



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Regular Meeting Agenda

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

Monday, March 3, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/84703028809?pwd=xTSdjwdGnkLubAVpPFkpWzYDpIanim.1>

Meeting ID: 847 0302 8809

Passcode: 116480

1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENT
4. CHAIR'S REMARKS - CHAIR SELVIK
5. MEMBERS' REMARKS
6. CONSENT ITEMS
 - 6.A. [25-0626](#)
DEDIR System February Maintainer Report
 - 6.B. [25-0625](#)
ETSB PAC Minutes - Regular Meeting - Monday, February 3, 2025
7. DEDIR SYSTEM
 - 7.A. [25-0657](#)
March DEDIR System Update
 - 7.B. [25-0658](#)
Instructions APXNext Fire Radio Programming Agency Sign Off
 - 7.C. [25-0659](#)
APXNext Fire Radio Programming Agency Sign Off Memo 25-0427
 - 7.D. [25-0660](#)
CommandCentral Information January 2025
 - 7.E. AXS Console Update

8. OLD BUSINESS

9. NEW BUSINESS

10. ADJOURNMENT

10.A. Next Meeting: Monday, April 7 at 8:15am in Room 3-500A



ETSB Other Action Item

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

File #: 25-0626

Agenda Date: 3/3/2025

Agenda #: 6.A.



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: February 26, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

APX 4000: 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 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Fire agencies are to provide feedback to ETSB as to whether they are considering the APX6500 or prefer to remain with the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. XN portables have are in the process of being flashed and tuned.

Quantity 51 RLS fixes have been applied and fully completed.

Quantity 827 QA09022 SmartConnect APX NEXT EIDs have been applied and fully completed.
Quantity 1206 Q445 APX Personnel Accountability FLP have been applied and fully completed.
15 Fire agency XN portables have been Aeroflex Radio Test Set tuned and meet radio specifications.

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing ISP Tollway Zone 15. Fire templates on Monday.com need to be reviewed by Fire Focus for accuracy.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	60
APX Next (PD)	144	114
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	34
APX4000	11	8
Total	269	216

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	12	11	12	11	5	1	6	
APX Next (PD)	17	16	17	16	3	7	6	1
APX NextXN (FD)	6	5	6	5		2		4
APX 8500 (mobile)	4	2	4	2			1	2
APX4000	4	4	4	4	2	1	1	
Total	43	38	43	38	10	11	14	7

STARCOM21 Scheduled Maintenance:

System Maintenance: There was none last month.

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 2/12 and 2/13. These patches caused an impact to the system in all Zones.

It would have caused RF Site to enter into site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 2/13/25

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 2025.01 – Patching 1/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Motorola Solutions Cloud Platform Maintenance

[Scheduled Maintenance] Command Central Products (United States)

Start: 19/Feb/2025 @ 9:00 PM (UTC-6)

End: 20/Feb/2025 @ 4:00 AM (UTC-6)

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

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Feb/2025 @ 9:00 PM CST

End: 18/Feb/2025 @ 5:00 AM CST

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Feb/2025 @ 9:00 PM CST

End: 20/Feb/2025 @ 5:00 AM CST

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 21/Feb/2025 @ 9:00 PM CST

End: 22/Feb/2025 @ 5:00 AM CST

Radio Management CPS Patches:

There were none last month.

Releases:

APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional. A schedule is being prepared for updating police chargers.

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings:

Fire Focus Meeting 2/20/25.

Schaumburg User Group Meeting - did not attend. DuPage DEDIR System members attended
Motorola Solutions, Schaumburg, IL
Thursday, February 27 10:00-1:00pm

Training: None for this month.

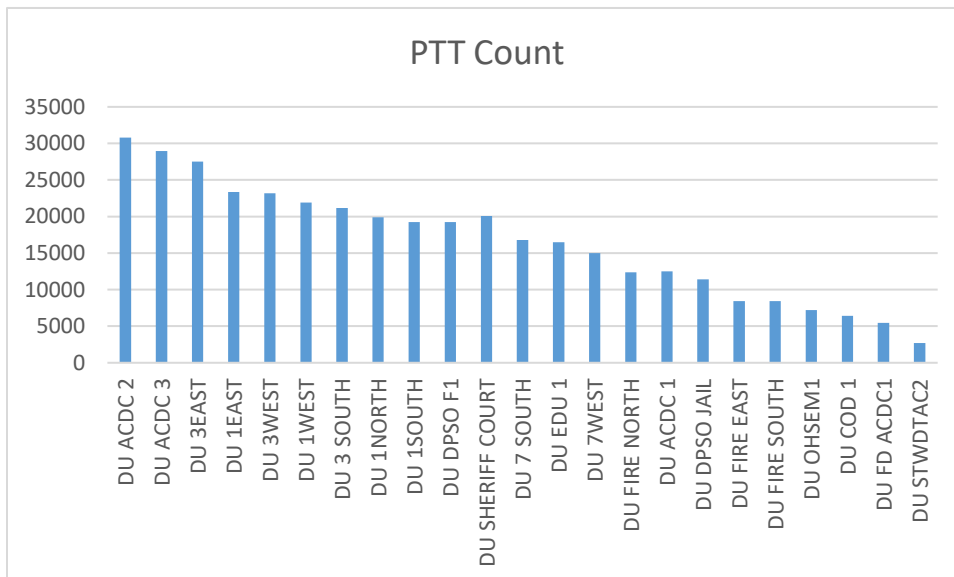
Solving for safer. Communities, schools, hospitals, businesses everywhere.

Grade of service report:

January 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	20.61	3.50	6.90	31.00	2548.84	12611.13	4.95	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2206.90	11030.00	5.00	0.00	0.00	0.00
2:00:00	0.00	15.98	2.72	7.68	31.00	1899.90	9780.45	5.15	0.00	0.00	0.00
3:00:00	0.00	13.85	2.35	8.05	31.00	1620.13	8477.84	5.23	0.00	0.00	0.00
4:00:00	0.00	14.12	2.40	8.00	31.00	1691.97	8642.55	5.11	0.00	0.00	0.00
5:00:00	0.00	14.45	2.46	7.94	31.00	1706.94	8844.77	5.18	0.00	0.00	0.00
6:00:00	0.00	15.88	2.70	7.70	31.00	1890.26	9721.26	5.14	0.00	0.00	0.00
7:00:00	0.00	22.20	3.77	6.63	31.00	2678.32	13588.97	5.07	0.00	0.00	0.00
8:00:00	0.03	30.61	5.20	5.20	31.00	3730.81	18736.10	5.02	0.97	4.90	5.07
9:00:00	0.17	34.37	5.84	4.56	31.00	4209.68	21031.55	5.00	7.32	52.35	7.15
10:00:00	0.01	34.46	5.86	4.54	31.00	4220.32	21090.42	5.00	0.39	23.13	59.75
11:00:00	0.00	31.86	5.42	4.98	31.00	3910.39	19499.90	4.99	0.00	0.00	0.00
12:00:00	0.00	32.24	5.48	4.92	31.00	3948.32	19728.00	5.00	0.13	2.74	21.25
13:00:00	0.01	34.17	5.81	4.59	31.00	4162.42	20911.35	5.02	0.26	18.06	70.00
14:00:00	0.00	33.45	5.69	4.71	31.00	4114.06	20469.19	4.98	0.00	0.00	0.00
15:00:00	0.00	34.45	5.86	4.54	31.00	4210.81	21082.65	5.01	0.00	0.00	0.00
16:00:00	0.00	34.18	5.81	4.59	31.00	4203.00	20920.55	4.98	0.00	0.00	0.00
17:00:00	0.00	32.66	5.55	4.85	31.00	4026.87	19989.32	4.96	0.00	0.00	0.00
18:00:00	0.00	32.31	5.49	4.91	31.00	3923.29	19773.65	5.04	0.00	0.00	0.00
19:00:00	0.01	30.96	5.26	5.14	31.00	3829.55	18948.00	4.95	0.29	1.32	4.56
20:00:00	0.00	29.09	4.95	5.45	31.00	3659.35	17803.42	4.87	0.00	0.00	0.00
21:00:00	0.00	27.90	4.74	5.66	31.00	3510.55	17074.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.79	4.22	6.19	31.00	3144.13	15174.00	4.83	0.00	0.00	0.00
23:00:00	0.00	23.18	3.94	6.46	31.00	2895.19	14184.48	4.90	0.00	0.00	0.00

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

Group Alias	PTT Count
DU ACDC 2	30791
DU ACDC 3	28946
DU 3EAST	27499
DU 1EAST	23344
DU 3WEST	23176
DU 1WEST	21934
DU 3 SOUTH	21171
DU 1NORTH	19918
DU 1SOUTH	19256
DU DPSO F1	19253
DU SHERIFF COURT	20078
DU 7 SOUTH	16771
DU EDU 1	16473
DU 7WEST	15011
DU FIRE NORTH	12387
DU ACDC 1	12490
DU DPSO JAIL	11425
DU FIRE EAST	8437
DU FIRE SOUTH	8440
DU OHSEM1	7211
DU COD 1	6423
DU FD ACDC1	5462
DU STWDTAC2	2676
DU ACDC 2	30791





ETSB PAC Other Action Item

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

File #: 25-0625

Agenda Date: 3/3/2025

Agenda #: 6.B.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, February 3, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/89377510807?pwd=aCLaroZYHOKOVLWbAqBnJgNSdDAQxL.1>

Meeting ID: 893 7751 0807

Passcode: 347636

1. CALL TO ORDER

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

Chair Selvik stated a request was made to allow remote participation. Under Section 7a of the Open Meetings Act, If a quorum of the members of the public body is physically present as required by Section 2.01, a majority of the public body may allow a member of that body to attend the meeting by other means if the member is prevented from physically attending because of: (I) personal illness or disability; (ii) employment purposes or the business of the public body; or (iii) a family or other emergency. A motion was made by Member Fleury seconded by Member Jansen to allow Member Burmeister to remotely participate via Zoom. On voice vote, motion carried.

2. ROLL CALL

Attendees:

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

Gregg Taormina, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone Board

Andy Saucedo, Motorola

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

Andrew Baum, Motorola (Remote)

Scott Bukovic, Westmont PD (Remote)

Jim Connolly, Village of Addison (Remote)

Tom Gallahue, ILEAS (Remote)

Marilu Hernandez, ACDC (Remote)

Erik Maplethorpe, DU-COMM (Remote)

Jim McGreal, Downers Grove PD (Remote)

Bob Murr, COD (Remote)

CW, Unknown (Remote)

J Gonzalez, Unknown (Remote)

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

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

6.A. [25-0419](#)

DEDIR System January Maintainer Report

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

Attachments: [Motorola System Manager Report January 2025.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Colin Fleury

6.B. [25-0420](#)

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

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

Attachments: [2025-01-06 PAC Minutes Summary amended.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
----------------	----------------------------------

7. PARENT COMMITTEE APPROVAL REQUIRED

7.A. [25-0424](#)

WAVE Presentation

Mr. Andrew Baum of Motorola was available via Zoom to discuss questions regarding the WAVE application. He began with an overview of the WAVE that DEDIR System users currently access called WAVE 5000 which is being sunset and transitioned to a new platform called WAVE PTX, that is cloud based. Users are being transitioned as they are coming onto the system. Mr. Baum said the WAVE is a vehicle utilizing LMR when a radio is out of range listening for audio. He said it is a business-critical application, not a mission-critical application. Mr. Baum said he would not suggest a frontline responder use this application, but that it is a nice to have in support of LMR technology. Ms. Zerwin asked when is the sunset. Mr. Baum said he could provide a firm date, but he

believed it to be the end of this year. Discussion ensued regarding the designed capacity of WAVE 5000 which was 500 users, of which Motorola currently has 2,000, the limitation of two zones, or profiles, of 16 talkgroups per agency, and whether there is a limitation of talkgroups on the new WAVE PTX system, to which there is not. There was also discussion regarding encryption capabilities and how it works as compared to the radios, multi-factor authentication on WAVE PTX, how soon DuPage could move to WAVE PTX, how DuPage would vet talkgroups requested by agencies and MOUs required for access to outside talkgroups, limitations on distance and wifi, notifications, and the process to notify Motorola if a user loses a device with WAVE enabled.

7.B. [ETS-R-0001-25](#)

Resolution to amend and approve Policy 911-005.11: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE. (PAC Recommendation to approve as amended: 5 Ayes, 0 Nays, 1 Absent)

After the WAVE discussion with Motorola, Members discussed information learned that may affect the policy and require changes. In regard to talkgroup access, Member Fleury clarified that users should not have talkgroups beyond what they have on their radios, that WAVE and the radio talkgroups should mirror each other. Ms. Zerwin said wording could be added limiting applications to their user select template. Member Clark noted that it is difficult to switch between profiles, or zones, that a user must log out of one and into the other to access the second profile. Mr. Baum noted that on WAVE PTX, that has been changed to allow users to select profiles from a dropdown menu. The number of talkgroups per profile wording within the policy was adjusted for clarification. Mr. Baum also noted that agencies could go beyond the 32 talkgroups, but that it would incur a second instance charge per month.

Chair Selvik questioned the process for the adjustments being made. Ms. Zerwin said that procedurally, the amendments to the policy would go through the ETS Board for approval, but that changes could be made administratively to the application without Board approval once the PAC is able to review the spreadsheet. These changes could include opening an ETSB helpdesk ticket if a phone or tablet with the WAVE app is lost so it can be turned off with Motorola. It would then be signed off on by the agency as part of the application process. Member Fleury questioned whether there needed to be language regarding permissible talkgroups. Discussion ensued regarding the application process and wording that would be removed from the policy and moved to the application as instructional, so they could be modified as forms or processes are changed.

The Members were comfortable with the policy changes to be brought before the Board for approval as amended.

A motion was made by Member Fleury to recommend approval to the ETS Board as amended, seconded by Member Jansen. On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

- Attachments:** [911-005.11 Access to the DEDIRS WAVE 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Application Attachment A 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment B 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment C 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment D 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment E 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment F 2.12.25 draft.pdf](#)
 [911-005.11 Access to the DEDIRS WAVE Attachment G 2.12.25 draft.pdf](#)

RESULT:	APPROVED AS AMENDED
MOVER:	Colin Fleury
SECONDER:	Craig Jansen

7.C. [25-0427](#)

Fire Template (PAC Recommendation to approve: 5 Ayes, 0 Nays, 1 Absent)

Member Clark said that during the last Fire Focus Group meeting, there was a desire to provide options for agencies to utilize the NFPA hazard zone operation in all the radios, regardless of whether an agency chose them for their agency selectable positions in the radio. He said this involves adding two more zones to provide channels set up to utilize the hazard zone in the standard radio template. The latest spreadsheet was shared on screen with the added zones.

Member Clark said there are a couple implications radio-wide. One is the delayed shut down function where when the radio knob is turned to off, the radio remains in a sleep mode for a period of time in case a radio volume is turned down too far to the off position, the radio would not have to go through the entire reboot cycle to be brought back up. The other is that there is a minimum volume setting that exists within the radio although it is difficult for most to distinguish between the two. Member Clark said these two functions are inherited because of the addition of the hazard zone anywhere within the radio. Member Clark said the other objectionable features present in the radios when first presented to DuPage have been eliminated either by Motorola or are able to be turned off. He believed this to be a good compromise. Mr. Connolly concurred with Member Clark and said an agency would not be precluded from using the hazard zone in certain situations as opposed to if they decide not to include it within their templates at all, although it is not required. Member Clark added that some of the work with NFPA by Mr. Connolly and Mr. Sullivan has been rolled out but that some is not scheduled until 2026 when agencies may decide to use those features. Having the hazard zones within the radios provides a pathway to do so. Mr. Connolly agreed with that statement and said this provides an interim solution to make the radio work the way they want.

Ms. Zerwin said this knowledge now needs to be imparted to the masses because from the time they picked their APXNext XNs to now, there are different chiefs, and the radios have been adjusted with firmware to where they are operationally today. The ETS Board also said the agencies could choose whether they want the hazard zone in the radios, which is why they chose those radios. Ms. Zerwin said there needs to be a meeting scheduled with the fire chiefs so the Fire Focus Group can explain the functionalities of the radios with the hazard zone proposal and give the chiefs the option to choose as that is what the Board said it would do. Ms. Zerwin said a memorandum had been drafted and proposed that a meeting be held to go through the details and then the memo presented with the supporting NFPA information. The draft memorandum was brought on screen while Ms. Zerwin explained the options within. There would also be an accompanying new fleetmap format for ease of entry into CommandCentral and a PowerPoint presentation regarding the functions. Ms. Zerwin asked that the memorandum not be distributed until a meeting with the chiefs could be held. Discussion ensued regarding the aliases within the various devices, radios, loggers, etc and whether a CommandCentral/RadioCentral alias change would be reflected in the STARCOM provisioning manager, it would not, meeting dates at which to disseminate and discuss the hazard zone information with the chiefs, the pros/cons of having the hazard zone in the radios even if hidden, the whether the two additional zones could be programmed in radios for demonstration purposes before the Fire Standardization meeting next week.

Chair Selvik asked Ms. Zerwin what was needed from PAC. Ms. Zerwin said the template could be recommended to the Board for February 12, and with the presentation of the template would be a caveat that if there are agencies that do not want the hazard zone at all, then a second template would be presented. Ms. Zerwin said the next few weeks would not change Mr. Saucedo's workload so a second template could be brought forward in March. She said any agency that knows they do not want the hazard zone could be programmed using the template that already exists. Member Clark noted that this template was already approved by the ETS Board and all they are doing now is approving a second template.

Chair Selvik asked for a motion to recommend approval of a second fire template to the ETS Board. A motion was made by Member Jansen, seconded by Member Burmeister. On voice vote, all Members voted "Aye", motion carried.

Attachments: [Fire Template with HZ 1.31.25.pdf](#)

8. DEDIR SYSTEM

8.A. Police

8.A.1. Encryption Update

Chair Selvik said there was a meeting with Motorola last week. The fleetmap template and list of talkgroups were provided to Motorola. Chair Selvik and Member Fleury will be included on the standing Wednesday morning meetings to keep the project moving. Ms. Zerwin believed that DuPage was farther along than Motorola had thought and felt this may move more quickly than

anticipated.

Member Clark asked for clarification on what information is to be provided within the new fleetmap revision. An example was shared on screen as Ms. Zerwin reviewed the columns of information and how it relates to the agencies operationally. A short discussion ensued.

8.B. Fire

8.B.1. APXNext XN Fire Radio Programming Memorandum (Fleetmap, PowerPoint, Template)

This was covered under Agenda Item 7.C. Fire Template.

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

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

Member Fleury made a motion to adjourn the meeting at 9:52am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



Discussion

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

File #: 25-0657

Agenda Date: 3/3/2025

Agenda #: 7.A.

DEDIRS Radio Multi-Charger Firmware Update: Police only

Firmware Update Multi-Charger: The multi-chargers will require a firmware update. The Radio Service Manager advised that there is a firmware update for the multi-charger that should improve the processing time and life cycle reconditioning of the current battery. The firmware update takes approximately 5 minutes. There are 145 multi-chargers in service in police agencies. The multi-chargers for the fire service will be updated in house before deployment. OSHEM has volunteered to do the update to allow the Service Manager and the second APXNext tech on site to continue working on the fire portable roll out. A schedule will be provided with the next “podcast” and posted in Monday.com for DEDIR System points of contact. Please have someone available on the date and time listed for your agency who can provide access to the techs.

If you have multi-chargers and do not see your name on this list, please submit a Zendesk ticket, the Asset list is not fool-proof and we want to make sure your equipment gets updated. If you have more than the number of chargers listed, we will update every multi-charger you have.

Multi-Chargers	APXNext	APX4000
Addison	7 units	
Bartlett	6 units	
Bloomington	6 units	
Burr Ridge	4 units	
Carol Stream	1 unit	
Darien	4 units	
Downers Grove	7 units	
DuPage Sheriff	2 units	21 units
Elmhurst	11 units	4 units
Forest Preserve	1 unit	
Glendale Heights	1 unit	
Hanover Park	4 units	
Hinsdale	3 units	
Lisle	5 units	
Lombard	11 units	1unit
Oakbrook Terrace	3 units	
Oak Brook	8 units	
Roselle	6 units	
Villa Park	5 units	
Warrenville	4 units	
Willowbrook	3 units	
Wheaton	8 units	3 units
West Chicago	4 units	
Wood Dale	1 unit	
Woodridge	2 units	
	116	29

The Service Manager is in the process of testing the firmware update for the single charger and its impact on the battery and battery life.

APXNext Firmware Updates: Police Only

Firmware Update APXNext/Police: There are 274 police radios that have not completed the firmware updates. A list will be provided at the end of this update. Agencies that need assistance can submit a Zendesk ticket and/or ETSB will ask that these radios be available at agencies that have multi-charger updates occurring so that OSHEM can assist with firmware updates if agencies need assistance in completing the updates.

Fire Focus January 23 from 2:00 until 5:30

The Fire Focus Group met on January 23 from 2:00 until 5:30. This group has developed a second template for agencies to consider that has a hazard zone bank and allows agencies to utilize hazard zone talk groups in their *User Selectable Zones*. Fire Ground and Ops talk groups would be available in both Hazard zone and Non-Hazard zone mode. The distinguishing characters being "HZ". For example: 7FG ORNGHZ or 7FG ORNG; FDOPS 11HZ or FD OPS 11. This will be Option 2 because the ETS Board has already approved a standard template that most fire agencies have used to submit their updated template prior to Option 2 becoming available.

This group included Director Zerwin who worked with them on a memorandum outlining selections for the XN radio for the next phase of the deployment.

January 31 Motorola met with Chiefs Fleury and Selvik and ETSB staff to review the initial proposal and collect data on encryption. This project will be added to the weekly Motorola status call. The Chiefs will join this call. This meeting was reviewed at the February PAC meeting.

On February 12, the optional template was approved by the ETS Board by a unanimous vote. During the update portion of the meeting, Vice Chair Franz asked that an additional report beyond the monthly report, PAC minutes and the PAC oral report be provided to the Board.

On February 13, the Fire focus group member Chief Clark and ETSB Director attended the FSA meeting to review the template as well as the functionality of the XN radio with the new firmware updates. There was a preliminary review of the memorandum, a new fleet map format, and a ppt that explains CommandCentral to help Chiefs determine which personnel in their agencies they would like to have access to CommandCentral.

While the FSA meeting is not typically a radio meeting, it is a standing meeting, and all fire chiefs were encouraged to attend in person. A zoom link was available and approximately 15 Chiefs attended. This meeting is being utilized in order to keep the process moving forward. Fire Chiefs have not been given an opportunity to see the radio and how it performs since those releases. Radios will be available at other meetings after the 13th to help Chiefs make a decision on which template they would like to use. This is because during the physical radio selection process, Chiefs were told by the ETS Board they would have a choice on whether or not to have the hazard zone in their radios.

During the meeting, there was discussion that there should be standardized naming conventions for Alias for the radio. The suggestion was deferred to Fire Focus.

County ordinance excerpt for ETSB regarding committees and focus groups:

a. Internal Operations

i. Standing Committees and Focus Groups

1. *The ETSB may establish any standing committee or workgroup as it deems necessary to carry out the function of the ETSB. The Chair of the ETSB, with the advice and consent of the ETSB, shall appoint all standing committees and their membership.*
2. *Standing Committees and subcommittees shall post an agenda and provide minutes pursuant to the Open Meetings Act.*
3. *The ETSB may have informal teams of subject matter experts called Focus Groups. The Focus Groups will have no authority but may make recommendations to Committees, or upon request of, to the ETS Board, in their area of expertise with respect to policy and scope of work for 9-1-1 system equipment. The Executive Director may create Focus Groups for, but not limited to, the purpose of configuration and implementation of new 9-1-1 systems, review of software or upgrades to existing components of the 9-1-1 system. Focus Groups will generally be regular users of the 9-1-1 System or employees of the ETSB or PSAPs whose input into the workflow and configuration are essential to their daily operational use.*

Based on the above language, Executive Director Zerwin asked Chief Spinazola to inquire with the DU-COMM chiefs in order to add another member to Fire Focus with the retirement of Chief Tanner. Chief Brill will be joining the group. Current Fire Focus: Robert Brill, Chris Clark, Jim Connolly, Craig Jansen, Erik Maplethorpe, John Nebl, John Sullivan.

Motorola Wednesday Morning Status Call – February 19, 2025

AXS Console Upgrade

Motorola Trainer will be on site in DuPage Monday 2/24 to meet and prepare for training. Training will follow on the 25th and 26th at ACDC and DU-COMM and will be completed on the 26th.

DFSI STARCOM

For ACDC: We have met with Tait and discussed working with their equipment to connect to DFSI. Motorola is currently in the process of setting up a lab environment to be able to test the solution before being brought to the field for installation. We would like to borrow the spare DCG in order to be able to conduct our testing.

For DU-COMM: Motorola met with Leonardo on 2/17 and discussed the process of coordinating with their equipment. Leonardo is in the process of gathering information on their equipment to provide to Motorola so we can ensure system design will work. More information is being gathered, and we hope to have information to provide soon.

Encryption

Data collection has occurred over the past few weeks and we are still finalizing the needed information. At this time, we do not have updates, but hope to set up a follow up meeting in the next week and a half or two to address follow up questions. At this time the Motorola encryption SME is still reviewing all information that has been provided to prepare for next steps. Once all data has been collected we will reach out to set up additional meeting.

Consolettes

Quote from ChiComm for programming and installation has been received. Currently in the process of generating a PO so they can complete work. Motorola will coordinate with ETSB to install and program consolettes as needed once PO has been generated.

Additional information – Executive Director Zerwin

For the past two weeks, Motorola has deployed a second tech to ETSB to assist with the roll out of the fire portables.

Police Radio Performance: There have been tickets regarding radio and battery performance on the APXNext. Research has indicated the following regarding multi-chargers, portable firmware updates. Battery replacement is on the schedule for 2026, ETSB staff is investigating replacement with County Procurement.

Firmware Update Multi-Charger: The multi-chargers will require a firmware update. The Radio Service Manager advised that there is a firmware update for the multi-charger that should improve the processing time and life cycle reconditioning of the current battery. The firmware update takes approximately 5 minutes. There are 132 multi-chargers in service in police agencies. The multi-chargers for the fire service will be updated in house before deployment. OSHEM has volunteered to do the update to allow the Service Manager and the second APXNext tech on site to continue working on the fire portable roll out. A schedule will be provided with the next “podcast” and posted in Monday.com for DEDIR System points of contact.

Firmware Update APXNext/Police: There are 274 police radios that have not completed the firmware updates. A list will be provided at the end of this update. Agencies that need assistance can submit a Zendesk ticket and/or ETSB will ask that these radios be available at agencies that have multi-charger updates occurring so that OSHEM can assist with firmware updates if agencies need assistance in completing the updates.

February 20 2:00 to 4:30 Fire Focus met. The items discussed included:

A. Fire Portable Radio task list review

Required Tasks

1. Final “Sign-off” from Fire Agencies for templates including Hazard Zone verbiage
 - Presentation needed for chiefs regarding final template Hazard Zone options
 - ETSB will do a “podcast” because Directo Zerwin indicated there are some other radio issues that need to be addressed including the firmware update. And the first review of the sign off memorandum was at FSA Focus Group. The group also provided feedback to the memorandum and the instruction memorandum
 - Final selections by Agencies
 - Review of templates by Fire Focus Group
2. Resolve several encryption issues – This was a discussion and centered around whether or not the encryption plan would delay rolling out the radios.
 - Load key for access to KMF before deploying radios (Motorola Encryption workgroup)
 - Resolve how to manage encryption keys from outside agencies

3. Access agreements with outside agencies
 - Need IGA from Will County. The discussion was that there are no talk groups that are currently encrypted in Will County so their non-responsiveness doesn't necessarily hold up roll out.
 - Need system information (code plug) for Cook County "Zone 5" The Service Manager has been working directly with Cook County.
 4. Need to evaluate channel selector mic when they arrive to ensure proper operation (new product) Note: The Channel Selector mics have been on the market for a year, have passed one certification and have not had any recalls. Director Zerwin asked for short turn around. The ship date of the mics has a dependency to the return of the RMS that are part of an exchange, but she did not want to release the RSM mics until they were sure of their choice.
 5. Agencies will need to review and update "Alias Lists". Executive Director Zerwin indicated that clean fleet maps for most agencies are ready (there are six left to compete on the date of the meeting). The new format will have a slight change for last name, first name separation. There is a category for designation of CSM or RSM mics for agencies that asked for a combination of mics. The mics are interchangeable so it is more for inventory purposes.
 6. Resolve MDC unit ID's (conventional operation) relative to new Starcom radio ID ranges. Note that MDC range is 0001 to DEEE. Director Zerwin indicated she would speak to STARCOM about the groups concerns.
- B. Fire Template sign-off timeline. This item was rolled into the above discussions. Director Zerwin indicated that from what she saw in putting the fleet maps together and in previously working with agencies, the agencies that need help will reach out. The rest should respond rather quickly after the review meetings.
 - C. Fire Template review procedure. The group discussed how they would like to review the submissions.
 - D. Mobile Radio option discussion with Motorola product specialists? Not discussed.

Alias Standardization. On the topic of the Alias standardization, the group agreed that that was a longer term project. Director Zerwin advised them that while completing the fleet maps she also put together a summary spreadsheet of all agencies so that they could see the naming conventions side by side for future consideration.

Radio Service Manager assignment: Director Zerwin also asked that the Group work with her when they had questions for the Service Manager. Prior to the holidays she gave Motorola a benchmark. She has been working with Motorola and they sent a second APXNext tech to work with our on-site Service Manager for the past two weeks to do specific tasks. Those tasks have been impeded by the interruption of him attempting to appease all of their questions. She indicated that she realized that they are trying to help and that newer members want to get up to speed, but she asked that they coordinate with her for the time being.

February 25 & 26 starting at 8am PSAP Training for AXS Consoles: Chicago Communications will be ready to begin installation as soon as the training is completed. The final deployment plan of the consoles has an encryption plan dependency, but installation can begin and the telecommunicators can use the workstations in their current configuration. This will depend on telecommunicator comfort with the set up and discussion on the image used.

Motorola Wednesday Morning Status Call – February 26, 2025

AXS Consoles

Training took place on 2/25/25 at ACDC and is taking place at Du-Comm today 2/26/25. This is Administrator and Train the Trainer training. Once training is complete we the PSAPs will finalize console configurations and installation is scheduled to begin on 3/17.

DFSI

Chris Severns dropped spare DFSI off at the Motorola lab so we can begin preparation for testing the Tate system connection. Jim Connolly has offered to provide Tate equipment to help with testing. Current testing phase is looking like late March or early April when resources are free.

Encryption

No new updates at this moment. The Field Engineer team was in training all last week at a remote site and the internal meeting earlier this week was rescheduled for Thursday afternoon. I will have an update following that meeting.

Consolettes

Met with Gregg on Monday and discussed a change in the plan for implementing the consolettes. We are working to get additional information as it will not be a simple swap out as previously thought.

PAC meeting Monday March 3 at 8:15 3500A County Campus 420 County Farm Rd

Next steps:

“DEDIR SystemPODcast”: Tuesday, March 4 at 2pm Zoom call to review: Fleetmap, sign off sheet, ppt for Command Central, Mutli-Charger Updates for DEDIR System points of contact.

Join Zoom Meeting

<https://us02web.zoom.us/j/83916104198?pwd=sIOBJd453Sc4NFQ3I2VZOWbPsFjIW9.1>

Meeting ID: 839 1610 4198

Passcode: 957827

Additional Review at ACDC Fire Ops on March 11 at 1pm.

Additional Review at OSHM on March 11 at 3pm for DU-COMM Fire Chiefs.

Any agency needing additional assistance can submit a Zendesk ticket or ask a Fire Focus member for assistance.

ADDISON PD	BRP JEFFREY	ELMHURST PD	GHPPSHEEHAN950
ADP Torres	BRP WEEKS	ELP JAFFEE	GHPLOMIBAO3027
ADP Toledo	BRP OKELLY	ELPSKOLOZYNSKI	GHP HAWCO250
ADP Ferrici	BRP HOSTER	ELP DAVIS	GHP MASCI0399
ADP Wampler	BRP MCKNABB	ELP MOLINA	GHP BLONDIN381
ADP Olejarz	BRP VALENTINO	ELP PT 309	GHPLNHARDT3004
ADP Johnston	BRP LESNIAK	ELP PT 311	GHP PIRTLE245
ADP Gwozdz	BRP GARCIA	ELP PT 312	GHP SCHON397
ADP Luna	BRP GUTIERREZ	ELP GROCH	GHPNTECOST241
ADP McDermott	BRP FIRNSIN	ELP ORTIZ	GHPHOEKSEM3032
ADP Chaidez	BRP COPP	ELP DUFFY	GHPGRZKWCZ3020
ADP Besch	BRP MONDALA	ELP CAPPITELLI	GHPROSARIO3007
ADP Crandall	BRP OVERTON	ELP LANGE	
ADP Reda	BRP ALLEN	ELP BEYER	HANOVER PK PD
ADP Prafke	BRPSTRAPPAZON	ELP VALDEZ	HPP 372
ADP Carney	BRP LESNIAK	ELP APONTE	HPP 398
ADP Courtney	BRP GARCIA	ELP MCLEAN	HPP 378
ADP Diaz	BRP GUTIERREZ	ELP LAFIN	HPP 191
	BRP FIRNSIN		HPP 350
BARTLETT PD	BRP COPP	FOREST PRESERVE	HPP 332
BAP BUBIS	BRP MONDALA	FPP Denius	HPP 216
BAP PRETKELIS		FPP Clausen	HPP 300
BAP SALLIS	CAROL STREAM PD	FPP DelRio	HPP 255
BAP JENKINS	CSP ZAKRSKI	FPP Fabiani	HPP 303
BAP KEYSER	CSP MCGOVRN	FPP Records	
BAP NESSLING	CSP MCINTYR	FPP Johnson	HINSDALE PD
	CSP FREER		HIP H70
BENSENVILLE PD	CSP PLAKETT	GLEN ELLYN PD	
BEP MIRANDOLA	CSP DUMDIE	GEP NORTON70	ITASCA PD
BEP CARRERA	CSP JUSTINIANO	GEP SALGADO	ITP Gruskovak
BEP LAPORTE	CSP BLAIR	GEP SCHMIDT45	ITP Macaluso
BEP CHA	CSP ROE		ITP Oie
BEP ADMIN 1	CSP CCADLE	GLENDALE HTS PD	ITP Savageau
BEP EMA	CSP PASKEVZ	GHP GUZMAN3028	ITP Stevens
	CSP FAUTH	GHP ZAVALA3021	ITP Jezior
BLOOMINGDALE PD	CSP BACIDOR	GHPHALIPAJ3034	ITP Sanchez
BLP Donald	CSP KOELLER	GHP AMODIO3017	ITP Mace
BLP Miller	CSP CZERNEK	GHP GARCIA396	ITP Ciccola
BLP McGinn	CSP LALLY	GHP PAPPAS235	
BLP Maxey	CSP CASTRO	GHPSTODDARD374	
BLP CSOLewis	CSP WILIAMS	GHP BALEY239	
BLP Alcozer	CSP BOTH	GHPDNILSKI3018	
		GHPSTACHURA395	
BURR RIDGE PD	DARIEN PD	GHPSHAFFREY954	
BRP MURPHY	DAP 300	GHP TOIGO513	

BRP HARVEY		GHP JENCA953	
LISLE PD	ROSELLE PD	VILLA PARK PD	WHEATON PD
LIP GREGO	ROP MENGES	VPP Bastian	WHP Tschida
LIP BRUNOEH	ROP PAUL	VPP Blake	WHP Spare 1
LIP ARNOLD	ROP TWAROG	VPP Cruz	WHP Potter
LIP ARMITAG		VPP Perez	WHP Klamerus
LIP CARROLL	STATES ATTORNEY	VPP Bregman	WHP Prempas
LIP HURT	SAO ZDAN	VPP Velazquez	WHP K Lucas
LIP TRAVIS	SAO N LIBERIO	VPP Grabowski	WHP Lord
LIP GODAR	SAO ACEVEZ	VPP Raymond	WHP Sterkowic
	SAO MALKIN		
LOMBARD PD	SAO T OGAN	WEST CHICAGO PD	WOODRIDGE PD
LOF BECKLEY	SAO D OLLECH	WCP CHASSAGNE	WOP 87
LOF BATIZ	SAO BENAITS	WCP LEVATO	WOP 132
LOP RANALLO	SAO J ANDERSON	WCP ONEIL	WOP 82
LOP WIRSING	SAO HUNDLEY	WCP CARGOLA	WOP 128
LOP BRUCE			WOP 81
LOP ERIKSEN	DU PAGE SHERIFF	WILLOWBROOK PD	WOP 94
LOP STATKUS	SOP NAVRTIL	WLP 514	WOP 90
LOP OLIVER	SOP WHITFIELD		WOP 99
LOP HOPMAN	SOP SCHNEIDER	WOOD DALE PD	WOP 137
LOP SHEMSIU	SOP GARCIA	WDP Campbell	WOP 119
	SOPSCOENENBER	WDP McCollum	WOP 133
OAK BROOK PD	SOP GREEN	WDP Haumann	
OBP JV111	SOP CAPPY	WDP Brinkley	WESTMONT PD
OBP JP97	SOP KUSCHELL	WDP Werner	WSP Collins
OBP BS62	SOP ALBRIGHT	WDP Bjes	WSP Riley
OBP BB95	SOP HODGE	WDP Singto	WSP Kozielski
OBP KL115	SOP MERIT 2		WSP Boyle
OBP ES406	SOP BIBBIANO	WINFIELD PD	WSP Jensen
OBP RH107	SOP FAVELA	WFP SCHACHERV	WSP Vinyard
LOP WIRSING	SOP SCHULTZ	WFP ESPINO	WSP Depasquale
LOP BRUCE	SOP HARRAH	WFP PENNINGTON	
LOP ERIKSEN	SOP DELELIO	WFP BABIC	
LOP STATKUS	SOP WATSON	WFP BELLINGER	
LOP OLIVER	SOP FOX	WFP DEWITT	
LOP HOPMAN	SOP MENDRICK	WFP B OLSON	
LOP SHEMSIU	SOP GRAVEL	WFP SCHWARTING	
	SOP THOMAS	WFP SCHANE	
	SOP FOX	WFP KOTLARZ	
	SOP MENDRICK	WFP CIHAK	
		WFP MONTES	
		WFP CLAPPER	
		WFP KINDLE	
		WFP SIEBER	



Discussion

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

File #: 25-0658

Agenda Date: 3/3/2025

Agenda #: 7.B.



Emergency Telephone System Board Of DuPage County Memorandum

TO: DEDIR System Fire Agency Participant
FROM: Executive Director Linda Zerwin
SUBJECT: APXNEXTXN Fire Radio Programming Instructions
DATE: February 26, 2025

The DEDIR System Dash Board will have a new panel for these February programming instructions for:

- An APXNextXN Programming Sign Off Memorandum
- A PPT presentation on CommandCentral Services
- A new fleet map
- Fire Template

Memorandum

- Read the memorandum, it has some action items for you and some updated NFPA information.
- There are six (6) boxes for your initials. Items 1,2 and 3 require your initials. Please initial the appropriate choice in Items 4-6.
- The memorandum has information on CommandCentral and providing emails for access to this system that pertains to the completion of your fleetmap.
- When you have completed your choices and signed off, the executed memorandum should be uploaded to Monday.com.

Power Point Presentation on CommandCentral Services (PPT)

This PPT provides some general information about each service to help you decide which employees in your agency you want to have access to CommandCentral Services.

Fleetmap

A new fleet map will be uploaded for you. It contains the last version of information supplied by your agency.

- Do **not** do anything with columns A-E.
- Please review and amend any Alias information. Columns F & G. Column F is what another radio sees, Column G is what the PSAP console will see.

Command Central:

- Any email provided will receive a CommandCentral account. (Column J). Keep in mind that an account will have to log into a radio in order to use the services. Columns K & L are the users first & last name.
- Choose Yes in Column I if the email should be tied to the adjacent portable. It does **not** have to be. (example: Chf9999 Chf9999 Y Chief@firedepartment.gov)
- Column M **only** if you have asked for a combination of RSM and Channel Selector Mics, please indicate which radios. The mics should be interchangeable. We are testing now, but this will help us with equipment set up and for you, to ensure your order.
- Column N please double check your MERIT team members, if any.

Template

There are three options for the template on Memorandum 25-0427, if you select:

- #4 You keep your current template and **do not** have to resubmit a template.
- #5 You select Template Option 2 with the Hazard Zone but are not making any changes to your user selectable zones. You **do not** have to resubmit a template.
- #6 You select Template Option with the Hazard Zone and you want one or more channels in your User Selectable zones to operate in hazard zone mode. You will need to **submit** a new template for the changes you are making to the User Selectable zones.

If you have any questions, please submit a Zendesk Ticket or reach out to a Fire Focus Group member so that we can assist you as quickly as possible.



Discussion

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

File #: 25-0659

Agenda Date: 3/3/2025

Agenda #: 7.C.



Emergency Telephone System Board Of DuPage County Memorandum 25-0427

TO: Chair Schwarze and ETS Board members
FROM: DEDIR System Fire Agency Participant
SUBJECT: APXNEXTXN Fire Radio Programming

With this memorandum, in order to finalize the portable radio order for the undersigned fire agency, as Fire Chief, I am indicating the following:

		Initial if Yes
1	I have read the attached ETSB NFPA 1930 information.	
2	I understand that a talkgroup/channel with a designation "HZ" at the end will operate in hazard zone mode wherever it appears in the radio.	
3	I have completed and submitted my Fleetmap spreadsheet to Monday.com.	
4	I have previously submitted my final template and DO NOT want to make any changes to my template. I DO NOT want hazard zones in the radio at this time.	
5	I have previously submitted my final template and DO NOT want any talkgroup/channels to operate in hazard zone mode in my user selectable zones. I want Template Option 2 with the two additional zones with hazard zone channels. I understand that I do not need to resubmit my template.	
6	I have edited any talkgroup/channels I want to operate in hazard zone mode in my user selectable zones. I want Template Option 2 with the two additional zones with hazard zone channels. I understand that I need to resubmit my template.	

Each portable radio will need its own unique Alias name. As you choose or update your Alias naming conventions, keep in mind that the existing APX7500 mobile radios will not be able to be updated over the air so any alias changes will be less frequent.

CommandCentral and email: APXNextXN is equipped with GPS. The PSAPs have the ability to see portables through CommandCentral Aware. In order to see units on your radio screen, the user needs to have access to CommandCentral. This requires an email for each user that has access. For CommandCentral, the preferred method is to tie an email to a portable, however, this is **not** required. The GPS in the radio is operational without the email. On the fleetmap, the Chief will determine who will have access to CommandCentral by providing an email address. If the email address is to be tied to a portable select **Yes** next to that email address on Fleet map (column I). All other emails should be **No** and will be entered in as users in CommandCentral. Those users will have to log in and out of the radio each shift. A power point has been provided to give you some information and to help you in your decision.

Once you have uploaded this form and your fire template to Monday.com, the Fire Focus Group will review your submission. If there are no questions from the review, the template will be put in the queue for code plug creation. You will be contacted when your test radios are ready.

Agency Name : _____

 Fire Chief Signature

Date: _____

 Print Name

Return this form via Monday.com dashboard when executed.



Emergency Telephone System Board Of DuPage County Memorandum 25-0427

The NFPA 1930 (formerly 1802) Standard defines the minimum requirements for two-way portable RF voice communications devices (i.e. portable radios) for use by emergency services personnel operating in the hazard zone. Hazard zone is defined as the area where emergency services personnel might be exposed to a hazard or hazardous atmosphere; or a particular substance, device, event, circumstance or condition that presents a danger, including immediately dangerous to life and health (IDLH) environments. These activities include, but are not limited to, fire suppression--both interior/exterior structural and wildland, as well as hazardous materials mitigation and technical rescue.

Upon initial testing of the Motorola APX NEXT XN portable radio the Fire Focus Group identified several issues that made the NFPA compliant radio difficult to use and potentially unsafe in some situations. Two of those concerns were:

- the radio was required to start up in hazard zone mode which could cause unintended channel changes
- announcements had to be continuously repeated if interrupted by radio traffic.

Motorola updated the programming to allow start up on any selected channel and to limit repeated announcements to one attempt.

Some of the other issues that Focus Group identified were:

- loud volume for radio traffic
- loud radio announcements (e.g. Self-check failure).

The Focus Group was successful in changing the NFPA Standard to make these requirements adjustable by the Authority Having Jurisdiction to much lower and more palatable volume levels. Unfortunately, Motorola's software changes will take up to a year or more to implement. Therefore, the Focus Group updated the standard template to have both the hazard zone mode and non-hazard zone mode available for each fireground and FD OPS talkgroup.

The Focus Group recommends that we maintain a common standardized portion of the template except for the User Selectable zones. Ideally all Chiefs would select Option 2 with the two zones of channels that operate in hazard zone mode. The advantages of this selection are:

- This makes the portables as deployed fully compliant with the NFPA standard
- Standardized templates make all mobiles and portables function the same
- The two hazard zones are not typically accessed and are not an issue
- Users have the option to use hazard zone channels as appropriate
- Users have the ability to test hazard zone channel use in training
- Radios are set up for future hazard zone mode operation when Motorola makes programming updates consistent with the NFPA standard changes



Emergency Telephone System Board Of DuPage County Memorandum 25-0427

Each Fire Chief will determine which (if any) of the 23 FD OPS talkgroups and 8 conventional fireground channels they would like to have operate in Hazard Zone Mode in their User Selectable zones. The individual radio user will be able to select either operating mode if the two hazard zones are included, but these channels will operate as determined by the Chief in the User Selectable zones.

Talkgroups JN OPS SEC 1 and 2 are **not** available for hazard zone mode operation as they are intended for joint police/fire operations where louder volume settings could impact police officer and firefighter safety. The talkgroups/channels that can be designated to operate in the hazard zone mode or non-hazard zone mode in User Selectable zones are listed below. Please update your department's template with the operating mode(s) you prefer for each channel. For example FG RED could operate in HZM in one zone and not in an other zone.

FG/OPS Hazard Zone Mode	FG/OPS Non- Hazard Zone Mode
vFG BLUEHZ	vFG BLUE
vFG WHTHZ	vFG WHITE
vFG REDHZ	vFG RED
vFG GREYHZ	vFG GREY
vFG BLCKHZ	vFG BLACK
vFG GOLDHZ	vFG GOLD
7FG ORNGHZ	7FG ORNG
7FG GRNHZ	7FG GRN
FDOPS 11HZ	FD OPS 11
FDOPS 12HZ	FD OPS 12
FDOPS 21HZ	FD OPS 21
FDOPS 22HZ	FD OPS 22
FDOPS 31HZ	FD OPS 31
FDOPS 32HZ	FD OPS 32
FDOPS E1HZ	FD OPS E1
FDOPS E2HZ	FD OPS E2
FDOPS E3HZ	FD OPS E3
FDOPS N1HZ	FD OPS N1
FDOPS N2HZ	FD OPS N2
FDOPS N3HZ	FD OPS N3
FDOPS S1HZ	FD OPS S1
FDOPS S2HZ	FD OPS S2
FDOPS S3HZ	FD OPS S3



Discussion

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

File #: 25-0660

Agenda Date: 3/3/2025

Agenda #: 7.D.



DUPAGECOUNTY

DEDIR System CommandCentral

- ▶ ETSB will provide a Radio Fleet Map Information Sheet. Each agency will provide radio user information to complete the user configuration in CommandCentral by the System Manager, including first and last name. There will be a section for email.
- ▶ An email is required in order to use SmartMapping and SmartMessaging.
 - ▶ It will be the Chief's decision on which radios will have this functionality.
 - ▶ The preferred method is to have a radio and email tied together. But a user can be in CommandCentral without being associated to a physical radio.
 - ▶ So a Chief may choose to have add an email for every user without tying it specifically to every radio if the radios are not 1:1. If a Chief chooses to do this, **please note this with your upload.**
- ▶ Training materials will be provided in advance. When radios are ready to deploy, the designated DEDIR System points of contact will be notified that their users will be receiving a "Welcome to Motorola Solutions" email.
 - ▶ Users must then follow the link and instructions to create their account password. Upon receipt of the new radio, the users will use the credentials created to log into CommandCentral on the radio to enable SmartMapping.

CREATING COMMANDCENTRAL ACCOUNTS - FIRE

WHAT IS COMMANDCENTRAL AND WHY DO I NEED IT?

The following slides will provide an overview of the CommandCentral to help you determining who in your agency should have access to these services.

WHO SHOULD HAVE COMMANDCENTRAL IN MY AGENCY?

CommandCentral:

- ▶ Applications that allows APXNext radios to use the smart features of the APXNext radios.
 - ▶ SmartConnect, SmartLocate, SmartMapping, and SmartMessaging
- ▶ The APXNextXN GPS works without an email address.
- ▶ The purpose of an email address is to allow a system user to take advantage of the Smart services.
- ▶ The Chief should decide which personnel should have access to these services. It may be that not all personnel need access to Smart services.

SMART APP SOFTWARE SYSTEMS

CommandCentral:

- ▶ Application that allows APXNext radios to use the smart features of the APXNext radios.
 - ▶ SmartConnect, SmartLocate, SmartMapping, and SmartMessaging
- ▶ Software is configured by the Motorola System Manager

CommandCentral Aware:

- ▶ Application/Client that will be used by PSAP supervisors to view radio GPS locations and send messages.
- ▶ Two licenses per PSAP, tentatively located at the supervisors' desk on the floor

SMARTMAPPING

- ▶ SmartMapping Agency Users:
 - ▶ Allows radios to view other users' locations.
 - ▶ Radios must be logged into CommandCentral.
- ▶ SmartMapping PSAP Users:
 - ▶ Each PSAP will have two CommandCentral Aware clients for the supervisor's positions.
 - ▶ Agency User radios can be configured into defined groups (Agency, Talkgroup, etc.)
- ▶ Retention:
 - ▶ Location data is archived for 12 weeks (84 days vs 90-day current ETSB retention policy; under review by SAO)

WHAT IS SMARTCONNECT?

- ▶ Software that keeps radio connected to STARCOM21 via LTE/Broadband provided by FirstNet. Cost is included in the monthly airtime fee.
- ▶ Radio automatically switches to SmartConnect when:
 - ▶ Received Signal Strength Indication (RSSI) drops below the programmed threshold. (The threshold is configurable if needed by the System Manager.)
 - ▶ Radio goes out of LMR range.
- ▶ Feature is always enabled and does not need to be logged on.
- ▶ When the radio is using LTE, it does not consume a frequency.
- ▶ SmartConnect on APX N radios maintains your voice communications when outside of LMR coverage by automatically switching between the P25 LMR and the LTE cellular network or WiFi network within seconds. Authentication, status, talkgroups and encryption are all preserved - without interruptions or resets.
- ▶ APX NEXT series and APX N70 offer this feature over LTE or WiFi
- ▶ ETSB pays for the cost of this service.

WHAT IS SMARTCONNECT?

- ▶ **What PPT/radio Features are not available when using SmartConnect?**

At this time, GPS/location on PTT/LMR, group alias, private call, and site trunking are not available when using SmartConnect.

- ▶ **What determines when APXradios switch to broadband connection?**

APX radios are constantly monitoring the quality of the LMR connection. If the LMR coverage drops below a designated threshold, which can be pre-configured in the radio, the radio will automatically switch to broadband. When the LMR signal becomes acceptable again, the radio automatically switches back to LMR.

- ▶ **How is SmartConnect different than other broadband push-to-talk offerings like WAVE and Critical Connect?** Although SmartConnect offers interoperability between LMR and LTE/WiFi networks similar to our other broadband push-to-talk solutions, there are key differentiators between the solutions. First, SmartConnect on APX automatically switches push-to-talk functionality between LMR and Broadband (LTE or WiFi) when LMR coverage falls below a certain threshold, allowing the user to stay focused on the mission. Additionally, SmartConnect is a true extension of your ASTRO P25 system, not just a simple patch between VoIP and P25. This solution creates an ASTRO system overlay/zone where the P25 voice and data travels via broadband instead of the traditional LMR frequencies resulting in broadband operation which sounds like P25 and retains most P25 system features.

SMARTLOCATE

- ▶ SmartLocate is an application that allows radios to report GPS coordinates over LTE/wi-fi
 - ▶ Faster and more accurate than LMR GPS reporting
 - ▶ Default set to update every 15 seconds or every 100 meters traveled
 - ▶ Allows a radio user to see themselves on the map
 - ▶ This features is always enabled and does not require the user to be logged into the radio
- ▶ Radio location from SmartLocate is visible on other APX NEXT series/APX N70 radios within the SmartMapping application. Radio location from SmartLocate can also be displayed on a map view within the command center but will require CommandCentral Aware.
- ▶ Unit status and location is an allowable cost that is a service ETSB pays for.

SMARTMESSAGING

- ▶ Users must be logged into CommandCentral in the APXNext radio.
- ▶ Retention:
 - ▶ Radio to Radio SmartMessaging data is only retained on the radios. Radio to Radio SmartMessaging data is not stored within an outside repository.
 - ▶ For APXNext, the messages are stored on the radio until they are deleted. Motorola will be offering a unified recorder that will record and allow the agencies to access the messages from the server to use as they need.
 - ▶ Radio to Dispatch SmartMessaging data is not retained.
- ▶ Configuration:
 - ▶ SmartMessgaging is configurable for Agency defined Groups (Agency, Talkgroup, etc.)
 - ▶ This configuration is done by Motorola and typically takes at least one business day.
- ▶ PSAP Users:
 - ▶ Photos, video, and audio clips can only be originated on the two positions at each of the PSAPs supervisor's clients. (15MB max) Each PSAP has two licenses tentatively for the Supervisor's position.
- ▶ This is **not** currently operational because there is no central archiving of data. This means that a Chief is not able to view messages created and the data is not retained for evidentiary/investigation/FOIA purposes. The States Attorney advised against deploying this system for this reason.