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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: April 27, 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 phase a NWCD update to secure including the vFD 3 and direct update, and the 2nd phase is a correction for Zone 33 FG power). All agencies have now completed the first update, thank you to all of those who helped get this done. Seventeen agencies have completed the 2nd update, twelve remain (ADF, BLF, CSF, GEF, ITF, LWF, LOF, OTF, PLF, WRF, WFF, YCF).

APX Next Police Portables:

Encryption - The ADP to AES encryption plan between ETSB and Motorola has been approved. A step-by-step plan has been created outlining the necessary steps to make the change to both the system and the radios.

First touch of the Police radios for the encryption plan is now complete. All agencies have completed the site visit and all outstanding radios have been brought in for keyloading. This site visit also included one battery swap providing a new battery dated 2025. Your help getting this completed has been greatly appreciated.

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 System 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. Police agencies are now submitting their user layer requests to Monday.com.

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: A new double codeplug for the Police APX Next radios is being created. This includes both the current radio zones and channels and a second similar for use after the transition to AES encryption.

Radio Alignment: There were none last month.

Service Tickets

2025	Year to Date	
	Opened	Closed
Category		
APX7000XE	72	78
APXNext (PD)	153	108
APXNextXN (FD)	142	84
APX 8500 mobile)	15	7
APX4000	36	28
Total	418	305

March

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



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April Through 4/27/2026

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	0	0	0	0	0	0
APX Next (PD)	134	71	16	5	0	8	1	7
APX NextXN(FD)	48	20	16	3	6	5	3	2
APX 8500(mobile)	11	6	0	0	0	0	0	1
APX4000	23	16	0	0	0	0	0	0
Total	281	169	32	8	6	13	4	10

STARCOM21 Scheduled Maintenance:

System Maintenance: Starcom maintenance is now being completed quarterly. The next planned patching activity is planned for May.

5/13/2026 9:00 AM CDT

5/14/2026 8:30 AM CDT

System Patches / planned maintenance:

The Motorola Starcom team completed a software migration on the server at the Zone 1 (Dupage) core location on 4/21 and 4/22. This included a zone controller roll on each of those days at 8:45AM. A momentary outage was observed at the dispatch centers each of those mornings. In addition, on Tuesday 4/21 Wave 5K, Critical Connect, Wave PTX, SmartConnect, and data applications such as location observed partial outages.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: Motorola Solutions has a scheduled product release for CC. Users may experience device disconnections for a short interval during this time period.

Maintenance Window:

Start: 29/Apr/2026 @ 10:00 PM CDT (UTC -5)

End: 30/Apr/2026 @ 5:00 AM CDT (UTC -5)

CommandCentral unplanned outage:

Services down: Apr 14, 2026 - 08:50 CDT

Services restored: Apr 14, 2026 - 09:42 CDT

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.

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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.

Meetings:

PAC Meeting: Monday, April 6, 2026

ETSB Podcast: Tuesday, April 14, 2026

Training: None

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Grade of service report:

March 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	24.02	4.08	6.32	31.00	2931.19	14698.71	5.01	0.00	0.00	0.00
1:00:00	0.00	21.09	3.58	6.82	31.00	2417.45	12904.03	5.34	0.00	0.00	0.00
2:00:00	0.00	17.08	2.90	7.50	30.00	2016.57	10454.87	5.18	0.00	0.00	0.00
3:00:00	0.00	14.95	2.54	7.86	31.00	1702.32	9150.10	5.38	0.00	0.00	0.00
4:00:00	0.00	14.42	2.45	7.95	31.00	1669.06	8822.26	5.29	0.00	0.00	0.00
5:00:00	0.00	14.36	2.44	7.96	31.00	1652.32	8786.77	5.32	0.00	0.00	0.00
6:00:00	0.00	15.59	2.65	7.75	31.00	1805.23	9539.61	5.28	0.00	0.00	0.00
7:00:00	0.00	23.45	3.99	6.41	31.00	2775.42	14350.87	5.17	0.00	0.00	0.00
8:00:00	0.00	30.87	5.25	5.15	31.00	3614.45	18895.00	5.23	0.00	0.00	0.00
9:00:00	0.00	34.84	5.92	4.48	31.00	4116.10	21322.90	5.18	0.10	2.26	23.33
10:00:00	0.00	35.54	6.04	4.36	31.00	4239.97	21748.16	5.13	0.00	0.00	0.00
11:00:00	0.00	33.38	5.67	4.73	31.00	3958.94	20428.32	5.16	0.00	0.00	0.00
12:00:00	0.00	35.37	6.01	4.39	31.00	4199.35	21646.90	5.15	0.13	0.16	1.25
13:00:00	0.00	35.58	6.05	4.35	31.00	4175.94	21777.90	5.22	0.00	0.00	0.00
14:00:00	0.00	34.73	5.90	4.50	31.00	4166.39	21254.45	5.10	0.03	0.06	2.00
15:00:00	0.00	36.57	6.22	4.18	31.00	4418.39	22382.42	5.07	0.00	0.00	0.00
16:00:00	0.01	35.67	6.06	4.34	31.00	4285.06	21830.71	5.09	0.29	2.26	7.78
17:00:00	0.00	33.85	5.75	4.65	31.00	4050.48	20716.77	5.11	0.00	0.00	0.00
18:00:00	0.00	33.39	5.68	4.72	31.00	3956.13	20436.94	5.17	0.00	0.00	0.00
19:00:00	0.00	31.80	5.41	4.99	31.00	3842.77	19461.81	5.06	0.00	0.00	0.00
20:00:00	0.00	31.42	5.34	5.06	31.00	3828.06	19227.61	5.02	0.00	0.00	0.00
21:00:00	0.00	29.72	5.05	5.35	31.00	3660.61	18190.74	4.97	0.00	0.00	0.00
22:00:00	0.00	27.42	4.66	5.74	31.00	3417.23	16779.16	4.91	0.00	0.00	0.00
23:00:00	0.00	26.85	4.56	5.84	31.00	3316.29	16429.55	4.95	0.03	1.32	41.00



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3/31/2026 – 4/27/2026

Group Alias	PTT Count
DU 3EAST	31474
DU ACDC 2	31528
DU ACDC 3	26326
DU 1WEST	22903
DU 1EAST	22597
DU 3WEST	21299
DU DPSO F1	21932
DU 3 SOUTH	19856
DU SHERIFF COURT	20886
DU 1NORTH	19319
DU 1SOUTH	19596
DU 7WEST	16172
DU 7 SOUTH	16624
DU EDU 1	14686
DU FIRE NORTH	12178
DU ACDC 1	12920
DU FIRE EAST	8048
DU COD 1	8129
DU FIRE SOUTH	8056
DU OHSEM1	7078
DU FD ACDC1	5272
DU FD ACDC2	4929
DU BARTL LOCAL	2600
DU STWDTAC2	1480

