1. CALL TO ORDER

2. ROLL CALL

3. CHAIRMAN'S REPORT

4. PUBLIC COMMENT

5. APPROVAL OF MINUTES

   A. Emergency Telephone System Board - Policy Advisory Committee - Regular Meeting -
      Tuesday February 6th, 2018

6. CONSENT ITEMS

   A. Radio Maintainer Report

      1. 17-18-15 DEDIRS Monthly Maintainer Report

7. DEDIRS ACCESS REQUEST

   A. ETS-R-0010-18 Resolution to Approve Access to the DuPage Emergency Dispatch
      Interoperable Radio System Talk Groups Pursuant to Policy Language Section 8.0.4:
      Adding Public Safety Agencies for the Purpose of Mutual Aid as Requested by the Drug
      Enforcement Administration

8. POLICIES

   1. MEMORANDUM re DEDIRS Policies

   2. 17-18-17 911-005.2 Access to the DuPage Emergency Dispatch Interoperable Radio
      System (DEDIRS) Draft

   3. 17-18-18 911-005.3 Access to the DuPage Emergency Dispatch Interoperable Radio
      System (DEDIRS) Encrypted Channels Draft

   4. 17-18-19 911-005.4 DuPage Emergency Dispatch Interoperable Radio System
      (DEDIRS) Subscriber Unit Programming and Use of Talk Groups Draft
5. 17-18-20  911-005.5  DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Terminology Draft


9. **THIRD TOUCH**

   A. PD and FD Standardization Templates
   
   B. Alias Changes/Standardization and Due Dates

10. **OLD BUSINESS**

11. **NEW BUSINESS**

12. **NEXT MEETING:**

   A. Tuesday, April 3 at 12:30pm in Room 3-500B

13. **ADJOURNMENT**
1. CALL TO ORDER

12:30 PM meeting was called to order by Chairman Timothy Hayden at 12:30 PM.

2. ROLL CALL

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

Attendees:
Linda Zerwin, DuPage Emergency Telephone Systems Board, Director
John Lozar, DU-COmm
Michealeena Trakas, Addison Police Department, Secretary

On roll call, Chairman Hayden, Member Baarman, Member Buckley, and Member Romanelli 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. CONSENT ITEMS

A. Approval of Minutes

A. ETSB - Policy Advisory Committee - Regular Meeting - Dec 5, 2017 9:00 AM

A motion was made by Member Buckley, seconded by Member Romanelli, to forward the minutes 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: Anthony Romanelli, Chief
AYES: Baarman, Hayden, Buckley, Romanelli

B. Radio Maintainer Report

Member Baarman gave a brief overview of the DEDIRS reports for December and January.

A motion was made by Member Romanelli, seconded by Member Buckley, 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.

1. DEDIRS Monthly Maintainer Report - December 2017

2. DEDIRS Monthly Maintainer Report - January 2018

6. THIRD TOUCH

Member Baarman gave an update on the work done in the PSAP group to finalize talkgroup names and identify operational needs. Member Buckley said he was close to sending out the email to compile VHF and Starcom resources to the fire chiefs, and the PAC discussed a deadline of March 1 for them to get their responses back. The police chiefs were finishing compiling their list of conventional resources and programming can begin once that is completed. These deadlines would allow the template to be compiled and reviewed at the next regular meeting of the PAC.

A. PD and FD Standardization Templates

See discussion under Third Touch.

B. Alias Changes/Standardization and Due Dates

See discussion under Third Touch.

7. GPS SERVICE FOR DEDIRS

The PAC discussed GPS service for the radio system and Director Zerwin stated that it was currently being investigated. The PAC discussed that many users would like this service; however, third touch could not wait until the decision has been made. More time is needed to acquire quotes for the service, make funding available, test it operationally, and have a method for displaying the information. Director Zerwin said GPS is in ETSB’s plan for 2019.

8. POLICY DISCUSSION
Member Baarman asked about the PAC’s consideration to use the Wave mobile application. The PAC discussed the policy in regards to the Wave mobile application and that it would be allowed on the system, but users would need to request access to talkgroups through the PAC.

9. **OLD BUSINESS**
   
   There was no old business.

10. **NEW BUSINESS**
    
    There was no new business.

11. **NEXT MEETING:**
    
    A. Tuesday, March 6 at 12:30pm in Room 3-500B

12. **ADJOURNMENT**
    
    Member Romanelli made a motion to adjourn the meeting at 1:36 PM, seconded by Member Buckley. The next meeting of the Policy Advisory Committee was scheduled for Tuesday, March 6, 2018 at 12:30 PM.

    Respectfully submitted,
    
    Michealeena Trakas
Memorandum

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

Next Touch Preparation:
The standard talkgroup list, templates, and aliases were sent to all DuPage Fire agencies. Agencies given a deadline of March 1 to complete and submit via Track-it. While fire agencies work to complete this task, radio manager containers were updated to the latest version of software. Once all templates and aliases are received, code plug creation will begin. Police agencies are standardizing aliases to the “3Digit Agency Abbreviation” + “Sequential number”, so all police aliases can be in every police portable. A more descriptive alias will only be updated in the console database for Telecommunicators to view. Police agencies continue to review and update the conventional frequency resource list.

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:

![Radio Repairs Graph]

6.A.1.a
Talkgroup Usage:
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from February 1 thru February 28, 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>251,350</td>
<td>82,988</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>1,603</td>
</tr>
<tr>
<td>DU ACDC 3</td>
<td>243,078</td>
<td>70,822</td>
<td>44</td>
<td>0</td>
<td>0</td>
<td>988</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>222,860</td>
<td>72,089</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>1,280</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>209,672</td>
<td>64,673</td>
<td>42</td>
<td>0</td>
<td>0</td>
<td>1,234</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>190,691</td>
<td>61,679</td>
<td>46</td>
<td>0</td>
<td>0</td>
<td>802</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>188,036</td>
<td>58,700</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>826</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>173,123</td>
<td>55,455</td>
<td>47</td>
<td>0</td>
<td>0</td>
<td>696</td>
</tr>
<tr>
<td>DU 3SOUTH</td>
<td>164,197</td>
<td>49,558</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>629</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>162,539</td>
<td>50,686</td>
<td>43</td>
<td>0</td>
<td>0</td>
<td>676</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>157,269</td>
<td>49,646</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>DU 7SOUTH</td>
<td>157,076</td>
<td>49,393</td>
<td>39</td>
<td>0</td>
<td>0</td>
<td>740</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>147,140</td>
<td>46,076</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td>467</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>144,475</td>
<td>42,243</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>532</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>140,060</td>
<td>37,402</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>358</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>120,520</td>
<td>32,284</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>351</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>98,883</td>
<td>23,758</td>
<td>34</td>
<td>0</td>
<td>0</td>
<td>135</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>94,999</td>
<td>24,840</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>445</td>
</tr>
<tr>
<td>DU PW 1</td>
<td>74,567</td>
<td>20,959</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>419</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>56,712</td>
<td>17,692</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>951</td>
</tr>
<tr>
<td>DU COD 1</td>
<td>53,155</td>
<td>13,208</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>242</td>
</tr>
</tbody>
</table>

February Track-it Issues:
- Number of New Tickets = 19
- Number of Closed Tickets = 29
- Number of Open Tickets = 37
- Average age of Open Tickets = 410 days  
  A few of the largest impact categories are:
  - 9 tickets - Loaner request - 845 days (tickets left open while radios are on loan)
  - 13 tickets - Third touch - 523 days
  - 9 tickets – Broken Part - 42 days
RESOLUTION TO APPROVE ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM TALK GROUPS PURSUANT TO POLICY LANGUAGE SECTION 8.0.4 ADDING PUBLIC SAFETY AGENCIES FOR THE PURPOSE OF MUTUAL AID AS REQUESTED BY DRUG ENFORCEMENT ADMINISTRATION

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 DuPage Emergency Dispatch Interoperable Radio System (“DEDIRS”) was implemented to provide Emergency 9-1-1 radio communication services through STARCOM21 Site 1 for secure and accessible communications for its member users; and

WHEREAS, the Drug Enforcement Administration has requested access to certain talk groups of DEDIRS pursuant to Section 8.0.4: Adding Public Safety Agencies for the Purpose of Mutual Aid and in the spirit of public safety and first responder interoperability; and

WHEREAS, the Drug Enforcement Administration’s Application has been recommended for approval by the DU PAGE ETSB Policy Advisory Committee (“PAC”) in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Drug Enforcement Administration detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants access to DEDIRS by the Drug Enforcement Administration Office according to Policy ETS-13-001P: DuPage Emergency Dispatch Interoperable Radio System Policy Section 8.0.4: Adding Public Safety Agencies for the Purpose of Mutual Aid, by this resolution.

Enacted and approved this 6th day of March, 2018 at Wheaton, Illinois.

________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
Thank you for your interest in having access to the DuPage Emergency Dispatch Interoperable Radio System.

There are three required documents for this application:

1. Application Cover Sheet
2. Access Agreement
3. STARCOM Oversight Application

1. Application Cover Sheet: This sheet should be completed by the requestor. You must have a sponsor for the DEDIRS system who is a DuPage ETSB member by referendum and a DEDIRS user. You must have written approval by all entities who will be using any talk groups for which you will request access. Email is an acceptable written approval document.

   The only exception to the written approval is for system wide talk groups. Approval for those talk groups will be decided by the Policy Advisory Committee (PAC).

2. Access Agreement: There are two versions of this agreement. If you are not a public safety entity with sworn personnel (police or fire) you should use the Non-Public Safety agreement.

   The document must be signed by the head of your organization. If you are a municipal organization, this may be your manager or mayor/president. If you are a corporate entity this would be the head of the organization as designated by the Articles of Incorporation. The signature of the agency head is the requirement of the DuPage State’s Attorney’s Office.

3. STARCOM Oversight Application: If you are already a STARCOM member, please submit a copy of your approved application. This document answers most of the questions that would be asked by the PAC in considering your application.

   If you are not already a member, please complete an application with DuPage ETSB as your sponsor. Submit the STARCOM application with your application. If approved, we will submit your application to the STARCOM Oversight Committee. Even if you submit your application to STARCOM, without approval from DuPage ETSB, STARCOM will not approve your use of DEDIRS talk groups.

If you have any questions about the preparation of your application, you may contact Linda Zerwin at linda.zerwin@dupageco.org or Matt Baarman at mbaarman@ducomm.org
# DuPage EDIRS Participation Application

## Agency Information

<table>
<thead>
<tr>
<th>Name of Agency:</th>
<th>Drug Enforcement Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point of Contact:</td>
<td>Lee Ross, DEA Frequency Manager</td>
</tr>
<tr>
<td>Business Address:</td>
<td>10555 Furnace Road, Lorton, VA 22079</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:lee.ross@usdoj.gov">lee.ross@usdoj.gov</a></td>
</tr>
<tr>
<td>Business Telephone:</td>
<td>703.495.6755</td>
</tr>
<tr>
<td>Mobile Telephone:</td>
<td></td>
</tr>
</tbody>
</table>

## Sponsoring Agency Information

<table>
<thead>
<tr>
<th>Name of Agency:</th>
<th>DuPage County Sheriff’s Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point of Contact:</td>
<td>Major Dan McCarthy</td>
</tr>
<tr>
<td>Business Address:</td>
<td>505 County Farm Road, Wheaton, IL 60187</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:dan.mccarthy@dupagesheriff.org">dan.mccarthy@dupagesheriff.org</a></td>
</tr>
<tr>
<td>Business Telephone:</td>
<td>630-407-2400</td>
</tr>
<tr>
<td>Mobile Telephone:</td>
<td></td>
</tr>
</tbody>
</table>

## Application Information

<table>
<thead>
<tr>
<th>Please complete the following information</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Applicant is a unit of local government</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant is sponsored by a DuPage ETSB Member Agency (attach a letter of Agency)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant is requesting access to DuPage EDIRS for certified sworn police personnel or certified fire service personnel.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant is requesting monitoring capabilities only</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant has submitted a completed StarCom21 “Form B” application</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant has submitted a statement on how the applicant’s access to the DuPage EDIRS will enhance the mission of the sponsoring agency</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The Applicant understands and accepts that any fees or cost incurred by the ETSB or the sponsoring agency will be paid by the applicant</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Attachment: Request for Access- DEA (ETS-R-0010-18 : EDIRS Access Request Drug Enforcement Administration)
## Applicant Equipment Information

The total number of portable radios covered under this request is: **6**

The total number of mobile radios covered under this request is: 

The total number of radios which will be operational during any daily operational shift is: 

Type of radios to be programmed with a DuPage EDIRS talk group: 

The Applicant is requesting access to the following Talk Group[s]: TAC5 and DPSO Statewide

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Applicant has received approval from all police agencies operating on the requested talk group (attach a letter of approval from the agency[s])  

The Applicant has received approval from all fire agencies operating on the requested talk group (attach a letter of approval from the agency[s])  

The Applicant has received approval from all PSAPs operating on the requested talk group (attach a letter of approval from the agency[s])  

### Committee/Board Use Only:

**Review Process Checklist**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Applicant has submitted proper paperwork
- Talk Group Agencies have been notified (see attached)
- Vendor Technical Review of Application Complete (see attached recommendation)
- 14 DAY Notice to Members made (see attached)

### Fees:

<table>
<thead>
<tr>
<th>Description</th>
<th>Hours</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Staff Time Admin</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Vendor Review</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Postage</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

**Posted on Committee Agenda**

Vote of Committee: Ayes_______ Opposed_______ Abstain_______ Absent_______

Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]

**Posted on ETSB Agenda**

[ ] Yes  [ ] No

[ ] Yes  [ ] No

Resolution No:

Additional Information or Action from ETS Board:
DuPage Emergency Dispatch Interoperable Radio System
Talk Group Access Agreement

This Talk Group Access Agreement is between __________________________, an [Illinois] [not-for profit][business] corporation (Agency), having its principal business address at ____________ and the Emergency Telephone System Board of DuPage County (“ETSB”), an Emergency Telephone System Board established pursuant to 50 ILCS 750/et. seq., having its principal business address at 421 N. County Farm Rd., Wheaton, Illinois 60187.

Section 1 - Definitions. [Intentionally Left Blank]

Section 2 – Grant of Access. Pursuant to ETSB Resolution a copy of which is attached to and incorporated in this Agreement as if fully set forth herein, the ETSB authorizes the Agency and only those personnel members whose names it provides to the ETSB to access the DuPage Emergency Dispatch Interoperable Radio System (“DEDIRS”).

Section 3 – Scope of Use. The Agency shall, at all times, ensure that its personnel utilize its access to DEDIRS in strict conformance with the provisions of this Agreement, its application to the ETSB, and such rules and policies as the ETSB or its subordinate entities may from time to time establish. The Agency shall not permit its personnel to utilize the Agency’s access to DEDIRS in any manner that exceeds this scope of use or in violation of law.

Section 4 – Termination. The Agency may terminate its access to DEDIRS at any time by providing written notice to the ETSB. The ETSB may terminate the Agency’s access to DEDIRS at any time and for any reason with or without written notice.

Section 5 – Indemnification. (a) The Agency shall, at all times, fully indemnify, hold harmless, and defend the ETSB and the County of DuPage and their officers, agents, and employees from and against any and all claims and demands, actions, causes of action, and cost and fees of any character whatsoever made by anyone whomsoever on account of or in any way growing out of use of DEDIRS by the Agency and its employees, or because of any act or omission, neglect or misconduct of the Agency, its employees and agents or its subcontractors including, but not limited to, any claims that may be made by the employees themselves for injuries to their person or property or otherwise, and any claims that may be made by the employees themselves or by the Illinois Department of Labor for the Agency’s violation of the Illinois Prevailing Wage Act (820 ILCS 130/1 et seq.). The forgoing obligation of the Agency to indemnify shall not be limited by reason of insurance or immunity.

(b) Nothing contained herein shall be construed as prohibiting the ETSB or the County and their officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, actions or suits brought against them. The Agency shall likewise be liable for the cost, fees and expenses incurred in defense of any such claims, actions, or suits.

(c) The Agency shall be responsible for any damages incurred as a result of its errors, omissions or negligent acts.
(d) Neither the ETSB nor the County waives any defense or immunity which may be available to it, including those provided by the Local Government and Governmental Employees Tort Immunity Act, 745 ILCS 10/1 et seq. or by reason of indemnification or insurance.

Section 6 – Duty to Contract for Access, Costs. The Agency shall contract with Motorola Solutions, Inc. for access to its STARCOM21 System on which DEDIRS operates. The Agency shall be solely responsible for all costs associated with its access to DEDIRS. The Agency shall be solely responsible for the acquisition any equipment it requires to access DEDIRS.

Section 7 – Notices. All notices required to be given pursuant to this Agreement shall be in writing and addressed to the parties at their respective addresses set forth below

<table>
<thead>
<tr>
<th>If to the ETSB:</th>
<th>If to the Agency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-1-1 System Coordinator</td>
<td><strong>Drug Enforcement Administration</strong></td>
</tr>
<tr>
<td>Emergency Telephone System Board of DuPage County</td>
<td><strong>10555 Furnace Road</strong></td>
</tr>
<tr>
<td>421 N. County Farm Rd.</td>
<td><strong>Lorton, VA 22079</strong></td>
</tr>
<tr>
<td>Wheaton, IL 60187</td>
<td><strong>Attn: Lee Ross, DEA Frequency Manager</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Phone: 703.495.6755</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Fax: 703.495.6542</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Email: <a href="mailto:lee.ross@usdoj.gov">lee.ross@usdoj.gov</a></strong></td>
</tr>
</tbody>
</table>

Section 8 – Covenant Not to Sue. In consideration of the ETSB’s grant of access to DEDIRS, the Agency covenants and agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the ETSB or the County of DuPage, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating, directly or indirectly, to this Agreement to the extent authorized by law.

Section 9 – Representations. The Agency represents that it has the authority to enter into this Agreement and undertake the duties and obligations contemplated by this Agreement and that it has taken or caused to be taken all necessary action to authorize the execution. Further, the Agency represents that the signatory of this Agreement has the authority to bind the Agency to all obligations herein contained.

Section 10 – Survival. The Agency’s obligations under Section 5 and Section 8 shall survive the termination of this Agreement.

Section 11 – Assignment. Neither the Agency nor any of its personnel may assign or transfer any rights afforded to it under this Agreement to any third party for any purpose without the express written permission of the ETSB Board.

______________________________  Date: __________________________
Title: ____________________________
Return to:
Drug Enforcement Administration
10555 Furnace Road
Lorton, VA 22079
Attn: Lee Ross, DEA Frequency Manager
Phone: 703.495.6755
Fax: 703.495.6542
Email: lee.ross@usdoj.gov

Subject: Memorandum of Understanding for DEA frequency use

To Whom It May Concern:

As a cooperative measure, permission is granted to the Drug Enforcement Administration to operate mobile and portable radio frequency equipment on the following talk groups that are part of the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS). Attached you will also find the appropriate code key for Starcomm, permission is also granted to use those Channels, TAC5 and DPSO Statewide.

<table>
<thead>
<tr>
<th>Transmit Frequency (MHz)</th>
<th>TX PL Tone</th>
<th>Receive Frequency (MHz)</th>
<th>RX PL Tone</th>
<th>FCC License</th>
<th>Expiration Date</th>
<th>Area</th>
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<td>N/A</td>
<td>TAC5</td>
<td>N/A</td>
<td>02/14/2024</td>
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<tr>
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<td>DPSO Statewide</td>
<td>N/A</td>
<td>DPSO Statewide</td>
<td>N/A</td>
<td>04/05/2024</td>
<td>24Km center of DuPage Co</td>
</tr>
</tbody>
</table>

The operation of the aforementioned radio equipment and use of frequencies will adhere to FCC rules and regulations and will be used for official law enforcement business, as well as emergency use.

Authorized By:

Signature: ___________________________ Agency: ___________________________
Print Name: ___________________________ Address: ___________________________
Title: ___________________________ Phone: ___________________________
Date: ___________________________
Subject: Memorandum of Understanding for DEA frequency use

To Whom It May Concern:

As a cooperative measure, permission is granted to the Drug Enforcement Administration to operate mobile and portable radio frequency equipment on the following frequencies that are licensed by the DuPage Co Sheriff’s Office: Line 1 is DPSO F1 800 and Line 2 is DPSO F2 800. Attached you will also find the appropriate code key for Starcomm, permission also granted to use those Channels, TAC5 and DPSO Statewide.

<table>
<thead>
<tr>
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<th>Receive Frequency (MHz)</th>
<th>RX PL Tone</th>
<th>FCC License</th>
<th>Expiration Date</th>
<th>Area</th>
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<tbody>
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<td>04/05/2024</td>
<td>24Km center of DuPage Co</td>
</tr>
</tbody>
</table>

The operation of the aforementioned radio equipment and use of frequencies will adhere to FCC rules and regulations and will be used for official law enforcement business, as well as emergency use.

Authorized By:

Signature: ___________________________ Agency: ___________________________
Print Name: __________________________ Address: __________________________
Title: _______________________________ __________________________
Phone: ______________________________ Date: __________________________
Emergency Telephone System Board Of DuPage County Memorandum

To: Chairman Hayden and PAC Members
From: Linda M. Zerwin, Executive Director
Date: February 28, 2018
Re: DEDIRS Policy Overview and Status
CC: Chairman Grasso and ETS Board Members

Over the course of several meetings, the PAC has discussed the re-working of the draft policies developed by a work group of the Radio Steering Committee. This update consists of moving the draft language into the current ETSB policy format, updating any process to meet the current operating format active today in DEDIRS per your direction.

The adjusted policy number for DEDIRS policies will be: 911-005. All policies pertaining specifically to DEDIRS will be subsets of this policy. The draft policy numbers refer the number assigned to the language in a policy from the draft SOP created but not fully adopted. Submitted today for your consideration are:

<table>
<thead>
<tr>
<th>ETSB Policy Number</th>
<th>Draft Policy Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>911-005.2</td>
<td>4.4, 4.5, 4.5.1, 4.6</td>
<td>Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS)</td>
</tr>
<tr>
<td>911-005.3</td>
<td>8.0.2, 8.0.3, 8.0.4, 8.0.5</td>
<td>Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Encrypted Channels</td>
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<tr>
<td>911-005.4</td>
<td>4.4, 4.5, 4.5.1, 4.6</td>
<td>DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups</td>
</tr>
<tr>
<td>911-005.5</td>
<td>4.2</td>
<td>Terminology and Definitions</td>
</tr>
<tr>
<td>911-005.6</td>
<td>4.2.2</td>
<td>Emergency Button</td>
</tr>
</tbody>
</table>

911-005.2 Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS): This policy has been updated. The major change to this policy includes the incorporation of multiple “Access Talk Groups” for use by agencies requesting the ability to communicate on the system. This is a concept developed by Will County/WESCOM. A system like this could make access and access request more simplified and would help control use of DEDIRS. Outside agencies that require auto and mutual communication would be reviewed in the same manner. The application form has also been adjusted. In addition, instead of using a single point of contact, the thought process is to bring this to the operations meetings (other contact avenues are listed) of the PSAPs for discussion and consensus. In this way, a vetting of the request is done at the operational level both from the PSAP and the agencies on a talk group. This policy requires additional discussion.

911-005.3 This policy mirrors some of the process of the access policy above but is specific to encryption. The discussion regarding access should be done in tandem with both of these policies.

911-005.4 Subscriber Unit Programming and Use of the Talk Groups: The acronym EDIRS has been amended to DEDIRS. And an agency form has been added to ensure that the information has been reviewed at the agency level. Other than the Over the Air Programming Section which may have to be updated when put into use, this policy is ready for review.

911-005.5 Terminology and Definitions: Based on your direction, the definitions and radio technologies descriptions were combined into the definitions sections. The only exception is the language on: Emergency Button and the Over The Air Programming Process (OTAP). The OTAP process is outlined in 911-005.4. It has been omitted from the terminology policy. The Emergency Button has been put into a separate policy to allow for annual review at the agency and PSAP level. See 911-005.6 for additional information. This policy is ready for review.

911-005.6 Emergency Button: This policy has been converted and discussed. The next step should be referral to the PSAPs for their operations meetings to determine what changes need to be made against the PSAP policy to make the procedure consistent across all three PSAPs for standardization and officer safety.
Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS)

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.

Additional Authority:
Public Act 100-002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
83 Illinois Administrative Code Part 725
83 Illinois Administrative Code Part 1325.415(m)
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

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

Effective with the Third Touch reprogramming of subscriber units, DEDIRS will create eight (8) or more multi-use talk groups for the purpose of interoperability with outside agencies who meet the access requirements, herein referred to as "Access Talk Groups."

The Access 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.
Any agency that has been granted access to main channel talk groups in applications prior to Third Touch, shall be asked to reprogram their subscriber units to the Access Talk Groups at their next reprogramming or within a year of notice, whichever occurs first. If an agency is unable to meet this request, they should seek an extension from the PAC in writing, no later than ninety (90) days prior to the year deadline.

II. Application Procedure

Any agency that determines it has a need to communicate with an existing DEDIRS member for public safety purposes may apply to DuPage ETSB for use of Access Talk Groups 1-8.

Special Use:
DuPage ETSB will consider applications for specific operational talk groups on a case by case basis for agencies that have daily operational assignments with DEDIRS users (mutual aid, auto aide, task force assignments etc.).

Existing Non-Member users who wish to have access to a main talk group for purposes of communication may continue to have access to that talk group unless that permission is revoked by the ETSB when access to the “Access Talk Groups” is established or access to the main talk groups is proven necessary for daily operational needs.

Applicant Responsibilities

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

1. A brief cover letter/email explaining the need for interoperability, type of anticipated use (daily, mutual aid, auto aid, task force etc.) and any other pertinent information including which DEDIRS members the requestor will mostly likely communicate.
2. A completed DuPage ETSB DEDIRS Access Application;
3. A completed and executed DuPage Emergency Dispatch Interoperable Radio System Access Talk Group Agreement;

Understand and accept 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 DEDIRS 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 DEDIRS system will rest with the Applicant and DuPage ETSB and is neither transferable nor can it be expanded upon without permission.
The Applicant will have authority to program only the approved talk groups on its own subscriber units. The Applicant may not program any other DEDIRS member subscriber units owned by DuPage ETSB. The Applicant may not program any other STARCOM21 user subscriber unit with DEDIRS 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.

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 Access 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.

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 DEDIRS 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 DEDIRS 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 DEDIRS 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 DEDIRS. The public safety agency shall supply the serial number, radio identification number, and STARCOM21 identifier to the ETSB prior to the radio becoming operative on the EDIRS.

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, including the four items listed previously, shall be submitted to DuPage ETSB.
• DuPage ETSB shall review the application with the ETSB-approved radio vendor to assess the type of equipment the Applicant proposes to use with DEDIRS, 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. The date that the application is distributed to the PSAPs will start the fourteen (14) day notification window for member review.

• The PSAP Directors will advise their member agencies of the application request. This can be accomplished through their own internal operational process for disseminating information to their agencies (email, committee meetings etc.). PSAPs are encouraged to bring this information through internal committees to promote discussion and consensus.

• The PSAP Directors will advise DuPage ETSB staff via email if there are no objections or of any objections to the application or recommendations within fourteen (14) days of receipt of the application. The objection must be filed in writing by return receipt email to ETSB911@dupageco.org 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:

• Assure 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.

In the event the PAC denies the application, the application and brief written explanation by the PAC Chairman, 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.

**Special Use:**
Existing Non-Member users, such as large campus/mall security or other similar groups who wish to have access to a main talk group for purposes of communication may continue to have access to that talk group with the permission of the users unless that permission is revoked by the ETSB when access to the “Access Talk Groups” is established or access to the main talk groups is proven necessary for daily operational needs.

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.

Policy adopted: _______________________________

_____________________________________________

Gary Grasso, Chairman
Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups

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.

Additional Authority:
Public Act 100-002
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

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

DuPage ETSB acknowledges that there may be legitimate reasons that non-sworn personnel may need access to encrypted talk groups on the DEDIRS subscriber unit system. Some of these reasons may include membership on a task force by non-sworn personnel, or membership on a task force by members of an agency that are not a participating member of DEDIRS.

This application for access to DEDIRS encrypted talk groups should be completed and submitted to the PAC for consideration and approval. DuPage ETSB is not responsible for any fees for programming of the subscriber unit, and monthly airtime fees will be the responsibility of the requestor or the sponsoring agency or task force that is requesting access or the non-member agency.

II. Application Procedure
Any agency that determines it has a need to provide a non-sworn member with access to an encrypted talk group may apply to DuPage ETSB for access.

**Applicant Responsibilities**

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

1. A brief cover letter/email explaining the need for access, type of anticipated use (daily, mutual aid, auto aid, task force etc.) and any other pertinent information including which DEDIRS members the requestor will mostly likely communicate;
2. A completed DuPage ETSB DEDIRS Access Application, unless this is a subscriber unit already active on DEDIRS;
3. A completed DuPage ETSB Application for Access to DEDIRS Encrypted Talk Groups for Non-Sworn Personnel form;

The rights of the Applicant and the ability to utilize the DEDIRS system will rest with the Applicant and DuPage ETSB and is neither transferable nor can it be expanded upon without permission.

Each Applicant will be responsible for those fees incurred on its behalf. All subscriber fees charged by Motorola for an Applicant’s subscriber unit 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 encrypted talk groups, all member police and fire agencies shall be notified with a fourteen (14) notification window. The process of notification will be outlined below.

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, including the four items listed previously, shall be submitted to DuPage ETSB.
- If this application includes a new subscriber unit to the DEDIRS, DuPage ETSB shall review the application with the ETSB-approved subscriber unit vendor to assess the type of equipment the Applicant proposes to use with DEDIRS, 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. The date that the application is distributed to the PSAPs will start the fourteen (14) day notification window for member review.
- The PSAP Directors will advise their member agencies of the application request. This can be accomplished through their own internal operational process for disseminating information to their agencies (email, committee meetings etc.). PSAPs are encouraged to bring this information through internal committees to promote discussion and consensus.
- The PSAP Directors will advise DuPage ETSB staff via email if there are no objections or of any objections to the application or recommendations within fourteen (14) days of receipt of the application. The objection must be filed in writing by return receipt email to ETSB911@dupageco.org within the allotted fourteen (14) calendar days.
- 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:

- Assure that all associated paperwork is complete;
- Shall hear a report from DuPage ETSB staff 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.

In the event the PAC denies the application, the application and brief written explanation by the PAC Chairman, 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.

III. Implementation

The Applicant will be notified of the DuPage ETSB decision. If approved, the Applicant may then proceed to program its subscriber unit with the designated encrypted talk groups.

Policy adopted: _______________________________________

_____________________________________________________
Gary Grasso, Chairman

DUPAGE ETSB
APPLICATION FOR ACCESS TO DEDIRS ENCRYPTED TALK GROUPS
FOR NON-SWORN PERSONNEL
DuPage ETSB acknowledges that there may be legitimate reasons that non-sworn personnel may need access to encrypted talk groups on the DEDIRS subscriber unit system. Some of these reasons may include membership on a task force by non-sworn personnel, or membership on a task force by members of an agency that are not a participating member of DEDIRS.

This application for access to DEDIRS encrypted talk groups should be completed and submitted to the PAC for consideration and approval. DuPage ETSB is not responsible for any fees for programming of the subscriber unit, and monthly airtime fees will be the responsibility of the requestor or the sponsoring agency or task force that is requesting access or the non-member agency.

Name of operator that will be given access: ________________________________

Agency of operator: ________________________________

Reason for access: ________________________________

Sponsoring Agency or Task Force: ________________________________

Was a background check completed on the operator: (circle one)  
Yes  No

Did the operator sign a confidentiality agreement: (circle one)  
Yes  No

The sponsoring agency or task force acknowledges that they have conducted the appropriate screening of the operator requesting access and will make that background check available to the PAC or ETSB upon request from one of those agencies.

Name of sponsoring agency supervisor: ________________________________

Signature of sponsoring agency supervisor: ________________________________

Date: ________________________________

DUPAGE ETSB
CONFIDENTIALITY AGREEMENT
USE OF STARCOM 21 SUBSCRIBER UNIT SYSTEM
As a member of the __________________________ (name of task force or sponsoring agency), I understand that I may learn of or have access to information over encrypted talk groups of the DEDIRS subscriber unit system which is of personal, safety-sensitive, or otherwise confidential in nature. Such information includes, but is not limited to incident report information, NCIC/LEADS information, Computer Aided Dispatch/RMS information, and other law enforcement or police related information.

I agree to maintain the confidentiality of such information and will not divulge it to anyone for any purpose without the express consent or approval of the task force or sponsoring agency.

I further understand and agree that I am prohibited from using any of this information for my personal use or benefit or for any other non-Police business related purposes.

I understand and agree that my failure to comply with the confidentiality requirement set forth in this Confidentiality Agreement is grounds for discipline, up to and including termination of access to encrypted talk groups.

The restrictions of the Confidentiality Agreement regarding disclosure and use of information shall continue to apply after termination of my relationship with the task force or sponsoring agency.

I have read and understand this agreement and agree to comply with it in every respect.

Dated this _______________ day of ______________________, 20_______

_________________________________________________________________
Signature

_________________________________________________________________
Printed Full Name

_________________________________________________________________
Agency
Emergency Telephone System Board
Of DuPage County
Policy and Procedures

Policy #: 911-005.4
Previous Policy(s): 4.4, 4.5, 4.5.1, 4.6
Effective Date: May 7, 2013
Revised: September 25, 2017

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DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS)
Subscriber Unit Programming and Use of Talk Groups

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOMM21 and DEDIRS requirements for use and access of DEDIRS talk groups for the purpose of interoperability for emergency communications.

Additional Authority:
Public Act 100-002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
83 Illinois Administrative Code Part 725
83 Illinois Administrative Code Part 1325.415(m)
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

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) 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, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

I. Policy Statement

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOMM21 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.

To achieve seamless interoperable communication, standardization of operation and 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. Likewise, standardization of operation and naming conventions lessens the need for re-programming of subscriber units in the event of change of assignment, new hire, etc. and ensures the accuracy of the system.
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.

II. Equipment
The DEDIRS will be able to utilize any equipment authorized by State of Illinois STARCOMM21 Committee.

Only persons designated by DuPage ETSB and who have completed certified training for the programming of the radios owned or operated on this system, and have executed confidentiality agreement(s) and other agreements required by Motorola, STARCOMM21 and/or DuPage ETSB will be authorized to program radios on this system.

Those individuals programming the radio(s) will be responsible for adhering to Radio ID and alias policy, updating alias master database, serial number list, inventory list, and other logs of requirements of ETSB and/or Motorola. All master lists shall be forwarded to and maintained by ETSB or its designee.

III. User Agency Acknowledgement of Radio Programming
Each agency head must complete “APPENDIX THREE” Radio programming Acknowledgement form and return it to DuPage ETSB, who will retain the document. This document acknowledges the receipt of DuPage ETSB owned radios, acknowledges compliance with ETSB policies as well compliance with all established STARCOMM21 and all applicable FCC rules.

IV. Over the Air Programming
Over the air programming (OTAP) is a process that permits Motorola to program a subscriber unit through a RF interface using the STARCOMM21 system network and customer-approved programming templates. OTAP also permits Motorola to remotely “read” the status of a subscriber unit.

V. Template Management
DuPage ETSB (or its designee) will be responsible for developing and approving all the programming templates of the DuPage STARCOMM21 radio system. When DuPage ETSB approves the creation or modification of a template, it shall provide a copy to Motorola’s STARCOMM21 Manage Services Team for proper inclusion in a master template repository.

In order to reduce the possibility of programming errors due to the use of incorrect templates, all templates used for programming via OTAP must be included in this repository so that only version-controlled copies are used. All templates should have a unique name and date field and be easily discerned as to who the customer is based upon the name. Old versions of the templates will be stored in an archive file for emergency use if a customer needs to revert to a previous version of a template. Only the active and last version of the template will be stored. All other previous versions of a template will be deleted.
VI. OTAP Process for DEDIRS STARCOMM21 Users

This process is for the end user of a DuPage County STARCOMM21 mobile/portable subscriber when his or her radio is to be programmed via OTAP (Over the air programming).

Motorola will perform the OTAP process for multiple radios sequentially. Efficient programming thus requires effective coordination and scheduling between DuPage ETSB, Motorola, and the end user and his or her agency. DuPage ETSB (or its designee) will publish an OTAP schedule so as to provide ample notice of planned programming activity. In general, the programming process will be conducted as set forth as follows:

1) During normal working hours, DuPage ETSB will direct the user to switch his or her radio to a designated STARCOMM21 talk group (e.g. Unified2) at a designated time and await further instructions on that talk group from a Motorola programmer.

2) At all other times, DuPage ETSB will direct the user to switch his or her radio to a designated STARCOMM21 talk group (e.g. Unified2) and leave the radio powered-up in order for Motorola to reprogram the radio in time for the user's next shift.

During OTAP updates, the user must turn off his or her scan feature on the radio to ensure minimal disruption to the radio while OTAP is in progress. A Motorola technician will read the radio over the air, apply the new template changes and then program the changes. This process will cause a flashing icon to appear in the upper right corner of the APEX 7000 radio's display and the transmit light to flash indicating that data is being transmitted and received.

The OTAP feature of the DuPage STARCOMM21 radio will ordinarily take between 60 and 120 minutes to complete which includes reprogramming the radio and verifying the changes. Based on testing, most updates will average approximately 90 minutes.

Upon completion of the programming, the radio will beep every 30 seconds to indicate that it needs to be turned off then turned back on. After the user/operator turns the radio back on, he or she will see the message “prg done” or “program done” and the radio will reset one last time. When the radio turns back on, the OTAP is completed.

A user who notices any errors or other issues involving the programming should contact DuPage ETSB, Motorola, or his or her department's Radio Engineer (who arranged for the OTAP) to resolve the issue.

Policy adopted: _______________________________

_____________________________________________  Gary Grasso, Chairman
Policy #: 911-005.4: Radio Programming Acknowledgement

As the senior officer/department for my agency, I hereby acknowledge that I am in receipt of subscriber units from DuPage ETSB and/or will own subscriber units that will be allowed on the DuPage Emergency Dispatch Interoperable Radio System (“DEDIRS”) and that my agency will comply with the following conditions:

1. All subscriber units that are allowed access to STARCOMM21 through DEDIRS are to be used in accordance with the DEDIRS Policy Manual at all times. Failure to comply with these policies may result in disciplinary action up to and including return of ETSB purchased subscriber units and denial of access to the system.

2. Subscriber units on DEDIRS have been programmed with numerous DuPage ETSB STARCOMM21 Talk groups. Usage shall comply with policies developed by DuPage ETSB and/or their designee (e.g. Policy Advisory Committee, STARCOMM21 Committees or Board).

3. Subscriber units on DEDIRS have been programmed with conventional radio frequencies (i.e. UHF and VHF). Operations on these frequencies shall comply with applicable FCC regulations, radio licenses and agreements among the parties utilizing the frequencies (e.g. ILEAS and MABAS).

4. If an agency does not have a current license to operate on a conventional frequency programmed in their radio, the use of those frequencies will be limited to:
   a. mutual activities or
   b. radio communications related to imminent safety-of-life or property. (see FCC rules 90.427 and 90.417).
   c. Each agency will individually or as a member of a group attempt to obtain written permission from the license holder to operate on their frequency and provide DuPage ETSB with a copy of this documentation.

5. My agency will not attempt to physically modify or reprogram subscriber units operating on DEDIRS. We will only use a technician authorized by DuPage ETSB to make such modifications through the use of a service ticket in DuPage ETSB service system using ETSB911@ducomm.org.

6. My agency will not attempt to physically modify or reprogram agency owned subscriber units operating on DEDIRS without approval from DuPage ETSB and through the use of an authorized technician.

I understand that the conditions set forth above have been implemented to ensure FCC compliance and DEDIRS standardization. I further understand that the use of the service system for all changes, even agency owned equipment, will ensure that any issues within the DEDIRS system will be more quickly identified and resolved with complete historical documentation.

Acknowledged and agreed to this ___________ day of ______________________, 20____

Signature: ________________________________

Printed Name and Title: ________________________________

Agency: ________________________________
Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures

Policy #: 911-005.5  
Previous Policy(s): 4.2  
Effective Date: March 13, 2018  
Revised:

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DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS)  
Terminology and Definitions

Purpose:
The purpose of this policy is to ensure compliance with State of Illinois STARCOMM21 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:  
Public Act 100-002  
Act  
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

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. This section shall provide acronyms and definitions commonly used in the 9-1-1 profession both in the use of the radio and delivery of emergency services. These lists are not all inclusive.

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, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

1. Policy Statement
   
DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOMM21 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.

   To achieve seamless interoperable communication, standardization of operation and 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.

   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.

2. Terminology
   
This section consists of three areas: Acronyms and Definitions

2.1 Acronyms

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Packet Pg. 31
The following acronyms are acceptable for day to day radio usage although plain language is the preferred method.

<table>
<thead>
<tr>
<th>ACRONYM</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>AKA</td>
<td>Also Known As</td>
</tr>
<tr>
<td>ALS</td>
<td>Advanced Life Support</td>
</tr>
<tr>
<td>BC</td>
<td>Battalion Chief</td>
</tr>
<tr>
<td>CAD</td>
<td>Computer Aided Dispatch</td>
</tr>
<tr>
<td>COG</td>
<td>Continuity of Government</td>
</tr>
<tr>
<td>CONOPS</td>
<td>Continuity of Operations</td>
</tr>
<tr>
<td>COOP</td>
<td>Continuity of Operations Plan</td>
</tr>
<tr>
<td>CP</td>
<td>Command Post</td>
</tr>
<tr>
<td>DHS</td>
<td>Department of Homeland Security</td>
</tr>
<tr>
<td>DIRS</td>
<td>DuPage Interoperable Radio System</td>
</tr>
<tr>
<td>DEDIRS</td>
<td>DuPage Emergency Dispatch Interoperable Radio System</td>
</tr>
<tr>
<td>DL</td>
<td>Driver’s License</td>
</tr>
<tr>
<td>DOA</td>
<td>Dead on Arrival</td>
</tr>
<tr>
<td>DOB</td>
<td>Date of Birth</td>
</tr>
<tr>
<td>DOC</td>
<td>Department Operations Center</td>
</tr>
<tr>
<td>EAS</td>
<td>Emergency Alert System</td>
</tr>
<tr>
<td>EMAC</td>
<td>Emergency Management Assistance Compact</td>
</tr>
<tr>
<td>EMD</td>
<td>Emergency Medical Dispatch</td>
</tr>
<tr>
<td>EMI</td>
<td>Emergency Management Institute</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>EOP</td>
<td>Emergency Operations Plan</td>
</tr>
<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
</tr>
<tr>
<td>ETA</td>
<td>Estimated Time of Arrival</td>
</tr>
<tr>
<td>FD</td>
<td>Fire Department</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>FI</td>
<td>Field Interview</td>
</tr>
<tr>
<td>FOG</td>
<td>Fields Operations Guide</td>
</tr>
<tr>
<td>FTA</td>
<td>Failure to Appear</td>
</tr>
<tr>
<td>FTP</td>
<td>Failure to Pay</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>GIS</td>
<td>Geographic Information System</td>
</tr>
<tr>
<td>GNT</td>
<td>Office of Grants and Training</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous Material</td>
</tr>
<tr>
<td>HEAR</td>
<td>Hospital Emergency Administrative Radio</td>
</tr>
<tr>
<td>HSAC</td>
<td>Homeland Security Advisory Council</td>
</tr>
<tr>
<td>HSPB</td>
<td>Homeland Security Protection Board</td>
</tr>
<tr>
<td>HSOCC</td>
<td>Homeland Security Operations Center</td>
</tr>
<tr>
<td>HSPD-8</td>
<td>Homeland Security Presidential Directive - 8</td>
</tr>
<tr>
<td>IAP</td>
<td>Incident Action Plan</td>
</tr>
<tr>
<td>IC</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>ICP</td>
<td>Incident Command Post</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>IFERN</td>
<td>Illinois Fire Emergency Radio Network</td>
</tr>
<tr>
<td>ILEAS</td>
<td>Illinois Law Enforcement Alarm System</td>
</tr>
<tr>
<td>IMT</td>
<td>Incident Management Team</td>
</tr>
<tr>
<td>IONS</td>
<td>Incident of National Significance</td>
</tr>
<tr>
<td>IS</td>
<td>Independent Study</td>
</tr>
<tr>
<td>IREACH</td>
<td>Illinois Radio Emergency Assistance Channel</td>
</tr>
<tr>
<td>ISPERN</td>
<td>Illinois State Police Emergency Radio Network</td>
</tr>
<tr>
<td>JIC</td>
<td>Joint Information Center</td>
</tr>
<tr>
<td>JIS</td>
<td>Joint Information System</td>
</tr>
<tr>
<td>JOC</td>
<td>Joint Operations Center</td>
</tr>
<tr>
<td>MABAS</td>
<td>Mutual Aid Box Alarm System</td>
</tr>
<tr>
<td>MCI</td>
<td>Multi Casualty Incident</td>
</tr>
<tr>
<td>MICN</td>
<td>Mobile Intensive Care Nurse</td>
</tr>
<tr>
<td>NAWAS</td>
<td>National Warning System</td>
</tr>
<tr>
<td>NCIC</td>
<td>National Crimes Information Center</td>
</tr>
<tr>
<td>NDMS</td>
<td>National Disaster Medical System</td>
</tr>
<tr>
<td>NEMA</td>
<td>National Emergency Management Association</td>
</tr>
<tr>
<td>NFD</td>
<td>No Further Details</td>
</tr>
<tr>
<td>NGO</td>
<td>Nongovernmental Organization</td>
</tr>
<tr>
<td>NIC</td>
<td>NIMS Integration Center</td>
</tr>
<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
</tbody>
</table>
2.2 Definitions

This glossary provides a definition of commonly used terms related to the DEDIRS Network.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>NIMCAST</td>
<td>National Incident Management Capability Assessment System</td>
</tr>
<tr>
<td>NPG</td>
<td>National Preparedness Goal</td>
</tr>
<tr>
<td>NRCC</td>
<td>National Response Coordination Center</td>
</tr>
<tr>
<td>NRP</td>
<td>National Response Plan</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
</tr>
<tr>
<td>PVO</td>
<td>Private Voluntary Organization</td>
</tr>
<tr>
<td>R &amp; D</td>
<td>Research &amp; Development</td>
</tr>
<tr>
<td>RACES</td>
<td>Radio Amateur Civil Emergency Service</td>
</tr>
<tr>
<td>ROSS</td>
<td>Resource Ordering and Status System</td>
</tr>
<tr>
<td>RP</td>
<td>Reporting Person</td>
</tr>
<tr>
<td>RO</td>
<td>Registered Owner</td>
</tr>
<tr>
<td>RRCC</td>
<td>Regional Response Coordination Center</td>
</tr>
<tr>
<td>SDO</td>
<td>Standard Development Organizations</td>
</tr>
<tr>
<td>SITREP</td>
<td>Situation Report</td>
</tr>
<tr>
<td>SO</td>
<td>Safety Officer</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>SOS</td>
<td>Secretary of State</td>
</tr>
<tr>
<td>TA</td>
<td>Talkaround</td>
</tr>
<tr>
<td>TCL</td>
<td>Targeted Capabilities List</td>
</tr>
<tr>
<td>UAC</td>
<td>Unified Area Command</td>
</tr>
<tr>
<td>UC</td>
<td>Unified Commander</td>
</tr>
<tr>
<td>USAR</td>
<td>Urban Search And Rescue</td>
</tr>
<tr>
<td>UTL</td>
<td>Unable To Locate</td>
</tr>
<tr>
<td>WC</td>
<td>Watch Commander</td>
</tr>
<tr>
<td>WMD</td>
<td>Weapons Of Mass Destruction</td>
</tr>
</tbody>
</table>

**700/800 Megahertz:** A newly-available range of UHF radio spectrum which may be used by public safety agencies for voice and data including wideband data channels. EDIRS utilizes channels between 764-806 MHz.

**800 Megahertz:** A range of UHF radio spectrum utilized by public safety trunked systems operate on channels between 806 and 869 MHz.

**Agency:** A participating entity within the member structure of EDIRS. Agencies include police and fire departments of municipalities as well as fire protection districts. The corporate authorities (e.g. village board, city council, board of fire protection district trustees) of each agency must execute an intergovernmental agreement (IGA) with DuPage County before its personnel may utilize the EDIRS system.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alias</td>
<td>Proper names representing a Unit ID example 270300 (StarComm21 ID)=ADP 127 (Addison Police Officer 127) or 270100 (STARCOMM21 ID)=ADF CHIEF 100 (Addison Fire Chief 100).</td>
</tr>
<tr>
<td>All Call</td>
<td>A console feature which allows a dispatcher or supervisor to communicate to all system subscribers at one time. Used for major emergencies.</td>
</tr>
<tr>
<td>APCO</td>
<td>The Associated Public Safety Communications Officials, Inc.; an international professional organization with members from federal, state, local government and equipment vendors in all aspects of public safety communications.</td>
</tr>
<tr>
<td>ATG</td>
<td>Announcement talkgroup (same as All Call above)</td>
</tr>
<tr>
<td>AVL</td>
<td>An Automatic Vehicular Location is a device on a vehicle that interfaces with a radio system to communicate actual location of a vehicle in a pre-mapped geographic grid back to the dispatch center.</td>
</tr>
<tr>
<td>BDA</td>
<td>A bi-directional amplifier is a device used to extend coverage into a building.</td>
</tr>
<tr>
<td>&quot;BONK&quot; tone</td>
<td>A busy tone, similar to a telephone busy signal. This tone is heard when a user attempts to transmit a message on a trunked talkgroup when all frequencies are in use. The busy tone is heard as long as the PTT button is depressed. The user should release the PTT button and wait for the automatic callback tones.</td>
</tr>
<tr>
<td>Call Alert</td>
<td>A series of four beeps, sounding every six seconds, which indicate that a call alert has been received by the radio.</td>
</tr>
<tr>
<td>DEDIRS</td>
<td>DuPage Emergency Dispatch Interoperable Radio System: A countywide radio system provided by ETSB as an integrated component of the emergency telephone system. DEDIRS employs a 700/800MHz digital P25 trunking system that is part of the statewide STARCOMM21 system. STARCOMM21 is owned and operated by Motorola Solutions, Inc. (Motorola) and under the governance of the State of Illinois.</td>
</tr>
<tr>
<td>DIRS</td>
<td>DuPage Interoperable Radio System: A countywide interoperable radio system comprised of conventional repeaters operating on an 800 MHz frequency and other UHF and VHF frequencies that can be cross-patched through the Sheriff office. Note: This system was decommissioned in 2017.</td>
</tr>
<tr>
<td>Emergency Call Button</td>
<td>When pressed, one beep indicates the alarm has been sent. When the alarm is acknowledged by the system, five beeps are heard.</td>
</tr>
<tr>
<td>Encryption</td>
<td>Law enforcement specific talkgroups and conventional channels operate in the encrypted mode. Digital radios with the encryption option are required to use encrypted talkgroups and channels. If a radio does not contain the correct encryption code, “KEY FAIL”, “SECURE ONLY” and/or an error message will appear on the radio display, and communications on that talkgroup/channel will not be possible. The radio will continue to receive and transmit on all non-encrypted talkgroups and conventional channels.</td>
</tr>
<tr>
<td>Failsoft Chirp</td>
<td>A beep every 10 seconds indicates failsoft, a condition that occurs when the trunked cell fails and cannot perform trunking. When this occurs, the radio automatically switches to a predetermined frequency and functions like a conventional repeater channel.</td>
</tr>
<tr>
<td>Illegal Function Tone</td>
<td>A continuous tone heard when the user attempts a function that is not allowed.</td>
</tr>
<tr>
<td>Invalid Chirp</td>
<td>A momentary, lower pitched tone which indicates the user has selected an un-programmed function.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Low Battery Chirp:</td>
<td>A high-pitched &quot;chirp-chirp&quot; tone which indicates the portable radio battery needs charging/changing.</td>
</tr>
<tr>
<td>Over the Air Programming or OTAP:</td>
<td>Over the Air Programming (OTAP) is a process that permits Motorola to program a subscriber unit through an RF interface using the STARCOMM21 system network and customer-approved programming templates. OTAP also permits Motorola to remotely &quot;read&quot; the status of a subscriber unit.</td>
</tr>
<tr>
<td>STARCOMM21:</td>
<td>An APCO Project-25 Trunked Radio System for voice and data operations for the State of Illinois. Motorola installs, operates and maintains this system. Other state, county and local users are invited to join the system.</td>
</tr>
<tr>
<td>Talkaround</td>
<td>A mode of communication that bypasses, or &quot;talks around&quot; the repeater. This is a short range, radio communications mode.</td>
</tr>
<tr>
<td>Talkgroup:</td>
<td>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 talkgroups can share these frequencies seamlessly. The purpose is to dramatically increase bandwidth. Many radios today treat talkgroups as if they were frequencies, since they behave like such. For example, on a radio scanner it is very common to be able to assign talkgroups into banks or lock them out, exactly like that of conventional frequencies.</td>
</tr>
<tr>
<td>Talkgroup Call:</td>
<td>A call involving other users within the originating users own talkgroup.</td>
</tr>
<tr>
<td>Talkgroup ID:</td>
<td>A unique identifier assigned to each talkgroup in a Motorola trunking system.</td>
</tr>
<tr>
<td>Talkgroup Scan:</td>
<td>A feature that allows a subscriber unit to scan those talkgroups that have an affiliated member at the scanning radio's site. The talkgroup scan list(s) must be programmed in the radio.</td>
</tr>
<tr>
<td>Talk Permit Tone:</td>
<td>A series of three short, rapid beeps when the transmit button is pressed. The radio user must wait for the talk permit tones before proceeding with a transmission on a trunked talkgroup</td>
</tr>
<tr>
<td>Talk Prohibit Tone:</td>
<td>A continuous tone heard when the user presses the transmit button when the radio is either out of range of the trunked radio system or when the system is out of service.</td>
</tr>
<tr>
<td>Template Management</td>
<td>DuPage ETSB (or its designee) will be responsible for developing and approving all of the programming templates of the DuPage STARCOMM21 radio system. When DuPage ETSB approves the creation or modification of a template, it provides a copy to Motorola’s STARCOMM21 Manage Services Team for proper inclusion in a master template repository.</td>
</tr>
<tr>
<td>Time-out Timer Tone:</td>
<td>A momentary tone at 55 seconds indicating the transmission is approaching 60 seconds, and will be discontinued at the 60-second point.</td>
</tr>
<tr>
<td>Trunking:</td>
<td>In the context of radio communications, a trunk is a communications path. In conventional systems, similar to traffic on a one-lane road, one message cannot get to its destination if there is another message using, or blocking, the way forward. This is a problem with large radio system users. When a user is using a channel that is shared among a group of users, the other users must wait until the channel is clear to transmit. Thus, trunking became an efficient solution in large urban areas which have large radio channel needs than available spectrum permits. Trunking has been employed by telephone companies for more than a century. The phone system does not provide a dedicated trunk for each of its thousands of</td>
</tr>
</tbody>
</table>
users; rather it employs a complex switching system to share its trunks among subscribers. When a user makes a call, the telephone system assigns a trunk to the user for the duration of that call. After the user hangs up, the same trunk becomes available to other users. Thus, a small number of telephone trunks can be shared by a large number of subscribers. The switching equipment in the telephone company central office manages the sharing efficiently and automatically.

Radio trunking techniques are applied for the same fundamental reasons as those used by the telephone companies. The trunking technology allows a large number of users to share a small number of trunks (in this case, frequencies). The effectiveness of trunking is based on two fundamental characteristics. Firstly, the percentage of time that any individual user requires a trunk (frequency) is very small compared to the total time available, and secondly, the probability that many users will require a trunk at the same time is exceedingly small.

Each trunked radio system has a number of communications paths, known as talkgroups. In a non-technical sense, a talkgroup is the same as a channel. Within EDIRS, any reference to a “talkgroup” indicates a trunked system communications path, while a “channel” indicates a non-trunked or conventional communications path.

When a user presses the transmit button, the EDIRS trunking system controller assigns a frequency to that talkgroup for the duration of the transmission. Once the transmission is over, the frequency goes back into the pool for reassignment. With eighteen (18) frequencies available, the likelihood of all of them being unavailable at any one time is remote.

<table>
<thead>
<tr>
<th>Valid Key Chirp:</th>
<th>A momentary, higher-pitched tone, which confirms that the user has selected a valid, programmed button.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Set Tone:</td>
<td>A button-enabled tone which alerts a user that he or she has adjusted the volume to a desired level before radio traffic is actually received.</td>
</tr>
</tbody>
</table>

Policy adopted: _______________________________

_____________________________________________

Gary Grasso, Chairman
Emergency Telephone System Board
Of DuPage County
Policy and Procedures

Policy #: 911-005.6
Previous Policy(s): 4.2.2
Effective Date: 
Revised:

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**DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS)**

**Use of Emergency Button**

**Purpose:**
The purpose of this policy is to ensure compliance with State of Illinois STARCOMM21 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:**
Public Act 100-002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
83 Illinois Administrative Code Part 725
83 Illinois Administrative Code Part 1325.415(m)
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

**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) 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, DEDIRS users and agencies receiving approval to access DEDIRS talk groups.

I. **Policy Statement**

DuPage ETSB leases a portion of the Motorola Solutions, Inc. STARCOMM21 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.

To achieve seamless interoperable communication, standardization of operation and 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.

Policy 911-005.6 shall deal specifically with the use of the emergency button on the subscriber unit.

II. Emergency Button

DEDIRS utilizes two radio technologies, digital trunked and conventional simplex.

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 all DuPage County PSAPs and field personnel. It is important to note that the emergency button will operate on trunked talk groups, as well on conventional channels, although those 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:
- 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.

Pressing the Emergency Button on a STARCOM21 Talk group:
- Emergency button activation will display the 6 digit radio identification number, alias name (e.g. ADSN CHF 100) and the talk group name on the radio consoles.
- The affected user’s radio will flash “EMERGENCY” 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.
- During this time, the radio speaker will remain active, meaning affiliated subscriber units will hear all the radio traffic.
- The policy of wearing an earpiece will be dictated by the officers jurisdiction.

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:
- 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.
The affected user that activated his or her emergency button will be competing with any other radio transmitting on the same channel.

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

- The assigned Telecommunicator for a monitored talk group or channel will transmit "William 1 (for instance), you have an E1," (or similar procedure that the PSAP has established). If the alarm is for a non-monitored talk group, any console Telecommunicator can pull up the alarm window and handle the alarm. The level of activity at the communications center will determine which Telecommunicator handles non-monitored talk group alarms.

- The Telecommunicator should hold the air and attempt to contact the affected user (Police officer, firefighter, or other user). If the user that has activated his/her alarm cannot be reached over the radio after two (2) attempts, the Telecommunicator shall immediately notify the Watch Commander/Shift Supervisor/Incident Commander. The Watch Commander/Shift Supervisor/Incident Commander shall make every effort to contact the affected person by any means necessary. This action shall be taken whether the user is believed to be on duty or not.

- When the PSAP is notified of emergency button activation from a radio belonging to one of their assigned units currently working with an outside PSAP, the home PSAP will immediately advise the outside PSAP of the emergency button activation. The outside PSAP will advise the home PSAP when the activation has been resolved.

- All units assigned to a channel which experience emergency button activation shall remain off the radio, except for emergency communications, until the activation is resolved. If an alternate frequency has been designated by agency policy, all non-affected units and PSAPs shall switch to the alternate frequency leaving the affected unit and PSAP on the original frequency.

- Once the affected user has been successfully contacted by the Telecommunicator, the affected user shall respond and include the word “ACCIDENTAL” in his or her response. If the affected user does not use the word “ACCIDENTAL,” the Telecommunicator should assume that the emergency activation is valid and immediately alert the Watch Commander/Shift Supervisor/Incident Commander who will coordinate the response to the distress call. If the user provides a response which in any way indicates that the signal was “ACCIDENTAL,” (without having to remember the specific phraseology), the Telecommunicator shall announce that the activation is accidental and clear the alarm from the console screen.

- If the location of the affected user is not known, the Telecommunicator shall immediately announce the affected user’s alarm activation and request that any information about his or her last activity or location be relayed to the PSAP.

- Verification activities may vary from agency to agency, but after an activation, the supervisor or his or her designee should confer with the affected user to confirm that he or she is safe.

- Agencies should establish similar policies for field units operating on conventional and/or tactical channels which might not be monitored by dispatch. In these cases, the Watch Commander/Shift Supervisor/Incident Commander is responsible for the activities that would have been handled by the PSAP.
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.

Policy adopted: ______________________________________

______________________________________________
Gary Grasso, Chairman
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 #911-00.6: 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