DU PAGE COUNTY
ETSB - Policy Advisory Committee
Final Summary

Monday, November 3, 2025	**8:15 AM**	**Room 3500A**

Join Zoom Meeting

https://us02web.zoom.us/j/85666096804?pwd=fsE69v6cj5xqwqSbgVlbH0ArsrsTNY.1

Meeting ID: 856 6609 6804

Passcode: 978502

1. **CALL TO ORDER**

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

2. **ROLL CALL**

   Attendees:
   Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member
   Eve Kraus, DuPage Emergency Telephone System Board (Remote)
   Gregg Taormina, DuPage Emergency Telephone System Board (Remote)
   Andres Gonzalez, DuPage Emergency Telephone System Board
   Jim Connolly, Village of Addison (Remote)
   Lou Hayes Jr., Hinsdale PD (Remote)
   Marilu Hernandez, ACDC (Remote)
   Jennifer Jager, Motorola (Remote)
   Nick Kottmeyer, County Board Office
   Erik Maplethorpe, DU-COMM (Remote)
   James McGreal, Downers Grove PD (Remote)
   John Nebl, OHSEM (Remote)
   Michael Walker, Itasca PD (Remote)

   On roll call, Members Burmeister, Clark, Fleury, and Selvik were present, which constituted a quorum.

PRESENT	Selvik, Burmeister, Clark, and Fleury
ABSENT	Benjamin, and Jansen

3. **PUBLIC COMMENT**

   There was no public comment.

4. **CHAIR'S REMARKS - CHAIR SELVIK**

   There were no remarks from Chair Selvik.

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5.   MEMBERS' REMARKS

There were no Members' remarks.

6.   CONSENT ITEMS

6.A.   **25-2639**
DEDIR System October Maintainer Report

Executive Director Zerwin said the maintainer report included information about an upcoming firmware release and said that Radio System Manager Jennifer Jager was available to review the updates before police encryption work began. She said fire still had a few items to update and said they hoped to release the firmware beforehand. Ms. Jager said the plan was to move from 6.04 firmware to 9.40 and the update included fixes for rare errors listed at the top of the document that a few users had reported and opened tickets.

Ms. Jager said the new features included the impact zone cloning tool, which was important for fire because it sped up deployment of changes, and said it required the front panel programming option. She said a new APX trunking affiliation tone was available and said it could be enabled through the quick flip if desired. Ms. Jager said the update added location format enhancements so the device could show coordinates, and there was an adjustable power level feature mainly for marine use. She said multiple code plug programming was a major addition, allowing up to ten code plugs that users could switch between if the feature was purchased.

Ms. Jager said device based login was now an option but said it would only identify the radio and not the user. She said the number of available voice announcements increased to more than 2,000, and an application session lock feature would require a pin to reenter certain apps after inactivity. She said several parity features were also added from APX standard radios. She said the next release, numbered 3703, would change the version format to match APX standards and said it would support a new video speaker mic with an integrated camera.

Executive Director Zerwin said some of the features would be reviewed through the focus groups. She said a Motorola change order was coming and said the multiple code plug feature might help with issues raised by Member Fleury, so they would consider including that cost in the change order and that a printed list of the update information would be provided and added to the minutes.

Attachments: Motorola System Manager Report October

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Chris Clark

6.B. **25-2640**

ETSB PAC Minutes - Regular Meeting - Monday, October 6, 2025

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

Attachments: 10-6-2025 PAC Minutes Summary

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Chris Clark
SECONDER:	Eric Burmeister

7.   COMMITTEE APPROVAL REQUIRED

7.A. **25-2619**

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Metra Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Executive Director Zerwin said that the motion would be pending the 14 day notification period which would conclude on November 5. On voice vote, all Members voted 'Aye', motion carried.

Attachments: Metra PD DEDIR System Access Modification Application_Redacted
911-005.2 Attachment Outside Agency CKR MOU Metra PD_Redacted

RESULT:	APPROVED
MOVER:	Colin Fleury
SECONDER:	Eric Burmeister

8.   PARENT COMMITTEE APPROVAL REQUIRED

8.A. **ETS-R-0061-25**

Resolution to approve 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) and Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups as requested by the Wayne Police Department. PAC Recommended for Approval: 4 Aye, 0 Nay, 2 Absent.

Member Fleury made a motion to recommend approval to the ETS Board, seconded by Vice Chair Clark. Chair Selvik opened the item for discussion.

Executive Director Zerwin said that the motion also would be pending the 14 day notification period which would conclude on November 5. She said that because these were MERIT applications, Chief McLean, who was in charge of MERIT, had been the sponsor for these items and said this allowed several steps to be handled at once. She said

he had already signed off on anything that was MERIT related.

On voice vote, all Members voted "Aye" to recommend approval to the ETS Board, motion carried.

Attachments: Wayne PD DEDIR System Access New Application_Redacted
911-005.2_Attachment Outside Agency CKR MOU Wayne PD_Redacted

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Colin Fleury
SECONDER:	Chris Clark

8.B. **25-2642**

2026 Meeting Calendar - Policy Advisory Committee

Member Burmeister made a motion to recommend approval to the ETS Board, seconded by Member Fleury.

Chair Selvik said the meeting time would be adjusted and the committee would meet at 2:00 pm on Mondays instead of 8:15 am. He confirmed that the change worked for everyone. Executive Director Zerwin said the calendar had one adjustment on September 14 because of Labor Day.

On voice vote, all Members voted 'Aye' to recommend approval to the ETS Board, motion carried.

Attachments: PAC Meeting Schedule 2026

RESULT:	ETSB RECOMMENDED FOR APPROVAL
MOVER:	Eric Burmeister
SECONDER:	Colin Fleury

9. DEDIR SYSTEM

9.A. **25-2641**

November DEDIR System Update

Executive Director Zerwin said things were moving along with encryption. She said although the information was supposed to be released later an email would go out at the end of the meeting with the podcast notes, because of a freeze on any changes for November 15. She said Mr. Gonzalez would also send a calendar invite to everyone on the DEDIR System podcast list to remind them that the cutoff for changes would be November 15. Executive Director Zerwin said Mr. Otalvaro and Ms. Jager would work on code plug changes and updates, and a schedule had been developed for the physical touches, which Motorola calls the first touch for the encryption keys. She said they hoped to begin during the first week of December.

Executive Director Zerwin said ETSB staff would reach out to agencies with information

about what would be needed from them. She said the podcast included a detailed list explaining that all equipment needed to be available on the day of the visit. She said one police battery would be swapped during the visit and staff would verify whether agencies had completed the firmware update. She added that any remaining APX7000 equipment would be collected.

Executive Director Zerwin said Motorola was reviewing the method used by Northwest Central because it might provide a cleaner and easier way to complete encryption if the patched method worked. She said this would require shifting code plugs so that the encrypted talkgroup would appear in the same area as the user select channels. She said this would prevent the problems that occurred during the fire cutover. She said that once everything was finalized, staff would begin talking to adjacent agency partners so they could prepare and understand how the rollout would be structured. She said things were moving along.

Executive Director Zerwin said chief Brill from Wheaton fire had noticed a low range on some talk groups and said staff were checking it. She said it appeared to be something that came from a copied code plug and said it did not seem to be system wide. Vice Chair Clark said he believed it only applied to the first two zones and said that was why the air programming was helpful. Executive Director Zerwin said that with the number of talk groups in the DEDIR System and the number of code plugs created, it was difficult to catch everything, so a few more issues might appear as users continued to use the radios. She said the fire deployment had been going well overall and said users would have the chance to review things and provide feedback to the focus group about any other changes that might be needed. She said the last radio was delivered on the twenty forth.

Executive Director Zerwin said the ETSB staff divided themselves into teams and went out together to assist the fire agencies as quickly as possible and said she appreciated her staff for their work. She said it had been enjoyable to visit the fire stations and see their operations. Executive Director Zerwin said that was the current status of the encryption project and said they hoped to have everything ready during the first quarter of the 2026.

Attachments: DEDIR System Update - 11 2025

9.B.   **25-2332**
Discussion of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button

Member Burmeister said the directors and deputy directors from both PSAPs met on Friday and said the work was still in progress but moving in the right direction. He said they hoped to have it finished by the next meeting. Executive Director Zerwin said the discussion went well and said red line suggestions on the language were provided.

Attachments: 911-005.6 DEDIRS Use of Emergency Button executed 11.9.22_Redacted
911-005.6_DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Emergency Button clean draft
911-005.6_DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Emergency Button redline

9.C.   Discussion of CommandCentral Aware Access Policy

Executive Director Zerwin said the main issue was determining how chiefs wanted to manage access to Command Central Aware and said the ability to use different code plugs might solve concerns about who could see location information for investigators, command staff, and SWAT teams. She said separate code plugs could allow different levels of visibility and said agencies would need to update their forms once a plan was set. She said discussions with Schaumburg showed both benefits and challenges because chiefs had different comfort levels with sharing location data.

Chair Clark said they spoke with Schaumburg's Real Time Information Center and said policy examples showed how access could be regulated. He said agencies across the county had raised similar questions and said opinions would vary, with some chiefs supporting access and others not wanting certain units visible. He said the code plug approach might help and said a Police Focus Group could review options before anything was sent to the chiefs.

Executive Director Zerwin said they needed a baseline before surveying agencies and said the current Command Central Aware Policy was written for PSAPs and now needed expansion to address chiefs, commanders, and Real Time Information Centers. Member Fleury said the new update would allow generic logins that could help protect sensitive investigations.

Executive Director Zerwin said generic emails created risks in Real Time Information Centers and said radio GPS would still be visible unless controlled through a code plug. She said she hoped code plugs would be the solution because managing email access created difficulties. Chair Selvik said they would start with a police focus group to look at options, and Executive Director Zerwin said many details still needed review.

10.   OLD BUSINESS

There was no old business.

11.   NEW BUSINESS

There was no new business.

12.   ADJOURNMENT

12.A.   Next Meeting: Monday, December 1st at 8:15am in Room 3-500A

Vice Chair Clark made a motion to adjourn the meeting at 8:38 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez

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

File #: 25-2639　　　　　　**Agenda Date:** 11/3/2025　　　　　　**Agenda #:** 6.A.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: October 27, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
APX Next XN Fire Portables:
All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes.

APX Next Police Portable:
The ADP to AES encryption plan is currently under discussion. Motorola Solutions held a meeting with ETSB and provided an initial draft of the plan. After review, more detail was added and an updated plan provided to ETSB. However, changes to the existing plan are also being discussed looking into the possibility of patching talkgroups temporarily to simplify the transition for the users. A follow-up meeting is being planned within the week.

APX 4000 Portable:
Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that remain to be programmed. (Wheaton). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD   WHP Stienke 426CXZ1209

APX8500 Mobile:
Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APX7500 Mobile:
Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

Encryption:
The APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APXNext. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

ETSB and Motorola are finalizing the schedule for the first phase of encryption for police radios which will be site visits to touch the radios.

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Programming – Projects

Codeplug updates: Fire agencies were sent updates for two changes: NWC FD channels 1-4 have been updated to point to NWCD's new encrypted talkgroups. Second, both vFD3 and vFD3 Direct frequencies were updated. These changes have been sent to the fire radios and are being installed as user's accept the updates on the radio.

Codeplug Creation: As part of the APXNext XN deployment, nine MERIT radio code plugs were created and applied for the Fire EMTs that participate in MERIT.

Radio Alignment: There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
Total	279	279

The month of October was not available at the time of posting.

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE								
APX Next (PD)								
APX NextXN (FD)								
APX 8500 (mobile)								
APX4000								
Total								

STARCOM21 Scheduled Maintenance:

System Maintenance:
Core patching was skipped in October due to unrest in Broadview, IL

System Patches:
IL STARCOM Monthly Application of Windows Motopatch 2025.9 – Patching 10/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

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SmartConnect Patches:

Canada/United States maintenance windows:
Start: 15/Oct/2025 @ 11:30 PM CDT (UTC -5) End: 16/Oct/2025 @ 5:30 AM CDT (UTC -5)
Start: 22/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 22/Oct/2025 @ 9:30 AM CDT (UTC -5)
Start: 23/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 23/Oct/2025 @ 9:30 AM CDT (UTC -5)

During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may have triggered alerts on UEM.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. The current target firmware for Fire Agencies is R09.40 with most devices being on this version which was released 6/2025. Most Police radios are currently on firmware R06.40 which was released 6/2024. The Service Manager is preparing a firmware update. The Service Manager will review the changes and discuss any recommended training that may be needed.   The Police firmware as there are minor fixes and enhancements to improve radio performance as we move into 2026.

The hosted DMS Radio Management Server was updated to R37.00.00 to support new radios being returned from the Depot.

STARCOM21 Unscheduled System Outages:
There was a South Cook Tollway outage reported the morning of Monday October 6 which affected some users. The issue was reported resolved as of 3:49pm CT the same day.

Meetings: Police Focus Group Wednesday October 1st

Training: There were none last month.

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Grade of service report:
The August GoS Report was not available at the time of posting for the October PAC and ETS
Board meetings. August and September reports for DuPage County are provided for this report.

	August 2025 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	22.88	3.89	6.51	31.00	2868.45	14001.13	4.88	0.00	0.00	0.00
1:00:00	0.00	19.96	3.39	7.01	31.00	2476.39	12213.52	4.93	0.00	0.00	0.00
2:00:00	0.00	17.56	2.99	7.41	31.00	2126.26	10749.35	5.06	0.00	0.00	0.00
3:00:00	0.00	13.79	2.34	8.06	31.00	1640.45	8438.84	5.14	0.03	0.03	1.00
4:00:00	0.00	13.08	2.22	8.18	31.00	1543.23	8006.71	5.19	0.00	0.00	0.00
5:00:00	0.00	13.43	2.28	8.12	31.00	1579.74	8221.71	5.20	0.00	0.00	0.00
6:00:00	0.00	16.24	2.76	7.64	31.00	1959.81	9940.10	5.07	0.00	0.00	0.00
7:00:00	0.00	23.07	3.92	6.48	31.00	2719.23	14117.16	5.19	0.00	0.00	0.00
8:00:00	0.00	31.83	5.41	4.99	31.00	3692.42	19479.35	5.28	0.16	1.61	10.00
9:00:00	0.00	35.21	5.99	4.41	31.00	4228.90	21548.94	5.10	0.19	10.06	52.00
10:00:00	0.00	36.04	6.13	4.27	31.00	4336.71	22054.97	5.09	0.13	0.61	4.75
11:00:00	0.00	34.79	5.91	4.49	31.00	4155.10	21288.48	5.12	0.03	7.10	220.00
12:00:00	0.00	34.56	5.87	4.53	31.00	4270.58	21148.29	4.95	0.13	0.29	2.25
13:00:00	0.00	34.91	5.94	4.46	31.00	4163.81	21367.03	5.13	0.00	0.00	0.00
14:00:00	0.00	35.07	5.96	4.44	31.00	4264.35	21463.13	5.03	0.00	0.00	0.00
15:00:00	0.01	37.35	6.35	4.05	31.00	4543.19	22855.97	5.03	0.45	5.13	11.36
16:00:00	0.00	37.78	6.42	3.98	31.00	4626.74	23119.03	5.00	0.06	0.26	4.00
17:00:00	0.02	36.58	6.22	4.18	31.00	4456.16	22386.39	5.02	0.97	11.58	11.97
18:00:00	0.00	34.16	5.81	4.59	31.00	4415.16	20903.71	4.73	0.00	0.00	0.00
19:00:00	0.00	33.07	5.62	4.78	31.00	4102.94	20239.52	4.93	0.00	0.00	0.00
20:00:00	0.00	32.86	5.59	4.81	31.00	4101.32	20109.19	4.90	0.00	0.00	0.00
21:00:00	0.00	30.73	5.22	5.18	31.00	3839.35	18804.13	4.90	0.00	0.00	0.00
22:00:00	0.00	27.29	4.64	5.76	31.00	3527.39	16704.52	4.74	0.00	0.00	0.00
23:00:00	0.00	26.21	4.46	5.94	31.00	3310.03	16038.68	4.85	0.00	0.00	0.00

4

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| Hour | GoS Calculations | | | | | PTT and Busy Data | | | | | |
	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)
							September 2025 Starcom21 GoS Report				
0:00:00	0.00	23.02	3.91	6.49	30.00	2861.90	14089.00	4.92	0.00	0.00	0.00
1:00:00	0.00	18.52	3.15	7.25	30.00	2308.83	11333.53	4.91	0.00	0.00	0.00
2:00:00	0.00	15.84	2.69	7.71	30.00	1907.60	9695.80	5.08	0.00	0.00	0.00
3:00:00	0.00	14.13	2.40	8.00	30.00	1609.53	8645.60	5.37	0.00	0.00	0.00
4:00:00	0.00	13.40	2.28	8.12	30.00	1527.30	8200.50	5.37	0.00	0.00	0.00
5:00:00	0.00	13.83	2.35	8.05	30.00	1598.83	8465.20	5.29	0.00	0.00	0.00
6:00:00	0.00	17.03	2.89	7.51	30.00	1995.87	10420.13	5.22	0.00	0.00	0.00
7:00:00	0.00	25.55	4.34	6.06	30.00	2993.40	15637.80	5.22	0.00	0.00	0.00
8:00:00	0.00	33.88	5.76	4.64	30.00	4030.27	20736.53	5.15	0.13	1.50	11.25
9:00:00	0.00	36.60	6.22	4.18	30.00	4381.57	22398.00	5.11	0.03	1.37	41.00
10:00:00	0.00	36.31	6.17	4.23	30.00	4358.43	22219.87	5.10	0.03	1.33	40.00
11:00:00	0.00	35.15	5.98	4.42	29.00	4210.00	21512.21	5.11	0.00	0.00	0.00
12:00:00	0.01	34.45	5.86	4.54	29.00	4090.38	21081.83	5.15	0.45	7.28	16.23
13:00:00	0.00	35.41	6.02	4.38	30.00	4229.33	21668.37	5.12	0.13	1.00	7.50
14:00:00	0.00	36.03	6.12	4.28	30.00	4355.80	22048.30	5.06	0.00	0.00	0.00
15:00:00	0.00	38.29	6.51	3.89	30.00	4629.40	23432.67	5.06	0.00	0.00	0.00
16:00:00	0.00	38.21	6.50	3.90	30.00	4608.53	23385.43	5.07	0.00	0.00	0.00
17:00:00	0.00	36.15	6.14	4.26	30.00	4344.00	22121.17	5.09	0.00	0.00	0.00
18:00:00	0.00	35.11	5.97	4.43	30.00	4204.73	21484.33	5.11	0.00	0.00	0.00
19:00:00	0.00	33.16	5.64	4.76	30.00	4069.50	20292.60	4.99	0.00	0.00	0.00
20:00:00	0.00	32.17	5.47	4.93	30.00	3948.93	19685.93	4.99	0.00	0.00	0.00
21:00:00	0.00	29.63	5.04	5.36	30.00	3669.80	18135.00	4.94	0.00	0.00	0.00
22:00:00	0.00	27.01	4.59	5.81	30.00	3390.43	16528.83	4.88	0.00	0.00	0.00
23:00:00	0.00	25.70	4.37	6.03	30.00	3203.67	15726.90	4.91	0.00	0.00	0.00

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September 26 – October 27, 2025

Group Alias	PTT Count
DU 3EAST	34931
DU ACDC 2	35256
DU ACDC 3	30084
DU 1WEST	26763
DU 1EAST	25384
DU 3WEST	25575
DU DPSO F1	25164
DU 7 SOUTH	21905
DU 3 SOUTH	21294
DU 1NORTH	21865
DU 7WEST	18620
DU 1SOUTH	19751
DU SHERIFF COURT	21700
DU ACDC 1	16497
DU EDU 1	16596
DU FIRE NORTH	13014
DU FIRE EAST	10006
DU FIRE SOUTH	9023
DU COD 1	6964
DU FD ACDC1	5533
DU FD ACDC2	4703
DU BARTL LOCAL	3726
DU STWDTAC2	2263
DU DWGRV LOCAL	1881
DU WHETN LOCAL	2339
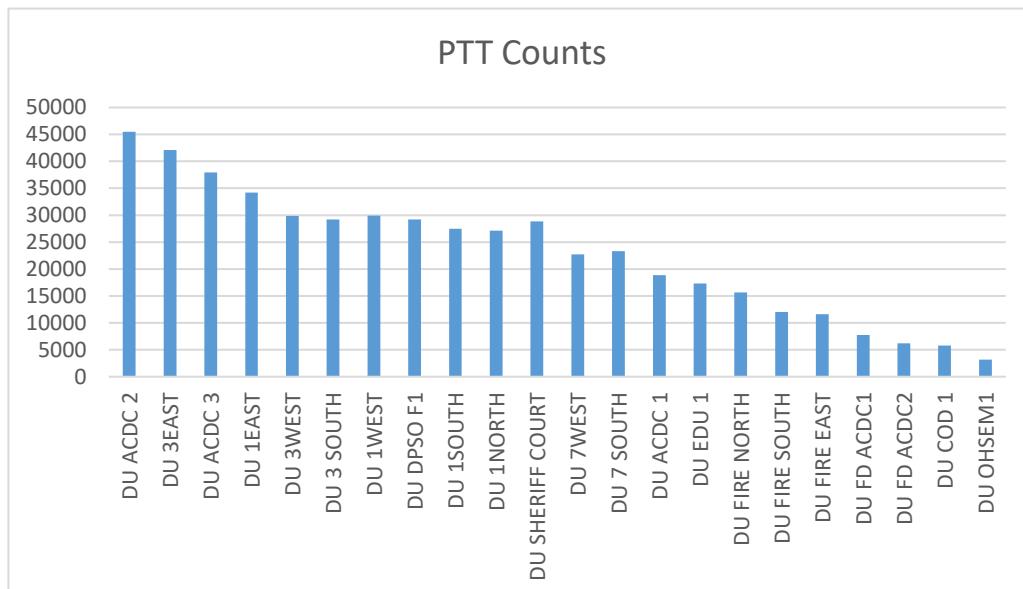
PTT Counts

6

File #: 25-2640   **Agenda Date:** 11/12/2025   **Agenda #:** 6.B.

DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

Monday, October 6, 2025	8:15 AM	Room 3500A

Join Zoom Meeting

https://us02web.zoom.us/j/88341040005?pwd=u1mzTUaS1xseqf35KK2qRa1FXGSxDl.1

Meeting ID: 883 4104 0005

Passcode: 763354

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:
Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member
Gregg Taormina, DuPage Emergency Telephone System Board (Remote)
Andres Gonzalez, DuPage Emergency Telephone System Board
Jan Barbeau, State's Attorney's Office (Remote)
Jim Connolly, Village of Addison (Remote)
Tom Gallahue, ILEAS (Remote)
Lou Hayes Jr., Hinsdale PD (Remote)
Marilu Hernandez, ACDC (Remote)
Jennifer Jager, Motorola (Remote)
Nick Kottmeyer, County Board Office
Erik Maplethorpe, DU-COMM (Remote)
James McGreal, Downers Grove PD (Remote)
Bob Murr, College of DuPage (Remote)
John Nebl, OHSEM (Remote)

On roll call, Members Benjamin, Burmeister, Clark, Fleury, Jansen and Selvik were present, which constituted a quorum.

PRESENT	Selvik, Benjamin, Burmeister, Clark, Fleury, and Jansen

3. PUBLIC COMMENT

There was no public comment.

4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

5.   MEMBERS' REMARKS

There were no Members' remarks.

6.   CONSENT ITEMS

6.A.   **25-2329**

DEDIR System September Maintainer Report

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

Attachments: Motorola System Manager Report September

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Craig Jansen

6.B.   **25-2330**

ETSB PAC Minutes - Regular Meeting - Monday, September 8, 2025

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

Attachments: 9-8-2025 PAC Minutes Summary

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Craig Jansen
SECONDER:	Eric Burmeister

7.   COMMITTEE APPROVAL REQUIRED

7.A.   **25-2390**

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Northwestern Medicine Central DuPage Hospital Mobile Stroke Unit pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and 911-005.9: Access to DEDIR System Non-Public Safety / School Security.

Executive Director Zerwin said that the motion would be pending the 14 day notification period which would conclude on October 14. On voice vote, all Members voted 'Aye', motion carried.

Attachments: Central DuPage Hospital Modification

                911-005.2 Attachment Outside Agency CKR MOU Central DuPage Hospital_Redacted

RESULT:	APPROVED
MOVER:	Tyler Benjamin
SECONDER:	Colin Fleury

8.   DEDIR SYSTEM

8.A.   **25-2331**

October DEDIR System Update

Executive Director Zerwin said the fire radio rollout continued with Lombard, Villa Park, West Chicago, and Hanover Park on Monday, followed by Downers Grove and Darien-Woodridge on Tuesday, Elmhurst, Clarendon Hills, Bloomingdale, and Glenside for Thursday, and Winfield and Wheaton for Friday. She said the upcoming ETS Board meeting would include the final change order for additional equipment, mobile radio purchases, and the replacement of APX4000 radios in coordination with the County, noting that it was a business decision to upgrade at 2022 pricing with a 47 percent discount.

Vice Chair Clark said the Fire Focus Group had reviewed and supported the mobile radio purchase. Member Jansen asked about battery issues, and Executive Director Zerwin said none had been reported. She said police batteries would soon be replaced after three years of use and that fire batteries were performing well, with a replacement planned for December.

Chair Selvik said he and Vice Chair Clark met with Motorola about encryption and were dissatisfied with their lack of progress, saying the plan lacked detail and clear direction for PSAPs and agencies. He said Motorola needed to create a step-by-step task plan before moving forward. Vice Chair Clark said their focus was to make the transition easier for end users, not for Motorola. Executive Director Zerwin said the meeting helped clarify responsibilities but that more work was needed to finalize a usable format before involving focus groups and directors.

Executive Director Zerwin said that Ms. Jennifer Jager had joined as the new Motorola technical lead replacing Mr. Andy Saucedo, with Mr. Otalvaro continuing to assist. She said the team needed to determine the simplest way to ensure that only authorized users could access the investigations channels. She said the Police Chiefs would need to be engaged to identify which personnel should have access, similar to how access is managed for MERIT channels. She explained that while the channels could exist in all radios, only authorized users would have access, and changes could later be made through firmware updates as assignments changed. She said once priorities shifted from the Fire radio rollout, staff would meet to address this process and develop a policy similar in structure to the MERIT policy to govern investigative channel access.

     Attachments: DEDIR System Update - 10 2025

8.B   **25-2332**

Discussion of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button

Member Burmeister said the matter remained status quo. He said he and Member Benjamin had a brief discussion and agreed that the Directors should be included in the

process. He said they hoped to schedule a meeting with the PSAP Directors within the next month and have an update ready for the next meeting.

Attachments: 911-005.6 DEDIRS Use of Emergency Button executed 11.9.22_Redacted

911-005.6_DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Emergency Button redline

8.C.   Real Time Crime Center Requests

Executive Director Zerwin said she and Mr. Nebl planned to meet with Schaumburg toward the end of October to discuss GPS and access concerns once the radio rollout was completed. She said the matter required input from the Police Chiefs since it involved broader issues of data visibility and security. She explained that while access for outside entities could be useful for operations like saturation patrols, some Chiefs were concerned about other agencies viewing their units' GPS data, including investigators or sensitive assignments. She also mentioned security risks tied to users accessing CommandCentral from home. She suggested developing an outline or survey to gather Chiefs' feedback before moving forward.

Member Fleury raised concerns about officer safety and privacy, noting that GPS tracking could expose undercover officers or sensitive investigations. Chair Selvik and Vice Chair Clark agreed the issue needed review and discussed exploring options for controlling or limiting GPS visibility. Executive Director Zerwin said technical capabilities, such as user-selectable GPS settings, would be explored. Chair Selvik said the next Police Focus Group meeting would focus on creating a list of questions and recommendations, Executive Director Zerwin said that the upcoming meeting with Schaumburg could help clarify best practices.

8.D.   **25-2441**

Discussion of Updated Police Template

Chair Selvik said the Police Focus Group met to review and update the Police radio template, confirming channel placements, verifying talkgroups, and removing any that were not part of existing IGAs. Vice Chair Clark asked if all talkgroups worked in every radio, noting that some, like MERIT, required authorization. Chair Selvik confirmed that was correct, and Executive Director Zerwin added that while the channels appeared in the radios, they would not function without proper access. Chair Selvik said the Focus Group approved the template as the final version, with only minor adjustments expected in the future.

Attachments: PD Template Updated 10.1.25

9.   **OLD BUSINESS**

Executive Director Zerwin said that next month's agenda would include approval of the calendar for the following year before sending it to the ETS Board. She said there had been discussion about the meeting time and day and offered to look at alternative options if members were interested. She said Tuesdays were difficult because of County Board and committee meetings, and said PAC meetings were usually scheduled before the ETS Board meeting to allow business

items to carry forward. Discussion ensued, and members said they agreed to set the meeting time to Monday at 2:00 p.m. Executive Director Zerwin said the updated calendar would be on next month's agenda for approval.

10.   NEW BUSINESS

There was no new business.

11.   ADJOURNMENT

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

Member Benjamin made a motion to adjourn the meeting at 8:43 am, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez

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

File #: 25-2619   **Agenda Date:** 11/3/2025   **Agenda #:** 7.A.

DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION	
Type of Application:	[ ] New [✓] Modification
NAME OF AGENCY:	Metra Police Department
POINT OF CONTACT:	Brian Windle
BUSINESS ADDRESS	547 W. Jackson Blvd. Chicago, IL 60661
EMAIL ADDRESS:	bwindle@metrapolice.gov
BUSINESS TELEPHONE:	(312) 322-8922
MOBILE TELEPHONE:	

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

Applicant Equipment Information		
The total number of portable radios (portable and mobile) covered under this request is:	160	
The total number of radios which will be affiliated during any daily operational shift is:	4	
Do the radios have TDMA?	Yes	▼

Do the radios have encryption: [ ] No   [✓] AES encryption

Type of radios to be programmed with a DEDIRS talk group: Motorola NXT

The Applicant is requesting use of:

[✓] InterOp Groups 1-8   [✓] DUCALL (Hailing Channel for ACDC Agencies only)

[✓] Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)

Committee/ETS Board Review Process Checklist:

Applicant has submitted proper paperwork	[ ] Yes [ ] No
Vendor Technical Review of Application Complete	
14 Day Notice to Members is complete	[ ] Yes [ ] No
Posted on Committee Agenda Date: _____	[ ] Yes [ ] No
Vote of Committee: Ayes_____ Opposed_____ Abstain_____ Absent_____ Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	Approved [ ] Yes [ ] No
Posted on ETSB Agenda Date:_____	[ ] Yes [ ] No
Vote of ETSB Board: Ayes_____ Opposed_____ Abstain_____ Absent_____ Resolution No:	Approved [ ] Yes [ ] No

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Emergency Telephone System Board
of DuPage County

This Memorandum of Understanding (MOU) is an agreement between the Emergency Telephone System Board of DuPage County (DuPage ETSB) and the **Metra Police Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a neeed to know the below-listed information. Agency understands that this document is not public information and should not be disclosed pursuant 5 ILCS 140/7(d)(6) and (v) as well as 20 ILCS 2615/1 and 12.

DuPage ETSB Talk Group	TG Decimal ID	TG Hex ID	CKR		Agency Talk Group	Number of Channels	Number of Keys	TG Decimal ID	TG Hex ID	CKR	Questions
DU DUP CALL					None						
DU DUINOP 1											
DU DUINOP 2											
DU DUINOP 3											
DU DUINOP 4											
DU DUINOP 5											
DU DUINOP 6											
DU DUINOP 7											
DU DUINOP 8											
DU 1EAST											
DU 1NORTH											
DU 1SOUTH											
DU 1WEST											
DU 3EAST											
DU 3SOUTH											
DU 3WEST											
DU 7SOUTH											
DU 7WEST											
DU PD 1											
DU PD 2											
DU PD 3											
DU PD 4											
DU DPSO F1											
DU DPSO F2											
DU UNIFD 1											
DU UNIFD 2											
DU UNIFD 3											
DU UNIFD 4											
DU UNIFD 5											
DU BARTL LCL											
DU BENSV LCL											
DU CLRHN LCL											
DU DWGRVLCL											
DU ELMST LCL											
DU GLENE LCL											
DU HINSD LCL											
DU HPARK LCL											
DU ITASC LCL											
DU LISLE LCL											
DU LMBRD LCL											
DU ROSEL LCL											
DU VPARK LCL											
DU WARVL LCL											
DU WESTM LCL											
DU WHCGO LCL											
DU WHETN LCL											
DU WOODL LCL											
DU FD NORTH											
DU FD SOUTH											
DU FD EAST											
DU FD WEST											
DU FD 1											
DU FD 2											
DU FD 3											
DU MERIT 1											
DU MERIT 2											
DU MERIT 3											
DU MERIT 4											
DU MERIT 5											

Point of Contact: Brian Windle

Method of Contact: bwindle@metrarr.com

This consent is granted on _____, and shall remain in effect until withdrawn by either party.

DuPage ETSB Representative

Name: Linda Zerwin

Signature: _____

Date: _____

Agency Representative

Name: Brian Windle

Signature: _____

Date: 10/22/25

File #: ETS-R-0061-25 | **Agenda Date:** 11/12/2025 | **Agenda #:** 7.F.3.

RESOLUTION TO APPROVE 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) AND POLICY 911-005.10: METROPOLITAN EMERGENCY RESPONSE AND INVESTIGATION TEAM DESIGNATED TALK GROUPS AS REQUESTED BY THE WAYNE POLICE DEPARTMENT

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 for citizens of the County of DuPage and portions of Cook, Kane and Will counties; 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, the Wayne Police Department has requested 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 Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups , and in the spirit of public safety and first responder interoperability; and

WHEREAS, the Wayne Police Department's application has been recommended for approval by the DU PAGE ETSB Policy Advisory Committee ("PAC") in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Wayne Police Department as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants access to DEDIR System by the Wayne Police Department according to ETS-R-0029-25, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and ETS-R-0023-25, Policy 911-005.10: Metropolitan Emergency Response and Investigation Team Designated Talk Groups, by this resolution.

Enacted and approved this 12th day of November, 2025 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

DuPage ETSB DEDIR System Access Application

AGENCY INFORMATION	
Type of Application:	[✓] New [ ] Modification
NAME OF AGENCY:	Wayne Police Department
POINT OF CONTACT:	Deputy Chief Steve Abruzzo
BUSINESS ADDRESS	31W680 Army Trail Rd. Wayne, IL 60184
EMAIL ADDRESS:	s.abruzzo@villageofwayne.org
BUSINESS TELEPHONE:	(630) 584-3031
MOBILE TELEPHONE:	

APPLICATION INFORMATION	
Please complete the following information	
The Applicant is a unit of local government	Yes
If no, explain: (use a separate sheet if necessary)	
The Applicant is requesting access to DEDIR System for certified sworn police personnel or certified fire service personnel or community service officers.	Yes
The Applicant is requesting monitoring capabilities only	No
The Applicant is a member of STARCOM21	Yes
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	Yes
Applicant Equipment Information	
The total number of portable radios (portable and mobile) covered under this request is:	10
The total number of radios which will be affiliated during any daily operational shift is:	10
Do the radios have TDMA?	Yes

Do the radios have encryption: [ ] No   [✓] AES encryption

Type of radios to be programmed with a DEDIRS talk group: Motorola APX8000 and APX NEXT

The Applicant is requesting use of:

[✓] InterOp Groups 1-8   [ ] DUCALL (Hailing Channel for ACDC Agencies only)

[✓] Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)

Committee/ETS Board Review Process Checklist:	
Applicant has submitted proper paperwork	[ ] Yes [ ] No
Vendor Technical Review of Application Complete	
14 Day Notice to Members is complete	[ ] Yes [ ] No
Posted on Committee Agenda Date: _____	[ ] Yes [ ] No
Vote of Committee: Ayes_____ Opposed_____ Abstain_____ Absent_____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	[ ] Yes [ ] No
Posted on ETSB Agenda Date:_____	[ ] Yes [ ] No
Vote of ETSB Board: Ayes_____ Opposed_____ Abstain_____ Absent_____ Resolution No:	Approved [ ] Yes [ ] No

1

Emergency Telephone System Board
of DuPage County

This Memorandum of Understanding (MOU) is an agreement between the Emergency Telephone System Board of DuPage County (DuPage ETSB) and the **Wayne Police Department** allowing for the sharing of talkgroups on the STARCOM21 Radio Network (SC21). The purpose is to allow each party's respective agencies access to talkgroups for interoperating on the SC21 network. Agency agrees to keep this list confidential and only share it with personnel that have a neeed to know the below-listed information. Agency understands that this document is not public information and should not be disclosed pursuant 5 ILCS 140/7(d)(6) and (v) as well as 20 ILCS 2615/1 and 12.

DuPage ETSB Talk Group	TG Decimal ID	TG Hex ID	CKR		Agency Talk Group	Number of Channels	Number of Keys	TG Decimal ID	TG Hex ID	CKR	Questions
DU DUP CALL					None						
DU DUINOP 1											
DU DUINOP 2											
DU DUINOP 3											
DU DUINOP 4											
DU DUINOP 5											
DU DUINOP 6											
DU DUINOP 7											
DU DUINOP 8											
COWD PD 1											
COWD PD 2											
MERIT 1											
MERIT 2											
MERIT 3											
MERIT 4											
MERIT 5											

Point of Contact: Chief Timothy Roberts   Deputy Chief Steve Abruzzo

Method of Contact: t.roberts@villageofwayne.org   s.abruzzo@villageofwayne.org

Available date for KVL programming: _____

This consent is granted on _____, and shall remain in effect until withdrawn by either party.

DuPage ETSB Representative   **Agency Representative**

Name: Linda Zerwin   **Name:** Timothy Roberts

Signature: _____   **Signature:** _____

Date: _____   **Date:** 10/22/25

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

File #: 25-2642   **Agenda Date:** 11/12/2025   **Agenda #:** 6.F.1.

Emergency Telephone System Board of DuPage County
Policy Advisory Committee (PAC) 2026 Meeting Schedule

DATE	TIME	LOCATION
January 5, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
February 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
March 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
April 6, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
May 4, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
June 1, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
July 6, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
August 3, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
September 14, 2026 Adjusted for Labor Day	2:00 pm	DuPage County Administration Bldg, Room 3-500A
October 5, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
November 2, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A
December 7, 2026	2:00 pm	DuPage County Administration Bldg, Room 3-500A

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

File #: 25-2641 **Agenda Date:** 11/3/2025 **Agenda #:** 9.A.

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

Firmware Update:
Jennifer Jager, the Radio System Manager, is preparing a firmware update. This will be reviewed at PAC. Slides will be sent to remind each agency of the procedure.

Police agencies: Please update prior to your agency encryption on site visit.

Encryption:
ETSB staff continues to work on an encryption plan.

Between November 1 and November 15 **all agencies** should submit any alias updates, and any *user select zone* changes.

There will be a *freeze* so that the code plugs can be adjusted. The *freeze* will begin close of business 11/15/25 – **no exceptions** – all changes submitted after 11/15/25 will be held until encryption is complete.

A schedule for police agency first touch for encryption will be posted on Monday.com. During these visits:
- The radios will be checked for the firmware update.
- ETSB APX4000s will not be updated at this time.
- Any agency owned radios must have a Zendesk ticket submitted to ensure they are part of the encryption plan. Aiming for no surprises.
- A new battery will be swapped out during the encryption touch.
- Any remaining APX7000s, chargers, etc will be picked up at that time. A list will be sent to the agency for check off.
- Agencies should ensure all radios are available on the date of the site visit. After the location visits, a list will be run to determine if there are any radios that have not been updated. If there are radios, those agencies will be contacted and will have to bring their radios to ETSB to complete the First Touch.

APXNext XN:
Fire radios deployment was completed on October 24, 2025.

NWCD Encryption Cutover:
NWCD went live on October 15 with their encryption plan for fire. Certain DEDIR System fire agencies that work daily with NWCD fire agencies experienced some disruption of service because NWCD patched their clear and encrypted talk groups together. ETSB was unaware that NWCD has patched their clear and encrypted talk groups together. The Fire agencies on the north border did their own testing with NWCD and had not been advised of this during the testing, which in the end made their testing flawed.

The Radio System Manager was able to make changes to those code plugs to improve these fire agencies operations which will be reflected in master fire template. The one good item that came from this miscommunication is the patched talk group idea which DuPage is looking at as part of the

encryption roll out solution.   The remaining fire agencies are updating their radios with the new NWCD changes.

Mobile Deployment:
The purchase order for new mobiles was approved at the ETSB October Board meeting. ETSB Staff are working with the Tait vendor to begin the replacement process pending arrival of the equipment. Installed 8500 mobiles will be returned to Motorola when a replacement is received.

CommandCentral Aware:
This policy will be on the PAC agenda for discussion. Issues: Outside agency participation, DEDIR System intra-agency participation, visibility of investigators.

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 met on October 1; no November meeting is scheduled as of the writing of this document.

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

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – October 1, 2025
AXS: Motorola is pursuing additional product team involvement to address issues we are seeing with logouts. Dan Tipton was not able to join the call last week to address the tickets and the ongoing process, but we hope to have him on the next call to discuss the standing of these issues and where Motorola stands with the troubleshooting.

DFSI: Matt worked with our product team to look for methods of adjusting audio levels to meet issues we are seeing. There are some potential fixes. We have made changes to the KenComm system to see if this adjustment will help with the audio levels. We are currently working to test this adjustment to see if it is successful and if so we can push this adjustment to the ACDC system.

Additional update on Alias adjustments, we have the list of information on making changes to the alias and are meeting with Jim and Keith this Friday 10/3 to discuss making alias changes.

Encryption: Scheduled review with ETSB on 10/2 in the AM to review plan and updates.

Motorola Wednesday Morning Status Call – October 8 , 2025 – no call

2

Motorola Wednesday Morning Status Call – October 15, 2025

AXS: We are continuing to see logout issues at both centers. We are working to resolve the issues with our engineering and product teams. Currently they believe they have a fix for the issue that will result in a software update. Waiting on information to come down so we can get installation and implementation information.

DFSI: Jordan is working to resolve items that ACDC is asking for regarding documentation and port information. He will provide that to Jim by the end of the week for review.

Encryption: Matt Downer is still revising the documentation on the encryption plan based on the additional details and steps as requested in the previous meeting. This report should be completed in the next few days at which time I will forward it to Linda for review.

Motorola Wednesday Morning Status Call - October 22, 2025

AXS: Continuing to see logout issues. Had Dan and Mark on from Motorola to address tickets open and the potential software patch to resolve these logouts. They stated that the software update should be available next week, and we can look to install it on two positions. Keith said he was good and would pick two positions for testing. We will provide information on installation once available.

DFSI: Jim had some items on his list of documentation that needed to be updated and addressed. We set up a call with Jordan Worobey and Matt Downer for the end of the week to run though the issues so we can get them resolved. I will invite Gregg to attend as well for any clarification he may need.

Encryption: Matt will send out the revised encryption plan this afternoon so Linda has an opportunity to review it. He has completed his changes at this time.

Motorola Wednesday Morning Status Call - October 29, 2025

AXS: The software updated is supposed to be ready as of 10/31. Motorola has an internal meeting on Friday to discuss the update further with engineering and product group to get a full understanding of implementation. We plan on looking to install at ACDC next week based on the engineering recommendation for number of positions and versions. I will follow up with ACDC and ETSB once I have the final review from the engineering team.

DFSI: Following the call with Jim, Matt and Jordan last week, Jordan and Matt worked to complete the items that Jim had outstanding on his list. At this time all has been completed outside of the block diagrams, which Matt Cragg is working to provide. I am following up with Jordan this afternoon (10/29) to make sure he provides Jim with the updated documentation as promised.

Encryption: Encryption plan is complete, but Linda has suggested that she would like to run the plan similar to how NWCD did their encryption change. Motorola is gathering information on the NWCD plan so that we can compare if and how the plan would work for DuPage. Current status is that we are working to get this information and review as quickly as possible. More information to follow once we have had a chance to review.

File #: 25-2332 **Agenda Date:** 10/6/2025 **Agenda #:** 9.B.

Policy #: 911- 005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022

DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS)
Use of Emergency Button

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 by acknowledging industry standards for definitions, terminology

Additional Authority:
Public Act 100-002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
83 Illinois Administrative Code Part 725
83 Illinois Administrative Code Part 1325.415(m)
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) within the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAPs, user agencies or DuPage ETSB staff, contracted vendors or other authorized agents, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

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 9-1-1or managed through the authorized PSAPs. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

To achieve seamless interoperable communication, the establishment of standardized of operating procedures and acceptable naming conventions are required to ensure that first responders can effectively operate subscriber units while on duty but especially during critical, active incidents when speed and accuracy are critical.

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As defined in Policy #: 911- 005.5, a "Talk group" is the term given to assigned groups on a trunked radio system. Unlike a conventional radio which assigns users a certain frequency, a trunk system takes a number of frequencies allocated to the system. The control channel then coordinates the system so talk groups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth.

Policy 911- 005.6 shall deal specifically with the use of the emergency button on the subscriber unit.

II.   Emergency Button

DEDIRS utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIRS portable radios. The objective is the proper use of the emergency button as well as a uniform course of action by both DuPage County PSAPs and all field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those conventional channels might not have the equipment in place to monitor this activity. It should be noted the operation of the radio may differ (even slightly) when the emergency button is activated in the STARCOM21 (trunked) mode and the conventional mode.

III.   Trunked Talk Groups

The emergency button is used:
- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic, during times when verbalization may jeopardize the members safety, or when vital urgent situations arise e.g. MAYDAY.

Pressing the Emergency Button on a STARCOM21 Talk group:
- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100, or ADP01) and the talk group name on the radio consoles.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- Specific functionality will be covered in training material provided to each agency's subject matter expert.

IV.   Conventional Channels

The emergency button is used:
- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:
- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display

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an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.

- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.
- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- Specific functionality will be covered in training material provided to each agency's subject matter expert.

V.   Actions to be taken upon receipt of an Emergency Button activation

- The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.

- The Telecommunicator should hold the air and attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately notify the Watch Commander/Shift Supervisor/Incident Commander, including the last know location or GPS data of last location. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.

- When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.

- All units assigned to a channel which experience emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs may be switched to the alternate frequency leaving the affected unit and PSAP on the original frequency.

- Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word "**ACCIDENTAL**" in his or her response. If the affected user does not use the word "**ACCIDENTAL**," the Telecommunicator should assume that the emergency activation is valid and immediately alert the Watch Commander/Shift Supervisor/Incident Commander who will coordinate the response to the distress call. If the user provides a response which in any way indicates that the signal was "**ACCIDENTAL**," (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.

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- If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user's alarm activation and request that any information about his or her last activity or location be relayed to the PSAP. The Telecommunicator and Shift Supervisor will utilize all other electronic methods to locate this member's location including but not limited to, radio GPS data, in-car data or CAD data.

- Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.

- All agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.

VI.   Resetting the Emergency Button Activation

After activation of the emergency button on the APX radio, the user must reset the button activation, which can be accomplished on one of two ways:

a.   The operator can push and hold the orange emergency button for approximately 3 seconds; he or she will hear a tone and the emergency button will reset or
b.   Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

Policy adopted: _November 9, 2022_

Greg Schwarze, Chairman

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Policy #: 911- 005.6: Emergency Button Activation and Reset

As the senior officer/department for my agency, I hereby acknowledge that the DEDIRS users under my command and/or authority have received and been trained on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

In addition, going forward, this agency will:

1. On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

2. Provide a copy of this form annually when training of subscriber users has been complete, including a roster of users using ETSB911@dupageco.org the main DuPage ETSB email.

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIRS standardization.

Acknowledged and agreed to this _____day of _____, 20____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[   ] Subscriber Unit or PSAP Roster Attached

Policy #: 911- 005.6
Previous Policy(s): 4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, December 10, 2025

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)
Use of Emergency Button

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOM21 and DEDIR System requirements for use and access of DEDIR System talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:
50 ILCS 750 Emergency Telephone System Act
20 ILCS 2615 Illinois State Police Radio Act

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 DEDIR System 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, DEDIR System users and agencies receiving approval to access DEDIR System talk groups.

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.

To achieve seamless interoperable communication, standardization of operation and naming conventions are required to ensure that first responders can effectively operate subscriber units while on duty but especially during critical, active incidents when speed and accuracy are critical.

As defined in Policy #: 911- 005.5, a "Talk group" is the term given to assigned groups on a trunked radio system. Unlike a conventional radio which assigns users a certain frequency, a trunk system takes a number of frequencies allocated to the system. The control channel then coordinates the system so talk groups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth.

Policy 911- 005.6 shall deal specifically with the use of the emergency button on the subscriber unit.

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The PSAPs shall establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies and publish them to the other PSAP(s) in the DEDIR System.

II.   Emergency Button

DEDIR System utilizes two radio technologies, digital trunked and conventional simplex.

This procedure describes the function of and the appropriate use for the emergency button on DEDIR System portable radios. The objective is the proper use of the emergency button as well as a predictable course of action by all DuPage County PSAPs and field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those channels might not have the equipment in place to monitor this activity. It should be noted the operation of the radio may differ (even slightly) when the emergency button is activated in the STARCOM21 (trunked) mode and the conventional mode.

III.   Trunked Talk Groups

The emergency button is used:
- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic.

Pressing the Emergency Button on a STARCOM21 Talk group:
- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV.   Conventional Channels

The emergency button is used:
- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:
- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.

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- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.

V.   Actions to be taken upon receipt of an Emergency Button activation

- Upon receipt of an emergency activation, the Telecommunicator shall execute the PSAP policy in place for such activations.

- All units assigned to a channel which experience emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs shall switch to the alternate frequency leaving the affected unit and PSAP on the original frequency.

- Agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/ Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.

VI.   Resetting the Emergency Button Activation

After activation of the emergency button on the APEX radio, the user must reset the button activation, which can be accomplished on one of two ways:

a.   The operator can push and hold the orange emergency button for approximately 3 seconds; he or she will hear a tone and the emergency button will reset or
b.   Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

                                        Policy adopted: _____

                                        _____
                                                                Greg Schwarze, Chair

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As the senior officer/department for my agency, I hereby acknowledge that the DEDIR System users under my command and/or authority have received and been trained on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

In addition, going forward, this agency will:

1.   On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

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Acknowledged and agreed to this _____day of _____, 20_____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[   ] Subscriber Unit or PSAP Roster Attached

4

Policy #: 911- 005.6
Previous Policy(s):   4.2.2
Effective Date: April 10, 2018
Revised: November 9, 2022, ~~August 13~~September 10, 2025

DuPage Emergency Dispatch Interoperable ~~Subscriber Unit~~Radio System (DEDIR System)
Use of Emergency Button

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois ~~STARCOMM~~STARCOM21 and ~~DEDIRS~~DEDIR System requirements for use and access of ~~DEDIRS~~DEDIR System talk groups for the purpose of interoperability for emergency communications by acknowledging industry standards for definitions, terminology

Additional Authority:
~~Public Act 100-002~~
50 ILCS 750 Emergency Telephone System Act
~~50 ILCS 751 Wireless Emergency Telephone Safety Act~~
~~83 Illinois Administrative Code Part 725~~
~~83 Illinois Administrative Code Part 1325.415(m)~~
~~OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board~~
20 ILCS 2615 Illinois State Police Radio Act

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~~DEDIR System 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~~DEDIR System users and agencies receiving approval to access ~~DEDIRS~~DEDIR System talk groups.

I.   Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. ~~STARCOMM~~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.

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- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV.   Conventional Channels

The emergency button is used:
- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:

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- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.

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Policy adopted: _____

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Gary Grasso Greg Schwarze, Chairman

4

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Acknowledged and agreed to this _____ day of _____, 20_____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[   ] Subscriber Unit or PSAP Roster Attached

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