



DU-COMM
DuPage Public Safety Communications
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Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, April 27, 2023
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report – April

Starcom System Outages:

Unplanned Outages:

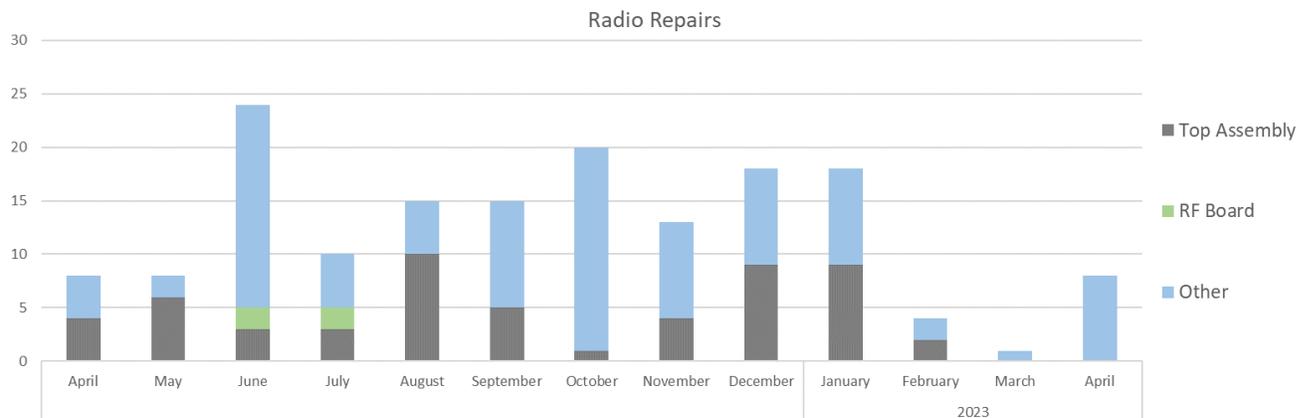
- None

Planned Outages:

- 04/22/23 Wheaton tower offline for about an hour due to AT&T fiber splicing near tower.
- 04/13/23 Two (2) short site trunking events at 8:45 am and 2:25 pm to apply security patches.

Radio Repairs:

The most common issue has been the top knob assembly. Repairs for the last 13 months follow:



A few highlights include:

- Four (4) radio firmware update and alignment
- Nine (9) fire batteries replaced
- Two (2) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Four (4) tickets pending administrative resolution
- One (1) APX7000XE sent to Depot after swap from spares
- One (1) APX7000XE replaced with non-certified spares

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from April 1, 2023 thru April 26, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	245,465	74,366	34	0	0	1,220
DU ACDC 3	218,037	62,863	34	0	0	854
DU 3EAST	200,925	62,820	31	0	0	1,563
DU DPSO F1	189,805	51,756	35	0	0	974
DU 1EAST	177,980	53,202	31	0	0	1,382
DU 1WEST	163,526	49,988	30	0	0	923
DU 3WEST	163,339	50,359	42	0	0	850
DU 3SOUTH	160,313	48,968	41	1	0	911
DU 1SOUTH	151,937	47,608	35	0	0	693
DU 1NORTH	150,143	46,587	30	0	0	546
DU 7WEST	120,505	35,540	36	0	0	378
DU 7SOUTH	115,940	36,540	41	0	0	489
DU FIRE NORTH	112,316	22,284	61	0	0	267
DU DPSO JAIL	104,131	34,659	19	0	0	1,857
DU ACDC 1	92,090	26,374	37	0	0	419
DU FIRE EAST	83,335	15,233	30	0	0	187
DU FIRE SOUTH	81,752	16,990	30	0	0	246
DU FDACDC1	65,077	10,772	30	1	0	149
DU DPSO COURT	61,611	19,564	57	0	0	1,355
DU FDACDC2	56,793	10,880	42	0	0	112

Radio Cache:

Roselle PD requested 9 radios for a local event this month.

Radio Cache	APX7000		APX8000XE
	UHF	VHF	
Dual Band 800 Radios			
Out on Loan	47	10	0
In Stock	9	22	4

April Issues:

- Number of New Tickets = 7
- Number of Closed Tickets = 14
- Number of Open Tickets = 5