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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: June 3, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX 4000: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. This firmware addresses the repeat notification and allows the Hazard Zone to be fully configurable. Fire Focus XN demos have been updated with 2024.1 for testing and distributed to the first 6 fire agencies for demonstrating.
- APXNext XE Fire: XE and XN Demo radios have been distributed to the first 6 fire agencies for testing. Each agency has one week to review the radios and at the conclusion of the demo period each agency head and either the village manager or fire district president will return of form confirming the choice of radio to ETSB via Zendesk. The process is expected to take 5 weeks.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Programming – Projects

Code plug updates: There were none last month.

Code plug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.



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Service Tickets

| Category | Year to Date | | Past Month | | | | | |
|--------------------|--------------|--------|------------|--------|-----------------------|------------------------|---------------|-------|
| | Opened | Closed | Totals | | Categories of Tickets | | | |
| | | | Total | Closed | Consumable replaced | Alias or Configuration | Sent to Depot | Other |
| APX 7000XE | 131 | 103 | 9 | 4 | 9 | 2 | 0 | 9 |
| APX Next (police) | 69 | 40 | 18 | 13 | 9 | 1 | 0 | 1 |
| APX NextXN (fire) | | | | | | | | |
| APX 8500 (mobiles) | 19 | 19 | 2 | 2 | 0 | 2 | 0 | 2 |
| APX4000 | 7 | 6 | 1 | 0 | 0 | 0 | 0 | 1 |
| Total | 226 | 168 | 19 | 19 | 18 | 5 | 0 | 13 |

STARCOM21 Scheduled Maintenance:**System Patches:**

- Due to a visit by the President, the monthly Starcom patching that was supposed to occur on 5/8 and 5/9, was cancelled. Core patching will resume in the month of June.

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 9:00 AM CDT (UTC-5)
End: 6/May/2024 @ 10:00 AM CDT (UTC-5)

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 1/May/2024 @ 4:30 AM CDT (GMT -5)
End: 1/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 4:30 AM CDT (GMT -5)
End: 6/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 14/May/2024 @ 4:30 AM CDT (GMT -5)
End: 14/May/2024 @ 10:30 AM CDT (GMT -5)



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Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases:

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

STARCOM21 Unscheduled System Outages:

- There was a Service outage with Command Central Applications, including CC Admin, CC Aware, CC Evidence, CC Records, CC Community, and CC Responder. Customers may have experienced an inability to log in to Command Central Admin and any dependent applications. This incident was resolved. May 01, 2024 - 15:55 CDT. The Motorola System Manager received no reports of issues locally.

Meetings:

- May PAC meeting 5/6/24
- Fire Focus 5/13/24
- Police Radio Encryption Discussion 5/15/24
- DuPage County APXNextXN/XE demonstration 5/20/24

Training

- None for the previous month.



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Grade of service report:

| April 2024 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 | 18.68 | 3.18 | 7.22 | 30.00 | 2339.63 | 11430.60 | 4.89 | 0.00 | 0.00 | 0.00 |
| 1:00:00 | 0.00 | 16.77 | 2.85 | 7.55 | 30.00 | 2035.37 | 10261.33 | 5.04 | 0.00 | 0.00 | 0.00 |
| 2:00:00 | 0.00 | 14.32 | 2.43 | 7.97 | 30.00 | 1701.07 | 8763.43 | 5.15 | 0.00 | 0.00 | 0.00 |
| 3:00:00 | 0.00 | 11.57 | 1.97 | 8.43 | 30.00 | 1386.80 | 7082.17 | 5.11 | 0.00 | 0.00 | 0.00 |
| 4:00:00 | 0.00 | 11.88 | 2.02 | 8.38 | 30.00 | 1401.53 | 7272.13 | 5.19 | 0.00 | 0.00 | 0.00 |
| 5:00:00 | 0.00 | 13.13 | 2.23 | 8.17 | 30.00 | 1534.80 | 8036.83 | 5.24 | 0.00 | 0.00 | 0.00 |
| 6:00:00 | 0.00 | 15.27 | 2.60 | 7.80 | 30.00 | 1908.83 | 9345.17 | 4.90 | 0.00 | 0.00 | 0.00 |
| 7:00:00 | 0.00 | 21.35 | 3.63 | 6.77 | 30.00 | 2669.10 | 13064.97 | 4.89 | 0.00 | 0.00 | 0.00 |
| 8:00:00 | 0.00 | 27.51 | 4.68 | 5.72 | 30.00 | 3465.43 | 16835.93 | 4.86 | 0.00 | 0.00 | 0.00 |
| 9:00:00 | 0.00 | 30.94 | 5.26 | 5.14 | 30.00 | 3929.60 | 18932.90 | 4.82 | 0.00 | 0.00 | 0.00 |
| 10:00:00 | 0.00 | 32.32 | 5.49 | 4.91 | 30.00 | 4122.23 | 19779.43 | 4.80 | 0.10 | 2.90 | 29.00 |
| 11:00:00 | 0.00 | 31.10 | 5.29 | 5.11 | 30.00 | 3887.83 | 19035.03 | 4.90 | 0.00 | 0.00 | 0.00 |
| 12:00:00 | 0.00 | 31.24 | 5.31 | 5.09 | 30.00 | 3896.50 | 19119.93 | 4.91 | 0.00 | 0.00 | 0.00 |
| 13:00:00 | 0.00 | 33.23 | 5.65 | 4.75 | 30.00 | 4157.43 | 20338.83 | 4.89 | 0.03 | 0.07 | 2.00 |
| 14:00:00 | 0.01 | 32.29 | 5.49 | 4.91 | 30.00 | 4110.07 | 19759.17 | 4.81 | 0.23 | 1.73 | 7.43 |
| 15:00:00 | 0.00 | 32.49 | 5.52 | 4.88 | 30.00 | 4117.77 | 19881.00 | 4.83 | 0.00 | 0.00 | 0.00 |
| 16:00:00 | 0.00 | 31.85 | 5.41 | 4.99 | 30.00 | 4008.17 | 19492.17 | 4.86 | 0.07 | 1.63 | 24.50 |
| 17:00:00 | 0.00 | 31.93 | 5.43 | 4.97 | 30.00 | 4016.73 | 19544.07 | 4.87 | 0.07 | 3.67 | 55.00 |
| 18:00:00 | 0.00 | 29.89 | 5.08 | 5.32 | 30.00 | 3727.17 | 18295.47 | 4.91 | 0.00 | 0.00 | 0.00 |



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DEDIRS System Usage Report:

| Group Alias | PTT Count |
|------------------|-----------|
| DU ACDC 2 | 38567 |
| DU 3EAST | 34492 |
| DU ACDC 3 | 30488 |
| DU 1EAST | 29864 |
| DU 3 SOUTH | 24123 |
| DU 3WEST | 24065 |
| DU 1WEST | 22588 |
| DU DPSO F1 | 22145 |
| DU 1SOUTH | 22134 |
| DU 1NORTH | 21272 |
| DU 7WEST | 19419 |
| DU 7 SOUTH | 19686 |
| DU SHERIFF COURT | 18946 |
| DU EDU 1 | 15760 |
| DU ACDC 1 | 14139 |
| DU FIRE NORTH | 12992 |
| DU FIRE SOUTH | 8632 |
| DU FIRE EAST | 7262 |
| ISP DC-C | 4754 |
| DU COD 1 | 6413 |
| DU FD ACDC1 | 5601 |
| DU FD ACDC2 | 5280 |
| DU DUCOMM STWD | 1760 |
| DU CSTRM LOCAL | 2957 |
| DU WHETN LOCAL | 2740 |
| DU LMBRD LOCAL | 2624 |
| DU BARTL LOCAL | 2376 |
| DU WHCGO LOCAL | 2126 |

