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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** May 25, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting all encryption documents complied by ETSB focus groups and discussion notes to construct the encryption fleetmap. Outside agency IGAs are being updated and encryption keys are being collected by ETSB. The ETSB has collected all encryption keys except Hodgkins.

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 19 agencies/376 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). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500: Alternate options to the APX8500 are being considered. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

**Programming – Projects**

**Code plug updates:** APX NEXT XN: Modification made to Fire Master configuration and all changes have been incorporated. All agency templates on Monday.com that were marked Ready For Configuration have been completed. Fire Focus will be reviewing the remaining agencies for accuracy and update the status. Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration. All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also quantity 51 Radio Central Link Issue fixes have been applied and fully completed.

**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

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
<b>Total</b>	279	274

2025	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	55	50	7	5	0	3	1	2
APX Next (PD)	51	48	17	16	1	15	0	1
APXNextXN (FD)	13	11	1	1	0	1	0	0
APX8500 (mobile)	8	4	0	0	0	0	0	0
APX4000	8	8	0	0	0	0	0	0
<b>Total</b>	135	121	25	22	1	19	1	3

### **STARCOM21 Scheduled Maintenance:**

System Maintenance: There was none last month.

Radio Central Patches: There was none last month.

Command Central Patches: There was 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 5/14 and 5/15. 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, 5/15/25

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 2025.04 – Patching 5/16/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

**Solving for safer. Communities, schools, hospitals, businesses everywhere.****SmartConnect Patches:****[Scheduled Maintenance] SmartConnect (United States)**

The scheduled maintenance has been completed.

Start: 1/May/2025 @ 7:00 PM CDT (UTC -5)

End: 1/May/2025 @ 8:00 PM CDT (UTC -5)

**[Scheduled Maintenance] SmartConnect (United States)**

The scheduled maintenance has been completed.

Start: 15/May/2025 @ 7:00 PM CDT (UTC -5)

End: 15/May/2025 @ 8:00 PM CDT (UTC -5)

**Radio Management CPS Patches:**

DMS APX Hosted RM Radio Management was upgraded on 5/13/25 to R36.00.01. Both server and clients have been updated and tested.

**Radio Central Migration:**

RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

**Releases:**

APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. 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:

April 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	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	22.24	3.78	6.62	31.00	2743.39	13611.13	4.96	0.00	0.00	0.00
1:00:00	0.00	19.78	3.36	7.04	31.00	2412.10	12103.06	5.02	0.00	0.00	0.00
2:00:00	0.00	17.02	2.89	7.51	31.00	2020.19	10418.61	5.16	0.00	0.00	0.00
3:00:00	0.00	14.91	2.53	7.87	31.00	1721.19	9125.65	5.30	0.00	0.00	0.00
4:00:00	0.00	14.47	2.46	7.94	31.00	1709.81	8853.13	5.18	0.00	0.00	0.00
5:00:00	0.00	15.07	2.56	7.84	31.00	1753.35	9220.16	5.26	0.00	0.00	0.00
6:00:00	0.00	15.91	2.71	7.69	31.00	1878.26	9739.97	5.19	0.00	0.00	0.00
7:00:00	0.00	21.56	3.67	6.73	31.00	2551.74	13196.71	5.17	0.00	0.00	0.00
8:00:00	0.00	28.31	4.81	5.59	31.00	3406.94	17326.42	5.09	0.03	0.06	2.00
9:00:00	0.00	30.99	5.27	5.13	31.00	3745.23	18967.26	5.06	0.00	0.00	0.00
10:00:00	0.00	31.61	5.37	5.03	31.00	3849.65	19348.19	5.03	0.00	0.00	0.00
11:00:00	0.00	30.13	5.12	5.28	31.00	3655.90	18436.61	5.04	0.00	0.00	0.00
12:00:00	0.00	32.54	5.53	4.87	30.00	3933.13	19913.87	5.06	0.00	0.00	0.00
13:00:00	0.00	32.98	5.61	4.79	30.00	4011.73	20182.87	5.03	0.00	0.00	0.00
14:00:00	0.00	32.69	5.56	4.84	31.00	4008.65	20008.97	4.99	0.00	0.00	0.00
15:00:00	0.00	34.17	5.81	4.59	31.00	4164.48	20914.77	5.02	0.00	0.00	0.00
16:00:00	0.00	34.67	5.89	4.51	31.00	4226.61	21216.03	5.02	0.00	0.00	0.00
17:00:00	0.01	34.32	5.84	4.56	31.00	4208.10	21006.29	4.99	0.61	3.65	5.95
18:00:00	0.00	32.24	5.48	4.92	31.00	3950.68	19733.16	4.99	0.00	0.00	0.00
19:00:00	0.00	32.37	5.50	4.90	31.00	4016.45	19810.48	4.93	0.00	0.00	0.00
20:00:00	0.00	29.92	5.09	5.31	31.00	3720.45	18310.19	4.92	0.00	0.00	0.00
21:00:00	0.00	28.46	4.84	5.56	31.00	3567.06	17416.32	4.88	0.00	0.00	0.00
22:00:00	0.00	26.63	4.53	5.87	31.00	3336.71	16298.00	4.88	0.00	0.00	0.00
23:00:00	0.00	25.59	4.35	6.05	31.00	3154.13	15660.13	4.96	0.00	0.00	0.00

The May GoS report was not available at the time of this report.



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Group Alias	PTT Count
DU 3EAST	31992
DU ACDC 2	32437
DU ACDC 3	27941
DU 1EAST	25076
DU DPSO F1	25214
DU 3WEST	23499
DU 3 SOUTH	22702
DU 1WEST	22140
DU 1SOUTH	21536
DU SHERIFF COURT	22891
DU 7WEST	18499
DU 1NORTH	19633
DU 7 SOUTH	18985
DU EDU 1	15104
DU ACDC 1	13839
DU FIRE NORTH	10891
DU FIRE SOUTH	8256
DU FIRE EAST	7911
DU COD 1	6332
DU FD ACDC1	5661
DU FD ACDC2	4597
DU STWDTAC2	2270
DU STWDTAC1	2113
DU BARTL LOCAL	2592
DU WHETN LOCAL	2388
DU DWGRV LOCAL	1909

