DU PAGE COUNTY

ETSB - Policy Advisory Committee

Regular Meeting Agenda

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

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

2.   ROLL CALL

3.   PUBLIC COMMENT

4.   CHAIR'S REMARKS - CHAIR SELVIK

5.   MEMBERS' REMARKS

6.   CONSENT ITEMS

6.A.   **25-1803**
DEDIR System July Maintainer Report

6.B.   **25-1804**
ETSB PAC Minutes - Regular Meeting - Monday, July 7, 2025

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).

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).

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).

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).

8.   DEDIR SYSTEM

8.A.   **25-1805**

August DEDIR System Update

8.B.   **Police**

8.C.   **Fire**

9.   OLD BUSINESS

10.   NEW BUSINESS

11.   ADJOURNMENT

11.A.   **Next Meeting: Monday, September 10 at 8:15am in Room 3-500A**

File #: 25-1803   **Agenda Date:** 8/4/2025   **Agenda #:** 6.A.

MOTOROLA SOLUTIONS   ST★RCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: July 31, 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 21 agencies/389 radios have been programmed. There are 3 agencies/9 radios that remain to be programmed. (Elmhurst/1, Lombard/7, 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.

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios will tested by the agencies and if issues are found in the programming they will be submitting change requests via Zendesk tickets. Testing is 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.

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: There were none last month.

Codeplug Creation: No additional code plug creation outside of the project.

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	58	53	1	0	0	0	1	2
APX Next (PD)	75	66	12	11	1	7	0	4
APX NextXN (FD)	21	14	7	3	0	2	0	5
APX 8500 (mobile)	11	6	1	0	0	0	0	1
APX4000	18	12	2	2	0	2	0	0
Total	**183**	**151**	**23**	**16**	**1**	**11**	**1**	**12**

STARCOM21 Scheduled Maintenance:

System Maintenance:
- STARCOM21 planned maintenance was performed on 7/8/2025. Motorola Starcom team performed an update to the Edge routers on all zones. The activity lasted from 10:30 AM to 1:00pm PM. Some disruptions to voice and data call could have occurred during this time.

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 7/9 and 7/10. 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, 7/10/25
  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

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- IL STARCOM Monthly Application of Windows Motopatch 2025.06 – Patching 7/18/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 20/Jul/2025 @ 9:30 PM CDT (UTC -5)
End: 21/Jul/2025 @ 5:30 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. 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 Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (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.

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STARCOM21 Unscheduled System Outages:

- Service outage with CommandCentral Aware, Aware for 911, SmartTranscription, CommandCentral DEMS, Responder, Records, and Admin.When attempting to log in, users receive an error message or a statement that the service is unavailable. Users who were already logged in were redirected to an error screen. 7/25/25 9:34:00am CDT Full functionality was restored to all CommandCentral and Cirrus applications and users were able to log in without issue. 7/25/25 10:15am CDT

Meetings: Fire and PD Podcast July 22nd.

Training: There was none last month.

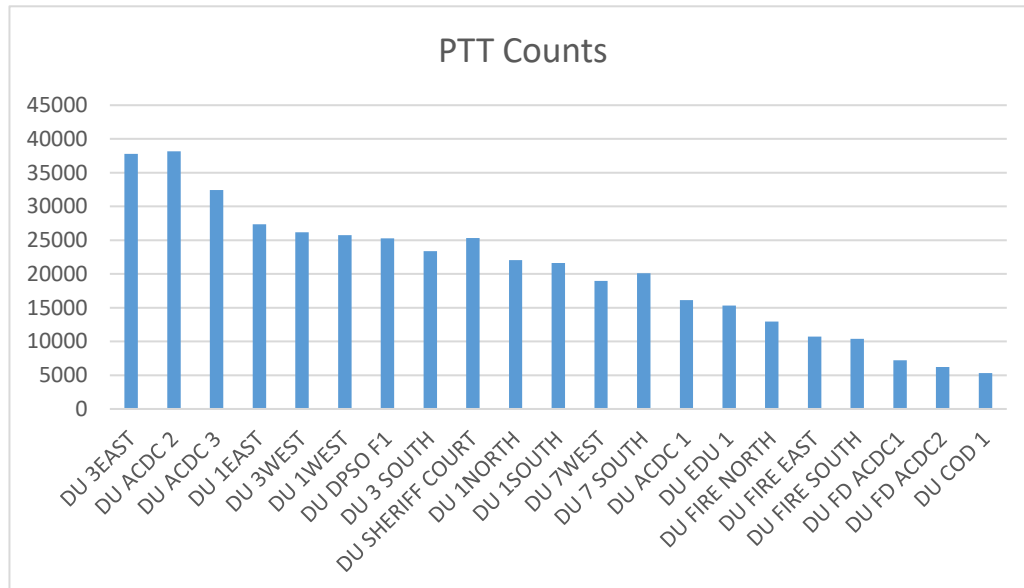**Solving for safer. Communities, schools, hospitals, businesses everywhere.**

Grade of service report:

	GoS Calculations					PTT and Busy Data					
June 2025 Starcom21 GoS Report											
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	21.87	3.72	6.68	30.00	2718.43	13386.90	4.92	0.00	0.00	0.00
1:00:00	0.01	18.83	3.20	7.20	30.00	2294.37	11523.13	5.02	0.17	0.90	5.40
2:00:00	0.00	15.89	2.70	7.70	30.00	1896.90	9727.13	5.13	0.00	0.00	0.00
3:00:00	0.00	12.99	2.21	8.19	30.00	1501.97	7948.40	5.29	0.00	0.00	0.00
4:00:00	0.00	11.80	2.01	8.39	30.00	1354.03	7223.50	5.33	0.00	0.00	0.00
5:00:00	0.00	13.38	2.27	8.13	30.00	1519.83	8186.83	5.39	0.00	0.00	0.00
6:00:00	0.00	15.57	2.65	7.75	30.00	1807.30	9531.23	5.27	0.00	0.00	0.00
7:00:00	0.00	21.98	3.74	6.66	30.00	2542.63	13454.43	5.29	0.00	0.00	0.00
8:00:00	0.00	29.30	4.98	5.42	30.00	3419.90	17929.17	5.24	0.00	0.00	0.00
9:00:00	0.00	33.82	5.75	4.65	30.00	4040.67	20697.23	5.12	0.10	2.83	28.33
10:00:00	0.00	33.54	5.70	4.70	30.00	4017.57	20526.53	5.11	0.10	20.07	200.67
11:00:00	0.00	32.80	5.58	4.82	30.00	3936.73	20071.93	5.10	0.00	0.00	0.00
12:00:00	0.00	32.96	5.60	4.80	30.00	3913.10	20173.60	5.16	0.00	0.00	0.00
13:00:00	0.00	34.86	5.93	4.47	30.00	4139.23	21333.30	5.15	0.03	1.37	41.00
14:00:00	0.00	34.77	5.91	4.49	30.00	4185.63	21276.80	5.08	0.10	29.73	297.33
15:00:00	0.00	35.92	6.11	4.29	30.00	4343.73	21983.83	5.06	0.17	1.83	11.00
16:00:00	0.00	35.77	6.08	4.32	30.00	4325.40	21891.57	5.06	0.10	5.73	57.33
17:00:00	0.00	34.15	5.81	4.59	30.00	4138.00	20899.43	5.05	0.03	0.20	6.00
18:00:00	0.00	32.99	5.61	4.79	30.00	3955.53	20192.90	5.10	0.00	0.00	0.00
19:00:00	0.00	32.31	5.49	4.91	30.00	3963.10	19775.93	4.99	0.00	0.00	0.00
20:00:00	0.00	31.35	5.33	5.07	30.00	3870.53	19186.17	4.96	0.00	0.00	0.00
21:00:00	0.00	31.12	5.29	5.11	30.00	3851.07	19046.07	4.95	0.00	0.00	0.00
22:00:00	0.00	28.32	4.81	5.59	30.00	3595.20	17333.97	4.82	0.00	0.00	0.00
23:00:00	0.00	25.61	4.35	6.05	30.00	3208.23	15671.57	4.88	0.00	0.00	0.00

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

6

File #: 25-1804   **Agenda Date:** 8/4/2025   **Agenda #:** 6.B.

ETSB - Policy Advisory Committee

Draft Summary

Monday, July 7, 2025	**8:15 AM**	**Room 3500A**

Join Zoom Meeting

https://us02web.zoom.us/j/85096688476?pwd=nVxK24SrCir2sbJcJO7ejwPfLsZuYX.1

Meeting ID: 850 9668 8476

Passcode: 165312

1. **CALL TO ORDER**

    8:15 AM meeting was called to order by Acting Chair Clark at 8:17 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
    Scott Bukovic, Westmont PD (Remote)
    Jim Connolly, Village of Addison (Remote)
    Colin Fleury, West Chicago PD (Remote)
    Tom Gallahue, ILEAS (Remote)
    Erik Maplethorpe, DU-COMM (Remote)
    Bob Murr, College of DuPage (Remote)

    On roll call, Members Clark, Benjamin, Burmeister, and Jansen were present, which constituted a quorum. Chair Selvik was absent. Member Fleury was present remotely, however, as a non-voting Member.

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

3. **PUBLIC COMMENT**

    There was no public comment.

4. **CHAIR'S REMARKS - ACTING CHAIR CLARK**

    Acting Chair Clark thanked the Emergency Telephone System Board staff and Fire Focus Group members for advancing the Fire Radios project. He said good progress had been made over the last month, and there was light at the end of the tunnel. He thanked everyone who contributed.

5.   **MEMBERS' REMARKS**

There were no Members' remarks.

6.   **CONSENT ITEMS**

6.A.   **25-1630**

DEDIR System June Maintainer Report

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

Attachments: Motorola System Manager Report June 2025

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

6.B.   **25-1631**

ETSB PAC Minutes - Regular Meeting - Monday, June 2, 2025

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

Attachments: 2025-02-06 PAC Minutes Summary

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

7.   **COMMITTEE APPROVAL REQUIRED**

7.A.   **25-1636**

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Western Will County Communication Center (WESCOM) 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. Acting Chair Clark asked if there were any comments. Member Benjamin asked if offering access to DU Naperville FD1 and DU Naperville FD Fireground 1 required discussion with Naperville. Ms. Zerwin said that discussions about the permissions with Naperville had taken place and agreements were already in place. She said that this was the new form, and the Policy Advisory Committee had opened more talkgroups and provided opportunities for them to be added. Acting Chair Clark asked for any additional comments to which there were none.

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

Attachments: WESCOM MOU executed 6.24.25_Redacted

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

7.B.   **25-1637**

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

Acting Chair Clark asked if there were any comments and said it looked like the item included all the interoperable channels in addition to Bensenville and Elmhurst Local. There were no further comments. On voice vote, all Members voted "Aye", motion carried.

Attachments: Northlake PD DEDIR System Access Application (Modification)
                              Northlake PD MOU executed 6.24.25_Redacted

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

7.C.   **25-1638**

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

Acting Chair Clark asked if there were any comments, to which there were none. On voice vote, all Members voted "Aye", motion carried.

Attachments: Westchester PD Application
                              Westchester PD MOU executed 6.24.25_Redacted

RESULT:	APPROVED AT COMMITTEE
MOVER:	Tyler Benjamin
SECONDER:	Craig Jansen

7.D. **25-1639**

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).

Member Burmeister made a motion to approve, seconded by Member Jansen. Member Burmeister recommended the item be amended to include a couple of Fire channels. Acting Chair Clark agreed and said FD2, FD North, FD East, FD Ops 22, East 2, East 3, and North 2 should be added, and that North 1 and 3 were already included. Member Burmeister confirmed. Acting Chair Clark said the goal was to include East 1, 2, 3 and North 1, 2, 3. He said the amendment essentially granted access to FD2, FD North, FD East, and their associated OPS channel groups.

Acting Chair Clark asked if there were any other comments and asked for a motion to amend. Member Benjamin made a motion to approve as amended, seconded by Member Jansen.

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

Attachments: NWCD DEDIRS Application modification_Redacted
                      NWCD MOU executed 6.24.25_Redacted

RESULT:	APPROVED AS AMENDED
MOVER:	Tyler Benjamin
SECONDER:	Craig Jansen

7.E. **25-1640**

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

Acting Chair Clark opened discussion and said that a concern had been expressed by Fire Focus Group member Connolly, that talkgroup 3D02 was not included in the MOU, and that talkgroup had been recommended by the State Police. He said he did not have firsthand knowledge of what that meant.

Ms. Zerwin said it was not on the list and confirmed it had come from the State Police. Acting Chair Clark said he was unsure if they had the authority to tell the State Police what to include. Ms. Zerwin said their talkgroups could not be added and recommended approving the item "as is" and following up with the State Police to bring it back the following month. Acting Chair Clark agreed. Member Burmeister said they could request it from the State Police. There was no further discussion.

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

Attachments: DuPage ETSB to ISP MOU_Redacted

                       ISP to DuPage ETSB MOU_Redacted

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

7.F.   **25-1661**

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).

Chair Clark said this item had a similar situation where a talkgroup included in the template was not listed in the MOU, and said follow up with the Tollway would be needed on that element. Member Burmeister agreed. Ms. Zerwin asked which talkgroup was needed from the Tollway. Acting Chair Clark said it was Tollway Reach. He confirmed there was a motion on the floor and called the vote to adopt the motion as originally presented.

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

Attachments: Outside Agency CKR MOU Tollway_Redacted

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

7.G.   **25-1642**

Lombard Police Department WAVE Application

Acting Chair Clark said Lombard Police were looking to utilize WAVEand asked if there were any comments to which there were none. On voice vote, all Members voted "Aye", motion carried.

Attachments: 911-005.11 WAVE Use on DEDIRS Attachment A LOP signed_Redacted

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

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. **ETS-R-0034-25**

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Regional Emergency Dispatch Center.

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Member Jansen. Acting Chair Clark asked if there was any discussion. Member Benjamin said he recognized the item concerned an old policy, but since it was open for discussion, he wanted to address Section 5, which dealt with matters of policy. He said it would be cleaner and more respectful to the Police and Fire Chiefs who set DU-COMM's policy if Section 5 were removed and replaced with a phrase such as "actions will be taken according to PSAP policy."

Ms. Zerwin clarified the current item under discussion was for Red Center. Member Benjamin apologized for his confusion.

Ms. Zerwin explained that modifications could be handled in committee, but a new application, such as Red Center's, had to go to the ETS Board. Acting Chair Clark said Red Center was requesting all the interoperable channels, and in exchange, would allow the use of several of its talkgroups. Acting Chair Clark asked if there were any other comments on the Red Center application. Hearing none, he called the vote.
On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

    Attachments: Red Center MOU executed 6.24.25_Redacted

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Eric Burmeister
SECONDER:	Craig Jansen

8.B. **ETS-R-0035-25**

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, as requested by the Rosemont Public Safety Department.

Acting Chair Clark asked if there was any discussion. Hearing none, he called the vote. On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

Attachments: Rosemont Du Page Application 6.26.25_Redacted
Rosemont DuPage MOU Executed_Redacted
Bensenville Letter_Redacted

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Tyler Benjamin
SECONDER:	Eric Burmeister

9.   DEDIR SYSTEM

9.A.   **25-1641**

July DEDIR System Update

Ms. Zerwin acknowledged there were questions about the report and said the goal was to have Fire Chiefs attend the next podcast on July 22 in person, though a Zoom link would still be available. At that meeting, two test radios would be distributed to the Fire Chiefs, and there would be discussion on mobile radio options. She said they were reaching a point where off-brand solutions might be necessary, and input from the Fire Chiefs would be needed.

Ms. Zerwin said Motorola had asked for a freeze on changes to begin programming radios, and the Fire Focus Group had done well with testing, although with over 100 talkgroups, complete testing was difficult. She said the Chiefs would have the chance to test and review the programming, and additional talkgroups could be considered in a later phase.

Acting Chair Clark said the intent was for the Chiefs to confirm that their user-selectable or agency-selectable items had been programmed correctly and to test their day-to-day operations with mutual aid partners. He said it should not take long. Ms. Zerwin added that two weeks should be sufficient.

Attachments: DEDIR System Update - 07 2025.pdf

9.B.   **25-1680**

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

Ms. Zerwin said the Policy had previously been tabled at the PAC's request until Fire radios were available for operational review. She said it was now being brought back for discussion, as updates and training materials needed to be finalized. She explained that there were accompanying training slides for emergency button usage that would need revision before distribution.

Acting Chair Clark invited comments. Member Benjamin acknowledged he had spoken out of order earlier but now clarified his concerns with Section 5 of the Policy. He said it contained operational content that should be governed by Police and Fire Chiefs through

their respective committees, not by ETSB Policy. He recommended replacing the section with a general statement that actions would follow PSAP governance or local agency procedures.

Acting Chair Clark questioned how emergency activations worked across PSAPs. Member Burmeister said both PSAPs receive the alerts. Member Benjamin said DU-COMM does not receive ACDC's audible alerts, only a visual indication. Member Burmeister emphasized that the accidental activation section was critical to ensure agencies interpreted alerts correctly, especially when mutual aid is involved. He said not using the word "accidental" could cause confusion and response as if it were a real incident. Member Benjamin agreed with the need for the term "accidental" but reiterated that Chiefs should retain control over operational terms and procedures. Acting Chair Clark agreed that policies between PSAPs should not conflict and that collaborative language should be developed. Members Benjamin suggested that he and Member Burmeister work together on shared language. Acting Chair Clark said that was his recommendation and Member Burmeister agreed.

Ms. Zerwin noted that the radio system is standardized and said STARCOM's procedures for emergency button activation should be reviewed as well.   She said she would review state-level guidance to ensure compliance. Member Fleury asked why the policy was part of ETSB governance rather than local chief authority. Ms. Zerwin said the original 2018 policy created by chiefs aimed to create standardization across the system.

Acting Chair Clark said discussion should continue and suggested that once agreement was reached on changes, the Chiefs should review the language. Ms. Zerwin said the policy would come back with recommended language changes and emphasized that annual emergency button training would remain required. She encouraged Members to send revisions to Mr. Gonzalez so they could be incorporated into a redlined draft. Acting Chair Clark concluded by saying the policy would likely return as a discussion item on the next agenda.

Attachments: 911-005.6_DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Emergency Button draft
911-005.6_DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Emergency Button redline draft

9.C.   Police

Ms. Zerwin said the Police Focus Group did not meet last month, so aside from work related to encryption, there was nothing else to report.

9.D.   Fire

Ms. Zerwin said there was nothing else to report.

10.   OLD BUSINESS

There was no old business.

11.   NEW BUSINESS

There was no new business.

12.   ADJOURNMENT

12.A.   Next Meeting: Monday, August 4 at 8:15am in Room 3-500A

Member Benjamin made a motion to adjourn the meeting at 8:42 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez

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

File #: 25-1798   **Agenda Date:** 8/4/2025   **Agenda #:** 7.A.

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 **Northwest Central Dispatch** 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	Notes
DUP CALL (Hailing)					AHTS FG						
DUINOP 1					BA FG						
DUINOP 2					BAF TAC 1						
DUINOP 3					BCFPD FG						
DUINOP 4					BCFPD TAC1						
DUINOP 5					BCFPD TAC2						
DUINOP 6					BFGR FG						
DUINOP 7					EGRV FG						
DUINOP 8					HFES FG						
DU FD 2					INFPD FG						
DU FD 3					MTPR FG						
DU FD EAST					NWC ACTIVE INCIDENT 1						
DU FD NORTH					NWC ACTIVE INCIDENT 2						
DU FD SOUTH					NWC FD 1						
DU FD OPS 11					NWC FD 2						
DU FD OPS 21					NWC FD 3						
DU FD OPS 22					NWC FD 4						
DU FD OPS E1					NWC FD 5						
DU FD OPS E2					NWC FD 6						
DU FD OPS E3					NWC FG 1						
DU FD OPS N1					NWC FG 2						
DU FD OPS N2					NWC FG 3						
DU FD OPS N3					NWC FG 4						
DU FD OPS S1					NWC FG 5						
DU FD OPS S2					NWC FG 6						
DU FD OPS S3					NWC FD 1E						
DU COWD FD					NWC FD 2E						
DU 1WEST					NWC FD 3E						
DU 1NORTH					NWC FD 4E						
DU 3EAST					NWC MA FD						
DU COWD PD 1					NWC MA PD						
DU COWD PD 2					NWC MA PW						
DU UNIFD 1					PALT FG						
DU UNIFD 2					ROLM FG						
					SCHM FG						
					STRM FG						
					NWC PD 1						
					NWC PD 2						
					NWC PD 3						
					NWC PD 4						
					NWC PD 5						
					NWC PD 6						

Point of Contact: John Ferraro

Method of Contact: jferraro@nwcds.org

Available date for KVL programming: _____

This consent is granted on _____, and shall remain in effect until withdrawn by either party.
[Date]

DuPage ETSB Representative

Name: _____Linda Zerwin_____

Signature: _ _____

Date: ____117|25 __

Agency Representative

Name: _____John Ferraro_____

Signature: _____

Date: _____

File #: 25-1799

Agenda Date: 8/4/2025

Agenda #: 7.B.

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 **Illinois State Toll Highway Authority** 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
DUP CALL (Hailing)				TLW ALT						
DUINOP 1				TLW MNT N						
DUINOP 2				TLW MNT S						
DUINOP 3				TW ALT 1 SEC						
DUINOP 4				TW ALT 2 SEC						
DUINOP 5				TW ALT 3 SEC						
DUINOP 6				TW ALT 4 SEC						
DUINOP 7				TLW REACH						
DUINOP 8										
DU FD EAST										
DU FD WEST										
DU FD NORTH										
DU FD SOUTH										
DU FD 1										
DU FD 2										
DU COWD PD 1										
DU COWD PD 2										
DU 7SOUTH										
DU DC STWD										

Point of Contact: John DiCarlo

Method of Contact: jdicarlo@getipass.com

Available date for KVL programming: _____

This consent is granted on _____, and shall remain in effect until withdrawn by either party.
[Date]

DuPage ETSB Representative

Name: Linda Zerwin

Signature:

Date: 7/7/25

Agency Representative

Name: John DiCarlo

Signature:

Date:

File #: 25-1800   **Agenda Date:** 8/4/2025   **Agenda #:** 7.C.

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 **Hillside Police Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a 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 DUINOP 1					None						
DU DUINOP 2											
DU DUINOP 3											
DU DUINOP 4											
DU DUINOP 5											
DU DUINOP 6											
DU DUINOP 7											
DU DUINOP 8											
DU 1EAST											
DU 3EAST											
DU 3SOUTH											
1NORTH											
1SOUTH											
1WEST											
3EAST											
7SOUTH											
7WEST											
PD 1											
PD 2											
PD 3											

Point of Contact: Joseph Beckwith

Method of Contact: jbeckwith@hillside-il.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: _____ Joseph Beckwith _____

Signature: _____

Date: _____ 7/3/2025 _____

DANIEL J. MURPHY
CHIEF OF POLICE
Phone: 708-449-8851
Fax: 708-449-9088

POLICE DEPARTMENT

VILLAGE OF HILLSIDE

425 North Hillside Avenue
Hillside, Illinois 60162-1215

Date:	June 27, 2025
To:	DuPage County ETSB
From:	Joseph Beckwith
Director, South West Cook County ETSB
Subject:	Request for access to DuPage County Radio Channels

On behalf of the Hillside Police Department / South West Cook County ETSB, I am formally requesting access to the encrypted talk groups utilized by DuPage County's dispatch centers, DU-COMM and ACDC, under the oversight of the DuPage County Emergency Telephone System Board (ETSB). As the hub of the western suburbs, Hillside is strategically positioned at the intersection of major expressways I-290, I-294, and I-88, making it a critical point of convergence. This unique location is frequently exploited by criminals who use these expressways as escape routes after committing crimes in neighboring DuPage County. Granting Hillside access to the talk groups indicated in the accompanying spreadsheet would enable our officers to monitor events in real-time, providing them with the situational awareness necessary to prepare for and respond effectively to incidents that may cross jurisdictional lines. This enhanced communication capability would significantly bolster public safety in the community we serve.

Members of the Hillside Police Department routinely collaborate with DuPage County agencies on joint operations, including vehicular hijacking missions. While patched interoperability talk groups currently facilitate these efforts to an extent, access to the encrypted talk groups used by DU-COMM and ACDC would offer a distinct operational advantage. These encrypted talk groups provide a higher level of security and clarity, essential for coordinating complex, multi-agency responses. Such access would ensure secure and immediate communication, empowering our personnel to make better-informed decisions and respond more effectively to dynamic situations, ultimately leading to more efficient and successful outcomes.

DANIEL J. MURPHY
CHIEF OF POLICE
Phone: 708-449-8851
Fax: 708-449-9088

Emergency	9-1-1
Non-Emergency	708-449-6133
Administration	708-449-8851
Detective/Juvenile	708-449-8850
Records	708-202-4322

POLICE DEPARTMENT
VILLAGE OF HILLSIDE

425 North Hillside Avenue
Hillside, Illinois 60162-1215

It is also worth mentioning that Hillside has maintained access to several DuPage encrypted talk groups since 2021 through an existing Memorandum of Understanding (MOU) agreement. Members of our department have effectively utilized these talk groups to monitor incidents entering our jurisdiction; however, they are not used on a daily basis. Over this period, there have been no reported issues or breaches of protocol, underscoring our department's proven ability to manage sensitive communications responsibly. This established track record should instill confidence that expanding our access would be handled with the same professionalism and integrity.

Finally, the value of enhanced mutual aid and communication capabilities cannot be overstated in today's interconnected law enforcement landscape. Real-time information sharing across jurisdictions improves situational awareness, enabling personnel to reach better conclusions regarding resource allocation and tactical responses. The formation of DU-COMM, spurred by a tragic incident in 1972 involving a Hillside officer, exemplifies how centralized and secure communication systems can prevent and mitigate emergencies. By granting Hillside access to these encrypted talk groups, we can deepen our partnership with DuPage County, strengthening our collective ability to protect and serve our communities more effectively.

Thank you for your consideration,

Joseph Beckwith
Director, South West Cook County ETSB

File #: 25-1802　　　　　　**Agenda Date:** 8/4/2025　　　　　　**Agenda #:** 7.D.

DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION

Type of Application:	[ ] New [✔] Modification
NAME OF AGENCY:	CPKC Railroad Police Department
POINT OF CONTACT:	Kelly Clough, Chief of Police
BUSINESS ADDRESS	4747 Front Street Kansas City, MO 64120
EMAIL ADDRESS:	kelly.clough@cpkcpolice.com
BUSINESS TELEPHONE:	(816) 245-3131
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) Privately funded railroad policing agency with public authority granted by Illinois to provide full policing service.	
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:	12
The total number of radios which will be affiliated during any daily operational shift is:	6
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: Motorola APX8000. APX8500	

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 **Canadian Pacific Kansas City Police Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a 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											

Point of Contact: Kelly Clough

Method of Contact: Kelly_Clough@cpkcpolice.com

Available date for KVL programming: as and when needed starting 7/16/25

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: Kelly Clough

Signature: ___

Date: 7/8/25

File #: 25-1805   **Agenda Date:** 8/4/2025   **Agenda #:** 8.A.

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

APXNext XN: For the July 22 podcast, Fire Agencies were asked to attend in person to review the APXNext XN radio procedures, receive training, and collect two (2) test radios per agency. There will be a two week testing period in which agencies are asked to approve their template and/or note any functional issues or errors. A total of 27 out of 29 agencies attended the podcast in person, where they picked up their test radios and National Night Out handouts. The remaining agencies collected their test radios between July 23 and 25.

Most Fire Agencies also picked up their accessories on July 22, while the remaining agencies collected their accessories throughout the week. As of now, only Oak Brook Fire is still pending accessory pickup.

APX8500 Mobiles: Alternative model options within Motorola have not met the needs of the fire chiefs for all applications. Concurrently, the ETSB, along with two members of the Fire Focus Group, have been testing other manufacturers to determine whether radio issues identified with this model are a benchmark or specific to the APX8500. Two manufacturers, Tait and Kenwood, have mobiles that have completed the drive test and bench test without demonstrating the radio issue of the 8500.

ETSB had demo models for chiefs to see at the "in person" portion of the July 22 podcast. Along with the models, manufacturer reps were available to answer any technical questions about their products for the DEDIR System member agencies present.

After the presentations, manufacturer reps were asked to step out or offline so that agencies could discuss preferences. Of the 20 Police agencies with APX8500 mobile radios, 9 were absent from the July 22 podcast and 8 remained undecided regarding their preferred replacement option. Among the 27 Fire agencies that attended the podcast, 26 indicated a preference for the Tait TM9900 as their replacement mobile radio.

The options below were in the podcast notes, however, in the interest of time, these options were not discussed.

Option 1: Replace the APX8500s deployed in the system and upgrade the APX7500. There are approximately 105 APX8500 mobiles in the DEDIR System. The APX7500 would be upgraded to TDMA and AES encryption. The chosen replacement model would then be provided for new vehicles and/or broken units. There are some logistics challenges with the upgrade of the APX7500 including bringing these models to the current firmware update. These challenges will be discussed at the meeting.

> Method A: Remove the mobile from the vehicle and bring it into ETSB for reconfiguration. There are obvious challenges with this method such as a piece of apparatus being without a mobile for several days, uninstall and reinstall time/cost.

> Method B: Motorola would come out to each station and do the updates. There are certain challenges with this method including having solid WiFi throughout the process. Because the mobiles are several firmware updates out of date, this process will take 30+/- minutes.

1

Option 2: Replace all Mobile Radios with the chosen replacement. This would depend on order lead time. The first vehicles to be updated would be those with an APX8500.

CommandCentral Aware
The ETSB repeated the information about CommandCentral Aware from the May 20 podcast. On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies who would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more, or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest, we will have Motorola repeat the presentation.   This was a last call for those interested in 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
Lombard PD	7
Wheaton PD	1

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

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

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – July 2, 2025
AXS Consoles: All consoles have been installed at both dispatch centers. Motorola is still actively working to resolve the issues we have seen at Du-Comm regarding logouts and speaker mapping. Based on current research by our product team it is tied back to the Moto Patch. There is an additional patch that will be coming out to clear this up and reduce future occurrences. I will also be working with Gregg to ensure all spare equipment has been accounted for that has been used for installation due to equipment issues.

DFSI: Installation is scheduled for ACDC for July 9th. There will be a Motorola team on site the morning of the 9th to start installation and configuration.

Encryption: Motorola is looking to schedule an in person meeting with ETSB to address remaining questions regarding finalizing the encryption consulting plans completion

Motorola Wednesday Morning Status Call – July 9, 2025 no call - ETSB Board meeting.

Motorola Wednesday Morning Status Call – July 16, 2025
AXS Consoles: Motorola has scheduled to have multiple STs on site the week of July 21 to begin installing the updated patch at both centers. The techs will need to install it at each position individually. We will be starting the patches at DU-COMM and then moving on to ACDC. Installation time is unknown at this moment as work has not begun, but it is expected to take several days to implement. The goal is to eliminate the speaker mapping issue and the logging out issues that have been seen.

DFSI: The Motorola DFSI team was on site last week and was unable to make much progress on installation. There was some confusion on the Moto side with regards to programming that needed to be addressed. We are rescheduling a team to return to start the process again and working with Jim Connelley and his team to meet their expectations.

Encryption: Meeting with ETSB is scheduled for 7/22 to discuss additional details pertaining to the implementation of the encryption consultation project. More details to follow scheduled meeting

Motorola Wednesday Morning Status Call - July 23, 2025
AXS Consoles: Motorola tech team is on site this week working through the installation of the moto patch at each position. As of last evening they have completed 6 confirmed positions at DU-COMM and will continue to work until complete.

DFSI: DFSI Motorola team is back on site this week to work through installation. Progress is being made, but there are a few issues with scope and consolette programming to be addressed. Anticipated installation and cutover by the end of this week

Encryption: Motorola and ETSB met on Tuesday 7/22 to discuss implementation and needs for the encryption project. ETSB provided needed information to Motorola and Matt Downer is compiling remaining information to complete the process for consultation. Prior to full release, Motorola will present to ETSB and discuss any changes or adjustments that might be needed before full release to all.

Motorola Wednesday Morning Status Call – July 30, 2025
AXS Consoles: Last week (July 21st) we had several techs on site to manually push updates to all of the OPs at both DU-COMM and ACDC. These updates are supposed to address the logout issues as well as the speaker mapping issues that we have been seeing at both sites. At this time, we have had one incident, but we will continue to monitor. Matt Downer is planning to come on site at DU-COMM the week of August 18 to change the connections in the switch to finish up the redundancy NICs for the OP positions.

DFSI: Techs were on site at ACDC last week to install and configure the DCGs for the DFSI. The installation was complete but ran into an issue with one of the Tait base stations. Dave Gossage from ABeep is working to get that device fixed. Motorola team will be back on site the week of August 18 to figure configuration, cutover, program consolettes and complete name changes in the provisioning manager.

3

Encryption: The Motorola team met with ETSB on the week of July 21 to run through the process and gather additional information for the report. Matt Downer is compiling the remaining information for his report and will present it to ETSB once complete.

Radio Alias List and Templates Updates

This document outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

Documents Submission Status as of June 24	
Configuration Completed	29
Total Agencies	**29**
Template Selection	
Option 1 Current Template No HZ	2
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
Total	**29**

4