



# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Regular Meeting Agenda

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

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**Monday, November 3, 2025**

**8:15 AM**

**Room 3500A**

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**Join Zoom Meeting**

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

**Meeting ID: 856 6609 6804**

**Passcode: 978502**

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC COMMENT**
- 4. CHAIR'S REMARKS - CHAIR SELVIK**
- 5. MEMBERS' REMARKS**
- 6. CONSENT ITEMS**
  - 6.A. **[25-2639](#)**  
DEDIR System October Maintainer Report
  - 6.B. **[25-2640](#)**  
ETSB PAC Minutes - Regular Meeting - Monday, October 6, 2025
- 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).
- 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.

- 8.B. [25-2642](#)  
2026 Meeting Calendar - Policy Advisory Committee

**9. DEDIR SYSTEM**

- 9.A. [25-2641](#)  
November DEDIR System Update
- 9.B. [25-2332](#)  
Discussion of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button
- 9.C. Discussion of CommandCentral Aware Access Policy

**10. OLD BUSINESS**

**11. NEW BUSINESS**

**12. ADJOURNMENT**

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



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
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**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     |
| <b>Total</b>     | 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           |              |        |            |        |                       |                        |               |       |
| <b>Total</b>      |              |        |            |        |                       |                        |               |       |

### **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 |                  |             |         |                |              |                   |                       |                         |            |                       |                         |
|----------------------------------|------------------|-------------|---------|----------------|--------------|-------------------|-----------------------|-------------------------|------------|-----------------------|-------------------------|
| 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) |
| 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                    |



| September 2025 Starcom21 GoS Report |                  |             |         |                |              |                   |                       |                         |            |                       |                         |
|-------------------------------------|------------------|-------------|---------|----------------|--------------|-------------------|-----------------------|-------------------------|------------|-----------------------|-------------------------|
| 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) |
| 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                    |

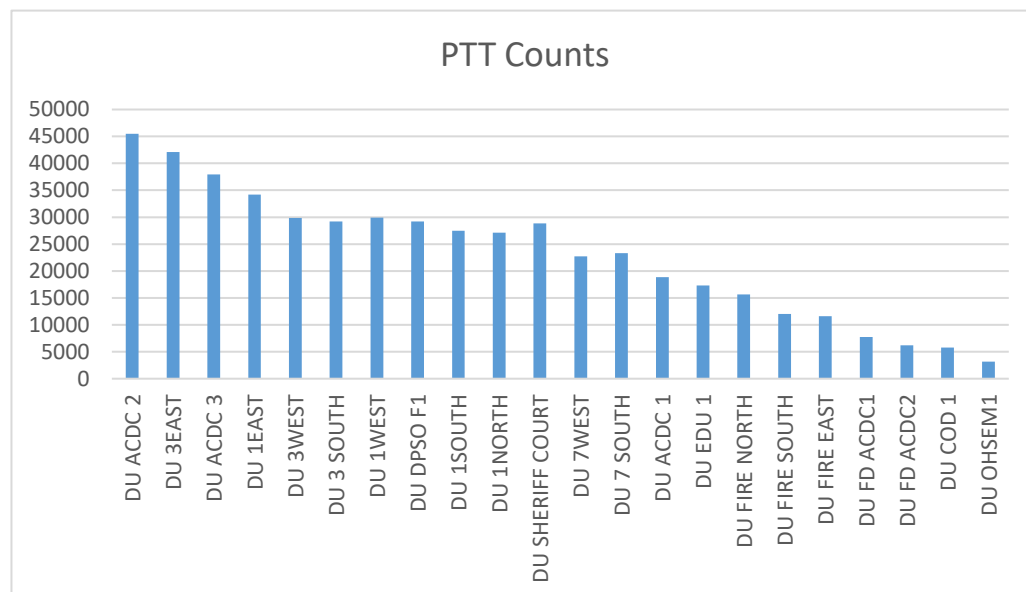




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September 26 – October 27, 2025

| 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      |





## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
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**File #:** 25-2640

**Agenda Date:** 11/3/2025

**Agenda #:** 6.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

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**Monday, October 6, 2025**

**8:15 AM**

**Room 3500A**

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/88341040005?pwd=u1mzTUaS1xseqf35KK2qRa1FXGSxDL1>

**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.

|                                                                        |
|------------------------------------------------------------------------|
| <b>PRESENT</b> 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



## ETSB Other Action Item

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

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**File #:** 25-2619

**Agenda Date:** 11/3/2025

**Agenda #:** 7.A.

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## DuPage ETSB DEDIR System Access Application

| AGENCY INFORMATION                                                                                                                                                            |                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Type of Application:                                                                                                                                                          | <input type="checkbox"/> New <input checked="" type="checkbox"/> 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                                                                                                                                                       |                                                                               |
| <b>Please complete the following information</b>                                                                                                                              |                                                                               |
| The Applicant is a unit of local government                                                                                                                                   | Yes <input checked="" type="checkbox"/>                                       |
| 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 <input checked="" type="checkbox"/>                                       |
| The Applicant is requesting monitoring capabilities only                                                                                                                      | No <input checked="" type="checkbox"/>                                        |
| The Applicant is a member of STARCOM21                                                                                                                                        | Yes <input checked="" type="checkbox"/>                                       |
| The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.                                             | Yes <input checked="" type="checkbox"/>                                       |
| 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 <input checked="" type="checkbox"/>                                       |
| Do the radios have encryption: <input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption                                                                 |                                                                               |
| Type of radios to be programmed with a DEDIRS talk group: Motorola NXT                                                                                                        |                                                                               |
| The Applicant is requesting use of:                                                                                                                                           |                                                                               |
| <input checked="" type="checkbox"/> InterOp Groups 1-8 <span style="float: right;"><input checked="" type="checkbox"/> DUCALL (Hailing Channel for ACDC Agencies only)</span> |                                                                               |
| <input checked="" type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc. )                   |                                                                               |

### Committee/ETSB Board Review Process Checklist:

|                                                                                              |                |
|----------------------------------------------------------------------------------------------|----------------|
| Applicant has submitted proper paperwork                                                     | [ ] 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 |

# 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 need 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 Group | Talk | 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          |      |               |           |     |                   |                    |                |               |           |     |           |
| DUPD 1            |      |               |           |     |                   |                    |                |               |           |     |           |
| DUPD 2            |      |               |           |     |                   |                    |                |               |           |     |           |
| DUPD 3            |      |               |           |     |                   |                    |                |               |           |     |           |
| DUPD 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 BENS V LCL     |      |               |           |     |                   |                    |                |               |           |     |           |
| DU CLRHN LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU DWGRV LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU ELMST LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU GLENE LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU HINS D LCL     |      |               |           |     |                   |                    |                |               |           |     |           |
| DU HPARK LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU ITASC LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU LISLE LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU LMBRD LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU ROSEL LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU VPARK LCL      |      |               |           |     |                   |                    |                |               |           |     |           |
| DU WARV LCL       |      |               |           |     |                   |                    |                |               |           |     |           |
| DU WESTH 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 Zervin

Signature: \_\_\_\_\_

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

Agency Representative

Name: Brian Windle

Signature: \_\_\_\_\_

Date: 10/22/25



## ETSB PAC Resolution

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

**File #:** ETS-R-0061-25

**Agenda Date:** 11/12/2025

**Agenda #:** 8.A.

**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:                                                                                                                                        | <input checked="" type="checkbox"/> New <input type="checkbox"/> 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: <input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption                                               |                                                                               |
| Type of radios to be programmed with a DEDIRS talk group:                                                                                                   | Motorola APX8000 and APX NEXT                                                 |
| The Applicant is requesting use of:                                                                                                                         |                                                                               |
| <input checked="" type="checkbox"/> InterOp Groups 1-8                                                                                                      | <input type="checkbox"/> DUCALL (Hailing Channel for ACDC Agencies only)      |
| <input checked="" type="checkbox"/> Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc. ) |                                                                               |

### Committee/ETS Board Review Process Checklist:

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

[illegible]



## ETSB PAC Other Action Item

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

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**File #:** 25-2642

**Agenda Date:** 11/3/2025

**Agenda #:** 8.B.

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# 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<br>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 |



## Informational

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

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**File #:** 25-2641

**Agenda Date:** 11/3/2025

**Agenda #:** 9.A.

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## Emergency Telephone System Board Of DuPage County

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### 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



## Emergency Telephone System Board Of DuPage County

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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**



## Emergency Telephone System Board Of DuPage County

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### **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 through 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.



## Discussion

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

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**File #:** 25-2332

**Agenda Date:** 10/6/2025

**Agenda #:** 9.B.

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# Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

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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 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.

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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 or 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 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.



# Emergency Telephone System Board Of DuPage County Policy and Procedures



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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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 known 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.



# Emergency Telephone System Board Of DuPage County Policy and Procedures



- 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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## 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](mailto: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

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.6

Previous Policy(s): 4.2.2

Effective Date: April 10, 2018

Revised: ~~November 9, 2022, August 13~~ September 10, 2025

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

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### Purpose:

The purpose of this policy is to ensure compliance with State of Illinois ~~STARCOMM~~STARCOM21 and ~~DEDIR~~DEDIR System requirements for use and access of ~~DEDIR~~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 ~~DEDIR~~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~~DEDIR System users and agencies receiving approval to access ~~DEDIR~~DEDIR System talk groups.

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## 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.

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.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

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 uniform 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.

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The emergency button is used:

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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 Telephone System Board Of DuPage County Policy and Procedures



- 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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- ~~• 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.~~
- ~~• 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.
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# Emergency Telephone System Board Of DuPage County Policy and Procedures



~~(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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- 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
- Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

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

\_\_\_\_\_  
Gary GrassoGreg Schwarze, Chairman



# Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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.

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1. On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.
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I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIR [System](#) 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