



Solving for safer. Communities, schools, hospitals, businesses everywhere.

**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** February 26, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

APX 4000: 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 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Fire agencies are to provide feedback to ETSB as to whether they are considering the APX6500 or prefer to remain with the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. XN portables have are in the process of being flashed and tuned.

Quantity 51 RLS fixes have been applied and fully completed.

Quantity 827 QA09022 SmartConnect APX NEXT EIDs have been applied and fully completed.

Quantity 1206 Q445 APX Personnel Accountability FLP have been applied and fully completed.

15 Fire agency XN portables have been Aeroflex Radio Test Set tuned and meet radio specifications.

**Programming – Projects**

**Code plug updates:** XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing ISP Tollway Zone 15. Fire templates on Monday.com need to be reviewed by Fire Focus for accuracy.

**Codeplug Creation:** There were none last month.

**Consolidations:** There were none last month.

**Radio Alignment:** There were none last month.

Solving for safer. Communities, schools, hospitals, businesses everywhere.

**Service Tickets**

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	60
APX Next (PD)	144	114
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	34
APX4000	11	8
<b>Total</b>	269	216

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	12	11	12	11	5	1	6	
APX Next (PD)	17	16	17	16	3	7	6	1
APX NextXN (FD)	6	5	6	5		2		4
APX 8500 (mobile)	4	2	4	2			1	2
APX4000	4	4	4	4	2	1	1	
<b>Total</b>	43	38	43	38	10	11	14	7

**STARCOM21 Scheduled Maintenance:**

System Maintenance: There was none last month.

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 2/12 and 2/13. These patches caused an impact to the system in all Zones.

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

Thursday, 2/13/25

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

IL STARCOM Monthly Application of Windows Motopatch 2025.01 – Patching 1/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Motorola Solutions Cloud Platform Maintenance

[Scheduled Maintenance] Command Central Products (United States)

Start: 19/Feb/2025 @ 9:00 PM (UTC-6)

End: 20/Feb/2025 @ 4:00 AM (UTC-6)

Solving for safer. Communities, schools, hospitals, businesses everywhere.

**SmartConnect Patches:**

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Feb/2025 @ 9:00 PM CST

End: 18/Feb/2025 @ 5:00 AM CST

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Feb/2025 @ 9:00 PM CST

End: 20/Feb/2025 @ 5:00 AM CST

**Radio Central Patches:**

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 21/Feb/2025 @ 9:00 PM CST

End: 22/Feb/2025 @ 5:00 AM CST

**Radio Management CPS Patches:**

There were none last month.

**Releases:**

APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. 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. A schedule is being prepared for updating police chargers.

**STARCOM21 Unscheduled System Outages:** There were none last month.

**Meetings:**

Fire Focus Meeting 2/20/25.

Schaumburg User Group Meeting - did not attend. DuPage DEDIR System members attended  
Motorola Solutions, Schaumburg, IL  
Thursday, February 27 10:00-1:00pm

**Training:** None for this month.



Solving for safer. Communities, schools, hospitals, businesses everywhere.

Grade of service report:

January 2025 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	20.61	3.50	6.90	31.00	2548.84	12611.13	4.95	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2206.90	11030.00	5.00	0.00	0.00	0.00
2:00:00	0.00	15.98	2.72	7.68	31.00	1899.90	9780.45	5.15	0.00	0.00	0.00
3:00:00	0.00	13.85	2.35	8.05	31.00	1620.13	8477.84	5.23	0.00	0.00	0.00
4:00:00	0.00	14.12	2.40	8.00	31.00	1691.97	8642.55	5.11	0.00	0.00	0.00
5:00:00	0.00	14.45	2.46	7.94	31.00	1706.94	8844.77	5.18	0.00	0.00	0.00
6:00:00	0.00	15.88	2.70	7.70	31.00	1890.26	9721.26	5.14	0.00	0.00	0.00
7:00:00	0.00	22.20	3.77	6.63	31.00	2678.32	13588.97	5.07	0.00	0.00	0.00
8:00:00	0.03	30.61	5.20	5.20	31.00	3730.81	18736.10	5.02	0.97	4.90	5.07
9:00:00	0.17	34.37	5.84	4.56	31.00	4209.68	21031.55	5.00	7.32	52.35	7.15
10:00:00	0.01	34.46	5.86	4.54	31.00	4220.32	21090.42	5.00	0.39	23.13	59.75
11:00:00	0.00	31.86	5.42	4.98	31.00	3910.39	19499.90	4.99	0.00	0.00	0.00
12:00:00	0.00	32.24	5.48	4.92	31.00	3948.32	19728.00	5.00	0.13	2.74	21.25
13:00:00	0.01	34.17	5.81	4.59	31.00	4162.42	20911.35	5.02	0.26	18.06	70.00
14:00:00	0.00	33.45	5.69	4.71	31.00	4114.06	20469.19	4.98	0.00	0.00	0.00
15:00:00	0.00	34.45	5.86	4.54	31.00	4210.81	21082.65	5.01	0.00	0.00	0.00
16:00:00	0.00	34.18	5.81	4.59	31.00	4203.00	20920.55	4.98	0.00	0.00	0.00
17:00:00	0.00	32.66	5.55	4.85	31.00	4026.87	19989.32	4.96	0.00	0.00	0.00
18:00:00	0.00	32.31	5.49	4.91	31.00	3923.29	19773.65	5.04	0.00	0.00	0.00
19:00:00	0.01	30.96	5.26	5.14	31.00	3829.55	18948.00	4.95	0.29	1.32	4.56
20:00:00	0.00	29.09	4.95	5.45	31.00	3659.35	17803.42	4.87	0.00	0.00	0.00
21:00:00	0.00	27.90	4.74	5.66	31.00	3510.55	17074.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.79	4.22	6.19	31.00	3144.13	15174.00	4.83	0.00	0.00	0.00
23:00:00	0.00	23.18	3.94	6.46	31.00	2895.19	14184.48	4.90	0.00	0.00	0.00



Solving for safer. Communities, schools, hospitals, businesses everywhere.

Group Alias	PTT Count
DU ACDC 2	30791
DU ACDC 3	28946
DU 3EAST	27499
DU 1EAST	23344
DU 3WEST	23176
DU 1WEST	21934
DU 3 SOUTH	21171
DU 1NORTH	19918
DU 1SOUTH	19256
DU DPSO F1	19253
DU SHERIFF COURT	20078
DU 7 SOUTH	16771
DU EDU 1	16473
DU 7WEST	15011
DU FIRE NORTH	12387
DU ACDC 1	12490
DU DPSO JAIL	11425
DU FIRE EAST	8437
DU FIRE SOUTH	8440
DU OHSEM1	7211
DU COD 1	6423
DU FD ACDC1	5462
DU STWDTAC2	2676
DU ACDC 2	30791

