



**MOTOROLA SOLUTIONS**

**STARCOM21**

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** September 2, 2024  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police: Original order deployed with ADP encryption. ADP to AES encryption plan pending. All agencies have had the firmware downloaded to the radios.

APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.

APX 4000: A firmware update was released, and a schedule was developed in Monday.com to update the APXNext radios. 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. This process takes longer to complete because it requires the radio by physically touched by the Motorola System Manager. The Sheriff's Office is approximately 90% completed. The remaining agencies will be revisited once the Sheriff's Office is complete.

APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. Testing of the XN Demo radios was completed the week of June 17, 2024.

APXNext XE Fire: Demo radios have been programmed and provided to Fire agencies for testing. Testing of the XE Demo radios was completed the week of June 17, 2024.

APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont February 13, 2024. All findings were provided to Motorola engineering. Last case status update February 26, 2024, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.

Alternate options to the APX8500 are being considered. APX6500 mobiles have been received and will be staged for demo to Fire Focus.

**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.

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**Service Tickets - August**

| Category          | Year to Date |            | Past Month |           |                       |                        |               |           |
|-------------------|--------------|------------|------------|-----------|-----------------------|------------------------|---------------|-----------|
|                   | Opened       | Closed     | Totals     |           | Categories of Tickets |                        |               |           |
|                   |              |            | Total      | Closed    | Consumable replaced   | Alias or Configuration | Sent to Depot | Other     |
| APX 7000          | 68           | 59         | 17         | 12        | 7                     | 0                      | 2             | 8         |
| APX Next (police) | 90           | 64         | 22         | 19        | 2                     | 14                     |               | 3         |
| APX NextXN (fire) |              |            | N/A        |           |                       |                        |               |           |
| APX 8500 mobiles  | 27           | 26         | 4          | 4         | 0                     | 1                      | 0             | 1         |
| APX4000           | 14           | 13         | 5          | 5         | 0                     | 5                      | 0             |           |
| Other models      | 8            | 3          | 5          | 5         | 0                     | 3                      | 0             | 2         |
| <b>Total</b>      | <b>207</b>   | <b>165</b> | <b>53</b>  | <b>45</b> | <b>9</b>              | <b>23</b>              | <b>2</b>      | <b>14</b> |

**STARCOM21 Scheduled Maintenance:**

Advisory Alert - T5S (Chicago) - Democratic National Convention

Incident Scope: The Democratic National Convention was held from August 19th through the 22nd. Global Incident Communications hosted daily roll calls, bringing together all the local teams in Illinois and the Chicago metropolitan area, as well as representatives from teams across MSI. All teams maintained a heightened awareness of the event and closely monitored customer needs. Thanks to the vigilance and dedication of all participating teams, the DNC concluded without incident. Customer/Territory: T5S (Chicago) Impact to MSI Services: No impacts. Current Status: 23/Aug/2024 @ 9:00 AM CDT - Last Roll Call The final roll call was held this morning, with no impacts to report. All teams' awareness and attention to customers and partners brought the event to a close without issue. Teams Engaged: T5S Field Teams, MERT, Order Management, CMSO NOC/Service Desk, Astro TSO, Software TSO, STDI, Public Relations, Cybersecurity, Global Incident Communications

Aug 14, 11:47 - Aug 23, 09:40 CDT

System Patches: Postponed due to the Democratic National Convention.

Notification of planned maintenance was performed affecting the STARCOM21 system on 2024-08-28 07:30:00 AM - 2024-08-28 03:00:42 PM.

Work performed: Sz01401 MTN-0084-24 Deployment was an update to all Juniper routers on Starcom. Pushed router OS as a background job from the UNC then rebooted the routers at the scheduled time.

Impact: Loss of redundancy while this update is happening but no impact to services.

The following sites were affected by this maintenance: SZ01401 MSO Downers Grove - Starcom Zone 1.

Work completed 2024-08-28 03:00:42 PM

Command Central Patches: There were none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 12/Aug/2024 @ 6:00 PM ACT (GMT +9:30)

End: 13/Aug/2024 @ 12:00 AM ACT (GMT +9:30)



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[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 14/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 14/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 15/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 15/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 20/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 20/Aug/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 21/Aug/2024 @ 3:30 AM CDT (GMT -5)

End: 21/Aug/2024 @ 9:30 AM CDT (GMT -5)

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 updates and application is optional.

APX NEXT Firmware. No new firmware released.

**STARCOM21 Unscheduled System Outages:** There were none last month.

**Meetings:**

August PAC meeting 8/5/24

Fire Focus meeting 8/12/24

Fire Focus meeting 8/26/24

**Training**

None at this time.



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Grade of service report:

| July 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             | 25.01       | 4.25    | 6.15           | 31.00        | 3201.84           | 15304.90              | 4.78                    | 0.00       | 0.00                  | 0.00                    |
| 1:00:00                        | 0.00             | 21.32       | 3.62    | 6.78           | 31.00        | 2687.00           | 13046.16              | 4.86                    | 0.00       | 0.00                  | 0.00                    |
| 2:00:00                        | 0.00             | 17.65       | 3.00    | 7.40           | 31.00        | 2118.94           | 10803.55              | 5.10                    | 0.00       | 0.00                  | 0.00                    |
| 3:00:00                        | 0.00             | 14.38       | 2.44    | 7.96           | 31.00        | 1691.94           | 8798.71               | 5.20                    | 0.00       | 0.00                  | 0.00                    |
| 4:00:00                        | 0.00             | 12.87       | 2.19    | 8.21           | 31.00        | 1513.65           | 7877.90               | 5.20                    | 0.00       | 0.00                  | 0.00                    |
| 5:00:00                        | 0.00             | 14.12       | 2.40    | 8.00           | 31.00        | 1663.16           | 8639.39               | 5.19                    | 0.00       | 0.00                  | 0.00                    |
| 6:00:00                        | 0.00             | 16.25       | 2.76    | 7.64           | 31.00        | 2003.87           | 9945.10               | 4.96                    | 0.00       | 0.00                  | 0.00                    |
| 7:00:00                        | 0.00             | 23.62       | 4.02    | 6.38           | 31.00        | 2901.23           | 14456.94              | 4.98                    | 0.00       | 0.00                  | 0.00                    |
| 8:00:00                        | 0.00             | 30.51       | 5.19    | 5.21           | 31.00        | 3769.13           | 18670.23              | 4.95                    | 0.00       | 0.00                  | 0.00                    |
| 9:00:00                        | 0.00             | 34.66       | 5.89    | 4.51           | 31.00        | 4260.00           | 21211.13              | 4.98                    | 0.03       | 0.13                  | 0.00                    |
| 10:00:00                       | 0.00             | 35.61       | 6.05    | 4.35           | 31.00        | 4412.97           | 21794.74              | 4.94                    | 0.16       | 0.61                  | 0.00                    |
| 11:00:00                       | 0.00             | 34.77       | 5.91    | 4.49           | 31.00        | 4309.90           | 21279.58              | 4.94                    | 0.00       | 0.00                  | 0.00                    |
| 12:00:00                       | 0.01             | 36.03       | 6.12    | 4.28           | 31.00        | 4463.94           | 22049.13              | 4.94                    | 0.32       | 14.10                 | 0.01                    |
| 13:00:00                       | 0.01             | 37.67       | 6.40    | 4.00           | 31.00        | 4611.71           | 23052.61              | 5.00                    | 0.55       | 3.06                  | 0.01                    |
| 14:00:00                       | 0.35             | 35.36       | 6.01    | 4.39           | 31.00        | 4422.13           | 21637.77              | 4.89                    | 15.68      | 302.16                | 0.35                    |
| 15:00:00                       | 0.01             | 37.08       | 6.30    | 4.10           | 31.00        | 4681.52           | 22694.03              | 4.85                    | 0.48       | 8.97                  | 0.01                    |
| 16:00:00                       | 0.00             | 38.36       | 6.52    | 3.88           | 31.00        | 4791.10           | 23477.35              | 4.90                    | 0.16       | 3.13                  | 0.00                    |
| 17:00:00                       | 0.01             | 36.20       | 6.15    | 4.25           | 31.00        | 4536.45           | 22152.23              | 4.88                    | 0.26       | 8.10                  | 0.01                    |
| 18:00:00                       | 0.00             | 34.97       | 5.94    | 4.46           | 31.00        | 4335.42           | 21400.94              | 4.94                    | 0.00       | 0.00                  | 0.00                    |
| 19:00:00                       | 0.00             | 34.63       | 5.89    | 4.51           | 31.00        | 4382.65           | 21195.58              | 4.84                    | 0.06       | 1.35                  | 0.00                    |
| 20:00:00                       | 0.00             | 33.51       | 5.70    | 4.70           | 31.00        | 4272.65           | 20507.06              | 4.80                    | 0.03       | 0.10                  | 0.00                    |
| 21:00:00                       | 0.00             | 34.56       | 5.88    | 4.52           | 31.00        | 4439.77           | 21153.77              | 4.76                    | 0.03       | 1.29                  | 0.00                    |
| 22:00:00                       | 0.01             | 32.12       | 5.46    | 4.94           | 31.00        | 4122.74           | 19659.48              | 4.77                    | 0.26       | 6.94                  | 0.01                    |
| 23:00:00                       | 0.00             | 29.68       | 5.05    | 5.35           | 31.00        | 3806.03           | 18163.97              | 4.77                    | 0.06       | 0.35                  | 0.00                    |



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| <i>Group Alias</i> | <i>PTT Count</i> |
|--------------------|------------------|
| DU 3EAST           | 38769            |
| DU ACDC 2          | 39080            |
| DU ACDC 3          | 35126            |
| DU 1EAST           | 33771            |
| DU 3 SOUTH         | 27789            |
| DU 3WEST           | 27176            |
| DU DPSO F1         | 26557            |
| DU 1WEST           | 26318            |
| DU 1NORTH          | 24668            |
| DU 1SOUTH          | 23448            |
| DU 7 SOUTH         | 21991            |
| DU SHERIFF COURT   | 24549            |
| DU 7WEST           | 19587            |
| DU EDU 1           | 17090            |
| DU ACDC 1          | 15124            |
| DU FIRE NORTH      | 13801            |
| DU FIRE SOUTH      | 9749             |
| DU FIRE EAST       | 9238             |
| DU COD 1           | 9129             |
| DU FD ACDC1        | 6189             |
| DU FD ACDC2        | 5852             |
| DU DWGRV LOCAL     | 2600             |
| DU DUCOMM STWD     | 1450             |
| DU WHCGO LOCAL     | 2713             |
| DU LMBRD LOCAL     | 3159             |
| DU CSTRM LOCAL     | 3095             |

