MOTOROLA SOLUTIONS STARCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: June 30, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: 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. ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

APX8500 Mobile: 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.

APXNext XN Portables: 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. Fire Focus group is testing the Master configuration and updating Monday.com with channel status.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

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.

Codeplug Creation: APX XN Master configuration is being updated as testing proceeds and finds error. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and will be applied to the Master when Fire Focus has completed testing.

Consolidations: There were none last month.

Radio Alignment:
There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	80
APX Next (PD)	144	140
APX NextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
Total	279	279

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	57	52	4	2	0	0	0	2
APX Next (PD)	63	55	12	7	1	6	5	0
APX NextXN (FD)	13	11	0	0	0	0	0	0
APX 8500 (mobile)	10	6	2	2	0	0	0	2
APX4000	16	10	8	2	2	1	2	3
Total	159	134	26	13	3	7	7	7

STARCOM21 Scheduled Maintenance:

System Maintenance:
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 6/11 and 6/12. 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, 6/12/25
  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 2025.05 – Patching 6/20/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 15/Jun/2025 @ 9:30 PM CDT (UTC -5)
End: 16/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 16/Jun/2025 @ 9:30 PM CDT (UTC -5)
End: 17/Jun/2025 @ 3:30 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 25/Jun/2025 @ 3:00 AM CDT (UTC -5)
End: 25/Jun/2025 @ 9:00 AM CDT (UTC -5)

Radio Central Patches:
There were none last month.

Radio Management CPS Patches:
There were none last month.

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: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- 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.

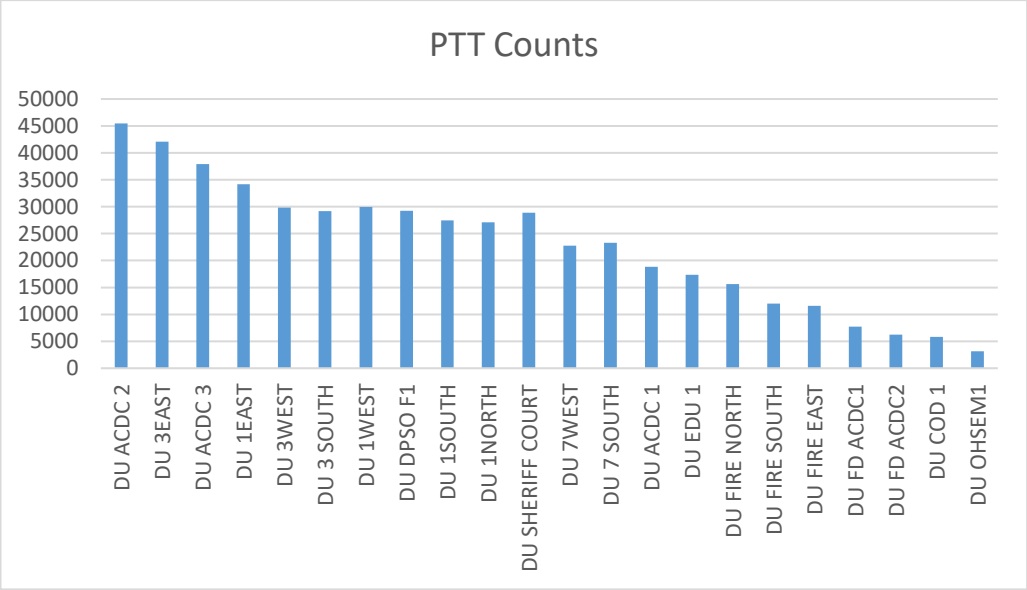
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages:
There were none last month.

Meetings: Fire Focus June 16th.

Training: Radio Central New Application June 9th – 13th.

Grade of service report:

May 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	22.03	3.75	6.65	31.00	2808.55	13482.19	4.80	0.00	0.00	0.00
1:00:00	0.00	18.02	3.06	7.34	31.00	2260.48	11026.97	4.88	0.00	0.00	0.00
2:00:00	0.00	15.14	2.57	7.83	31.00	1882.58	9267.74	4.92	0.00	0.00	0.00
3:00:00	0.00	12.41	2.11	8.29	31.00	1507.48	7594.58	5.04	0.00	0.00	0.00
4:00:00	0.00	11.46	1.95	8.45	31.00	1399.03	7012.26	5.01	0.00	0.00	0.00
5:00:00	0.00	13.17	2.24	8.16	31.00	1579.97	8060.52	5.10	0.00	0.00	0.00
6:00:00	0.00	15.32	2.60	7.80	31.00	1859.32	9376.26	5.04	0.00	0.00	0.00
7:00:00	0.00	22.68	3.86	6.54	31.00	2716.42	13881.48	5.11	0.03	0.03	1.00
8:00:00	0.00	30.45	5.18	5.22	31.00	3688.29	18634.03	5.05	0.10	0.19	2.00
9:00:00	0.01	34.50	5.86	4.54	31.00	4151.52	21112.81	5.09	0.52	2.87	5.56
10:00:00	0.00	33.89	5.76	4.64	31.00	4106.77	20743.61	5.05	0.06	9.84	152.50
11:00:00	0.00	33.95	5.77	4.63	30.00	4095.70	20779.23	5.07	0.03	0.13	4.00
12:00:00	0.00	33.55	5.70	4.70	31.00	4014.19	20533.68	5.12	0.13	3.32	25.75
13:00:00	0.01	36.42	6.19	4.21	31.00	4400.16	22289.19	5.07	0.26	11.94	46.25
14:00:00	0.00	35.24	5.99	4.41	31.00	4295.87	21566.90	5.02	0.16	1.68	10.40
15:00:00	0.00	36.45	6.20	4.20	31.00	4469.06	22308.00	4.99	0.06	1.39	21.50
16:00:00	0.00	36.73	6.24	4.16	31.00	4515.10	22481.45	4.98	0.10	5.58	57.67
17:00:00	0.00	34.34	5.84	4.56	31.00	4243.52	21013.48	4.95	0.00	0.00	0.00
18:00:00	0.00	33.43	5.68	4.72	31.00	4094.32	20458.77	5.00	0.00	0.00	0.00
19:00:00	0.00	32.54	5.53	4.87	31.00	4079.35	19914.58	4.88	0.13	4.10	31.75
20:00:00	0.00	31.87	5.42	4.98	31.00	4022.68	19503.94	4.85	0.00	0.00	0.00
21:00:00	0.00	30.62	5.21	5.20	31.00	3890.35	18738.00	4.82	0.00	0.00	0.00
22:00:00	0.00	27.69	4.71	5.69	31.00	3571.81	16943.58	4.74	0.00	0.00	0.00
23:00:00	0.00	22.03	3.75	6.65	31.00	2808.55	13482.19	4.80	0.00	0.00	0.00

Group Alias	PTT Count
DU ACDC 2	45468
DU 3EAST	42103
DU ACDC 3	37929
DU 1EAST	34170
DU 3WEST	29844
DU 3 SOUTH	29183
DU 1WEST	29924
DU DPSO F1	29218
DU 1SOUTH	27471
DU 1NORTH	27099
DU SHERIFF COURT	28869
DU 7WEST	22739
DU 7 SOUTH	23289
DU ACDC 1	18855
DU EDU 1	17342
DU FIRE NORTH	15630
DU FIRE SOUTH	12003
DU FIRE EAST	11584
DU FD ACDC1	7719
DU FD ACDC2	6209
DU COD 1	5796
DU OHSEM1	3141