MOTOROLA SOLUTIONS

ST★RCOM21

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TO: Linda Zerwin, ETSB Executive Director

FROM: Andy Saucedo, Motorola System Manager

DATE: June 26, 2024

SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement
- APXNext Police: The firmware release is available, and a schedule is being developed. However, the changes to the firmware needed for the APXNext XN in the software that is used to deploy the firmware created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted within the software to accommodate both firmware updates. Once that is completed the schedule for the APXNext Firmware will be distributed to the DEDIR Points of contact.

- APX 4000: A firmware update was released, and the deployment is in process. As of this writing, 93 APX 4000s have been updated. Each radio takes approximately 10 minutes to update. Including the time it took to prepare the software, the Motorola System Manager has invested approximately 20 hours into this project.

- APX8500: There is nothing additional to report this month.

- APXNext XN/XE Fire: Testing of the XE and XN Demo radios was completed the week of June 17, 2024. As of this writing, 15 agencies have turned in their selection to ETSB. 14 Agencies have selected the XN radio and 1 Agency has selected the XE Radio.

- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports. A Monday.com dashboard has been created to share information on report requests.

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

Codeplug 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					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	141	112	9	9	2	0	0	7
APX Next (police)	84	55	15	15	6	6	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	20	20	1	1	0	0	0	0
APX4000	8	7	1	1	0	1	0	0
Total	253	194	26	26	8	7	0	8

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 6/12 and 6/13. 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, 6/13/24
  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 2024.05 – Patching 6/14/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

- Notification of planned maintenance to be performed affecting the MSO Downers Grove - Starcom Zone 1 system on 06-06-2024 at 08:00:00 AM Work performed: SZ01401 & SZ01405 - MTN-0036A-24 Upgrading the Fortinet FWs to the latest software version. z001telfirewall01,Z005intfw01,z005dmsfw01. Impact: There may be brief periods of service interruption while the technicians are working on the site

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
  The scheduled maintenance has been completed.
  Start: 3/June/2024 @ 9:00 AM CDT (UTC-5)
  End: 3/June/2024 @ 10:00 AM CDT (UTC-5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

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SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 12/Jun/2024 @ 12:00 AM CDT (GMT -5)
  End: 12/Jun/2024 @ 9:00 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 19/Jun/2024 @ 8:00 AM CDT (GMT -5)
  End: 19/Jun/2024 @ 1:00 PM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 20/Jun/2024 @ 12:00 AM CDT (GMT -5)
  End: 20/Jun/2024 @ 9:00 AM CDT (GMT -5)

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:

- Users may experience an inability to access the Event Map in the CommandCentral Aware application. Events continue to process in the Event Monitor. Our team is currently working to restore normal performance levels. We apologize for any inconvenience.
  Jun *15, 15:16* CDT
  Resolved - This issue has been resolved. The Event Map in CommandCentral Aware can be accessed successfully by all customers after reloading the application in the browser.
  If you continue to experience unexpected behavior, please contact Motorola Solutions Technical Support at 1-800-MSI-HELP.
  Jun *15, 15:27* CDT

  There was no operational impact to the DEDIR users.

Meetings:
- June PAC meeting 6/3/24
- Fire Focus 6/18/24

Training
- None at this time.

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Grade of service report:

Hour	\multicolumn{5}{c}{GoS Calculations}	\multicolumn{6}{c}{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	23.15	3.93	6.47	31.00	2892.23	14164.77	4.90	0.00	0.00	0.00
1:00:00	0.00	19.67	3.34	7.06	31.00	2395.87	12037.35	5.02	0.00	0.00	0.00
2:00:00	0.00	16.37	2.78	7.62	31.00	1929.06	10016.39	5.19	0.00	0.00	0.00
3:00:00	0.00	12.69	2.16	8.24	31.00	1451.42	7766.61	5.35	0.00	0.00	0.00
4:00:00	0.00	12.22	2.08	8.32	31.00	1357.77	7478.84	5.51	0.00	0.00	0.00
5:00:00	0.00	13.59	2.31	8.09	31.00	1499.71	8319.55	5.55	0.00	0.00	0.00
6:00:00	0.00	15.58	2.65	7.75	31.00	1909.42	9536.71	4.99	0.00	0.00	0.00
7:00:00	0.00	23.59	4.01	6.39	31.00	2870.71	14434.42	5.03	0.10	6.19	64.00
8:00:00	0.00	29.72	5.05	5.35	31.00	3667.52	18188.16	4.96	0.03	3.26	101.00
9:00:00	0.00	33.08	5.62	4.78	31.00	4070.84	20247.65	4.97	0.19	3.16	16.33
10:00:00	0.01	35.45	6.03	4.37	31.00	4442.97	21696.77	4.88	0.52	7.23	14.00
11:00:00	0.00	34.08	5.79	4.61	31.00	4241.87	20859.23	4.92	0.19	9.81	50.67
12:00:00	0.01	34.84	5.92	4.48	31.00	4311.06	21322.19	4.95	0.26	2.10	8.13
13:00:00	0.02	36.33	6.18	4.22	31.00	4457.35	22234.61	4.99	0.97	11.48	11.87
14:00:00	0.06	35.85	6.09	4.31	31.00	4480.13	21937.77	4.90	2.65	23.68	8.95
15:00:00	0.06	37.18	6.32	4.08	31.00	4667.52	22754.39	4.88	3.03	29.68	9.79
16:00:00	0.02	37.28	6.34	4.06	31.00	4707.03	22813.35	4.85	0.87	11.58	13.30
17:00:00	0.00	36.19	6.15	4.25	31.00	4545.71	22145.68	4.87	0.06	1.32	20.50
18:00:00	0.00	34.18	5.81	4.59	31.00	4285.97	20920.84	4.88	0.13	0.10	0.75

Table title: May 2024 Starcom21 GoS Report

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Group Alias	PTT Count
DU ACDC 2	35333
DU 3EAST	31326
DU ACDC 3	28776
DU 3EAST	31326
DU 3 SOUTH	24331
DU 3EAST	31326
DU 1SOUTH	23304
DU 3EAST	31326
DU 1WEST	22261
DU 1NORTH	20804
DU 7 SOUTH	19140
DU 7WEST	17317
DU SHERIFF COURT	18939
DU FIRE NORTH	12847
DU EDU 1	13631
DU ACDC 1	12614
DU FIRE SOUTH	9307
DU FIRE EAST	7880
DU DUCOMM STWD	2909
DU FD ACDC1	5258
DU FD ACDC2	4742
DU COD 1	4635
DU WHETN LOCAL	2657
DU CSTRM LOCAL	2687
DU BARTL LOCAL	2330