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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: November 24, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:**DEDIR System Radio Replacement**

APX Next XN Fire Portables: All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes. 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: The ADP to AES encryption plan discussion is ongoing. An initial plan with details was provided by Motorola Solutions to ETSB as requested. However, 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. One agency has been completed to date and 10 agencies have been scheduled through the end of 2025. Remaining agencies will be scheduled as fleetmaps are submitted and firmware updates to 9.40 are completed.

APX 4000 Portable: 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 remain to be programmed. (Wheaton). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile: ETSB is working to procure an alternative to the APX8500 mobile. APX8500s will be returned to Motorola Solutions, Inc.

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.

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

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Consolidations: There were none last month.

Radio Alignment: There were none last month.

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	279

November 1 - November 25

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	69	57	3	2	0	1	1	1
APX Next (PD)	134	87	21	9	0	13	2	6
APX NextXN (FD)	132	66	14	1	0	7	2	5
APX 8500 (mobile)	17	7	2	0	0	0	0	2
APX4000	28	16	1	0	0	1	0	0
Total	380	233	41	12	0	22	5	14

STARCOM21 Scheduled Maintenance:

System Maintenance:

Thursday November 13, 2025

10:20 AM to 2:20 PM 4 Hours

Zone 1, 3 and 5:

The following will not be available:

All Data applications will not be available.

UEM

Zone Watch

SmartConnect LTE

WAVE application

CAD stream

Genesis GPS

ISSI Connection

Marvlis

CompassCom

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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 11/12 and 11/13. 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, 11/13/25

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 2025.07 – Patching 11/14/25.
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

Start: 19/Nov/2025 @ 8:00 AM CST (UTC -6)

End: 19/Nov/2025 @ 2:00 PM CST (UTC -6)

➤ CommandCentral DEMS

During this time, customers may experience device disconnections and gaps in Live Streaming services for a brief interval. This may also indirectly impact CommandCentral Aware and Device Management.

SmartConnect Patches:

There were no scheduled maintenance events.

A localized outage affecting DuPage and Cook Counties was reported on Thursday November 6 at 11am where end users were reporting garbled or choppy SmartConnect audio. By Friday afternoon November 7, end users began reporting this issue resolved after power-cycling the radio. The Motorola Astro Infrastructure team found missing packets between the LMP and cloud caused the issue which has since recovered. They are continuing to investigate to see if any additional information can be identified.

Radio Central Patches:

RadioCentral SR2025.3 release will be released at the following time: 24/Nov/2025 @ 10:00 AM EST. It provides expanded model support (*BN models and newer), ability to schedule jobs for

the future, ability to save In-Progress templates to be finished at a later date, ability to built import Radio IDs for use on multiple systems, French Canadian Language support and the ability to share templates between APX NEXT H45 and H55 models.

Radio Management CPS Patches: There were none last month.

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Radio Central Migration: RadioCentral Migration was completed on 5/14/25. One radio remains that was not migrated due to pending updates.

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 have been deployed on firmware R09.40 which was released June 2025. Most Police radios are running R06.04 firmware. An overview list of new features and fixes in this update was provided at the PAC meeting. 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 were none last month.

Meetings:

PAC meeting Monday November 3

Police Focus Friday November 21

Training: None



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Grade of service report:

October 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	19.03	3.24	7.16	31.00	2336.32	11647.45	4.99	0.00	0.00	0.00
1:00:00	0.00	16.08	2.73	7.67	31.00	1956.26	9842.84	5.03	0.00	0.00	0.00
2:00:00	0.00	13.67	2.32	8.08	31.00	1573.58	8366.32	5.32	0.00	0.00	0.00
3:00:00	0.00	11.62	1.98	8.42	31.00	1337.84	7113.71	5.32	0.00	0.00	0.00
4:00:00	0.00	11.77	2.00	8.40	31.00	1318.39	7202.29	5.46	0.00	0.00	0.00
5:00:00	0.00	12.47	2.12	8.28	31.00	1430.94	7630.13	5.33	0.00	0.00	0.00
6:00:00	0.00	14.73	2.50	7.90	31.00	1716.23	9012.61	5.25	0.00	0.00	0.00
7:00:00	0.02	22.82	3.88	6.52	31.00	2698.48	13967.16	5.18	0.42	1.74	4.15
8:00:00	0.01	30.14	5.12	5.28	31.00	3565.16	18447.84	5.17	0.19	0.42	2.17
9:00:00	0.00	33.17	5.64	4.76	31.00	4014.77	20300.13	5.06	0.03	1.29	40.00
10:00:00	0.00	34.45	5.86	4.54	31.00	4137.52	21084.10	5.10	0.10	0.55	5.67
11:00:00	0.00	32.43	5.51	4.89	31.00	3926.77	19847.55	5.05	0.00	0.00	0.00
12:00:00	0.00	32.81	5.58	4.82	31.00	3893.42	20076.68	5.16	0.03	9.71	301.00
13:00:00	0.00	34.11	5.80	4.60	31.00	4066.71	20872.90	5.13	0.03	1.29	40.00
14:00:00	0.00	33.17	5.64	4.76	31.00	4038.48	20301.77	5.03	0.00	0.00	0.00
15:00:00	0.00	33.32	5.66	4.74	31.00	4064.39	20392.68	5.02	0.00	0.00	0.00
16:00:00	0.00	32.53	5.53	4.87	31.00	3972.77	19907.90	5.01	0.00	0.00	0.00
17:00:00	0.00	31.70	5.39	5.01	31.00	3819.61	19400.58	5.08	0.00	0.00	0.00
18:00:00	0.00	30.20	5.13	5.27	31.00	3595.06	18483.13	5.14	0.00	0.00	0.00
19:00:00	0.00	28.04	4.77	5.63	31.00	3360.84	17158.71	5.11	0.00	0.00	0.00
20:00:00	0.00	28.42	4.83	5.57	31.00	3479.90	17390.35	5.00	0.00	0.00	0.00
21:00:00	0.00	26.18	4.45	5.95	31.00	3225.03	16023.23	4.97	0.00	0.00	0.00
22:00:00	0.00	24.25	4.12	6.28	31.00	3031.19	14839.94	4.90	0.00	0.00	0.00
23:00:00	0.00	21.61	3.67	6.73	31.00	2687.74	13223.84	4.92	0.00	0.00	0.00



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October 27 – November 24, 2025

Group Alias	PTT Count
DU 3EAST	31004
DU ACDC 2	29717
DU ACDC 3	26648
DU 1EAST	24095
DU DPSO F1	23249
DU 1WEST	22592
DU 3WEST	21999
DU 3 SOUTH	20762
DU SHERIFF COURT	23361
DU 1SOUTH	20326
DU 7WEST	16558
DU 7 SOUTH	17507
DU 1NORTH	16629
DU ACDC 1	14350
DU EDU 1	13969
DU FIRE NORTH	11380
DU FIRE EAST	8565
DU FIRE SOUTH	8101
DU COD 1	7315
DU DCTAC3	4318
DU STWDTAC2	4181
DU FD ACDC1	5143
DU FD ACDC2	4229
DU BARTL LOCAL	3305

