DU PAGE COUNTY

ETSB - Policy Advisory Committee

Regular Meeting Agenda

Monday, September 8, 2025   **8:15 AM**   **Room 3500A**

Join Zoom Meeting

https://us02web.zoom.us/j/88605233946?pwd=p8TvwfamBt6ycHW9L0OKHnmXKboWu4.1

Meeting ID: 886 0523 3946

Passcode: 384962

1. **CALL TO ORDER**

2. **ROLL CALL**

3. **PUBLIC COMMENT**

4. **CHAIR'S REMARKS - CHAIR SELVIK**

5. **MEMBERS' REMARKS**

6. **CONSENT ITEMS**

   6.A. **25-2115**
   DEDIR System August Maintainer Report

   6.B. **25-2116**
   ETSB PAC Minutes - Regular Meeting - Monday, August 4, 2025

7. **COMMITTEE APPROVAL REQUIRED**

   7.A. **25-2117**
   Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Hinsdale Township High School District 86 pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and 911-005.9: Access to DEDIR System Non-Public Safety / School Security.

8. **DEDIR SYSTEM**

   8.A. **25-2119**
   September DEDIR System Update

   8.B. **25-2129**
   Discussion of Policy 911-005.8: DEDIR System Subscriber Unit Requirements.

8.C. **25-2157**

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

9. OLD BUSINESS

10. NEW BUSINESS

11. ADJOURNMENT

11.A. Next Meeting: Monday, October 6 at 8:15am in Room 3-500A

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

File #: 25-2115   **Agenda Date:** 9/8/2025   **Agenda #:** 6.A.

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MOTOROLA *SOLUTIONS*   **ST★RCOM21**

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

TO: Linda Zerwin, ETSB Executive Director
FROM: Fabian Otalvaro, Motorola Starcom Field Service
DATE: August 29, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

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/396 radios have been programmed. There are 2 agencies/2 radios that remain to be programmed. (Elmhurst/1, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APXNext XN Portables: Fire agency radio testing has been completed and all configuration changes noted on Monday.com have been applied. Radios have been deployed to some agencies as scheduled on Monday.com DuPage Fire Radio Deployment/Exchange Queue.

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
Code plug updates: All Fire agency XN configuration changes have been applied to the Master XN Radio configuration and applied to the radios.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

MOTOROLA *SOLUTIONS*   **ST★RCOM21**

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Service Tickets

2024	**Year to Date**	
Category	Opened	Closed
APX7000XE	81	81
APXNext (PD)	144	144
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
Total	**279**	**279**

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	60	53	3	1	0	0	2	1
APX Next (PD)	76	66	13	11	0	10	0	3
APX NextXN (FD)	43	27	30	16	0	16	2	12
APX 8500 (mobile)	12	7	2	1	0	0	0	2
APX4000	21	12	5	2	0	3	0	2
Total	**212**	**165**	**53**	**31**	**0**	**29**	**4**	**20**

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 8/13 and 8/14. 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, 8/14/25
  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 8/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
[Scheduled Maintenance] CommandCentral (North America)

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The scheduled maintenance was completed.
Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)
End: 21/Aug/2025@ 7:30 AM CDT (UTC -5)

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)
End: 21/Aug/2025 @ 7:30 AM CDT (UTC -5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

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

- APX Portables and Mobiles Firmware R36.40.00 2025.1 is a maintenance release and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.40.00 FW 2025.1 was released and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. 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.

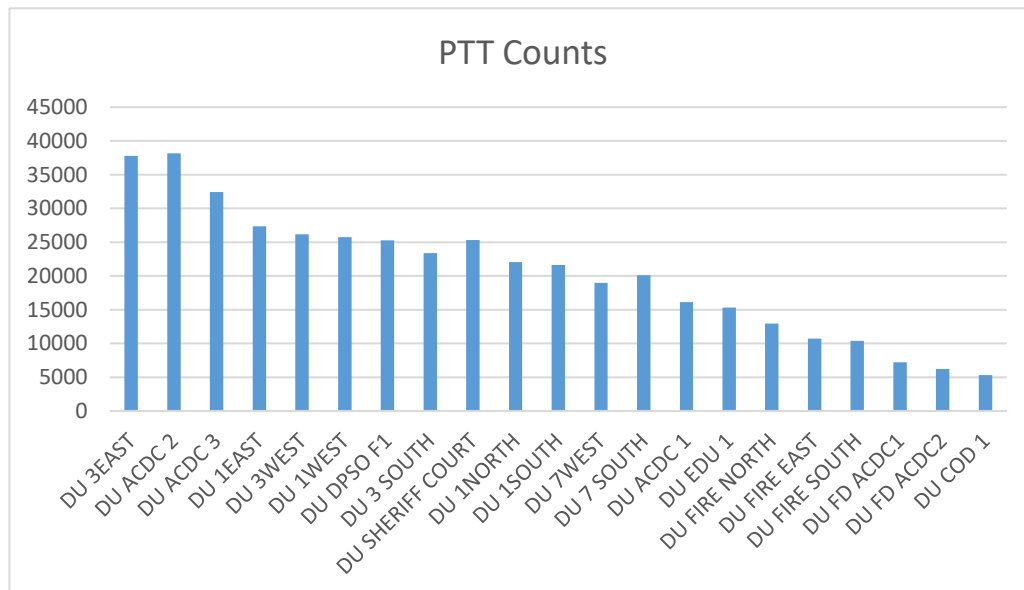**STARCOM21 Unscheduled System Outages:** There were none last month.

Meetings: There were none last month.

Training: There was none last month.

Group Alias	PTT Count
DU 3EAST	37775
DU ACDC 2	38166
DU ACDC 3	32434
DU 1EAST	27343
DU 3WEST	26165
DU 1WEST	25764
DU DPSO F1	25274
DU 3 SOUTH	23400
DU SHERIFF COURT	25345
DU 1NORTH	22058
DU 1SOUTH	21606
DU 7WEST	18956
DU 7 SOUTH	20121
DU ACDC 1	16142
DU EDU 1	15310
DU FIRE NORTH	12957
DU FIRE EAST	10726
DU FIRE SOUTH	10398
DU FD ACDC1	7194
DU FD ACDC2	6195
DU COD 1	5315

PTT Counts

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WHEATON, IL 60187
www.dupagecounty.gov

File #: 25-2116   **Agenda Date:** 9/8/2025   **Agenda #:** 6.C.1.

DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

Monday, August 4, 2025	**8:15 AM**	**Room 3500A**

Join Zoom Meeting

https://us02web.zoom.us/j/88961887684?pwd=Wb9mTTLNkpapXcQjSD7Wmtl29lz0hj.1

Meeting ID: 889 6188 7684

Passcode: 011560

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
   Gregg Taormina, DuPage Emergency Telephone System Board (Remote)
   Eve Kraus, DuPage Emergency Telephone System Board (Remote)
   Andres Gonzalez, DuPage Emergency Telephone System Board
   Kimberly Blair, DMMC (Remote)
   Scott Bukovic, Westmont PD (Remote)
   Jim Connolly, Village of Addison (Remote)
   Tom Gallahue, ILEAS (Remote)
   Marilu Hernandez, ACDC (Remote)
   Erica Huff, Oak Brook PD (Remote)
   Erik Maplethorpe, DU-COMM (Remote)
   James McGreal, Downers Grove PD (Remote)
   Bob Murr, College of DuPage (Remote)
   Jason Norton, Darien PD (Remote)
   Suzette Quintell, DMMC (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

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.   **25-1803**

DEDIR System July Maintainer Report

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

Attachments: Motorola System Manager Report July 2025

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

6.B.   **25-1804**

ETSB PAC Minutes - Regular Meeting - Monday, July 7, 2025

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

Attachments: 2025-07-07 PAC Minutes Summary

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Craig Jansen
SECONDER:	Tyler Benjamin

7.   COMMITTEE APPROVAL REQUIRED

7.A.   **25-1798**

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

Vice Chair Clark made a motion to approve, seconded by Member Benjamin. Executive Director Zerwin said this modification was filed on July 7, 2025, and that the 14 day notification period was completed on August 1, 2025, with no objections. Modifications do not require ETS Board approval. Vice Chair Clark said this access modification came up last month and that a few changes were requested, so this version simply incorporated those changes.

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

Attachments: NWCD MOU signed 7.7.25_Redacted

RESULT:	APPROVED AT COMMITTEE
MOVER:	Chris Clark
SECONDER:	Tyler Benjamin

7.B.   **25-1799**

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Illinois State Toll Highway Authority pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Executive Director Zerwin said this modification was also filed on July 7, 2025, and that the 14 day notification period was completed on July 28, 2025, with no objections. Modifications do not require ETS Board approval.

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

Attachments: Outside Agency CKR MOU Tollway Signed 7.7.25_Redacted

RESULT:	APPROVED AT COMMITTEE
MOVER:	Tyler Benjamin
SECONDER:	Chris Clark

7.C.   **25-1800**

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

Member Burmeister made a motion to approve, seconded by Member Jansen. Executive Director Zerwin said this modification was also filed on July 7, 2025, and that the 14 day notification period was completed on July 21, 2025, with no objections. Modifications do not require ETS Board approval.

Member Benjamin asked if, because this was a modification, there was no need to inquire about whether more access to talkgroups was required. He said he noticed there was none on the other side and gave the example that Elmhurst already had access to Hillside's channel. Executive Director Zerwin said that if it was not on the original request in terms of what someone asked for, then it was not changed, and that this was more about outside requests coming in. Member Benjamin said he had no objection to the modification but asked if he should reach out to Elmhurst and suggest they contact Hillside to request permission to apply for access to Hillside's channels. Executive Director Zerwin said that requests had to come through ETSB because it was a system matter, and that if Elmhurst wanted access, they could apply for that access.

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

Attachments: 911-005.2 Attachment Outside Agency CKR MOU Hillside PD_Redacted

Hillside PD Letter_Redacted

RESULT:	APPROVED AT COMMITTEE
MOVER:	Eric Burmeister
SECONDER:	Craig Jansen

7.D.   **25-1802**

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

Member Burmeister made a motion to approve, seconded by Member Benjamin. Executive Director Zerwin said this was also a modification, explaining that most of these had gone out and were now coming back in under the new form, so they were repeating. She said the modification date was July 18, 2025, and the 14 day notification deadline was completed on August 1, 2025, with no objections. Modifications do not require ETS Board approval. She added that one thing that could be done was to remind people during the 14 day notification period to review whether there was anything on the other side, noting Member Benjamin's earlier point. She said the assumption was that people were already looking, but it would probably be a good reminder and suggested doing so in the podcast.

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

Attachments: CPKC PD Application Modification_Redacted

911-005.2 Attachment Outside Agency CKR MOU CPCK PD_Redacted

RESULT:	APPROVED AT COMMITTEE
MOVER:	Eric Burmeister
SECONDER:	Tyler Benjamin

8.   DEDIR SYSTEM

8.A.   **25-1805**

August DEDIR System Update

Chair Selvik said he believed the memorandum indicated the PAC might need to take action. Executive Director Zerwin said directions were needed, not action, and explained that Mr. Gonzalez had put together an update on the commentary received from fire agencies regarding their talkgroup testing. She said Deputy Chief Mitsuka was provided with the Policy where the talkgroup list was located, to answer mapping questions, and Chief Fleege's concerns about naming conventions were related to LTACC, which

needed to remain consistent with dispatch center instructions. Executive Director Zerwin another concern involved helicopter channel naming, specifically the similarity between 7AG88D and 7AG80D, which was difficult for ViQi to differentiate. She said Chief Fleege suggested using terms like "Kilo" or adding a prompt like "air" to make it easier to find, but she noted that changing the actual convention would make it harder to manually locate the channel.

Vice Chair Clark said this issue had been discussed extensively in Fire Focus Group meetings and Mr. Connolly had stated the helicopters must use the official name, otherwise, they would not find the channel. Chair Selvik said they could consider labeling it differently for ViQi purposes but keeping the channel unchanged for the pilots. Member Fleury said he was unsure how operationally useful that would be, and Member Benjamin said it seemed more of a fire concern than a police concern.

Vice Chair Clark said medical helicopters were the main issue, and that in the past IREACH was used, but the group decided to move to the air ground channel because it was standardized. He said changing the name could confuse the helicopters. Member Benjamin asked about current air transport channel use, and Members Jansen and Clark said it was still generally IREACH, which was VHF, while the air ground channel in question was a 700 MHz simplex channel. Executive Director Zerwin said STARCOM antennas were usually higher in elevation on a tower, making them suitable for air communication.

Chair Selvik said this would ultimately require education and training so that users understood that if ViQi read back the number, they were on the correct channel even if they had asked for "helo." Member Burmeister agreed it was better to focus on training. Member Fleury said the confusion might also come from how digits were spoken, such as "eighty eight" versus "eight, eight." Member Benjamin said this indicated the user already knew the correct channel but that ViQi was not recognizing it clearly, so it might be more of a workflow issue. Executive Director Zerwin said more testing could determine whether clearer enunciation solved the problem. Vice Chair Clark said perhaps users should spell out digits individually. Executive Director Zerwin agreed and said this had also been an issue with FD Ops channel numbers.

Chair Selvik said that Mr. Connolly was on and could have a comment, Mr. Gonzalez relayed that Mr. Connolly commented in the chat that ViQi did recognizes "7 A G 8 8 D" if spoken clearly. Executive Director Zerwin said this should be included in the frequently asked questions, advising users to speak slower and enunciate single digits. She also said other issues, such as fire main zones, hazard zone activations, and TriCom channel labeling, had already been addressed. Vice Chair Clark asked if there were many Zendesk tickets, Executive Director Zerwin said comments were mostly being tracked on the Monday.com board, though tickets were created for the Radio System Manager to track changes. Chair Selvik asked if any action was needed from the PAC, and Executive Director Zerwin said no, only that the discussion points would be added to the frequently asked questions and more testing would be done.

Attachments: DEDIR System Update - 08 2025

8.B.   Police

Member Fleury said he had received several calls about the IGA for use of the radios and the affidavit requiring Chiefs to sign that radios were used specifically for 911 calls. He said that Chiefs were concerned that the wording implied they personally responded to 911 calls on a regular basis. He said DU-COMM's attorneys and others, including Lombard's, advised against signing for fear of misrepresentation. He asked whether the intent was to state that Chiefs physically responded or that they monitored and adjusted resources.

Executive Director Zerwin said the difference was similar to sworn versus non-sworn staff on the Police side. She said if you were sworn, you were considered a responder, even if you did not personally go on every call. She said in Fire, there are certain dispatches that Chiefs have assignments that require them to respond to the initial 9-1-1 dispatch.   She compared it to an active shooter, where a Police Chief would still be expected to respond.

Member Fleury said the wording appeared too strict and was causing hesitation. He asked if Chair Selvik or Executive Director Zerwin had received any calls from Chiefs. Chair Selvik said he had not received calls. Executive Director Zerwin said the issue came from ensuring proper use of over $80 million in infrastructure and avoiding diversion of funds. She said some village attorneys were already working directly with ASA Mark Winistorfer on the language.

Vice Chair Clark said the law was clear that 911 funds could only be used to facilitate the reception and response to 911 calls, and Chiefs could be considered responders depending on the situation. Member Fleury said he agreed, noting similar arguments about CSOs at traffic accidents. Executive Director Zerwin said the best approach was for Chiefs or village attorneys to go directly to ASA Winistorfer for clarification. She said the affidavit had been discussed and may already be resolved, but she was not sure of the final outcome. She emphasized that operational practices, such as CSOs being dispatched to injury accidents, determined compliance, and that sworn personnel were covered because assignments could change at any time.

8.C.   Fire

9.   OLD BUSINESS

Executive Director Zerwin said Lombard PD's WAVE application had been delayed in implementation because they would be the first DuPage agency on the new PTX system instead of the old WAVE system. She said that Lombard was not yet fully set up in the new system, but it should be completed in the near future. She said Motorola indicated it would be about two weeks. She said this was the reason the application had not yet moved forward.

Chair Selvik asked if with the new WAVE application, once the move to PTX occurred, they would not need to be as concerned about user limits. Executive Director Zerwin said that was correct, that PTX would have greater user capacity and Motorola was transitioning systems to that new process, though the infrastructure was not yet fully in place. She said this change would take the guesswork out of it since there would not be as many limitations to monitor.

Chair Selvik said he had one note under old business and asked for an update on the Emergency Button Policy. Member Benjamin said he and Member Burmeister had met and were on the same page. He said they were working together on it, though he was behind on sending their Policy. He said both had shared their policies and would stay in communication to determine terminology. He said as of now it was external activation, but if that changed, they would communicate.

Executive Director Zerwin then gave a little bit of ETSB Policy background. She explained that the original Policy manual was developed by a Policy Committee that included Westmont Manager Ron Searle, Downers Grove Manager Dave Fieldman, Oversight Committee Chair Police Chief Steve Herron, and others including Deputy Fire Chief Jeff Bacidore, Police Chief Dave Schar, Deputy Fire Chief Jim Connolly, and Chief Dan Bilodeau. She said those original policies were later reworked when ETSB changed its numbering system. She explained that when a Policy shows an original policy number such as 4.2.2, it was because it came from the original set of policies. She said over time, revisions were made by whoever was on the Policy Advisory Committee at that time, and with the radio replacements, ETSB had started using Focus Groups to review policies. She said the original Policy Committee had produced reports and documentation, and that the policy structure under discussion came from that earlier process. She said she would email everyone a copy of the original Policy manual for reference so they understood the history. She said at one point the policies were blanket approved in that form and later reworked under new numbers. She added that she and Vice Chair Clark were among the few who had been present during the first development of these policies, and that this background would help provide context for the group.

10.   NEW BUSINESS

There was no new business.

11.   ADJOURNMENT

Chair Selvik said the next meeting was listed as September 10, but corrected that is scheduled for Monday, September 8 at 8:15am. Executive Director Zerwin said the first Monday of the month was Labor Day, and that the County would be closed, so the meeting was adjusted to Monday, September 8 on the 2025 meeting calendar.

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

Member Jansen made a motion to adjourn the meeting at 8:56am, seconded by Member Burmeister. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez

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

File #: 25-2117   **Agenda Date:** 9/8/2025   **Agenda #:** 7.A.

DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION

Type of Application:	[ ] New [✓] Modification
NAME OF AGENCY:	Hinsdale Township High School District 86
POINT OF CONTACT:	Geoffrey Cooker - Director of Security
BUSINESS ADDRESS	5500 S. Grant Street, Hinsdale, IL 60521
EMAIL ADDRESS:	gcooker@hinsdale86.org
BUSINESS TELEPHONE:	(630) 570-8464
MOBILE TELEPHONE:	

APPLICATION INFORMATION

Please complete the following information

The Applicant is a unit of local government	No
If no, explain: (use a separate sheet if necessary) Applicant is a public school district	
The Applicant is requesting access to DEDIR System for certified sworn police personnel or certified fire service personnel or community service officers.	No
The Applicant is requesting monitoring capabilities only	No
The Applicant is a member of STARCOM21	No
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:	2
The total number of radios which will be affiliated during any daily operational shift is:	2
Do the radios have TDMA?	Yes

Do the radios have encryption: [ ] No   [✓] AES encryption

Type of radios to be programmed with a DEDIRS talk group: APX 1000 7/800 MHZ MODEL 2

The Applicant is requesting use of:

[✓] InterOp Groups 1-8   [ ] DUCALL (Hailing Channel for ACDC Agencies only)

[✓] Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)

Committee/ETS Board Review Process Checklist:

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

1

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 **Hinsdale Township School District 86** 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 neeed 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					None						
DU DUINOP 1											
DU DUINOP 2											
DU DUINOP 3											
DU DUINOP 4											
DU DUINOP 5											
DU DUINOP 6											
DU DUINOP 7											
DU DUINOP 8											
DU FD 1											
DU FD EAST											
DU 1SOUTH											
DU 3SOUTH											

Point of Contact: Michael Lach   Geoffrey Cooker

Method of Contact: mlach@hinsdale86.org   gcooker@hinsdale86.org

630-655-6110   630-570-8464

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:_____ Michael Lach

Signature: ___

Date: _

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ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 25-2119   **Agenda Date:** 9/8/2025   **Agenda #:** 8.A.

![Emergency Telephone System Board logo]

Emergency Telephone System Board
Of DuPage County

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

The Motorola Services Manager Report is included at the end of this document.   This position is currently being filled by Fabian Otalvaro. Mr. Otalvaro has been working with the prior Motorola employee and has been instrumental in completing most of the work on the APXNext XN radios. A permanent assignment will be made in September.

<u>**APXNext XN:**</u>
Assistant States Attorney Winistorfer worked directly with DU-COMM new President Scott Levin on a language change to the Affidavit that was utilized by ten agencies. ASA Winistorfer attended the DU-COMM special call meeting September 2 where the DU-COMM Board of Directors authorized the Executive Board to approve an IGA. ASA Winistorfer and President Levin have not finalized an IGA.

As a courtesy to those agencies that completed the original paperwork, an opportunity to sign the new certification will be offered if they choose to make this change.

	Affidavit	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
Agencies that do need an IGA						
Bartlett FPD	X	X	X		Meeting 9/17/25	August 29
Carol Stream FPD	X	X	X	X	Executed 8/21/25	August 21
Darien-Woodridge FPD	X	X				
Total	3	3	2	1		
Agencies that have an IGA						
Bensenville FPD	X	X	N/A	N/A		August 28
Itasca FPD	X	X	N/A	N/A		September 2
Pleasantview FPD	X	X	N/A	N/A		September 3
Tri-State FPD	X	X	N/A	N/A		September 4
Warrenville FPD	X	X	N/A	N/A		August 25
Westmont FPD	X	X	N/A	N/A		August 26
Wood Dale FPD	X	X	N/A	N/A		August 25
Total	7	7				
Grand Total	**10**	**10**	**2**	**1**	**1**	**6**

APX8500 Mobiles: ETSB staff and ASA Winistorfer are working out the procurement details to present a purchase recommendation to the ETS Board. There is a supplemental memorandum for the Board regarding this swap.

CommandCentral Aware

As reported last month, on the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. ETSB is finalizing agency interest and will be working with Motorola on this licensing.

APX4000. An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. Reminder that walk-in traffic is available Tuesday through Thursday 8:30 to 4:00. The update will take about 15 minutes. The goal is to get this completed during the two-week testing period for the XNs in order to complete this project and to free up the programmers for final programming of XNs.

Elmhurst PD	1
Wheaton PD	1

PAC Focus Groups

The Police Focus Group did not meet in August, no September meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in August. The next meeting has not been scheduled.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – August 6, 2025

AXS Consoles: DU-COMM continues to have issues with speakers and logging out issues. Keith Marc joined the call at the last moment and in a discussion with him he stated that ACDC does not see any of these issues. Matt Downer will be on site this week at DU-COMM to check the positions that have had issues as well as go to ACDC to look at the emergency alerting issue Keith found. Chris Severns will also compile a list of the issues and the OPs they are tied to at each of the sites and provide them ASAP.

DFSI: Motorola and ACDC met on a call yesterday to prepare for the final implementation and cutover for DFSI the week of 8/18. Motorola FE Jordan will be on site to finish configuration, testing and programming to fully implement the DFSI at ACDC that week.

Encryption: Matt Downer is still compiling his report. We are looking tentatively at a date the week of August 18th to return to ETSB to review the final version of the proposal. I should be able to finalize dates by early next week.

Motorola Wednesday Morning Status Call – August 13, 2025

AXS Consoles: On Thursday 8/14 both DuPage and ACDC had 6 positions log out and they were unable to log back in, even after restarting the position. In working with technical support, it seems that there was an update at the core and the ZDS router was down for reboot. This caused the consoles to drop off and made them unable to log back in. We are currently working to get additional information as to why this occurred. At this time, the Motorola team also have internal escalation calls to address the ongoing issues that have been seen at DU-COMM with the consoles. We are hoping to have more information on this soon.

DFSI: Jordan is still planning on being at ACDC the week of 8/18 to finish installation and cutover for the DFSI at ACDC. We have worked with Jim Connolley to ensure all pieces of the system will be

updated and addressed according to his concerns, including programming consolettes. This work is anticipated to be complete by the end of next week.

Encryption: The next meeting with Motorola and ETSB is scheduled for 8/25 where we will review the changes and updates from our last meeting. This will allow ETSB to address any concerns or changes they need made prior to rolling out the plan.

Subscribers: Chris Severns was contacted by Chris Chisnell this week about returning a large number of mobile and portable radios. Chris Severns is currently working with Motorola's returns team to organize the return of this equipment. Shipping labels should be available soon and Motorola's logistics team will have them picked up. As soon as we have more information on this we will share and continue to work with our Radio System Manager to return the items as planned.

Motorola Wednesday Morning Status Call – August 20, 2025
AXS Consoles: Issues with the AXS consoles persist. Last week's incident is still under investigation as to what caused the outage and lock out. It appears to be something that occurred during the core upgrade at STARCOM, but we are still searching for details. Also, this week Matt Downer was at DU-COMM to make changes to the ports for the consoles to ensure that each position is backed up by a redundant switch to help future outage if there is a failure. Motorola has an internal meeting Monday 8/25 to meet with engineering and product teams to gain additional information as to what keeps causing the issues facing the AXS consoles.

DFSI: Jordan was on site this week at ACDC and got the DFSI cut over and functioning. There were some issues that popped up, but several of those were related to the lightning strikes. Motorola is still working with ACDC for a mutual agreement on the items outside of scope and how they should be tracked, whether on the ATP or separately. We should have a resolution on this issue by next week.

Encryption: The Motorola team will be on site Monday 8/25 to review the final version of the encryption plan with ETSB. At that time, we can make any additional changes or address concerns before the plan is shared county wide at ETSB's discretion.

Subscribers: Chris Severns has submitted tickets to have all the subscribers returned per Chris Chisnell's request. Currently, we are waiting for the creation of shipping labels. Once created the Motorola team will work with ETSB staff to have the shipping team collect the radios so credit can be issued for future use.

Motorola Wednesday Morning Status Call - August 27, 2025
AXS Consoles: Motorola is continuing to work actively to track down the cause of the issues that are occurring at DU-COMM and ACDC. At this time, we are working to compile the data of all tickets and issues that have been identified and review the data. Once this has been completed, we will work to provide feedback and updates on all issues as possible, whether it be a patch fix or a training issue.

Additionally, Motorola has assigned two STs to be available for troubleshooting as they live in closer proximity to DuPage County. Troy Sauberlich and Jose Marquez will be the two STs joining to help out. This will cut down on the travel time for Matt Downer in aiding response to issues and pulling future logs.

DFSI: DFSI is fully installed at ACDC and is in use at this time. There are several items that we are working with Jim Connolly on to get resolved for wrapping up the implementation. Matt Downer is looking into the audio output levels to see if we can help resolve that issue. He is also working to address the following:
• Alias not being available due to Analog/MDC confusion.
• Creating connections for 8PD1, 2 and 3.
• Crossmuting in Provisioning Manager.
• Alias database updates for DFSI in STARCOM

Encryption: Motorola met with ETSB this week and worked through the outline of the plan for encryption implementation. At Executive Director Zerwin's request, the Motorola team will add full details to each step in order to set expectations on time and procedures that will be required to complete each of these processes for implementation. The goal is to have this document created by mid-September for ETSB review.

Additional Items: Brianna has worked to get access to Radio Management for the ETSB Admin team, this should be available shortly.

Subscribers: Chris Severns and Chris Chisnell are still working to get return labels for the return of these items. Hoping to have these soon.

File #: 25-2129   **Agenda Date:** 9/8/2025   **Agenda #:** 8.B.

Policy #: 911-005.8
Previous Policy(s) #: 911-005.8: TDMA Compliance, Authorized Subscriber Units and Accessories
Effective Date: March 1, 2018
Revised: February 11, 2020; February 10, 2021; May 10, 2023

DEDIR System Subscriber Unit Requirements

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DuPage Emergency Dispatch Interoperable Radio (DEDIR System) requirements for equipment and accessories on DEDIR SYSTEM for the purpose of interoperability for emergency communications.

Additional Authority:
50 ILCS 750 Emergency Telephone System Act
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 a standardized System of interoperable communication on the DEDIR SYSTEM for emergency service interoperability and cost effective, efficient maintenance and programming of the subscriber units, consoles, and other approved accessories.

Scope:
This policy shall apply to all DEDIR System users, vendors, maintainers, or other authorized agents receiving approval to access DEDIR System talk groups.

I.   **Policy Statement**

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch System. The System permits communication between telecommunicators and the first responder 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 joint emergency response situations.

DuPage ETSB has authorized and overseen the purchase of replacement portable and mobile radios for the DEDIR System on STARCOM21. Those authorized radio brands and models are to be programmed for the DEDIR System STARCOM21 System or other radio channels and talk groups as recommended by the ETSB PAC and approved by the ETS Board.

It is DuPage ETSB's responsibility to provide access to STARCOM21 with an overall coverage at 12 dB throughout the county-wide System based on the intergovernmental agreements (IGAs) entered into with the participating agencies or their PSAP on behalf of their agencies. 12 dB coverage was affirmed during testing throughout the DuPage ETSB 9-1-1 System geographic area in ¼ miles increments with the original tower deployment and the subscriber/radio unit set up as provided by DuPage ETSB per the IGA.

Since that test, steps have been taken to add resiliency to the System to ensure 12 dB coverage in the event that a tower site was disabled. The ancillary result of this resiliency is that some, but not all of the DEDIR System, may experience coverage as high as 16 dB coverage.

Any member agency that wants to alter a portable radio or deploy an accessory that is not part of the standard package provided by the ETSB for the DEDIR System radios per the IGA must request review of that item to ensure that it does not require a change in the radio's code plug or diminish the efficiency of the radio (ie: certain microphones and earpieces that are available today require a change in the code plug to operate effectively on the DEDIR System).

Any agency that wants to alter a subscriber unit or portable must complete the Policy #911-005.8: Subscriber Unit Requirements Radio Modification Form (Appendix B) indicating that they acknowledge the information contained in this policy and that DuPage ETSB has met its obligation per the IGA.

II.   Authorized Subscriber Units

DEDIR System members should work with PAC prior to the purchase of any equipment that is not on the approved equipment list (Appendix C). Radios purchased after December 2022 must meet the following minimum specifications and receive prior approval before operation on the DEDIR System will be allowed:

- TDMA capable and enabled
- P25 Phase 2 Compliant
- Must have AES256 Encryption capabilities if requesting encrypted talk groups
- Must be submitted to and approved by ETSB PAC and ETS Board for operation on the System

All costs that are incurred by the ETSB or its maintainer to design, program or maintain non-DuPage purchased ETSB Radios will be billed to the organization or agency which owns/operates the radio(s) at a rate determined per vendor contract.

All radios that will affiliate to a TDMA talk group must have TDMA enabled. For talk groups that are patched to a legacy frequency (VHF), TDMA will not be functional but should be available. From time to time, ETSB may add additional approved radios to those radios to Appendix C. All radios which operate on the DuPage DEDIR System will be required by December 31, 2023 to be AES256 encryption capable and will not have access to any other DEDIRS talk groups other than the main Fire Dispatch Channels (Fire West, Fire East, Fire North, Fire South, FDACDC1, and FDACDC2).

III.   GPS:

APXNext radios are both LMR and LTE GPS capable. All other APX series radios are LMR GPS capable. All radios should have GPS enabled and be properly added to the Computer Aided Dispatch software list for effective unit status location and information consistency.

LMR and LTE GPS will be enabled in all ETSB DEDIR SYSTEM radios. GPS data will be entered into the Computer Aided Dispatch software (CAD LISTS), so accurate logging of the GPS signals may be utilized and properly documented. LTE GPS will be utilized in properly equipped radios.

Radios that are LTE capable use this feature to automatically hunt to LTE if an LMR signal is not available.

IV. **Process to Add Equipment to the DEDIR System**

A. Adding Subscriber Units:
   If a DEDIR System agency determines that it would like to purchase additional subscriber/radio units, all additions to the DEDIR System must be submitted to the ETSB via the Policy Advisory Committee (PAC) to ensure Grade of Service is maintained and applicable/required features are enabled in the subscriber units and the units are compatible with the DEDIR System and its interoperability plan. Radios must meet the requirements listed in Section II of this policy.

B. Airtime:
   All additions to the DEDIR System must be submitted to the ETSB via the Policy Advisory Committee (PAC) to determine whether airtime will be provided by ETSB.

   The ETSB Airtime contract will only be adjusted on an annual basis to include airtime costs for radios that can be paid with 9-1-1 surcharge. ETSB can bill an agency for airtime under its contract for radios that do not qualify for 9-1-1 surcharge financial support.

   The airtime contract term begins January 1 of each year. Requests for airtime must be made by August 1 of any year to allow sufficient time for processing of change orders and budgeting through County Procurement. Requests after August 1 will not be considered until the next budget cycle. Unless otherwise approved, airtime will be the responsibility of the member user procuring new radios.

C. WAVE Access
   WAVE access must be approved by the STARCOM21 member, which is ETSB. On behalf of ETSB, PAC has been assigned the approval task for WAVE applications. The cost for WAVE access is an agency/user cost.

V. **Accessories**
See Policy #911-005.8 Appendix C for ETSB supported equipment and accessories.

The ETSB has authorized the replacement of certain radio and equipment as shown in Appendix C of this policy subject to state and federal statutes and guidelines for acceptable costs.

A list of authorized accessories will be maintained by DuPage ETSB and posted on the ETSB Zendesk Portal in the DEDIR System tab. No modifications shall be made to subscriber units without prior approval by the ETS Board via PAC recommendation to ensure capability and proper radio function.

The ETS Board authorizes the PAC to make changes/additions/deletions to Appendices without having to bring such changes to the ETS Board.

In order to be eligible for accessory replacement, an agency must complete this policy's forms:

1. Policy #911-005.8: Appendix A: Annual Training Form, one per agency with roster; and
2. Policy #911-005.8: Appendix B: Radio Modification Notification Form, one per user requested change.

3

VI.   Modification Request and Notification

Any member agency that wants to alter a portable radio or deploy an accessory that is not part of the standard package provided by the ETSB for the DEDIR System radios per the IGA must request review to ensure that it does not require a change in the code plug or diminish the efficiency of the radio (ie: certain microphones and earpieces that are available today require a change in the code plug to operate effectively on DEDIR System).

Any agency or user that wants to alter a subscriber unit or portable must complete the Policy #911-005.8 forms indicating that they acknowledge the information contained in this policy and that DuPage ETSB has met its obligation per the IGA.

The standard package is listed in Appendix C. Additional approved accessories and items are listed as acceptable.

Any user utilizing a subscriber unit on the DEDIR System must complete a Policy #911-005.8: Subscriber Units and Accessory Policy Modification Notification form if altering the subscriber unit. This form is necessary to ensure that replacement accessories are compatible with the ETSB authorized radios. A list of the modifications, including part numbers, will be kept on file to assist the ETSB system manager in diagnosing any radio service tickets requests relating to the performance of the subscriber unit.

The completed form must have the approval signature of the agency head, or their designee, prior to submission to ETSB.

A form should be completed each time a modification is made.

The form must be submitted to DuPage ETSB via https://dupageetsb.zendesk.com prior to making any changes.

The ETSB system manager will review the accessory items listed on the modification form to ensure compatibility with the subscriber unit/portable. If there are no compatibility issues, the system manager will sign off on the form and return it to ETSB.

The 9-1-1 System Coordinator will sign off on the form and a copy will be returned to the agency head and the requesting user.

Any damage resulting from a failure to report a modification to the radio will be the cost of the agency. The deducible for radios purchased after December 2022 is $5,000.

Use of a non-package Holster does not require a modification form, so long as the radio can function properly.

Policy adopted: _____May 10, 2023_____

Greg Schwarze, Chairman

Appendix A

Policy #911-005.8: Annual Training Form

As the Chief/Director 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 #911-005.8: DEDIR System Subscriber Unit Requirements.

In addition, going forward, this agency will:
1. On an annual basis review and train on DuPage ETSB Policy #911-005.8: DEDIR System Subscriber Unit Requirements.

2. Provide a copy of this form annually when training of subscriber users has been completed, including a roster of users submitted to DuPage ETSB via https://dupageetsb.zendesk.com.

[ ] By checking this box, the below signed acknowledges the information in this policy regarding the requirements of DuPage ETSB to provide 12 dB coverage within the service area; and that said coverage is accomplished via a combination of LMR towers and LTE coverage (for applicable radios) and the set-up of the provided subscriber units per the IGA. I further acknowledge that knowing this information, the above agency has trained their user members utilizing a DuPage ETSB subscriber unit. Any radio that has been altered from authorized ETSB specifications shall be noted through use of the Policy #911-005.8: Subscriber Unit Requirements Radio Modification Form; this document will be provided for each radio that has been altered. Each document shall include the user's signature and the agency head's signature. Those users are indicated on the submitted roster to include the type of alteration (model number of replaced equipment) with the completed Policy #911-005.8: Subscriber Unit Requirements Radio Modification Form.

[ ] By checking this box, this agency and the individual users understand that DuPage ETSB is not responsible for any coverage loss experienced by the user who has modified the radio and further acknowledge that failure to provide modification information negates ETSB's responsibility to ensure, to the best of its ability, adequate radio coverage.

[ ] By checking this box, this agency understands that annual training must be on file in order to qualify for accessory modifications.

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

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[   ] Subscriber Unit or PSAP Roster Attached (required)

Appendix B

Policy #911-005.8: Radio Modification Form

I hereby acknowledge I have received and been trained on DuPage ETSB Policy #911-005.8: DEDIR System Subscriber Unit Requirements. The undersigned acknowledges the information in this policy requires DuPage ETSB to provide 12 dB of coverage within the service area; and that said coverage is accomplished via a combination of towers and the set-up of the provided subscriber units per IGA.

I further indicate that knowing this information, my agency has trained me utilizing a DuPage ETSB subscriber and will be allowing individual members to choose to alter the subscriber unit. I further acknowledge that as a user of a provided DuPage ETSB subscriber unit,

[   ] (initial) I choose to alter the subscriber/radio unit listed below in the following manner:

Radio Type:	
ETSB Asset Tag#:	
Serial Number:	
Alias:	

Alteration or modification: (include item model number etc)

	Item	Part Number & Vendor Name
1		
2		

[   ] (initial) I agree to have this modification listed on the annual roster and to submit a new form if, at any point, I want to make further modifications to the subscriber unit.

[   ] (initial) I agree to pay for any damage that may occur to the radio as a result of my modification.

I understand that certain modifications made to this radio may reduce the efficiency of this radio and by making these modifications may cause my radio to operate below the standards set by Motorola and that was designed to operate on the DEDIR System. I further understand that all the conditions set forth in the DEDIR System policies have been implemented to ensure first responder safety and DEDIR System standardization for interoperability; and that I agree to hold DuPage ETSB harmless for any catastrophic failure, coverage loss experienced by this user as a result of the alteration or failure to report any malfunction of the subscriber unit.

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

_____   _____
Requestor   Agency Head or their Designee

_____   _____
Printed Name and Title   Printed Name and Title

Agency: _____

Date Training was completed: _____

Appendix C

DEDIRS Approved Radios
All models must have AES Encryption (if Encrypted channels are requested) and TDMA
APX4000
APX6000
APXNext
APXNextXN
APX8000
APX8000XE
APX8500 mobile radios   (Dual Head, Remote Head, Dash Mount)
APX7000 series radios
APX7500 mobiles radios

Outside agency radios not supported by DEDIRS (Naperville Harris radios, Kenwood radios)

The standard radio package shall consist of:

APXNext (Police)

	Description	Part Number
1	APXNext single band radio	H45TGT9PW8AN
2	APXNext Batteries	NNTN9216A
1	Charging port	Either single charger or multi-charger (agency choice)
1	Plastic Holster	PMLN7947A
1	Remote Speaker Mic	PMMN4145a
1	Whip Antenna or	QA08243AA
1	Stubby Antenna	AN0000296A01

APXNext XN (Fire)

	Description	Part Number
1	APXNext XN Dual band radio	H45TGU9PW8AN
2	APXNext XN Non-Incendiary Batteries	PMNN4812A
1	Charging port	Either single charger or multi-charger (agency choice)
1	Fire Holster	PMLN8328 (Boston Leather)
1	XN Remote Speaker Mic	PMMN4138A
1	Dual Band VHF Antenna	AN000417A01

Authorized Accessories
The following accessories are approved for use on ETSB DEDIR System radios. *ETSB Provided* refers to equipment provided by DuPage ETSB for DEDIR System members. Replacement will be for normal wear and tear not for willful destruction or careless use of equipment. All agencies accessing the DEDIR System by IGA are responsible for their own equipment.

    a. Microphones
    b. Batteries (as needed, not blanket replacements)
    c. Chargers or charger cup replacements
    d. Antennas (only Motorola approved antenna)

The Agencies will be responsible for:
    e. Radio Holsters

Authorized Accessories

Item	Radio Model	Part Number	ETSB Provided	Date Approved
Earpiece Impres2 Wire	APXNext	PMLN6129A	No	
Earpiece Accessory Kit 2	APXNext	PMLN6127A	No	
Earpiece RX Only Clear	APXNext	PMLN8120A	No	
Earpiece Audio ACCY	APXNext	BDN6783B	No	
Earpiece CMFRT EAR	APXNext	RLN5312B	No	
Earpiece Impres2 Wire	APXNext	PLMN6130A	No	
HYBRID Leather holster	APXNext	PMLN7948A	No	
3" Replacement Swivel Belt	APXNext	PMLN5409A	No	
Remote Speaker Mic / Police	APXNext	PMMN4123A	Yes	
Whip Antenna / Police	APXNext	QA08243AA	Yes	
Stubby Antenna / Police	APXNext	AN0000296A01	Yes	
Plastic Police Holster	APXNext	PMLN7947A	Yes*	
Remote Speaker Mic/ 1802	APXNext XN	PMMN4138A	Yes	
Fire Holster	APXNext XN	PMLN8328 (Boston Leather)	Yes*	
Plastic Fire Holster	APXNext XN	PMLN8601A	No	
3-inch belt clip	APXNext XN	PMLN8603A	No	
2.5-inch belt clip	APXNext XN	PMLN8602A	No	
Dual band VHF antenna	APXNext XN	AN000417A01	Yes	
Antenna Kit	APX8500 mobile	AN000131A02	Yes	

*Initial deployment only

8

Accessories

Not all accessories are FCC certified to operate with all radio models or band splits. See the radio price pages for a list of FCC certified accessories or contact your sales representative for accessory compatibility.

Accessories for use in Hazard Zone

Accessories that are compatible with the radio, and can be used in the Hazard Zone include:

Table 24: Adapter

Part Number	Description
PMKN4262_	GCAI to 10-pin Adapter
	⚠ CAUTION: Motorola Solutions has not tested the 10-pin Adapter with any non-Motorola, third-party accessories that may be used by customers with Motorola Solutions two-way radios. Therefore, Motorola Solutions cannot guarantee that using certain non-Motorola accessories with Motorola Solution radios will comply with FCC regulations, audio safety standards or other relevant regulations, safety and performance standards.

Table 25: Antenna

Part Number	Description
AN000417A01_	All Band Antenna

Table 26: Battery

Part Number	Description
PMNN4812_	IMPRES 2 Battery

Table 27: Carry Case

Part Number	Description
PMLN8328_	Leather Carry Case

Table 28: Carry Straps

Part Number	Description
AY000223A01_	Boston Leather Fireman's Radio Strap with button back holder
AY000229A01_	Boston Leather Fireman's Radio Strap with button back holder - XL
RLN6486_	Boston Leather Fireman's Radio Strap
RLN6487_	Boston Leather Fireman's Radio Strap - XL

Part Number	Description
RLN6488_	Boston Leather Anti-Sway Strap for Boston Leather Fireman's Radio Strap

Table 29: Remote Speaker Microphones

Part Number	Description
PMMN4138_	XVN500 Remote Speaker Microphone

Prohibited Hazard Zone Accessories

Accessories that are compatible with the radio, but cannot be used in the Hazard Zone include:

Table 30: Audio Accessories

Part Number	Description
PMLN6127_	IMPRES 2 Wire Surveillance Black
PMLN6129_	2 Wire with Trans Tube Black
PMLN6130_	2 Wire with Trans Tube Beige

Table 31: Remote Speaker Microphones

Part Number	Description
PMMN4106_	XE500 RSM (Green with Channel Knob)
PMMN4106BLK_	XE500 RSM (Black with Channel Knob)
PMMN4107_	XE500 RSM (Green without Channel Knob)
PMMN4107BLK_	XE500 RSM (Black without Channel Knob)
PMMN4132_	XVE500 Remote Speaker Microphone, High Impact Green with Knob
PMMN4132ABLK_	XVE500 Remote Speaker Microphone, Black with Knob
PMMN4137A_	XVE500 Remote Speaker Microphone, High Impact Green, No Channel Knob
PMMN4137ABLK_	XVE500 Remote Speaker Microphone, Black, No Channel Knob

Table 32: Chargers

Part Number	Description
NNTN9115_ (Base: PS000337A01, US Line cord: 3087791G01)	IMPRES 2 Multi-Unit Charger, 6-Disp, US/NA/CA/LA Plug, Acc-Charger
NNTN9199_ (NNTN9178_ and PS000040A01)	IMPRES 2 Single-Unit Charger
NNTN9212_	APX NEXT Pocket (Only for use with NNTN8844_)

Table 33: Cables

Part Number	Description
CB000262A01_	Micro USB Programming Cable
PMKN4012_	Portable Programming Cable

For more information about supported accessories, see http://www.motorolasolutions.com.

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

File #: 25-2157   **Agenda Date:** 9/8/2025   **Agenda #:** 8.C.

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

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

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.

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 9-1-1or 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 of 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.

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

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.

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- 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

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 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

Policy #: 911- 005.6
Previous Policy(s):   4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, August 13September 10, 2025

DuPage Emergency Dispatch Interoperable Subscriber UnitRadio System (DEDIR System) Use of Emergency Button

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOMMSTARCOM21 and DEDIRSDEDIR System requirements for use and access of DEDIRSDEDIR System talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:
Public Act 100-002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
83 Illinois Administrative Code Part 725
83 Illinois Administrative Code Part 1325.415(m)
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board
20 ILCS 2615 Illinois State Police Radio Act

Goal:
It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on DEDIRSDEDIR 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, DEDIRSDEDIR System users and agencies receiving approval to access DEDIRSDEDIR System talk groups.

I.   Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOMMSTARCOM21 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.

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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 and publish them to the other PSAP(s) in the DEDIR System.

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 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:

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- 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). 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. 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.~~

- <u>Upon receipt of an emergency activation, the Telecommunicator shall execute the PSAP policy in place for such activations.</u>

- 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 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 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**,"~~

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~~(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.

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 Grasso~~Greg Schwarze, Chair~~man~~

4

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.orggov 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

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