



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Report for May 4, 2026 PAC Meeting

PAC Focus Groups

The Police Focus Group met on April 6. The Fire Focus Group did not meet in April; a meeting is scheduled for May 13, 2026.

Encryption:

The ADP to AES encryption plan has been revised and was provided to the Focus Group for review in April.

First touch of the Police radios for the encryption was completed on March 24.

CommandCentral Aware:

Following the April 6 PAC discussion, the CommandCentral Aware application form and Excel worksheet were revised and clarified to better distinguish who may be seen, who may view others, and how each layer functions. The revised form and Excel worksheet were distributed to all agencies through the "Policies Sign Off" Monday.com dashboard. ETSB staff have since received and reviewed several applications, which are included on the agenda for recommendation of approval to the ETS Board. The same resolution approving the current applications also authorizes the PAC to approve future CommandCentral Aware applications.

APXNext XN Holsters:

A few agencies reported issues with the Boston Leather holsters provided with the APXNext XN radios. ETSB does not cover the cost of replacement holsters after deployment; however, ETSB has brought this to the attention of Motorola for a warranty or defect claim given the volume of holsters. Agencies reporting an issue have been asked to submit a Zendesk ticket, include photographs of the defect, and retain the holster for review. In addition, ETSB provided PSAP Directors with a plastic holster so that they could distribute it during their Ops meetings as an alternative plastic holster option for the APXNext XN radio, identified on the authorized accessories sheet of Policy 911-005.8: DEDIR System Subscriber Unit Requirements, Part No. PMLN8601A, at a current cost of \$52.56. Fire Chiefs may determine the holster option most appropriate for their agency's operational needs, including custom or personally selected holsters.

Mobile Deployment:

A partial shipment of mobiles was received on April 9. As previously noted, police radios will be first and then new vehicles/8500s already installed.

Firmware Update:

Firmware - Police: Complete as of February 4.

Code Plug Updates - Fire agencies:

NWCD update: The NWCD encryption cutover update has been completed as of April 16.

Fire Ground update: After review of the fire radios, this issue appeared only in the Wheaton Fire Department radios. A second update was pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only. The following list of Fire radios still pending this update. Once the update is complete, the agency will be removed from the list.



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Fire Radios as of 4/29/2026			
ADDISON FPD	BLOOMINGDALE FPD	LOMBARD FD	WARRENVILLE FPD
DUADF AHLGRIM	DUBLF BR 21 A	DULOF HERNDBLR	DUWRF TWR11FFC
DUADF B72A	DUBLF DIVE 22B		DUWRF TWR11FFD
DUADF B74A	DUBLF E20 CON	LISLE-WOODRIDGE FPD	
DUADF B75A	DUBLF E20 CON2	DULWF CHF50	WINFIELD FPD
DUADF E71C	DUBLF E20 DRI	DULWF CHF50 B	DUWFF E32
DUADF HOFFERKA	DUBLF E20 NOZ	DULWF E54 FFB	DUWFF E32D
DUADF LEZZA	DUBLF E20 OFF	DULWF E55 FFB	DUWFF G31C
DUADF R73C	DUBLF E21DRI B	DULWF INSP 51	DUWFF G31N
	DUBLF E21NOZ B	DULWF J51 FF	DUWFF M33
CAROL STREAM FD	DUBLF E21OFF B	DULWF L51 DRV	DUWFF M33A
DUCSF CSF 65	DUBLF T23 DRI	DULWF L51 FFA	DUWFF N31
	DUBLF T23 OFF	DULWF L51 FFB	DUWFF N31C
GLEN ELLYN VFC	DUBLF T23 OV	DULWF L51 OFC	DUWFF N31N
DUGEF C61A	DUBLF T23 SRC	DULWF M51 DRV	DUWFF V31C
DUGEF E63B	DUBLF UTV 1	DULWF M54 ATT	
DUGEF O8A	DUBLF UTV 2		
ITASCA FPD		OAKBROOK TERRACE FPD	YORK CENTER FPD
DUITF E66A	DUITF R67C	DUOTF 49-15	DUYCF A CH 77
DUITF E66B	DUITF T66A	DUOTF 49-19	DUYCF CAR F78
DUITF E66D	DUITF T66B	DUOTF 49-21	DUYCF CHIEF 77
DUITF M67A	DUITF T66C	DUOTF 49-22	DUYCF ENG 78C
DUITF M67D	DUITF T66D		DUYCF SQUAD77C

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – April 1, 2026

AXS Consoles: All consoles are installed and running. There are two positions at ACDC that Motorola is actively working to get up and running, appear to be equipment issues and not software related. Continuing to work with Tier 2 service for root cause on consoles tickets that are still open. Working to progress towards ATP and Final Acceptance.

Additionally, as part of the coordination between the AXS project and the encryption project, Matt Downer will begin preparing the consoles for the encryption changes shortly, date to be determined.

DFS: ACDC is still having issues with crossmute tables. Steve Fiedler and Matt Downer are working with Jim Connolly to get this resolved. For DU-COMM Motorola’s engineering teams are continuing to work with the product teams and Leonard to solve the Red X issues and what is causing communication issues between the devices. Waiting for more feedback on action items.

Encryption: The plan for encryption that involves going to clear channels and switching system wide back to encryption has been provided to Director Zerwin with potential dates if the work is approved by the 4/6 proposed start date. Motorola is waiting on final approval from ETSB to proceed.



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Motorola Wednesday Morning Status Call – April 8, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call – April 15, 2026

AXS Consoles: No status change at this time. With Brianna out Chris Severns was unable to get an update on open tickets. Motorola is still working with Tier 2 support on finding cause and resolution on a few items. Hopefully these can be addressed and ATP can be achieved.

In addition, Matt Downer will be in DuPage next week to start work on the encryption programming on all consoles at both PSAPs. He has already reached out to Nate Krause and Gregg Taormina and has scheduled to start work at ACDC.

DFSI: Steve Fiedler has stepped in to assist ACDC with the crossmute issues that they have been seeing. Motorola have a meeting scheduled for 4/23 to continue to address these. For DU-COMM, Motorola engineering is continuing work with James Erlain on working through these issues. They are now looking at NAC and DCG configurations. Pete Back is supposed to follow up with James for additional information on potential steps for information tracking.

Encryption: The encryption project is proceeding and we are entering phase 2. At this time Jennifer Hurd has been working on pre-go live work and has most of that completed on her end. Starcom has started to perform their work on the KMF and has advised it was completed earlier this week. Matt Downer will be on site next week to continue to work on consoles and preparing for encryption. The next Motorola internal encryption meeting will take place on Tuesday prior to the DuPage Service call, so we will have a detailed update on that Wednesday.

Motorola Wednesday Morning Status Call – April 22, 2026 - PM transition meeting

AXS Consoles: Brianna walked through the current open tickets for the installed consoles. MSI Team working on cleaning up the remaining issues. ETSB is interested in knowing the root cause (where applicable). ATP for DU-COMM consoles is pending, Final Acceptance pending for ACDC and DU-COMM.

DFSI: Matt Downer is working on crossmute issues due to intro of DFSI channels, working with Jim Connolly. For DU-COMM Motorola is currently working through NAC code issue (Leonardo does not understand MSI NAC code). Per Matt Downer, changing the NAC code on the MSI is not possible, checking with Leonardo to see what they may be able to do.

Encryption: Phase 2/implementation kicked off, Chris Severns updated that the effort did not start on 4/6. Team is currently executing pre-work, completed several tasks to date. Codeplugs ETA target is 5/8, and the update to the subscribers is targeted for 5/15. Jennifer Hurd is working through which agencies are to receive the double code plug, will communicate to Director Zerwin. Smaller group will get the codeplugs first for testing, and Nate Krause will help train end users on this.

Per Matt Downer, ACDC consoles are ready for encryption, DU-COMM console prep may start on 4/23. Matt commented he needs a KVL for the AIS boxes. STARCOM maintenance impacting pre work this week and next, but Matt will push forward where/when he can. Chris Severns updated that the initial 5/26 go live target was not feasible due to the delayed start, the team would work to ID/share a new go live target.



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Motorola Wednesday Morning Status Call – April 29, 2026 – PM Richard Nita

AXS Consoles: Motorola MSI Team is working on cleaning up the remaining/open issues for the DU-COMM installed consoles, including root cause information. The DU-COMM console ATP is gated by open issues. Final Acceptance pending for both ACDC and DU-COMM.

DFSI: DU-COMM currently working through **NAC code issue**. Per MSI SE/Development, Leonardo must change their configuration to pass the specific NAC code F7E. The Motorola DCG9000 equipment has a hardcoded NAC and cannot change it on the console side; if it receives the wrong NAC code, it will simply discard the packet. Changing the NAC code on the MSI is not possible, Motorola is checking with Leonardo to see what they may be able to do. The team also is working to resolve a **port configuration issue**: the Leonardo stations use the same control port (6999) and voice port (9666) across all stations, but the provisioning manager (PM) requires each port number per DCG to be unique. ATP gated by these two issues. 4/23; attended a working call on **crossmute issues**, Matt Downer and Steve Fiedler working with Jim Connolly to close out.

Encryption: From a pre-work perspective, all consoles at ACDC and DU-COMM have the UKEKs, RSIs, and passwords loaded. The AIS box at each location remains to be prepped, will require a KVL (Matt Downer to work with Jennifer Hurd and Director Zerwin on this). Still need to execute Provisioning Manager portion (Matt Downer would like Sean Higgins available to support). STARCOM maintenance impacting pre work this and next week, but Matt will push forward where/when he can.

Jennifer Hurd is working with Director Zerwin on which agencies are to receive the double code plug. A smaller group will get the code plugs first for testing, and Nate Krause will help train end users.

Also, please note that PM Chris Severns has taken a new position outside of Motorola, effective April 24, 2026. PM Richard Nita will be taking his place. Motorola and ETSB met for a transition meeting on Wednesday, April 22, 2026.