1. CALL TO ORDER

2. ROLL CALL

3. CHAIRMAN'S REPORT

4. PUBLIC COMMENT

5. CONSENT ITEMS

   A. Approval of Minutes

      A. Emergency Telephone System Board - Policy Advisory Committee - Regular Meeting - Tuesday December 5th, 2017

   B. Radio Maintainer Report

      1. DEDIRS Monthly Maintainer Report - December 2017

      2. DEDIRS Monthly Maintainer Report - January 2018

6. THIRD TOUCH

   A. PD and FD Standardization Templates

   B. Alias Changes/Standardization and Due Dates

7. GPS SERVICE FOR DEDIRS

8. POLICY DISCUSSION

9. OLD BUSINESS

10. NEW BUSINESS

11. NEXT MEETING:

    A. Tuesday, March 6 at 12:30pm in Room 3-500B
12. ADJOURNMENT
1. CALL TO ORDER
9:00 AM meeting was called to order by Chairman Timothy Hayden at 9:00 AM.

2. ROLL CALL

PRESENT: Baarman, Hayden, Bluder, Buckley
ABSENT: Romanelli

Attendees:
   Linda Zerwin, DuPage Emergency Telephone Systems Board, Director
   Matt Theusch, DuPage Emergency Telephone Systems Board
   Michealleena Trakas, Addison Police Department, Secretary

On roll call, Chairman Hayden, Member Baarman, and Member Buckley were present, which constituted a quorum.

3. CHAIRMAN'S REPORT
Chairman Hayden had nothing to report.

4. PUBLIC COMMENT
There was no Public comment.

5. APPROVAL OF MINUTES

A. ETSB - Policy Advisory Committee - Regular Meeting - Oct 3, 2017 12:30 PM

   A motion was made by Member Buckley, seconded by Member Baarman, to combine these items and forward them to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.
RESULT: ACCEPTED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Matt Baarman
AYES: Baarman, Hayden, Bluder, Buckley, Romanelli

B. ETSB - Policy Advisory Committee - Special Call - Nov 9, 2017 7:00 AM

A motion was made by Member Buckley, seconded by Member Baarman, to combine these items and forward them to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.

RESULT: ACCEPTED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Matt Baarman
AYES: Baarman, Hayden, Bluder, Buckley, Romanelli

6. CONSENT ITEMS

A. Radio Maintainer Report

1. 17-18-1 DEDIRS Monthly Maintainer Report - October

   Member Baarman gave a brief overview of the DEDIRS reports for October and November.

   A motion was made by Member Buckley, seconded by Member Baarman, to combine these items and forward them to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.

2. 17-18-2 DEDIRS Monthly Maintainer Report - November

   Member Baarman gave a brief overview of the DEDIRS reports for October and November.

   A motion was made by Member Buckley, seconded by Member Baarman, to combine these items and forward them to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.

7. POLICY DISCUSSION

The PAC discussed the Access Policy, Policy 5.2. Director Zerwin stated that she adjusted the form and made it one page; agencies can attach special exceptions to the form. Member
Baarman asked if language regarding the Wave application would be added. The PAC discussed whether the access via the Wave application would be included in this policy or separated. They also discussed the pros and cons of the Wave application. Director Zerwin suggested adding a section after “Special Use” with a space to add any talkgroups being requested. The PAC agreed that the Access policy looked good other than the discussed changes.

The PAC discussed the Encryption Policy, Policy 5.3. They discussed the current encryption key and the fact that giving access to encrypted channels would be more flexible and maintainable by using multi-key encryption, which is being looked into for the future. The PAC agreed that this policy was also ready.

The PAC discussed the Subscriber Unit Programming Policy, Policy 5.4. Member Baarman suggested adding specific examples about antennas and accessories to keep the number of code plugs under control. Director Zerwin said that this is addressed in the access application; however, it has not been memorialized in the policy. The PAC discussed the possibility of over-the-air programming (OTAP) for police only, since the fire code plug was currently too large. Member Baarman stated that the new firmware may help solve some of these problems; however, it had not yet been proven to work. Director Zerwin suggested trying OTAP for police, and Member Baarman would look into this. Member Baarman said that even with OTAP, there is some physical handling of the radios that needs to be done for maintenance. Director Zerwin stated that the PAC may want to also look at adding language to the Acknowledgement Form to ensure proper operation of subscriber units. The PAC will continue to discuss this policy.

Member Buckley suggested finalizing the Terminology Policy, Policy 5.5, before sending the others for adoption. Director Zerwin said that she took the work that had been done by the chiefs and compiled it into one policy; she adjusted the order and formatting, but not the language. Member Buckley brought up the language regarding OTAP and trunking and questioned whether these should be included in the terminology policy. Director Zerwin said that this portion of the policy should be seen as reference for users. Member Baarman said that he would draft language to define the three (3) types of trunking to be placed into policy. Member Baarman suggested that language regarding OTAP be taken out of policy until it is working properly and can be written, and the PAC agreed. OTAP would be removed from policy, but the language would be saved in case it is needed in the future. Director Zerwin would send out a new draft for review.

Director Zerwin said that the PSAPs have policy regarding Policy 5.6, the Emergency Button Policy, and she has asked them to review their policies, compile them into one, and bring it to the operational level. She suggested simplifying and shortening Policy 5.6, referencing the operational policies of the PSAPs. Director Zerwin would send a new draft of the policy to the PAC once more for review and finalization. The PAC agreed that this was an operational issue and that it was important for the PSAPs to be consistent.

8. THIRD TOUCH

Member Baarman said the chiefs are working with their respective Associations on aliases, templates, and conventional channels. The police chiefs are almost through the conventional channels and will move to templates next. The fire chiefs are further along in the process. Member Baarman that he would be scheduling a meeting with the PSAP directors to make sure that all of their needs regarding channels were met. He would then pick a date with the chiefs
and their associations to send out the notices for final templates and aliases; his goal was to get all this information by January 15, 2018. They would then get the code plugs ready and tentatively begin touching the radios by the end of January.

9. OLD BUSINESS
   There was none.

10. NEW BUSINESS
    There was none.

11. NEXT MEETING:
    A. Tuesday, January 2 at 12:30pm Room 3-500B

12. ADJOURNMENT
    Member Buckley made a motion to adjourn the meeting at 10:01 AM, seconded by Member Baarman. The next meeting of the Policy Advisory Committee was scheduled for Monday, January 8, 2018 at 9:00am.

   Respectfully submitted,
   Michealeena Trakas
Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Tuesday, January 2, 2018
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report

Next Touch Preparation:
PSAPs are finalizing the ETSB talkgroup names. Police agencies are still reviewing the conventional frequency list. Once complete, police will tackle consensus on the proposed template changes. The current fire aliases and templates were provided to each fire agency with the assignment to update and return. Once returned, updates to each agency’s portable and mobile master code plug will begin. Fire agencies also completed their review of the MERCI frequencies.

GenWatch:
GenWatch ran out of hard drive space on December 26, which corrupted the license key and stop capturing radio traffic. Additional space was made available on December 28 by moving older data to another location, but this is only a temporary solution to keep GenWatch running. With the latest STARCOM upgrade, a newer version of the GenWatch software is available. GenWatch conducted an audit of the existing system and found that a larger hard drive and newer version of SQL will be required prior to preforming the upgrade.

Radio Repairs:
DU-COMM techs saw a slight uptick in radio repairs in 2017. The most common issue is the top knob assembly. A stock of spare parts was purchased to improve the repair turnaround time. The repair breakdown, by month, follows:
**Talkgroup Usage:**
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from December 1 thru December 31, 2017 are as follows (all time in seconds):

<table>
<thead>
<tr>
<th>Talkgroup Alias</th>
<th>Total Group Time</th>
<th>Group Count</th>
<th>Longest Call Time</th>
<th>Group Busy Count</th>
<th>Longest Busy Time</th>
<th>Count of Rejects</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU ACDC 3</td>
<td>225,121</td>
<td>65,213</td>
<td>36</td>
<td>1</td>
<td>0</td>
<td>874</td>
</tr>
<tr>
<td>DU 3EAST</td>
<td>219,721</td>
<td>72,722</td>
<td>41</td>
<td>3</td>
<td>2</td>
<td>1,328</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>199,191</td>
<td>64,813</td>
<td>60</td>
<td>2</td>
<td>0</td>
<td>1,038</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>197,030</td>
<td>61,339</td>
<td>52</td>
<td>1</td>
<td>9</td>
<td>1,231</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>178,314</td>
<td>57,033</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>875</td>
</tr>
<tr>
<td>DU 5SOUTH</td>
<td>165,720</td>
<td>51,082</td>
<td>35</td>
<td>2</td>
<td>0</td>
<td>723</td>
</tr>
<tr>
<td>DU 5WEST</td>
<td>160,746</td>
<td>50,424</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>816</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>160,696</td>
<td>52,723</td>
<td>42</td>
<td>2</td>
<td>0</td>
<td>740</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>154,056</td>
<td>48,416</td>
<td>32</td>
<td>2</td>
<td>0</td>
<td>581</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>143,285</td>
<td>47,463</td>
<td>30</td>
<td>1</td>
<td>1</td>
<td>615</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>139,484</td>
<td>43,430</td>
<td>38</td>
<td>2</td>
<td>0</td>
<td>398</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>138,888</td>
<td>41,085</td>
<td>31</td>
<td>1</td>
<td>0</td>
<td>492</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>132,639</td>
<td>35,717</td>
<td>43</td>
<td>0</td>
<td>0</td>
<td>336</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>109,685</td>
<td>30,057</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>470</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>96,026</td>
<td>31,420</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>92,569</td>
<td>25,128</td>
<td>48</td>
<td>0</td>
<td>0</td>
<td>482</td>
</tr>
<tr>
<td>DU ACDC 1</td>
<td>91,176</td>
<td>29,309</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>23</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>88,491</td>
<td>22,118</td>
<td>61</td>
<td>3</td>
<td>1</td>
<td>87</td>
</tr>
<tr>
<td>DU PW 1</td>
<td>65,760</td>
<td>18,975</td>
<td>57</td>
<td>0</td>
<td>0</td>
<td>380</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>58,481</td>
<td>18,699</td>
<td>49</td>
<td>3</td>
<td>0</td>
<td>1,039</td>
</tr>
</tbody>
</table>

**December Track-it Issues:**
- Number of New Tickets = 7
- Number of Closed Tickets = 22
- Number of Open Tickets = 37
- Average age of Open Tickets = 386 days
  - A few of the largest impacting categories are:
    - 9 tickets - Loaner request - 786 days (tickets left open while radios are on loan)
    - 10 tickets - Third touch - 613 days
    - 10 tickets – Broken Part - 54 days
Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, February 1, 2018
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report

STARCOM Busies:
On Wednesday, January 24, the radio system was heavily utilized due to rain and freezing temperatures throughout DuPage County. Users appeared to experience more busies than past events. The system configuration, including talkgroup priorities and talkgroups site access, are being reviewed with Motorola to determine if any configuration changes are necessary.

Next Touch Preparation:
The ETSB received a request to enable GPS on STARCOM radios. Police and Fire groups agreed to determine if this should occur with this touch or a future touch. Meanwhile, the Fire templates were updated with the PSAP approved talkgroups. The deadline to complete and return the template is being determined and should be sent soon. Police agencies are working to standardize the Aliases and requested inclusion of the standard aliases “3Digit Agency Abbreviation” + “Sequential number” in all police radios. The more descriptive alias will only be updated in the console database for Telecommunicators to view. Once all the Fire templates and aliases are submitted, Fire agencies will be scheduled for the radio updates.

GenWatch:
GenWatch moved to a new hardware server. The databases were migrated, GenWatch software was upgraded to the latest version, and daily backup procedures were implemented.

Radio Repairs:
The most common issue is the top knob assembly. A supply of spare parts was purchased to improve the repair turnaround time. The repairs for the last 13 months is as follows:
Talkgroup Usage:
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from January 1 thru January 31, 2018 are as follows (all time in seconds):

<table>
<thead>
<tr>
<th>Talkgroup Alias</th>
<th>Total Group Time</th>
<th>Group Count</th>
<th>Longest Call Time</th>
<th>Group Busy Count</th>
<th>Longest Busy Time</th>
<th>Count of Rejects</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU 3EAST</td>
<td>256,618</td>
<td>84,709</td>
<td>48</td>
<td>3</td>
<td>2</td>
<td>1,518</td>
</tr>
<tr>
<td>DU ACDC 3</td>
<td>251,171</td>
<td>74,120</td>
<td>31</td>
<td>4</td>
<td>1</td>
<td>959</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>243,437</td>
<td>79,674</td>
<td>54</td>
<td>4</td>
<td>1</td>
<td>1,329</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>220,449</td>
<td>69,865</td>
<td>30</td>
<td>5</td>
<td>1</td>
<td>1,377</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>209,715</td>
<td>67,002</td>
<td>58</td>
<td>5</td>
<td>1</td>
<td>1,111</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>201,424</td>
<td>64,421</td>
<td>32</td>
<td>4</td>
<td>1</td>
<td>924</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>196,667</td>
<td>62,519</td>
<td>39</td>
<td>2</td>
<td>1</td>
<td>945</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>189,913</td>
<td>62,119</td>
<td>42</td>
<td>0</td>
<td>0</td>
<td>785</td>
</tr>
<tr>
<td>DU 3SOUTH</td>
<td>182,474</td>
<td>55,615</td>
<td>32</td>
<td>2</td>
<td>0</td>
<td>874</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>174,010</td>
<td>46,924</td>
<td>35</td>
<td>3</td>
<td>0</td>
<td>509</td>
</tr>
<tr>
<td>DU 7SOUTH</td>
<td>173,929</td>
<td>54,765</td>
<td>32</td>
<td>4</td>
<td>0</td>
<td>1,065</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>160,456</td>
<td>50,259</td>
<td>39</td>
<td>2</td>
<td>1</td>
<td>494</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>146,151</td>
<td>39,892</td>
<td>60</td>
<td>1</td>
<td>0</td>
<td>715</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>144,815</td>
<td>43,768</td>
<td>42</td>
<td>6</td>
<td>0</td>
<td>485</td>
</tr>
<tr>
<td>DU ACDC 1</td>
<td>130,200</td>
<td>43,445</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>115,815</td>
<td>30,977</td>
<td>35</td>
<td>4</td>
<td>1</td>
<td>613</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>111,641</td>
<td>28,277</td>
<td>30</td>
<td>4</td>
<td>1</td>
<td>190</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>89,439</td>
<td>28,464</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>DU PW 1</td>
<td>79,734</td>
<td>22,330</td>
<td>60</td>
<td>1</td>
<td>1</td>
<td>470</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>74,047</td>
<td>23,191</td>
<td>61</td>
<td>6</td>
<td>0</td>
<td>1,286</td>
</tr>
</tbody>
</table>

January Track-it Issues:
- Number of New Tickets = 49
- Number of Closed Tickets = 48
- Number of Open Tickets = 42
- Average age of Open Tickets = 349 days  A few of the largest impact categories are:
  - 9 tickets - Loaner request - 815 days  *tickets left open while radios are on loan*
  - 11 tickets - Third touch - 586 days
  - 10 tickets – Broken Part - 47 days