



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

February 2, 2026 Report

Firmware Update:

Firmware - Police: At the end of this update is a list of Police agencies that still need to do the firmware update. There are roughly 7 radios that still need to update as of January 27. This update takes approximately 10-15 minutes and agencies have been asked to complete this update before they can be scheduled for their encryption site visit.

Freeze:

There is a **freeze** on changes so that the code plugs can be adjusted. The **freeze** began close of business 11/17/25 – **no exceptions** – all changes submitted after 11/17/25 will be held until encryption is complete with the exception of new officers and critical updates.

To clarify, the freeze means that changes submitted now will not be pushed out until after encryption. However, as ETSB finishes the first encryption touch, agencies are encouraged to submit any radio changes (alias etc.) so that these changes can be added to the next update.

Encryption:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talk groups are continuing to be discussed between ETSB and Motorola looking instead into the possibility of patching talk groups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 agencies will have been completed. Remaining agencies are continuing to be scheduled as fleet maps are submitted and firmware updates to version 9.40 are completed.

DuPage County Sheriff's Office:

APX4000 replacements - 241 of 248 APX4000 jail radios have been replaced with APXNext. The new radios already include the encryption updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.

Sheriff's Patrol Division - 137 of 141 Patrol officer radios have been key loaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

Agency	# Radios	Estimated Time	Actual Time	Status
Wood Dale PD	42	2.5		Pending Firmware update
Elmhurst PD	98	3.5		In Process to Schedule
Carol Stream PD	75	3.0		In Process to Schedule
Glen Ellyn PD	49	2.0		In Process to Schedule
Sheriff	448	13.9		Various dates in January
SAO	20	0.5		Various dates in January
Addison PD	75	6.3	1.5	Complete
Bartlett PD	68	2.0	2.5	Complete
Bensenville PD	59	2.5	0.7	Complete
Bloomingtondale PD	52	2.5	1.2	Complete



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Burr Ridge PD	29	1.5	1.0	Complete
Clarendon Hills PD	17	1.2	0.5	Complete
Darien PD	48	2.0	1.2	Complete
Downers Grove PD	102	3.0	2.0	Complete
Forest Preserve PD	26	2.0	0.75	Complete
Glendale Heights PD	67	2.5	1.5	Complete
Hanover Park PD	86	3.5	1.5	Complete
Hinsdale PD	29	2.0	1.2	Complete
Itasca PD	26	2.0	0.5	Complete
Lisle PD	43	2.0	1.5	Complete
Lombard PD	79	3.1	1.5	Complete
Oak Brook PD	58	3.5	1.5	Complete
Oakbrook Terrace PD	22	2.5	1.0	Complete
OHSEM	14	1.0	0.2	Complete
Sheriff DCHD	5	0.0	0.5	Complete
Roselle PD	46	1.8	0.75	Complete
Villa Park PD	56	2.5	1.0	Complete
Warrenville PD	40	2.0	1.2	Complete
West Chicago PD	52	2.5	1.5	Complete
Westmont PD	43	2.5	1.1	Complete
Wheaton PD	106	3.5	2.5	Complete
Wheaton College	5	0.0		N/A
Willowbrook PD	31	2.0	1.0	Complete
Woodridge PD	59	3.0	1.25	Complete
Winfield PD	19	1.6	0.5	Complete

APXNext XN:

Fire radios deployment was completed on October 24, 2025. Since the deployment, several agencies have submitted tickets for mic replacement. Agencies were advised at delivery that ETSB did receive a bad batch of mics and while they were tested, if an agency experiences issues they should submit a ticket for replacement. Roughly 2 dozen have been replaced.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 34 radios that need to complete this update. See the list below.

Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingtondale FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0
Glenside FPD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0



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Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Warrenville FPD	100%	0
Addison FPD	92%	6
Elmhurst FD	91%	3
Glen Ellyn FD	93%	4
Itasca FPD	88%	3
Lisle-Woodridge FPD	91%	5
Lombard FD	88%	9
York Center FPD	96%	1
Pleasantview FPD	92%	3

Mobile Deployment:

ABeep is working with Andres to build a task list on Monday.com. The order for the new mobiles has been placed with tentative delivery of end of February. ETSB met had a conference call with ABeep to review order of operation for mobiles. Deployed 8500 mobiles will be replaced first because they have to be returned to Motorola. Police mobiles will be first since they impact encryption deployment. Then fire agencies with in service 8500 mobiles. The remaining fire agencies will then be scheduled.

CommandCentral Aware:

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional agency SME's have been added to the PAC Police Focus Group to work with the layers. Motorola has several CommandCentral Aware personnel working on the challenges posed by the DEDIR System.

APX4000:

An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is ONE radio remaining. The update will take about 15 minutes.

Wheaton PD WHP Stienke 426CXZ1209

PAC Focus Groups

The Police Focus Group did not meet in January; no February meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in January; no February meeting is scheduled as of the writing of this document.



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PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – January 7, 2026 – no call,

Motorola Wednesday Morning Status Call – January 14, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - January 21, 2026

AXS: All consoles are installed and being used at both sites. Motorola is hoping to progress towards ATP at DU-COMM as we need to transition this site over to service. There have been a couple of tickets open, but the majority of issues appear to be resolved. Motorola is working with ETSB to progress towards ATP.

DFSI: Matt Downer worked with Jim Connolly and Keith Marc last week to help address the alias issues that are occurring. Matt was able to locate a fix and he is working on the process to get all 4600 updated through small batch processing. The same fix will need to be applied to DU-COMM for their aliasing. Matt Downer and Jordan Worobey were on site at DU-COMM last week working with Leonardo and DU-COMM to install and configure the DFSI system there. Installation is complete but there are still a few outstanding issues that Motorola is working on with Leonardo to resolve. Process ongoing

Encryption: A usage report was received from STARCOM for DuPage County to ensure there is enough bandwidth for traffic if we look to utilize the patching process. According to the logs, this process should work without any radio traffic issues. Motorola is requesting one additional report for last week during the extremely busy winter weather day just to double check capacity. Matt Downer is continuing to refine the plan and should have it complete shortly.

Subscriber Return: Chris Severns sent Eve an email/spreadsheet yesterday with the RMA information for the radios and accessories to be returned. Chris Severns will work with Eve to make sure we can locate the appropriate radios by serial number to be returned.

Motorola Wednesday Morning Status Call - January 28, 2026

AXS: Motorola is working to gather more information regarding the muting issues that DU-COMM has experienced. We met internally yesterday and Steve Fiedler asked for more information to be gathered. I am working with Brianna to get the list of items to be documented if a muting issue occurs again. Steve has asked for this information separately from opening a ticket for service. At this time ACDC has not experienced any of these outages. It seems to be identified as a change that occurs several levels into the audio control on windows. Engineering is looking into the information and for a possible cause.

Encryption: Motorola has all the information needed at this time. Matt Downer is finalizing his report and has said that he will provide an updated version to Director Zerwin next week for review. Chris Severns will share the document as soon as Mr. Downer provides it.

DFSI: Matt Downer started to work on the alias updates today. Since there are 4600 of them and he can only do 300 at a time this will take some time to get accomplished. Matt will provide updates as he works through the changes. Additionally, Jim Connolly has asked for information on the update process once the large batch has been loaded. We have scheduled a meeting for Thursday 1/29, in the morning to discuss the process moving forward.



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For DU-COMM, Motorola engineering is continuing to work with Leonardo to gather information for their configuration. This process is ongoing and there are no updates other than that at this time.

Subscriber return: Chris Severns spoke with Eve about the list of subscribers and how to help her locate and pack the return. I have reached out to several other Motorola employees for guidance in managing this and finding the appropriate radios for the return. Chris Severns continues to work with Eve to help facilitate this and is waiting for additional information from members of the Motorola inventory team.



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AGENCY FIRMWARE AND UPDATES PENDING LIST AS OF JANUARY 27, 2026

WARRENVILE PD	WOOD DALE PD	SAO	
WRP A MAXWELL	WDP Haumann	DU SAO BERNARD	SAO HUNDLEY
		SAO D OLLECH	SAO VON ALMEN
		SAO FRENCL	

FIRE AGENCY UPDATE

ADDISON FPD	CAROL STREAM FD	GLEN ELLYN VFC	WINFIELD FPD
DUADF B73A	DUCSF CSF 38	DUGE F E63A	DUWFF E32
DUADF B74A	DUCSF CSF 65	DUGE F E63B	DUWFF E32C
DUADF D72A	DUCSF CSF 69	DUGE F E63C	DUWFF E32D
DUADF L72C	DOWNER GROVE FD	DUGE F O6A	DUWFF E32N
DUADF R71C	DUDGF CHF101 B	ITASCA FPD	DUWFF G31C
DUADF R73C	ELMHURST FD	DUITF B67B	DUWFF G31N
BENSENVILLE FPD	DUELF ENG 1S	DUITF C66A	DUWFF M32
DUBEF HALVERSN	DUELF TWR 1A	DUITF U66A	DUWFF M33
LOMBARD FD	DUELF TWR 1B	LISLE-WOODRIDGE FPD	DUWFF M33A
DULOF BAT 44A		DULWF CHF50	DUWFF N31
DULOF JOHNSON	VILLA PARK FD	DULWF E54 FFB	DUWFF N31C
DULOF LOGSDON	DUVPF E 80JS2	DULWF INSP 51	DUWFF N31D
DULOF NEWHIRE2	DUVPF DEP 82	DULWF L51 OFC	DUWFF N31N
DULOF NEWPOS1	DUVPF M 80PM2	DULWF M54 DRV	DUWFF U31
DULOF NEWPOS2	DUVPF M 80PM1	PLEASANTVIEW FPD	DUWFF V31C
DULOF NEWPOS3	DUVPF U 81	DUPLF BC 151A	DUWFF V31N
DULOF NEWPOS4	DUVPF CHF 81	DUPLF ENG 153A	YORK CENTER FPD
DULOF NEWPOS5	DUVPF DEP 81	DUPLF ENG153B	DUYCF CAR F78