1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENT
4. APPROVAL OF MINUTES
   A. Emergency Telephone System Board - Policy Advisory Committee - Regular Meeting - Tuesday March 6th, 2018
5. CONSENT ITEMS
   A. Radio Maintainer Report
      1. 17-18-26 DEDIRS Monthly Maintainer Report
6. DEDIRS ACCESS REQUEST
7. THIRD TOUCH
   A. PD and FD Standardization Templates
   B. Alias Changes/Standardization and Due Dates
8. POLICIES
   1. ETS-R-0013-18 Resolution to Adopt Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS)
   2. ETS-R-0014-18 Resolution to Adopt Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups
   3. ETS-R-0015-18 Resolution to Adopt Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups
4. ETS-R-0016-18 Resolution to Adopt Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions

5. ETS-R-0017-18 Resolution to Adopt Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button

9. THIRD TOUCH TEMPLATE APPROVAL

1. 17-18-31 Third Touch Template Approval

10. OLD BUSINESS

11. NEW BUSINESS

12. NEXT MEETING:

   A. May 1 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: 
Linda Zerwin, DuPage Emergency Telephone Systems Board, Director  
Matt Theusch, DuPage Emergency Telephone Systems Board  
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. **APPROVAL OF MINUTES**

A. ETSB - Policy Advisory Committee - Regular Meeting - Feb 6, 2018 12:30 PM

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

6. CONSENT ITEMS

A. Radio Maintainer Report

1. 17-18-15 DEDIRS Monthly Maintainer Report

   Member Baarman gave a brief overview of the DEDIRS reports for February.

   A motion was made by Member Romanelli, seconded by Member Buckley, to forward this item to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.

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

   Director Zerwin said that the Sherriff’s Office was working with the Drug Enforcement Administration (DEA) on the Heroin Task Force and were looking to move to a more formalized relationship. The DEA was requesting access to the system. The PAC discussed this, as well as additional talkgroups they may also need. The PAC was in favor of sharing those talkgroups and allowing the DEA to be on the system.

   Director Zerwin said the 14-day notice still needed to be done, but the application can still be sent to the ETS Board. If there were to be any problems, the application would come back to the PAC for further review.

   Member Baarman made a motion to recommend approval of the Resolution and forward to the ETS Board, seconded by Member Buckley. The motion passed unanimously.

RESULT: APPROVED [UNANIMOUS]
MOVER: Matt Baarman
SECONDER: John Buckley, Chief
AYES: Baarman, Hayden, Buckley, Romanelli
8. **POLICIES**

1. **MEMORANDUM re DEDIRS Policies**
   This is a cover memo to provide an overview to the ETS Board.

2. **17-18-17 911-005.2 Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Draft**
   This policy outlined access talkgroups that agencies could be patched into by dispatchers, as previously discussed by the PAC. The PAC likes the idea; however, testing would need to be done and PSAPs would need to be involved to put it into practice. The PAC discussed the process for testing and training, and Member Baarman said he believed it would be beneficial to have the policy in place prior to this process. The PAC discussed adding language that the ETS Board will give formal notice to agencies following a test period within DEDIRS.

   This policy also creates a new workflow where access requests would be discussed at the PSAP level in their agencies' operations meetings first before coming to the PAC.

   Members of the PAC will send the policy to the DuPage fire chiefs, police chiefs, and PSAP managers for review and comment.

   The PAC discussed the importance of protecting the encryption key and knowing who has it. They also discussed the possibility of programming the radios to ensure that the encryption key is protected. The PAC suggested that having multiple encryption keys in the future, if that feature is purchased, would streamline the maintenance of the radios that have access to encrypted channels. The PAC agreed that this policy was ready for review and comment.

4. **17-18-19 911-005.4 DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups Draft**
   Director Zerwin gave an overview of the changes to this policy. The PAC discussed Over the Air Programming (OTAP). Member Baarman suggested having the PAC review any changes made if OTAP is being used and stated that this would need to be addressed in policy in the future. The PAC agreed that Policy 5.4, as well as the memo and all other policies discussed this meeting, would be sent out by members for comment.

5. **17-18-20 911-005.5 DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) Terminology Draft**
Director Zerwin gave an overview of the changes to the policy, including some cleanup of definitions and terminology.


The PAC discussed that this policy would need to go out for discussion and to PSAP directors as it is more of an operational issue. This policy would be sent out for review and comment, along with the other policies discussed this meeting.

9. THIRD TOUCH

Member Baarman said that the fire template was out for feedback with a deadline of March 1. A few agencies were still outstanding but would be completed shortly. On the police side, Chief Herron has gotten every agency to standard aliases, but they were still working on checking conventional frequencies and completing the template, which should finished within the next month. Member Baarman said that they can begin scheduling the fire agencies for radio programming.

A. PD and FD Standardization Templates

See discussion under Third Touch.

B. Alias Changes/Standardization and Due Dates

See discussion under Third Touch.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

There was no new business.

12. NEXT MEETING:

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

13. ADJOURNMENT

Member Romanelli made a motion to adjourn the meeting at 1:36 PM, seconded by Member Baarman. The next meeting of the Policy Advisory Committee was scheduled for Monday, April 9, 2018 at 12:30 PM.

Respectfully submitted,
Michealeena Trakas
Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Friday, March 30, 2018
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report

Next Touch Preparation:
The deadline of March 1 for DuPage ETSB fire agencies to complete templates has passed. One agency still needs to submit their template and alias list. If the list is not received by April 13, the second touch template and alias list will be reused for third touch. The master code plug was created and configured with updated announcement talkgroups, new fail-soft channel assignments, organized trunking personalities, additional ITTF zone, and standardized talkgroup names. In addition, all radio manager containers were updated to the latest version of firmware. The test code plug was installed in a few radios and provided to several volunteers to test and confirm the programming is correct. Once testing is complete, scheduling for programming is expected to start by late April or early May with the ACDC fire agencies.

Police agencies have standardized aliases to the “3Digit Agency Abbreviation” + “Sequential number”, so all police aliases will be in every police portable. A more descriptive alias can be updated in the console database for Telecommunicators to view. Police agencies continue to review and update the conventional frequency resource list. The fire radios will be done first, as the police radios were recently updated with the ISP touch.

Radio Repairs:
The most common issue has been 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 Chart]

- Top Assembly
- RF Board
- Other
**Talkgroup Usage:**
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from March 1 thru March 30, 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>244,347</td>
<td>80,828</td>
<td>45</td>
<td>0</td>
<td>0</td>
<td>1,440</td>
</tr>
<tr>
<td>DU ACDC 3</td>
<td>240,848</td>
<td>69,485</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>872</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>232,634</td>
<td>71,920</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>1,579</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>232,469</td>
<td>76,498</td>
<td>48</td>
<td>0</td>
<td>0</td>
<td>1,474</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>208,247</td>
<td>65,324</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>968</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>191,341</td>
<td>60,668</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>190,908</td>
<td>62,218</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>838</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>188,236</td>
<td>58,973</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>796</td>
</tr>
<tr>
<td>DU 3SOUTH</td>
<td>173,469</td>
<td>52,769</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>631</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>169,960</td>
<td>53,564</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>682</td>
</tr>
<tr>
<td>DU 7SOUTH</td>
<td>161,158</td>
<td>48,745</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>820</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>156,158</td>
<td>47,913</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>377</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>142,895</td>
<td>43,137</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>491</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>142,214</td>
<td>37,031</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>357</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>121,130</td>
<td>30,883</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>498</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>95,052</td>
<td>25,340</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>427</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>90,587</td>
<td>21,946</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>84</td>
</tr>
<tr>
<td>DU DPSO JAIL</td>
<td>80,732</td>
<td>22,820</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>67,703</td>
<td>21,304</td>
<td>45</td>
<td>0</td>
<td>0</td>
<td>1,219</td>
</tr>
<tr>
<td>DU PW 1</td>
<td>65,677</td>
<td>19,058</td>
<td>57</td>
<td>0</td>
<td>0</td>
<td>354</td>
</tr>
</tbody>
</table>

**March Track-it Issues:**
- Number of New Tickets = 31
- Number of Closed Tickets = 24
- Number of Open Tickets = 46
- Average age of Open Tickets = 345 days
  - A few of the largest categories are:
    - 9 tickets - Loaner request - 873 days *(tickets left open while radios are on loan)*
    - 23 tickets - Third touch - 320 days
    - 4 tickets - Broken Part - 40 days
RESOLUTION TO ADOPT POLICY 911-005.2: ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) shall supersede policy ETS-13-001P, sections 8.0.2, 8.0.3 and 8.0.4 approved under resolutions ETS-044-13, ETS-045-13 and ETS-046-13 regarding access to DEDIRS; and

WHEREAS, DU PAGE ETSB Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations; and

WHEREAS, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) has been approved by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS), be, and it is hereby adopted.

Enacted and approved this 9th day of April, 2018 at Wheaton, Illinois.

________________________________________
GARY GRASSO, CHAIRMAN

Attest: __________________________________
PAUL HINDS, COUNTY CLERK
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.
Emergency Telephone System Board
Of DuPage County
Policy and Procedures

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. Notice shall be in the form of a certified letter to the agency head. Notification shall not be given until a satisfactory test period has been completed.

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 unnecessary 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 completed DuPage ETSB DEDIRS Access Application;
2. A brief cover letter/email explaining the need for interoperability. If requesting additional talk groups, provide an explanation as to the need and 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;
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 DEDIRS.

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.

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
RESOLUTION TO ADOPT POLICY 911-005.3: ACCESS TO THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE SUBSCRIBER UNIT SYSTEM (DEDIRS) ENCRYPTED TALK GROUPS

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups shall supersede policy ETS-13-001P, sections 8.0.2, 8.0.3 and 8.0.4 approved under resolutions ETS-044-13, ETS-045-13 and ETS-046-13 regarding access to DEDIRS; and

WHEREAS, DU PAGE ETSB Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations; and

WHEREAS, DU PAGE ETSB Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups has been approved by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups, be, and it is hereby adopted.

Enacted and approved this 9th day of April, 2018 at Wheaton, Illinois.

________________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
Policy #: 911-005.3
Previous Policy(s): ETS-13-001P, Sections 8.0.2, 8.0.3, 8.0.4
Effective Date: April 10, 2018
Revised:

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: ______________________________
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
RESOLUTION TO ADOPT POLICY 911-005.4: DU PAGE EMERGENCY DISPATCH INTEROPERABLE SUBSCRIBER UNIT SYSTEM (DEDIRS) SUBSCRIBER UNIT PROGRAMMING AND USE OF TALK GROUPS

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups shall supersede policy ETS-13-001P, sections 8.0.2, 8.0.3 and 8.0.4 approved under resolutions ETS-044-13, ETS-045-13 and ETS-046-13 regarding access to DEDIRS; and

WHEREAS, DU PAGE ETSB Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations; and

WHEREAS, DU PAGE ETSB Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups has been approved by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups, be, and it is hereby adopted.

Enacted and approved this 9th day of April, 2018 at Wheaton, Illinois.

________________________________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures

Policy #: 911-005.4  
Previous Policy(s): ETS-13-001P, Sections 4.4, 4.5, 4.5.1, 4.6  
Effective Date: May 7, 2013  
Revised: April 10, 2018

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: ________________________________
RESOLUTION TO ADOPT POLICY 911-005.5: DU PAGE EMERGENCY DISPATCH INTEROPERABLE SUBSCRIBER UNIT SYSTEM (DEDIRS) TERMINOLOGY AND DEFINITIONS

WHEREAS, the DuPage County Emergency Telephone System Board ("DU PAGE ETSB") is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 ("Act"); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions shall supersede policy ETS-13-001P, sections 8.0.2, 8.0.3 and 8.0.4 approved under resolutions ETS-044-13, ETS-045-13 and ETS-046-13 regarding access to DEDIRS; and

WHEREAS, DU PAGE ETSB Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations; and

WHEREAS, DU PAGE ETSB Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions has been approved by the DU PAGE ETSB Policy Advisory Committee ("PAC") as Section 5.2.1; and

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions, be, and it is hereby adopted.

Enacted and approved this 9th day of April, 2018 at Wheaton, Illinois.

______________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
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

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>Full Form</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>
This glossary provides a definition of commonly used terms related to the DEDIRS Network.

<table>
<thead>
<tr>
<th>Abbreviation</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>R &amp; P</td>
<td>Reporting Person</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>

2.2 Definitions

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

**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.
<p>| Alias: 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). |
| All Call: A console feature which allows a dispatcher or supervisor to communicate to all system subscribers at one time. Used for major emergencies. |
| APCO: 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. |
| ATG: Announcement talkgroup (same as All Call above) |
| AVL: 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. |
| BDA: A bi-directional amplifier is a device used to extend coverage into a building. |
| &quot;BONK&quot; tone: 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. |
| Call Alert: A series of four beeps, sounding every six seconds, which indicate that a call alert has been received by the radio. |
| DEDIRS: 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. |
| DIRS: 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. |
| Emergency Call Button: When pressed, one beep indicates the alarm has been sent. When the alarm is acknowledged by the system, five beeps are heard. |
| Encryption: 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. |
| Failsoft Chirp: 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. |
| Illegal Function Tone: A continuous tone heard when the user attempts a function that is not allowed. |
| Invalid Chirp: A momentary, lower pitched tone which indicates the user has selected an un-programmed function. |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<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. 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 back to a previous version of a template. Only the active and last version of the template will be stored. All other previous version of a template will be deleted.</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.

| Valid Key Chirp: | A momentary, higher-pitched tone, which confirms that the user has selected a valid, programmed button. |
| Volume Set Tone: | 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. |

Policy adopted: _______________________________

_____________________________________________

Gary Grasso, Chairman
RESOLUTION TO ADOPT POLICY 911-005.6: DU PAGE EMERGENCY DISPATCH INTEROPERABLE SUBSCRIBER UNIT SYSTEM (DEDIRS) USE OF EMERGENCY BUTTON

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, the DU PAGE ETSB shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button shall supersede policy ETS-13-001P, sections 8.0.2, 8.0.3 and 8.0.4 approved under resolutions ETS-044-13, ETS-045-13 and ETS-046-13 regarding access to DEDIRS; and

WHEREAS, DU PAGE ETSB Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button has been created in draft form to facilitate such use so long as it is not detrimental to the DU PAGE ETSB 9-1-1 mission and operations; and

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

WHEREAS, the Board members of DU PAGE ETSB have reviewed Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button which allows for access to DEDIRS talk groups as detailed in Attachment A of this resolution.

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

Enacted and approved this 9th day of April, 2018 at Wheaton, Illinois.

______________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
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 as 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.
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
Policy #: 911-005.6: Emergency Button Activation and Reset

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

In addition, going forward, this agency will:

1. On an annual basis review and train on DuPage ETSB Policy #911-005.6: Emergency Button Activation and Reset.

2. Provide a copy of this form annually when training of subscriber users has been complete, including a roster of users using ETSB911@dupageco.org the main DuPage ETSB email.

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

Acknowledged and agreed to this __________day of __________________________, 20____

Signature: __________________________________________

Printed Name and Title: __________________________________________

Agency: __________________________________________

Date Training was completed: __________________________

[ ] Subscriber Unit or PSAP Roster Attached