

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

TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE:
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 (NWCD update to secure, vFD 3 and direct update, and a correction for Zone 33 FG power).

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talkgroups are continuing to be discussed looking instead into the possibility of patching talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption plan has now started. This site visit also includes one battery swap providing a new dated 2025 battery. By close of 2025, ten (10) agencies will have been completed. Remaining agencies are continuing to be scheduled as fleetmaps are submitted and firmware updates to version 9.40 are completed.

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 APXNext.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:

Boxed APX8500s will be returned to Motorola Solutions, Inc. and 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. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

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

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 talkgroups 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 user's accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

History	2024		2025	
Category	Opened	Closed	Open	Closed
APX7000XE	81	80	72	57
APXNext (PD)	144	140	153	96
APXNextXN (FD)	1	1	142	72
APX 8500 mobile)	42	42	15	7
APX4000	11	11	36	20
Total	279	279	418	252

November

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
					Consumable replaced	Alias or Configuration	Sent to Depot	Other
Category	Opened	Closed	Total	Closed				
APX 7000XE	69	57	3	2	0	1	0	2
APX Next (PD)	134	91	21	13	2	13	0	6
APX NextXN (FD)	132	68	14	3	2	7	0	5
APX 8500 (mobile)	0	0	0	0	0	0	0	0
APX4000	29	16	2	0	0	1	0	1
Total	364	232	40	18	4	22	0	14

December Through 12/22/2025

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
					Consumable replaced	Alias or Configuration	Sent to Depot	Other
Category	Opened	Closed	Total	Closed				
APX 7000XE	69	55	3	0	0	0	0	3
APX Next (PD)	132	83	19	5	1	13	0	5
APX NextXN(FD)	128	69	10	4	5	4	1	0
APX 8500(mobile)	15	7	0	0	0	0	0	0
APX4000	34	20	7	4	1	4	0	2
Total	378	234	39	13	7	21	1	10

Solving for safer. Communities, schools, hospitals, businesses everywhere.
STARCOM21 Scheduled Maintenance:

System Maintenance:

Maintenance was canceled for December

System Patches:

- IL STARCOM Monthly Application of Windows Motopatch 2025.11 – Patching 12/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

There was none last month.

SmartConnect Patches:

Scheduled maintenance was completed. During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may trigger alerts on UEM, please ignore them.

Start: 8/Dec/2025 @ 11:00 PM CST (UTC -6)

End: 9/Dec/2025 @ 2:00 AM CST (UTC -6)

Radio Central Patches: There were none last month.

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. The Police radios have been sent a firmware update to R09.40 and have been requested to confirm all units are upgraded prior to the first touch encryption visit. The System Manager will provide an updated list of units pending the upgrade prior to the scheduled calendar visit.

STARCOM21 Unscheduled System Outages: There was none last month.

Meetings:

PAC meeting Monday December 1

ETSB Podcast December 17

Training: None

Grade of service report:



November 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
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	19.60	3.33	7.07	30.00	2434.50	11997.67	4.93	0.00	0.00	0.00
1:00:00	0.00	17.22	2.93	7.47	30.00	2194.87	10539.47	4.80	0.00	0.00	0.00
2:00:00	0.00	14.94	2.54	7.86	30.00	1781.37	9144.53	5.13	0.00	0.00	0.00
3:00:00	0.00	12.41	2.11	8.29	30.00	1493.03	7591.93	5.08	0.00	0.00	0.00
4:00:00	0.00	12.34	2.10	8.30	30.00	1469.30	7550.97	5.14	0.00	0.00	0.00
5:00:00	0.00	13.64	2.32	8.08	30.00	1662.07	8344.80	5.02	0.00	0.00	0.00
6:00:00	0.00	15.22	2.59	7.81	30.00	1874.43	9316.13	4.97	0.00	0.00	0.00
7:00:00	0.00	22.41	3.81	6.59	30.00	2674.93	13712.93	5.13	0.00	0.00	0.00
8:00:00	0.00	29.41	5.00	5.40	30.00	3453.50	17996.27	5.21	0.00	0.00	0.00
9:00:00	0.00	32.72	5.56	4.84	30.00	3926.13	20027.33	5.10	0.17	11.47	68.80
10:00:00	0.00	32.26	5.48	4.92	30.00	3884.67	19741.43	5.08	0.00	0.00	0.00
11:00:00	0.00	30.25	5.14	5.26	29.00	3665.10	18510.41	5.05	0.00	0.00	0.00
12:00:00	0.00	30.89	5.25	5.15	29.00	3746.28	18905.24	5.05	0.00	0.00	0.00
13:00:00	0.00	31.42	5.34	5.06	30.00	3803.57	19226.00	5.05	0.00	0.00	0.00
14:00:00	0.00	31.06	5.28	5.12	30.00	3797.97	19011.47	5.01	0.00	0.00	0.00
15:00:00	0.01	31.47	5.35	5.05	30.00	3834.60	19257.30	5.02	0.43	1.20	2.77
16:00:00	0.00	32.06	5.45	4.95	30.00	3892.20	19617.67	5.04	0.00	0.00	0.00
17:00:00	0.00	32.08	5.45	4.95	30.00	3903.20	19634.83	5.03	0.00	0.00	0.00
18:00:00	0.00	29.26	4.97	5.43	30.00	3575.57	17907.13	5.01	0.00	0.00	0.00
19:00:00	0.00	27.72	4.71	5.69	30.00	3443.57	16961.90	4.93	0.00	0.00	0.00
20:00:00	0.00	26.50	4.51	5.89	30.00	3297.70	16219.37	4.92	0.00	0.00	0.00
21:00:00	0.00	25.06	4.26	6.14	30.00	3119.57	15335.23	4.92	0.00	0.00	0.00
22:00:00	0.00	23.14	3.93	6.47	30.00	2965.03	14161.57	4.78	0.00	0.00	0.00
23:00:00	0.00	22.17	3.77	6.63	30.00	2780.97	13567.17	4.88	0.00	0.00	0.00

November 25 – December 23, 2025



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

Group Alias	PTT Count
DU 3EAST	29488
DU ACDC 3	27373
DU ACDC 2	29215
DU 1EAST	21847
DU 1WEST	22064
DU 3WEST	22297
DU DPSO F1	22725
DU 3 SOUTH	21468
DU SHERIFF COURT	23634
DU 1NORTH	18221
DU 1SOUTH	18004
DU 7WEST	16050
DU EDU 1	15652
DU 7 SOUTH	15065
DU FIRE NORTH	12705
DU ACDC 1	13565
DU FIRE EAST	8667
DU FIRE SOUTH	8141
DU COD 1	6113
DU FD ACDC1	5162
DU FD ACDC2	5456
DU BARTL LOCAL	2621

