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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: January 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 (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 between ETSB and Motorola 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 continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 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.

DuPage County Sheriff's Office:

APX4000 replacements - 241 of 248 APX4000 jail radios have been replaced with APXNext. These new radios already include the encryption touch updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.

Patrol - 137 of 141 Patrol officer radios have been keyloaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

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 – this 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

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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.

Command Central Aware

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional SME's have been added to the PAC Police Focus Group to work with the layers.

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	267	

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	57	52	0	0	0	0	0	0	0
APX Next (PD)	89	57	26	2	3	17	1	5	
APX NextXN (FD)	20	12	7	1	4	2	1	0	
APX 8500 (mobile)	10	6	0	0	0	0	0	0	
APX4000	17	11	1	1	1	0	0	0	
Total	193	138	34	4	8	19	2	5	

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STARCOM21 Scheduled Maintenance:

System Maintenance:

- 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 1/8. 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, 1/8/26
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 2025.12 – Patching 1/16/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches: There was none last month

Command Central Patches:

CommandCentral DEMS maintenance was completed during the following time frames:

Start: 14/Jan/2026 @ 9:00 PM CST (UTC -6)
End: 14/Jan/2026 @ 10:00 PM CST (UTC -6)

Start: 28/Jan/2026 @ 8:00 AM CST (UTC -6)
End: 28/Jan/2026 @ 1:00 PM CST (UTC -6)

The following products will be updated:

- CommandCentral Aware
- CommandCentral DEMS
- Device Management
- LiveStreaming

During this time, no significant service impacts are expected.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC meeting 1/5/26, ETSB Podcast 1/20/26, DuPage Chief's of Police Association 1/22/26

Training:

There was none last month.

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Grade of service report:

December 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	19.53	3.32	7.08	31.00	2398.03	11951.29	4.98	0.00	0.00	0.00
1:00:00	0.00	17.17	2.92	7.48	31.00	2095.10	10509.84	5.02	0.00	0.00	0.00
2:00:00	0.00	14.49	2.46	7.94	31.00	1764.23	8866.71	5.03	0.00	0.00	0.00
3:00:00	0.00	12.92	2.20	8.20	31.00	1525.10	7904.19	5.18	0.00	0.00	0.00
4:00:00	0.00	13.61	2.31	8.09	31.00	1582.29	8328.29	5.26	0.00	0.00	0.00
5:00:00	0.00	14.03	2.38	8.02	31.00	1611.77	8585.45	5.33	0.00	0.00	0.00
6:00:00	0.00	15.41	2.62	7.78	31.00	1810.90	9431.87	5.21	0.00	0.00	0.00
7:00:00	0.00	21.71	3.69	6.71	31.00	2560.87	13287.48	5.19	0.00	0.00	0.00
8:00:00	0.00	28.16	4.79	5.61	31.00	3287.00	17235.42	5.24	0.00	0.00	0.00
9:00:00	0.00	31.58	5.37	5.03	31.00	3659.42	19328.71	5.28	0.03	1.32	41.00
10:00:00	0.01	32.24	5.48	4.92	31.00	3823.26	19731.61	5.16	0.23	13.48	59.71
11:00:00	0.00	29.73	5.05	5.35	31.00	3500.68	18197.61	5.20	0.03	1.32	41.00
12:00:00	0.00	30.27	5.15	5.25	31.00	3549.65	18527.81	5.22	0.00	0.00	0.00
13:00:00	0.00	31.25	5.31	5.09	31.00	3677.13	19126.81	5.20	0.00	0.00	0.00
14:00:00	0.00	29.92	5.09	5.31	31.00	3574.81	18309.48	5.12	0.00	0.00	0.00
15:00:00	0.00	31.47	5.35	5.05	31.00	3777.19	19257.77	5.10	0.00	0.00	0.00
16:00:00	0.00	30.71	5.22	5.18	31.00	3697.65	18792.03	5.08	0.00	0.00	0.00
17:00:00	0.00	31.05	5.28	5.12	31.00	3768.19	19002.58	5.04	0.00	0.00	0.00
18:00:00	0.00	27.55	4.68	5.72	31.00	3333.00	16858.68	5.06	0.00	0.00	0.00
19:00:00	0.00	27.75	4.72	5.68	31.00	3434.65	16984.58	4.95	0.00	0.00	0.00
20:00:00	0.00	26.56	4.51	5.89	31.00	3283.84	16253.19	4.95	0.00	0.00	0.00
21:00:00	0.00	25.00	4.25	6.15	31.00	3092.74	15298.06	4.95	0.00	0.00	0.00
22:00:00	0.00	22.60	3.84	6.56	31.00	2846.61	13834.03	4.86	0.00	0.00	0.00
23:00:00	0.00	21.52	3.66	6.74	31.00	2661.06	13172.32	4.95	0.00	0.00	0.00

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December 23, 2025 – January 27, 2026

<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	39852
DU ACDC 2	36716
DU ACDC 3	31170
DU 1EAST	28014
DU DPSO F1	27603
DU 1WEST	25300
DU 3WEST	25140
DU 3 SOUTH	22832
DU 1SOUTH	22193
DU 1NORTH	21749
DU 7WEST	19579
DU 7 SOUTH	20050
DU EDU 1	18288
DU FIRE NORTH	15601
DU SHERIFF COURT	17416
DU ACDC 1	14770
DU FIRE EAST	10037
DU FIRE SOUTH	10077
DU FD ACDC1	7083
DU FD ACDC2	6228
DU DPSO JAIL	7798
DU COD 1	4971
DU BARTL LOCAL	2811

