

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911- 005.11  
Previous Policy(s): New  
Effective Date: July 13, 2020  
Revised: February 12, 2025

## **Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) WAVE**

### **Purpose:**

The purpose of this policy is to ensure that WAVE users are in 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.

### **Additional Authority:**

50 ILCS 750 Emergency Telephone System Act  
OEX-003B-89 Amending Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### **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 telecommunications and the first responder 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.

Motorola Solutions provides WAVE that is a “push-to-talk” APP for use on STARCOM21. ETSB does not recommend this APP for first responders being dispatched to emergency calls because it has a lower priority in the STARCOM21 system than the main dispatch talk groups because it relies on a public infrastructure, which Motorola does not control, not the private STARCOM system.

## **II. Application Procedure**

Any agency that determines it has a need to communicate using the STARCOM21 WAVE APP (WAVE) shall complete the application in the following manner:

### **Agency Responsibilities**

Initial Application: The Agency will be responsible for ensuring that each agency user who will be utilizing WAVE has been provided the following documents, and that the user has read the documents and executed application forms as indicated below:

<b>Attachments</b>	<b>Agency</b>	<b>User</b>
Attachment A: WAVE Access Application Form	Execute	Read
Attachment B: WAVE Support Limitation and Disclaimer*	Execute	Read

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Attachment C: WAVE DoIT Enterprise Information Security Policy		Read
Attachment D: WAVE User Moto Excel Worksheet*	Complete	Read
Attachment E: WAVE User Guide	Retain	Read

\*STARCOM21 Required paperwork

Completed paperwork should be submitted as electronic copies to ETSB via [ETSB911@dupagecounty.gov](mailto:ETSB911@dupagecounty.gov). Upon approval of the application, ETSB staff will transmit the application to Motorola including the Applicant as an email recipient.

STARCOM21 will allow access only to talk groups that are currently in your radio.

Note: For talk groups that appear in the radio that are provided based on agreement with another STARCOM21 user, Motorola will require a Memorandum of Understanding (MOU) between the parties that expands the current agreement to include WAVE access.

Contact ETSB at [ETSB911@dupagecounty.gov](mailto:ETSB911@dupagecounty.gov) to request assistance with this process so that permission can be obtained once for all DEDIR System users. The executed MOU will be required prior to approval. Each user can have up to two (2) profiles or 32 talk groups, 16 per profile.

Additional Paperwork: Any agency that does not currently have (or had) a monthly billing account with Motorola for airtime must also complete the following paperwork:

Attachments	Agency	User
Attachment F: Government User Agreement*	Execute	
Attachment G STARCOM21 Billing Information Form*	Read and Execute	

\*STARCOM21 Required paperwork

Agencies will be responsible for notifying Motorola and ETSB when a user ends their affiliation with the agency. Notification should be made to the Motorola NOC within 48 hours of the termination of the relationship.

## A. Agency Modification

Attachment E: WAVE User Moto Worksheet is a living document. The Agency will use Tab 3: WAVE Updates for any changes or modifications. This can include additional users, deleting users and changes to profiles. Users that should be deleted should be processed quickly to avoid additional monthly charges.

ETSB will require a copy of any changes for their files.

Updates should be sent directly to STARCOM1 for processing at the email address listed at the top of the Tab 3: WAVE Update worksheet. Each time an agency makes an update, the new excel worksheet should be renamed to include the date so that the most recent copy is easily identified. (ie: WAVE-Users\_Moto\_Worksheet Agency Name June 1 2024).

## User Responsibilities

Each Agency user should read this policy in its entirety. Each user should execute Attachments A, B and D and provide the originals to their Agency.

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Users should follow all ETSB and agency policies regarding the use of DEDIR System while using WAVE. ETSB and STARCOM21 reserve the right to terminate a user's access to DEDIR System and STARCOM21 for inappropriate conduct or policy violations.

## **DuPage ETSB Responsibilities**

ETSB will provide Motorola STARCOM21 with one Letter of Support that encompasses all DuPage agencies and users who have successfully completed the application process. This letter is a STARCOM21 requirement.

ETSB staff will assist users in the processing of their completed application with the Policy Advisory Committee.

ETSB staff will assist applicants with the MOU process, if needed. MOUs will be completed by ETSB as the STARCOM member so that access can be granted for all DEDIR System members (as appropriate) in the future.

## **Policy Advisory Committee Responsibilities**

The PAC shall review any application for WAVE access. During that review process the PAC shall:

- Ensure that all associated paperwork is complete.
- Shall discuss the application and vote on whether to support the application with STARCOM21.
- PAC shall have the authority to authorize WAVE applications for existing DEDIR System members.
- In the event the PAC denies the application, the application and brief written explanation by the PAC Chair, or his designee, shall be forwarded to the ETS Board for their information and discussion. In the event the PAC cannot reach a consensus vote, that fact shall be reported to the ETS Board in writing for their information and discussion.
- The Applicant will be notified of the DuPage ETSB decision. If approved, the ETSB staff will forward the application to STARCOM21 via email including the Applicant as an email recipient.

Upon approval of this policy, the ETS Board grants the PAC authority to approve WAVE applications of DEDIR System members. Approved applications will be noted in the ETSB monthly report under the DEDIR System section.

The ETS Board also allows this policy to be modified to include any of the required STARCOM21 forms or ETSB forms to be replaced or amended to keep current with STARCOM21 requirements so long as there is no substantive change to the intent of this policy.

Policy adopted: \_\_\_\_\_

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Greg Schwarze, Chair