



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Final Summary

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

Monday, April 6, 2026

2:00 PM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/84677764076?pwd=64LVys90jxHkJIA6vkkM1c2HrbUBZP.1>

Meeting ID: 846 7776 4076

Passcode: 084920

1. CALL TO ORDER

2:00 PM meeting was called to order by Chair Selvik at 2:00 PM.

2. ROLL CALL

Attendees:

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

Nate Krause, DuPage Emergency Telephone System Board

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

Nick Kottmeyer, County Board Office

Jennifer Hurd, Motorola

Jim Connolly, Village Of Addison

James Dexter, Lisle PD (Remote)

Marilu Hernandez, ACDC (Remote)

Ben Koechling, ACDC (Remote)

Erik Maplethorpe, DU-COMM (Remote)

James McGreal, Downers Grove PD (Remote)

Bob Murr, College of DuPage (Remote)

Jason Norton, Darien PD (Remote)

Jessica Robb, DU-COMM (Remote)

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

PRESENT Selvik, Benjamin, Burmeister, Clark, Fleury, and Jansen
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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. [26-0971](#)

DEDIR System March Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [Motorola System Manager Report March.pdf](#)

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

6.B. [26-0972](#)

April DEDIR System Update

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [DEDIR System Update - 4 2026.pdf](#)

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

6.C. [26-0973](#)

ETSB PAC Minutes - Regular Meeting - Monday, March 2, 2026

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [3-2-2026 PAC Minutes Summary](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Colin Fleury

7. PARENT COMMITTEE APPROVAL REQUIRED

7.A. [ETS-R-0012-26](#)

Resolution to approve the language of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button.

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

Member Benjamin explained that John Kelly had been unable to reach Mark Winistorfer to discuss the matter. He noted that the item had previously been tabled and would need to return, but he requested that it be tabled again until counsel could confer. Chair Selvik asked whether the motion could be amended to table the item until the next regular PAC meeting. Member Jansen then amended his motion accordingly seconded by Member Fleury.

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button draft](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button TB_SAO 1.26.26 edits BY SAO 2.0 redline draft](#)

RESULT:	TABLED
MOVER:	Craig Jansen
SECONDER:	Colin Fleury

8. DEDIR SYSTEM

8.A. [26-1089](#)

Discussion of Policy 911-005.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware.

Chair Selvik reported that ETSB staff and Sergeant Jim Dexter attended the DuPage Police Chiefs meeting and reviewed how CommandCentral Aware had been used during recent MERIT SWAT responses, including a swatting call in Villa Park. He explained that the purpose of the presentation was to support continued participation in the system and discourage agencies from opting out because that could limit situational awareness during major incidents.

Executive Director Zerwin explained that the opt-out option had been left on the form so the ETSB staff could identify agencies with concerns and address them before finalizing participation. She noted that a standardized form has been created and shared on Monday.com instead of collecting many different spreadsheet versions. Vice Chair Clark asked whether every agency would need to submit the form and raised questions about how agencies would classify radios and personnel. Executive Director Zerwin explained that agencies would need to identify their categories and that PSAPs would still retain full visibility for officer safety.

Member Fleury described issues during a recent SWAT call where some radios did not appear correctly in CommandCentral Aware and where radio communications at the command post were inconsistent. Executive Director Zerwin and Chair Selvik

encouraged follow up so the issue could be reviewed. Member Benjamin and Chair Selvik supported keeping the opt-out option temporarily so agencies with concerns could be identified and contacted. The group then discussed whether the form should refer specifically to MERIT instead of task force, and they agreed that MERIT would be clearer.

Member Jansen asked about login limits and cost, and Executive Director Zerwin explained that there was no added cost, but administrative access levels needed to be managed carefully. Vice Chair Clark also questioned whether the form was mixing visibility of radios with visibility permissions for users. The discussion ended with agreement that the form needed to be reorganized and clarified so it better distinguished who could be seen, who could see others, and how each layer would function before it was distributed.

Attachments: [911-005.13 CommandCentral Aware ETS-R-0073-25 executed 12.10.25_Redacted.pdf](#)

9. OLD BUSINESS

Executive Director Zerwin notified Member Benjamin and Member Fleury that their appointments were on the ETS Board agenda for Wednesday and noted that they did not need to attend if they were unable to do so.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

11.A. Next Meeting: Monday, May 4, 2026 at 2:00pm in Room 3-500A

Vice Chair Clark made a motion to adjourn the meeting at 2:31 pm, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB Other Action Item

421 N. COUNTY FARM
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File #: 26-0971

Agenda Date: 4/6/2026

Agenda #: 6.A.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: March 30, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users in two phases (1st NWCD update to secure including the vFD 3 and direct update, and 2nd a correction for Zone 33 FG power). Four agencies remain to complete the first update (ADF, ELF, ITF, LWF).

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing between ETSB and Motorola. A step-by-step plan is being produced outlining the necessary steps to make the change to both the system and the radios. More information will be provided once available.

First touch of the Police radios for the encryption plan is complete as all agencies have now completed the site visit. This site visit also included one battery swap providing a new dated 2025 battery. Two radios are outstanding that need to be brought to ETSB to be updated.

Westmont PD WSP Thompson 142CXX1058
Oak Brook PD OBP AF69 142CXX0909

APX 4000 Portable:

Encryption -The APX4000 channel limitation evaluation was submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APX Next radios. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

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 remains to be programmed (Wheaton). If this radio fails to turn up prior to the encryption update, it will be swapped for an APX Next.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:

Boxed APX8500s have been returned to Motorola Solutions, Inc. as of March 2, 2026. Installed APX8500 will be returned when replacement units are ready.

APX7500 Mobile:

Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. This project is a low priority because of the move to a different mobile manufacturer.

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Command Central – Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. Access has been provided and input had been requested from several key users. ETSB has received initial feedback. Testing is ongoing and feedback is continuing to be shared.

Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD’s new encrypted talk groups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the users accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

2025	Year to Date	
	Opened	Closed
Category		
APX7000XE	72	57
APXNext (PD)	153	96
APXNextXN (FD)	142	72
APX 8500 mobile)	15	7
APX4000	36	20
Total	418	252

February

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	63	54	6	2	0	0	0	6
APX Next (PD)	106	62	17	5	2	9	1	6
APX NextXN (FD)	25	15	5	5	2	1	2	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	20	14	3	3	0	3	0	0
Total	224	151	31	15	4	13	3	12

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March Through 3/30/2026

2026	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	65	56	2	2	0	0	0	2
APX Next (PD)	118	66	12	4	0	6	0	2
APX NextXN(FD)	32	17	7	2	1	3	1	2
APX 8500(mobile)	10	6	0	0	0	0	0	0
APX4000	23	16	3	2	0	1	0	2
Total	248	161	24	10	1	10	1	8

STARCOM21 Scheduled Maintenance:

System Maintenance: IL STARCOM Monthly Application of Windows Motopatch 2026.02 – Patching 3/12/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches / planned maintenance: There were none last month. Planned maintenance has moved to a quarterly schedule with next core patching expected in May.

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: RadioCentral was updated to SR2026.1 on March 19. No service interruptions were anticipated from this update.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

One radio remains outstanding to be transitioned to the new Radio Central. This radio is pending installation of an update.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Fire radios were deployed on firmware R09.40 which was released June 2025. All Police radios have also been sent version R09.40 and have been updated to match.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC Meeting: Monday, March 2, 2026

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ETSB Podcast: Tuesday, March 17, 2026

Training: None

Grade of service report:

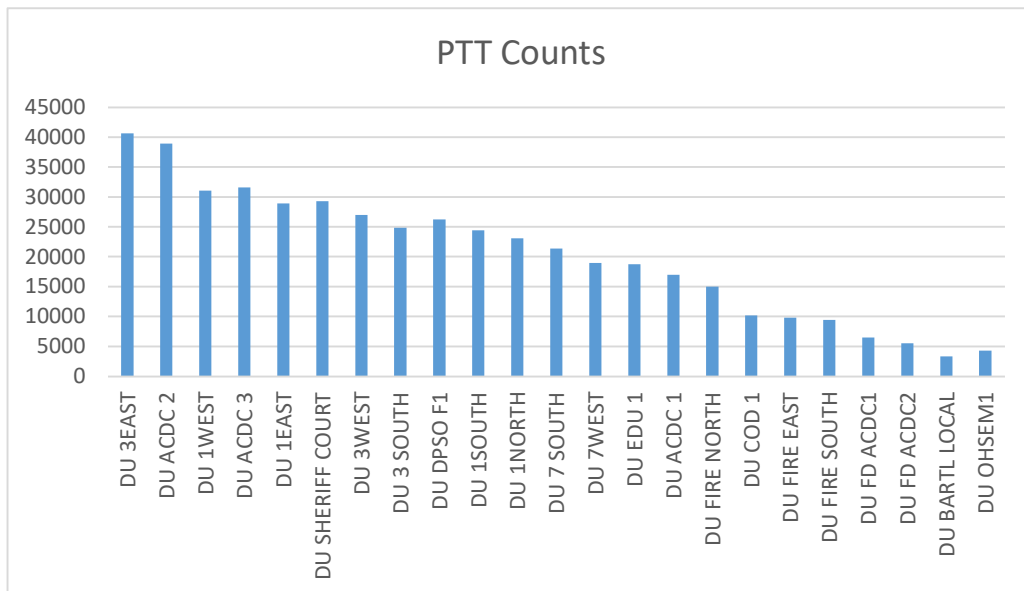
February 2026 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.84	3.88	6.52	28.00	2806.82	13978.50	4.98	0.00	0.00	0.00
1:00:00	0.00	19.60	3.33	7.07	28.00	2353.18	11994.93	5.10	0.00	0.00	0.00
2:00:00	0.00	17.37	2.95	7.45	28.00	2031.96	10630.75	5.23	0.00	0.00	0.00
3:00:00	0.00	14.80	2.52	7.88	28.00	1684.32	9059.57	5.38	0.00	0.00	0.00
4:00:00	0.00	14.30	2.43	7.97	28.00	1621.43	8752.57	5.40	0.00	0.00	0.00
5:00:00	0.00	14.46	2.46	7.94	28.00	1627.14	8848.14	5.44	0.00	0.00	0.00
6:00:00	0.00	15.74	2.68	7.72	28.00	1792.82	9631.21	5.37	0.00	0.00	0.00
7:00:00	0.00	23.87	4.06	6.34	28.00	2823.61	14605.54	5.17	0.00	0.00	0.00
8:00:00	0.00	31.02	5.27	5.13	28.00	3644.89	18983.39	5.21	0.07	5.68	79.50
9:00:00	0.00	35.13	5.97	4.43	28.00	4169.68	21500.96	5.16	0.00	0.00	0.00
10:00:00	0.00	33.93	5.77	4.63	28.00	4061.82	20766.61	5.11	0.04	1.82	51.00
11:00:00	0.00	31.69	5.39	5.01	28.00	3773.68	19393.54	5.14	0.00	0.00	0.00
12:00:00	0.00	32.21	5.48	4.92	28.00	3814.93	19711.71	5.17	0.00	0.00	0.00
13:00:00	0.00	34.70	5.90	4.50	28.00	4092.43	21239.04	5.19	0.18	1.11	6.20
14:00:00	0.00	34.92	5.94	4.46	28.00	4210.18	21368.96	5.08	0.00	0.00	0.00
15:00:00	0.00	35.92	6.11	4.29	28.00	4404.39	21980.71	4.99	0.00	0.00	0.00
16:00:00	0.00	34.87	5.93	4.47	28.00	4228.68	21342.68	5.05	0.00	0.00	0.00
17:00:00	0.00	33.34	5.67	4.73	28.00	4034.96	20406.89	5.06	0.00	0.00	0.00
18:00:00	0.00	31.86	5.42	4.98	28.00	3859.11	19500.82	5.05	0.00	0.00	0.00
19:00:00	0.00	31.16	5.30	5.10	28.00	3850.36	19067.71	4.95	0.00	0.00	0.00
20:00:00	0.00	30.72	5.22	5.18	28.00	3809.25	18801.36	4.94	0.00	0.00	0.00
21:00:00	0.00	29.03	4.93	5.47	28.00	3626.79	17765.25	4.90	0.00	0.00	0.00
22:00:00	0.00	26.61	4.52	5.88	28.00	3359.25	16283.93	4.85	0.00	0.00	0.00
23:00:00	0.00	25.65	4.36	6.04	28.00	3146.79	15699.86	4.99	0.00	0.00	0.00



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2/24/2026 – 3/30/2026

Group Alias	PTT Count
DU 3EAST	40612
DU ACDC 2	38922
DU 1WEST	31063
DU ACDC 3	31561
DU 1EAST	28902
DU SHERIFF COURT	29270
DU 3WEST	26995
DU 3 SOUTH	24821
DU DPSO F1	26241
DU 1SOUTH	24416
DU 1NORTH	23087
DU 7 SOUTH	21359
DU 7WEST	18950
DU EDU 1	18743
DU ACDC 1	16953
DU FIRE NORTH	14992
DU COD 1	10190
DU FIRE EAST	9829
DU FIRE SOUTH	9420
DU FD ACDC1	6468
DU FD ACDC2	5548
DU BARTL LOCAL	3351
DU OHSEM1	4321





ETSB Other Action Item

421 N. COUNTY FARM
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File #: 26-0972

Agenda Date: 4/6/2026

Agenda #: 6.B.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Report for April 6, 2026 PAC Meeting

PAC Focus Groups

The Police Focus Group did not meet in March. Fire Focus Group did not meet in March.

Encryption:

The ADP to AES encryption plan has been revised and will be provided to the Focus Group for review in April.

First touch of the Police radios for the encryption was completed on March 24.

Agency	# Radios	Estimated Time	Actual Time	Status
Addison PD	75	6.3	1.5	Complete
Bartlett PD	68	2.0	2.5	Complete
Bensenville PD	59	2.5	0.7	Complete
Bloomingtondale PD	52	2.5	1.2	Complete
Burr Ridge PD	29	1.5	1.0	Complete
Carol Stream PD	75	3.0	2.0	Complete
Clarendon Hills PD	17	1.2	0.5	Complete
Darien PD	48	2.0	1.2	Complete
Downers Grove PD	102	3.0	2.0	Complete
Elmhurst PD	98	3.5	1.5	Complete
Forest Preserve PD	26	2.0	0.75	Complete
Glen Ellyn PD	49	2.0	1.0	Complete
Glendale Heights PD	67	2.5	1.5	Complete
Hanover Park PD	86	3.5	1.5	Complete
Hinsdale PD	29	2.0	1.2	Complete
Itasca PD	26	2.0	0.5	Complete
Lisle PD	43	2.0	1.5	Complete
Lombard PD	79	3.1	1.5	Complete
Oak Brook PD	58	3.5	1.5	Complete
Oakbrook Terrace PD	22	2.5	1.0	Complete
OHSEM	14	1.0	0.2	Complete
Roselle PD	46	1.8	0.75	Complete
Sheriff DCHD	5	0.0	0.5	Complete
Sheriff	448	13.9		Complete
SAO	20	0.5		Complete
Villa Park PD	56	2.5	1.0	Complete
Warrenville PD	40	2.0	1.2	Complete
West Chicago PD	52	2.5	1.5	Complete
Westmont PD	43	2.5	1.1	Complete
Wheaton PD	106	3.5	2.5	Complete
Willowbrook PD	31	2.0	1.0	Complete
Wood Dale PD	42	2.5	1.0	Complete
Woodridge PD	59	3.0	1.25	Complete
Winfield PD	19	1.6	0.5	Complete



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Mobile Deployment:

ABeep reported that a partial order of mobiles should be received in the beginning of April. ABeep staff and the Motorola System Manager are working together on sharing code plug information and STARCOM IDs. ABeep was provided access to system encryption keys for programming.

Firmware Update:

Firmware - Police: Complete as of February 4.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 13 radios that need to complete this update as of [March 26](#). See the attached list below.

Agency	% Complete	# Pending Update
Addison FPD	96%	3
Itasca FPD	96%	1
Lisle-Woodridge FPD	98%	1
Elmhurst FD	88%	6
Pleasantview FPD	96%	2
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingtondale FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0
Glenside FPD	100%	0
Glen Ellyn FD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Lombard FD	100%	0
Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Warrenville FPD	100%	0
York Center FPD	100%	0

Fire Ground update: After review of the fire radios, this issue appeared only in the Wheaton Fire Department radios. A second update was pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

The following list of Fire radios still pending one or more of these updates is dynamic. Once an agency completes the NWCD update, the Fire Ground update will be pushed to that agency. Once both updates are complete, the agency will be removed from the list.

Fire Radios as of 3/26/2026			
ADDISON FPD	CAROL STREAM FD	HINSDALE FD	TRI-STATE FPD
DUADF L72C	DUCSF CSF 65	DUHIF E85B	DUTSF B121 RED
DUADF R71C	DUCSF CSF 69	DUHIF M84B	DUTSF B121OPS2
DUADF R73C			DUTSF LT E 121
BLOOMINGDALE FPD	DOWNER GROVE FD	ITASCA FPD	
DUBLF BR 21 A	DUDGF CHF101 B	DUITF C66A	WARRENVILLE FPD
DUBLF C21 B	DARIEN WOODRIDGE FPD	LISLE-WOODRIDGE FPD	DUWRF AC12A
DUBLF C21 C	DUDWF E90-FFB	DULWF E54 FFB	DUWRF CHIEF11A
DUBLF DC21 C	ELMHURST FD	DULWF L51 OFC	DUWRF ENG13OFC
DUBLF DIVE 22B	DUELF ENG 1S	DULWF M54 DRV	DUWRF TWR11FFC
DUBLF E20 CON	DUELF TWR 1A	LOMBARD FD	DUWRF TWR11FFD
DUBLF E20 CON2	DUELF TWR 1B	DULOF BAT 44A	
DUBLF E20 DRI	DUELF BATCH 2A	DULOF LOGSDON	WINFIELD FPD
DUBLF E20 NOZ	DUELF CHIEF 1A	DULOF NEWHIRE2	DUWFF E32
DUBLF E20 OFF	DUELF DEPCH 1A	DULOF NEWPOS1	DUWFF E32C
DUBLF E21DRI B	DUELF ENG 3A	DULOF NEWPOS2	DUWFF E32D
DUBLF E21NOZ B	DUELF ENG 3B	DULOF NEWPOS3	DUWFF E32N
DUBLF E21OFF B	DUELF ENG 4B	DULOF NEWPOS4	DUWFF G31C
DUBLF N21 CON	DUELF SQD 1B	DULOF NEWPOS5	DUWFF G31N
DUBLF T23 DRI	DUELF TWR 1DRV	OAKBROOK TERRACE FPD	DUWFF M32
DUBLF T23 OFF	GLEN ELLYN VFC	DUOTF 49-15	DUWFF M33
DUBLF T23 OV	DUGE F C61A	DUOTF 49-19	DUWFF M33A
DUBLF T23 SRC	DUGE F E60B	DUOTF 49-20	DUWFF N31
DUBLF UTV 1	DUGE F E60D	DUOTF 49-21	DUWFF N31C
DUBLF UTV 2	DUGE F E63B	DUOTF 49-22	DUWFF N31D
BENSENVILLE FPD	DUGE F O11A	PLEASANTVIEW FPD	DUWFF N31N
DUBEF KUNZER	DUGE F O8A	DUPLF BC 151A	DUWFF V31C
DUBEF SMITH	DUGE F T62D	DUPLF ENG 153A	DUWFF V31N

CommandCentral Aware:

On March 27, the Chiefs of the Police Focus Group did a presentation for the DuPage Police Chiefs' Association of CommandCentral Aware using two incidents that recently occurred in the County. Chief Selvik and Executive Director Zerwin talked with the Chiefs regarding consensus of shared information through the DEDIR System users. Based on those discussions, it was



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

agreed that the forms would be sent out to begin the process. Executive Director Zerwin reminded those in attendance that this would be a work in progress with expected changes to get them their desired outcome. She thanked them in advance for their patience.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – March 4, 2026

AXS Consoles: AXS console installation is fully complete. Motorola is still currently working on the Tier 2 tickets that have been opened. We are working with service for a resolution to these issues so we can progress towards ATP.

DFSI: Jim and Keith stated that Matt Downer had not resolved the aliasing issue. I spoke with him today and asked him to reach back out to the ACDC team to get this resolved. We also are continuing to work on closeout documentation for ACDC. Du-Comm- We are working with Leonard to resolve the Red X and communication issue. Pete Bach reached out to Leonardo today as there was some confusion on what they were waiting on from us. Motorola has an internal call scheduled for Monday AM to discuss next steps on this process and how to get Leonardo and Motorola in better coordination.

Encryption: We met with ETSB this week to address Linda's concerns with the patching plan. We have confirmed that STARCOM does not recommend the patching plan. Matt Downer is rewriting the local channel plan at this time and should have it complete by the end of this week. We have a meeting scheduled with ETSB again on Monday afternoon to discuss the new write up and plan.

Subscribers: I have submitted the request to have these pallets picked up and am waiting to hear back on scheduling. I hope to hear back in the next day or so and will notify ETSB when I have scheduling information.

Motorola Wednesday Morning Status Call – March 11, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - March 18, 2026

AXS Consoles: A new logoff issue occurred at one position at DU-COMM. A ticket has been opened, and support is working to resolve it. Erik Maplethorpe also reported that one console is not receiving patch updates and has asked Motorola to investigate; service is addressing this as well. At this time, it would be beneficial to conduct the ATP so the project can fully transition to the service side.

DFSI: For DU-COMM - Motorola and Leonardo are still working to resolve communication issues between the two systems. Emails and engineering designs are being shared between the two parties. Motorola believes that an additional test will need to be conducted to test the "handshake" between the systems. Chris Severns is working with Moto engineering to get more information about this test. For ACDC- All physical installation and testing are complete at this time. Motorola is working with ACDC to resolve some aliasing issues that were assumed to be corrected and finalizing the documentation for their two sites.

Encryption: Most recent documentation was sent to Linda approximately a week and a half ago. We are waiting on feedback from her on this status and once we have received that we can set up another call to discuss any changes that may be required.



Emergency Telephone System Board of DuPage County

DuPage Emergency Dispatch Interoperable Radio System Update

Subscriber Return: Motorola came on site this week to assist with the organization of the returns and identification of serial numbers. The ETSB team will finalize the organization and packing of boxes. Once ready, Chris Severns will notify the Motorola logistics team and have the radios picked up.

Motorola Wednesday Morning Status Call – March 25, 2026 – no meeting schedule conflicts



ETSB PAC Other Action Item

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

File #: 26-0973

Agenda Date: 4/8/2026

Agenda #: 6.B.1



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, March 2, 2026

2:00 PM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/83173391511?pwd=l2u3HKDJFhY7mWwMadSVQoIu7jjVvm.1>

Meeting ID: 831 7339 1511

Passcode: 198014

1. CALL TO ORDER

2:00 PM meeting was called to order by Chair Selvik at 2:00 PM.

2. ROLL CALL

Attendees:

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

Nate Krause, DuPage Emergency Telephone System Board

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

Nick Kottmeyer, County Board Office

John Nebl, OHSEM

Jim Connolly, Village Of Addison (Remote)

Marilu Hernandez, ACDC (Remote)

Jennifer Jager, Motorola

Erik Maplethorpe, DU-COMM (Remote)

James McGreal, Downers Grove PD (Remote)

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

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

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. [26-0805](#)

DEDIR System February Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [Motorola System Manager Report February](#)

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

6.B. [26-0806](#)

March DEDIR System Update

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [DEDIR System Update - 3 2026](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Tyler Benjamin
SECONDER:	Eric Burmeister

6.C. [26-0807](#)

ETSB PAC Minutes - Regular Meeting - Monday, February 2, 2026

On voice vote, all Members voted “Aye”, motion carried.

Attachments: [2-2-2026 PAC Minutes Summary](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Chris Clark
SECONDER:	Craig Jansen

7. COMMITTEE APPROVAL REQUIRED

7.A. [26-0808](#)

Approval of a Memorandum of Understanding Modification between the Emergency Telephone System Board of DuPage County and the Burr Ridge Public Works pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) and Policy 911-005.9: Access to DEDIRS Non Public Safety Schools.

Executive Director Zerwin noted that the 14-day notification period would be finished on March 6, 2026. Motion was made to approve pending completion of the 14 day

notification. On voice vote, all Members voted 'Aye', motion carried.

Attachments: [911-005.2 Access to the DEDIR System Application NVPD_Redacted](#)
[911-005.2 CKR MOU Burr Ridge Public Works_Redacted](#)
[911-005.9 Attachment A Data Sheet Burr Ridge Public Works_Redacted](#)

RESULT:	APPROVED
MOVER:	Chris Clark
SECONDER:	Eric Burmeister

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [ETS-R-0012-26](#)

Resolution to approve the language of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button.

A motion was made by Vice Chair Clark to recommend approval to the ETS Board, seconded by Member Burmeister. Chair Selvik opened the item for discussion. During discussion, Member Benjamin explained that he did not yet have anything in writing, but he had reviewed the draft with DU-COMM’s general counsel, who remained uncomfortable with the language stating that if a PSAP Policy conflicted with or nullified an ETSB Policy, the ETSB Policy would control and the “PSAP Policy would be null and void as if never enacted,” with the ETS Board serving as the body to resolve the dispute by simple majority. He stated that DU-COMM’s general counsel’s position was that one government entity could not nullify the policies of another and could not appoint itself as the arbiter of a dispute involving itself. Member Benjamin added that he understood the matter might go to the ETS Board, but that this was DU-COMM’s position on the language.

Executive Director Zerwin asked for clarification on whether he was recommending sending this to the ETS Board or if he was going to submit any revised or counter language to be brought forward for further discussion, and Chair Selvik noted that there was no additional draft language to move forward at that time. Member Benjamin stated that DU-COMM had previously proposed draft language and added that, if preferred, DU-COMM’s general counsel, John Kelly, could prepare edits for consideration. Vice Chair Clark then noted that it appeared the item should continue to be tabled. Executive Director Zerwin stated that she believed Assistant State’s Attorney Winistorfer and Mr. Kelly had been trying to connect, and she added that she would also make sure the matter was included in the legal discussion. Chair Selvik then asked whether anyone wanted to modify the motion to table the item. Vice Chair Clark amended his motion to table the item to the April 6, 2026 meeting, and Member Burmeister seconded the motion to table. On voice vote, all Members voted “Aye,” and the motion to table the item to the April 6, 2026, meeting carried.

Attachments: [911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button draft](#)
[911-005.6 DuPage Emergency Dispatch Interoperable Radio System \(DEDIRS\) Emergency Button TB_SAO 1.26.26 edits BY SAO 2.0 redline draft](#)

RESULT:	TABLED
MOVER:	Chris Clark
SECONDER:	Eric Burmeister

9. DEDIR SYSTEM

Chair Selvik reported that the Police Focus Group met the previous Friday to narrow down what was needed for access to and viewing of the Command Central Aware layers. He noted that the meeting went well and explained that Sergeant Jim Dexter, who leads the MERIT SWAT team, had been working with the system and helping review the layers because of the MERIT component involved. He explained that the recommendation from the Police Focus Group was to keep the process simpler and remove the ability for agencies to completely opt out, because doing so would defeat the purpose of viewing Command Central Aware. He described concerns that if an agency responding to a mutual aid call had opted out, the command staff for the affected town might not be able to view that agency in the system, which would undermine the benefit of the tool. He further explained that ETSB staff planned to return to the Chiefs meeting later that month and that Sergeant Dexter would provide a demonstration based on the Wheaton North use case to show how the system benefited all agencies. He noted that, after those discussions, the group would likely need to revisit the Policy, clean up the language, and remove any opt-out provisions, while still allowing agencies to designate an administrator and address how to exclude personnel assigned to sensitive positions such as task forces, DEA, and HSI.

Executive Director Zerwin then explained that work on the layers was continuing, it was especially helpful that Sergeant Dexter had been able to test it in a live scenario and provide operational feedback. She added that the Wheaton North example could be used because it was not tied to an active investigation.

Executive Director Zerwin then provided an encryption update and reported that staff met with Motorola that day, where new information impacted the timeline chart Motorola had been developing and required additional revisions. She also noted that Jennifer Jager was now Jennifer Hurd stating that if agencies got an email with a different last name that it was the same person, while recognizing her efforts to help move the work forward and using her system knowledge to guide Motorola. She stated that Motorola was preparing a new timeline and that the goal of completing the work by the end of March or early April had been reiterated. She described the meeting as productive in some ways but also disappointing in terms of current progress, while noting that some issues were being cleaned up.

10. OLD BUSINESS

Executive Director Zerwin reported that three committee terms would expire in May and noted that notification had already been sent out. She explained that ACDC had already submitted its response, and noted that DU-COMM had an internal process and meetings it needed to complete before they could submit a recommendation, which was why the notice had been sent earlier. She

clarified that the terms would not expire until May 12 and explained that, under ETSB practice, members remained seated and retained voting rights until they were replaced, so there would be no operational impact to the committee. Vice Chair Clark then asked whose terms were up, and Chair Selvik identified Member Fleury, Member Jansen, and Member Benjamin.

11. NEW BUSINESS

There was no new business.

12. ADJOURNMENT

12.A. Next Meeting: Monday, April 6, 2026 at 2:00pm in Room 3-500A

Vice Chair Clark made a motion to adjourn the meeting at 2:12 pm, seconded by Member Jansen. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



ETSB PAC Resolution

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

File #: ETS-R-0012-26

Agenda Date: 6/1/2026

Agenda #: 8.B.

RESOLUTION TO APPROVE THE LANGUAGE OF POLICY 911-005.6: DUPAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM) USE OF EMERGENCY BUTTON

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

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

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

WHEREAS, the purpose of this resolution is to approve the language of Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button, initially adopted by DU PAGE ETSB on November 9, 2022; and

WHEREAS, DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button has been approved by the DU PAGE ETSB Policy Advisory Committee (PAC) as Section 5.3.B; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button for the purpose of providing guidance for the Use of Emergency Button on the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button be, and it is hereby adopted.

Enacted and approved this 13th day of May, 2026 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

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, February 11, 2026

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

Purpose:

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

Additional Authority:

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

Goal:

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

Scope:

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

I. Policy Statement

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

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

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

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

Emergency Telephone System Board Of DuPage County Policy and Procedures



The PSAPs may establish operational policies for reacting to emergency activations as directed by their respective governing/advisory bodies. Any such operational policies established by the PSAPs shall not conflict with or nullify policies established by the ETSB. In the event any policy established by a PSAP conflicts with or renders any ETSB policy a nullity, the ETSB policy shall control, and the PSAP's policy shall be null and void as if never enacted. The body resolving any dispute of policy conflict shall be the ETSB based on simple majority. The policies shall be published and accessible to surrounding PSAPs and the ETSB. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

II. Emergency Button

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

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

III. Trunked Talk Groups

- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress, or
 2. When the user is unable to transmit a verbal emergency message due to heavy radio traffic.
- b. Pressing the Emergency Button on a STARCOM21 Talk group:
 1. 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.
 2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
 3. The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
 4. During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
 5. The policy of wearing an earpiece will be dictated by the officers jurisdiction.

IV. Conventional Channels

- a. The emergency button is used:
 1. To send an emergency notification when field personnel are in distress.
- b. Pressing the Emergency Button on a conventional channel:
 1. 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

Emergency Telephone System Board Of DuPage County Policy and Procedures



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.

2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
3. 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.
4. The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.

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

- a. 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 for checking the status of a unit). 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.
- b. The Telecommunicator should 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 dispatch backup if the location is known, and notify the Watch Commander/Shift Supervisor/Incident Commander. 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.
- c. 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.
- d. All units assigned to a channel which experiences an emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved.
- e. 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 dispatch backup and alert the Watch Commander/Shift Supervisor/Incident Commander. 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.
- f. 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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



- g. 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.
- h. 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.
- i. Exigent or Active Situations
 - 1. PSAP: Any of the above steps may be accelerated or skipped if the Telecommunicator immediately believes the activation is valid based on all available information. In that case, the Telecommunicator will take any actions believed necessary to assist the officer in need.
 - 2. Agency: An agency's command staff or scene commander may request accelerated or skipped steps from the above procedure based on local or acute factors requiring a change and will notify the PSAP/Telecommunicator of such change.
 - 3. In either instance, such changes will be deemed temporary to an event or situation and the agency shall rescind the changes and return to the procedural steps at the conclusion of the event or when the threat causing the change has diminished or ceased. Changes may be made to the procedure to the extent they do not conflict or nullify this policy and any such conflicts shall be addressed in the manner set forth in section I above. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

VI. Resetting the Emergency Button Activation

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

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

Policy adopted: _____

Greg Schwarze, Chair

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.

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@dupagecounty.gov the main DuPage ETSB email.

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

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, February 11, 2026

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

Purpose:

The purpose of this policy is to ensure compliance with State of Illinois ~~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:

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Scope:

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Emergency Telephone System Board Of DuPage County Policy and Procedures



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 3. The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.
 4. During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
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IV. Conventional Channels

Emergency Telephone System Board Of DuPage County Policy and Procedures



- a. The emergency button is used:
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 2. The affected user's radio will flash "EMERGENCY" on the radio's display screen.
 3. 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.
 4. The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.

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

- a. 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 [for checking the status of a unit](#)). 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.
- b. 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 [dispatch backup if the location is known, and](#) notify the Watch Commander/Shift Supervisor/Incident Commander. 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.
- c. 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.
- d. All units assigned to a channel which experiences [an](#) 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.~~
- e. 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

Emergency Telephone System Board Of DuPage County Policy and Procedures



affected user does not use the word “**ACCIDENTAL**,” the Telecommunicator should assume that the emergency activation is valid and immediately dispatch backup and 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.

- f. 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.
- g. 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.
- h. 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.

Exigent or Active Situations:

i. Exigent or Active Situations

1. PSAP: Any of the above steps may be accelerated or skipped if the Telecommunicator immediately believes the activation is valid based on all available information. In that case, the Telecommunicator will take any actions believed necessary to assist the officer in need.
1. Agency: This policy notwithstanding, an agency’s command staff or scene commander agencies may develop their own policies regarding request accelerated or skipped steps from the above procedure based emergency activations due to local or acute factors requiring a change and will notify the PSAP/Telecommunicator of such change.
3.

In either instance, such changes will be deemed temporary to an event or situation and the agency shall rescind the changes and return to the procedural steps at the conclusion of the event or when the threat causing the change has diminished or ceased. Changes may be made to the procedure to the extent they do not conflict or nullify this policy and any such conflicts shall be addressed in the manner set forth in section I above. The PSAPs shall notify the ETSB of any establishment or amendment of a policy controlled by this section immediately.

VI. Resetting the Emergency Button Activation

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

- a. The operator can push and hold the orange emergency button for approximately 3 seconds; he or she will hear a tone and the emergency button will reset or

Emergency Telephone System Board
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- b. Turn off the radio, wait approximately 3 seconds and turn the radio back on; this will reset the radio.

Policy adopted: _____

[Gary Grasso](#)[Greg Schwarze](#), Chairman

DRAFT

Emergency Telephone System Board
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Policy #: 911- 005.6: Emergency Button Activation and Reset

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

In addition, going forward, this agency will:

- 1. On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.
- 2. Provide a copy of this form annually when training of subscriber users has been complete, including a roster of users using ETSB911@dupagecounty.erggov the main DuPage ETSB email.

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



Discussion

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

File #: 26-1089

Agenda Date: 4/6/2026

Agenda #: 8.A.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy#: 911-005.13
Previous Policy(s): new
Effective Date: February 14, 2024
Revised: December 10, 2025

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

Purpose:

The purpose of this policy is to provide guidance for access to the Emergency Telephone System Board of DuPage County (DuPage ETSB) CommandCentral Aware.

Goal:

It is the goal of the DuPage ETSB to provide guidelines for access to CommandCentral Aware for all PSAP users within the 9-1-1 System.

Definitions:

CommandCentral Aware: is a web-based software tool that displays the GPS location of the APXNext radios on a web-based map. It has limited modification or configuration options. The GPS information is retained for One Hundred (100) days.

Motorola Solutions Learning Portal: is a web-based software that provides high level training on demand.

Scope:

This policy shall apply to all DEDIR System users, Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, DuPage ETSB staff, contracted vendors or other authorized agents. This policy shall also apply to any outside agency requesting access to GPS locations of DEDIR System users.

1. Policy Statement

The ETSB will provide CommandCentral Aware in the PSAPs for the purpose of displaying the GPS coordinates of the APXNext radios in the DEDIR System for unit status and location and emergency purposes. CommandCentral Aware is a web-based software that will reside on the CAD system and be whitelisted for security purposes.

The GPS on the radio is always active for dispatch, to provide unit status and location, and safety purposes. The use of CommandCentral Aware is controlled by access to the system. To determine access level, several layers will be created. The purpose of the layers is to protect the integrity of the data, officer, firefighter safety (location) and chain of evidence when appropriate for data utilized in investigations or arrests.

2. Access to System:

Each DEDIR System member shall complete the Attachment A form indicating the level of access it will provide to other DEDIR System members and to outside agencies.

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All DEDIR System members will be required to complete Attachment A for recording keeping purposes.

Unique Sign-on: CommandCentral Aware provides an audit trail of access to the system. As such, each person granted access to the system will be required to have a unique sign-on to the system. Generic sign-ons such as "records" is prohibited and will be removed. The sharing of a sign-on is prohibited.

The ETSB will provide the layer options as detailed on page 2 of the application.

3. Levels of Access for Agency and PSAP users:

- a. Users: A User for purposes of access to CommandCentral Aware shall be defined as a person who accesses CommandCentral Aware to provide dispatch services, to supervise or manage Telecommunicators, on the DuPage ETSB 9-1-1 CAD system. The access level of this group shall be Telecommunicator or 9-1-1 use only. And will be view only.
- b. Group Administrator: Each Agency and PSAP will have only one group administrator for the purpose of assigning training to individual users. There can only be one group administrator for each PSAP. Once the account has been created by the CommandCentral Administrator, the user will be placed in their respective PSAP group allowing the Group Administrator to assign the training courses. PSAPs Group Administrators will be view only. Agency Group Administrators will be responsible for internal audit reports.
- c. CommandCentral Administrator: The CommandCentral Administrator, is responsible for the day-to-day administration of CommandCentral Aware and Motorola Learning Portal. Any configuration, customization, modification, and troubleshooting will be the responsibility of the CommandCentral Administrator. The CommandCentral Administrator is an employee under the supervision of the ETSB designated by the Executive Director of the ETSB. There can be only one administrator for the system.
- d. Special Access: From time to time the ETSB recognizes that special access will be needed for access to the system to comply with MERIT member authorized use of data to a MERIT investigator for the purpose of retrieving data for an investigation. MERIT will be required to review the access list annually. An investigator can be added at the request/approval of MERIT at any time throughout the year via Zendesk.

4. New users:

After the initial deployment, all requests to add new users to CommandCentral Aware and the Motorola Learning Portal will be completed by submitting a help desk ticket to ETSB. The CommandCentral Administrator will create the new user in CommandCentral Aware and the Motorola learning portal. The learning portal is a separate login but both will be created with the initial request. The process can take up to 5-7 days.

5. Training:

All current users will be required to complete training on CommandCentral Aware to use the system within 60 days of gaining access to CommandCentral Aware. New hires will be required

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to complete training on CommandCentral Aware before they are released from FTO training by their Agency or telecommunicator training by their PSAP.

The Group Administrator from each PSAP or Agency will provide ETSB a list of their respective users that have completed the training and update the list when new hires have completed the training.

6. Termination of Access:

DuPage ETSB reserves the right to prohibit or revoke access to CommandCentral Aware for abuse, intentional disregard of policies or other actions which may disrupt or change the functionality or access of CommandCentral Aware without prior approval.

Section 3(a) and (b): Those persons falling under Section 3(a) shall have access by virtue of their employment by a member agency or PSAP.

A user's access to the system will terminate upon their last day of employment, or as directed by their employer, or by the DuPage ETSB Executive Director for violation of policies. Notice will be provided 48 hours prior to access termination. However, if the person's use of the system is deemed detrimental to or threatens critical operations, the ETSB Executive Director is authorized to terminate a user's access immediately. In such a case, notice will be provided to the Director of the agency to which the person is a member as soon as is practicable but no longer than 24 hours after access is terminated.

Section 3(c): The CommandCentral Administrator access to the system will be a product of their employment with ETSB including contracted vendors. Their access will terminate upon their last day or as directed by the Executive Director.

The ETS Board also allows the policy application to be modified by the 9-1-1 System Manager to keep current with guidelines and requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: 12/10/2025

Greg Schwarze, Chair

DuPage ETSB DEDIR System CommandCentral Aware Access Application

AGENCY INFORMATION		Type of Application: <input type="checkbox"/> Initial <input type="checkbox"/> Modification					
DATE:							
NAME OF AGENCY:							
POINT OF CONTACT:							
BUSINESS ADDRESS:							
EMAIL ADDRESS:							
MOBILE TELEPHONE:							
APPLICATION INFORMATION							
Please complete the following information					NO	YES	
The Applicant is a DEDIR System member.					<input type="checkbox"/>	<input type="checkbox"/>	
If not, the Applicant has completed the user access form for DEDIR System Agencies access.					<input type="checkbox"/>	<input type="checkbox"/>	
The Applicant has received DEDIRS Policy 911-005.13: <i>CommandCentral Aware</i> and all users under this application have read and will comply with the policy.					<input type="checkbox"/>	<input type="checkbox"/>	
APPLICATION CHECKLIST							
Note: The application cannot be approved by ETSB without the required documents listed below							
The Applicant has provided the following as part of this application:					YES		
A list of email addresses for employees that will have access to CommandCentral Aware					<input type="checkbox"/>		
An excel list of all radio IDs/Aliases and what CommandCentral Aware layer the radio IDs/Aliases will be assigned					<input type="checkbox"/>		
Visibility Designations					N/A	NO	YES
Opt Out - CommandCentral Aware GPS Sharing					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agency On Duty Layer					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Duty Layer-Shared					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigations					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task Force					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Duty – Police					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approvals				ABSENT	ABSTAIN	NO	YES
Policy Advisory Committee (provide vote count)				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I am submitting this application on behalf of my organization and the users represented herein. I certify that I am authorized to act on behalf of my organization for this application and that the information provided is correct to the best of my knowledge.

I understand that my Agency must submit a Zendesk ticket within 24 hours of a device using CommandCentral Aware being lost/stolen or the employee using CommandCentral Aware being separated to protect the security of the DEDIR System.

 Applicant Point of Contact Signature

Date: _____

DuPage ETSB DEDIR System CommandCentral Aware Access Application

Layer Options:

- Opt Out: An agency will not participate in providing information to other DEDIR System members or outside agencies. The agency will have access to the system for its agency to review GPS for internal purposes. With an Opt Out, the GPS will still be visible in the PSAP for unit status and location and emergency purposes.
- GPS Layers
 - Agency On Duty Layer: This layer will be visible to all the agency only. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - On Duty Layer-Shared: This layer will be visible to all participating DEDIR System users and outside agencies. An agency should select this layer for patrol units, CSOs, riding position fire personnel (even if the radio is a 1:1 assignment) etc.
 - Investigations: Police This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Administrative: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.
 - Task Force: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel. This layer can include fire personnel assigned to MERIT if it is an individually assigned radio.
 - Special Duty Police: This layer should be utilized for personnel that would not be visible in the patrol layer, but will be visible to the PSAP and selected commander personnel.