



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Regular Meeting Agenda

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

Monday, March 6, 2023

8:15 AM

Room 3500A

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. CHAIRMAN'S REMARKS - CHAIR HAYDEN**
- 4. PUBLIC COMMENT**
- 5. CONSENT ITEMS**
 - 5.A. [23-1020](#)
ETSB PAC Minutes - Regular Meeting - Monday, February 6, 2023
 - 5.B. [23-1025](#)
DEDIRS February Maintainer Report
- 6. PARENT COMMITTEE APPROVAL REQUIRED**
 - 6.A. [ETS-R-0014-23](#)
Resolution to amend Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button.
- 7. POLICY DISCUSSION**
 - 7.A. Policy 911-005.8
- 8. DEDIRS PORTABLE AND MOBILE REPLACEMENT**
- 9. OLD BUSINESS**
- 10. NEW BUSINESS**
- 11. NEXT MEETING:**
 - 11.A. Monday, April 3 at 8:15am in Room 3-500A
- 12. ADJOURNMENT**



ETSB PAC Other Action Item

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

File #: 23-1020

Agenda Date: 3/6/2023

Agenda #: 5.A.



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, February 6, 2023

8:15 AM

Room 3500A

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:

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

Matthew Theusch, Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone System Board

Kurt Bluder, Hinsdale Township High School District 86 (Remote)

Mark Bozik, Bloomingdale Fire

Robert Brill, Wheaton Fire

Jim Connolly, Village of Addison (Remote)

Paul Dalen, Clarendon Hills PD (Remote)

Steve Evans, Winfield Fire

Reid Foltyniewicz, Oak Brook PD (Remote)

Eric Fors, Hanover Park Fire

Tom Gallahue, ILEAS (Remote)

Michael Hylton, Oakbrook Terrace PD (Remote)

Jimmy Lahanis, Darien-Woodridge Fire (Remote)

John Lozar, DU-COMM

Bob Murr, College of DuPage (Remote)

Roy Newton, Lombard PD

Safia Rusulis, Oak Brook PD (Remote)

Bill Srejma, ACDC (Remote)

Brian Strockis, Oak Brook PD (Remote)

Patrick Tanner, West Chicago Fire

Pete Vassios, Wheaton Fire (Remote)

Andrea Lieberenz, Addison PD, Secretary (Remote)

On roll call, Vice Chair Dina, Member Baarman, Member Hermes, Member Herron, and Member Johl were present, which constituted a quorum.

| | |
|----------------|---|
| PRESENT | Dina, Baarman, Hermes, Herron, and Johl |
| ABSENT | Hayden |

3. CHAIRMAN'S REMARKS - ACTING CHAIR DINA

There were no remarks from Vice Chair Dina.

4. PUBLIC COMMENT

There was no public comment.

5. CONSENT ITEMS

5.A. [23-0674](#)

Approval of January 9, 2023 Minutes - PAC

A motion was made by Member Johl, seconded by Member Herron, to forward the minutes from the January 9, 2023 meeting to the ETS Board to receive and place on file. On voice vote, motion carried.

Attachments: [PAC Minutes 1.9.23.pdf](#)

| | |
|------------------|----------------------------------|
| RESULT: | ETSB RECEIVED AND PLACED ON FILE |
| MOVER: | Pat Johl |
| SECONDER: | Steve Herron |

5.B. [23-0226](#)

DEDIRS January Maintainer Report

All Members had already received and reviewed the Radio Maintainer Report. A motion was made by Member Herron, seconded by Member Johl, to forward the report to the ETS Board to receive and place on file. On voice vote, motion carried.

Attachments: [2301ETSBRadioMaintenanceReport.pdf](#)

| | |
|------------------|-----------------------------|
| RESULT: | ACCEPTED AND PLACED ON FILE |
| MOVER: | Steve Herron |
| SECONDER: | Pat Johl |

6. DEDIRS PORTABLE AND MOBILE REPLACEMENT

6.A. Police

6.A.1. Police Focus Group Report

Member Herron said the Police Focus Group met on January 9, 2023 and January 23, 2023 to discuss modifications to the implementation for APXNext and APX4000 radios for a Phase 2 and Phase 3 Police radio rollout. He said they put together a list with changes to Phase 2 and Phase 3 of the APX/STARCOM rollout. Member Herron said they decided to move to one additional Phase (Phase 2), and then extend that to Items 2.1, 2.2, 2.3, etc. Member Herron said he and Chief Holmer visited the member agencies to identify what they are looking for regarding channels, so a list can be assembled.

Member Herron read through the memo that was distributed. He said Item 2.1, Police Master Template, is in progress by John Nebl and John Sullivan. Item 2.2, "Channel Request by Agencies", has a list that is attached. He said Item 2.3, "Implement ADP Encryption on all Radios - Police Main Radios", brought about the most conversation. Member Herron said they realize that moving to an AES encryption is going to take time for the consoles. He said there were conversations about the risk to the officers if there is not encryption. He said since the radios already have ADP encryption, the option may be to move into ADP encryption sooner as it is just a software change. He said officer safety is what is most important. Member Herron went on to say that Item 2.4 deals with Memorandum of Understanding (MOUs) and Non-Disclosure Agreements (NDAs) and confirmed with Ms. Zerwin this was an ETSB responsibility. Item 2.5 is "Obtain AES Key/Install into Radios and Consoles". Member Herron said they need to gain the AES encryption keys from all the agencies. He said Item 2.6 deals with establishing a list of available channels and talk groups, with three being finalized already. Item 2.7, "Agencies ID for updated Channels/Templates", needs to be sent back to the agencies to identify Bank A, Channel 2-10, and Bank B, Channel 3 and 4. Member Herron said Item 2.8 is regarding installing ETSB and Test CAD, logger, consoles encryption. He said Item 2.9, is "Convert all Encrypted Talkgroups to AES256. Encryption", and finally, Item 2.10 entails rolling out the PDOPS and PD main channels. Member Herron concluded saying DuPage is one of the only counties that is not yet encrypted.

Vice Chair Dina inquired how the AES encryption affects the roll out of the Fire radios. Member Herron said Fire has all the encryption keys, just like Police does. He said he believes a key just needs to be turned on.

Ms. Zerwin inquired about the 30-minute delay. Member Herron said Northwest Central explained it a server that sits on the radio system and records the data and then broadcasts it with 1- 60-minute delay (whatever is decided on). Ms. Zerwin confirmed that it is not the initial dispatch, but a broadcast to the public. Member Herron said that is correct, and the reason to delay the information getting out to the public all comes down to first-responder safety.

Member Baarman asked if the ADP rollout is tied in with the Fire radios. Ms. Zerwin said a roll back may not be needed; it may work to just have the current talk groups in there for Fire to get their radios out. Motorola has since done a walk-through. There are only 17 of 70 consoles that need to be fully updated. She said this means encryption can be done more quickly. To go back to ADP, every police radio would need to be touched. Member Herron said he believes because we do not have all the encryption keys that all the agencies want, we will have to pull the radios back to load all of the new keys. He said this will have to be combined with what Mr. Connolly and Mr. Sullivan are working on. Ms. Zerwin said they already have some keys in their radios, and STARCOM has to approve the key plan. She said they are already half-way there for officer security in their own main talkgroups. She said this can be done by the time the Fire radios are ready. Member Herron said the Police Focus Group is in favor of doing that.

Ms. Zerwin advised the paperwork for the memorandum and the non-disclosure is ready to go; she just needed the list of agencies and talk groups desired.

Ms. Zerwin said another reason to go with the MCC7500 upgrade and getting the other 17 consoles up, is the initial review that ETS Board did with Motorola. The AXS consoles do not have all of the functions that the TCs have now. She said she has a hard time taking away things that the TCs are used to doing when there is an upgrade, so the delay won't hurt.

Ms. Zerwin confirmed that this is just a list, and that the Police Focus Group does not anticipate this going in the exact order it is in. Member Herron said it is just a list; it is not in order. Ms. Zerwin said it will need to be redefined with the project managers, and the final list of keys has to be approved by STARCOM.

Member Herron asked if the list can be done in approximately 30 days. He inquired into the next steps. Ms. Zerwin said the letters can go to the agencies regarding the change to AES encryption.

Vice Chair Dina said as the list evolves, if there is anything that changes that will affect the Fire roll out, to please let everyone know.

Member Baarman brought up Item 2.9 on the list. He said he is leery of saying we are going to change the existing beta software because timing and control of that change is very dynamic. He would like to ensure there is communication if new talk groups are created and if everyone switches to those and gets rid of the old ones. Member Herron said the group would probably be open to anything that is suggested to them. Ms. Zerwin said the focus groups have been talking about how to do that transition. She said Member Baarman's point is well taken.

6.B. Fire

Vice Chair Dina said the Fire Focus Group met on January 30, 2023. He said they had been having weekly meetings up until the holidays, when they took a short break, and are now back into meeting every week. He said they are working to get the radios out as soon as possible. He asked how many radios there are right now. Ms. Zerwin said there are about 700. He said at the January 30 meeting, the group spoke about how to roll out the radios and how to get them programmed. He said they determined it might be best to go agency by agency. Vice Chair Dina continued saying it may be best to take the existing 3 zones and put them at the bottom of the template. He explained if an agency was first to get the fire radios, they will live on Zones A, B & C until everyone is switched over. He said they spoke about the talk group name changes and repurposing. He said the Phase 2 template includes an outside agency request. Vice Chair Dina said the ACDC main dispatch talk group name changes will be included in Phase 2, but not DU-COMM. He said talk group name changes will take place in the existing consoles and voice recording software, as needed. He advised they spoke about encryption preparation as needed for future rollout, dependent upon console readiness. Vice Chair Dina said the group will continue to review the mobile and portable radio options to incorporate them into the final templates. He said one or two members of the group met with the project manager from Motorola to look at programming options. Lastly, Vice Chair Dina said the group spoke about getting training out to the agencies. He said they are looking for volunteers from the Fire side - both DU-COMM and ACDC agencies.

Member Baarman inquired about the ACDC main channel name changes. He asked if windows, CAD, and other tools that PCs use would be updated with the new names. Vice Chair Dina asked for Member Baarman's opinion. Member Baarman said it should be within the same time frame. He said if a main channel name is to be changed, it should be updated in all the systems that the TCs use. Vice Chair Dina said this was spoken about at previous PAC meetings, and everyone agreed. Ms. Zerwin said this has to go back to tech and the PSAPs, as all of these things are concurrent and run in to each other. She thought the name changes may not happen right away. She said allowing a little bit of latitude regarding how the complicated systems are labeled will be beneficial. Member Hermes said speaking for ACDC, the renaming of the CAD and the recorders would have to go through the committees that make those decisions. She agrees that everything needs to be reviewed by the Techs. Ms. Zerwin said PAC is a policy advisory committee that comes up with ideas, but everything needs to be reviewed by the people who do the work.

Fire Chief Patrick Tanner said he was at the January 9, 2023 PAC meeting, and he thought there was a similar idea to the Police Focus Group list that was presented today. He thought it made sense to have something similar on the Fire side. He said the items on the list can be used as a checklist. He suggested they do not need to be in chronological order. Vice Chair Dina said at the last PAC meeting, we were still working under the premise that we were not yet going to upgrade the consoles.

Ms. Zerwin suggested the Fire Focus group take the list that the Police Focus Group created and plug in where the same task for both groups exists to create one checklist. Vice Chair Dina said Chief Tanner's point is well taken. Member Johl said the Fire Focus Group would like to get the radios out as soon as possible.

7. POLICY DISCUSSION

Vice Chair Dina said he added dialogue to Policy #911-005.6, as far as how the emergency button works on mobile radios for Fire. Ms. Zerwin said there has been a little bit of cleanup to this policy. She said the mobile is used in an evacuation type of mode so it was felt that it should be added. Vice Chair Dina said that will be part of the training and will then be memorialized in the policy. Ms. Zerwin said there were some radio updates. She said Mr. Theusch had a Zoom meeting with 80 people on it, and they reviewed audio issues and other things. Mr. Theusch asked the attendees for any comments on the training slides, and he received some feedback. Ms. Zerwin said a mobile radio for Fire was able to be programmed to start with the basic template. She said staff will get some XNs programmed out for the user groups to pass around to agencies, and then feedback on the training slides could be provided from the users. Ms. Zerwin asked if anyone wants anything changed on the form (Attachment A). She asked that everyone review it, as well as the evacuation portion, and get any comments or changes to Ms. Kraus. Ms. Zerwin said it might be ready to be moved on and recommended by PAC to the next ETS Board meeting.

Vice Chair Dina advised the next discussion will be on Policy #911-005.8. Ms. Zerwin said she believes this policy is trying to do too much. She said there are two competing interests:

decisions on TDMA and Authorized Subscriber Units and the accessories for the radios. She said there should be a policy that says what a radio needs to have to be on the system including TDMA function even if it is not a Motorola radio. She inquired if the accessories should be separated. She said decisions need to be made as to whether ETS Board provides the radio batteries - should a cache be kept and agencies can be charged for them? Member Herron asked if the items should be removed. Ms. Zerwin said it could just be the way it is set up, and maybe the format of the policy needs to be cleaned up - or just break out the accessories. Ms. Zerwin said she wants to make it easy to understand. Member Herron said breaking it apart makes sense. Ms. Zerwin said regarding the accessories, she would like a recommendation on batteries and who pays for them. Member Herron said the current policy is that the agency is responsible for batteries. Ms. Zerwin said it started that way but was changed when the radios were retained, but it seems that ETSB will have to have a cache and could bill agencies for batteries.

Member Johl asked if the radios are still be insured the same way. Ms. Zerwin said they yes, but the deductible was changed from \$500.00 to \$5,000.00 because the value of each radio is now \$10,000-14,000.

8. OLD BUSINESS

No old business was discussed.

9. NEW BUSINESS

No new business was discussed.

10. NEXT MEETING:

A. Monday, March 6 at 9:00am in Room 3-500A

Vice Chair Dina advised there was a correction in the room number for the next meeting on the agenda. The meeting will be held on Monday, March 6, 2023, at 8:15 am in Room 3-500A.

11. ADJOURNMENT

Member Baarman made a motion to adjourn the meeting at 9:13am, seconded by Member Herron. On voice vote, motion carried.

Respectfully submitted,

Andrea Lieberenz



ETSB Other Action Item

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

File #: 23-1025

Agenda Date: 3/6/2023

Agenda #: 5.B.



DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

John Lozar
Systems Coordinator
Support Services
jlozar@ducomm.org
630.260.7516 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: March 1, 2023
FROM: John Lozar, Systems Coordinator
RE: DEDIRS Maintenance Status Report – February

Starcom System Outages:

Unplanned Outages:

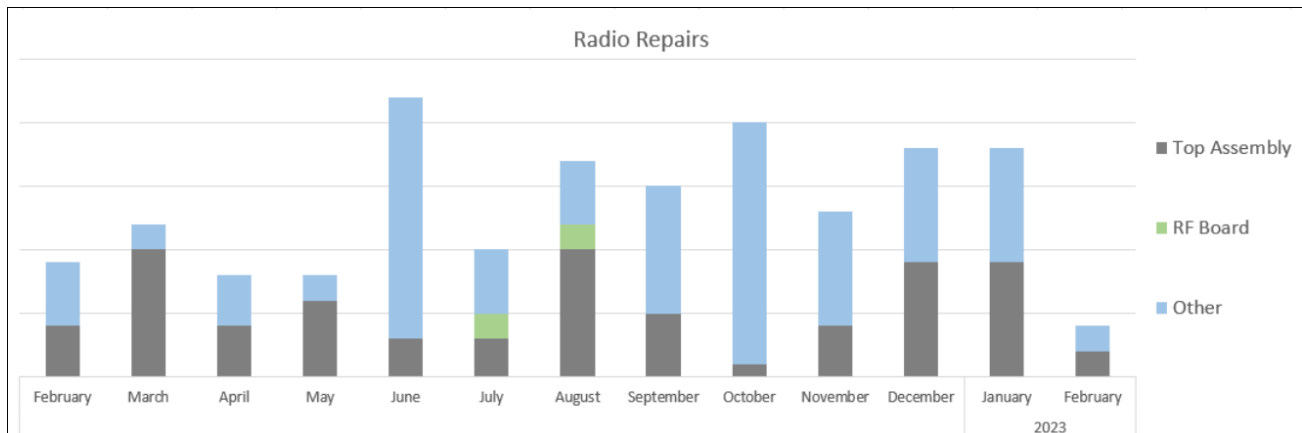
None

Planned Outages:

- 2/9/23 Two (2) short site trunking events at 8:45 am and 12:10 pm to apply security patches.
- 2/2/23 10 am to 2 pm software refresh to all devices in the DuPage Simulcast RF sub sites. Five minute outage per RF sub site. One channel outage per RF sub site at a time.

Radio Repairs:

The most common issues were firmware updates and alignments, with one top assembly and one display issue. Repairs for the last 13 months follow:



A few highlights include:

- Two (2) radios needed firmware updates and alignment
- Thirty-five (35) fire batteries replaced
- Zero (0) police batteries replaced
- Zero (0) alias updates completed
- Four (4) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Two (2) tickets on hold, need system key for new ID range to program APX8500
- Five (5) tickets pending administrative resolution
- One (1) ticket while agency waited
- Two (2) APX7000XE sent to Depot after swap from spares
- Two (2) APX7000XE replaced with non-certified spares

Radio Cache:

No requested radios for a local event this month.

| Radio Cache Dual Band 800 Radios | APX7000 | | APX8000XE |
|-------------------------------------|---------|-----|-----------|
| | UHF | VHF | |
| Out on Loan | 47 | 10 | 0 |
| In Stock | 9 | 22 | 5 |

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from February 1, 2023 thru February 28, 2023 follows (all time in seconds):

| Talkgroup Alias | Total Group Time | Group Count | Longest Call Time | Group Busy Count | Longest Busy Time | Count of Rejects |
|-----------------|------------------|-------------|-------------------|------------------|-------------------|------------------|
| DU ACDC 2 | 272,648.6 | 79,953 | 46.0 | 2 | 0.2 | 1,314 |
| DU ACDC 3 | 231,538.2 | 66,153 | 35.2 | 0 | 0.0 | 900 |
| DU DPSO F1 | 186,799.2 | 50,886 | 39.0 | 0 | 0.0 | 785 |
| DU 3EAST | 184,245.1 | 58,131 | 43.5 | 0 | 0.0 | 1,055 |
| DU 1EAST | 179,368.8 | 53,404 | 30.3 | 0 | 0.0 | 1,195 |
| DU 3WEST | 171,804.4 | 55,117 | 37.7 | 0 | 0.0 | 907 |
| DU 1WEST | 163,690.7 | 50,724 | 33.5 | 0 | 0.0 | 749 |
| DU 3SOUTH | 157,357.4 | 48,612 | 34.5 | 0 | 0.0 | 826 |
| DU 1SOUTH | 152,653.2 | 48,196 | 51.9 | 1 | 0.6 | 586 |
| DU 1NORTH | 146,128.7 | 45,905 | 44.5 | 0 | 0.0 | 547 |
| DU FIRE NORTH | 125,672.6 | 25,603 | 30.1 | 0 | 0.0 | 259 |
| DU 7WEST | 125,587.7 | 37,406 | 40.0 | 2 | 0.1 | 404 |
| DU 7SOUTH | 112,829.2 | 36,087 | 41.2 | 0 | 0.0 | 507 |
| DU DPSO JAIL | 107,894.7 | 35,411 | 18.8 | 0 | 0.0 | 1,747 |
| DU FIRE EAST | 94,343.1 | 17,451 | 30.1 | 0 | 0.0 | 250 |
| DU ACDC 1 | 93,057.8 | 26,750 | 34.1 | 0 | 0.0 | 428 |
| DU FIRE SOUTH | 81,381.0 | 16,766 | 30.1 | 1 | 0.8 | 231 |
| DU FDACDC1 | 76,850.6 | 13,353 | 59.9 | 27 | 4.3 | 172 |
| DU FDACDC2 | 62,151.7 | 12,612 | 30.0 | 2 | 2.1 | 144 |
| DU EDU 1 | 61,189.3 | 16,194 | 48.7 | 1 | 0.1 | 333 |

November Issues:

- Number of New Tickets = 13
- Number of Closed Tickets = 17
- Number of Open Tickets = 8 (6 hold - 2 pending)



ETSB PAC Resolution

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

File #: ETS-R-0014-23

Agenda Date: 3/6/2023

Agenda #: 6.A.

RESOLUTION TO AMEND POLICY 911-005.6: DUPAGE EMERGENCY DISPATCH INTEROPERABLE SUBSCRIBER UNIT SYSTEM (DEDIRS) 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 amend the changes to Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button initially adopted and approved by the DU PAGE ETSB on April 9, 2018; and

WHEREAS, Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button has been approved by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button was created to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations.

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

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

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: March 13, 2023

DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button for individual Emergencies and Fire Evacuation System

Purpose:

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

Additional Authority:

50 ILCS 750 Emergency Telephone System 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 DEDIRS for non-member agencies.

Scope:

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

I. Policy Statement

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

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

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.

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy 911-005.6 shall deal specifically with the use of the emergency button on the subscriber (portable or mobile) unit.

II. Emergency Button

The DEDIR System utilizes two radio technologies, digital trunked and conventional simplex. Certain radios in the DEDIR System have an LTE function.

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

III. Trunked Talk Groups

The emergency button is used on a portable radio:

- To send an emergency notification when field personnel are in distress, or
- When the user is unable to transmit a verbal emergency message due to heavy radio traffic, during times when verbalization may jeopardize the members safety, or when vital urgent situations arise e.g. MAYDAY.

Pressing the Emergency Button on a portable radio on a STARCOM21 Talk group:

- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100, or ADP01) and the talk group name on the radio consoles.
- The affected user's radio will flash "EMERGENCY" in a red ribbon on the radio's display screen.
- The affected user that activated his or her emergency button will have priority over any other radio transmitting on the same talk group.

IV. Conventional Channels

The emergency button is used:

- To send an emergency notification when field personnel are in distress.

Pressing the Emergency Button on a conventional channel:

- When activated the radio will emit a hi/low tone. This tone continues until the radio is reset or timed out based on configuration.
- Emergency button activation will display a 4 digit radio identification number and the frequency name on radio consoles that have that frequency. For example, a dispatch console may display an emergency for primary fire dispatch frequency, but not for fire ground red if that frequency is not monitored by the console.
- The affected user's radio will flash "EMERGENCY" on the radio's display screen.
- Once the affected user pushes the Push-to-talk (PTT), some radios (depending on the model) will be able to decode the emergency signal. They might be able to convert the 4 digit radio ID to an alias name if they have the current aliases programmed in their radio.

Emergency Telephone System Board Of DuPage County Policy and Procedures



- The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.
- The tone will have priority over spoken audio.

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

- The operational actions taken after the emergency button activation is defined by PSAP policy.
- For standardization purposes, both PSAPs should utilize the same terminology for officer safety reasons.

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.

VII. Emergency Button as Evacuation Device – STARCOM Fire Mobiles

Mobile STARCOM radios in fire apparatus will be configured to work as an emergency evacuation system.

- a. To use the mobile in this manner:
 - Set mobile radio to desired channel or talk group. The mobile radio emergency activation tone will only activate on the selected channel or talk group.
 - Activate or “Key Up” and hold the handheld microphone key.
 - Push emergency button while still holding the handheld microphone key.
 - The High-Low evacuation tone will activate on the selected channel or talk group until the key is released.
 - While the evacuation tone is activating, the user will not be able to communicate on the channel or talk group.
 - When the key is released and the evacuation tone stops, the channel or talk group will be open for communication.
- b. It is important to note that while the STARCOM fire mobile radio evacuation tone sounds identical to the STARCOM portable radio emergency button activation, they perform differently.
 - When activating the STARCOM portable radio emergency button, the user receives priority communication status.
 - When activating the evacuation tone on the STARCOM mobile radio, the user simply activates the emergency alert tones on the selected channel or talkgroup. No priority is given to that user or radio.

Policy amended and adopted: _____

Greg Schwarze, Chairman

Emergency Telephone System Board Of DuPage County Policy and Procedures



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

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

In addition, going forward, this agency will:

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

I understand that the conditions set forth above have been implemented to ensure first responder safety and DEDIRS standardization.

Acknowledged and agreed to this _____ day of _____, 20____

Signature: _____

Printed Name and Title: _____

Agency: _____

Date Training was completed: _____

[] Subscriber Unit or PSAP Roster Attached