



# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Regular Meeting Agenda

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

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Monday, July 10, 2023

8:15 AM

Room 3500A

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1. CALL TO ORDER
2. ROLL CALL
3. CHAIRMAN'S REMARKS - CHAIR HAYDEN
4. PUBLIC COMMENT
5. CONSENT ITEMS
  - 5.A. [23-2297](#)  
ETSB PAC Minutes - Regular Meeting - Monday, June 5, 2023
  - 5.B. [23-2298](#)  
ETSB PAC Minutes - Special Call Meeting - Tuesday, June 20, 2023
  - 5.C. [23-2329](#)  
DEDIRS June Maintainer Report
6. PARENT COMMITTEE APPROVAL REQUIRED
  - 6.A. [ETS-R-0038-23](#)  
Resolution to Amend Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS).
7. POLICY DISCUSSION
  - [23-2355](#)  
Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups.
8. DEDIRS PORTABLE AND MOBILE REPLACEMENT
  - 8.A. Police
  - 8.B. Fire
9. NEW BUSINESS
10. NEXT MEETING:
  - 10.A. Monday, August 7 at 8:15am in Room 3-500A

**11. ADJOURNMENT**



## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
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**File #:** 23-2297

**Agenda Date:** 7/10/2023

**Agenda #:** 5.A.

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# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Draft Summary

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

**Monday, June 5, 2023**

**8:15 AM**

**Room 3500A**

**1. CALL TO ORDER**

8:15 AM meeting was called to order by Chairman Hayden at 8:15 AM.

**2. ROLL CALL**

Attendees:

Director Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Matt Theusch, DuPage Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone System Board

Craig Dieckman, OHSEM

Bill Srejma, ACDC

Marilu Hernandez, ACDC

John Sullivan, Addison Fire

Kurt Bluder, Hinsdale High School District 86 (Remote)

Jim Connolly, Village of Addison (Remote)

Reid Foltyniewicz, Oakbrook PD (Remote)

Tom Gallahue, ILEAS (Remote)

Michael Hylton, Oakbrook Terrace PD (Remote)

Todd Kubish, Villa Park PD (Remote)

Jimmy Lahanis, Darien-Woodridge Fire (Remote)

Jim McGreal, Downers Grove PD (Remote)

Jason Norton, Darien PD (Remote)

Safia Rusulis, Oak Brook PD (Remote)

Kevin (Remote)

Andrea Lieberenz, Addison PD, Secretary (Remote)

On roll call, Chairman Hayden, Member Baarman, Vice Chair Dina, Member Johl, and Member Rivas were present, which constituted a quorum.

<b>PRESENT</b>	Johl, Rivas, Hayden, Baarman, and Dina
<b>ABSENT</b>	Hermes

**3. CHAIRMAN'S REMARKS - CHAIR HAYDEN**

There were no remarks from Chairman Hayden.

**4. PUBLIC COMMENT**

There was no public comment.

**5. CONSENT ITEMS**

Chairman Hayden asked for a motion to combine Consent Agenda Items A/Minutes approval for ETSB PAC May 1, 2023; B/DEDIRS May Maintainer Report. Member Rivas motioned, seconded by Member Johl. On voice vote, all “Ayes”, motion carried.

Chairman Hayden asked for a motion to receive and place on file Consent Agenda Items A/Minutes approval for ETSB PAC May 1, 2023; B/DEDIRS May Maintainer Report. Member Johl motioned, seconded by Member Rivas. On voice vote, all “Ayes”, motion carried.

5.A. [23-1973](#)

ETSB PAC Minutes - Regular Meeting - Monday, May 1, 2023

**Attachments:** [2023-05-01 PAC Minutes Summary.pdf](#)

5.B. [23-1974](#)

DEDIRS May Maintainer Report

**Attachments:** [2305ETSBRadioMaintenanceReport.pdf](#)

<b>RESULT:</b>	APPROVED THE CONSENT AGENDA
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Michael Rivas
<b>AYES:</b>	Johl, Rivas, Hayden, Baarman, and Dina
<b>ABSENT:</b>	Hermes

**6. POLICY REVIEW**

6.A. [23-2000](#)

Access Policy, Encryption and Talk Groups Memorandum

Ms. Zerwin said she compiled a memo with the status of the DEDIRS policies. Policy 911-005.2 outlines outside agency access to the system and which talkgroups would be approved for access based on whether they are adjacent to a DuPage agency. She said the PAC needs to come to a consensus on this in order to send the access letters out. Ms. Zerwin reminded everyone that the State’s Attorney recommended this would be a good time to send agreements to all existing agencies as a renewal, as some have been in place for quite a while. Ms. Zerwin said agencies are generally approved for Interops 1-8 if requested, but the limitations on access to main talk groups needs to be discussed.

Member Johl said there was some discussion about encrypting some of the channels. He said it was not really known how encryption was going to work for the talkgroups that are not encrypted. Ms. Zerwin said approximately a year or so ago, there were requests from agencies further out from DuPage who wanted access to main talk groups as opposed to

just patching through the Interops. Member Johl said Fire allows anyone who touches a DuPage County Fire agency to have their talk groups, but he was not sure how Police operations would be affected. Member Rivas said an agency would not be encrypted if they switched to an Interop. He said bordering agencies should be allowed access, if not, an action in that direction should be entertained. Member Rivas said they are currently using Statewide 2, and prior to that they were using Countywide channel. He said, encryption aside, it is working quite well.

Ms. Zerwin questioned the PAC to confirm from a policy perspective, an adjacent agency is requesting access, it can have access to a main talk group as was discussed early in the year. Member Rivas said he did not think they are ready to make a decision yet. He asked if the bordering Cook County agencies that can provide real-time information could be patched in or if they could just monitor and chime in. Member Johl questioned how easy it is for Telecommunicators to make the patches; there are already 50-100 channels. Maybe it is a procedural thing and the channels that are there already could be utilized rather than providing access to the main talk groups. Member Baarman said the Telecommunicators like knowing who is on the channel. Mr. Theusch said requests started coming in after events such as in Oak Brook. Ms. Zerwin said sometimes when an agency comes in to assist, you do not really care if a traffic perimeter, for instance, is encrypted or not. She said Member Baarman made a good point asking how they will communicate if agencies come in to assist on an event. Ms. Hernandez, Deputy Director of ACDC, said when we put the message out, ACDC asks them to go to our channel. ACDC Director Bill Srejma said they would recommend neighboring agencies have access to our main talk channels. Chairman Hayden added this means they also need encryption.

Member Baarman asked what happens to operations when there is a disruption to the channel, i.e., someone keying up, playing music, etc on a main dispatch channel. Chairman Hayden said their radios can be identified and removed from the system. Member Baarman said there needs to be a backup plan. Director Srejma said he agrees with Member Baarman, as long as there are identifiers so it can be shut down, but that this does not happen very often. He said ACDC calls outside PSAPs to identify who is keying up. Member Rivas said the agency can be warned; give them one warning and if it is not corrected, the user will be removed. Ms. Zerwin said she believes there is some language in the STARCOM application that talks about this; they could be asked to submit their ID range on STARCOM with the application for ease of identifying the user.

Vice Chair Dina said he believes Member Baarman's recommendation was for bordering agencies to be allowed dispatch channel access, but others would only be allowed Interops 1-8. Ms. Zerwin added that would only be if they have encryption. She said that is enough to give her some draft language. She will put the notes in and send the policy out. Ms. Zerwin said the PAC needs to think about where these agencies will go to connect if they are given Interops 1-8.

Ms. Zerwin spoke about Policy 911-005.3 and encrypted channels. She said the policy was originally put in place for ADP encrypted channels for non-sworn employees of DuPage user agencies. She said some of this language may be able to be eliminated or dovetailed into Policy 911-005.2. She said a list was sent, Chief Madden, CSP Chief Holmer, and DSO Deputy Chief Bilodeau naming everyone who indicated they wanted MERIT talk group access. She said DC Bilodeau said the list was out of date and seemed to think the list was a little cumbersome. The MERIT Executive Committee indicated that they would like all MERIT members to have access and would provide a list who is a member. Ms. Zerwin said how talk groups are encrypted does not matter from an ETSB perspective.

Ms. Zerwin said Fire could probably finalize the last part of Policy 911-005.6 regarding the emergency button now that the radios are in. She added that Police should look at the MERIT Policy 911-005.10.

**Attachments:**     [Access Policy, Encryption and Talk Groups May 30.pdf](#)

6.B.     [23-1977](#)

Policy 911-005.12: Flash Message Talk Group Implementation Review

Ms. Zerwin said the ETSB policy has been implemented and is ready for a 60-day review. If the policy is working fine for the PSAPs, no adjustments need to be made. She said she asked a few people to be available for any discussion in terms of those talk groups and the flash channel. Chairman Hayden said they have been working their way through the policy and there have been a couple of glitches, but overall, the information he has received has been good. Ms. Hernandez confirmed ACDC has received a lot of positive feedback, and they are doing monthly training. The consensus was that the ETSB policy did not require adjustments at this time.

**Attachments:**     [911-005.12 Flash Channel Talk Group.pdf](#)

## 7.     **DEDIRS PORTABLE AND MOBILE REPLACEMENT**

### 7.A.     **Police**

Ms. Zerwin said the Police Focus Group needs to discuss encryption. She advised that Member Baarman will join the group to replace John Lozar. Member Rivas said they will finalize any problems or issues this week. Chairman Hayden asked who is currently on the Police Focus Group. Member Rivas said Member Baarman, Jim Connolly, Sgt. Bukovic from Westmont, and himself.

### 7.B.     **Fire**

Vice Chair Dina said they had the template meetings with all of the dispatch channel talk groups. The final meeting is today with DU-COMM and ACDC. He said when the templates are finished, they are being submitted on Monday.com, where the Fire Focus Group can review them. Vice Chair Dina advised there is a Focus Group meeting on June 12, 2023 to talk about templates, radios, the NFPA 1802 standard, as well as some things they are trying to work

through on the radios. He said the radios work really well. There was only one issue on his specific demo radio: when a microphone was connected and the channel was changed, and then the radio was turned off, the radio would not turn back on. The radio has been returned to Motorola for investigation. Ms. Zerwin said there have been some bad batteries, chargers, and a few radios, but that is to be expected with the quantities that was purchased. She said there are a few more details to add into the change order with Motorola and that ETSB was planning to bring it forward to the ETS Board in July. She also stated that Chief Tanner would be replacing John Lozar on the Fire Focus Group.

**8. OLD BUSINESS**

No old business was discussed.

**9. NEW BUSINESS**

No new business was discussed.

**10. NEXT MEETING:**

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

**11. ADJOURNMENT**

Member Johl made a motion to adjourn the meeting at 8:54am, seconded by Member Rivas. On voice vote, motion carried.

Respectfully submitted,

Andrea Lieberenz





## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
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**File #:** 23-2298

**Agenda Date:** 7/10/2023

**Agenda #:** 5.B.

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**DU PAGE COUNTY**  
**ETSB - Policy Advisory Committee**  
**Draft Summary**

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

**Tuesday, June 20, 2023**

**8:00 AM**

**420 N. County Farm Road, Room 107**

**Special Call**

**1. CALL TO ORDER**

8:00 AM meeting was called to order by Vice Chair Dina at 8:00 AM.

**2. ROLL CALL**

ETSB STAFF:

Linda Zerwin

Matt Theusch

Eve Kraus

Andy Saucedo, Motorola System Manager

ATTENDEES:

Scott Bukovic, Westmont PD

Brian Cluever, Carol Stream PD

Jim Connolly, Village of Addison

William Holmer, Carol Stream PD

Bill Srejma, ACDC

John Sullivan, Addison Fire

Patrick Tanner, West Chicago Fire

Bob Murr, COD (Remote)

Richard Cassidy, Glenside Fire (Remote)

Kevin Dempsey, ACDC (Remote)

Reid Foltyniewicz, Oakbrook PD (Remote)

Tom Gallahue, ILEAS (Remote)

Marilu Hernandez, ACDC (Remote)

Michael Hylton, Oakbrook Terrace PD (Remote)

Jason Norton, Darien PD (Remote)

On roll call, Vice Chair Dina, Members Baarman, Hermes, Johl, and Rivas were present, which constituted a quorum.

<b>PRESENT</b>	Johl, Rivas, Hermes, Baarman, and Dina
<b>ABSENT</b>	Hayden

**3. CHAIRMAN'S REMARKS - VICE CHAIR DINA**

There were no remarks from Vice Chair Dina.

**4. PUBLIC COMMENT**

There was no public comment.

**5. DISCUSSION ITEMS****5.A. Radio Talk Groups**

The memorandum outlining the recommendation of the Phase 3 of the radio portable and mobile replacement deployment was approved by the ETS Board and realigns the talk group names. The Members reviewed law enforcement operations talk groups, naming conventions, and their use cases. A discussion ensued which centered on the utility of changing talk group names, the assignment of Police ops channels and if Police ops channels should be assigned to primary radio talk groups the same way Fire ops channels are assigned. Fire ops channels are assigned to a specific talk group and can be used by any agency if their assigned ops channels are exhausted. The Police Focus Group requested an opportunity to bring these discussions back to Police agencies through the Ops meetings and Chiefs Association for additional discussion and feedback.

**5.B. Radio Encryption**

The original encryption plan called for up to 40 different encryption keys for the DEDIR System. Since that time, MERIT has changed their position and will be submitting language for the ETSB policy to allow MERIT members access to the talk groups. Additionally, the number of encryption keys was complex, leaning toward a more simplified system. Discussion ensued around the goals of encryption and interoperability. Managing large scale incidents; multi-discipline and multi-jurisdictional, may be simplified if all agencies were sharing a single, or small pool, of encryption keys. The Police Focus Group requested an opportunity to bring this discussion back to their police association membership for additional discussion and feedback.

**6. OLD BUSINESS**

There was no old business.

**7. NEW BUSINESS**

There was no new business.

**8. NEXT MEETING**

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

**9. ADJOURNMENT**

Member Johl made a motion to adjourn the meeting at 9:32am, seconded by Member Rivas. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



## ETSB Other Action Item

421 N. COUNTY FARM  
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**File #:** 23-2329

**Agenda Date:** 7/10/2023

**Agenda #:** 5.C.

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# DU-COMM

DuPage Public Safety Communications  
420 N. County Farm Road  
Wheaton, IL 60187

Matthew Baarman  
Deputy Director  
Support Services  
mbaarman@ducomm.org  
630.260.7514 Direct

## Memorandum

**TO:** Linda Zerwin, ETSB Executive Director  
**DATE:** Thursday, June 29, 2023  
**FROM:** Matthew Baarman, Deputy Director  
**RE:** DEDIRS Maintenance Status Report – June

### Starcom System Outages:

#### Unplanned Work:

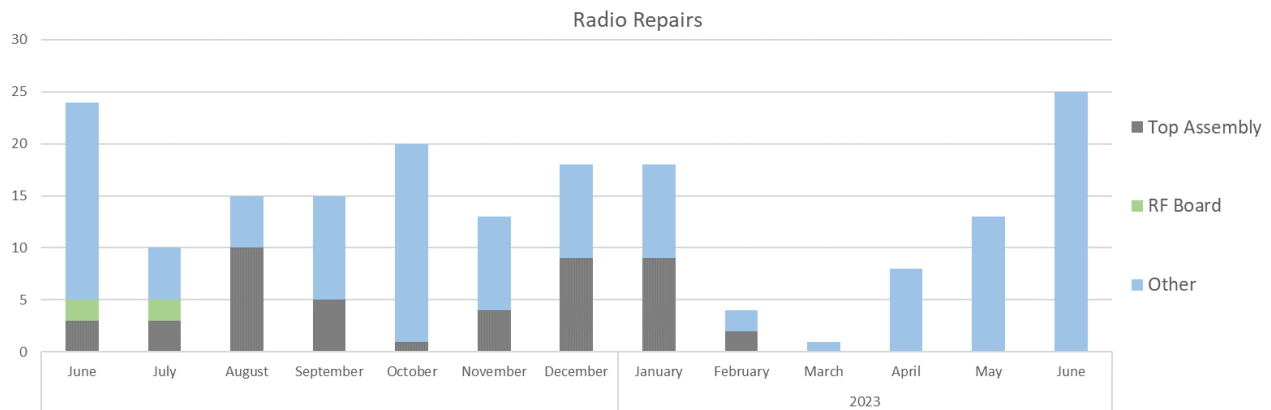
- 06/25/23 127th Street RF sub site malfunctioned, Tollway addressed connection issue while Motorola handled wan link bounce, fault manager, and syncing of faults. All open issues resolved by 06/28/23.

#### Planned Work:

- 06/26/23 Westchester RF Site had Fiber desplice and resplice.
- 06/15/23 Two (2) short site trunking events at 8:45 am and 2:45 pm to apply security patches.

### Radio Repairs:

Repairs for the last 13 months follow:



A few highlights include:

- Eighteen (18) mics replaced
- One (1) APX7000XE swapped for APX8000XE
- One (1) APX7000XE swapped for non-certified APX7000XE
- Five (5) VHF/7-800 fire antennas replaced
- Thirty Six (36) fire batteries replaced
- Fifteen (15) radios loaned out
- Two (2) tickets pending administrative resolution
- Two (2) tickets pending, waiting for agency to drop off items
- One (1) ticket pending resources on loan to be returned

**Talkgroup Usage:**

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from June 1, 2023 thru June 28, 2023 follows (all time in seconds):

<b>Talkgroup Alias</b>	<b>Total Group Time</b>	<b>Group Count</b>	<b>Longest Call Time</b>	<b>Group Busy Count</b>	<b>Longest Busy Time</b>	<b>Count of Rejects</b>
DU ACDC 2	277,361	81,830	38	1	0	1,472
DU ACDC 3	246,455	71,574	36	0	0	973
DU 3EAST	226,272	70,008	42	0	0	1,579
DU DPSO F1	219,791	60,151	37	0	0	1,050
DU 1EAST	202,361	58,642	34	0	0	1,323
DU 3SOUTH	189,021	57,147	34	0	0	1,127
DU 3WEST	185,662	56,970	41	0	0	1,086
DU 1WEST	184,959	55,456	33	0	0	950
DU 1SOUTH	179,687	54,471	33	0	0	869
DU 1NORTH	162,398	49,792	38	0	0	630
DU 7WEST	141,251	41,476	34	1	0	476
DU 7SOUTH	136,775	41,486	33	0	0	735
DU FIRE NORTH	129,385	26,563	36	0	0	277
DU DPSO JAIL	111,795	37,461	30	0	0	2,109
DU ACDC 1	109,166	31,189	32	0	0	463
DU FIRE EAST	96,570	18,012	30	0	0	335
DU FIRE SOUTH	94,341	19,737	33	0	0	322
DU FDACDC1	77,187	13,313	61	0	0	189
DU DPSO COURT	65,195	20,102	44	0	0	1,400
DU FDACDC2	62,453	12,286	30	0	0	149

**June Issues:**

- Number of New Tickets = 18
- Number of Closed Tickets = 19
- Number of Open Tickets = 7



## ETSB Resolution

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

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**File #:** ETS-R-0038-23

**Agenda Date:** 7/10/2023

**Agenda #:** 6.A.

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**RESOLUTION TO AMEND POLICY 911-005.2: ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)**

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 shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, the purpose of this resolution is to amend the language of Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS), initially adopted by the DU PAGE ETSB on April 9, 2018; and

WHEREAS, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) has been reviewed by the DU PAGE ETSB Policy Advisory Committee (“PAC”) as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS), be, and it is hereby amended and adopted.

Enacted and approved this 9th day of August, 2023 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIRMAN

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.2  
Previous Policy(s): 8.0.2, 8.0.3, 8.0.4, 8.0.5  
Effective Date: May 7, 2013  
Revised: August 9, 2023

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## Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS)

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### Purpose:

The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIRS requirements for use and access of DEDIRS talk groups for the purpose of interoperability for emergency communications.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act  
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on DEDIRS or for non-member agencies.

### Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

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## I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunicators and the first responding personnel they dispatch in response to calls placed to 9-1-1. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

### InterOp Talk groups

DEDIR System will maintain eight (8) multi-use talk groups for the purpose of interoperability with outside agencies who meet the access requirements, herein referred to as "Interop Talk Groups. The first seven InterOp talk groups will be labeled InterOp 1 through 7 for operational use. The eighth talk group will be labeled InterOp911. This talk group will be monitored by the PSAPs for radio traffic from adjacent agencies requesting access to DEDIR System. Outside agencies will also be provided 10 digit dial telephone numbers for the PSAPs as a secondary form of communication.



# Emergency Telephone System Board Of DuPage County Policy and Procedures



The Interop Talk Groups will be patched by PSAP Telecommunicators during an event in which interoperability is required. Once the event is completed, the patch will be disabled.

Any agency that has been granted access to main channel talk groups in applications prior to the most recent reprogramming of subscriber units shall be asked to reprogram their subscriber units to the Interop Talk Groups at their next reprogramming or within a year of notice, whichever occurs first. If an agency is unable to meet this request, they should seek an extension from the PAC in writing, no later than ninety (90) days prior to the year deadline. Notice shall be in the form of a certified letter to the agency head. Notification shall not be given until a satisfactory test period has been completed.

## II. Application Procedure

Any agency that determines it has a need to communicate with an existing DEDIRS member for public safety purposes may apply to DuPage ETSB for use of Interop Talk Groups. Inter Op 8 will be a "hailing talk group" that will be monitored by ACDC and DU-COMM for requests for interoperability.

InterOp talk groups ??? will be AES encrypted and InterOp talk Groups ??? will be clear for the purposes of interoperability with requesting agencies that do not have AES encryption.

### Special Use:

DuPage ETSB will consider applications for specific operational talk groups on a case-by-case basis for adjacent agencies that have daily operational assignments with DEDIRS users (mutual aid, auto aide, task force assignments etc.).

Existing Non-Member users who wish to have access to a main talk group for purposes of communication may continue to have access to that talk group unless that permission is revoked by the ETSB when access to the Interop Talk Groups established or access to the main talk groups is proven unnecessary for daily operational needs.

### Applicant Responsibilities

Application: The applicant must make application to the ETSB and supply the following documents with the application:

1. A completed DuPage ETSB DEDIRS Access Application;
2. A brief cover letter/email explaining the need for interoperability. If requesting additional talk groups, provide an explanation as to the need and type of anticipated use (daily, mutual aid, auto aid, task force etc.) and any other pertinent information including which DEDIRS members the requestor will mostly likely communicate;
3. A sponsoring letter from a DEDIR System agency
4. A completed and executed DuPage Emergency Dispatch Interoperable Radio System Access Talk Group Agreement.
5. Proof of STARCOM21 Membership.
6. The DEDIRS sponsor or DEDIRS sponsoring agency will ensure that the applicant has access to DEDIRS rules and policies and completes relevant DEDIRS training.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Understand and accept that any fees or cost incurred will be the responsibility of the Applicant.

The Applicant will agree to provide access to STARCOM21 talk groups to DEDIRS members which they currently have direct access for the purpose of interoperability for mutual aid and emergency communications and according to their own policies. Such access will be reviewed by the PAC for use and distribution.

The rights of the Applicant and the ability to utilize the DEDIRS system will rest with the Applicant and DuPage ETSB and is neither transferable nor can it be expanded upon without a written modification request to the Policy Advisory Committee (PAC).

The Applicant will have authority to program only the approved talk groups on its own subscriber units. The Applicant may not program any other DEDIRS member subscriber units owned by DuPage ETSB. The Applicant may not program any other STARCOM21 user subscriber unit with DEDIRS talk groups unless a contractual arrangement is in place between the Applicant and the third party and the third party has DuPage ETSB permission to use certain talk groups.

**Application Modification:** If an Applicant acquires additional subscriber units and desires interoperability for the new units, the Applicant must request authorization to expand the number of subscriber units utilizing the Interop Talk Groups beyond its initial application. An approved application is not blanket permission for any Applicant which may expand its own fleet in the future. If additional subscriber units are added without prior approval, DuPage ETSB has the right to disable the unit.

An application modification must be submitted to PAC. The PAC shall have the authority to allow additional units without bringing the modification to the ETS Board so long as the additions do not impact DEDIRS functionality. The Applicant should submit a Form A and check modification.

Each Applicant will be responsible for those fees incurred on its behalf. All subscriber fees charged by Motorola for an Applicant's radio maintenance or operations are the responsibility of the Applicant. The PAC, DuPage ETSB or any of its member agencies are not responsible for any equipment or losses directly or indirectly associated with this system or agreement.

## DuPage ETSB Responsibilities

Before an Applicant is approved for use of any DEDIRS talk groups, all member police and fire agencies shall be notified with a fourteen (14) day notification window. The process of notification will be outlined below.

Only subscriber units and accessories which the ETSB has previously authorized for such use on the DEDIRS may be utilized on the system. Those subscriber units or accessories or information may be obtained from the ETSB or from an ETSB authorized radio vendor.

The ETSB or its authorized vendor shall provide the hexadecimal ID and program all subscriber units which operate on the DEDIRS. The public safety agency shall supply the serial number, radio identification number, and STARCOM21 identifier to the ETSB prior to the radio becoming operational on DEDIR System.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



DuPage ETSB and/or Motorola may disable a subscriber unit or units at any time with or without notice to the requesting agency. DuPage ETSB may disable any subscriber unit or units which adversely impact the performance of the DEDIRS or suspend or revoke the agreement with the Applicant if, in DuPage ETSB's opinion, the Applicant's continued usage on DEDIRS adversely impacts the system or safety of the public safety personnel.

Application Process: The application shall be processed as follows:

- The application, cover letter explaining the request, DEDIR System sponsor letter, and proof of STARCOM21 membership, shall be submitted to DuPage ETSB [ETSB911@dupageco.org](mailto:ETSB911@dupageco.org)
- DuPage ETSB shall review the application with the ETSB-approved radio vendor to assess the type of equipment the Applicant proposes to use with DEDIRS, its load potential on the system and other technical items associated with the application, including the code plug development. The approved vendor will provide a recommendation whether to approve or deny the application based solely on operational issues. If the vendor believes that the application should be denied, the vendor shall provide a brief written explanation for PAC and ETS Board consideration.
- DuPage ETSB staff will provide copies of the application to the PSAP Directors. The date that the application is distributed to the PSAPs will start the fourteen (14) day notification window for member review.
- The PSAP Directors will advise their member agencies of the application request. This can be accomplished through their own internal operational process for disseminating information to their agencies (email, committee meetings etc.). PSAPs are encouraged to bring this information through internal committees to promote discussion and consensus.
- The PSAP Directors will advise DuPage ETSB staff via email if there are no objections or of any objections to the application or recommendations within fourteen (14) days of receipt of the application. The objection must be filed in writing by return receipt email to [ETSB911@dupageco.org](mailto:ETSB911@dupageco.org) within the allotted fourteen (14) calendar days. A nonresponse shall be deemed an affirmation of the application.
- DuPage ETSB staff shall prepare the application paperwork for the next PAC and ETS Board agendas.

The PAC shall review any application for access. During that review process the PAC shall:

- Assure that all associated paperwork is complete;
- Shall hear a report from DuPage ETSB staff and maintainer on the status of the fourteen (14) day notification, approvals/objections/recommendations from members and vendor recommendations for the application;
- Shall discuss the application and vote to make a recommendation to the ETS Board to either approve or deny the application and forward the application and recommendation to the ETS Board for its next regular meeting.

In the event the PAC denies the application, the application and brief written explanation by the PAC Chairman, or his designee, shall be forwarded to the ETS Board for their information and

# Emergency Telephone System Board Of DuPage County Policy and Procedures



discussion. In the event the PAC cannot reach a consensus vote, that fact shall be reported to the ETS Board in writing for their information and discussion.

### III. Implementation

The Applicant will be notified of the DuPage ETSB decision. If approved, the Applicant may then proceed to program its subscriber units with Access Talk Groups and access to other talk groups, as specified by the ETSB.

Policy adopted: \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chairman

DRAFT



## Discussion

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 23-2355

**Agenda Date:** 7/10/2023

**Agenda #:**

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# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.3  
Previous Policy(s): 8.0.2, 8.0.3, 8.0.4, 8.0.5  
Effective Date: April 10, 2018  
Revised: August 9, 2023

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## Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups

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### Purpose:

The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIRS requirements for use and access of DEDIRS talk groups for the purpose of interoperability for emergency communications.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act  
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

It is the goal of the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless method of interoperable communication for use by agencies on DEDIRS for non-member agencies.

### Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

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## I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOM21 network in Illinois as an integrated component of its emergency dispatch telephone system. The system permits communication between telecommunicators and the first responding personnel they dispatch in response to calls placed to 9-1-1. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

DuPage ETSB acknowledges that there may be legitimate reasons that non-sworn personnel may need access to encrypted talk groups on the DEDIRS subscriber unit system. Some of these reasons may include membership on a task force by non-sworn personnel, or membership on a task force by members of an agency that are not a participating member of DEDIRS.

This application for access to DEDIRS encrypted talk groups should be completed and submitted to the PAC for consideration and approval. DuPage ETSB is not responsible for any fees for programming of the subscriber unit, and monthly airtime fees will be the responsibility of the requestor or the sponsoring agency or task force that is requesting access or the non-member agency.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## II. Application Procedure

Any agency that determines it has a need to provide a non-sworn member with access to an encrypted talk group may apply to DuPage ETSB for access.

### Applicant Responsibilities

Application: The applicant must make application to the ETSB and supply the following documents with the application:

1. A brief cover letter/email explaining the need for access, type of anticipated use (daily, mutual aid, auto aid, task force etc.) and any other pertinent information including which DEDIRS members the requestor will mostly likely communicate;
2. A completed DuPage ETSB DEDIRS Access Application, unless this is a subscriber unit already active on DEDIRS;
3. A completed DuPage ETSB Application for Access to DEDIRS Encrypted Talk Groups for Non-Sworn Personnel form;
4. A completed DuPage ETSB Confidentiality Agreement for Use of STARCOM21 Subscriber Unit System form.

The rights of the Applicant and the ability to utilize the DEDIRS system will rest with the Applicant and DuPage ETSB and is neither transferable nor can it be expanded upon without permission.

Each Applicant will be responsible for those fees incurred on its behalf. All subscriber fees charged by Motorola for an Applicant's subscriber unit maintenance or operations are the responsibility of the Applicant. The PAC, DuPage ETSB or any of its member agencies are not responsible for any equipment or losses directly or indirectly associated with this system or agreement.

### DuPage ETSB Responsibilities

Before an Applicant is approved for use of encrypted talk groups, all member police and fire agencies shall be notified with a fourteen (14) notification window. The process of notification will be outlined below.

DuPage ETSB and/or Motorola may disable a subscriber unit or units at any time with or without notice to the requesting agency. DuPage ETSB may disable any subscriber unit or units which adversely impact the performance of the DEDIRS or suspend or revoke the agreement with the Applicant if, in DuPage ETSB's opinion, the Applicant's continued usage on DEDIRS adversely impacts the system or safety of the public safety personnel.

Application Process: The application shall be processed as follows:

- The application, including the four items listed previously, shall be submitted to DuPage ETSB.
- If this application includes a new subscriber unit to the DEDIRS, DuPage ETSB shall review the application with the ETSB-approved subscriber unit vendor to assess the type of equipment the Applicant proposes to use with DEDIRS, its load potential on the system and other technical items associated with the application, including the code plug development. The approved vendor will provide a recommendation whether to approve or deny the application based solely on operational

# Emergency Telephone System Board Of DuPage County Policy and Procedures



issues. If the vendor believes that the application should be denied, the vendor shall provide a brief written explanation for PAC and ETS Board consideration.

- DuPage ETSB staff will provide copies of the application to the PSAP Directors. The date that the application is distributed to the PSAPs will start the fourteen (14) day notification window for member review.
- The PSAP Directors will advise their member agencies of the application request. This can be accomplished through their own internal operational process for disseminating information to their agencies (email, committee meetings etc.). PSAPs are encouraged to bring this information through internal committees to promote discussion and consensus.
- The PSAP Directors will advise DuPage ETSB staff via email if there are no objections or of any objections to the application or recommendations within fourteen (14) days of receipt of the application. The objection must be filed in writing by return receipt email to [ETSB911@dupageco.org](mailto:ETSB911@dupageco.org) within the allotted fourteen (14) calendar days.
- DuPage ETSB staff shall prepare the application paperwork for the next PAC and ETS Board agendas.

The PAC shall review any application for access. During that review process the PAC shall:

- Ensure that all associated paperwork is complete;
- Shall hear a report from DuPage ETSB staff on the status of the fourteen (14) day notification, approvals/objections/recommendations from members and vendor recommendations for the application;
- Shall discuss the application and vote to make a recommendation to the ETS Board to either approve or deny the application and forward the application and recommendation to the ETS Board for its next regular meeting.

In the event the PAC denies the application, the application and brief written explanation by the PAC Chairman, or his designee, shall be forwarded to the ETS Board for their information and discussion. In the event the PAC cannot reach a consensus vote that fact shall be reported to the ETS Board in writing for their information and discussion.

### III. Implementation

The Applicant will be notified of the DuPage ETSB decision. If approved, the Applicant may then proceed to program its subscriber unit with the designated encrypted talk groups.

Policy adopted: \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chairman



# Emergency Telephone System Board Of DuPage County Policy and Procedures



## DUPAGE ETSB APPLICATION FOR ACCESS TO DEDIRS ENCRYPTED TALK GROUPS FOR NON-SWORN PERSONNEL

DuPage ETSB acknowledges that there may be legitimate reasons that non-sworn personnel may need access to encrypted talk groups on the DEDIRS subscriber unit system. Some of these reasons may include membership on a task force by non-sworn personnel, or membership on a task force by members of an agency that are not a participating member of DEDIRS.

This application for access to DEDIRS encrypted talk groups should be completed and submitted to the PAC for consideration and approval. DuPage ETSB is not responsible for any fees for programming of the subscriber unit, and monthly airtime fees will be the responsibility of the requestor or the sponsoring agency or task force that is requesting access or the non-member agency.

Name of operator that will be given access: \_\_\_\_\_

Agency of operator: \_\_\_\_\_

Reason for access: \_\_\_\_\_

\_\_\_\_\_

Sponsoring Agency or Task Force: \_\_\_\_\_

Was a background check completed on the operator: (circle one)      Yes                      No

Did the operator sign a confidentiality agreement: (circle one)      Yes                      No

The sponsoring agency or task force acknowledges that they have conducted the appropriate screening of the operator requesting access and will make that background check available to the PAC or ETSB upon request from one of those agencies.

Name of sponsoring agency supervisor: \_\_\_\_\_

Signature of sponsoring agency supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



DUPAGE ETSB  
CONFIDENTIALITY AGREEMENT  
USE OF STARCOM 21 SUBSCRIBER UNIT SYSTEM

As a member of the \_\_\_\_\_ (name of task force or sponsoring agency), I understand that I may learn of or have access to information over encrypted talk groups of the DEDIRS subscriber unit system which is of personal, safety-sensitive, or otherwise confidential in nature. Such information includes, but is not limited to incident report information, NCIC/LEADS information, Computer Aided Dispatch/RMS information, and other law enforcement or police related information.

I agree to maintain the confidentiality of such information and will not divulge it to anyone for any purpose without the express consent or approval of the task force or sponsoring agency.

I further understand and agree that I am prohibited from using any of this information for my personal use or benefit or for any other non-Police business related purposes.

I understand and agree that my failure to comply with the confidentiality requirement set forth in this Confidentiality Agreement is actionable, up to and including termination of access to encrypted talk groups.

The restrictions of the Confidentiality Agreement regarding disclosure and use of information shall continue to apply after termination of my relationship with the task force or sponsoring agency.

I have read and understand this agreement and agree to comply with it in every respect.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Full Name

\_\_\_\_\_  
Agency