MOTOROLA *SOLUTIONS*

ST★RCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: December 30, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has provided the proposal for the cutover plan.

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 15 agencies/73 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).

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. Testing of the XN Demo radios was completed the week of June 17, 2024. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan.

Programming – Projects
Code plug updates: There were none last month.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	81	58	5	2			7	
APX Next (PD)	144	108	11	8	1	7	2	1
APX NextXN (FD)	1	0	0	0				
APX 8500 (mobile)	32	30	2	2		1	1	
APX4000	11	6	2	2		1	1	
Total	269	202	20	14	1	9	11	1

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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 12/11 and 12/12. These patches caused an impact to the system in all Zones.

It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 12/12/24

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 2024.11 – Patching 12/13/24.

Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

[Scheduled Maintenance] Command Central Products (United States)

Start: 05/DEC/2024 @ 1:00 AM CST (UTC -6)

End: 05/DEC/2024 @ 4:30 AM CST (UTC -6)

Command Central Aware (United States)

Markups will be available to Command Central Aware users on December 11, 2024.

Starting December 11, 2024, Markups will replace Tactical Tools in CommandCentral Aware. After this date, drawings and graphics created with Tactical Tools will only be available in read-only mode. While you can still view features created with Tactical Tools, you cannot create new features using Tactical Tools.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 03/Dec/2024 @ 5:00 PM CST (UTC -6)

End: 03/Dec/2024 @ 9:00 PM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 04/DEC/2024 @ 1:00 AM CDT (GMT -6)

End: 04/DEC/2024 @ 9:00 AM CDT (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 05/Dec/2024 @ 1:00 AM CST (UTC -6)

End: 05/Dec/2024 @ 4:30 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 05/Dec/2024 @ 5:00 PM CST (UTC -6)

End: 05/Dec/2024 @ 9:00 PM CST (UTC -6)

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[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 09/DEC/2024 @ 2:30 AM CST (GMT -6)
End: 09/DEC/2024 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 10/DEC/2024 @ 5:00 PM CST (GMT -6)
End: 10/DEC/2024 @ 11:00 PM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 11/DEC/2024 @ 8:00 PM CST (GMT -6)
End: 12/DEC/2024 @ 4:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 12/Dec/2024 @ 11:00 PM CST (UTC-6)
End: 13/Dec/2024 @ 5:00 AM CST (UTC-6)

Radio Central Patches: There were none last month.

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 update and application is optional.

APX NEXT Firmware. R07.02.00 CPS 2.150.244.0 is a maintenance release and was available
10/1/24. It included new product and features. No defect repairs included. Minor update and
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	20.82	3.54	6.86	30.00	2649.17	12739.03	4.81	0.00	0.00	0.00
1:00:00	0.00	18.16	3.09	7.31	30.00	2349.17	11116.87	4.73	0.00	0.00	0.00
2:00:00	0.00	15.27	2.60	7.80	30.00	1884.93	9343.37	4.96	0.00	0.00	0.00
3:00:00	0.00	12.73	2.16	8.24	30.00	1503.93	7789.70	5.18	0.00	0.00	0.00
4:00:00	0.00	12.37	2.10	8.30	30.00	1496.57	7571.27	5.06	0.00	0.00	0.00
5:00:00	0.00	12.74	2.17	8.23	30.00	1559.67	7794.53	5.00	0.00	0.00	0.00
6:00:00	0.00	14.23	2.42	7.98	30.00	1757.63	8710.73	4.96	0.00	0.00	0.00
7:00:00	0.00	21.36	3.63	6.77	30.00	2624.97	13074.30	4.98	0.00	0.00	0.00
8:00:00	0.00	28.45	4.84	5.56	30.00	3476.90	17412.90	5.01	0.00	0.00	0.00
9:00:00	0.01	32.50	5.53	4.87	30.00	3929.00	19891.30	5.06	0.20	0.33	1.67
10:00:00	0.00	33.29	5.66	4.74	30.00	4048.80	20375.37	5.03	0.03	1.37	41.00
11:00:00	0.00	32.66	5.55	4.85	30.00	3969.23	19986.90	5.04	0.07	1.40	21.00
12:00:00	0.00	31.38	5.34	5.06	30.00	3825.40	19206.33	5.02	0.07	1.37	20.50
13:00:00	0.00	34.05	5.79	4.61	29.00	4113.24	20836.93	5.07	0.00	0.00	0.00
14:00:00	0.00	32.96	5.60	4.80	29.00	4081.97	20171.83	4.94	0.03	1.38	40.00
15:00:00	0.00	32.41	5.51	4.89	29.00	4006.03	19835.10	4.95	0.00	0.00	0.00
16:00:00	0.00	32.23	5.48	4.92	30.00	4027.90	19725.40	4.90	0.00	0.00	0.00
17:00:00	0.00	33.34	5.67	4.73	30.00	4146.83	20403.17	4.92	0.07	6.63	99.50
18:00:00	0.00	31.06	5.28	5.12	30.00	3870.47	19009.93	4.91	0.00	0.00	0.00
19:00:00	0.00	30.23	5.14	5.26	30.00	3817.70	18498.37	4.85	0.00	0.00	0.00
20:00:00	0.00	28.97	4.93	5.47	30.00	3621.40	17732.13	4.90	0.00	0.00	0.00
21:00:00	0.00	27.39	4.66	5.74	30.00	3490.90	16765.63	4.80	0.00	0.00	0.00
22:00:00	0.00	24.44	4.15	6.25	30.00	3165.13	14957.53	4.73	0.00	0.00	0.00
23:00:00	0.00	23.46	3.99	6.41	30.00	3024.67	14355.60	4.75	0.00	0.00	0.00

November 2024 Starcom21 GoS Report

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Group Alias	PTT Count
DU 3EAST	26906
DU ACDC 3	26130
DU ACDC 2	28455
DU 1EAST	23127
DU 3 SOUTH	19842
DU 3WEST	20687
DU DPSO F1	19899
DU 1SOUTH	18816
DU 1WEST	18519
DU SHERIFF COURT	20666
DU 1NORTH	18144
DU 7 SOUTH	17157
DU EDU 1	15619
DU 7WEST	14850
DU ACDC 1	11615
DU FIRE NORTH	10161
DU FIRE EAST	8159
DU FIRE SOUTH	7701
DU COD 1	6877
DU OHSEM1	3476
DU FD ACDC1	5476
DU FD ACDC2	4335
DU STWDTAC2	2392
DU BARTL LOCAL	2901

PPT Counts