



Emergency Telephone System Board Of DuPage County

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

Firmware Update:

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

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

Encryption:

ETSB staff continues to work on an encryption plan.

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

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

A schedule for police agency first touch for encryption will be posted on Monday.com. During these visits:

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

APXNext XN:

Fire radios deployment was completed on October 24, 2025.

NWCD Encryption Cutover:

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

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



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

Mobile Deployment:

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

CommandCentral Aware:

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

APX4000:

An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is ONE radio remaining. The update will take about 15 minutes.

Wheaton PD WHP Stienke 426CXZ1209

PAC Focus Groups

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

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

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – October 1, 2025

AXS: Motorola is pursuing additional product team involvement to address issues we are seeing with logouts. Dan Tipton was not able to join the call last week to address the tickets and the ongoing process, but we hope to have him on the next call to discuss the standing of these issues and where Motorola stands with the troubleshooting.

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

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

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

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



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Motorola Wednesday Morning Status Call – October 15, 2025

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

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

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

Motorola Wednesday Morning Status Call - October 22, 2025

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

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

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

Motorola Wednesday Morning Status Call - October 29, 2025

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

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

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