**MOTOROLA** *SOLUTIONS*

**ST★RCOM21**

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**TO:**       Linda Zerwin, ETSB Executive Director
**FROM:**   Andy Saucedo, Motorola System Manager
**DATE:**    May 25, 2025
**SUBJECT:**  STARCOM21 DEDIRS Monthly Report

## Projects:

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending.  Motorola Solutions has been collecting all encryption documents complied by ETSB focus groups and discussion notes to construct the encryption fleetmap. Outside agency IGAs are being updated and encryption keys are being collected by ETSB. The ETSB has collected all encryption keys except Hodgkins.

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). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500: Alternate options to the APX8500 are being considered. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

## Programming – Projects

Code plug updates: APX NEXT XN: Modification made to Fire Master configuration and all changes have been incorporated. All agency templates on Monday.com that were marked Ready For Configuration have been completed. Fire Focus will be reviewing the remaining agencies for accuracy and update the status.  Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration.  All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also quantity 51 Radio Central Link Issue fixes have been applied and fully completed.

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**

| 2024 | Year to Date | |
|---|---|---|
| Category | Opened | Closed |
| APX7000XE | 81 | 80 |
| APXNext (PD) | 144 | 140 |
| APXNextXN (FD) | 1 | 1 |
| APX 8500 (mobile) | 42 | 42 |
| APX4000 | 11 | 11 |
| **Total** | **279** | **274** |

| 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 | 55 | 50 | 7 | 5 | 0 | 3 | 1 | 2 |
| APX Next (PD) | 51 | 48 | 17 | 16 | 1 | 15 | 0 | 1 |
| APXNextXN (FD) | 13 | 11 | 1 | 1 | 0 | 1 | 0 | 0 |
| APX8500 (mobile) | 8 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| APX4000 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **135** | **121** | **25** | **22** | **1** | **19** | **1** | **3** |

## STARCOM21  Scheduled Maintenance:
System Maintenance:  There was none last month.

Radio Central Patches:  There was none last month.

Command Central Patches:  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 5/14 and 5/15. These patches caused an impact to the system in all Zones.
It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 5/15/25
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 2025.04 – Patching 5/16/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

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SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 1/May/2025 @ 7:00 PM CDT (UTC -5)
End: 1/May/2025 @ 8:00 PM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 15/May/2025 @ 7:00 PM CDT (UTC -5)
End: 15/May/2025 @ 8:00 PM CDT (UTC -5)

Radio Management CPS Patches:
DMS APX Hosted RM Radio Management was upgraded on 5/13/25 to R36.00.01. Both server and clients have been updated and tested.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

| Serial Number | Model Number | Codeplug Version | Firmware Version | Group | Radio Alias | Job Status | Last Contact Time |
|---|---|---|---|---|---|---|---|
| 142CXX1154 | H45TGT9PW8AN | R33.00.01 | R06.04.00 | BAP | BAP JENKINS | Running: Waiting For Device | 8/16/2023 9:51:49 AM |
| 142CXX0922 | H45TGT9PW8AN | R29.00.01 | R04.61.00 | BEP | BEP CARRERA | Running: Waiting For Device | 1/30/2023 5:55:20 PM |

Releases:
APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. 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.

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

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

**Training:**  There was none last month.

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Grade of service 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 | 22.24 | 3.78 | 6.62 | 31.00 | 2743.39 | 13611.13 | 4.96 | 0.00 | 0.00 | 0.00 |
| 1:00:00 | 0.00 | 19.78 | 3.36 | 7.04 | 31.00 | 2412.10 | 12103.06 | 5.02 | 0.00 | 0.00 | 0.00 |
| 2:00:00 | 0.00 | 17.02 | 2.89 | 7.51 | 31.00 | 2020.19 | 10418.61 | 5.16 | 0.00 | 0.00 | 0.00 |
| 3:00:00 | 0.00 | 14.91 | 2.53 | 7.87 | 31.00 | 1721.19 | 9125.65 | 5.30 | 0.00 | 0.00 | 0.00 |
| 4:00:00 | 0.00 | 14.47 | 2.46 | 7.94 | 31.00 | 1709.81 | 8853.13 | 5.18 | 0.00 | 0.00 | 0.00 |
| 5:00:00 | 0.00 | 15.07 | 2.56 | 7.84 | 31.00 | 1753.35 | 9220.16 | 5.26 | 0.00 | 0.00 | 0.00 |
| 6:00:00 | 0.00 | 15.91 | 2.71 | 7.69 | 31.00 | 1878.26 | 9739.97 | 5.19 | 0.00 | 0.00 | 0.00 |
| 7:00:00 | 0.00 | 21.56 | 3.67 | 6.73 | 31.00 | 2551.74 | 13196.71 | 5.17 | 0.00 | 0.00 | 0.00 |
| 8:00:00 | 0.00 | 28.31 | 4.81 | 5.59 | 31.00 | 3406.94 | 17326.42 | 5.09 | 0.03 | 0.06 | 2.00 |
| 9:00:00 | 0.00 | 30.99 | 5.27 | 5.13 | 31.00 | 3745.23 | 18967.26 | 5.06 | 0.00 | 0.00 | 0.00 |
| 10:00:00 | 0.00 | 31.61 | 5.37 | 5.03 | 31.00 | 3849.65 | 19348.19 | 5.03 | 0.00 | 0.00 | 0.00 |
| 11:00:00 | 0.00 | 30.13 | 5.12 | 5.28 | 31.00 | 3655.90 | 18436.61 | 5.04 | 0.00 | 0.00 | 0.00 |
| 12:00:00 | 0.00 | 32.54 | 5.53 | 4.87 | 30.00 | 3933.13 | 19913.87 | 5.06 | 0.00 | 0.00 | 0.00 |
| 13:00:00 | 0.00 | 32.98 | 5.61 | 4.79 | 30.00 | 4011.73 | 20182.87 | 5.03 | 0.00 | 0.00 | 0.00 |
| 14:00:00 | 0.00 | 32.69 | 5.56 | 4.84 | 31.00 | 4008.65 | 20008.97 | 4.99 | 0.00 | 0.00 | 0.00 |
| 15:00:00 | 0.00 | 34.17 | 5.81 | 4.59 | 31.00 | 4164.48 | 20914.77 | 5.02 | 0.00 | 0.00 | 0.00 |
| 16:00:00 | 0.00 | 34.67 | 5.89 | 4.51 | 31.00 | 4226.61 | 21216.03 | 5.02 | 0.00 | 0.00 | 0.00 |
| 17:00:00 | 0.01 | 34.32 | 5.84 | 4.56 | 31.00 | 4208.10 | 21006.29 | 4.99 | 0.61 | 3.65 | 5.95 |
| 18:00:00 | 0.00 | 32.24 | 5.48 | 4.92 | 31.00 | 3950.68 | 19733.16 | 4.99 | 0.00 | 0.00 | 0.00 |
| 19:00:00 | 0.00 | 32.37 | 5.50 | 4.90 | 31.00 | 4016.45 | 19810.48 | 4.93 | 0.00 | 0.00 | 0.00 |
| 20:00:00 | 0.00 | 29.92 | 5.09 | 5.31 | 31.00 | 3720.45 | 18310.19 | 4.92 | 0.00 | 0.00 | 0.00 |
| 21:00:00 | 0.00 | 28.46 | 4.84 | 5.56 | 31.00 | 3567.06 | 17416.32 | 4.88 | 0.00 | 0.00 | 0.00 |
| 22:00:00 | 0.00 | 26.63 | 4.53 | 5.87 | 31.00 | 3336.71 | 16298.00 | 4.88 | 0.00 | 0.00 | 0.00 |
| 23:00:00 | 0.00 | 25.59 | 4.35 | 6.05 | 31.00 | 3154.13 | 15660.13 | 4.96 | 0.00 | 0.00 | 0.00 |

**April 2025 Starcom21 GoS Report**

The May GoS report was not available at the time of this report.

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| Group Alias | PTT Count |
|---|---|
| DU 3EAST | 31992 |
| DU ACDC 2 | 32437 |
| DU ACDC 3 | 27941 |
| DU 1EAST | 25076 |
| DU DPSO F1 | 25214 |
| DU 3WEST | 23499 |
| DU 3 SOUTH | 22702 |
| DU 1WEST | 22140 |
| DU 1SOUTH | 21536 |
| DU SHERIFF COURT | 22891 |
| DU 7WEST | 18499 |
| DU 1NORTH | 19633 |
| DU 7 SOUTH | 18985 |
| DU EDU 1 | 15104 |
| DU ACDC 1 | 13839 |
| DU FIRE NORTH | 10891 |
| DU FIRE SOUTH | 8256 |
| DU FIRE EAST | 7911 |
| DU COD 1 | 6332 |
| DU FD ACDC1 | 5661 |
| DU FD ACDC2 | 4597 |
| DU STWDTAC2 | 2270 |
| DU STWDTAC1 | 2113 |
| DU BARTL LOCAL | 2592 |
| DU WHETN LOCAL | 2388 |
| DU DWGRV LOCAL | 1909 |



PPT Counts