



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Final Summary

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

Monday, October 6, 2025

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/88341040005?pwd=u1mzTUaS1xseqf35KK2qRa1FXGSxDL1>

Meeting ID: 883 4104 0005

Passcode: 763354

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)

Andres Gonzalez, DuPage Emergency Telephone System Board

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

Jim Connolly, Village of Addison (Remote)

Tom Gallahue, ILEAS (Remote)

Lou Hayes Jr., Hinsdale PD (Remote)

Marilu Hernandez, ACDC (Remote)

Jennifer Jager, Motorola (Remote)

Nick Kottmeyer, County Board Office

Erik Maplethorpe, DU-COMM (Remote)

James McGreal, Downers Grove PD (Remote)

Bob Murr, College of DuPage (Remote)

John Nebl, OHSEM (Remote)

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

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

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS**6.A. [25-2329](#)**

DEDIR System September Maintainer Report

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

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

RESULT: ACCEPTED AND PLACED ON FILE

MOVER: Eric Burmeister

SECONDER: Craig Jansen

6.B. [25-2330](#)

ETSB PAC Minutes - Regular Meeting - Monday, September 8, 2025

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

Attachments: [9-8-2025 PAC Minutes Summary](#)

RESULT: ETSB RECEIVED AND PLACED ON FILE

MOVER: Craig Jansen

SECONDER: Eric Burmeister

7. COMMITTEE APPROVAL REQUIRED**7.A. [25-2390](#)**

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Northwestern Medicine Central DuPage Hospital Mobile Stroke Unit 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.

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

Attachments: [Central DuPage Hospital Modification](#)
[911-005.2 Attachment Outside Agency CKR MOU Central DuPage Hospital Redacted](#)

RESULT: APPROVED

MOVER: Tyler Benjamin

SECONDER: Colin Fleury

8. DEDIR SYSTEM

8.A. [25-2331](#)

October DEDIR System Update

Executive Director Zerwin said the fire radio rollout continued with Lombard, Villa Park, West Chicago, and Hanover Park on Monday, followed by Downers Grove and Darien-Woodridge on Tuesday, Elmhurst, Clarendon Hills, Bloomingdale, and Glenside for Thursday, and Winfield and Wheaton for Friday. She said the upcoming ETS Board meeting would include the final change order for additional equipment, mobile radio purchases, and the replacement of APX4000 radios in coordination with the County, noting that it was a business decision to upgrade at 2022 pricing with a 47 percent discount.

Vice Chair Clark said the Fire Focus Group had reviewed and supported the mobile radio purchase. Member Jansen asked about battery issues, and Executive Director Zerwin said none had been reported. She said police batteries would soon be replaced after three years of use and that fire batteries were performing well, with a replacement planned for December.

Chair Selvik said he and Vice Chair Clark met with Motorola about encryption and were dissatisfied with their lack of progress, saying the plan lacked detail and clear direction for PSAPs and agencies. He said Motorola needed to create a step-by-step task plan before moving forward. Vice Chair Clark said their focus was to make the transition easier for end users, not for Motorola. Executive Director Zerwin said the meeting helped clarify responsibilities but that more work was needed to finalize a usable format before involving focus groups and directors.

Executive Director Zerwin said that Ms. Jennifer Jager had joined as the new Motorola technical lead replacing Mr. Andy Saucedo, with Mr. Otalvaro continuing to assist. She said the team needed to determine the simplest way to ensure that only authorized users could access the investigations channels. She said the Police Chiefs would need to be engaged to identify which personnel should have access, similar to how access is managed for MERIT channels. She explained that while the channels could exist in all radios, only authorized users would have access, and changes could later be made through firmware updates as assignments changed. She said once priorities shifted from the Fire radio rollout, staff would meet to address this process and develop a policy similar in structure to the MERIT policy to govern investigative channel access.

Attachments: [DEDIR System Update - 10 2025](#)

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

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

Member Burmeister said the matter remained status quo. He said he and Member Benjamin had a brief discussion and agreed that the Directors should be included in the

process. He said they hoped to schedule a meeting with the PSAP Directors within the next month and have an update ready for the next meeting.

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

8.C. Real Time Crime Center Requests

Executive Director Zerwin said she and Mr. Nebl planned to meet with Schaumburg toward the end of October to discuss GPS and access concerns once the radio rollout was completed. She said the matter required input from the Police Chiefs since it involved broader issues of data visibility and security. She explained that while access for outside entities could be useful for operations like saturation patrols, some Chiefs were concerned about other agencies viewing their units' GPS data, including investigators or sensitive assignments. She also mentioned security risks tied to users accessing CommandCentral from home. She suggested developing an outline or survey to gather Chiefs' feedback before moving forward.

Member Fleury raised concerns about officer safety and privacy, noting that GPS tracking could expose undercover officers or sensitive investigations. Chair Selvik and Vice Chair Clark agreed the issue needed review and discussed exploring options for controlling or limiting GPS visibility. Executive Director Zerwin said technical capabilities, such as user-selectable GPS settings, would be explored. Chair Selvik said the next Police Focus Group meeting would focus on creating a list of questions and recommendations, Executive Director Zerwin said that the upcoming meeting with Schaumburg could help clarify best practices.

8.D. [25-2441](#)

Discussion of Updated Police Template

Chair Selvik said the Police Focus Group met to review and update the Police radio template, confirming channel placements, verifying talkgroups, and removing any that were not part of existing IGAs. Vice Chair Clark asked if all talkgroups worked in every radio, noting that some, like MERIT, required authorization. Chair Selvik confirmed that was correct, and Executive Director Zerwin added that while the channels appeared in the radios, they would not function without proper access. Chair Selvik said the Focus Group approved the template as the final version, with only minor adjustments expected in the future.

Attachments: [PD Template Updated 10.1.25](#)

9. OLD BUSINESS

Executive Director Zerwin said that next month's agenda would include approval of the calendar for the following year before sending it to the ETS Board. She said there had been discussion about the meeting time and day and offered to look at alternative options if members were interested. She said Tuesdays were difficult because of County Board and committee meetings, and said PAC meetings were usually scheduled before the ETS Board meeting to allow business

items to carry forward. Discussion ensued, and members said they agreed to set the meeting time to Monday at 2:00 p.m. Executive Director Zerwin said the updated calendar would be on next month's agenda for approval.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

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

Member Benjamin made a motion to adjourn the meeting at 8:43 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

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

File #: 25-2329

Agenda Date: 10/6/2025

Agenda #: 6.A.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola Starcom Field Service
DATE: September 30, 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. A meeting for the review of a possible encryption plan has been scheduled for October 2, 2025.

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's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD

WHP Stienke 426CXZ1209

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 test radios were provided on Tuesday 7/22/25. The radios are being tested by the agencies and if issues are found in the programming, they will be submitting change requests via Zendesk tickets. Testing was scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing. As of 9/26/25, 11 agencies have been deployed and 18 agencies are ready once all paperwork is completed.

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: None outside of the deployment projects.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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Service Tickets

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	64	55	4	2	0	0	2	2
APX Next (PD)	94	71	18	5	0	12	3	3
APX NextXN (FD)	70	32	27	5	0	11	3	13
APX 8500 (mobile)	13	7	1	0	0	0	0	1
APX4000	23	13	2	1	0	0	1	1
Total	264	178	52	13	0	23	9	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 9/10 and 9/11. 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, September 11, 2025

8:45 am- Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well
10:40 AM to 1:55 PM Duration: 3.25 Hours - SmartConnect LTE and the WAVE application were unavailable

2:45 pm - Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

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Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. 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 CPS and RM feature release 37.00.00 was released on 9/12/25. This is an optional maintenance release. It includes firmware upgrade restrictions for out of support models which will no longer be able to be firmware upgraded (APX6000AN/XE/Li, APX7000/XE, APX7500, SRX2200AN). Additional information is available in the CPS readme.
- APX Portables and Mobiles Firmware R37.01.00 2025.2 is a maintenance release and was available 9/12/25 (CPS R36.00.01). It included new products and features updates. Application is optional.
- APX NEXT Firmware 37.03.00. Effective this release, the radio's firmware version shall hereby be aligned with the CPS client version across all radio platforms. Users will note upon upgrading the radio firmware that the version for this release will be indicated as R37.03.XX. This change standardizes our software versioning system. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.13 April 2025 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages: There were none last month.

Command Central Aware Outage Sep 19, 2025:

Sep 19, 08:58 CDT: LMR Radio locations are not displaying in CommandCentral Aware

Sep 19, 09:09 CDT: Full functionality has been restored to CommandCentral Aware.

SmartConnect (United States) Outage Sept 4, 2025:

Sep 04, 2025 - 09:11 CDT: Users may observe site link alarms for the inactive site on UEM. Site alarms can be ignored as the SmartConnect call processing service remains operational at active sites.

Sep 04, 2025 - 11:23 CDT: SmartConnect functionality has been restored. Inactive regions may still experience connection issues until 12:30 PM CDT.

Meetings: Fire Focus meeting 9/24/25

Training: There was none last month.



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Grade of Service Reports:

July 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	23.85	4.05	6.35	31.00	2953.19	14593.90	4.94	0.00	0.00	0.00
1:00:00	0.00	20.70	3.52	6.88	31.00	2515.97	12665.61	5.03	0.00	0.00	0.00
2:00:00	0.00	16.94	2.88	7.52	31.00	2017.16	10370.10	5.14	0.00	0.00	0.00
3:00:00	0.00	13.81	2.35	8.05	31.00	1608.94	8451.74	5.25	0.00	0.00	0.00
4:00:00	0.00	13.13	2.23	8.17	31.00	1517.13	8035.58	5.30	0.00	0.00	0.00
5:00:00	0.00	14.16	2.41	7.99	31.00	1662.00	8664.10	5.21	0.00	0.00	0.00
6:00:00	0.00	15.64	2.66	7.74	31.00	1855.35	9574.35	5.16	0.00	0.00	0.00
7:00:00	0.00	22.73	3.86	6.54	31.00	2654.90	13907.71	5.24	0.00	0.00	0.00
8:00:00	0.00	30.73	5.22	5.18	31.00	3646.42	18806.39	5.16	0.00	0.00	0.00
9:00:00	0.01	35.82	6.09	4.31	31.00	4299.52	21919.23	5.10	0.23	5.10	22.57
10:00:00	0.00	37.02	6.29	4.11	31.00	4482.13	22657.03	5.05	0.16	20.77	128.80
11:00:00	0.00	34.68	5.90	4.50	31.00	4174.58	21224.52	5.08	0.03	0.13	4.00
12:00:00	0.01	34.68	5.90	4.50	31.00	4211.06	21226.19	5.04	0.48	2.77	5.73
13:00:00	0.00	37.14	6.31	4.09	31.00	4494.06	22727.03	5.06	0.00	0.00	0.00
14:00:00	0.02	36.86	6.27	4.13	31.00	4486.35	22558.06	5.03	0.97	9.39	9.70
15:00:00	0.12	39.34	6.69	3.71	31.00	4811.35	24073.48	5.00	5.55	26.97	4.86
16:00:00	0.03	39.11	6.65	3.75	31.00	4767.29	23934.10	5.02	1.39	14.00	10.09
17:00:00	0.00	37.23	6.33	4.07	31.00	4549.00	22785.71	5.01	0.03	1.32	41.00
18:00:00	0.00	34.46	5.86	4.54	31.00	4203.68	21091.26	5.02	0.00	0.00	0.00
19:00:00	0.00	33.78	5.74	4.66	31.00	4160.52	20676.26	4.97	0.00	0.00	0.00
20:00:00	0.00	31.62	5.38	5.02	31.00	3969.77	19351.65	4.87	0.00	0.00	0.00
21:00:00	0.00	32.62	5.55	4.85	31.00	4113.23	19965.71	4.85	0.00	0.00	0.00
22:00:00	0.00	29.97	5.09	5.31	31.00	3826.42	18340.45	4.79	0.00	0.00	0.00
23:00:00	0.00	26.87	4.57	5.83	31.00	3373.42	16444.87	4.87	0.00	0.00	0.00

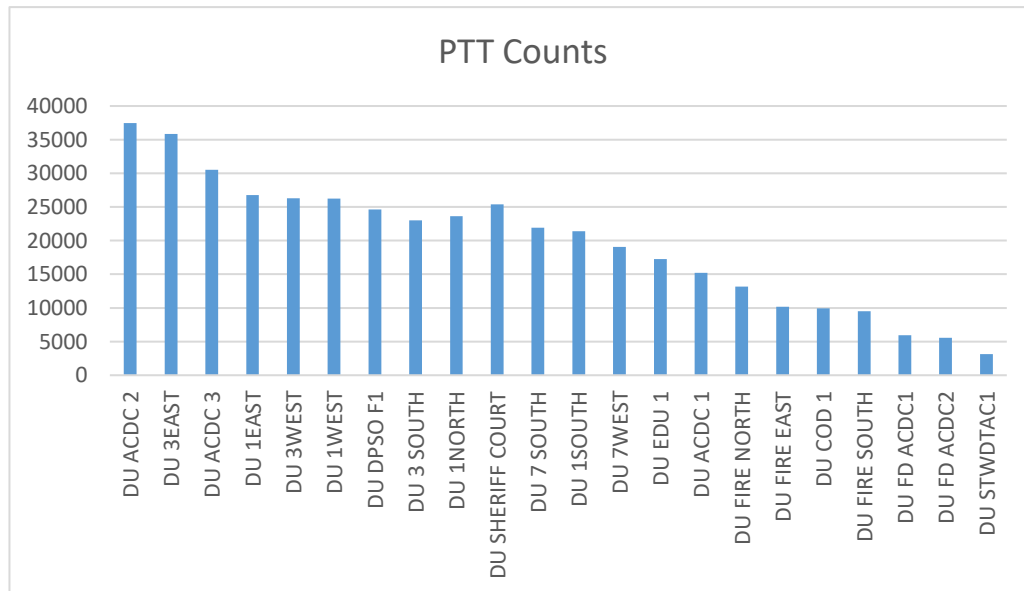


August 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
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0:00:00	0.00	22.88	3.89	6.51	31.00	2868.45	14001.13	4.88	0.00	0.00	0.00
1:00:00	0.00	19.96	3.39	7.01	31.00	2476.39	12213.52	4.93	0.00	0.00	0.00
2:00:00	0.00	17.56	2.99	7.41	31.00	2126.26	10749.35	5.06	0.00	0.00	0.00
3:00:00	0.00	13.79	2.34	8.06	31.00	1640.45	8438.84	5.14	0.03	0.03	1.00
4:00:00	0.00	13.08	2.22	8.18	31.00	1543.23	8006.71	5.19	0.00	0.00	0.00
5:00:00	0.00	13.43	2.28	8.12	31.00	1579.74	8221.71	5.20	0.00	0.00	0.00
6:00:00	0.00	16.24	2.76	7.64	31.00	1959.81	9940.10	5.07	0.00	0.00	0.00
7:00:00	0.00	23.07	3.92	6.48	31.00	2719.23	14117.16	5.19	0.00	0.00	0.00
8:00:00	0.00	31.83	5.41	4.99	31.00	3692.42	19479.35	5.28	0.16	1.61	10.00
9:00:00	0.00	35.21	5.99	4.41	31.00	4228.90	21548.94	5.10	0.19	10.06	52.00
10:00:00	0.00	36.04	6.13	4.27	31.00	4336.71	22054.97	5.09	0.13	0.61	4.75
11:00:00	0.00	34.79	5.91	4.49	31.00	4155.10	21288.48	5.12	0.03	7.10	220.00
12:00:00	0.00	34.56	5.87	4.53	31.00	4270.58	21148.29	4.95	0.13	0.29	2.25
13:00:00	0.00	34.91	5.94	4.46	31.00	4163.81	21367.03	5.13	0.00	0.00	0.00
14:00:00	0.00	35.07	5.96	4.44	31.00	4264.35	21463.13	5.03	0.00	0.00	0.00
15:00:00	0.01	37.35	6.35	4.05	31.00	4543.19	22855.97	5.03	0.45	5.13	11.36
16:00:00	0.00	37.78	6.42	3.98	31.00	4626.74	23119.03	5.00	0.06	0.26	4.00
17:00:00	0.02	36.58	6.22	4.18	31.00	4456.16	22386.39	5.02	0.97	11.58	11.97
18:00:00	0.00	34.16	5.81	4.59	31.00	4415.16	20903.71	4.73	0.00	0.00	0.00
19:00:00	0.00	33.07	5.62	4.78	31.00	4102.94	20239.52	4.93	0.00	0.00	0.00
20:00:00	0.00	32.86	5.59	4.81	31.00	4101.32	20109.19	4.90	0.00	0.00	0.00
21:00:00	0.00	30.73	5.22	5.18	31.00	3839.35	18804.13	4.90	0.00	0.00	0.00
22:00:00	0.00	27.29	4.64	5.76	31.00	3527.39	16704.52	4.74	0.00	0.00	0.00
23:00:00	0.00	26.21	4.46	5.94	31.00	3310.03	16038.68	4.85	0.00	0.00	0.00



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Group Alias	PTT Count
DU ACDC 2	37474
DU 3EAST	35862
DU ACDC 3	30519
DU 1EAST	26777
DU 3WEST	26290
DU 1WEST	26235
DU DPSO F1	24643
DU 3 SOUTH	23007
DU 1NORTH	23607
DU SHERIFF COURT	25401
DU 7 SOUTH	21900
DU 1SOUTH	21414
DU 7WEST	19085
DU EDU 1	17240
DU ACDC 1	15207
DU FIRE NORTH	13161
DU FIRE EAST	10185
DU COD 1	9926
DU FIRE SOUTH	9502
DU FD ACDC1	5920
DU FD ACDC2	5544
DU STWDTAC1	3115





ETSB PAC Other Action Item

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File #: 25-2330

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Agenda #: 6.C.1.



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Monday, September 8, 2025

8:15 AM

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Join Zoom Meeting

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

Meeting ID: 886 0523 3946

Passcode: 384962

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 (Remote)

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Eve Kraus, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

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

Jim Connolly, Village of Addison (Remote)

Craig Gomorzak, Lisle PD (Remote)

Marilu Hernandez, ACDC (Remote)

Bob Murr, College of DuPage (Remote)

Michael Rodriguez, Lisle PD (Remote)

Richard Sanborn Jr., York Center FPD (Remote)

On roll call, Members Benjamin, Burmeister, Clark, Jansen and Selvik were present, which constituted a quorum. Member Fleury (8:26 am) was absent at the time of roll call.

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5. MEMBERS' REMARKS

Vice Chair Clark said he wanted to commend the ETSB on the beginning of the rollout for the Fire radios. He said so far things had been going smoothly and it was good to see progress.

6. CONSENT ITEMS**6.A. [25-2115](#)**

DEDIR System August Maintainer Report

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

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

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Tyler Benjamin

6.B. [25-2116](#)

ETSB PAC Minutes - Regular Meeting - Monday, August 4, 2025

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

Attachments: [2025-08-04 PAC Minutes Summary](#)

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

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.

Chair Selvik said the 14 day notification period was completed with no objections.
On voice vote, all Members voted 'Aye', motion carried.

Attachments: [DEDIRS Modification Hinsdale HS 8.7.25_Redacted](#)

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

8. DEDIR SYSTEM

8.A. [25-2119](#)

September DEDIR System Update

Executive Director Zerwin said so far, all the ACDC Fire agencies APXNext XN radios were rolled out except Addison, which was scheduled for that week. She said the ETSB planned to proceed with a letter of intent, certification, and fleetmap so radios could be distributed in good faith to the IGA process for DU-COMM agencies. Executive Director Zerwin said the schedule for bringing in Police departments to start encryption on those radios would be coming up shortly. She asked Mr. Gonzalez to show the status of certifications and fleetmaps for Police agencies and said those were starting to come in slowly as well. She emphasized that the focus remained on getting Fire radios out first.

Executive Director Zerwin said DU-COMM will have to redo the IGA for Police agencies and that certifications would be added to the files for ACDC agencies. She said the Police would also be receiving new fleetmaps, and if there were any alias changes or final changes to their agency banks or user select banks, they could be made as the radios were brought in and final encryption was completed.

Attachments: [DEDIR System Update - 09 2025](#)

8.B. [25-2129](#)

Discussion of Policy 911-005.8: DEDIR System Subscriber Unit Requirements.

Executive Director Zerwin explained that Policy 911-005.8 allowed the ETSB to amend the accessories list without board approval. She said an updated equipment list for the APXNext XN radios would be added and distributed on the Policy board and on the podcast. Vice Chair Clark said he was concerned the Policy seemed to restrict holsters to the Boston leather option and asked if other protective cases would be acceptable.

Executive Director Zerwin said the concern was mainly about protecting the screen, chiefs could choose what to use, and ETSB only provided the approved list. She said more options would likely become available over time. Vice Chair Clark said he wanted to confirm that other holsters that protected the display would be acceptable, and Executive Director Zerwin said it depended on how the radio was held and reminded him holsters were not part of NFPA certification. She said the ETSB did not provide holsters, only on initial deployment.

Chair Selvik said chiefs could submit requests for other accessories to the PAC for consideration. Vice Chair Clark said many preferred non-leather holsters for cleaning bloodborne pathogens. Executive Director Zerwin said that could be considered but stressed the policy remained limited to the list of approved equipment which included a plastic holster.

Member Fleury arrived at 8:26 a.m.

Attachments: [911-005.8 DEDIR System Subscriber Unit Requirements](#)
[ETS-R-0015-23 executed_Redacted](#)

8.C. [25-2157](#)

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

Member Burmeister said that he and Member Tyler had met to discuss the matter. He said ACDC had no issue with the initial policy as written by ETSB, but he understood DU-COMM had some operational needs. Member Tyler said DU-COMM's proposal was that the PSAPs exchange policies and keep each other informed, rather than having a single overarching policy. He said neither of the PSAP policy aligned exactly with the ETSB policy and that it was better to leave it open-ended as long as there was communication. He said Chiefs governed DU-COMM's operations, and if a police or fire Chief wanted to change how emergency button activations were handled, he could not stop them.

Member Burmeister said the PSAPs had already exchanged their policies. Member Jansen said his concern was consistency, asking if both PSAPs operated the same way so agencies moving between centers would not face differences. Chair Selvik said the same concern applied even without a switch, since the centers served as backups for each other during mutual aid. He asked if there were differences in how the PSAPs handled activations. Member Tyler said the code word for false activations was the same, but how telecommunicators contacted users was different. He said he was not concerned with strict uniformity as long as PSAPs kept each other informed. He said mutual aid already presented unknowns with agencies outside the System. He said as far as having black and white language that would tell police and fire Chiefs how they must respond and not allow them to change it, "I don't see how I could bring that to them". Executive Director Zerwin said the IGA for the DEDIR System required agencies to follow the system, and that superseded any internal policy.

Chair Selvik said the bigger question was whether this was a PSAP issue or one that required standardization across the system. He said consistency was important for dispatchers and Chiefs should not dictate conflicting practices. Member Tyler said the policy as drafted was operational, not technological, and that Chiefs might want stricter procedures in the future. He said ETSB policy should not prevent that flexibility. Executive Director Zerwin said such changes should come to PAC, since its purpose was to create standardized system policies. She said once an incident was dispatched, agency response was operational, but the emergency button process was written by Chiefs for consistency and safety.

Vice Chair Clark said he was concerned that if ETSB dictated procedures for the emergency button, it might extend into other operational areas. Executive Director Zerwin said ETSB did not want to go that deep but the Chiefs had asked for consistency. Chair Selvik said he supported consistency, noting the policy had been adopted in 2018 and should evolve but remain standardized. He said whether there was one policy or separate PSAP policies, both should still come through PAC for review.

Member Fleury said he feared that allowing each PSAP to set its own rules would create confusion for dispatchers. He said this might be more of a PSAP issue than an ETSB issue but cautioned against going too far down that path. Vice Chair Clark said the policy might include too much detail and should be broader. Member Fleury said any technological change would also force constant revisions. Vice Chair Clark agreed that room layout and console positions could affect operational details, so ETSB policy should remain broad.

Executive Director Zerwin said the intent of the policy was officer and firefighter safety and ensuring consistent expectations. She said differing practices could cause delays and confusion, and that the Policy Advisory Committee was designed to provide standardized guidance for how the interoperable radio system was used.

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

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

Vice Chair Clark said he had a report. He said they were working to schedule a Fire Focus Group meeting to discuss mobile radios, which would also apply to some police mobile radios. He said the vendor had generally been determined, but each radio had different options, and it was important to make sure the correct ones were ordered. He said they hoped to finalize the decisions in the next couple of weeks so the order would be correct the first time. He said the expected delivery date from the vendor was around January, and they were trying to stay ahead of the process as much as possible.

11. ADJOURNMENT

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

Member Tyler made a motion to adjourn the meeting at 8:50 am, seconded by Member Burmeister. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

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

File #: 25-2390

Agenda Date: 10/6/2025

Agenda #: 7.A.

DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION	
Type of Application:	☐ New ☒ Modification
NAME OF AGENCY:	Northwestern Medicine Central DuPage Hospital Mobile Stroke Unit
POINT OF CONTACT:	Keely Buffo
BUSINESS ADDRESS	25 N Winfield Rd, Winfield, IL 60190
EMAIL ADDRESS:	keely.buffo@nm.org
BUSINESS TELEPHONE:	(630) 933-6881
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)	
The Applicant is requesting access to DEDIR System for certified sworn police personnel or certified fire service personnel or community service officers.	Yes
The Applicant is requesting monitoring capabilities only	No
The Applicant is a member of STARCOM21	Yes
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	Yes
Applicant Equipment Information	
The total number of portable radios (portable and mobile) covered under this request is:	5
The total number of radios which will be affiliated during any daily operational shift is:	5
Do the radios have TDMA?	No
Do the radios have encryption: ☐ No ☒ AES encryption	
Type of radios to be programmed with a DEDIRS talk group: Motorola APX Series	
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_____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	☐ Yes ☐ No
Posted on ETSB Agenda Date: _____	☐ Yes ☐ No
Vote of ETSB Board: Ayes_____ Opposed_____ Abstain_____ Absent_____ Resolution No: _____	Approved ☐ Yes ☐ No

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 **Northwestern Medicine Central DuPage Hospital - Mobile Stroke Unit** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a need to know the below-listed information. Agency understands that this document is not public information and should not be disclosed pursuant 5 ILCS 140/7(d)(6) and (v) as well as 20 ILCS 2615/1 and 12.

DuPage ETSB Talk Group	TG Decimal ID	TG Hex ID	CKR	Agency Talk Group	Number of Channels	Number of Keys	TG Decimal ID	TG Hex ID	CKR	Questions
DU DUP CALL				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 2										
DU FD WEST										
DU FD EAST										
DU FD NORTH										
DU FD SOUTH										
DU FD OPS 11										
DU FD OPSE1										
DU FD OPS N1										
DU FD OPS N3										
DU FD OPS S1										
DU FD OPS S3										
DU COWD FD										
DU UNIFD 1										
DU UNIFD 2										
DU UNIFD 3										
DU UNIFD 4										
DU UNIFD 5										
FD OPSE2										
FD OPSE3										
FD OPS N2										
FD OPS S2										

Point of Contact: Keely Buffo

Method of Contact: Keely.Buffo@nm.org

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: Keely Buffo

Signature: _____

Date: 9/30/25



Informational

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

File #: 25-2331

Agenda Date: 10/6/2025

Agenda #: 8.A.



Emergency Telephone System Board Of DuPage County

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

APXNext XN:

Following is the updated schedule for deployment to date.

Fire agencies that have submitted the Certification/IGA as of 09/30/2025:

	Certification	Fleet Map	IGA Received	IGA Approved	Deployed
<u>Agencies that do need an IGA</u>					
Bartlett FPD	X	X	X	September 17	August 29
Bloomington FPD	X	X	X	September 17	October 9
Carol Stream FPD	X	X	X	September 17	August 21
Clarendon Hills FD	X	X	X	September 17	Waiting on confirmation
Darien-Woodridge FPD	X	X	X	September 17	October 7
Downers Grove FD	X	X	X	September 17	October 7
Elmhurst FD	X	X	X	September 17	October 9
Glen Ellyn VFC	X	X	X	September 17	October 17
Glenside FPD	X	X	X	September 17	October 9
Hanover Park FD	X	X	X	September 17	October 6
Hinsdale FD		X		-	TBD
Lisle-Woodridge FPD	X	X	X	September 17	October 16
Lombard FD	X	X	X	September 17	October 6
Oak Brook FD	X	X	X	September 17	Waiting on confirmation
Oakbrook Terrace FPD	X	X	X	September 17	Waiting on confirmation
Roselle FPD	X	X	X	September 17	September 11
Villa Park FD	X	X	X	September 17	October 6
Warrenville FPD	X	X	X	September 17	August 25
West Chicago FPD	X	X	X	September 17	October 6
Wheaton FD	X	X	X	September 17	October 10
Winfield FPD	X	X	X	September 17	October 10
York Center FPD	X	X	X	September 17	October 17
Total	21	22	21		
<u>Agencies that have an IGA</u>					
Addison FPD	X	X	N/A		September 12
Bensenville FPD	X	X	N/A		August 28
Itasca FPD	X	X	N/A		September 2
Pleasantview FPD	X	X	N/A		September 3
Tri-State FPD	X	X	N/A		September 4
Westmont FPD	X	X	N/A		August 26
Wood Dale FPD	X	X	N/A		August 25
Total	7	7			
Grand Total	28	29	21		12



Emergency Telephone System Board Of DuPage County

Police agencies that have submitted the Certification/IGA as of 09/30/2025:

	Certification	Fleet Map	IGA Received	IGA Approved	IGA Status
<u>Agencies that do need an IGA</u>					
Bartlett PD	X	X			
Burr Ridge PD		X			
Carol Stream PD					
Clarendon Hills PD	X	X			
Darien PD					
Downers Grove PD	X	X			
Elmhurst PD					
Glen Ellyn PD					
Hanover Park PD		X			
Hinsdale PD	X	X			
Lisle PD					
Lombard PD	X	X			
Oak Brook PD					
Oakbrook Terrace PD					
Roselle PD					
Villa Park PD					
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			
Winfield PD	X	X			
Woodridge PD					
Total	8	11	0		
<u>Agencies that have an IGA</u>					
Addison PD	X		N/A		
Bensenville PD			N/A		
Bloomington PD			N/A		
DuPage County Forest Preserve			N/A		
Glendale Heights PD			N/A		
Itasca PD			N/A		
Westmont PD			N/A		
Wood Dale PD			N/A		
DuPage County Sheriff	X	X	N/A		
Total	2	1			
Grand Total	10	12	0		

APX8500 Mobile Replacement: ETSB staff and ASA Winistorfer are working out the procurement details to present a purchase recommendation to the ETS Board. There was a supplemental memorandum provided to the Board regarding this swap in September. A purchase order is on the October agenda for the replacement device as noted previously in this report.



Emergency Telephone System Board Of DuPage County

CommandCentral Aware: As reported last month, Motorola gave a presentation on CommandCentral Aware. ETSB is finalizing agency interest and will be working with Motorola on this licensing. This project is in process pending fire radio roll out.

APX4000. An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies have been reach out to schedule their APX4000 radios for program updates. The update will take about 15 minutes.

Wheaton PD 1

PAC Focus Groups

The Police Focus Group did not meet in September, the next meeting has been scheduled for October 1, 2025.

The Fire Focus Group met on September 24. The following is a summary of the meeting submitted by Chief Clark.

1. Portable Radios
 - a. Status of Roll-out
 - i. Waiting for approval of the DU-COMMIGA and then should be ready to begin roll-out to remaining DU-COMM agencies. ETSB can generally handle two agencies per day.
 - b. Any outstanding issues?
 - i. There have been reports of the Emergency Button operating differently on the new radios compared to the old ones on conventional channels. More research is needed.
 - ii. Some RSM's were discovered defective "out of the box" ETSB replaced them on the spot.
 - iii. Battery life may be compromised because the batteries are two years old
 - iv. Request to consider defaulting Bluetooth to off on power up to extend battery life
 - v. Two departments requested consideration of reducing the minimum volume level on non-hazard zone channels. New radios are considerably louder than the old ones and potentially disruptive during meetings. Group reviewed the reason the level was set: If a firefighter is operating in the Hazard Zone mode there would be a tendency to turn the volume knob to its minimum setting. If the firefighter then switched to a non-Hazard Zone channel like a dispatch channel, the volume would be so low that traffic could be missed. The group will consider a change after the roll-out is complete based on programming capabilities.
 - vi. A department requested changes to some channel and talkgroup names and Viqu names to better identify their purpose. Group reviewed that channel and talkgroup names were chosen to comply with standards and the name the channels' owners use to reduce potential confusion. For example, 7AG88D is intended for helicopter use, but that is not obvious to the DuPage radio user. However, if the name was changed to "Helicopter" that would cause confusion for the helicopter crew as any of their available channels could be designated as Helicopter.
2. Mobile Radios
 - a. Status of purchase
 - i. Purchase will use Sourcewell pricing so it will not need to go out for bid.
 - b. Configuration options
 - i. Control head



Emergency Telephone System Board Of DuPage County

1. The slightly larger control head with two knobs was chosen and recommended by the group.
 2. All radios are basically the same, but remote and dual head radios include additional parts. Radios can be readily reconfigured in the field.
 3. Due to the reduced footprint of the main radio body, dash mounting may be an option for some applications that could not accommodate the APX 8500 in a dash mount configuration. Agencies may want to reconsider dash configuration for some of their units.
- ii. Antennas
1. Tait radios have a single mini-uhf antenna port
 2. A triband mobile antenna will be supplied with each mobile radio. Some group members observed a similar antenna mounted on an Addison Fire vehicle. The antennas are shorter and more slender than the multiband antennas provided with the 8500's.
 3. If an agency wants to use separate monoband antennas they will need a diplexer.
- iii. Wifi Puck
- Tait radio will include a wifi "puck" to connect for programming. That unit will connect to the accessory plug on the back of the radio and will also include a breakout connector for interface with vehicle headsets.
- c. Availability timeframe
- i. Director Zerwin would like to get the purchase approval on the October ETSB board meeting agenda to keep the project moving forward.
 - ii. The current lead time in the equipment indicates delivery in January or February. If the purchase approval is delayed, the factory holiday shut-down would add up to two months to delivery time.
 - iii. The group discussed equipment testing and ultimately agreed to support an October purchase approval.
 - iv. After ordering, the group will work with Tait on programming options to be ready to program quickly upon receiving the equipment.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – September 3, 2025

AXS: Motorola has assigned additional Field Engineers (STs) to help with trouble shooting and data collection if additional issues occur. Additionally, Motorola is working to bring members of our technical support teams to the weekly calls to help answer questions as to what fixes are being worked on for the logging out and speaker issues we continue to face.

DFSI: DFSI has been installed at ACDC but we have a few punch list items we are working to resolve for Jim Connolley. Mainly alias naming and audio levels. The audio level issues points to a limitation in the equipment. Matt Downer is working with the product team to get additional assistance to see if it can be resolved and adjusted.



Emergency Telephone System Board Of DuPage County

Encryption: Matt Downer is finalizing the testing of the methods for encryption implementation and applying those to the final plan to be presented to ETSB. We are working to schedule the final review of the encryption plan at the end of September.

Motorola Wednesday Morning Status Call – September 10 , 2025 – no call

Motorola Wednesday Morning Status Call – September 17, 2025

AXS Consoles: No current updates at this time. 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 we also have internal escalation calls to address the ongoing issues that have been seen at DU-COMM with the consoles. I am 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: I was contacted by Chris Chisnell this week about returning a large number of mobile and portable radios. I am currently working with our returns team to organize the return of this equipment. I should soon have shipping labels and will work with our logistics team to have them picked up. As soon as I have more information on this I will share and continue to work with Andy S and ETSB to return the items as planned.

Motorola Wednesday Morning Status Call - September 24, 2025

AXS: Motorola is pulling in additional technical support to address issues with consoles. There were updates done two weeks ago that have helped with some of the issues. There was a patch pushed out the week of 9/15 and we have seen some positions have logging off issues. Please ensure that all PCs get restarted to fully apply patch. Additionally, Motorola invited two new people to the weekly calls to address the open tickets and what steps are being done to get those issues resolved and how to prevent them from happening in the future. This additional support will continue on the calls as needed.

DFSI: Motorola has pulled audio packets and sent them for analysis to see if the audio issues we are seeing at ACDC can be resolved. At first level review, there does not appear to be a resolution, but we are asking for this review to be pushed to higher level engineers to get full information. We are still waiting on a response from that team.

Encryption: Motorola and ETSB have scheduled the final review of the encryption plan for 9/30. At that time Matt Downer will provide the full plan with procedures and address any remaining DuPage County questions.



Discussion

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

File #: 25-2332

Agenda Date: 10/6/2025

Agenda #: 9.B.

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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 9-1-1 or managed through the authorized PSAPs. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

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

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

II. Emergency Button

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

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

III. Trunked Talk Groups

The emergency button is used:

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

Pressing the Emergency Button on a STARCOM21 Talk group:

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

IV. Conventional Channels

The emergency button is used:

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

Pressing the Emergency Button on a conventional channel:

- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.
- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- Specific functionality will be covered in training material provided to each agency's subject matter expert.

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

- The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.
- The Telecommunicator should hold the air and attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately notify the Watch Commander/Shift Supervisor/Incident Commander, including the last known location or GPS data of last location. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.
- When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.
- All units assigned to a channel which experience emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs may be switched to the alternate frequency leaving the affected unit and PSAP on the original frequency.
- Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word "**ACCIDENTAL**" in his or her response. If the affected user does not use the word "**ACCIDENTAL**," the Telecommunicator should assume that the emergency activation is valid and immediately alert the Watch Commander/Shift Supervisor/Incident Commander who will coordinate the response to the distress call. If the user provides a response which in any way indicates that the signal was "**ACCIDENTAL**," (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.

Emergency Telephone System Board Of DuPage County Policy and Procedures



- If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user's alarm activation and request that any information about his or her last activity or location be relayed to the PSAP. The Telecommunicator and Shift Supervisor will utilize all other electronic methods to locate this member's location including but not limited to, radio GPS data, in-car data or CAD data.
- Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.
- All agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.

VI. Resetting the Emergency Button Activation

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

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

Policy adopted: November 9, 2022

 Greg Schwarze, Chairman

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

In addition, going forward, this agency will:

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

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

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

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[] Subscriber Unit or PSAP Roster Attached

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.6

Previous Policy(s): 4.2.2

Effective Date: April 10, 2018

Revised: ~~November 9, 2022, August 13~~ September 10, 2025

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

Purpose:

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

Additional Authority:

~~Public Act 100-002~~

50 ILCS 750 Emergency Telephone System Act

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

~~83 Illinois Administrative Code Part 725~~

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

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

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

Goal:

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

Scope:

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

I. Policy Statement

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

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

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

The PSAPs shall establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies and publish them to the other PSAP(s) in the DEDIR System.

II. Emergency Button

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

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

III. Trunked Talk Groups

The emergency button is used:

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

Pressing the Emergency Button on a STARCOM21 Talk group:

- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
- The affected user's radio will flash “EMERGENCY” on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV. Conventional Channels

The emergency button is used:

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

Pressing the Emergency Button on a conventional channel:

Emergency Telephone System Board Of DuPage County Policy and Procedures



- 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.~~
- ~~• Upon receipt of an emergency activation, the Telecommunicator shall execute the PSAP policy in place for such activations.~~
- 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**,"~~

Emergency Telephone System Board Of DuPage County Policy and Procedures



~~(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:

- 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
- Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

Policy adopted: _____

Gary GrassoGreg Schwarze, Chairman

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

In addition, going forward, this agency will:

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



Discussion

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

File #: 25-2441

Agenda Date: 10/6/2025

Agenda #: 8.D.

PD TEMPLATE

UPDATED 100125

1	PD MAIN	2	PD TAC 1	3	PD DISP
1	Primary Dispatch TG	1	800 Backup	1	PD 1
2	Assigned TAC TG	2	PD TAC 1	2	PD 2
3	User Selectable	3	PD TAC 2	3	PD 3
4	User Selectable	4	PD TAC 3	4	PD 4
5	User Selectable	5	PD TAC 4	5	1EAST
6	User Selectable	6	DC TAC 1	6	3EAST
7	User Selectable	7	DC TAC 2	7	1WEST
8	User Selectable	8	DC TAC 3	8	3WEST
9	User Selectable	9	DC TAC 4	9	7WEST
10	ACDC STWD	10	DC TAC 5	10	1NORTH
11	DC STWD	11	DC TAC 6	11	1SOUTH
12	ITTF 3B	12	DPSO TAC 1	12	3SOUTH
13	ITTF 4B	13	DPSO TAC 2	13	7SOUTH
14	7LAW81DE	14	DPSO TAC 3	14	DPSO F1
15	DUP FLASH	15	DPSO TAC 4	15	DPSO JOF
16	3-PRIO (CHI-PRI)	16	7LTAC6D	16	DPSO JAIL
4	PD TAC 2	5	DUP INOP 1	6	DUP INOP 2
1	STWD TAC 1	1	UNIFD 1	1	DUP CALL
2	STWD TAC 2	2	UNIFD 2	2	DUINOP 1
3	STWD TAC 3	3	UNIFD 3	3	DUINOP 2
4	STWD TAC 4	4	UNIFD 4	4	DUINOP 3
5	PD INV 1	5	UNIFD 5	5	DUINOP 4
6	PD INV 2	6	ACDC STWD	6	DUINOP 5
7	PD INV 3	7	DC STWD	7	DUINOP 6
8	PD INV 4	8	DPSO STWD	8	DUINOP 7
9	MERIT 1	9	COWD PD 1	9	DUINOP 8
10	MERIT 2	10	COWD PD 2	10	BLANK
11	MERIT 3	11	COWD FD	11	BLANK
12	MERIT 4	12	DUP OEM 1	12	BLANK
13	MERIT 5	13	DUP OEM 2	13	BLANK
14	DPSO F2	14	7FG GRN	14	BLANK
15	BLANK	15	7FG ORNG	15	BLANK
16	BLANK	16	BLANK	16	VERSION ID
7	LOCL A-K	8	LOCL L-Z	9	ISP TLWY
1	ADDSN LCL	1	LISLE LCL	1	3-PRIO (CHI-PRI)
2	BARTL LCL	2	LMBRD LCL	2	3-NORTH
3	BENSV LCL	3	OAKBT LCL	3	3-MIDDLE
4	BLMDL LCL	4	OAKBR LCL	4	3-SWEST
5	BRDGE LCL	5	PLSVW LCL	5	3-CLR C2C
6	CLRHN LCL	6	ROSEL LCL	6	15-NORTH
7	CRSTM LCL	7	VPARK LCL	7	15-SOUTH
8	DARIN LCL	8	WARVL LCL	8	TLWY MNT N
9	DUFFPP LCL	9	WOODL LCL	9	TLWY MNT S
10	DWGRV LCL	10	WOODR LCL	10	TLWY ALT
11	ELMST LCL	11	WHETN LCL	11	TW ALT1 SEC
12	GLEND LCL	12	WCHGO LCL	12	TW ALT2 SEC
13	GLENE LCL	13	WNFLD LCL	13	TW ALT3 SEC
14	HPARK LCL	14	WILBK LCL	14	TW ALT4 SEC
15	HINDS LCL	15	WESTM LCL	15	BLANK
16	ITASC LCL	16	YORKC LCL	16	BLANK
10	ACDC PD 800	11	DUCOMM PD 800	12	DPSO 800
1	8PD 1	1	8EAST	1	8DPSO F1
2	8PD 2	2	8EAST D	2	8DPSO F1 D
3	8PD 3	3	8NORTH	3	8DPSO F2
4	8PD 4	4	8NORTH D	4	8DPSO F2 D
5	8PD 1 D	5	8SEAST	5	8DPSO JOF
6	8PD 2 D	6	8SEAST D	6	8DPSO JOF D
7	8PD 3 D	7	8SOUTH	7	8DPSO JAIL
8	8PD 4 D	8	8SOUTH D	8	8DPSO JAIL D
9	BLANK	9	8WEST	9	BLANK
10	BLANK	10	8WEST D	10	BLANK
11	BLANK	11	8COWD1	11	BLANK
12	BLANK	12	8COWD1 D	12	BLANK
13	BLANK	13	8COWD2	13	BLANK

Dispatch	800 Backup	Assigned TAC TG
PD 1	8PD 1	PD TAC 1
PD 2	8PD 2	PD TAC 2
PD 3	8PD 3	PD TAC 3
PD 4	8PD 4	PD TAC 4
1EAST	8EAST	DC TAC 2
3EAST	8EAST	DC TAC 2
1WEST	8NORTH	DC TAC 1
3WEST	8WEST	DC TAC 4
7WEST	8WEST	DC TAC 4
1NORTH	8NORTH	DC TAC 1
1SOUTH	8SOUTH	DC TAC 3
3SOUTH	8SEAST	DC TAC 3
7SOUTH	8SOUTH	DC TAC 3
DPSO F1	8DPSO F1	DPSO TAC 1

CG= Chicago	
CK = Cook County	
DC =DU-COMM	
DU/DUP = DuPage County	
ELG = Elgin	
GC= Grundy County	
KEN = Kendall County	
LCC= Laraway	
LT/LTACC = Lyons Township	
M15 = MABAS DIV 15	
NWC = Northwest Central	
QC = Quad Comm	
TC= Tricomm	
WC= Will County	
WM = Wescom	

14	BLANK	14	8COWD2 D	14	BLANK
15	BLANK	15	BLANK	15	BLANK
16	BLANK	16	BLANK	16	BLANK
13	EDU/PW	14	DUP FD DISP	15	DUP FD OPS
1	COD 1	1	FD 1	1	FD OPS 11
2	COD 2	2	FD 2	2	FD OPS 12
3	EDU 1	3	FD 3	3	FD OPS 21
4	EDU 2	4	FD EAST	4	FD OPS 22
5	EDU 3	5	FD NORTH	5	FD OPS 31
6	EDU 4	6	FD SOUTH	6	FD OPS 32
7	PW 1	7	FD WEST	7	FD OPS E1
8	PW 2	8	JN OPS1 SEC	8	FD OPS E2
9	PW 3	9	JN OPS2 SEC	9	FD OPS E3
10	PW 4	10	ARGN EMG	10	FD OPS N1
11	PW 5	11	ARGN FG	11	FD OPS N2
12	BLANK	12	NVFD 1	12	FD OPS N3
13	BLANK	13	NVFD FG1	13	FD OPS S1
14	BLANK	14	FD STWD 1	14	FD OPS S2
15	BLANK	15	FD STWD 2	15	FD OPS S3
16	BLANK	16	BLANK	16	BLANK
16	COOK CTY PD	17	ELGIN PD	18	GRUNDY CTY PD
1	CK INOP 1	1	ELG CW OPS 1	1	GC PD 1
2	CK INOP 2	2	ELG FD MAIN	2	GC PD 2
3	CK INOP 3	3	ELG FD OPS 2	3	GC LE 1
4	CK INOP 4	4	ELG FD OPS 3	4	GC LE 2
5	CK INOP 5	5	ELG FD OPS 4	5	GC FIRE 1
6	CK INOP 6	6	K TAC	6	GC FIRE 2
7	CK INOP 7	7	BLANK	7	GC ALLTK
8	CK INOP 8	8	BLANK	8	GC OPS 1
9	CK INOP 9	9	BLANK	9	GC OPS 2
10	CK INOP 10	10	BLANK	10	GC OPS 3
11	METRO WEST	11	BLANK	11	GC OPS 4
12	NEAR WEST 800	12	BLANK	12	GC OPS 5
13	CK PTRLSO	13	BLANK	13	GC OPS 6
14	BLANK	14	BLANK	14	GC PAGE(RX only)
15	BLANK	15	BLANK	15	BLANK
16	BLANK	16	BLANK	16	BLANK
19	LARAWAY PD	20	LTACC PD	21	NWCD PD
1	LCC PATRL	1	LT-PD SP 1	1	NWC PD 1
2	LCC WPD	2	LT-PD SP 2	2	NWC PD 2
3	LCC EPATRL	3	LT-PD SP 3	3	NWC PD 3
4	LCC NPATRL	4	LT-TAC 1	4	NWC PD 4
5	LCC SPATRL	5	LT-TAC 2	5	NWC PD 5
6	LCC WIL 911	6	LT-TAC 3	6	NWC PD 6
7	LCC WLWARN (RX)	7	LT-PNET	7	NWC ACTINC1
8	LCC WOPS 1	8	LT-EVENT 1	8	NWC ACTINC2
9	LCC WOPS 2	9	LT-EVENT 2	9	BLANK
10	BLANK	10	LT-EVENT 3	10	BLANK
11	BLANK	11	BLANK	11	BLANK
12	BLANK	12	BLANK	12	BLANK
13	BLANK	13	BLANK	13	BLANK
14	BLANK	14	BLANK	14	BLANK
15	BLANK	15	BLANK	15	BLANK
16	BLANK	16	BLANK	16	BLANK
22	QUAD COM PD	23	ITTF BA	24	ITTF BB
1	QC PD MAIN	1	IESMA	1	RGN 2A
2	QC PD EV1	2	ILEAS	2	RGN 2B
3	QC PD EV2	3	MABAS	3	RGN 3A
4	QC PD EV3	4	PUB HLTH	4	RGN 3B
5	QC PD EV4	5	IPWMAN	5	RGN 4A
6	QC PD EV5	6	INCIDENT1	6	RGN 4B
7	QC PD TRN4	7	INCIDENT2	7	RGN 6A
8	QC PD TRN5	8	INCIDENT3	8	RGN 6B
9	QC OPS IMS	9	INCIDENT4	9	RGN 7A
10	QC RTF	10	INCIDENT5	10	RGN 7B
11	QC CH3	11	NORTH A	11	RGN 8A

12	QC MAIN FD	12	NORTH B	12	RGN 8B
13	BLANK	13	CENTER A	13	RGN 9A
14	BLANK	14	CENTER B	14	RGN 9B
15	BLANK	15	SOUTH A	15	RGN 11A
16	BLANK	16	SOUTH B	16	RGN 11B
25	CALLING	26	INCIDENT A	27	INCIDENT B
1	CALL	1	INC A1	1	INC B1
2	ILEAS	2	INC A2	2	INC B2
3	MABAS	3	INC A3	3	INC B3
4	IDPH	4	INC A4	4	INC B4
5	IPWMAN	5	INC A5	5	INC B5
6	EMA	6	INC A6	6	INC B6
7	RGN 2	7	INC A7	7	INC B7
8	RGN 3	8	INC A8	8	INC B8
9	RGN 4	9	INC A9	9	INC B9
10	RGN 6	10	INC A10	10	INC B10
11	RGN 7	11	INC A11	11	INC B11
12	RGN 8	12	INC A12	12	INC B12
13	RGN 9	13	INC A13	13	INC B13
14	RGN 11	14	INC A14	14	INC B14
15	102A	15	INC A15	15	INC B15
16	102B	16	INC A16	16	INC B16
28	SECURE A	29	SECURE B	30	RESERVE A
1	SEC A1	1	SEC B1	1	RSV 1
2	SEC A2	2	SEC B2	2	RSV 2
3	SEC A3	3	SEC B3	3	RSV 3
4	SEC A4	4	SEC B4	4	RSV 4
5	SEC A5	5	SEC B5	5	RSV 5
6	SEC A6	6	SEC B6	6	RSV 6
7	SECLAW7	7	SEC B7	7	RSV 7
8	SECLAW8	8	SEC B8	8	RSV 8
9	SECLAW9	9	SEC B9	9	RSV 9
10	SECLAW10	10	SEC B10	10	RSV 10
11	BLANK	11	SEC B11	11	RSV 11
12	BLANK	12	SEC B12	12	RSV 12
13	SECEMA13	13	SEC B13	13	RSV 13
14	SECEMA14	14	SEC B14	14	RSV 14
15	SECDOT15	15	SEC B15	15	RSV 15
16	SECDOT16	16	SEC B16	16	RSV 16
31	SWIT BC	32	SWIT BD	33	SWIT BE
1	8CALL90D	1	7CALL50D	1	7MOB59D
2	8TAC91D	2	7TAC51D	2	7DATA69D
3	8TAC92D	3	7TAC52D	3	7LAW61D
4	8TAC93D	4	7TAC53D	4	7LAW62D
5	8TAC94D	5	7TAC54D	5	7FIRE63D
6	8CALL90	6	7TAC55D	6	7FIRE64D
7	8TAC91	7	7TAC56D	7	7MED65D
8	8TAC92	8	7GTAC57D	8	7MED66D
9	8TAC93	9	7CALL50	9	7MOB59
10	8TAC94	10	7TAC51	10	7DATA69
11	BLANK	11	7TAC52	11	7LAW61
12	BLANK	12	7TAC53	12	7LAW62
13	BLANK	13	7TAC54	13	7FIRE63
14	BLANK	14	7TAC55	14	7FIRE64
15	BLANK	15	7TAC56	15	7MED65
16	BLANK	16	7GTAC57	16	7MED66
34	SWIT BF	35	SWIT BG	36	SWIT BH
1	7CALL70D	1	7MOB79D	1	7FTAC1D
2	7TAC71D	2	7DATA89D	2	7FTAC2D
3	7TAC72D	3	7LAW81D	3	7FTAC3D

4	7TAC73D	4	7LAW82D	4	7GTAC4D
5	7TAC74D	5	7FIRE83D	5	7GTAC5D
6	7TAC75D	6	7FIRE84D	6	7LTAC6D
7	7TAC76D	7	7MED86D	7	7LTAC7D
8	7GTAC77D	8	7MED87D	8	7LTAC8D
9	7CALL70	9	7MOB79	9	7FTAC1
10	7TAC71	10	7DATA89	10	7FTAC2
11	7TAC72	11	7LAW81	11	7FTAC3
12	7TAC73	12	7LAW82	12	7GTAC4
13	7TAC74	13	7FIRE83	13	7GTAC5
14	7TAC75	14	7FIRE84	14	7LTAC6
15	7TAC76	15	7MED86	15	7LTAC7
16	7GTAC77	16	7MED87	16	7LTAC8
37	SWIT BI	38	SWIT BJ	39	SWIT SEC BY
1	7MTAC9D	1	7AG58D	1	7MOB59DE
2	A7-US-01D	2	7AG60D	2	7MOB79DE
3	A7-US-02D	3	7AG67D	3	7LAW81DE
4	A7-US-03D	4	7AG68D	4	7LAW82DE
5	7MTAC9	5	7AG78D	5	BLANK
6	A7-US-01D	6	7AG80D	6	BLANK
7	A7-US-02D	7	7AG85D	7	BLANK
8	A7-US-03D	8	7AG88D	8	BLANK
9	7-US-01D	9	7AG58	9	7MOB59E
10	7-US-02D	10	7AG60	10	7MOB79E
11	7-US-03D	11	7AG67	11	7LAW81E
12	7-US-01	12	7AG68	12	7LAW82E
13	7-US-02	13	7AG78	13	BLANK
14	7-US-03	14	7AG80	14	BLANK
15	BLANK	15	7AG85	15	BLANK
16	BLANK	16	7AG88	16	BLANK
40	ITTF BZ	41	USER SELECT 1		
1	SECURE 1	1	User Selectable		
2	SECURE 2	2	User Selectable		
3	SECURE 3	3	User Selectable		
4	SECURE 4	4	User Selectable		
5	SECURE 5	5	User Selectable		
6	SECURE 6	6	User Selectable		
7	SECURE 7	7	User Selectable		
8	SECURE 8	8	User Selectable		
9	SECLAW1	9	User Selectable		
10	SECLAW2	10	User Selectable		
11	BLANK	11	User Selectable		
12	BLANK	12	User Selectable		
13	SECEMA1	13	User Selectable		
14	SECEMA2	14	User Selectable		
15	SECDOT1	15	User Selectable		
16	SECDOT2	16	User Selectable		

1	PD MAIN	2	PD TAC 1	3	PD DISP
ViQi	P D Main		P D Tac one		P D Dispatch
4	PD TAC 2	5	DUP INOP 1	6	DUP INOP 2
ViQi	PD Tac Two		Dupage Interop One		Dupage Interop Two
7	LOCL A-K	8	LOCL L-Z	9	ISP TLWY
ViQi	Local A to K		Local L to Z		I S P Tollway
10	ACDC PD 800	11	DUCOMM PD 800	12	DPSO 800
ViQi	A C D C P D Eight Hundred		DUCOMM P D Eight Hundred		D P S O Eight Hundred
13	EDU/PW	14	DUP FD DISP	15	DUP FD OPS
ViQi	Education/Public Works		DuPage Fire Dispatch		Dupage Fire Ops
16	COOK CTY PD	17	ELGIN PD	18	GRUNDY CTY PD

ViQi	Cook County P D		Elgin P D		Grundy County P D
19	LARAWAY P D	20	LTACC P D	21	NWCD P D
ViQi	Laraway P D		L Tac P D		Northwest Central P D
22	QUAD COM PD	23	ITTF BA	24	ITTF BB
ViQi	Quad Com P D		I T T F B A		I T T F B B
25	CALLING	26	INCIDENT A	27	INCIDENT B
ViQi	Calling		Incident A		Incident B
28	SECURE A	29	SECURE B	30	RESERVE A
ViQi	Secure A		Secure B		Reserve A
31	SWIT BC	32	SWIT BD	33	SWIT BE
ViQi	SWIT B C		SWIT B D		SWIT B E
34	SWIT BF	35	SWIT BG	36	SWIT BH
ViQi	SWIT B F		SWIT B G		SWIT B H
37	SWIT BI	38	SWIT BJ	39	SWIT SEC BY
ViQi	SWIT B I	ViQi	SWIT B J	ViQi	SWIT Secure B Y
40	ITTF BZ	41	USER SELECT 1		
ViQi	I T T F B Z		User Select One		