

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-005.2

Previous Policy(s): 8.0.2, 8.0.3, 8.0.4, 8.0.5

Effective Date: May 7, 2013

Revised: December 13, 2023, May 14, 2025

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

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### Purpose:

The purpose of this policy is to ensure 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.

### 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 DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) or for non-member agencies for the delivery of the 9-1-1 dispatch.

### 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.

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## 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. The system also permits personnel from public safety agencies throughout the County to communicate with each other during emergency joint response situations.

The Policy Advisory Committee has determined which talk groups within the DEDIR System will be available for access by DEDIR System members based on assignment and for non-DEDIR System members based on policy and desired interoperability in various emergency communication scenarios. A guidance chart incorporated as 911-005.2 DEDIR System Talk Group Chart shows the current talk group name and the planned talk group name. The chart also shows which talk groups are available for access.

The PAC will review the use of the talk groups annually and determine if there should be any changes made to the chart. The PAC has the authority to make changes to the chart for operational purposes without bringing the chart to the ETS Board so long as there is a majority vote for the changes. If there is not a majority vote carried, the changes will be brought to the ETS Board. Changes can include eliminating and combining talk groups for lack of use or consolidation. An increase in talk groups must be approved by STARCOM.

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## InterOp Talk Groups

DEDIR System will maintain nine (9) multi-use talk groups for the purpose of interoperability with outside agencies who meet the access requirements, herein referred to as "InterOp Talk Groups" which will be referred to as *DUINOP* talk groups at a time to be determined by the PAC in 2025. The first eight InterOp talk groups will be labeled InterOp 1 through 8 for operational use. The ninth talk group will be labeled DUCALL. This talk group will be monitored by the PSAPs for radio traffic from adjacent agencies requesting access to DEDIR System. Outside agencies will also be provided 10-digit dial telephone numbers for the PSAPs as a secondary form of communication. DUCALL will also be used as a point-to-point channel between DEDIR System and non-DEDIR System PSAPs.

The InterOp Talk Groups will be patched by PSAP Telecommunicators during an event in which interoperability is required. Once the event is completed, the patch will be disabled by the PSAP Telecommunicator.

## II. Application Procedure

Any agency that determines it has a need to communicate with an existing DEDIR System member for public safety purposes may apply to DuPage ETSB for use of InterOp or *DUINOP* Talk Groups 1-8. DUCALL will be a "hailing talk group" that can be monitored by ACDC and DU-COMM for requests for interoperability. Generally, ACDC will utilize InterOp or *DUINOP* 1-4 and DU-COMM will utilize InterOp or *DUINOP* 5-8.

InterOp or *DUINOP* talk groups 2, 4, 6, and 8 will be AES encrypted and InterOp or *DUINOP* talk Groups 1, 3, 5, and 7 will be clear for the purposes of interoperability with requesting agencies that do not have AES encryption.

### 911-005.12: Flash Message Talk Group (DPSOTAC5 or DUP FLASH)

Agencies making an application for DEDIR System talk groups may also have access to the Flash message talk group, if they are an adjacent/border agency. This Applicants will be subject to the conditions of 911-005.2 and 911-005.12.

### Special Use:

911-005.10 MERIT Talk Groups. Applicants who become members of MERIT qualify for access to MERIT under this policy and will complete the access paperwork for grade of service (GoS) and record keeping. This Applicants will be subject to the conditions of 911-005.2 and 911-005.10.

911-005.9 Access to DEDIR System School Safety. Applicants who qualify for access under this policy will complete the access paperwork for GoS and appropriate approval. These Applicants will be subject to the conditions of of 911-005.2 and 911-005.9.

The PAC and DuPage ETSB will consider applications for specific operational talk groups on a case-by-case basis for adjacent agencies that are non-DEDIR System Members that have daily operational assignments with DEDIRS users (mutual aid, auto aid, task force assignments etc.).

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DEDIR System member's Static 205 plan and the use of talk groups in that plan to promote successful communicate in an active incident. Sponsors of an Applicant should provide or make available the 205 plan for the PAC during the review process.

## Applicant Responsibilities

Application: The applicant must make application to the ETSB and supply the following documents with the application:

1. A completed DuPage ETSB DEDIR System Access Application, including the confidentiality agreement;
2. Obtain a sponsoring member signature from a DEDIR System agency;
3. A completed and executed DuPage Emergency Dispatch Interoperable Radio System Access Talk Group Agreement;
4. Proof of STARCOM21 Membership;
5. The ETSB and DEDIR System sponsoring agency will ensure that the applicant has access to DEDIR System rules and policies and completes relevant DEDIRS training.

The Applicant understands and accepts that any fees or cost incurred will be the responsibility of the Applicant.

The Applicant will agree to provide access to STARCOM21 talk groups to DEDIR System members which they currently have direct access for the purpose of interoperability for mutual aid and emergency communications and according to their own policies. Such access will be reviewed by the PAC for use and distribution.

The rights of the Applicant and the ability to utilize the DEDIR System will rest with the Applicant and DuPage ETSB and is neither transferable nor can it be expanded upon without a written modification request to the Policy Advisory Committee (PAC).

The Applicant will have authority to program only the approved talk groups on its own subscriber units. The Applicant may not program any other DEDIR System member subscriber units owned by DuPage ETSB. The Applicant may not program any other STARCOM21 user subscriber unit with DEDIR System talk groups unless a contractual arrangement is in place between the Applicant and the third party and the third party has DuPage ETSB permission to use certain talk groups.

The Applicant will train their agency members on any ETSB policies and training pertinent to access of use of DEDIR System.

Application Modification: If an Applicant acquires additional subscriber units and desires interoperability for the new units, the Applicant must request authorization to expand the number of subscriber units utilizing the InterOp or or *DUINOP* Talk Groups beyond its initial application. An approved application is not blanket permission for any Applicant which may expand its own fleet in the future. If additional subscriber units are added without prior approval, DuPage ETSB has the right to disable the unit.

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An application modification must be submitted to PAC. The PAC shall have the authority to allow additional units without bringing the modification to the ETS Board so long as the additions do not impact DEDIR System functionality. The Applicant should submit a Form A and check modification.

Each Applicant will be responsible for those fees incurred on its behalf. All subscriber fees charged by Motorola for an Applicant's radio maintenance or operations are the responsibility of the Applicant. The PAC, DuPage ETSB or any of its member agencies are not responsible for any equipment or losses directly or indirectly associated with this system or agreement.

## DuPage ETSB Responsibilities

Before an Applicant is approved for use of any DEDIR System talk groups, all member police and fire agencies shall be notified with a fourteen (14) day notification window. The process of notification will be outlined below.

Only subscriber units and accessories which the ETSB has previously authorized for such use on the DEDIR System may be utilized on the system. Those subscriber units or accessories or information may be obtained from the ETSB or from an ETSB authorized radio vendor.

The ETSB or its authorized vendor shall provide the hexadecimal ID and program all subscriber units which operate on the DEDIR System. The public safety agency shall supply the serial number, radio identification number, and STARCOM21 identifier to the ETSB prior to the radio becoming operational on DEDIR System.

DuPage ETSB and/or Motorola may disable a subscriber unit or units at any time with or without notice to the requesting agency. DuPage ETSB may disable any subscriber unit or units which adversely impact the performance of the DEDIRS or suspend or revoke the agreement with the Applicant if, in DuPage ETSB's opinion, the Applicant's continued usage on DEDIRS adversely impacts the system or safety of the public safety personnel.

Application Process: The application shall be processed as follows:

- The application, sponsor signature, proof of STARCOM21 membership shall be submitted to DuPage ETSB [ETSB911@dupagecounty.gov](mailto:ETSB911@dupagecounty.gov).
- DuPage ETSB staff shall review the application with the ETSB-approved radio vendor to assess the type of equipment the Applicant proposes to use with DEDIR System, its load potential on the system and other technical items associated with the application, including the code plug development. The approved vendor will provide a recommendation whether to approve or deny the application based solely on operational issues. If the vendor believes that the application should be denied, the vendor shall provide a brief written explanation for PAC and ETS Board consideration.
- DuPage ETSB staff will provide copies of the application to the PSAP Directors. PSAPs are encouraged to bring this information through internal committees to promote discussion and consensus.
- DuPage ETSB staff will post the application on Monday.com which will start the fourteen (14) day notification window for member review.
- If there are no objections or if there are any objections to the application or recommendations

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within fourteen (14) days of receipt of the application, the objection, comment or recommendation must be uploaded to Monday.com within the allotted fourteen (14) calendar days. A nonresponse shall be deemed an affirmation of the application.

- DuPage ETSB staff shall prepare the application paperwork for the next PAC and ETS Board agendas.

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

- Ensure that all associated paperwork is complete;
- Shall hear a report from DuPage ETSB staff and maintainer on the status of the fourteen (14) day notification, approvals/objections/recommendations from members and vendor recommendations for the application;
- Shall discuss the application and vote to make a recommendation to the ETS Board to either approve or deny the application and forward the application and recommendation to the ETS Board for its next regular meeting. PAC may recommend approval the application pending the completion of the 14 day notification period without objection.

In the event the PAC denies the application, the application and brief written explanation by the PAC Chair, or their 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 ETS Board may approve the application pending completion of the 14 notification period without objection. If there is an objection within the 14 day period, the application be sent back to PAC for review of the objection and further recommendation to the ETS Board.

### III. Implementation

The Applicant will be notified of the DuPage ETSB decision. If approved, the Applicant may then proceed to program its subscriber units with Access Talk Groups and access to other talk groups, as specified by the ETSB.

The Executive Director is authorized to make amendments to the Access Application and Confidentiality Agreement so long as the amendments do not alter the substance of the attached Agreement.

The Executive Director is authorized to sign MOUs for access agreements on behalf of the Chair so long as the request is within the policy of the ETSB and furthers the interoperability of the DEDIR System. New agreements and changes will be reported in the monthly report and affirmed by ETS Board resolution.

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

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Greg Schwarze, Chair