP HARRISON	SOP NATYSHOK	SOP WHEELER
VPP Easton	SOP BARNISH	SOP IVES	SOP NAVRTIL	SOP ZAMORA
VPP Frakes	SOP BIBBIANO	SOP JEAN	SOP NUNEZ	SOPSCHOENENBER
VPP Grabowski	SOP BREWER	SOP KACZKWSKI	SOP PAPA	
VPP Hruby	SOP BUOY	SOP KEENAN	SOP PARKER	
VPP J Kubish	SOP BURNETT	SOP KJORDAN	SOP PARKS	
VPP McCann	SOP CANCINO	SOP KLOCKARS	SOP PRSCNWSKI	
VPP Perez	SOP CAPPY	SOP KOOPMANN	SOP PUFUNDT	
VPP Pollack	SOP CARPENTER	SOP LEBSARE1	SOP RADENKOVIC	
VPP Rivas	SOP CATALANO	SOP LEBSARE2	SOP RICHARDSON	
VPP Temesvary	SOP COTTER	SOP LEBSARE3	SOP RIMMER	
VPP Velazquez	SOP CRANE	SOP LEBSARE4	SOP ROSE	
VPP Kappos	SOP DELELIO	SOP LEBSARE5	SOP SAMONTE	
VPP Krupiczowi	SOP DICOSOLA	SOP LEE	SOP SANZERI	
VPP McMahon	SOP DOHERTY	SOP LONG	SOP SCHNDLBCK	
VPP Raitano	SOP DUHIG	SOP LOOSLI	SOP SCHULTZ	
VPP Raymond	SOP E CHAVEZ	SOP MANSOUR	SOP SHABAZ	
VPP Silva	SOP FARLEY	SOP MCCARTHY	SOP SIDDIQUI	
VPP Strockis	SOP FAVELA	SOP MENDRICK	SOP SWANSON2	
	SOP FOX	SOP MERIT 2	SOP SZELUGA	
	SOP FRANCO	SOP MERIT 4	SOP SZYBKOWSKI	

**FIRE AGENCY UPDATE**

ADDISON FPD	BLOOMINGDALE FPD	ELMHURST FD	GLENDALE FPD	DUGSF M 58 DRV
DUADF B73A	DUBLF C21 C	DUELF CHIEF 1A	DUGSF BC 58	DUGSF M 59 ATT
DUADF B74A	DUBLF DIVE22A	DUELF ENG 1S	DUGSF BC58 DRV	DUGSF M 59 DRV
DUADF D72A	DUBLF E20 CON	DUELF ENG 3A	DUGSF CHF 58	DUGSF N 58 CON
DUADF E71C	DUBLF E20 CON2	DUELF TWR 1A	DUGSF CHF58 DV	DUGSF N 58 DRV
DUADF E73C	DUBLF E20 DRI	DUELF TWR 1B	DUGSF DC 58	DUGSF N 58 NOZ
DUADF HERION	DUBLF E20 NOZ	<b>GLEN ELLYN VFC</b>	DUGSF DC58 DRV	DUGSF UTIL 58
DUADF L72C	DUBLF E20 OFF	DUGE F61A	DUGSF E 58 CON	<b>ITASCA FPD</b>
DUADF R71C	DUBLF E23 CON	DUGE F63A	DUGSF E 58 DRV	DUITF B67B
DUADF R73C	DUBLF E23CON2	DUGE F63B	DUGSF E 58 NOZ	DUITF C66A
<b>BARTLET FPD</b>	DUBLF M22 ATT	DUGE F63C	DUGSF E 59 CON	DUITF E66C
DUBAF CARR	DUBLF M22 DRI	DUGE F62A	DUGSF E 59 DRV	DUITF T66B
<b>BENSENVILLE FPD</b>	DUBLF N21 OFF	DUGE F62B	DUGSF E 59 NOZ	DUITF U66A
DUBEF HALVERSN	DUBLF T23 DRI	DUGE F06A	DUGSF E58OFC A	
<b>CAROL STREAM FPD</b>	DUBLF T23 OFF	DUGE F62A	DUGSF E58OFC D	
DUCSF CSF 68	DUBLF T23 OV	DUGE F62B	DUGSF E59 OFCD	
<b>DOWNER GROVE FD</b>	DUBLF T23 SRC	DUGE F62D	DUGSF E59OFC A	
DUDGF DEP104 B	DUBLF TEMS 21B	DUGE F62A	DUGSF HAZMT 58	
DUDGF STAT 102	DUBLF UTV 2		DUGSF M 58 ATT	
LOMBARD FD	LISLE-WOODRIDGE FPD	OAKBROOK TERR FPD	ROSELLE FD	WESTMONT FD
DULOF BAT 44A	DULWF CHF50	DUOTF 49-13	DUROF 64 AUX 6	DUWSF CHF183
DULOF JOHNSON	DULWF DC50 B	DUOTF 49-14	DUROF 64 AUX 9	DUWSF ENG 181A
DULOF LOGSDON	DULWF DC51	DUOTF 49-15	DUROF F65 EMS	DUWSF ENG 181B
DULOF MARKSCHT	DULWF E52 FFB	DUOTF 49-16	<b>TRI-STATE FPD</b>	DUWSF ENG 181C
DULOF NEWHIRE2	DULWF E54 FFB	DUOTF 49-19	DUTSF DR M125D	DUWSF ENG 181D
DULOF NEWPOS1	DULWF F57 OFF	DUOTF 49-20	DUTSF FF E124B	DUWSF ENG 182C
DULOF NEWPOS2	DULWF INSP 51	DUOTF 49-22	DUTSF FF E124C	DUWSF MED 181A
DULOF NEWPOS3	DULWF J51 FF	<b>PLEASANTVIEW FPD</b>	DUTSF LT E 121	DUWSF MED 181D
DULOF NEWPOS4	DULWF L51 DRV	DUPLF BC 151A	DUTSF MED 125A	DUWSF SQD 183B
DULOF NEWPOS5	DULWF L51 FFA	DUPLF CHF 150A		
	DULWF L51 OFC	DUPLF ENG 153A	<b>VILLA PK FD</b>	<b>WEST CHICAGO FPD</b>
	DULWF M54 ATT	DUPLF ENG152D	DUVPF CHF 81	DUWCF U6 DRVR
	DULWF M54 DRV	DUPLF ENG153B	DUVPF E 80DR	DUWCF U7 DRVR
	DULWF S53 FFB		DUVPF E 80JS1	

WARRENVILLE FPD	WOOD DALE FPD	WINFIELD FPD	YORK CENTER FPD
DUWRF AC11A	DUWDF D68D	DUWFF E32	DUYCF A CH 77
DUWRF AC12A	DUWDF M70A	DUWFF E32C	DUYCF CAR F78
DUWRF BAT11B	DUWDF M70D	DUWFF E32D	DUYCF CHIEF 77
DUWRF CHIEF11A	DUWDF N68B	DUWFF E32N	DUYCF F77
DUWRF CHIEF11B	DUWDF N68C	DUWFF G31	
DUWRF DIVE11A	DUWDF U70A	DUWFF G31C	
DUWRF DIVE11B	DUWDF U70D	DUWFF G31D	
DUWRF ENG12DRV		DUWFF G31N	
DUWRF ENG12FFA		DUWFF M32	
DUWRF ENG12FFB		DUWFF M32D	
DUWRF ENG12OFC		DUWFF M33	
DUWRF ENG13DRV		DUWFF M33A	
DUWRF ENG13OFC		DUWFF N31	
DUWRF TWR11DRV		DUWFF N31C	
DUWRF TWR11FFA		DUWFF N31D	
DUWRF TWR11FFB		DUWFF N31N	
DUWRF TWR11FFC		DUWFF U31	
DUWRF TWR11OFC		DUWFF U31D	
		DUWFF V31C	
		DUWFF V31D	
		DUWFF V31N	



## Discussion

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2332

**Agenda Date:** 10/6/2025

**Agenda #:** 8.A.

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# 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

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## DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button

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Purpose:

The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIRS requirements for use and access of DEDIRS 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

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 DEDIRS for non-member agencies.

Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) within the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAPs, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

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### 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 or managed through the authorized PSAPs. 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, the establishment of standardized operating procedures and acceptable 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.

## II. Emergency Button

DEDIRS utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIRS portable radios. The objective is the proper use of the emergency button as well as a uniform course of action by both DuPage County PSAPs and all field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those conventional 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

The emergency button is used:

- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic, during times when verbalization may jeopardize the members safety, or when vital urgent situations arise e.g. MAYDAY.

Pressing the Emergency Button on a STARCOM21 Talk group:

- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100, or ADP01) and the talk group name on the radio consoles.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- Specific functionality will be covered in training material provided to each agency's subject matter expert.

## IV. Conventional Channels

The emergency button is used:

- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:

- 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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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

- 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.
- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- Specific functionality will be covered in training material provided to each agency's subject matter expert.

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

- 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). 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.
- 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 notify the Watch Commander/Shift Supervisor/Incident Commander, including the last know location or GPS data of last location. 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.
- 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.
- All units assigned to a channel which experience 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 may be switched to the alternate frequency leaving the affected unit and PSAP on the original frequency.
- 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 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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



- 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. The Telecommunicator and Shift Supervisor will utilize all other electronic methods to locate this member's location including but not limited to, radio GPS data, in-car data or CAD data.
- 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.
- All 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.

## VI. Resetting the Emergency Button Activation

After activation of the emergency button on the APX 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: November 9, 2022

 Greg Schwarze, Chairman

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 DEDIRS 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@dupageco.org](mailto:ETSB911@dupageco.org) the main DuPage ETSB email.

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIRS 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, January 5, 2026

## DuPage Emergency Dispatch Interoperable ~~Subscriber Unit~~Radio System (DEDIR System) Use of Emergency Button

### Purpose:

The purpose of this policy is to ensure compliance with State of Illinois ~~STARCOMM~~STARCOM21 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)~~

~~QEX-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~~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.

# 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 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 will 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

DEDIRSDEDIR 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

The emergency button is used:

- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic.

Pressing the Emergency Button on a STARCOM21 Talk group:

- 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.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- 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



The emergency button is used:

- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:

- 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.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- 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.
- 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

- 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.
- 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.
- 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.
- 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.~~
- 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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

- 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.
- 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.
- 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.
- 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.
- This policy notwithstanding, aAgencies may develop their own policies regarding emergency activations due to local or acute factors requiring a change 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.

## 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: \_\_\_\_\_

Gary GrasseGreg Schwarze, Chairman

# 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.erggov](mailto:ETSB911@dupagecounty.erggov) 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, January 5, 2026

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

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### 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.

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### 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 shall 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 will 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

The emergency button is used:

- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic.

Pressing the Emergency Button on a STARCOM21 Talk group:

- 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.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

## IV. Conventional Channels

The emergency button is used:

- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:

- 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.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



- 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.
- 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

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



- 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.
- 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.
- Agencies may develop their own policies regarding emergency activations due to local or acute factors requiring a change 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.

## 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](mailto: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