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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** October 1, 2024  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

- APXNext Police: Original order deployed with ADP encryption. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.
- Alternate options to the APX8500 are being considered.
- APX6500 mobiles have been received and have been staged for demo to Fire Focus. Additional APX6500 mobiles have been configured for install into an Addison Fire vehicle.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. Testing of the XN Demo radios was completed the week of June 17, 2024.
- APX 4000: A firmware update was released, and a schedule was developed in Monday.com to update the APXNext radios. Emergency activation configuration change has been applied to 15 agencies/73 radios have been programmed. There are 6 agencies/24 radios that remain to be programmed. At the time of this report, 23 out of 32 agencies have had the firmware updated to the latest version. Sheriff's Office radios have been completed. This process takes longer to complete because it requires the radio to be physically touched by the Motorola System Manager.

**Programming – Projects**

**Code plug updates:** There were none at this time.

**Code Plug Creation:** APX6500 code plugs created for Fire Focus demo use.

**Consolidations:** There were none at this time.

**Radio Alignment:** There were none at this time.

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**Service Tickets**

Category	Year to Date		Past Month					
	Opened	Closed	Totals		Categories of Tickets			
			Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	71	53	3	3	3	0	0	0
APX Next (police)	105	78	15	14	2	9	3	1
APX NextXN (fire)								
APX 8500 (mobiles)	28	27	1	1	0	0	0	1
APX4000	8	3	0	0	0	0	0	0
<b>Total</b>	228	174	21	20	5	9	4	2

**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 9/11 and 9/12. 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, 9/12/24

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 2024.08 – Patching 9/13/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ01401-MSO Downers Grove - Starcom Zone 1. Work performed on 09-16 08:00:00 AM to 05:00:00 PM.

Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ0140101 DuPage Lisle Prime - DuPage County. Work performed on 09-23 08:00:00 AM to 05:00:00 PM.

Command Central Patches:

There were none this reporting period

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SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 9/Sep/2024 @ 3:30 AM CDT (GMT -5)

End: 9/Sep/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 16/Sep/2024 @ 3:30 AM CDT (GMT -5)

End: 16/Sep/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 19/Sep/2024 @ 3:30 AM CDT (UTC-5)

End: 19/Sep/2024 @ 9:30 AM CDT (UTC-5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 23/Sep/2024 @ 1:00 AM CDT (GMT -5)

End: 23/Sep/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 24/Sep/2024 @ 1:00 AM CDT (GMT -5)

End: 24/Sep/2024 @ 9:30 AM CDT (GMT -5)

Radio Central Patches:

RadioCentral underwent a planned maintenance September 28, 2024 from 3 AM - 10 AM ET

Radio Management CPS Patches:

There were none last month.

Releases:

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1 CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product and features. No defect repairs included. Minor updates and application are optional.

STARCOM21 Unscheduled System Outages:

CommandCentral Aware and SmartLocate Service Degradation

Users experienced performance degradation with the Unit Management feature in CommandCentral Aware and SmartLocate. This incident has been resolved. CommandCentral Aware and SmartLocate users can now access the Unit Management feature. Posted Sep 10, 2024 - 16:07 CDT

Investigating issues with SmartConnect. Users may face difficulties with accessing the SmartConnect application. This incident has been resolved. Posted Sep 12, 2024 - 08:34 CDT



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Notification of planned maintenance performed affecting the STARCOM21 system. Work performed was remove an existing malfunctioning MW antenna and install a new one. Sites affected SZ01401D47 and SZ01401D48 DU PAGE COUNTY ETSB. Aviat will be used Stiemel Tower company to swap out a malfunctioning microwave antenna located on the Lisle tower pointing towards the Wheaton Tower. 09-03-2024 09:00 to 09-04-2024 17:00.

**Meetings:**

None for this reporting period.

**Training**

None for this reporting period.



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Grade of service report:

August 2024 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	24.06	4.09	6.31	31.00	2986.29	14725.32	4.93	0.00	0.00	0.00
1:00:00	0.00	20.42	3.47	6.93	31.00	2534.68	12495.29	4.93	0.00	0.00	0.00
2:00:00	0.00	16.73	2.84	7.56	31.00	2018.65	10239.97	5.07	0.00	0.00	0.00
3:00:00	0.00	14.27	2.43	7.97	31.00	1705.55	8736.10	5.12	0.00	0.00	0.00
4:00:00	0.00	13.72	2.33	8.07	31.00	1622.39	8395.00	5.17	0.00	0.00	0.00
5:00:00	0.00	14.48	2.46	7.94	31.00	1666.90	8863.26	5.32	0.00	0.00	0.00
6:00:00	0.00	16.08	2.73	7.67	31.00	1942.90	9842.52	5.07	0.00	0.00	0.00
7:00:00	0.00	23.88	4.06	6.34	31.00	2912.71	14613.58	5.02	0.00	0.00	0.00
8:00:00	0.00	31.10	5.29	5.11	31.00	3827.97	19034.61	4.97	0.13	1.87	14.50
9:00:00	0.00	34.93	5.94	4.46	31.00	4299.90	21376.65	4.97	0.03	2.13	66.00
10:00:00	0.01	36.36	6.18	4.22	31.00	4437.87	22253.94	5.01	0.26	2.06	8.00
11:00:00	0.00	35.52	6.04	4.36	31.00	4322.58	21739.45	5.03	0.03	1.32	41.00
12:00:00	0.00	35.09	5.97	4.43	31.00	4307.00	21474.42	4.99	0.00	0.00	0.00
13:00:00	0.01	38.58	6.56	3.84	31.00	4646.87	23611.74	5.08	0.58	16.32	28.11
14:00:00	0.00	37.40	6.36	4.04	31.00	4627.97	22888.19	4.95	0.16	2.68	16.60
15:00:00	0.00	36.47	6.20	4.20	31.00	4544.42	22321.19	4.91	0.06	2.26	35.00
16:00:00	0.00	36.96	6.28	4.12	31.00	4601.19	22617.16	4.92	0.03	1.29	40.00
17:00:00	0.00	35.46	6.03	4.37	31.00	4426.52	21699.35	4.90	0.10	3.87	40.00
18:00:00	0.00	34.39	5.85	4.55	31.00	4295.23	21047.10	4.90	0.00	0.00	0.00
19:00:00	0.00	34.06	5.79	4.61	31.00	4280.58	20846.19	4.87	0.16	1.87	11.60
20:00:00	0.00	34.81	5.92	4.48	31.00	4391.84	21304.58	4.85	0.00	0.00	0.00
21:00:00	0.00	32.37	5.50	4.90	31.00	4124.06	19807.52	4.80	0.03	4.23	131.00
22:00:00	0.00	30.09	5.12	5.28	31.00	3840.84	18415.65	4.79	0.00	0.00	0.00
23:00:00	0.00	27.67	4.70	5.70	31.00	3479.13	16934.81	4.87	0.00	0.00	0.00



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<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	36803
DU ACDC 3	35191
DU ACDC 2	37593
DU 1EAST	29981
DU 3WEST	28601
DU 3 SOUTH	25739
DU DPSO F1	26140
DU 1WEST	25706
DU 1NORTH	24698
AG Security	22031
DU 1SOUTH	23600
DU 7 SOUTH	20355
DU 7WEST	19157
DU EDU 1	18114
DU SHERIFF COURT	20400
DU ACDC 1	16118
DU FIRE NORTH	13013
DU FIRE EAST	9309
DU FIRE SOUTH	9075
DU COD 1	7949
DU FD ACDC1	6062
DU FD ACDC2	5667
DU STWDTAC2	3395
DU CSTRM LOCAL	3298
DU BARTL LOCAL	2844

