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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: April 1, 2024
SUBJECT: STARCOM21 and DEDIR System Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption and testing is being conducted on the OHSEM talkgroup. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of STARCOM21 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 is still reviewing data and tests.
- 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 has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Service Tickets

April

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Part replaced	Alias or Configuration	Sent to Depot	Other
APX7000	39	37	19	19	7	4	0	0
APXNext (police)	24	16	6	7	2	4	0	2
APXNextXN (fire)								
APX8500(mobiles)	14	14	3	3	0	0	0	0
APX4000	4	4	1	1	1	0	0	0
Total	81	71	29	30	10	8	0	2

Programming – Projects

Code Plug Creation:

There were none for the previous month.



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Code Plug updates:

3/25/24 Elmhurst PD APX NEXT Additional NIPAS Zone and channels were added to a single radio. Northwest Central will be providing the associated encryption key needed, CKR1521.

Consolidations:

There were none the previous month.

Radio Alignment:

There were none for the previous month.

STARCOM21

Scheduled Maintenance:

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 3/13 and 3/14. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 3/14/24

8:48 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 2024.02 – Patching 3/15/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

- There were none for the previous month.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 13/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 13/Mar/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 20/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 20/Mar/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 21/Mar/2024 @ 4:30 AM CDT (GMT -5)
End: 21/Mar/2024 @ 10:30 AM CDT (GMT -5)



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Radio Central Patches:

There were none for the previous month.

Unscheduled System Outages:

There were none for the previous month.

Releases:

As reported last month, APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 was released 2/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

Motorola will do a large scale cumulative release in April. The System Manager recommends pushing out the smaller releases with the large-scale cumulative release once the firmware becomes available for a more efficient process. The System Manager will develop a project plan for the users. This will be the second firmware update since the overall deployment of the APX NEXT radios.

Meetings:

March PAC meeting 3/4/24

Training

Genesis iVista Genwatch3 Basics Class 3/6/24


February 2024 STARCOM21 GoS Report

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	20.56	3.50	6.90	29.00	2448.69	12583.38	5.14	0.00	0.00	0.00
1:00:00	0.00	18.18	3.09	7.31	29.00	2132.14	11126.62	5.22	0.00	0.00	0.00
2:00:00	0.00	15.01	2.55	7.85	29.00	1688.31	9183.66	5.44	0.00	0.00	0.00
3:00:00	0.00	12.71	2.16	8.24	29.00	1372.00	7777.03	5.67	0.00	0.00	0.00
4:00:00	0.00	13.55	2.30	8.10	29.00	1525.66	8289.76	5.43	0.00	0.00	0.00
5:00:00	0.00	13.05	2.22	8.18	29.00	1422.41	7988.79	5.62	0.00	0.00	0.00
6:00:00	0.00	14.52	2.47	7.93	29.00	1681.17	8885.62	5.29	0.00	0.00	0.00
7:00:00	0.00	21.99	3.74	6.66	29.00	2616.21	13458.90	5.14	0.00	0.00	0.00
8:00:00	0.00	27.33	4.65	5.75	29.00	3322.10	16725.72	5.03	0.00	0.00	0.00
9:00:00	0.00	30.72	5.22	5.18	29.00	3768.79	18801.59	4.99	0.00	0.00	0.00
10:00:00	0.00	32.38	5.50	4.90	29.00	3987.45	19817.79	4.97	0.00	0.00	0.00
11:00:00	0.00	29.51	5.02	5.38	29.00	3592.97	18058.17	5.03	0.00	0.00	0.00
12:00:00	0.00	32.14	5.46	4.94	28.00	3910.25	19672.57	5.03	0.00	0.00	0.00
13:00:00	0.00	31.85	5.41	4.99	29.00	3867.14	19491.10	5.04	0.07	2.45	35.50
14:00:00	0.00	31.56	5.37	5.03	29.00	3864.14	19316.28	5.00	0.07	1.38	20.00
15:00:00	0.00	33.70	5.73	4.67	28.00	4111.82	20622.25	5.02	0.00	0.00	0.00
16:00:00	0.00	33.89	5.76	4.64	28.00	4117.25	20742.46	5.04	0.00	0.00	0.00
17:00:00	0.00	31.06	5.28	5.12	28.00	3722.61	19007.00	5.11	0.00	0.00	0.00
18:00:00	0.00	28.91	4.91	5.49	27.00	3514.67	17692.19	5.03	0.00	0.00	0.00
19:00:00	0.00	28.48	4.84	5.56	28.00	3498.36	17431.00	4.98	0.00	0.00	0.00
20:00:00	0.00	28.58	4.86	5.54	28.00	3517.21	17488.39	4.97	0.00	0.00	0.00
21:00:00	0.00	26.78	4.55	5.85	29.00	3319.97	16392.41	4.94	0.00	0.00	0.00
22:00:00	0.00	24.81	4.22	6.18	29.00	3071.24	15184.00	4.94	0.00	0.00	0.00
23:00:00	0.00	23.36	3.97	6.43	29.00	2878.97	14294.72	4.97	0.00	0.00	0.00

This chart is a portion of the state-wide report pertaining to the site used by DEDIR System. The state-wide report has complete data with the exception of perhaps a day or two during some of the timeframes when the core upgrade was being performed on Zone 1. Zone 2 did have a connection issue from the upgrade, which caused a couple days of outage, which has been resolved as well. In terms of the data for the month of February, there was a total of 14 sites that had higher than average busy rates for the month which is less than the previous month's total. The areas affected are still in the Northwest portion of the state along with the Southern portion of the state. Motorola is still working with the state to resolve these issues. Some of these issues should be resolved here with the work that has been done in the Northwest and one of the sites in the South in the month of March.



DEDIR System Usage Report:

Talk Groups	Push To Talk Counts
DU ACDC 2	30039
DU ACDC 3	27359
DU 3EAST	26444
DU 1EAST	24838
DU 3 SOUTH	20701
DU DPSO JAIL	26973
DU 3WEST	19439
DU 1WEST	19085
DU 1NORTH	19621
DU DPSO F1	19756
DU 1SOUTH	18843
DU 7 SOUTH	17395
DU 7WEST	14926
DU SHERIFF COURT	17246
DU EDU 1	13223
DU FIRE NORTH	10028
DU ACDC 1	10158
DU FIRE SOUTH	7547
DU FIRE EAST	6907
DU DUCOMM STWD	2860
DU FD ACDC1	5272
DU COD 1	5148
DU FD ACDC2	4632
Grand Total	368440

