



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Final Summary

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

Monday, September 9, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/87468873968?pwd=PGY5DR7fKueNqNoRzKqD9hptibwVdp.1>

Meeting ID: 874 6887 3968

Passcode: 260760

1. CALL TO ORDER

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

PRESENT	Selvik, Johl, Burmeister, Clark, and Fleury
REMOTE	Benjamin

2. ROLL CALL

Attendees:

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

Member Matt Theusch, DuPage Emergency Telephone System Board

Gregg Taormina, DuPage Emergency Telephone System Board

Jim Connolly, Village of Addison

Marilu Hernandez, ACDC

Nick Kottmeyer, County Board Office

Erik Maplethorpe, DU-COMM

Bill Srejma, ACDC

John Sullivan, Addison Fire

Jan Barbeau, State's Attorney's Office (Remote)

Zach Finfrock, Clarendon Hills PD (Remote)

Anthony Macaluso, Itasca PD (Remote)

Allison Murphy, DMMC (Remote)

Bob Murr, COD (Remote)

Tom Stefanson, Woodridge PD (Remote)

On roll call, Members Selvik, Benjamin (Remote, 8:17am), Burmeister, Clark, Fleury, and Johl were present, which constituted a quorum.

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR DINA

Chair Selvik acknowledged the service of the previous PAC Chair Dina and Member Rivas and welcomed new Members Clark and Fleury.

5. MEMBERS' REMARKS

There were no Members' remarks.

6. CONSENT ITEMS

Member Benjamin entered the meeting remotely at 8:17am.

Chair Selvik stated a request that was made to allow remote participation for Member Benjamin. Under Section 7a of the Open Meetings Act, If a quorum of the members of the public body is physically present as required by Section 2.01, a majority of the public body may allow a member of that body to attend the meeting by other means if the member is prevented from physically attending because of: (I) personal illness or disability; (ii) employment purposes or the business of the public body; or (iii) a family or other emergency. A motion was made by Vice Chair Johl, seconded by Member Clark to allow Member Benjamin to remotely participate via Zoom. On voice vote, motion carried.

Chair Selvik asked for a motion to combine Consent Agenda Items A/ Minutes Approval Policy Advisory Committee for August 5; B/DEDIR System July Maintainer Report - Corrected; C/DEDIRS System August Maintainer Report. Member Burmeister motioned, seconded by Vice Chair Johl. On voice vote, all Members voted "Aye", motion carried.

Chair Selvik asked for a motion to approve Consent Agenda Items A/ Minutes Approval Policy Advisory Committee for August 5; B/DEDIR System July Maintainer Report - Corrected; C/DEDIRS System August Maintainer Report. Vice Chair Johl motioned, seconded by Member Burmeister. On voice vote, all Members voted "Aye", motion carried.

6.A. [24-2212](#)

ETSB PAC Minutes - Regular Meeting - Monday, August 5, 2024

Attachments: [2024-08-05 PAC Minutes Summary.pdf](#)

6.B. [24-2426](#)

DEDIR System July Maintainer Report - Corrected

Attachments: [Motorola System Manager Report 7-30-24 corrected.pdf](#)

6.C. [24-2415](#)

DEDIR System August Maintainer Report

Attachments: [Motorola System Manager Report 9-2-24.pdf](#)

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Pat Johl
SECONDER:	Eric Burmeister
AYES:	Selvik, Johl, Benjamin, Burmeister, Clark, and Fleury

7. COMMITTEE APPROVAL REQUIRED

7.A. [24-2413](#)

Clarendon Hills Fire WAVE Application

Ms. Zerwin said that WAVE applications per the policy could be approved by PAC, they do not require approval from the ETS Board. Ms. Zerwin explained that since ETSB is the STARCOM agency, applications come up through the ETSB process before the application is submitted for STARCOM processing and confirmed there is zero cost to ETSB, the monthly charges are paid by the agency requesting access. It was also confirmed there are three (3) users requesting access from Clarendon Hills Fire.

Attachments: [CHF DEDIRS WAVE Application 9.3.24_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Chris Clark
SECONDER:	Pat Johl

8. PARENT COMMITTEE APPROVAL REQUIRED

8.A. [24-2414](#)

Police and Fire Templates

Chair Selvik said there were templates sent out with the agenda for police and fire that came from the focus groups. Chair Selvik said that the version that went out to the Police Chiefs Association was a previous version that has been adjusted. He said the goal would be to have the templates recommended for approval by the October ETS Board meeting. Chair Selvik opened the item for discussion. Vice Chair Johl spoke for the Fire Focus Group and said they recommended many of the changes at their last meeting but that the template was not really done until this last week as they were waiting on the Police Focus template to be completed, as well. He said there is a Fire Focus meeting after the PAC today and asked that the item be tabled until the next PAC meeting so this could again be reviewed by Fire Focus, operations, PSAPs, and Chiefs to ensure all parties are good with the revisions.

Chair Selvik said the Police Focus Group would most likely also have another meeting, that the template had been run through ACDC member agencies and said Chief Fleury had had discussions with DU-COMM member agencies. Chair Selvik thought a final round of Focus Group discussions would be sufficient to have this item ready for October.

Member Benjamin said there were two minor changes being requested by the DuPage County Sheriff’s Office but that if this was being tabled to go through the focus groups, they could be dealt with there. Ms. Zerwin said if he knows the changes, it would be best to make them now so the changes can be discussed and reviewed by all parties. Member

Fleury said there would be a request to close the investigative channels and inquired through whom the request would come, through ETSB or through DU-COMM, would it be approved by the PAC? Ms. Zerwin said it was an operational question but there would most likely be an overarching ETSB policy but would go through the PSAPs operationally. Chair Selvik said this request should be included with the PAC's recommendation. The discussion went back to the channel the Sheriff's Office was asking to change and it was noted that both changes were already reflected in the most current version of the templates. Chair Selvik asked Member Benjamin if there were any other changes. Member Benjamin responded that he believed those were the only two from the Sheriff.

Chair Selvik inquired if there were any questions from any agencies who were attending the meeting online. Chief Stefanson from Woodridge PD responded that the templates looked good to him. Member Connolly referenced the Sheriff's request from above and said any requested changes should keep in mind the difficulties of Viqui, the voice command module of the APXNext model radios, to recognize complicated naming conventions.

Ms. Zerwin mentioned that between this meeting and the October meeting, Mr. Theusch would be holding a DEDIR System podcast and the templates would be an agenda item for agencies to ask questions. Ms. Zerwin also said that to add to Mr. Connolly's comment regarding Viqui's limitations, what the name looks like and how it is spoken can be different so adjustments may need to be made because of spacing limitations and such. A discussion ensued on the names and how they are read in terms of policy, standardization, and ease of use, and how the recommendation to the ETS Board would allow for the PAC and focus groups to adjust, as needed, to make operational corrections within the spirit of the templates.

Member Clark inquired into whether under encryption the agencies with question marks needs to be completed before approval. Chair Selvik felt the naming conventions need to be completed and it would be ideal to have them ironed out, but not necessary. Vice Chair Johl asked that whatever channels fire would have access to that will be encrypted be spelled out so they know where these channels will fall within their templates and the fire radios can be programmed correctly and rolled out.

Ms. Zerwin asked if there could be discussion on outside agency access to encryption and Northwest Central Dispatch (NWCD) agencies moving to encryption on the fire side. Vice Chair Johl began the discussion saying a communication had been received from the Chief of Elk Grove Village because of police officer safety concerns as people are listening to the fire channels and tracking the movement of police on fire calls. He said NWCD would like to move in that direction but had not yet taken those steps, but that encryption would need to be shared both ways between the bordering agencies and NWCD. Ms. Zerwin said DuPage has the capabilities to move to encryption with NWCD, but that other outside agencies with access for mutual aid on any of the borders of DuPage are not yet equipped to move to encryption on the fire side along with DuPage and that difficulties will be encountered. Mr. Connolly said that there were two new joint secure ops channels created for fire so that there was a secure place for fire and police to

work together to minimize this issue. He continued saying that half the Interops and Unifieds were proposed to be encrypted so users could be moved to the encrypted channels and when outside agencies have that capability, they could join. Mr. Connolly said this is a partial solution and how well this works operationally will need to be determined. Vice Chair Johl said he suggested this plan to the fire chief at NWC Dispatch. He said they will have the same issues as DuPage, border agencies without encryption they work with every day, how are they going to talk to them?

Ms. Zerwin said this would be submitted to the ETS Board as one list as has been done in the past, and then tightened up to just the current talkgroup names and the revised names and whether they are being encrypted. Member Clark inquired into whether this list puts ETSB under the limit of Motorola talkgroup names where we should be. Mr. Connolly said this brings the count to 149 with one spare and removes one public works talkgroup, assuming they not keep any Countywide FD talkgroups.

There were no further questions of comments. Vice Chair Johl made a motion to amend the approval and table this item until the October 7 PAC meeting. Member Fleury seconded the motion. On voice vote, all Members voted "Aye", motion carried.

RESULT:	TABLED
MOVER:	Pat Johl
SECONDER:	Colin Fleury

9. DEDIR SYSTEM

9.A. Police

9.A.1. Encryption Update

Ms. Zerwin said this project has become more complicated and that assistance was asked of Motorola. She said a proposal had been received for review. Ms. Zerwin said it would most likely come through PAC in October and then the ETS Board. She said the proposal was based from information from the focus groups and assistance the Motorola System Manager felt he needs. Ms. Zerwin said that aside from the evolving encryption plan itself, the important question is how to roll this plan out to the police agencies as their radios are already deployed and the best way to key load. She said there were DEDIR System representatives trained in encryption and they would be reviewing the proposal. Ms. Zerwin felt that paying for assistance would be worth encryption being rolled out the right way. She said she may try to get additional personnel, as well, to assist with the process, but that it may depend on the mobile situation. Ms. Zerwin was unsure of whether this could be completed by the end of this year and that finalizing the encryption plan is part of that process. She said there is a question of whether this service proposal would be part of the radio change order or a new contract paid separately. Chair Selvik felt that any outstanding questions could be cleared up with the focus groups and spelled out in time for the October meeting.

9.B. Fire

There was nothing further to discuss.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. ADJOURNMENT

12.A. Next Meeting: Monday, October 7 at 8:15am in Room 3-500A

Vice Chair Johl made a motion to adjourn the meeting at 8:46am, seconded by Member Clark. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



ETSB PAC Other Action Item

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

File #: 24-2212

Agenda Date: 10/9/2024

Agenda #: 6.C.1.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, August 5, 2024

8:15 AM

Room 3500A

Join Zoom Meeting

<https://us02web.zoom.us/j/89926773353?pwd=VPuDtEJC7JvA9BFb1oKwKc6Itu6g81.1>

Meeting ID: 899 2677 3353

Passcode: 130254

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:

- Linda Zerwin, DuPage Emergency Telephone System Board, non-voting
- Member Matt Theusch, DuPage Emergency Telephone System Board
- Gregg Taormina, DuPage Emergency Telephone System Board
- Eve Kraus, DuPage Emergency Telephone System Board
- Erik Maplethorpe, DU-COMM John Nebl, OHSEM
- John Nebl, OHSEM
- Pat Tanner, West Chicago Fire
- Jim Connolly, Village of Addison (Remote)
- Colin Fleury, West Chicago PD (Remote)
- Tom Gallahue, ILEAS (Remote)
- Marilu Hernandez, ACDC (Remote)
- Jim McGreal, Downers Grove PD (Remote)
- Allison Murphy, DMMC (Remote)
- Bob Murr, COD (Remote)
- Mike Rivas, Villa Park PD (Remote)

On roll call, Members Dina, Benjamin, Burmeister, and Johl were present, which constituted a quorum. There was one vacancy.

PRESENT	Dina, Johl, Benjamin, and Burmeister
ABSENT	Selvik

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR DINA

Chair Dina announced that this would be his last PAC meeting, that August 15 is his effective resignation date. He said he tendered his resignation because his views do not necessarily align

with the views of the organization that he represents. Chair Dina said that Chief Rivas also tendered his resignation, effective immediately, for similar reasons.

Chair Dina then introduced Chief Fleury from West Chicago PD. He said Chief Fleury's appointment would be on the ETS Board agenda for approval next week Wednesday. No communication had been received from DU-COMM as of yet as to who would replace Chief Dina as the Fire Representative.

5. MEMBERS' REMARKS

Member Benjamin said that DU-COMM's Chief Operations Committee as well as their Board of Directors voted not to proceed renaming their main dispatch talkgroups. He said he had nothing to present, nothing written yet, but advised he would be bringing it forward and that it would only affect DU-COMM's talkgroups, that they were not looking to affect ACDC's. Member Johl asked Member Benjamin to have an alternative ready for next month as this affects how they program radios. Member Johl said that if it was only the main dispatch talkgroups they were not changing, that all else would stay the same as in the plan that was approved then he did not believe it would be a big deal, but if DU-COMM is making any other changes to the naming conventions in the plan, then that information would need to be known sooner rather than later. Member Benjamin replied that he understood.

6. CONSENT ITEMS

6.A. [24-2014](#)

DEDIR System July Maintainer Report

Ms. Zerwin said that the last chart, the Push to Talk chart, was a bit askew in that some of the names cut off and the Grade of Service chart was missing the column headers. Ms. Zerwin said the information is accurate, and that the charts would be repeated in next month's report.

Attachments: [Motorola System Manager Report 7-30-24.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Eric Burmeister
SECONDER:	Pat Johl

6.B. [24-2013](#)

ETSB PAC Minutes - Regular Meeting - Monday, July 1, 2024

Attachments: [2024-07-01 PAC Minutes Summary.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Pat Johl
SECONDER:	Tyler Benjamin

7. COMMITTEE APPROVAL REQUIRED

7.A. [24-1981](#)

Lombard Fire WAVE Application

Attachments: [Lombard Fire WAVE Application_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Eric Burmeister
SECONDER:	Pat Johl

8. DEDIR SYSTEM

8.A. Police

Ms. Zerwin referenced the DEDIRS Radio Update memorandum which was disseminated to the Members and asked that it be sent to Chief Fleury to follow along in the discussion. She said ETSB staff would be providing this memorandum to the ETS Board to provide an overview and update on the radio replacement project. Ms. Zerwin then reviewed the details of the memorandum.

Chair Dina asked if the police side has any APX8500 mobiles and whether the interference issue affects their operations. Ms. Zerwin said there were a few and Mr. Theusch replied the police mobile radios were all single band. Ms. Zerwin said those radios could remain in service, as is. Chair Dina then asked who would do the upgrades on the APX7500 mobile radios. Ms. Zerwin replied that the Motorola System Manager, Andy Saucedo, would perform the upgrade. Chair Dina asked if an agency could have one APX8500 and one APX6500 and what the configuration would be. Ms. Zerwin said those kinds of questions had been sent to Motorola.

Ms. Zerwin then requested that the memo not be widely distributed until it was shared with the ETS Board.

Chief Fleury asked about how many APX4000 radios would need to be reprogrammed. Ms. Zerwin replied that there are approximately 500 in the system, half of which are in the jail.

8.A.1. Encryption Update

8.B. Fire

Chair Dina said a Fire Focus Group meeting would be scheduled to review the options to consider with the mobile radios, as well as how the channel renaming would look and the templates. Chair Dina said that when there are ideas such as this, someone has to do the work. He said that Fire Focus has put in hundreds, if not thousands, of hours of work into the current template. As an example, Chair Dina said that at the last Fire Focus Group meeting, changing the number of characters in the radios was discussed, but somebody has to make those changes to the template.

9. OLD BUSINESS

There was no old business.

10. NEW BUSINESS

There was no new business.

11. ADJOURNMENT

11.A. Next Meeting: Monday, September 9 at 8:15am in Room 3-500A

Member Burmeister made a motion to adjourn the meeting at 8:35am, seconded by Member Benjamin. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



ETSB Other Action Item

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

File #: 24-2426

Agenda Date: 9/9/2024

Agenda #: 6.B.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: August 1, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: At the time of this report 31 out of 33 agencies have had the firmware updated to the latest version. The remaining agencies are scheduled to be completed by August 4, 2024.
- APX 4000: At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version. This process takes longer to complete because it requires the radio by physically touched by the Motorola System Manager. The Sheriff’s office is the next agency scheduled and the update will take place on August 7 – August 9, 2024.

Service Tickets

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	51	47	4	3	3	0	0	0
APX Next (police)	68	45	17	15	3	10	0	3
APX NextXN (fire)								
APX 8500 (mobiles)	23	22	5	3	0	0	0	3
APX4000	9	8	3	2	0	3	0	0
Other models	3	2	3	2	1	0	0	2
Total	154	124	33	25	7	13	0	8

Programming – Projects

Code plug updates: There were none for this month.

Codeplug Creation: There were none for this month.

Consolidations: There were none this month.

Radio Alignment: There were none at this time.

STARCOM21

Scheduled Maintenance:

Command Central Patches: There were none for this month.

Radio Central Patches: There were none for this month.

Radio Management CPS Patches: There were none for this month.

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System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 7/10 and 7/11. These patches had an impact to the system in all Zones and caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 7/11/24

8:48 am - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes

2:45 pm - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes

- IL_STARCOM Monthly Application of Windows Motopatch 2024.05 – Patching 7/12/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 17/Jul/2024 @ 3:30 AM CDT (GMT -5)
End: 17/Jul/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 18/Jul/2024 @ 3:30 AM CDT (GMT -5)
End: 18/Jul/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 24/Jul/2024 @ 9:00 AM CDT (GMT -5)
End: 24/Jul/2024 @ 12:00 PM CDT (GMT -5)

Unscheduled System Outages:

- July 23, 14:07 CDT Performance degradation with CommandCentral Aware and the SmartMapping function of APX NEXT. Users may experience extended delays in updates to responder locations in both CommandCentral Aware and SmartMapping in APX NEXT.

Resolved July 23, 20:18 CDT - Responder Location Services were restored to normal levels for both CommandCentral Aware and the SmartMapping feature of APX NEXT. There was intermittent delays experienced for some devices over 12 hours as other data restoration activities needed completing.

- July 13, 2024 2:39:55 PM INC0000938320 P2 Open Case. PSAPs reported that they got failsoft alarm on all consoles and that they went to backup 800 radio channels. Case opened with Motorola

Resolved July 13, 2024 3:00:00 PM Issue was Resolved by switching to the backup controller.

Resolved July 17, 2024 4:20:12 PM – Motorola replaced the Channel 6 comparator on

- July 15, 2024, 8:50:02 PM INC0000949866 Open P1 Critical Case for Dispatch. They reported that they got failsoft AC alarm on all consoles at first and then had an out of range AC alarm on all of the consoles. They advised they were still communicating despite the alarms showing.

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Resolved - Lisle Prime Site had power outage due to storm. Verified that site back online, confirmed with Dispatch they're back online. Closing ticket. The outage was related to a Tollway generator outage that unfortunately timed out at the Lisle prime site. The backup generator did not properly engage when the ComEd power was lost, there was a controller and comparators that lost power. We are working with the Tollway to ensure their electrical system is maintained. 7/16/2024 12:04:20 AM The second outage at the Burr Ridge tower was also related to electrical issues. Burr Ridge Public Works was notified and responded per the contractual arrangement with Motorola.

Releases:

- APX NEXT Firmware APX NEXT R06.04.000 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

Meetings:

July PAC meeting 7/1/24

Fire Radio Features Review 7/12/24

Training

None for this month.

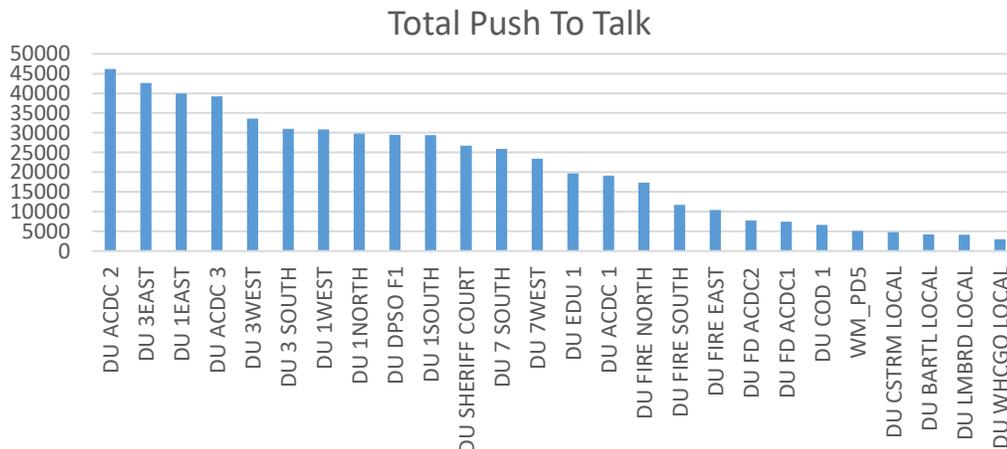
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Grade of Service Report:

June 2024 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00
1:00:00	0.00	20.28	3.45	6.95	30.00	2525.17	12414.00	4.92	0.00	0.00	0.00
2:00:00	0.00	16.41	2.79	7.61	30.00	1967.43	10039.93	5.10	0.00	0.00	0.00
3:00:00	0.00	15.37	2.61	7.79	30.00	1728.93	9405.20	5.44	0.00	0.00	0.00
4:00:00	0.00	13.64	2.32	8.08	30.00	1539.73	8347.23	5.42	0.00	0.00	0.00
5:00:00	0.00	14.53	2.47	7.93	30.00	1609.13	8891.93	5.53	0.00	0.00	0.00
6:00:00	0.00	17.18	2.92	7.48	30.00	2040.77	10515.53	5.15	0.00	0.00	0.00
7:00:00	0.00	23.34	3.97	6.43	30.00	2794.00	14282.77	5.11	0.00	0.00	0.00
8:00:00	0.00	29.47	5.01	5.39	30.00	3600.07	18037.47	5.01	0.00	0.00	0.00
9:00:00	0.00	33.73	5.73	4.67	30.00	4140.33	20642.60	4.99	0.03	0.13	4.00
10:00:00	0.00	34.86	5.93	4.47	30.00	4344.00	21331.63	4.91	0.07	1.67	25.00
11:00:00	0.00	34.12	5.80	4.60	29.00	4205.31	20882.41	4.97	0.00	0.00	0.00
12:00:00	0.00	34.72	5.90	4.50	30.00	4293.77	21249.60	4.95	0.10	1.40	14.00
13:00:00	0.00	36.90	6.27	4.13	30.00	4501.13	22582.00	5.02	0.03	0.00	0.00
14:00:00	0.00	36.46	6.20	4.20	30.00	4553.40	22314.83	4.90	0.00	0.00	0.00
15:00:00	0.00	37.03	6.30	4.10	30.00	4622.63	22664.40	4.90	0.00	0.00	0.00
16:00:00	0.01	37.34	6.35	4.05	30.00	4677.90	22851.33	4.88	0.37	4.80	13.09
17:00:00	0.00	35.94	6.11	4.29	30.00	4462.17	21998.00	4.93	0.00	0.00	0.00
18:00:00	0.00	35.25	5.99	4.41	30.00	4405.07	21574.10	4.90	0.00	0.00	0.00
19:00:00	0.00	33.77	5.74	4.66	30.00	4244.53	20664.53	4.87	0.00	0.00	0.00
20:00:00	0.00	32.58	5.54	4.86	30.00	4169.70	19941.37	4.78	0.00	0.00	0.00
21:00:00	0.00	32.59	5.54	4.86	30.00	4170.63	19945.20	4.78	0.00	0.00	0.00
22:00:00	0.00	30.46	5.18	5.22	30.00	3927.97	18638.47	4.75	0.00	0.00	0.00
23:00:00	0.00	28.07	4.77	5.63	30.00	3603.17	17181.37	4.77	0.00	0.00	0.00
0:00:00	0.00	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00

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<i>Talk Groups</i>	<i>Push To Talk Counts</i>
DU ACDC 2	46146
DU 3EAST	42618
DU 1EAST	39925
DU ACDC 3	39254
DU 3WEST	33599
DU 3 SOUTH	31007
DU 1WEST	30855
DU 1NORTH	29829
DU DPSO F1	29488
DU 1SOUTH	29380
DU SHERIFF COURT	26758
DU 7 SOUTH	25901
DU 7WEST	23456
DU EDU 1	19709
DU ACDC 1	19134
DU FIRE NORTH	17365
DU FIRE SOUTH	11705
DU FIRE EAST	10413
DU FD ACDC2	7776
DU FD ACDC1	7431
DU COD 1	6622
WM_PD5	5078
DU CSTRM LOCAL	4797
DU BARTL LOCAL	4212
DU LMBRD LOCAL	4105
DU WHCGO LOCAL	3009





ETSB Other Action Item

421 N. COUNTY FARM
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File #: 24-2415

Agenda Date: 9/9/2024

Agenda #: 6.C.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: September 2, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: Original order deployed with ADP encryption. ADP to AES encryption plan pending. All agencies have had the firmware downloaded to the radios.

APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.

APX 4000: A firmware update was released, and a schedule was developed in Monday.com to update the APXNext radios. Emergency activation configuration change has been applied to 15 agencies-73 radios have been programmed. There are 6 agencies/24 radios that remain to be programmed. At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version. This process takes longer to complete because it requires the radio by physically touched by the Motorola System Manager. The Sheriff's Office is approximately 90% completed. The remaining agencies will be revisited once the Sheriff's Office is complete.

APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. Testing of the XN Demo radios was completed the week of June 17, 2024.

APXNext XE Fire: Demo radios have been programmed and provided to Fire agencies for testing. Testing of the XE Demo radios was completed the week of June 17, 2024.

APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont February 13, 2024. All findings were provided to Motorola engineering. Last case status update February 26, 2024, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.

Alternate options to the APX8500 are being considered. APX6500 mobiles have been received and will be staged for demo to Fire Focus.

Programming – Projects

Code plug updates: There were none last month.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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Service Tickets - August

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Tickets			
			Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	68	59	17	12	7	0	2	8
APX Next (police)	90	64	22	19	2	14		3
APX NextXN (fire)			N/A					
APX 8500 mobiles	27	26	4	4	0	1	0	1
APX4000	14	13	5	5	0	5	0	
Other models	8	3	5	5	0	3	0	2
Total	207	165	53	45	9	23	2	14

STARCOM21 Scheduled Maintenance:

Advisory Alert - T5S (Chicago) - Democratic National Convention

Incident Scope: The Democratic National Convention was held from August 19th through the 22nd. Global Incident Communications hosted daily roll calls, bringing together all the local teams in Illinois and the Chicago metropolitan area, as well as representatives from teams across MSI. All teams maintained a heightened awareness of the event and closely monitored customer needs. Thanks to the vigilance and dedication of all participating teams, the DNC concluded without incident. Customer/Territory: T5S (Chicago) Impact to MSI Services: No impacts. Current Status: 23/Aug/2024 @ 9:00 AM CDT - Last Roll Call The final roll call was held this morning, with no impacts to report. All teams' awareness and attention to customers and partners brought the event to a close without issue. Teams Engaged: T5S Field Teams, MERT, Order Management, CMSO NOC/Service Desk, Astro TSO, Software TSO, STDI, Public Relations, Cybersecurity, Global Incident Communications

Aug 14, 11:47 - Aug 23, 09:40 CDT

System Patches: Postponed due to the Democratic National Convention.

Notification of planned maintenance was performed affecting the STARCOM21 system on 2024-08-28 07:30:00 AM - 2024-08-28 03:00:42 PM.

Work performed: Sz01401 MTN-0084-24 Deployment was an update to all Juniper routers on Starcom. Pushed router OS as a background job from the UNC then rebooted the routers at the scheduled time.

Impact: Loss of redundancy while this update is happening but no impact to services.

The following sites were affected by this maintenance: SZ01401 MSO Downers Grove - Starcom Zone 1.

Work completed 2024-08-28 03:00:42 PM

Command Central Patches: There were none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 12/Aug/2024 @ 6:00 PM ACT (GMT +9:30)

End: 13/Aug/2024 @ 12:00 AM ACT (GMT +9:30)

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[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 14/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 14/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 15/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 15/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 20/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 20/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 21/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 21/Aug/2024 @ 9:30 AM CDT (GMT -5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases:

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1
CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product
and features. No defect repairs included. Minor updates and application is optional.

APX NEXT Firmware. No new firmware released.

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings:

August PAC meeting 8/5/24

Fire Focus meeting 8/12/24

Fire Focus meeting 8/26/24

Training

None at this time.

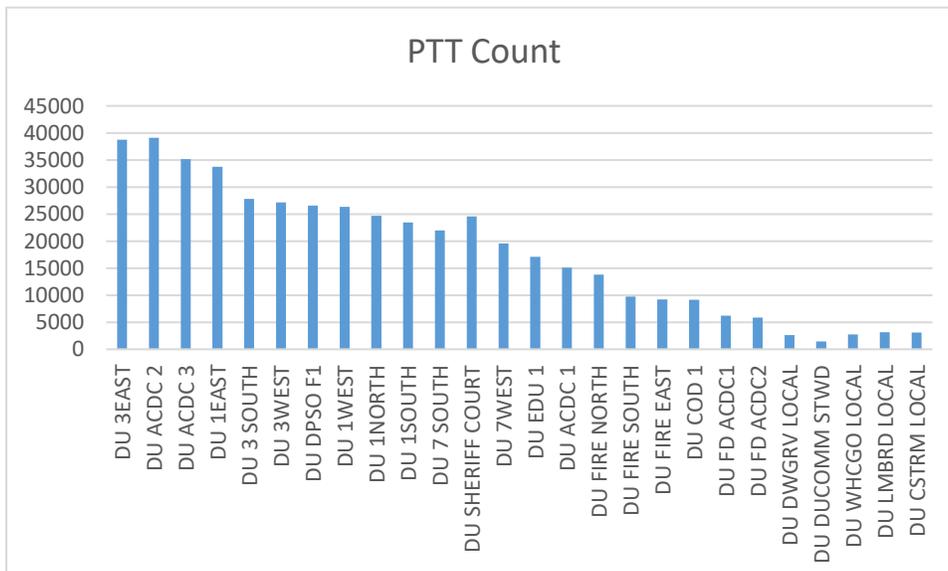
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Grade of service report:

July 2024 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	25.01	4.25	6.15	31.00	3201.84	15304.90	4.78	0.00	0.00	0.00
1:00:00	0.00	21.32	3.62	6.78	31.00	2687.00	13046.16	4.86	0.00	0.00	0.00
2:00:00	0.00	17.65	3.00	7.40	31.00	2118.94	10803.55	5.10	0.00	0.00	0.00
3:00:00	0.00	14.38	2.44	7.96	31.00	1691.94	8798.71	5.20	0.00	0.00	0.00
4:00:00	0.00	12.87	2.19	8.21	31.00	1513.65	7877.90	5.20	0.00	0.00	0.00
5:00:00	0.00	14.12	2.40	8.00	31.00	1663.16	8639.39	5.19	0.00	0.00	0.00
6:00:00	0.00	16.25	2.76	7.64	31.00	2003.87	9945.10	4.96	0.00	0.00	0.00
7:00:00	0.00	23.62	4.02	6.38	31.00	2901.23	14456.94	4.98	0.00	0.00	0.00
8:00:00	0.00	30.51	5.19	5.21	31.00	3769.13	18670.23	4.95	0.00	0.00	0.00
9:00:00	0.00	34.66	5.89	4.51	31.00	4260.00	21211.13	4.98	0.03	0.13	0.00
10:00:00	0.00	35.61	6.05	4.35	31.00	4412.97	21794.74	4.94	0.16	0.61	0.00
11:00:00	0.00	34.77	5.91	4.49	31.00	4309.90	21279.58	4.94	0.00	0.00	0.00
12:00:00	0.01	36.03	6.12	4.28	31.00	4463.94	22049.13	4.94	0.32	14.10	0.01
13:00:00	0.01	37.67	6.40	4.00	31.00	4611.71	23052.61	5.00	0.55	3.06	0.01
14:00:00	0.35	35.36	6.01	4.39	31.00	4422.13	21637.77	4.89	15.68	302.16	0.35
15:00:00	0.01	37.08	6.30	4.10	31.00	4681.52	22694.03	4.85	0.48	8.97	0.01
16:00:00	0.00	38.36	6.52	3.88	31.00	4791.10	23477.35	4.90	0.16	3.13	0.00
17:00:00	0.01	36.20	6.15	4.25	31.00	4536.45	22152.23	4.88	0.26	8.10	0.01
18:00:00	0.00	34.97	5.94	4.46	31.00	4335.42	21400.94	4.94	0.00	0.00	0.00
19:00:00	0.00	34.63	5.89	4.51	31.00	4382.65	21195.58	4.84	0.06	1.35	0.00
20:00:00	0.00	33.51	5.70	4.70	31.00	4272.65	20507.06	4.80	0.03	0.10	0.00
21:00:00	0.00	34.56	5.88	4.52	31.00	4439.77	21153.77	4.76	0.03	1.29	0.00
22:00:00	0.01	32.12	5.46	4.94	31.00	4122.74	19659.48	4.77	0.26	6.94	0.01
23:00:00	0.00	29.68	5.05	5.35	31.00	3806.03	18163.97	4.77	0.06	0.35	0.00

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<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	38769
DU ACDC 2	39080
DU ACDC 3	35126
DU 1EAST	33771
DU 3 SOUTH	27789
DU 3WEST	27176
DU DPSO F1	26557
DU 1WEST	26318
DU 1NORTH	24668
DU 1SOUTH	23448
DU 7 SOUTH	21991
DU SHERIFF COURT	24549
DU 7WEST	19587
DU EDU 1	17090
DU ACDC 1	15124
DU FIRE NORTH	13801
DU FIRE SOUTH	9749
DU FIRE EAST	9238
DU COD 1	9129
DU FD ACDC1	6189
DU FD ACDC2	5852
DU DWGRV LOCAL	2600
DU DUCOMM STWD	1450
DU WHCGO LOCAL	2713
DU LMBRD LOCAL	3159
DU CSTRM LOCAL	3095





ETSB Other Action Item

421 N. COUNTY FARM
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WHEATON, IL 60187
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File #: 24-2413

Agenda Date: 9/9/2024

Agenda #: 7.A.

DuPage ETSB DEDIRS WAVE Access Application

AGENCY INFORMATION				
Type of Application:	[X] Initial [] Modification			
DATE:	08/31/2024			
NAME OF AGENCY:	Clarendon Hills Fire Department			
POINT OF CONTACT:	Fire Chief Michael Korzen			
BUSINESS ADDRESS:	316 Park Ave, Clarendon Hills IL 60514			
EMAIL ADDRESS:	mkorzen@clarendonhills.us			
BUSINESS TELEPHONE:	630-286-5431			
MOBILE TELEPHONE:	630-286-0355			
APPLICATION INFORMATION				
Please complete the following information			YES	NO
The APP will not be used for first line user dispatch since it has a lower priority on the system			X	
The Applicant understands that the cost for the APP is the Applicant's responsibility			X	
The Applicant understands that any changes must be provided according to policy.			X	
The Applicant has received DEDIRS Policy 911-005.11: WAVE Use on DEDIRS and all users under this application have read and will comply with the policy.			X	
APPLICATION CHECKLIST				
Note: The application cannot be approved by STARCOMM21 or ETSB without the required documents listed below				
The Applicant has provided the following as part of this application:			YES	
WAVE Support Limitation and Disclaimer, executed (one per agency)*				X
Mobile Device Security Policy Page 9, executed (one per individual user)*				X
Completed WAVE User Mobile Worksheet*				X
DEDIRS Policy 911-005.11: WAVE Use on DEDIRS Attachment A: Policy Compliance Form (one per individual user)				X
** Items below are for Users without a Motorola billing account only **			N/A	YES
STARCOMM21 Government User Agreement				
STARCOM21 User Information Form				
Approvals			NO	YES
Policy Advisory Committee				

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.

 Applicant Point of Contact Signature

Date: 09-03-2024



ETSB PAC Other Action Item

421 N. COUNTY FARM
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File #: 24-2414

Agenda Date: 10/7/2024

Agenda #: 7.G.1.
