



DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

John Lozar
Systems Coordinator
Support Services
jlozar@ducomm.org
630.260.7516 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: March 1, 2023
FROM: John Lozar, Systems Coordinator
RE: DEDIRS Maintenance Status Report – February

Starcom System Outages:

Unplanned Outages:

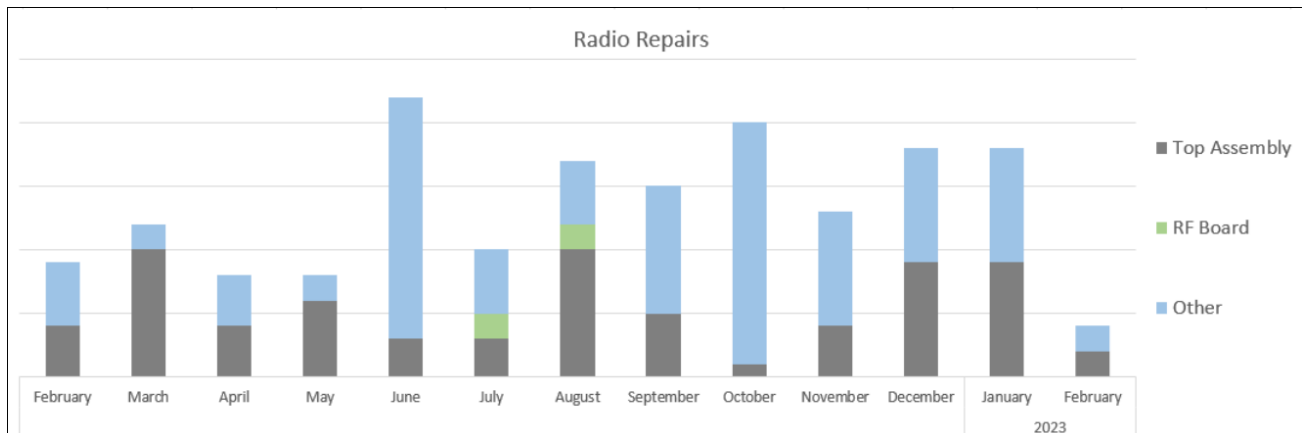
None

Planned Outages:

- 2/9/23 Two (2) short site trunking events at 8:45 am and 12:10 pm to apply security patches.
- 2/2/23 10 am to 2 pm software refresh to all devices in the DuPage Simulcast RF sub sites. Five minute outage per RF sub site. One channel outage per RF sub site at a time.

Radio Repairs:

The most common issues were firmware updates and alignments, with one top assembly and one display issue. Repairs for the last 13 months follow:



A few highlights include:

- Two (2) radios needed firmware updates and alignment
- Thirty-five (35) fire batteries replaced
- Zero (0) police batteries replaced
- Zero (0) alias updates completed
- Four (4) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Two (2) tickets on hold, need system key for new ID range to program APX8500
- Five (5) tickets pending administrative resolution
- One (1) ticket while agency waited
- Two (2) APX7000XE sent to Depot after swap from spares
- Two (2) APX7000XE replaced with non-certified spares

Radio Cache:

No requested radios for a local event this month.

Radio Cache Dual Band 800 Radios	APX7000		APX8000XE
	UHF	VHF	
Out on Loan	47	10	0
In Stock	9	22	5

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from February 1, 2023 thru February 28, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	272,648.6	79,953	46.0	2	0.2	1,314
DU ACDC 3	231,538.2	66,153	35.2	0	0.0	900
DU DPSO F1	186,799.2	50,886	39.0	0	0.0	785
DU 3EAST	184,245.1	58,131	43.5	0	0.0	1,055
DU 1EAST	179,368.8	53,404	30.3	0	0.0	1,195
DU 3WEST	171,804.4	55,117	37.7	0	0.0	907
DU 1WEST	163,690.7	50,724	33.5	0	0.0	749
DU 3SOUTH	157,357.4	48,612	34.5	0	0.0	826
DU 1SOUTH	152,653.2	48,196	51.9	1	0.6	586
DU 1NORTH	146,128.7	45,905	44.5	0	0.0	547
DU FIRE NORTH	125,672.6	25,603	30.1	0	0.0	259
DU 7WEST	125,587.7	37,406	40.0	2	0.1	404
DU 7SOUTH	112,829.2	36,087	41.2	0	0.0	507
DU DPSO JAIL	107,894.7	35,411	18.8	0	0.0	1,747
DU FIRE EAST	94,343.1	17,451	30.1	0	0.0	250
DU ACDC 1	93,057.8	26,750	34.1	0	0.0	428
DU FIRE SOUTH	81,381.0	16,766	30.1	1	0.8	231
DU FDACDC1	76,850.6	13,353	59.9	27	4.3	172
DU FDACDC2	62,151.7	12,612	30.0	2	2.1	144
DU EDU 1	61,189.3	16,194	48.7	1	0.1	333

November Issues:

- Number of New Tickets = 13
- Number of Closed Tickets = 17
- Number of Open Tickets = 8 (6 hold - 2 pending)