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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: August 1, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: At the time of this report 31 out of 33 agencies have had the firmware updated to the latest version. The remaining agencies are scheduled to be completed by August 4, 2024.
- APX 4000: 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 the next agency scheduled and the update will take place on August 7 – August 9, 2024.

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 7000	51	47	4	3	3	0	0	0
APX Next (police)	68	45	17	15	3	10	0	3
APX NextXN (fire)								
APX 8500 (mobiles)	23	22	5	3	0	0	0	3
APX4000	9	8	3	2	0	3	0	0
Other models	3	2	3	2	1	0	0	2
Total	154	124	33	25	7	13	0	8

Programming – Projects

Code plug updates: There were none for this month.

Codeplug Creation: There were none for this month.

Consolidations: There were none this month.

Radio Alignment: There were none at this time.

STARCOM21

Scheduled Maintenance:

Command Central Patches: There were none for this month.

Radio Central Patches: There were none for this month.

Radio Management CPS Patches: There were none for this month.

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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 7/10 and 7/11. These patches had an impact to the system in all Zones and caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 7/11/24

8:48 am - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes

2:45 pm - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes

- IL_STARCOM Monthly Application of Windows Motopatch 2024.05 – Patching 7/12/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 17/Jul/2024 @ 3:30 AM CDT (GMT -5)
End: 17/Jul/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 18/Jul/2024 @ 3:30 AM CDT (GMT -5)
End: 18/Jul/2024 @ 9:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 24/Jul/2024 @ 9:00 AM CDT (GMT -5)
End: 24/Jul/2024 @ 12:00 PM CDT (GMT -5)

Unscheduled System Outages:

- July 23, 14:07 CDT Performance degradation with CommandCentral Aware and the SmartMapping function of APX NEXT. Users may experience extended delays in updates to responder locations in both CommandCentral Aware and SmartMapping in APX NEXT.

Resolved July 23, 20:18 CDT - Responder Location Services were restored to normal levels for both CommandCentral Aware and the SmartMapping feature of APX NEXT. There was intermittent delays experienced for some devices over 12 hours as other data restoration activities needed completing.

- July 13, 2024 2:39:55 PM INC0000938320 P2 Open Case. PSAPs reported that they got failsoft alarm on all consoles and that they went to backup 800 radio channels. Case opened with Motorola

Resolved July 13, 2024 3:00:00 PM Issue was Resolved by switching to the backup controller.

Resolved July 17, 2024 4:20:12 PM – Motorola replaced the Channel 6 comparator on

- July 15, 2024, 8:50:02 PM INC0000949866 Open P1 Critical Case for Dispatch. They reported that they got failsoft AC alarm on all consoles at first and then had an out of range AC alarm on all of the consoles. They advised they were still communicating despite the alarms showing.

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Resolved - Lisle Prime Site had power outage due to storm. Verified that site back online, confirmed with Dispatch they're back online. Closing ticket. The outage was related to a Tollway generator outage that unfortunately timed out at the Lisle prime site. The backup generator did not properly engage when the ComEd power was lost, there was a controller and comparators that lost power. We are working with the Tollway to ensure their electrical system is maintained. 7/16/2024 12:04:20 AM The second outage at the Burr Ridge tower was also related to electrical issues. Burr Ridge Public Works was notified and responded per the contractual arrangement with Motorola.

Releases:

- APX NEXT Firmware APX NEXT R06.04.000 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

Meetings:

July PAC meeting 7/1/24

Fire Radio Features Review 7/12/24

Training

None for this month.

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Grade of Service Report:

June 2024 Starcom21 GoS Report											
Hour	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	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00
1:00:00	0.00	20.28	3.45	6.95	30.00	2525.17	12414.00	4.92	0.00	0.00	0.00
2:00:00	0.00	16.41	2.79	7.61	30.00	1967.43	10039.93	5.10	0.00	0.00	0.00
3:00:00	0.00	15.37	2.61	7.79	30.00	1728.93	9405.20	5.44	0.00	0.00	0.00
4:00:00	0.00	13.64	2.32	8.08	30.00	1539.73	8347.23	5.42	0.00	0.00	0.00
5:00:00	0.00	14.53	2.47	7.93	30.00	1609.13	8891.93	5.53	0.00	0.00	0.00
6:00:00	0.00	17.18	2.92	7.48	30.00	2040.77	10515.53	5.15	0.00	0.00	0.00
7:00:00	0.00	23.34	3.97	6.43	30.00	2794.00	14282.77	5.11	0.00	0.00	0.00
8:00:00	0.00	29.47	5.01	5.39	30.00	3600.07	18037.47	5.01	0.00	0.00	0.00
9:00:00	0.00	33.73	5.73	4.67	30.00	4140.33	20642.60	4.99	0.03	0.13	4.00
10:00:00	0.00	34.86	5.93	4.47	30.00	4344.00	21331.63	4.91	0.07	1.67	25.00
11:00:00	0.00	34.12	5.80	4.60	29.00	4205.31	20882.41	4.97	0.00	0.00	0.00
12:00:00	0.00	34.72	5.90	4.50	30.00	4293.77	21249.60	4.95	0.10	1.40	14.00
13:00:00	0.00	36.90	6.27	4.13	30.00	4501.13	22582.00	5.02	0.03	0.00	0.00
14:00:00	0.00	36.46	6.20	4.20	30.00	4553.40	22314.83	4.90	0.00	0.00	0.00
15:00:00	0.00	37.03	6.30	4.10	30.00	4622.63	22664.40	4.90	0.00	0.00	0.00
16:00:00	0.01	37.34	6.35	4.05	30.00	4677.90	22851.33	4.88	0.37	4.80	13.09
17:00:00	0.00	35.94	6.11	4.29	30.00	4462.17	21998.00	4.93	0.00	0.00	0.00
18:00:00	0.00	35.25	5.99	4.41	30.00	4405.07	21574.10	4.90	0.00	0.00	0.00
19:00:00	0.00	33.77	5.74	4.66	30.00	4244.53	20664.53	4.87	0.00	0.00	0.00
20:00:00	0.00	32.58	5.54	4.86	30.00	4169.70	19941.37	4.78	0.00	0.00	0.00
21:00:00	0.00	32.59	5.54	4.86	30.00	4170.63	19945.20	4.78	0.00	0.00	0.00
22:00:00	0.00	30.46	5.18	5.22	30.00	3927.97	18638.47	4.75	0.00	0.00	0.00
23:00:00	0.00	28.07	4.77	5.63	30.00	3603.17	17181.37	4.77	0.00	0.00	0.00
0:00:00	0.00	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00

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<i>Talk Groups</i>	<i>Push To Talk Counts</i>
DU ACDC 2	46146
DU 3EAST	42618
DU 1EAST	39925
DU ACDC 3	39254
DU 3WEST	33599
DU 3 SOUTH	31007
DU 1WEST	30855
DU 1NORTH	29829
DU DPSO F1	29488
DU 1SOUTH	29380
DU SHERIFF COURT	26758
DU 7 SOUTH	25901
DU 7WEST	23456
DU EDU 1	19709
DU ACDC 1	19134
DU FIRE NORTH	17365
DU FIRE SOUTH	11705
DU FIRE EAST	10413
DU FD ACDC2	7776
DU FD ACDC1	7431
DU COD 1	6622
WM_PD5	5078
DU CSTRM LOCAL	4797
DU BARTL LOCAL	4212
DU LMBRD LOCAL	4105
DU WHCGO LOCAL	3009

