



Emergency Telephone System Board Of DuPage County

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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

APXNext XN:

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

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

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

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



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CommandCentral Aware

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

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

Elmhurst PD	1
Wheaton PD	1

PAC Focus Groups

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

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

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – August 6, 2025

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

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

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

Motorola Wednesday Morning Status Call – August 13, 2025

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

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



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

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

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

Motorola Wednesday Morning Status Call – August 20, 2025

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

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

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

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

Motorola Wednesday Morning Status Call - August 27, 2025

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

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



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DFSI: DFSI is fully installed at ACDC and is in use at this time. There are several items that we are working with Jim Connolly on to get resolved for wrapping up the implementation. Matt Downer is looking into the audio output levels to see if we can help resolve that issue. He is also working to address the following:

- Alias not being available due to Analog/MDC confusion.
- Creating connections for 8PD1, 2 and 3.
- Crossmuting in Provisioning Manager.
- Alias database updates for DFSI in STARCOM

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

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

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