MOTOROLA SOLUTIONS STARCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola Starcom Field Service
DATE: September 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. A meeting for the review of a possible encryption plan has been scheduled for October 2, 2025.

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 22 agencies/396 radios have been programmed. There are 2 agencies/2 radios that remain to be programmed. (Elmhurst/1, Wheaton/1). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

Wheaton PD	WHP Stienke 426CXZ1209

APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios are being tested by the agencies and if issues are found in the programming, they will be submitting change requests via Zendesk tickets. Testing was scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing. As of 9/26/25, 11 agencies have been deployed and 18 agencies are ready once all paperwork is completed.

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: None outside of the deployment projects.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	81
APXNext (PD)	144	144
APXNextXN (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	64	55	4	2	0	0	2	2
APX Next (PD)	94	71	18	5	0	12	3	3
APX NextXN (FD)	70	32	27	5	0	11	3	13
APX 8500 (mobile)	13	7	1	0	0	0	0	1
APX4000	23	13	2	1	0	0	1	1
Total	264	178	52	13	0	23	9	20

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 9/10 and 9/11. 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, September 11, 2025
8:45 am- Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well
10:40 AM to 1:55 PM Duration: 3.25 Hours - SmartConnect LTE and the WAVE application were unavailable
2:45 pm - Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

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 CPS and RM feature release 37.00.00 was released on 9/12/25. This is an optional maintenance release. It includes firmware upgrade restrictions for out of support models which will no longer be able to be firmware upgraded (APX6000AN/XE/Li, APX7000/XE, APX7500, SRX2200AN). Additional information is available in the CPS readme.
- APX Portables and Mobiles Firmware R37.01.00 2025.2 is a maintenance release and was available 9/12/25 (CPS R36.00.01). It included new products and features updates. Application is optional.
- APX NEXT Firmware 37.03.00. Effective this release, the radio's firmware version shall hereby be aligned with the CPS client version across all radio platforms. Users will note upon upgrading the radio firmware that the version for this release will be indicated as R37.03.XX. This change standardizes our software versioning system. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.13 April 2025 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages: There were none last month.

Command Central Aware Outage Sep 19, 2025:
Sep 19, 08:58 CDT: LMR Radio locations are not displaying in CommandCentral Aware
Sep 19, 09:09 CDT: Full functionality has been restored to CommandCentral Aware.

SmartConnect (United States) Outage Sept 4, 2025:
Sep 04, 2025 - 09:11 CDT: Users may observe site link alarms for the inactive site on UEM. Site alarms can be ignored as the SmartConnect call processing service remains operational at active sites.

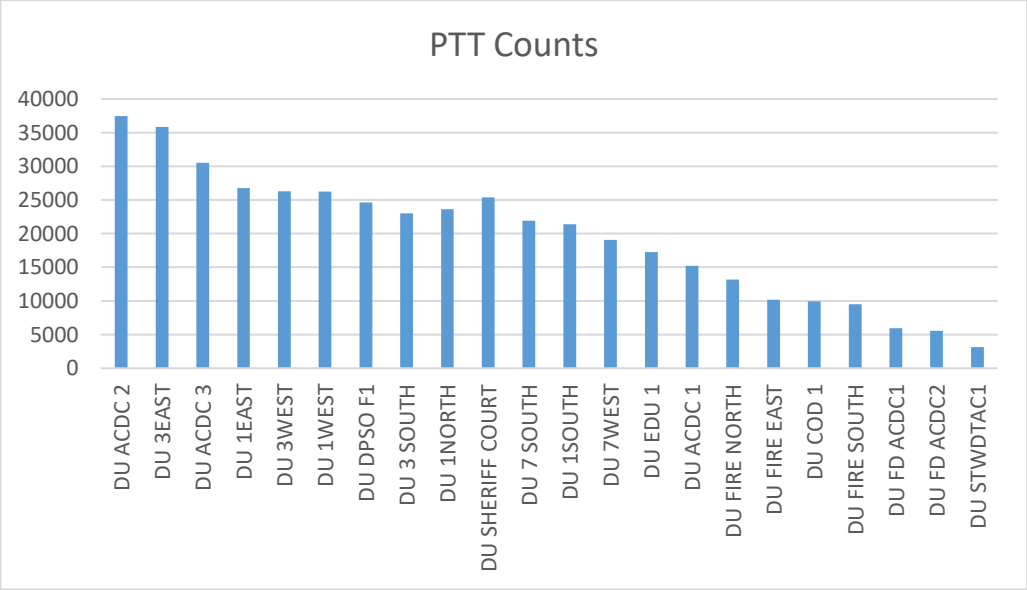
Sep 04, 2025 - 11:23 CDT: SmartConnect functionality has been restored. Inactive regions may still experience connection issues until 12:30 PM CDT.

Meetings: Fire Focus meeting 9/24/25

Training: There was none last month.

Grade of Service Reports:

July 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	23.85	4.05	6.35	31.00	2953.19	14593.90	4.94	0.00	0.00	0.00
1:00:00	0.00	20.70	3.52	6.88	31.00	2515.97	12665.61	5.03	0.00	0.00	0.00
2:00:00	0.00	16.94	2.88	7.52	31.00	2017.16	10370.10	5.14	0.00	0.00	0.00
3:00:00	0.00	13.81	2.35	8.05	31.00	1608.94	8451.74	5.25	0.00	0.00	0.00
4:00:00	0.00	13.13	2.23	8.17	31.00	1517.13	8035.58	5.30	0.00	0.00	0.00
5:00:00	0.00	14.16	2.41	7.99	31.00	1662.00	8664.10	5.21	0.00	0.00	0.00
6:00:00	0.00	15.64	2.66	7.74	31.00	1855.35	9574.35	5.16	0.00	0.00	0.00
7:00:00	0.00	22.73	3.86	6.54	31.00	2654.90	13907.71	5.24	0.00	0.00	0.00
8:00:00	0.00	30.73	5.22	5.18	31.00	3646.42	18806.39	5.16	0.00	0.00	0.00
9:00:00	0.01	35.82	6.09	4.31	31.00	4299.52	21919.23	5.10	0.23	5.10	22.57
10:00:00	0.00	37.02	6.29	4.11	31.00	4482.13	22657.03	5.05	0.16	20.77	128.80
11:00:00	0.00	34.68	5.90	4.50	31.00	4174.58	21224.52	5.08	0.03	0.13	4.00
12:00:00	0.01	34.68	5.90	4.50	31.00	4211.06	21226.19	5.04	0.48	2.77	5.73
13:00:00	0.00	37.14	6.31	4.09	31.00	4494.06	22727.03	5.06	0.00	0.00	0.00
14:00:00	0.02	36.86	6.27	4.13	31.00	4486.35	22558.06	5.03	0.97	9.39	9.70
15:00:00	0.12	39.34	6.69	3.71	31.00	4811.35	24073.48	5.00	5.55	26.97	4.86
16:00:00	0.03	39.11	6.65	3.75	31.00	4767.29	23934.10	5.02	1.39	14.00	10.09
17:00:00	0.00	37.23	6.33	4.07	31.00	4549.00	22785.71	5.01	0.03	1.32	41.00
18:00:00	0.00	34.46	5.86	4.54	31.00	4203.68	21091.26	5.02	0.00	0.00	0.00
19:00:00	0.00	33.78	5.74	4.66	31.00	4160.52	20676.26	4.97	0.00	0.00	0.00
20:00:00	0.00	31.62	5.38	5.02	31.00	3969.77	19351.65	4.87	0.00	0.00	0.00
21:00:00	0.00	32.62	5.55	4.85	31.00	4113.23	19965.71	4.85	0.00	0.00	0.00
22:00:00	0.00	29.97	5.09	5.31	31.00	3826.42	18340.45	4.79	0.00	0.00	0.00
23:00:00	0.00	26.87	4.57	5.83	31.00	3373.42	16444.87	4.87	0.00	0.00	0.00

August 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	22.88	3.89	6.51	31.00	2868.45	14001.13	4.88	0.00	0.00	0.00
1:00:00	0.00	19.96	3.39	7.01	31.00	2476.39	12213.52	4.93	0.00	0.00	0.00
2:00:00	0.00	17.56	2.99	7.41	31.00	2126.26	10749.35	5.06	0.00	0.00	0.00
3:00:00	0.00	13.79	2.34	8.06	31.00	1640.45	8438.84	5.14	0.03	0.03	1.00
4:00:00	0.00	13.08	2.22	8.18	31.00	1543.23	8006.71	5.19	0.00	0.00	0.00
5:00:00	0.00	13.43	2.28	8.12	31.00	1579.74	8221.71	5.20	0.00	0.00	0.00
6:00:00	0.00	16.24	2.76	7.64	31.00	1959.81	9940.10	5.07	0.00	0.00	0.00
7:00:00	0.00	23.07	3.92	6.48	31.00	2719.23	14117.16	5.19	0.00	0.00	0.00
8:00:00	0.00	31.83	5.41	4.99	31.00	3692.42	19479.35	5.28	0.16	1.61	10.00
9:00:00	0.00	35.21	5.99	4.41	31.00	4228.90	21548.94	5.10	0.19	10.06	52.00
10:00:00	0.00	36.04	6.13	4.27	31.00	4336.71	22054.97	5.09	0.13	0.61	4.75
11:00:00	0.00	34.79	5.91	4.49	31.00	4155.10	21288.48	5.12	0.03	7.10	220.00
12:00:00	0.00	34.56	5.87	4.53	31.00	4270.58	21148.29	4.95	0.13	0.29	2.25
13:00:00	0.00	34.91	5.94	4.46	31.00	4163.81	21367.03	5.13	0.00	0.00	0.00
14:00:00	0.00	35.07	5.96	4.44	31.00	4264.35	21463.13	5.03	0.00	0.00	0.00
15:00:00	0.01	37.35	6.35	4.05	31.00	4543.19	22855.97	5.03	0.45	5.13	11.36
16:00:00	0.00	37.78	6.42	3.98	31.00	4626.74	23119.03	5.00	0.06	0.26	4.00
17:00:00	0.02	36.58	6.22	4.18	31.00	4456.16	22386.39	5.02	0.97	11.58	11.97
18:00:00	0.00	34.16	5.81	4.59	31.00	4415.16	20903.71	4.73	0.00	0.00	0.00
19:00:00	0.00	33.07	5.62	4.78	31.00	4102.94	20239.52	4.93	0.00	0.00	0.00
20:00:00	0.00	32.86	5.59	4.81	31.00	4101.32	20109.19	4.90	0.00	0.00	0.00
21:00:00	0.00	30.73	5.22	5.18	31.00	3839.35	18804.13	4.90	0.00	0.00	0.00
22:00:00	0.00	27.29	4.64	5.76	31.00	3527.39	16704.52	4.74	0.00	0.00	0.00
23:00:00	0.00	26.21	4.46	5.94	31.00	3310.03	16038.68	4.85	0.00	0.00	0.00

Group Alias	PTT Count
DU ACDC 2	37474
DU 3EAST	35862
DU ACDC 3	30519
DU 1EAST	26777
DU 3WEST	26290
DU 1WEST	26235
DU DPSO F1	24643
DU 3 SOUTH	23007
DU 1NORTH	23607
DU SHERIFF COURT	25401
DU 7 SOUTH	21900
DU 1SOUTH	21414
DU 7WEST	19085
DU EDU 1	17240
DU ACDC 1	15207
DU FIRE NORTH	13161
DU FIRE EAST	10185
DU COD 1	9926
DU FIRE SOUTH	9502
DU FD ACDC1	5920
DU FD ACDC2	5544
DU STWDTAC1	3115