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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: May 26, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

Code plug updates: All Fire agencies were sent an initial update that included two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talk groups and a correction to both vFD3 and vFD3 Direct frequencies. A third change was found at a later date for a Zone 33 FG power correction and is being sent in a second push after the first update has been completed on all agency radios. These changes are pending the users update acceptance on the radio.

Code plug Creation: A new double code plug for the Police APX Next radios has been created. This includes both the current radio zones and channels and a second similar for use after the transition to AES encryption. The duplicate zone and channel names have the letter -E added after each to reference they are encrypted. ViQi has also been updated to reach the current channels with the same name or the duplicate encrypted channels by speaking the additional keyword 'secure' after the existing channel name. The Police Focus group is currently testing the double code plug; initial feedback has been positive.

SOP Probation - An APX Next code plug for Probation was created with the new encrypted talkgroups. These new radios including accessories were provided to the users on May 26. Probation will transition from APX4000 radios to the new APX Next radios on the date of the encryption changeover instead of a double code plug.

DEDIR System Radio Replacement:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: 21 agencies have completed the 2nd update, 8 remain
ADF, BLF, ITF, LWF, OTF, WRF, WFF, YCF

Encryption Project:

The ADP to AES encryption plan between ETSB and Motorola has been approved. A step-by-step plan has been created outlining the necessary steps to make the change to both the system and the radios. Please see the Gantt Chart for this project to see completed tasks.

Deployment is scheduled for: Tuesday 6/23/26
APX 4000 Portable: To Be Determined

The System Manager will have to work with agencies on the agency owned APX4000s for the transition. The APX4000 channel limitation evaluation was submitted to the Motorola encryption team. The APX4000s owned by ETSB have been replaced with APX Next radios.

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

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APX8500 Mobile:

Boxed APX8500s have been returned to Motorola Solutions, Inc. as of March 2, 2026. Installed APX8500 will be returned when replacement units are ready.

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: With the approval of the first agency applications, Motorola is working with those submissions to test the layer concept. Access has been provided and input had been requested from several key users. Testing is ongoing and feedback is continuing to be shared. There are sixteen (16) remaining police agencies and nine (9) 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	128
APXNextXN (FD)	142	89
APX 8500 mobile)	15	12
APX4000	36	32
Total	418	339

April 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	65	56	0	0	0	0	0	0
APX Next (PD)	134	71	16	5	0	8	1	7
APX NextXN (FD)	48	20	16	3	6	5	3	2
APX 8500 (mobile)	11	6	0	0	0	0	0	1
APX4000	23	16	0	0	0	0	0	0
Total	281	169	32	8	6	13	4	10

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May Through 5/27/2026

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	67	58	2	2	1	0	1	0
APX Next (PD)	146	74	12	3	4	4	1	4
APX NextXN(FD)	52	20	4	0	0	4	0	0
APX 8500(mobile)	11	6	0	0	0	0	0	0
APX4000	29	16	6	0	0	1	0	5
Total	305	174	24	5	5	9	2	9

Radio Alignment: There were none last month.

STARCOM21 Scheduled Maintenance:

System Maintenance: Starcom maintenance is now being completed quarterly. The RSUS team completed the planned system patching.

5/13/2026 9:00 AM CDT

5/14/2026 8:30 AM CDT

System Patches / planned maintenance: There were none last month.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management / CPS Patches: The DuPage hosted DMS Radio Management system for APX Standard radios was updated to R38.00.70 on May 13, 2026.

Radio Central Migration: One Bensenville PD 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.

There are over 30 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 the fleet radio baseline firmware version for 2026 will be revisited in a few months after the Police Encryption project is completed.

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Meetings:

PAC Meeting: Monday, May 4, 2026

Fire Focus Meeting: Wednesday May 13, 2026

Police Focus Meeting: Thursday May 21, 2026

ETSB Podcast: Wednesday May 13, 2026

Training: Initial training for the Encryption Project has been added to the Encryption DEDIR System Monday.com board. Please check back regularly as this is being updated periodically.

Motorola Project Manager Weekly Synch Report – Project Manager Rich Nita

Motorola Wednesday Morning Status Call – May 6, 2026

AXS Consoles: Open issues decreasing week over week, down to 2 issues, both resolved with active root cause being investigated. Gregg Taormina will advise on a decision to schedule/execute the DU-COMM console ATP. Final Acceptance pending for both ACDC and DU-COMM.

DFSI: DU-COMM currently working through **NAC code issue**. MSI development reviewed the Wireshark capture from Leonardo, confirmed the DFSI device is sending out the NAC (F7E) it was designed to. Leonardo expecting NAC 293. Checking with Leonardo to see what mods are possible from their side. The team also is working to resolve a port configuration issue: the Leonardo stations use the same control port (6999) and voice port (9666) across all stations, but the provisioning manager (PM) requires each port number per DCG to be unique. DU-COMM DFSI ATP gated by these two issues. ACDC: Crossmute - 5/5/26 Matt Downer working to complete proposed revisions to crossmute tables.

Encryption: From a pre-work perspective, all consoles at ACDC and DU-COMM have the UKEKs, RSIs, and passwords loaded. Matt and Sean completed a successful test of Provisioning Manager configuration on an OP at ACDC. Following that, Matt completed Provisioning Manager updates for all OPs on 5/5/26. OPs are now largely ready for migration to AES256. Note: The AISs at each location remains to prep, will require a KVL (Eve updated she can help facilitate this). Linda/Jen confirmed which agencies are to receive the double code plug. Tasks 1.3, 1.4, 1.5 - Jen updated she will be caught up on these soon.

Motorola Wednesday Morning Status Call – May 13, 2026

AXS Consoles: Remaining open issues resolved, with active root cause being investigated. Gregg will advise on a decision to schedule/execute the DU-COMM console ATP. Final Acceptance pending for both ACDC and DU-COMM.

DFSI: DU-COMM currently working through NAC code/port config issues. James Erlain followed up with Leonardo (thank you James) to see what mods are possible from the Leonardo side; Leonardo responded that they found an issue with how they're handling F7E when it arrives via DFSI. Leonardo engineering is looking to have this fixed soon. They are also working on the port assignment change to be customizable per Motorola's needs. Leonardo estimating to have both of these things completed within the next 3 weeks. ACDC: Matt Downer made progress with revisions to the crossmute tables, prepping for implementation within Provisioning Manager.

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Encryption: Fleetmap was finalized and cache radios were programmed for testers from five agencies. Step (1.3) can go light green but will not be fully green until ETSB and the test users / Police focus group approve the double code plug to be sent to the rest of the users. John Nebl is distributing radios the week of 5/18/26 - once they receive and test, Motorola can start making all the code plugs. AIS modification (both dispatch sites) completed. 06/23/26 is the current go live target.

Motorola Wednesday Morning Status Call – May 20, 2026

AXS Consoles: Tracking zero open issues, however Motorola team still needs to pursue and report on root cause investigations. Erik Maplethorpe provided **green light to schedule/execute the DU-COMM console ATP**. Rich Nita will help coordinate, keeping the encryption project as the priority. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFS: DU-COMM: Leonardo engineering is working on revisions to resolve **NAC code and port assignments** issues. ETA for both is potentially week of 5/25/26. ACDC: Matt D working with Jim C on revisions to the **crossmute tables**, prepping for implementation within Provisioning Manager.

Encryption: Progress made: project tracker Gantt tasks 1.3 and 4.1 are complete/fully green. John Nebl completed radio distribution to the smaller test group completed the week of 5/18/26; and we requested test group to review/test the code plugs ahead of the encryption dry run. Once complete we can start making all the code plugs. Nate Krause has cutover/go-live training materials drafted, minor tweaks in progress. 06/23/26 is the current go live target.

Motorola Wednesday Morning Status Call – May 27, 2026

AXS Consoles: Motorola team to report on root cause investigations for resolved/closed issues. DU-COMM console ATP to be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFS: DU-COMM: Leonardo engineering is working on revisions to resolve **NAC code and port assignments** issues, ETA is ~week of 06/01/26. Matt D working with Jim C on revisions to the crossmute tables. Jim proposes a working session, after the encryption effort is complete to finish the revisions in real time. Implementation within Provisioning Manager to follow.

Encryption: John Nebl completed radio distribution to the smaller test group the week of 5/18/26; we requested the test group review/test the code plugs ahead of the encryption dry run. Feedback from the 5/21 Police Focus Group was positive thus far. Once the review is complete we can start making all the code plugs. Nate Krause has go-live training materials drafted, minor tweaks in progress. Matt/Jen checking consolettes at both dispatch centers for OTAR/OTAP. 06/23/26 remains the current go live target.

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Grade of service report:

April 2026 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	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	14.33	2.44	7.96	30.00	1576.17	8772.33	5.57	0.00	0.00	0.00
1:00:00	0.00	16.70	2.84	7.56	30.00	1854.50	10223.00	5.51	0.00	0.00	0.00
2:00:00	0.00	24.35	4.14	6.26	30.00	2809.30	14902.27	5.30	0.00	0.00	0.00
3:00:00	0.00	31.74	5.40	5.00	30.00	3723.17	19426.97	5.22	0.00	0.00	0.00
4:00:00	0.00	35.84	6.09	4.31	30.00	4272.33	21932.47	5.13	0.07	1.40	21.00
5:00:00	0.00	36.05	6.13	4.27	30.00	4266.87	22065.10	5.17	0.00	0.00	0.00
6:00:00	0.00	33.40	5.68	4.72	29.00	3955.86	20443.34	5.17	0.00	0.00	0.00
7:00:00	0.00	35.44	6.02	4.38	29.00	4172.31	21686.59	5.20	0.00	0.00	0.00
8:00:00	0.00	36.89	6.27	4.13	30.00	4338.80	22575.00	5.20	0.13	6.43	48.25
9:00:00	0.00	37.19	6.32	4.08	30.00	4434.47	22758.20	5.13	0.00	0.00	0.00
10:00:00	0.00	38.49	6.54	3.86	30.00	4682.77	23552.90	5.03	0.00	0.00	0.00
11:00:00	0.00	38.60	6.56	3.84	30.00	4662.33	23623.17	5.07	0.00	0.00	0.00
12:00:00	0.00	36.80	6.26	4.14	30.00	4384.97	22519.03	5.14	0.00	0.00	0.00
13:00:00	0.00	35.83	6.09	4.31	30.00	4229.07	21927.67	5.18	0.00	0.00	0.00
14:00:00	0.00	34.76	5.91	4.49	30.00	4201.47	21274.77	5.06	0.00	0.00	0.00
15:00:00	0.00	33.86	5.76	4.64	30.00	4122.87	20722.30	5.03	0.00	0.00	0.00
16:00:00	0.00	32.19	5.47	4.93	30.00	3933.13	19698.90	5.01	0.00	0.00	0.00
17:00:00	0.00	28.09	4.78	5.62	30.00	3472.00	17190.93	4.95	0.00	0.00	0.00
18:00:00	0.00	26.45	4.50	5.90	30.00	3206.90	16185.50	5.05	0.00	0.00	0.00
19:00:00	0.00	14.33	2.44	7.96	30.00	1576.17	8772.33	5.57	0.00	0.00	0.00
20:00:00	0.00	16.70	2.84	7.56	30.00	1854.50	10223.00	5.51	0.00	0.00	0.00
21:00:00	0.00	24.35	4.14	6.26	30.00	2809.30	14902.27	5.30	0.00	0.00	0.00
22:00:00	0.00	31.74	5.40	5.00	30.00	3723.17	19426.97	5.22	0.00	0.00	0.00
23:00:00	0.00	35.84	6.09	4.31	30.00	4272.33	21932.47	5.13	0.07	1.40	21.00



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4/28/2026 – 5/26/2026

Group Alias	PTT Count
DU 3EAST	33897
DU ACDC 2	33400
DU ACDC 3	29379
DU 1WEST	27736
DU 1EAST	25082
DU 3WEST	24302
DU SHERIFF COURT	23482
DU 3 SOUTH	23033
DU DPSO F1	22956
DU 1SOUTH	20793
DU 7 SOUTH	19242
DU 1NORTH	19182
DU 7WEST	17463
DU EDU 1	17089
DU ACDC 1	13927
DU FIRE NORTH	12964
DU FIRE EAST	8964
DU FIRE SOUTH	8585
DU COD 1	7827
DU OHSEM1	7478
DU FD ACDC1	6048
DU FD ACDC2	4692
DU BARTL LOCAL	3660
DU STWDTAC2	2902
DU CSTRM LOCAL	2554



