



## Emergency Telephone System Board Of DuPage County

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### DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR System)

The Police Focus Group did not meet in June.

#### **AXS Console Install:**

ACDC: Complete

DU-COMM: Complete

Open Items:

Motorola is currently investigating some volume issues at certain DU-COMM positions.

Acceptance Testing for AXS: Once these items have been resolved, ETSB, DU-COMM and Motorola will go through the final acceptance testing to close out the project.

#### **CommandCentral Aware**

On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest we will have Motorola repeat the presentation. If you have questions from the presentation, please submit them on a Zendesk ticket so that we can follow up.

**APX4000.** An emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed.

The following agencies need to schedule their APX4000 radios for program updates. Reminder that walk-in traffic is available Tuesday through Thursday 8:30 to 4:00. The update will take about 15 minutes.

Oak Brook PD	1
Itasca PD	1
Elmhurst PD	12
Lombard PD	7
Wheaton PD	1

#### **APXNext Firmware Updates: Police Only**

Firmware Update APXNext/Police: Of the 274 radios from the March report, there are 2 police radios that have not completed the firmware updates. Those agencies have not been able to locate those radios. The migration to the new platform has been completed.

Bensenville BAP JENKINS and Bartlett BEP CARRERA

#### **APXNext Firmware Updates – Multi- Chargers**

No update scheduled as of this report.



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## **PAC DEDIR System Monthly Summary**

### **PAC Focus Groups**

The Police Focus Group did not meet in June, no July meeting scheduled as of the writing of this document.

The Fire Focus Group did not meet June 16 at 2:00pm. The next meeting has not been scheduled. Information from the June 16 meeting is below.

#### Fire Focus Group Notes

June 16, 2025 2:00 pm, Conference room 107

#### Agenda Notes

1. Status reports
  - a. Encryption keys
    - i. All encryption keys necessary for Fire radios have been obtained and are in the key loader. Andy S. Reports that they are also loaded in the KMF.
    - ii. Fire Focus Group test radios need keys loaded. Andy S. has already done some.
  - b. Radio Channel Templates
    - i. All have been submitted and reviewed. Andy S. has created code plugs for testing.
  - c. Radio Alias Lists
    - i. Alias lists have been completed and identified two test radios per agency. The test radios will not have conflicting radio ID's.
    - ii. Eve will verify that agency fleet maps agree with previously approved radio counts.
2. Radio testing
  - a. Master Template
    - i. Status
      1. Ongoing. Any changes must be submitted to Andy S. by this Friday (6/20)
    - ii. Needs/assignments
      1. Cook County Sheriff system is not working correctly. Need to verify programming or see if radio ID's need to be added to Cook County Zone 5.
  - b. Agency Samples
    - i. Identify test radios
      1. Listed in master alias list in red.
    - ii. Schedule
      1. Begin programming and distribution next week. Request response from agencies asap.
3. Portable Radio Deployment
  - a. Process



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- i. Agencies deployed first come first served (approved MOU).
    - ii. Agency deployment should begin in July.
    - iii. Is it possible to get old mobile chargers in advance? Can agencies get old police multi chargers to charge radios while mobile chargers are being installed?
  - b. Schedule
    - i. One day per agency to collect existing portable radios and replace with new in one process.
- 4. Mobile Radios
  - a. APX7500 upgrade
    - i. Process
      - 1. Work on codeplug has not yet begun.
      - 2. There is a good possibility that the new template will not fit in the APX7500 radios due to memory limitations.. May need to create a “slimmed down” codeplug. Possibly no channel announce on SWIT zones.
      - 3. Still trying to determine whether programming will occur on site or at ETSB.
      - 4. It is likely that some radios may be bricked in the process. There are limited spares. Need a plan of how to respond to bricked radios. Can Motorola be pressured to repair them?
    - ii. Schedule
      - 1. This will likely take several days per agency.
      - 2. Will the schedule be impacted by Policy encryption programming?
      - 3. Can Motorola provide additional personnel to complete?
  - b. APX7500 replacement
    - i. Status of options
      - 1. No details provided.

### **Motorola Wednesday Morning Status Call – June 4, 2025**

**Motorola Wednesday Morning Status Call - June 11, 2025** no call - ETSB Board meeting.

**Motorola Wednesday Morning Status Call – June 18, 2025** PM on vacation, no report.

### **Motorola Wednesday Morning Status Call – June 25, 2025**

**AXS:** Currently we are working with the product teams to identify the root cause of the issues we have been seeing at both centers with the log outs and the spark issues. At this time, the believed cause of the logging out issues was caused by the MotoPatches that have been pushed out and settings that were not accounted for in the MS Edge Browser. The current plan of action is that in the next patch, there will be a fix implemented into the patch that will remove the browser settings that were causing the logging out issues.

For the speaker mapping issues, we are continuing to investigate. The project Field Engineer was at Du-Comm today troubleshooting and pulling additional logs to be provided to the product team for additional review. At the time we do not have a root cause and are exploring potential



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fixes to this issue. Motorola has an internal technical meeting at the end of this week to continue to review these issues and work towards resolution.

**DFSI:** All testing has been completed and we are moving forward with the installation of DFSI at ACDC. The current plan of action is to have the DFSI installed the week of July 7th at the ACDC site. We are continuing to work with ACDC and Jim Connolly in preparation of the installation.

**Encryption:** At this current time all resources have been focused on getting the Fire Radios deployed. We are working with the service team on this and hoping to make quick progress. Peter Keleher is working as the Service PM to help get these radios into the field.

### Radio Alias List and Templates Updates March 2025

The March 2025 update outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

#### Documents Submission Status as of June 24

Configuration Completed	29
<b>Total Agencies</b>	<b>29</b>

#### Template Selection

Option 1 Current Template No HZ	2
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
<b>Total</b>	<b>29</b>

### Encryption KVL update: **Complete**

ETSB finished collecting all keys for the KVL. Additionally, the second KVL that was ordered has been delivered and can be configured.