



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Regular Meeting Agenda

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

Monday, July 1, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/82015941867?pwd=v7pLpGMZho91Pl3Eb4cPa9ejoubQ6w.1>

Meeting ID: 820 1594 1867

Passcode: 428931

1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENT
4. CHAIRMAN'S REMARKS - CHAIR DINA
5. MEMBERS' REMARKS
6. CONSENT ITEMS
 - 6.A. [24-1908](#)
DEDIR System June Maintainer Report
 - 6.B. [24-1912](#)
ETSB PAC Minutes - Regular Meeting - Monday, June 3, 2024
7. PARENT COMMITTEE APPROVAL REQUIRED
 - 7.A. [ETS-R-0047-24](#)
Resolution to approve modified access to the DuPage Emergency Dispatch Interoperable Radio System talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), as requested by Hanover Township Emergency Services.
8. DEDIR SYSTEM PORTABLES AND MOBILES
 - 8.A. Police
 - 8.A.1. Encryption Update
 - 8.B. Fire
9. OLD BUSINESS

10. NEW BUSINESS

11. ADJOURNMENT

11.A. Next Meeting: Monday, August 5 at 8:15am in Room 3-500A



ETSB Other Action Item

421 N. COUNTY FARM
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File #: 24-1908

Agenda Date: 7/1/2024

Agenda #: 6.A.



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: June 26, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: The firmware release is available, and a schedule is being developed. However, the changes to the firmware needed for the APXNext XN in the software that is used to deploy the firmware created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted within the software to accommodate both firmware updates. Once that is completed the schedule for the APXNext Firmware will be distributed to the DEDIR Points of contact.
- APX 4000: A firmware update was released, and the deployment is in process. As of this writing, 93 APX 4000s have been updated. Each radio takes approximately 10 minutes to update. Including the time it took to prepare the software, the Motorola System Manager has invested approximately 20 hours into this project.
- APX8500: There is nothing additional to report this month.
- APXNext XN/XE Fire: Testing of the XE and XN Demo radios was completed the week of June 17, 2024. As of this writing, 15 agencies have turned in their selection to ETSB. 14 Agencies have selected the XN radio and 1 Agency has selected the XE Radio.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports. A Monday.com dashboard has been created to share information on report requests.

Programming – Projects

Code plug updates: There were none last month.

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

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	141	112	9	9	2	0	0	7
APX Next (police)	84	55	15	15	6	6	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	20	20	1	1	0	0	0	0
APX4000	8	7	1	1	0	1	0	0
Total	253	194	26	26	8	7	0	8

STARCOM21 Scheduled Maintenance:

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 6/12 and 6/13. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 6/13/24

8:48 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

- IL_STARCOM Monthly Application of Windows Motopatch 2024.05 – Patching 6/14/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- Notification of planned maintenance to be performed affecting the MSO Downers Grove - Starcom Zone 1 system on 06-06-2024 at 08:00:00 AM Work performed: SZ01401 & SZ01405 - MTN-0036A-24 Upgrading the Fortinet FWs to the latest software version. z001telfirewall01,Z005intfw01,z005dmsfw01. Impact: There may be brief periods of service interruption while the technicians are working on the site

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
The scheduled maintenance has been completed.
Start: 3/June/2024 @ 9:00 AM CDT (UTC-5)
End: 3/June/2024 @ 10:00 AM CDT (UTC-5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

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SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 12/Jun/2024 @ 12:00 AM CDT (GMT -5)
End: 12/Jun/2024 @ 9:00 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 19/Jun/2024 @ 8:00 AM CDT (GMT -5)
End: 19/Jun/2024 @ 1:00 PM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 20/Jun/2024 @ 12:00 AM CDT (GMT -5)
End: 20/Jun/2024 @ 9:00 AM CDT (GMT -5)

Releases:

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

STARCOM21 Unscheduled System Outages:

- Users may experience an inability to access the Event Map in the CommandCentral Aware application. Events continue to process in the Event Monitor. Our team is currently working to restore normal performance levels. We apologize for any inconvenience.
Jun 15, 15:16 CDT
Resolved - This issue has been resolved. The Event Map in CommandCentral Aware can be accessed successfully by all customers after reloading the application in the browser.
If you continue to experience unexpected behavior, please contact Motorola Solutions Technical Support at 1-800-MSI-HELP.
Jun 15, 15:27 CDT

There was no operational impact to the DEDIR users.

Meetings:

- June PAC meeting 6/3/24
- Fire Focus 6/18/24

Training

- None at this time.



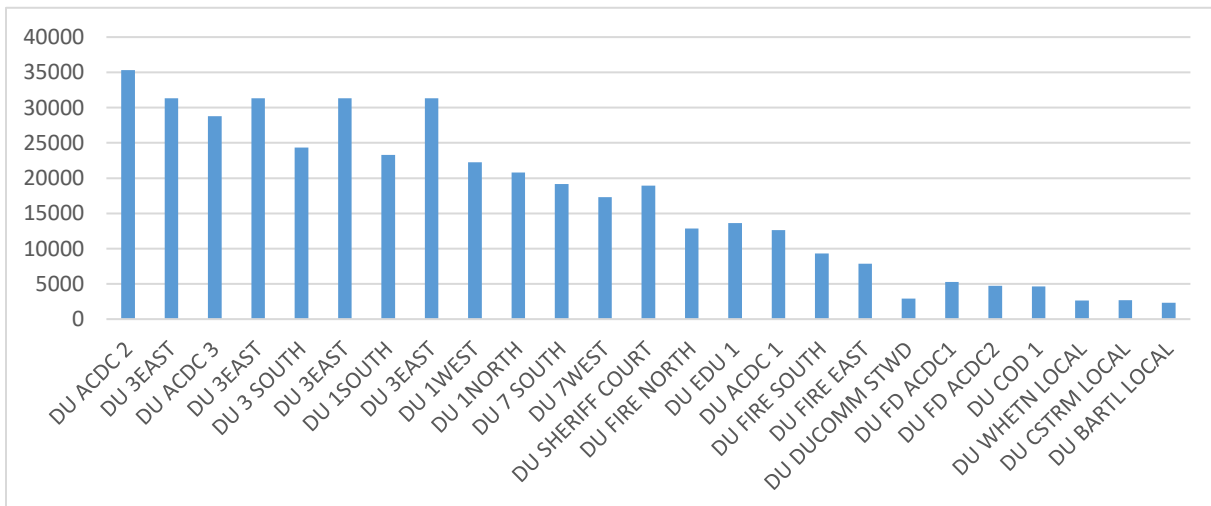
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Grade of service report:

May 2024 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	23.15	3.93	6.47	31.00	2892.23	14164.77	4.90	0.00	0.00	0.00
1:00:00	0.00	19.67	3.34	7.06	31.00	2395.87	12037.35	5.02	0.00	0.00	0.00
2:00:00	0.00	16.37	2.78	7.62	31.00	1929.06	10016.39	5.19	0.00	0.00	0.00
3:00:00	0.00	12.69	2.16	8.24	31.00	1451.42	7766.61	5.35	0.00	0.00	0.00
4:00:00	0.00	12.22	2.08	8.32	31.00	1357.77	7478.84	5.51	0.00	0.00	0.00
5:00:00	0.00	13.59	2.31	8.09	31.00	1499.71	8319.55	5.55	0.00	0.00	0.00
6:00:00	0.00	15.58	2.65	7.75	31.00	1909.42	9536.71	4.99	0.00	0.00	0.00
7:00:00	0.00	23.59	4.01	6.39	31.00	2870.71	14434.42	5.03	0.10	6.19	64.00
8:00:00	0.00	29.72	5.05	5.35	31.00	3667.52	18188.16	4.96	0.03	3.26	101.00
9:00:00	0.00	33.08	5.62	4.78	31.00	4070.84	20247.65	4.97	0.19	3.16	16.33
10:00:00	0.01	35.45	6.03	4.37	31.00	4442.97	21696.77	4.88	0.52	7.23	14.00
11:00:00	0.00	34.08	5.79	4.61	31.00	4241.87	20859.23	4.92	0.19	9.81	50.67
12:00:00	0.01	34.84	5.92	4.48	31.00	4311.06	21322.19	4.95	0.26	2.10	8.13
13:00:00	0.02	36.33	6.18	4.22	31.00	4457.35	22234.61	4.99	0.97	11.48	11.87
14:00:00	0.06	35.85	6.09	4.31	31.00	4480.13	21937.77	4.90	2.65	23.68	8.95
15:00:00	0.06	37.18	6.32	4.08	31.00	4667.52	22754.39	4.88	3.03	29.68	9.79
16:00:00	0.02	37.28	6.34	4.06	31.00	4707.03	22813.35	4.85	0.87	11.58	13.30
17:00:00	0.00	36.19	6.15	4.25	31.00	4545.71	22145.68	4.87	0.06	1.32	20.50
18:00:00	0.00	34.18	5.81	4.59	31.00	4285.97	20920.84	4.88	0.13	0.10	0.75

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Group Alias	PTT Count
DU ACDC 2	35333
DU 3EAST	31326
DU ACDC 3	28776
DU 3EAST	31326
DU 3 SOUTH	24331
DU 3EAST	31326
DU 1SOUTH	23304
DU 3EAST	31326
DU 1WEST	22261
DU 1NORTH	20804
DU 7 SOUTH	19140
DU 7WEST	17317
DU SHERIFF COURT	18939
DU FIRE NORTH	12847
DU EDU 1	13631
DU ACDC 1	12614
DU FIRE SOUTH	9307
DU FIRE EAST	7880
DU DUCOMM STWD	2909
DU FD ACDC1	5258
DU FD ACDC2	4742
DU COD 1	4635
DU WHETN LOCAL	2657
DU CSTRM LOCAL	2687
DU BARTL LOCAL	2330





ETSB PAC Other Action Item

421 N. COUNTY FARM
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File #: 24-1912

Agenda Date: 7/1/2024

Agenda #: 6.B.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, June 3, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/85889401053?pwd=Fa5U0Zk0k87m2bsS3BP9v1vcRGTxs.1>

Meeting ID: 858 8940 1053

Passcode: 895336

1. CALL TO ORDER

8:15 AM meeting was called to order by Chair Dina at 8:15 AM.

2. ROLL CALL

Attendees:

Matt Theusch, DuPage Emergency Telephone System Board
Gregg Taormina, DuPage Emergency Telephone System Board
Eve Kraus, DuPage Emergency Telephone System Board
Bill Srejma, ACDC
Jan Barbeau, SAO (Remote)
Eric Fors, Hanover Park Fire (Remote)
Tom Gallahue, ILEAS (Remote)
Jeffery Keefe, West Chicago Fire (Remote)
Jim McGreal, Downers Grove PD (Remote)
Bob Murr, College of DuPage (Remote)

On roll call, Members Dina, Burmeister, Rivas, and Selvik were present, which constituted a quorum.

PRESENT	Dina, Burmeister, Rivas, and Selvik
ABSENT	Johl, and Benjamin

3. CHAIRMAN'S REMARKS - CHAIR DINA

There were no remarks from Chair Dina.

4. MEMBERS' REMARKS

There were no Members' remarks.

5. PUBLIC COMMENT

There was no public comment.

6. CONSENT ITEMS

6.A.1. [24-1562](#)

DEDIR System May Maintainer Report

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

Attachments: [Motorola System Manager Report 5-28-24.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Roy Selvik
SECONDER:	Michael Rivas

6.A.2. [24-1560](#)

ETSB PAC Minutes - Regular Meeting - Monday, May 6, 2024

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

Attachments: [2024-05-06 PAC Minutes Summary.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Roy Selvik

7. DEDIR SYSTEM PORTABLES AND MOBILES

7.A. Police

7.A.1. Encryption Update

Member Rivas had nothing to report.

7.B. Fire

7.B.1. Radio Demonstration and Testing Update

Chair Dina said he could speak to Fire South, that Warrenville Fire completed their week of testing as has Downers Grove and the radios are being transferred to Darien-Woodridge. Chair Dina said there had been a lot of positive feedback on all the radios and that zero issues had been reported to him.

Chair Dina did not have an update to provide on the APX8500 mobile radios and asked if Mr. Theusch had anything to report from Motorola, to which Mr. Theusch responded he did not.

Chair Dina said the Fire Focus Group would be meeting on June 18 to discuss the templates, the Intergovernmental Agreements, and to clean up some channels on the template, specifically SWIT and ITTF, to be ready for radios to roll out.

Mr. Theusch reminded agencies to submit a Zendesk ticket if they would like the Remote Speaker Microphones (RSMs) with the channel selector to allow for an accurate count for negotiations with Motorola. He also reminded agencies to submit their sign off with the selection of their APXNext XN or APXNext XE radio model once they have completed testing. Chair Dina asked to clarify that agencies who submit a ticket requesting the RSMs with channel selector would not be held to that request if they find the RSMs to be cost prohibitive. Mr. Theusch confirmed that as correct.

8. OLD BUSINESS

There was no old business.

9. NEW BUSINESS

There was no new business.

10. ADJOURNMENT

10.A. Next Meeting: Monday, July 1 at 8:15am in Room 3-500A

Member Rivas made a motion to adjourn the meeting at 8:20am, seconded by Member Selvik. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



ETSB PAC Resolution

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

File #: ETS-R-0047-24

Agenda Date: 7/1/2024

Agenda #: 7.A.

RESOLUTION TO APPROVE MODIFIED ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM TALK GROUPS PURSUANT TO POLICY 911-005.2: ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM), AS REQUESTED BY HANOVER TOWNSHIP EMERGENCY SERVICES

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB DuPage Emergency Dispatch Interoperable Radio System (“DEDIR System”) was implemented to provide Emergency 9-1-1 radio communication services through STARCOM21 Site 1 for secure and accessible communications for its member users; and

WHEREAS, Hanover Township Emergency Services has requested modified access to certain talk groups of DEDIR System pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and in the spirit of public safety and first responder interoperability; and

WHEREAS, Hanover Township Emergency Services’ application has previous been recommended for approval by the DU PAGE ETSB Policy Advisory Committee (“PAC”) on August 14, 2018 in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the modified application of Hanover Township Emergency Services as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants modified access to DEDIRS by Hanover Township Emergency Services according to ETS-R-0013-18, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), by this resolution.

Enacted and approved this 10th day of July, 2024 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Hanover Township Emergency Services

DuPage County ETSB,

Hanover Township Emergency Services is an Emergency Services Agency made up of sworn personnel authorized under the Illinois Emergency Management Act. We serve multiple police and fire agencies and are dispatched by DUCOMM on the Fire North Channel. Hanover Township Emergency Services has mutual aid agreements with the agencies for the talk groups we are requesting to access. Access to these talk groups would allow Hanover Township Emergency Services to better integrate with the day-to-day activities of these agencies when we are requested to assist at incidents and major disasters.



DuPage ETSB DEDIRS Access Application

AGENCY INFORMATION	
Type of Application:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Modification
NAME OF AGENCY:	Hanover Township Emergency Services
POINT OF CONTACT:	Michael Brauer
BUSINESS ADDRESS:	300 South Route 59, Bartlett, IL, 60103
EMAIL ADDRESS:	mbrauer@hanover-township.org
BUSINESS TELEPHONE:	630-372-3971
MOBILE TELEPHONE:	630-532-7713

APPLICATION INFORMATION		
Please complete the following information	YES	NO
The Applicant is a unit of local government	x	
If no, explain: (use a separate sheet if necessary)		
The Applicant is requesting access to DEDIRS for certified sworn police personnel or certified fire service personnel or community service officers.		x
The Applicant is requesting monitoring capabilities only		x
The Applicant is a member of STARCOM21	x	
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	x	

Applicant Equipment Information	
The total number of portable radios (portable and mobile) covered under this request is:	32
The total number of radios which will be affiliated during any daily operational shift is:	10
Do the portable radios have encryption: <input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption	
Type of radios to be programmed with a DEDIRS talk group: <div style="text-align: right; margin-right: 50px;">APX 8500, APX 8000, APX 7500</div>	
The Applicant is requesting use of: <input checked="" type="checkbox"/> InterOp Groups 1-8, <input checked="" type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)	

Committee/ETSB Board Review Process Checklist:	
Applicant has submitted proper paperwork	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vendor Technical Review of Application Complete	
14 Day Notice to Members via PSAPs is complete	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on Committee Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of Committee: Ayes _____ Opposed _____ Abstain _____ Absent _____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on ETSB Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of ETSB Board: Ayes _____ Opposed _____ Abstain _____ Absent _____ Resolution No: _____	Approved
	<input type="checkbox"/> Yes <input type="checkbox"/> No

Additional Talkgroups:

- 1 West and Bartlett Local
 - Daily Mutual Aid with Bartlett Police
- 1 North and Hanover Park Local
 - Daily Mutual Aid with Hanover Park Police and Fire
- Fire North and FD Ops 3 and 5
 - Our Main Dispatch Channel and Daily Mutual Aid
- All other Fire Channels
 - We host Decon 12 and Transport it to scenes for MABAS Division 12 and it would allow smother communications with ACDC and DUCOMM

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org



June 14, 2024

Linda Zerwin
Executive Director
DuPage County ETSB

RE: Hanover Township ESU- DEDIRS Application

Dear Director Zerwin,

Please accept this letter as support for the Hanover Township Emergency Services Unit's application to use the DEDIRS system. DU-COMM has provided alerting services to the Township team since 2013.

Given the important role they play in supporting our police and fire entities, DU-COMM thinks it appropriate to grant access. They respond to a wide range of emergency and non-emergency events with first responders. Hanover Township is also the only emergency service unit in the state of Illinois certified by the Cook County Department of Homeland Security and Emergency Management Department.

If you need any additional information, please do not hesitate to reach out.

Sincerely,

Jessica Robb, ENP
Executive Director