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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: June 30, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: 22 agencies have completed the 2nd update, 7 remain
BLF, ITF, LWF, OTF, WRF, WFF, YCF

Radio Replacement – Hazmat Incident

In May, exposure in a hazmat incident has deemed 17 radios condemned/contaminated. Motorola has received information on the contaminants and is investigating and will be providing a response soon.

Encryption Project:

Deployment is scheduled for: Tuesday, July 7
APX 4000 Portable: To Be Determined

The go-live date for this project was pushed from June 23 to July 7. While the goal was pre-4th of July, in order to have the Motorola resources required available and the rescheduling of STARCOM work to allow for this infrastructure lift the first available date was July 7.

The recent storms delayed the agency deployment schedule. Additionally, the first agencies that have received the double codeplug have did some initial testing which found some things that needed to be corrected.

Motorola completed successful proof of concept testing on June 16.

Codeplug Creation for Encryption: A new double codeplug 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 tested and approved the double codeplug.

As of July 1:

31 agencies have received the double codeplug.

22 radios have not completed the download out of 1904 that were sent

All PD agencies have completed the training and requested the double codeplug with the exception of College of DuPage which is scheduled for the week prior to the Encryption Go Live

See the list of portables that need to be updated below, additionally the list has been posted on Monday.com's encryption board and updated daily.

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Radios Pending Double Codeplug Update as of 7/1/26			
BENSENVILLE PD		CAROL STREAM PD	
BEP VALOIS	BEP SPODAREK	CSP BLAIR	CSP JUSTINIANO
		CSP HASAN	
HANOVER PARK PD		WARRENVILLE PD	
HPP 191		WRP BONILLA	
DARIEN PD		GLEN ELLYN PD	
DAP 324	DAP 306	GEP GUTTER157	GEP NORTON70
FOREST PRESERVE PD			
FPP Gonzalez	FPP Johnson	FPP Herrera	FPP Redeker
FPP Saracco	FPP Mars	FPP Waldo	
WINFIELD PD		WOODRIDGE PD	
WFP CLAPPER	WFP KOTLARZ	WOP 129	WOP 97

Codeplug 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. The initial update has been completed by all Fire agencies as of April 16. A third change was found at a later date for a Zone 33 FG power correction and has been sent in a second push after the first update was completed on all agency radios. The list below includes radios pending the second push update for the Zone 33 FG power correction, along with other configuration fixes identified through support tickets.

Fire Radios as of 7/1/2026			
BLOOMINGDALE FPD			
DUBLF BR 21 A	DUBLF E20 DRI	DUBLF E21NOZ B	DUBLF T23 OV
DUBLF DIVE 22B	DUBLF E20 NOZ	DUBLF E21OFF B	DUBLF T23 SRC
DUBLF E20 CON	DUBLF E20 OFF	DUBLF T23 DRI	DUBLF UTV 1
DUBLF E20 CON2	DUBLF E21DRI B	DUBLF T23 OFF	DUBLF UTV 2
ITASCA FPD			
DUITF T66C	DUITF T66D		DUITF T66B
LISLE-WOODRIDGE FPD			YORK CENTER FPD
DULWF L51 OFC	DULWF L51 FFA	DULWF L51 DRV	DUYCF CAR F78
LOMBARD FD			
DULOF BAT 44A	DULOF NEWPOS3	DULOF NEWPOS2	DULOF OMEARA
DULOF JOHNSON	DULOF NEWPOS4		
VILLA PARK FD			
DUVPF E 80DR		DUVPF CHF 81	
WARRENVILLE FPD			
DUWRF TWR11FFC	DUWRF TWR11FFD	DUWRF ENG13OFC	DUWRF ENG13DRV
WHEATON FD			
DUWHF U38 1	DUWHF B36 FIRE	DUWHF G38 2	DUWHF ST37
DUWHF E36 NOZZ	DUWHF WHF 4	DUWHF E36 OFF	DUWHF F36 FIRE
DUWHF U38 2	DUWHF WHF 5	DUWHF E36 DRVR	DUWHF F38 FIRE
DUWHF B36	DUWHF G38 1	DUWHF E36 CONT	
WINFIELD FPD			
DUWFF E32	DUWFF G31C	DUWFF M33	DUWFF N31C
DUWFF E32D	DUWFF G31N	DUWFF M33A	DUWFF N31N
DUWFF V31C			

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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:

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	
	Opened	Closed
Category		
APX7000XE	78	78
APXNext (PD)	153	142
APXNextXN (FD)	142	102
APX 8500 mobile)	15	15
APX4000	36	36
Total	418	373

June 2026

2026	Year to Date		Past Month						
			Totals		Categories of Tickets				
			Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot
Category									
APX 7000XE	70	58	3	0	0	0	0	0	3
APX Next (PD)	192	76	50	3	5	12	1	29	
APX NextXN(FD)	58	21	6	1	2	3	1	0	
APX 8500(mobile)	13	6	2	0	0	0	0	2	
APX4000	33	17	4	1	0	2	0	2	
Total	366	178	65	5	7	17	2	36	

Radio Alignment: There were none last month.

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STARCOM21 Scheduled Maintenance:

System Maintenance: Starcom maintenance is now being completed quarterly.

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 6/10 and 6/11. These patches caused an impact to the system in all Zones.

It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources

Thursday, June 11, 2026

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2026.04– Patching 6/11/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There was a service degradation to CommandCentral Aware reported on June 26 at 12:06 CDT which was reported resolved at 13:17 CDT.

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 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, June 1, 2026

ETSB Podcast: Wednesday June 10, 2026

Training: Initial training and Go Live 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 – June 3, 2026

AXS Consoles: No new updates this week. DU-COMM console ATP will be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI: DU-COMM, Leonardo updated on 5/29/26 that they are finalizing testing on the new software release, which adds selectable port numbers and resolves the F7E issue. Updated Leonardo SW ETA is on the 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. Final revisions to the crossmute tables (Jim C and Matt D) will take place following the Encryption effort.

Encryption: Small group review/test of double codeplugs (ahead of the encryption dry run) in progress. Jen Hurd starting to push double codeplug to first agencies this week. ETSB team met with PSAPs on 5/29/26 to share high level process and timeline for Encryption go live. Matt D. working on checking consolettes at both dispatch centers for OTAR/OTAP. Jen Hurd working with Dan T. on requested console talkgroups name changes, Dan planning to implement on 6/16/26. Team is also looking into encryption for Wave users - timing for this will follow the initial Encryption effort, and is suggested to be coordinated with transition from Wave Tactical to PTX. 06/23/26 is the go live target for Encryption.

Motorola Wednesday Morning Status Call – June 10, 2026 – no call, ETS Board meeting.

Motorola Wednesday Morning Status Call – June 17, 2026 – no call, Octave conference.

Motorola Wednesday Morning Status Call – June 24, 2026

AXS Consoles: No new updates this week. DU-COMM console ATP will be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI: DU-COMM; No new updates this week - current priority is on Encryption readiness. 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. Final revisions to the crossmute tables (Jim C and Matt D) will take place following the Encryption effort.

Encryption: Successful dry run/test encryption completed on 6/16/26. Jen continuing push double codeplug to agencies this week (as of 6/22/26, codeplugs for 22 of 32 agencies have been pushed), target complete for getting all the codeplugs pushed to agencies is 6/26/26. Matt D/team is working on consolettes at both dispatch centers, to prep readiness for AES256. TG name changes implemented on 6/16/26. Working on process for encryption for Wave users - timing for this will follow the initial Encryption effort. Revised go live target for the Encryption is 7/7/26.

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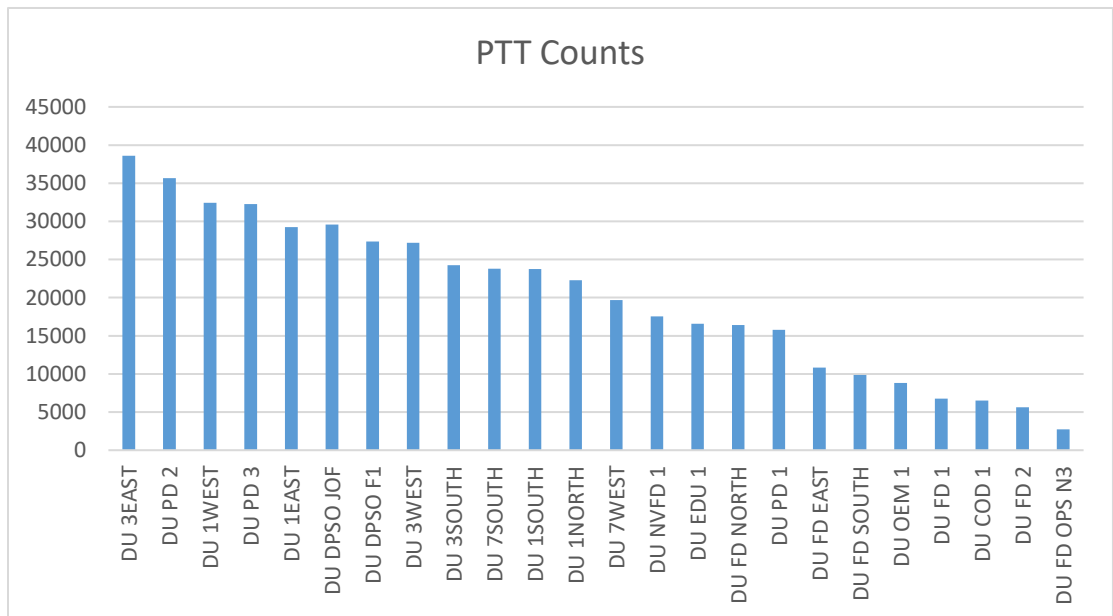
Grade of service report:

May 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	24.31	4.13	6.27	31.00	2947.74	14880.61	5.05	0.00	0.00	0.00
1:00:00	0.00	20.53	3.49	6.91	31.00	2505.48	12562.84	5.01	0.00	0.00	0.00
2:00:00	0.00	18.15	3.08	7.32	31.00	2128.71	11105.00	5.22	0.00	0.00	0.00
3:00:00	0.00	14.47	2.46	7.94	31.00	1622.87	8853.00	5.46	0.00	0.00	0.00
4:00:00	0.00	13.24	2.25	8.15	31.00	1496.03	8105.00	5.42	0.00	0.00	0.00
5:00:00	0.00	15.28	2.60	7.80	31.00	1750.48	9350.52	5.34	0.00	0.00	0.00
6:00:00	0.00	16.39	2.79	7.61	31.00	1928.32	10028.39	5.20	0.00	0.00	0.00
7:00:00	0.00	22.89	3.89	6.51	31.00	2697.35	14007.84	5.19	0.00	0.00	0.00
8:00:00	0.00	30.07	5.11	5.29	31.00	3537.23	18404.35	5.20	0.00	0.00	0.00
9:00:00	0.00	34.67	5.89	4.51	31.00	4112.23	21215.23	5.16	0.03	0.23	7.00
10:00:00	0.00	36.33	6.18	4.22	31.00	4312.32	22232.03	5.16	0.19	19.13	98.83
11:00:00	0.00	35.27	6.00	4.40	31.00	4209.58	21582.71	5.13	0.06	19.35	300.00
12:00:00	0.00	35.45	6.03	4.37	31.00	4194.90	21697.35	5.17	0.10	11.65	120.33
13:00:00	0.00	36.05	6.13	4.27	31.00	4267.42	22060.16	5.17	0.16	2.84	17.60
14:00:00	0.00	36.35	6.18	4.22	31.00	4342.16	22248.97	5.12	0.06	1.48	23.00
15:00:00	0.02	38.75	6.59	3.81	31.00	4651.87	23713.13	5.10	1.03	7.03	6.81
16:00:00	0.00	38.72	6.58	3.82	31.00	4637.81	23699.55	5.11	0.03	9.68	300.00
17:00:00	0.00	37.08	6.30	4.10	31.00	4393.65	22691.16	5.16	0.03	0.00	0.00
18:00:00	0.00	36.31	6.17	4.23	31.00	4324.03	22224.48	5.14	0.13	3.90	30.25
19:00:00	0.00	35.41	6.02	4.38	31.00	4261.84	21672.87	5.09	0.06	0.26	4.00
20:00:00	0.00	33.81	5.75	4.65	31.00	4128.19	20689.13	5.01	0.00	0.00	0.00
21:00:00	0.00	33.84	5.75	4.65	31.00	4150.26	20708.94	4.99	0.03	4.23	131.00
22:00:00	0.00	30.30	5.15	5.25	31.00	3771.77	18544.58	4.92	0.00	0.00	0.00
23:00:00	0.00	27.94	4.75	5.65	31.00	3448.16	17096.39	4.96	0.00	0.00	0.00

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5/26/2026 – 6/30/2026

<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	38603
DU PD 2	35659
DU 1WEST	32413
DU PD 3	32269
DU 1EAST	29248
DU DPSO JOF	29561
DU DPSO F1	27359
DU 3WEST	27201
DU 3SOUTH	24258
DU 7SOUTH	23790
DU 1SOUTH	23731
DU 1NORTH	22283
DU 7WEST	19687
DU NVFD 1	17556
DU EDU 1	16574
DU FD NORTH	16393
DU PD 1	15772
DU FD EAST	10836
DU FD SOUTH	9851
DU OEM 1	8816
DU FD 1	6774
DU COD 1	6499
DU FD 2	5622
DU FD OPS N3	2726



DuPage County Encryption

PROJECT TITLE: PROJECT MANAGER: COMPANY NAME: Motorola Solutions DATE: 3/25/26

WBS NUMBER	TASK TITLE	START DATE	DURATION (days)	PHASE FOUR																	July/ August																																																																			
				4/20/26	4/21/26	4/22/26	4/23/26	4/24/26	4/25/26	4/26/26	4/27/26	4/28/26	4/29/26	4/30/26	5/1/26	5/2/26	5/3/26	5/4/26	5/5/26	5/6/26		5/7/26	5/8/26	5/9/26	5/10/26	5/11/26	5/12/26	5/13/26	5/14/26	5/15/26	5/16/26	5/17/26	5/18/26	5/19/26	5/20/26	5/21/26	5/22/26	5/23/26	5/24/26	5/25/26	5/26/26	5/27/26	5/28/26	5/29/26	5/30/26	5/31/26	6/1/26	6/2/26	6/3/26	6/4/26	6/5/26	6/6/26	6/7/26	6/8/26	6/9/26	6/10/26	6/11/26	6/12/26	6/13/26	6/14/26	6/15/26	6/16/26	6/17/26	6/18/26	6/19/26	6/20/26	6/21/26	6/22/26	6/23/26	6/24/26	6/25/26	6/26/26	6/27/26	6/28/26	6/29/26	6/30/26	7/1/26	7/2/26	7/3/26	7/4/26	7/5/26	7/6/26	7/7/26	7/8/26	7/9/26	7/10/26	7/11/26	7/12/26
Project Kick Off																																																																																								
1 Pre- Go-Live Work																																																																																								
1.1	Talkgroups to encrypt	4/6/26	5																																																																																					
1.2	Agencies that will be affected	4/6/26	1																																																																																					
1.3	Create fleet map obtain approval	4/6/26	3																																																																																					
1.4	Codeplug creation	4/13/26	5																																																																																					
1.5	Update codeplugs in	4/20/26	10																																																																																					
1.6	First Touch Reprogramming for	5/4/26	10																																																																																					
2 Key Management Facility (KMF) Pre-Work to be Completed by Starcom																																																																																								
2.1	Obtain all RSI information from	4/7/26	1																																																																																					
2.2	Obtain the Universal Key	4/8/26	1																																																																																					
2.3	Obtain the OTEK Keystore	4/9/02	1																																																																																					
3 Build New KeyfileGen Encryption File for Console Ops - Off Line Work																																																																																								
3.1	Change CR1 to CR1 2701 for all	4/13/26	1																																																																																					
3.2	Generate new AES256	4/14/26	1																																																																																					
4 Modify Console OPs for Secure, Over The Ethernet Keying (OTEK) & Renaming																																																																																								
4.1	Install new key file into console, modify Keypassword Vault Manager for OTEK operations in each console position and test for proper operation.	4/15/26	3																																																																																					
4.2	Talkgroup renaming on consoles	6/15/26																																																																																						
5 Train Radio Users - Encryption Migration Background Preparation																																																																																								
5.1a	User Subscriber Training	5/18/26	TBD																																																																																					
5.1b	User Subscriber Training	5/18/26	TBD																																																																																					
5.2	Test to live process	5/19/26	1																																																																																					
Go Live Process																																																																																								
6 Update Provisioning Manager to include New Secure Talkgroups																																																																																								
6.1	Subscriber Process.	5/25/26	1																																																																																					
6.2	System Upgrade Work in Provisioning Manager.	5/25/26	1																																																																																					
6.3	Dispatch Console Work.	5/25/26	1																																																																																					
6.4	Customer Test Team Checks	5/25/26	1																																																																																					
6.5	Fall Back Operation.	5/25/26	Contingent on issues if they arise																																																																																					
6.6	Dispatch Console Work.	5/25/26	1																																																																																					
6.7	Subscribers Move Back to Main Channels	5/25/26	1																																																																																					
6.8	Final Comms test.	5/25/26	1																																																																																					
Post Go Live																																																																																								
7 Update Subscriber Templates																																																																																								
7.1	Submit any alias updates, any user select zone changes.	5/26/26	5																																																																																					
7.2	Migraqtion Clean Up	6/2/26	2																																																																																					
7.3	Be aware of police on local talk groups, including some fire talk groups	6/4/26	1																																																																																					
8 Second Touch Reprogramming to Clean Up Code Plugs																																																																																								
8.1	Subscriber second touch reprogramming	6/5/26	5																																																																																					
Complete																																																																																								