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

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users in two phases (1st NWCD update to secure including the vFD 3 and direct update, and 2nd a correction for Zone 33 FG power). Four agencies remain to complete the first update (ADF, ELF, ITF, LWF).

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing between ETSB and Motorola. A step-by-step plan is being produced outlining the necessary steps to make the change to both the system and the radios. More information will be provided once available.

First touch of the Police radios for the encryption plan is complete as all agencies have now completed the site visit. This site visit also included one battery swap providing a new dated 2025 battery. Two radios are outstanding that need to be brought to ETSB to be updated.

Westmont PD WSP Thompson 142CXX1058
Oak Brook PD OBP AF69 142CXX0909

APX 4000 Portable:

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

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

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.

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Command Central – Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. Access has been provided and input had been requested from several key users. ETSB has received initial feedback. Testing is ongoing and feedback is continuing to be shared.

Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD’s new encrypted talk groups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the users accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

2025	Year to Date	
	Opened	Closed
Category		
APX7000XE	72	57
APXNext (PD)	153	96
APXNextXN (FD)	142	72
APX 8500 mobile)	15	7
APX4000	36	20
Total	418	252

February

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	63	54	6	2	0	0	0	6
APX Next (PD)	106	62	17	5	2	9	1	6
APX NextXN (FD)	25	15	5	5	2	1	2	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	20	14	3	3	0	3	0	0
Total	224	151	31	15	4	13	3	12



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March Through 3/30/2026

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	2	2	0	0	0	2
APX Next (PD)	118	66	12	4	0	6	0	2
APX NextXN(FD)	32	17	7	2	1	3	1	2
APX 8500(mobile)	10	6	0	0	0	0	0	0
APX4000	23	16	3	2	0	1	0	2
Total	248	161	24	10	1	10	1	8

STARCOM21 Scheduled Maintenance:

System Maintenance: IL STARCOM Monthly Application of Windows Motopatch 2026.02 – Patching 3/12/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches / planned maintenance: There were none last month. Planned maintenance has moved to a quarterly schedule with next core patching expected in May.

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: RadioCentral was updated to SR2026.1 on March 19. No service interruptions were anticipated from this update.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

One 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.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC Meeting: Monday, March 2, 2026

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ETSB Podcast: Tuesday, March 17, 2026

Training: None

Grade of service report:

February 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	22.84	3.88	6.52	28.00	2806.82	13978.50	4.98	0.00	0.00	0.00
1:00:00	0.00	19.60	3.33	7.07	28.00	2353.18	11994.93	5.10	0.00	0.00	0.00
2:00:00	0.00	17.37	2.95	7.45	28.00	2031.96	10630.75	5.23	0.00	0.00	0.00
3:00:00	0.00	14.80	2.52	7.88	28.00	1684.32	9059.57	5.38	0.00	0.00	0.00
4:00:00	0.00	14.30	2.43	7.97	28.00	1621.43	8752.57	5.40	0.00	0.00	0.00
5:00:00	0.00	14.46	2.46	7.94	28.00	1627.14	8848.14	5.44	0.00	0.00	0.00
6:00:00	0.00	15.74	2.68	7.72	28.00	1792.82	9631.21	5.37	0.00	0.00	0.00
7:00:00	0.00	23.87	4.06	6.34	28.00	2823.61	14605.54	5.17	0.00	0.00	0.00
8:00:00	0.00	31.02	5.27	5.13	28.00	3644.89	18983.39	5.21	0.07	5.68	79.50
9:00:00	0.00	35.13	5.97	4.43	28.00	4169.68	21500.96	5.16	0.00	0.00	0.00
10:00:00	0.00	33.93	5.77	4.63	28.00	4061.82	20766.61	5.11	0.04	1.82	51.00
11:00:00	0.00	31.69	5.39	5.01	28.00	3773.68	19393.54	5.14	0.00	0.00	0.00
12:00:00	0.00	32.21	5.48	4.92	28.00	3814.93	19711.71	5.17	0.00	0.00	0.00
13:00:00	0.00	34.70	5.90	4.50	28.00	4092.43	21239.04	5.19	0.18	1.11	6.20
14:00:00	0.00	34.92	5.94	4.46	28.00	4210.18	21368.96	5.08	0.00	0.00	0.00
15:00:00	0.00	35.92	6.11	4.29	28.00	4404.39	21980.71	4.99	0.00	0.00	0.00
16:00:00	0.00	34.87	5.93	4.47	28.00	4228.68	21342.68	5.05	0.00	0.00	0.00
17:00:00	0.00	33.34	5.67	4.73	28.00	4034.96	20406.89	5.06	0.00	0.00	0.00
18:00:00	0.00	31.86	5.42	4.98	28.00	3859.11	19500.82	5.05	0.00	0.00	0.00
19:00:00	0.00	31.16	5.30	5.10	28.00	3850.36	19067.71	4.95	0.00	0.00	0.00
20:00:00	0.00	30.72	5.22	5.18	28.00	3809.25	18801.36	4.94	0.00	0.00	0.00
21:00:00	0.00	29.03	4.93	5.47	28.00	3626.79	17765.25	4.90	0.00	0.00	0.00
22:00:00	0.00	26.61	4.52	5.88	28.00	3359.25	16283.93	4.85	0.00	0.00	0.00
23:00:00	0.00	25.65	4.36	6.04	28.00	3146.79	15699.86	4.99	0.00	0.00	0.00



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2/24/2026 – 3/30/2026

Group Alias	PTT Count
DU 3EAST	40612
DU ACDC 2	38922
DU 1WEST	31063
DU ACDC 3	31561
DU 1EAST	28902
DU SHERIFF COURT	29270
DU 3WEST	26995
DU 3 SOUTH	24821
DU DPSO F1	26241
DU 1SOUTH	24416
DU 1NORTH	23087
DU 7 SOUTH	21359
DU 7WEST	18950
DU EDU 1	18743
DU ACDC 1	16953
DU FIRE NORTH	14992
DU COD 1	10190
DU FIRE EAST	9829
DU FIRE SOUTH	9420
DU FD ACDC1	6468
DU FD ACDC2	5548
DU BARTL LOCAL	3351
DU OHSEM1	4321

