MOTOROLA SOLUTIONS

STARCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: March 28, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied.

APX4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. An 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. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Motorola Product Group to meet with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA/MOU finalization with outside agency. 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.

Programming – Projects

Code plug updates: XNs: Modification made to Fire Master configuration and all changes have been incorporated. Fire templates on Monday.com are being reviewed by Fire Focus for accuracy.

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
APX 7000XE	81	72
APX Next (PD)	144	122
APX NextXN (FD)	1	0
APX 8500 (mobile)	32	42
APX4000	11	16
Total	269	252

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	36	33	24	22	9	7	8	0
APX Next (PD)	17	16	25	16	5	10	6	4
APX NextXN (FD)	6	5	6	5	0	0	0	6
APX 8500 (mobile)	4	2	4	2	0	0	0	4
APX4000	4	4	4	4	2	1	0	1
Total	67	60	63	49	16	18	14	15

STARCOM21 Scheduled Maintenance:

System Maintenance:

Starcom Zone 1 Work Performed 3/14. The Verizon Field Technician installed a DB9 cable between the Juniper/SRX345-SYS-JB and Cradlepoint routers and conducted a failover. Cutover 29901 Marvalis to Downers Grove, with Josh F. onsite.

Performed at the following sites:

SZ01401 Downers Grove

SZ014029901 Marvalis ISP

Performed by: Starcom21, Motorola FSO, and Verizon

Impact was less than 3 min outage.

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 3/12 and 3/13. These patches caused an impact to the system in all Zones.

It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 3/13/25

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

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IL STARCOM Monthly Application of Windows Motopatch 2025.02 – Patching 3/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
Motorola Solutions Cloud Platform Maintenance
[Scheduled Maintenance] Command Central Products (United States)
Start: 17/Mar/2025 @ 9:30 PM CDT (UTC -5)
End: 18/Mar/2025 @ 12:00 AM CDT (UTC -5)

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 17/Mar/2025 @ 4:30 AM CDT (UTC-5)
End: 17/Mar/2025 @ 6:00 AM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 27/Mar/2025 @ 4:30 AM CDT (UTC-5)
End: 27/Mar/2025 @ 6:00 AM CDT (UTC -5)

Radio Central Patches:
[Scheduled Maintenance] Radio Central (United States)
The scheduled maintenance has been completed.
Start: 21/Mar/2025 @ 9:00 PM CST
End: 22/Mar/2025 @ 5:00 AM CST

Radio Management CPS Patches:
There were none last month.

Radio Central CPS Patches:
RadioCentral Migration. Your agency will soon be migrated to the new, cloud-based RadioCentral platform, and enjoy benefits such as web-based login, role-based access control, agency partitioning, and improved organization within the platform. With authorization and certifications in CCCS, US Gov, and Motorola Solutions Authorized Cloud (StateRAMP and FedRAMP), agencies across the globe will receive the programming enhancements from the new RadioCentral platform.

Action items:

- Review the RadioCentral LXP Training Course.
- Respond to the survey (one person per agency).
- Select your migration window in the link after completing the survey.
- Ensure your fleet is up to date with minimum FW version R04.60.00 (APX NEXT).
- Ensure you have an up-to-date version of CPS (R35.00.00 or later).
- Ensure there are no pending changes or active jobs in the current RadioCentral platform.
- Familiarize your agency with the Migration Guide.

Releases**:**
APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new product and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. 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 Meeting 3/21/25.

Training: There was none last month.

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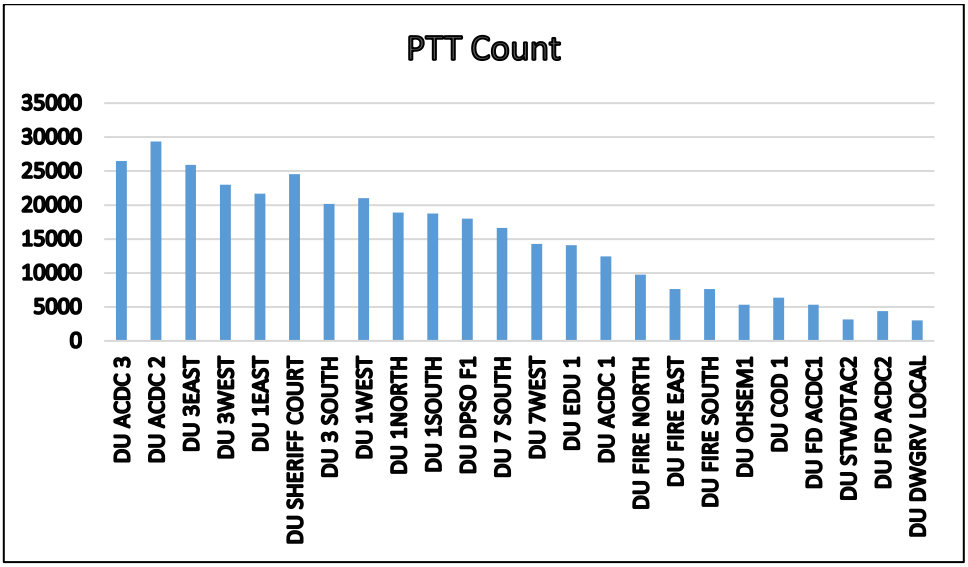
Grade of service report:

March 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	24.03	4.09	6.31	31.00	2932.77	14709.00	5.02	0.00	0.00	0.00
1:00:00	0.00	21.55	3.66	6.74	31.00	2462.61	13190.55	5.36	0.00	0.00	0.00
2:00:00	0.00	17.78	3.02	7.38	30.00	2043.63	10882.37	5.33	0.00	0.00	0.00
3:00:00	0.00	14.82	2.52	7.88	31.00	1651.23	9071.90	5.49	0.00	0.00	0.00
4:00:00	0.00	13.96	2.37	8.03	31.00	1522.61	8545.06	5.61	0.00	0.00	0.00
5:00:00	0.00	14.62	2.49	7.91	31.00	1600.00	8947.00	5.59	0.00	0.00	0.00
6:00:00	0.00	16.02	2.72	7.68	31.00	1816.29	9802.81	5.40	0.00	0.00	0.00
7:00:00	0.00	23.10	3.93	6.47	31.00	2707.26	14135.61	5.22	0.00	0.00	0.00
8:00:00	0.00	30.78	5.23	5.17	31.00	3671.52	18834.65	5.13	0.00	0.00	0.00
9:00:00	0.00	34.56	5.88	4.52	31.00	4184.26	21150.94	5.05	0.00	0.00	0.00
10:00:00	0.00	35.48	6.03	4.37	31.00	4296.45	21716.77	5.05	0.03	0.03	1.00
11:00:00	0.00	34.23	5.82	4.58	31.00	4160.71	20950.81	5.04	0.03	4.23	131.00
12:00:00	0.00	33.87	5.76	4.64	31.00	4098.68	20727.39	5.06	0.03	1.32	41.00
13:00:00	0.00	34.25	5.82	4.58	31.00	4131.58	20961.77	5.07	0.03	0.84	26.00
14:00:00	0.00	35.07	5.96	4.44	30.00	4270.83	21461.13	5.03	0.00	0.00	0.00
15:00:00	0.00	36.86	6.27	4.13	30.00	4477.67	22556.20	5.04	0.20	1.67	8.33
16:00:00	0.00	34.42	5.85	4.55	31.00	4179.87	21063.23	5.04	0.00	0.00	0.00
17:00:00	0.00	33.72	5.73	4.67	31.00	4102.65	20638.48	5.03	0.00	0.00	0.00
18:00:00	0.00	33.99	5.78	4.62	31.00	4122.06	20799.19	5.05	0.03	1.32	41.00
19:00:00	0.00	32.76	5.57	4.83	31.00	4012.06	20048.13	5.00	0.00	0.00	0.00
20:00:00	0.00	32.13	5.46	4.94	31.00	3984.29	19662.39	4.93	0.00	0.00	0.00
21:00:00	0.00	30.71	5.22	5.18	31.00	3798.26	18794.39	4.95	0.00	0.00	0.00
22:00:00	0.00	28.73	4.88	5.52	31.00	3580.52	17583.77	4.91	0.00	0.00	0.00
23:00:00	0.00	26.88	4.57	5.83	31.00	3310.87	16452.23	4.97	0.00	0.00	0.00

In the system overall, the report is complete except for Zone 3 that missed 5 days of data due to a network error between Genesis and the Zone core. There were only 9 sites this month that had higher busy counts this past month. These sites are on the West side of the state - Moline, Savanna, Sterling, and then down in the Southern part of the state - Cadiz, Baumgart, Alexander Co., Pulaski Co., Bald Knob, Golconda. This report shows only the DuPage data. The busy counts do not impact the DEDIR System.

Group Alias	PTT Count
DU ACDC 3	26489
DU ACDC 2	29344
DU 3EAST	25922
DU 3WEST	23004
DU 1EAST	21683
DU SHERIFF COURT	24530
DU 3 SOUTH	20171
DU 1WEST	21025
DU 1NORTH	18888
DU 1SOUTH	18739
DU DPSO F1	17980
DU 7 SOUTH	16609
DU 7WEST	14268
DU EDU 1	14099
DU ACDC 1	12451
DU FIRE NORTH	9773
DU FIRE EAST	7653
DU FIRE SOUTH	7628
DU OHSEM1	5305
DU COD 1	6383
DU FD ACDC1	5324
DU STWDTAC2	3167
DU FD ACDC2	4403
DU DWGRV LOCAL	3002