MOTOROLA *SOLUTIONS*   **ST★RCOM21**

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: July 31, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement
APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: 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 21 agencies/389 radios have been programmed. There are 3 agencies/9 radios that remain to be programmed. (Elmhurst/1, Lombard/7, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates. APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered.

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios will tested by the agencies and if issues are found in the programming they will be submitting change requests via Zendesk tickets. Testing is scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

Programming – Projects
Code plug updates: There were none last month.

Codeplug Creation: No additional code plug creation outside of the project.

Consolidations: There were none last month.

Radio Alignment:
There were none last month.

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Service Tickets

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

2025	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	58	53	1	0	0	0	1	2
APX Next (PD)	75	66	12	11	1	7	0	4
APX NextXN (FD)	21	14	7	3	0	2	0	5
APX 8500 (mobile)	11	6	1	0	0	0	0	1
APX4000	18	12	2	2	0	2	0	0
Total	**183**	**151**	**23**	**16**	**1**	**11**	**1**	**12**

STARCOM21 Scheduled Maintenance:

System Maintenance:
- STARCOM21 planned maintenance was performed on 7/8/2025. Motorola Starcom team performed an update to the Edge routers on all zones. The activity lasted from 10:30 AM to 1:00pm PM. Some disruptions to voice and data call could have occurred during this time.

System Patches:
- 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 7/9 and 7/10. 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, 7/10/25
  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

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- IL STARCOM Monthly Application of Windows Motopatch 2025.06 – Patching 7/18/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 20/Jul/2025 @ 9:30 PM CDT (UTC -5)
End: 21/Jul/2025 @ 5:30 AM CDT (UTC -5)

Radio Central Patches:
There were none last month.

Radio Management CPS Patches:
There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.

- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

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STARCOM21 Unscheduled System Outages:

- Service outage with CommandCentral Aware, Aware for 911, SmartTranscription, CommandCentral DEMS, Responder, Records, and Admin.When attempting to log in, users receive an error message or a statement that the service is unavailable. Users who were already logged in were redirected to an error screen. 7/25/25 9:34:00am CDT Full functionality was restored to all CommandCentral and Cirrus applications and users were able to log in without issue. 7/25/25 10:15am CDT

Meetings: Fire and PD Podcast July 22nd.

Training: There was none last month.

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Grade of service 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	21.87	3.72	6.68	30.00	2718.43	13386.90	4.92	0.00	0.00	0.00
1:00:00	0.01	18.83	3.20	7.20	30.00	2294.37	11523.13	5.02	0.17	0.90	5.40
2:00:00	0.00	15.89	2.70	7.70	30.00	1896.90	9727.13	5.13	0.00	0.00	0.00
3:00:00	0.00	12.99	2.21	8.19	30.00	1501.97	7948.40	5.29	0.00	0.00	0.00
4:00:00	0.00	11.80	2.01	8.39	30.00	1354.03	7223.50	5.33	0.00	0.00	0.00
5:00:00	0.00	13.38	2.27	8.13	30.00	1519.83	8186.83	5.39	0.00	0.00	0.00
6:00:00	0.00	15.57	2.65	7.75	30.00	1807.30	9531.23	5.27	0.00	0.00	0.00
7:00:00	0.00	21.98	3.74	6.66	30.00	2542.63	13454.43	5.29	0.00	0.00	0.00
8:00:00	0.00	29.30	4.98	5.42	30.00	3419.90	17929.17	5.24	0.00	0.00	0.00
9:00:00	0.00	33.82	5.75	4.65	30.00	4040.67	20697.23	5.12	0.10	2.83	28.33
10:00:00	0.00	33.54	5.70	4.70	30.00	4017.57	20526.53	5.11	0.10	20.07	200.67
11:00:00	0.00	32.80	5.58	4.82	30.00	3936.73	20071.93	5.10	0.00	0.00	0.00
12:00:00	0.00	32.96	5.60	4.80	30.00	3913.10	20173.60	5.16	0.00	0.00	0.00
13:00:00	0.00	34.86	5.93	4.47	30.00	4139.23	21333.30	5.15	0.03	1.37	41.00
14:00:00	0.00	34.77	5.91	4.49	30.00	4185.63	21276.80	5.08	0.10	29.73	297.33
15:00:00	0.00	35.92	6.11	4.29	30.00	4343.73	21983.83	5.06	0.17	1.83	11.00
16:00:00	0.00	35.77	6.08	4.32	30.00	4325.40	21891.57	5.06	0.10	5.73	57.33
17:00:00	0.00	34.15	5.81	4.59	30.00	4138.00	20899.43	5.05	0.03	0.20	6.00
18:00:00	0.00	32.99	5.61	4.79	30.00	3955.53	20192.90	5.10	0.00	0.00	0.00
19:00:00	0.00	32.31	5.49	4.91	30.00	3963.10	19775.93	4.99	0.00	0.00	0.00
20:00:00	0.00	31.35	5.33	5.07	30.00	3870.53	19186.17	4.96	0.00	0.00	0.00
21:00:00	0.00	31.12	5.29	5.11	30.00	3851.07	19046.07	4.95	0.00	0.00	0.00
22:00:00	0.00	28.32	4.81	5.59	30.00	3595.20	17333.97	4.82	0.00	0.00	0.00
23:00:00	0.00	25.61	4.35	6.05	30.00	3208.23	15671.57	4.88	0.00	0.00	0.00

June 2025 Starcom21 GoS Report

Group Alias	PTT Count
DU 3EAST	37775
DU ACDC 2	38166
DU ACDC 3	32434
DU 1EAST	27343
DU 3WEST	26165
DU 1WEST	25764
DU DPSO F1	25274
DU 3 SOUTH	23400
DU SHERIFF COURT	25345
DU 1NORTH	22058
DU 1SOUTH	21606
DU 7WEST	18956
DU 7 SOUTH	20121
DU ACDC 1	16142
DU EDU 1	15310
DU FIRE NORTH	12957
DU FIRE EAST	10726
DU FIRE SOUTH	10398
DU FD ACDC1	7194
DU FD ACDC2	6195
DU COD 1	5315

PTT Counts