MOTOROLA SOLUTIONS STARCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: February 24, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users in two phases (1st NWCD update to secure including the vFD 3 and direct update, and 2nd a correction for Zone 33 FG power). Seven agencies remain to complete the first update (ADF, ELF, ITF, LOF, LWF, PLF, YCF).

APX Next Police Portable:
Encryption - The ADP to AES encryption plan discussion is ongoing between ETSB and Motorola. A step by step plan is being produced outlining the necessary steps to make the change to both the system and the radios. More information will be provided once available.

First touch of the Police radios for the encryption plan is nearing completion. This site visit also included one battery swap providing a new dated 2025 battery. As of the last week of February only two agencies remain to have their site visit pending documentation and scheduling, Glen Ellyn and Elmhurst.

APX 4000 Portable:
Encryption -The APX4000 channel limitation evaluation was submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APX Next radios. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that remains to be programmed (Wheaton). If this radio fails to turn up prior to the encryption update, it will be swapped for an APX Next.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:
Boxed APX8500s will be returned to Motorola Solutions, Inc. and installed APX8500 will be returned when replacement units are ready. Motorola was on site to assist with the inventory of the boxed mobiles so that they can be shipped back to Motorola.

APX7500 Mobile:
Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. This project is a low priority because of the move to a different mobile manufacturer.

Command Central – Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. Access has been provided and input has been requested from several key users, ETSB is awaiting feedback from initial testing.

Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talkgroups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the user's accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
Total	279	279

January

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	57	52	0	0	0	0	0	0
APX Next (PD)	89	57	26	2	3	17	1	5
APX NextXN (FD)	20	12	7	1	4	2	1	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	17	11	1	1	1	0	0	0
Total	193	138	34	4	8	19	2	5

February Through 2/24/2026

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	63	54	6	2	0	0	0	6
APX Next (PD)	106	62	17	5	2	9	1	6
APX NextXN(FD)	25	15	5	5	2	1	2	0
APX 8500(mobile)	10	6	0	0	0	0	0	0
APX4000	20	14	3	3	0	3	0	0
Total	224	151	31	15	4	13	3	12

STARCOM21 Scheduled Maintenance:

- System Maintenance: There were none last month.
- System Patches / planned maintenance: IL STARCOM Monthly Application of Windows Motopatch 2025.12 – Patching 2/11 & 2/12/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
    - 02/11/2026 09:00 AM CST - 02/11/2026 04:00 PM CST (7.00 Hours)
    - 02/12/2026 08:30 AM CST - 02/12/2026 04:30 PM CST (8.00 Hours)

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:
One radio remains outstanding to be transitioned to the new Radio Central. This radio is pending installation of an update.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Fire radios were deployed on firmware R09.40 which was released June 2025. All Police radios have also been sent version R09.40 and have been updated to match.

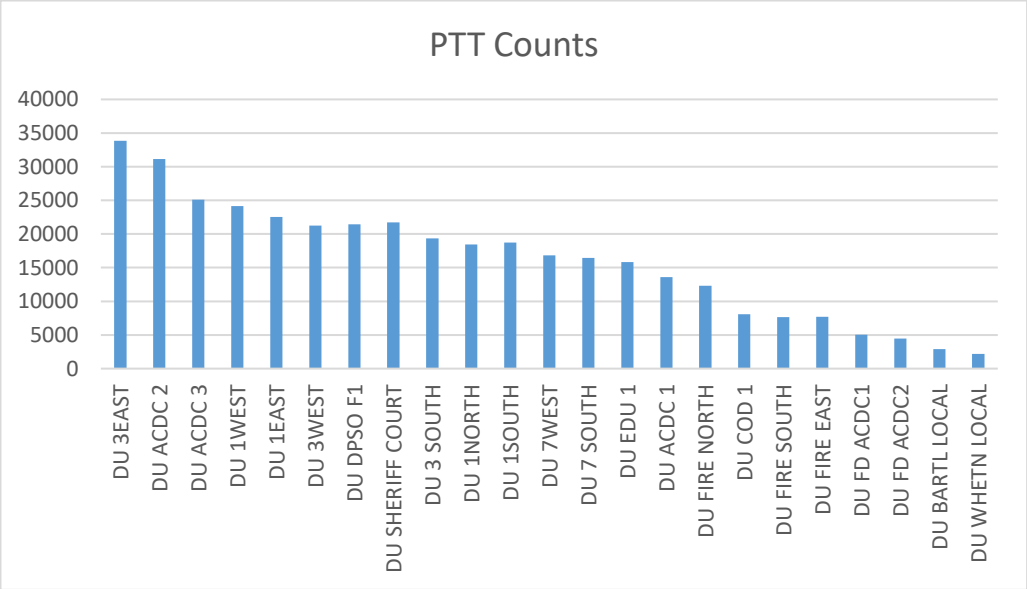
STARCOM21 Unscheduled System Outages:
There were none last month.

Meetings:
PAC Meeting: Monday, February 2
ETSB Podcast: Tuesday, February 24

Training: None

Grade of service report:

January 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	14.34	2.44	7.96	31.00	1667.19	8774.39	5.26	0.00	0.00	0.00
1:00:00	0.00	15.15	2.58	7.82	31.00	1822.35	9274.74	5.09	0.00	0.00	0.00
2:00:00	0.00	23.30	3.96	6.44	31.00	2788.77	14262.55	5.11	0.06	1.35	21.00
3:00:00	0.33	31.50	5.35	5.05	31.00	3707.32	19277.32	5.20	12.26	75.90	6.19
4:00:00	0.20	33.84	5.75	4.65	31.00	4008.45	20711.90	5.17	8.00	43.39	5.42
5:00:00	0.01	32.38	5.50	4.90	31.00	3881.84	19814.45	5.10	0.48	4.19	8.67
6:00:00	0.00	30.43	5.17	5.23	31.00	3658.16	18622.16	5.09	0.00	0.00	0.00
7:00:00	0.00	31.59	5.37	5.03	31.00	3778.48	19334.19	5.12	0.00	0.00	0.00
8:00:00	0.00	32.53	5.53	4.87	31.00	3904.06	19907.16	5.10	0.00	0.00	0.00
9:00:00	0.01	32.04	5.45	4.95	31.00	3864.52	19608.48	5.07	0.23	1.68	7.43
10:00:00	0.00	32.88	5.59	4.81	31.00	4003.55	20121.61	5.03	0.03	2.35	73.00
11:00:00	0.01	33.71	5.73	4.67	31.00	4068.87	20630.35	5.07	0.48	22.32	46.13
12:00:00	0.00	31.40	5.34	5.06	31.00	3834.19	19218.29	5.01	0.00	0.00	0.00
13:00:00	0.00	28.92	4.92	5.48	31.00	3511.68	17697.55	5.04	0.00	0.00	0.00
14:00:00	0.00	28.93	4.92	5.48	31.00	3556.23	17705.68	4.98	0.00	0.00	0.00
15:00:00	0.00	27.99	4.76	5.64	31.00	3466.45	17128.32	4.94	0.00	0.00	0.00
16:00:00	0.00	26.07	4.43	5.97	31.00	3232.74	15957.32	4.94	0.00	0.00	0.00
17:00:00	0.00	24.04	4.09	6.31	31.00	3003.32	14710.42	4.90	0.00	0.00	0.00
18:00:00	0.00	23.52	4.00	6.40	31.00	2894.00	14391.52	4.97	0.00	0.00	0.00
19:00:00	0.00	14.34	2.44	7.96	31.00	1667.19	8774.39	5.26	0.00	0.00	0.00
20:00:00	0.00	15.15	2.58	7.82	31.00	1822.35	9274.74	5.09	0.00	0.00	0.00
21:00:00	0.00	23.30	3.96	6.44	31.00	2788.77	14262.55	5.11	0.06	1.35	21.00
22:00:00	0.33	31.50	5.35	5.05	31.00	3707.32	19277.32	5.20	12.26	75.90	6.19
23:00:00	0.20	33.84	5.75	4.65	31.00	4008.45	20711.90	5.17	8.00	43.39	5.42

1/27/2026 - 2/24/2026

Group Alias	PTT Count
DU 3EAST	33846
DU ACDC 2	31152
DU ACDC 3	25126
DU 1WEST	24130
DU 1EAST	22523
DU 3WEST	21230
DU DPSO F1	21436
DU SHERIFF COURT	21738
DU 3 SOUTH	19360
DU 1NORTH	18456
DU 1SOUTH	18735
DU 7WEST	16831
DU 7 SOUTH	16443
DU EDU 1	15828
DU ACDC 1	13619
DU FIRE NORTH	12292
DU COD 1	8077
DU FIRE SOUTH	7648
DU FIRE EAST	7679
DU FD ACDC1	5052
DU FD ACDC2	4446
DU BARTL LOCAL	2889
DU WHETN LOCAL	2185