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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** October 28, 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: A firmware update was released and a schedule was developed in Monday.com to update. 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.
- APX8500: 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 and provided to Addison Fire for install and testing.
- APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agencies. 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.
- APXNext XE Fire: Testing of the XE Demo radios was completed June 17, 2024.

### Programming

Code plug updates: There were none last month.

#### Codeplug Creation:

APX6500 mobiles have been configured and provided to Addison Fire for install and testing.

Radio Alignment: There were none last month.

### 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	74	56	3	3	1			2
APX Next (police)	119	92	12	14	1	9	2	
APX NextXN (fire)	1	0	1	0			1	
APX 8500 (mobiles)	29	28	1	1			1	
APX4000	9	4	2	1		1		1
<b>Total</b>	232	180	19	19	2	10	4	3



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**STARCOM21 Scheduled Maintenance:**

Command Central Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

**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 10/9 and 10/10. 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, 10/10/24

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 2024.09 – Patching 10/17/24 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 SZ014010108 Wheaton - DuPage County. Work performed on 10/3/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ014010110 Hanover Park - DuPage County. Work performed on 10/8/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was annual preventative maintenance. Site affected SZ014010112 Burr Ridge WT - DuPage County. Work performed on 10/10/24 8:00:00 AM.
- Notification of planned maintenance to be performed affecting the STARCOM21 system. Worked performed was converting links to ETH. Site affected SZ0140101 DuPage Lisle Prime - DuPage County. Work performed on 10/23/24 10:00:00 AM.

**SmartConnect Patches:**

- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 14/Oct/2024 @ 2:00 AM CDT (UTC-5)  
End: 14/Oct/2024 @ 9:30 AM CDT (UTC-5)
- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.



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Start: 17/Oct/2024 @ 8:00 AM CDT (GMT -5)

End: 17/Oct/2024 @ 10:00 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 22/Oct/2024 @ 3:30 AM CDT (GMT -5)  
End: 22/Oct/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 24/Oct/2024 @ 3:30 AM CDT (UTC-5)  
End: 24/Oct/2024 @ 9:30 AM CDT (UTC-5)

**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.

**STARCOM21 Unscheduled System Outages:**

There were none last month.

**Meetings:**

- October PAC meeting 10/7/24
- Fire Focus meeting 10/15/24

**Training:**

- APX Radio Management Workshop 10/30/24–11/1/24


**Grade of service report:**

September 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	23.86	4.06	6.34	30.00	2965.63	14603.43	4.92	0.00	0.00	0.00
1:00:00	0.00	20.75	3.53	6.87	30.00	2532.23	12696.63	5.01	0.00	0.00	0.00
2:00:00	0.00	17.17	2.92	7.48	30.00	2015.57	10509.67	5.21	0.00	0.00	0.00
3:00:00	0.00	13.91	2.37	8.03	30.00	1570.37	8515.40	5.42	0.00	0.00	0.00
4:00:00	0.00	13.20	2.24	8.16	30.00	1493.17	8080.57	5.41	0.00	0.00	0.00
5:00:00	0.00	13.78	2.34	8.06	30.00	1566.20	8434.70	5.39	0.00	0.00	0.00
6:00:00	0.00	15.87	2.70	7.70	30.00	1922.10	9711.67	5.05	0.00	0.00	0.00
7:00:00	0.00	24.42	4.15	6.25	30.00	2980.60	14942.17	5.01	0.13	1.43	10.75
8:00:00	0.00	32.62	5.55	4.85	30.00	3993.40	19964.17	5.00	0.10	0.23	2.33
9:00:00	0.01	36.69	6.24	4.16	30.00	4464.63	22456.33	5.03	0.30	6.70	22.33
10:00:00	0.00	35.97	6.12	4.28	30.00	4369.37	22015.13	5.04	0.17	2.93	17.60
11:00:00	0.00	34.52	5.87	4.53	29.00	4201.59	21129.28	5.03	0.00	0.00	0.00
12:00:00	0.00	34.83	5.92	4.48	29.00	4210.86	21318.34	5.06	0.21	1.59	7.67
13:00:00	0.00	36.41	6.19	4.21	29.00	4484.31	22283.31	4.97	0.17	11.66	67.60
14:00:00	0.01	34.89	5.93	4.47	30.00	4290.03	21351.57	4.98	0.27	2.83	10.63
15:00:00	0.00	36.91	6.28	4.12	30.00	4598.80	22591.30	4.91	0.03	1.37	41.00
16:00:00	0.00	36.52	6.21	4.19	30.00	4539.50	22350.63	4.92	0.13	0.53	4.00
17:00:00	0.00	35.53	6.04	4.36	30.00	4421.17	21743.90	4.92	0.13	12.47	93.50
18:00:00	0.00	34.42	5.85	4.55	30.00	4263.90	21064.60	4.94	0.00	0.00	0.00
19:00:00	0.00	33.74	5.74	4.66	30.00	4229.47	20650.03	4.88	0.00	0.00	0.00
20:00:00	0.00	32.62	5.55	4.85	30.00	4140.60	19965.40	4.82	0.00	0.00	0.00
21:00:00	0.00	30.86	5.25	5.15	30.00	3877.93	18886.70	4.87	0.00	0.00	0.00
22:00:00	0.00	28.92	4.92	5.48	30.00	3648.93	17701.23	4.85	0.00	0.00	0.00
23:00:00	0.00	26.00	4.42	5.98	30.00	3245.03	15914.27	4.90	0.00	0.00	0.00



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<i>Group Alias</i>	<i>PTT Count</i>
DU ACDC 2	33954
DU 3EAST	31505
DU ACDC 3	30608
DU 1EAST	26294
DU 3WEST	25057
DU 3 SOUTH	24914
DU 1WEST	24170
DU 1NORTH	23118
DU DPSO F1	22849
DU 1SOUTH	21684
DU 7 SOUTH	19083
DU 7WEST	17954
DU SHERIFF COURT	20163
DU EDU 1	16329
DU ACDC 1	14187
DU FIRE NORTH	12041
DU FIRE EAST	8831
DU FIRE SOUTH	8702
DU COD 1	7711
DU STWDTAC2	4617
DU FD ACDC1	6000
DU FD ACDC2	5305
DU DWGRV LOCAL	2336
DU BARTL LOCAL	2586
DU CSTRM LOCAL	2815

