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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: July 29, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement:

Phase 1: Police APX Next Radios; Complete

Phase 2: Fire APX Next XN Radios; Complete

Phase 3: Mobile Replacement; in process separate vendor.

Radio Replacement – Hazmat Incident

In May, exposure in a hazmat incident deemed 17 radios condemned/contaminated. On July 1, Motorola provided a letter indicating that given the circumstances they cannot certify these radios as fit for use. The contaminated radios have been replaced from the ETSB cache of radios.

Encryption Project:

Go-Live: July 7, 2026 Complete

Current Status: In-Progress

The final internal go-no go check was completed on Monday, July 6. There were a few adjustments to the timeline report. The updated report was posted on the Monday.com dashboard for this project.

The Police encryption go-live was successfully completed after a six-hour process. The process was delayed by 1.5 hours because of an issue with the AIS (Archive Interface Server). On July 8, the elimination of the double codeplug began with the test police agencies in concert with the update of the fire codeplugs.

Fire:

Encryption Updates: This codeplug has been pushed to all agencies. The Fire Radio updates began on July 8 and were pushed to the final agencies on July 16. There are 31 radios pending installation out of 1206 as of July 29, 2026.

Police:

Double Codeplug: complete. The last radio was completed July 27, 2026.

Post Encryption Cleanup Code Plug: All agency codeplugs have been pushed out. There are 232 radios pending installation out of 1916 as of July 29, 2026. Training slides for this codeplug are available on the Monday.com Encryption dashboard.

APX4000: ETSB will provide an encrypted APX4000 to each agency and collect the agency owned radios for updating.

Timeline: 2 weeks to prepare loaner APX4000 radios, starting date to be determined
Agency Owned Radio Updates: 2 weeks +/- upon receipt of radios



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Codeplug Updates:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: NWCD Codeplug Update complete.

Phase 3: Zone 22 FG Power Correction Codeplug: Update Complete.

Phase 4: Encryption Code Plug: All agency codeplugs have been pushed out.

APX8500 Mobile:

Installed APX8500s will be returned when replacement units are ready. Boxed APX8500s have been returned to Motorola Solutions, Inc. as of March 2, 2026.

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.

CommandCentral Aware:

There are sixteen (16) remaining police agencies and sixteen (16) remaining fire agencies that will need to submit their CommandCentral Aware applications through Monday.com.

Service Tickets

2025	Year to Date	
Category	Opened	Closed
APX7000XE	78	78
APXNext (PD)	153	148
APXNextXN (FD)	142	124
APX8500 (mobile)	15	15
APX4000	36	36
Total	424	401

July 1 to July 28, 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
APX7000XE	73	59	3	1	1	0	0	2
APXNext (PD)	219	82	27	6	1	13	1	12
APXNextXN (FD)	64	21	6	0	4	1	0	1
APX8500 (mobile)	14	6	2	0	0	1	0	1
APX4000	37	18	4	1	0	1	0	3
Total	407	186	42	8	6	16	1	19



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Radio Alignment: There were none last month.

STARCOM21 Scheduled Maintenance:

Unscheduled System Outages:

SmartConnect: On Tuesday, July 21, Users reported subscriber transmission issues that were unrelated to user error for encryption (A switch vs B switch). The problem was identified as SmartConnect being down. Initial reports of the outage started coming in a few minutes prior to 20:00 CST, Motorola reported SmartConnect was restored at 20:30 hrs the same day.

STARCOM21: A tollway fiber outage affecting a portion of Starcom RF sites was reported on July 9. No users reported being affected by this issue / no tickets were opened.

CCGW failure at ACDC: On the evening of Wednesday July 15, the ACDC tower reached 115 degrees which caused the CCGW to fail. FSO was dispatched and replaced the CCGW while ACDC had an HVAC crew fix the AC. CCGW03 alarms at ACDC cleared at 11:21 PM.

The following ACDC CCGW03 resources affected:

vFG BLUE S-AC

vFD 2_AI

vIFERN-DN

vFDACDC1 MLT-AC

vFD250-DN

vWM TAC1-WM

vFG RED S-AC

vFG WHT N-AC

DU-COMM reported outage: Wednesday July 15, at approximately 5pm, a ticket was submitted regarding a suspected outage for PD radios. Upon further investigation, using ATIA logs, Motorola found several users were trying to transmit using the old ADP encrypted channels rather than the new in use AES channels. These incorrect keys caused console beeping whenever a radio user attempted to transmit and users were unable to transmit. The resolution was determined to be switching to the new encrypted side of the double codeplug.

System Maintenance: There were none last month. Starcom maintenance is now being completed quarterly.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There were none last month.

SmartConnect Patches: There were none last month.

RadioCentral Patches: A RadioCentral update to 2026.2 was scheduled for July 27, 2026. No interruptions to service anticipated. This included updates for RCP Bridge as well as RadioCentral Multi-codeplug support (radio upgrades required for use).

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Radio Management / CPS Patches: On July 1, 2026, the DMS hosted Radio Management Server was upgraded to 39.00.00.

RadioCentral Migration: One Bensenville PD radio remains outstanding to be transitioned to the new RadioCentral. 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 in June 2025. All Police radios have also been sent version R09.40 and have been updated to match.

There are over 35 radios deployed on the newer firmware version numbering system 37.03 or 38.04. These units were updated when sent to the Depot for repair. There are no reported issues on the newer firmware at this time. Updating of the fleet radio baseline firmware version for 2026 will be revisited in a few months after the Police Encryption project is completed.

Meetings:

PAC Meeting: Monday, July 6, 2026

ETSB Podcast: Wednesday, July 8, 2026

Training: None this month

Motorola Project Manager Weekly Synch Report – Project Manager Rich Nita

Motorola Wednesday Morning Status Call – July 1, 2026

Motorola AXS Console and DFSI projects are on pause (priority is on Encryption readiness).

Encryption: Matt got 12 backup consolettes at ACDC upgraded with the proper firmware and flashed to include OTAR. 22 of the 23 backup consolettes at the DU-COMM were also upgraded with proper firmware and flash for OTAR (programming issue encountering with one consolette).

Jen completed pushing the double codeplug to all of the PD agencies with the exception of College of DuPage (COD). Jen met with COD 7/1 and tested the double codeplug over the phone and pushed to them as well. Additionally, the COD APX8500 base station codeplug was updated with the new codeplug.

Fabian is updating the consolette codeplugs to change the 66 talkgroups going to AES to use hardware encryption. The changes for OTAR will be completed in another update after the Go Live as we need to get the radios added to the KMF. We will be loading the new codeplugs and key loading the consolettes on the day of the Go Live.

Jen is currently working on the new codeplugs for the 11 MERIT vehicles and next will be creating a codeplug for the APX4000 radios for Wheaton College. Working on process for encryption for Wave users - timing for this will follow the initial Encryption effort. Go live target for Encryption is 7/7/26.



Motorola Wednesday Morning Status Call – July 8, 2026 – no call, ETS Board meeting.

Motorola Wednesday Morning Status Call – July 15, 2026

AXS Console: Working to schedule DU-COMM console ATP (Rich coordinating target test date with Gregg, Pete and Matt). MSI PdM working on open SDM/MC Edge issue for Keith M at ACDC. Latest update per Dan Tipton, "PdM identified an issue with the Aux I/O Manager portion of the AXS app. We are waiting on new software. Targeting late August." Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI- DU-COMM; Deployment effort will resume now that initial Encryption transition was completed. Latest (June '26) status: Updated Leonardo SW received week of 6/1/26. James E. working with Motorola on port configuration/assignment details, Matt D working on the firewall, which was blocking the port config - router swap target is 7/16/26. Final revisions to the crossmute tables (Jim C and Matt D) will resume now that initial Encryption effort is complete.

Encryption: Go-live/transition to AES256 Encryption for PD agencies was completed successfully 07/07/2026. Jen shifting codeplug effort to Fire (17 complete, 12 to go, target complete by 7/17/26), as well as preparation for clean up tasks. Progress made on encryption for Wave users - Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX.

Motorola Wednesday Morning Status Call – July 22, 2026

AXS Consoles: DU-COMM console ATP complete (pass) on 7/21/26 - Chris Shenks and Gregg T. supported. Team working on final project documentation next. MSI product mgmt (PdM) working on open SDM/MC Edge issue for Keith M at ACDC. Per Dan Tipton, "PdM identified an issue with the Aux I/O Manager portion of the AXS app. We are waiting on new software. Targeting late August." Final Acceptance pending.

DFSI: DU-COMM; Updated Leonardo SW received week of 6/1/26. Matt D working on the firewall, which was blocking the port config - firewall swap complete 7/16/26. MSI DCG9000 is trying to establish comms with Leonardo stations, but the team feels there is something blocking in the firewall (for 6 of 8 of the stations - 2 are working). James Erlain supporting, MSI team gathered additional info onsite 7/21/26. Plan is to review with MSI NW SME's, check FW policies, etc.,. Matt D planning to work with Jim C 7/22/26 on the final revisions to the crossmute tables.

Encryption: Jenn codeplug effort shifted to Fire - progress made, but all not yet complete. Fabian helping while Jenn is OOO, Fabian working on sending cleanup codeplugs for Police (sent to ~8 agencies thus far), Jenn planning to finish Fire codeplugs when she returns. APX4000's - high level plan is to update radios (using local inventory/cache), then swap out units from the field. Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX. Per Andres, of the 13 agencies, 8 provided the info that Joe Janek needs.

Motorola Wednesday Morning Status Call – July 29, 2026

AXS Consoles: MSI team working on final project documentation. MSI product management (PdM) working on open SDM/MC Edge issue for Keith Marc at ACDC, defect to be fixed in new software release, ETA is late August. Final Acceptance pending.



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DFS: DU-COMM 7/23/26 - Firewall issue resolved, James Erlain and Matt Downer confirmed DFSI working on all 8 channels. Matt D made progress with Jim Connolly 7/22/26 on the final revisions to the crossmute tables - some work remains. Pete B/Matt D working on ATP document - once ready, MSI will coordinate ATP for DUCOMM DFSI.

Encryption: All updates have been sent to Fire and clean up codeplugs to PDs. Currently working on creating an APX4000 codeplug for the non-NEXT radios. Still to do at later date the updates for OTAR and KMF. Wave user migration - Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX. 7/22/26 – Andres Gonzalez submitted seven spreadsheets from Agencies received to date (13 total). Matt D also prepping to execute AIS IP address change, Gregg/Matt to coordinate with Eventide.



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Grade of service report:

June 2026 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	0.01	25.63	4.36	6.04	28.00	3111.64	15683.96	5.04	0.21	2.07	9.67
1:00:00	0.00	21.52	3.66	6.74	28.00	2578.46	13168.79	5.11	0.00	0.00	0.00
2:00:00	0.00	17.59	2.99	7.41	28.00	2065.25	10763.14	5.21	0.00	0.00	0.00
3:00:00	0.00	14.60	2.48	7.92	28.00	1664.14	8935.61	5.37	0.00	0.00	0.00
4:00:00	0.00	13.82	2.35	8.05	28.00	1537.68	8457.00	5.50	0.00	0.00	0.00
5:00:00	0.00	15.28	2.60	7.80	28.00	1690.71	9348.46	5.53	0.00	0.00	0.00
6:00:00	0.00	17.64	3.00	7.40	28.00	2004.64	10796.61	5.39	0.00	0.00	0.00
7:00:00	0.00	25.37	4.31	6.09	27.00	2955.19	15527.89	5.25	0.00	0.00	0.00
8:00:00	0.01	30.89	5.25	5.15	28.00	3635.11	18904.86	5.20	0.39	2.14	5.45
9:00:00	0.00	36.31	6.17	4.23	28.00	4280.18	22218.96	5.19	0.14	2.61	18.25
10:00:00	0.00	38.38	6.52	3.88	28.00	4595.54	23489.39	5.11	0.11	5.18	48.33
11:00:00	0.00	36.27	6.17	4.23	28.00	4293.54	22200.21	5.17	0.11	1.61	15.00
12:00:00	0.00	38.52	6.55	3.85	28.00	4562.46	23571.68	5.17	0.00	0.00	0.00
13:00:00	0.01	38.97	6.62	3.78	28.00	4627.32	23848.61	5.15	0.39	3.50	8.91
14:00:00	0.00	38.02	6.46	3.94	28.00	4557.82	23270.93	5.11	0.00	0.00	0.00
15:00:00	0.44	41.23	7.01	3.39	28.00	4931.96	25231.21	5.12	21.79	99.32	4.56
16:00:00	1.03	41.93	7.13	3.27	28.00	5061.29	25660.46	5.07	52.25	260.79	4.99
17:00:00	0.01	39.19	6.66	3.74	28.00	4677.46	23987.32	5.13	0.50	9.61	19.21
18:00:00	0.00	37.09	6.31	4.09	28.00	4426.75	22699.68	5.13	0.14	1.57	11.00
19:00:00	0.00	37.00	6.29	4.11	28.00	4451.54	22645.18	5.09	0.04	0.07	2.00
20:00:00	0.00	35.87	6.10	4.30	28.00	4345.07	21949.50	5.05	0.04	1.43	40.00
21:00:00	0.00	33.37	5.67	4.73	28.00	4108.50	20424.00	4.97	0.00	0.00	0.00
22:00:00	0.00	31.51	5.36	5.04	28.00	3892.68	19284.75	4.95	0.00	0.00	0.00
23:00:00	0.00	28.75	4.89	5.51	28.00	3531.46	17594.89	4.98	0.00	0.00	0.00



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7/1/2026 – 7/27/2026

Group Alias	PTT Count
DU 3EAST	32834
DU PD 2	30427
DU PD 3	30033
DU DPSO JAIL	27941
DU 1WEST	27327
DU 1EAST	25695
DU DPSO JOF	24394
DU DPSO F1	22918
DU 3WEST	22358
DU 3SOUTH	20527
DU NVFD 1	18671
DU 1SOUTH	18601
DU 1NORTH	17964
DU 7SOUTH	17961
DU 7WEST	16545
DU EDU 1	15348
DU FD NORTH	14166
DU PD 1	14134
DU FD EAST	10397
DU FD SOUTH	8742
DU OEM 1	8226
DU FD 1	6145
DU COD 1	5329
DU FD 2	5090

