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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: October 27, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables:

All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes.

APX Next Police Portable:

The ADP to AES encryption plan is currently under discussion. Motorola Solutions held a meeting with ETSB and provided an initial draft of the plan. After review, more detail was added and an updated plan provided to ETSB. However, changes to the existing plan are also being discussed looking into the possibility of patching talkgroups temporarily to simplify the transition for the users. A follow-up meeting is being planned within the week.

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/397 radios have been programmed. There is 1 radio that remain to be programmed. (Wheaton). 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

APX8500 Mobile:

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

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.

Encryption:

The APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APXNext. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

ETSB and Motorola are finalizing the schedule for the first phase of encryption for police radios which will be site visits to touch the radios.



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Programming – Projects

Codeplug updates: Fire agencies were sent updates for two changes: NWC FD channels 1-4 have been updated to point to NWCD's new encrypted talkgroups. Second, both vFD3 and vFD3 Direct frequencies were updated. These changes have been sent to the fire radios and are being installed as user's accept the updates on the radio.

Codeplug Creation: As part of the APXNext XN deployment, nine MERIT radio code plugs were created and applied for the Fire EMTs that participate in MERIT.

Radio Alignment: There were none last month.

Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
Total	279	279

The month of October was not available at the time of posting.

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								
APX Next (PD)								
APX NextXN (FD)								
APX 8500 (mobile)								
APX4000								
Total								

STARCOM21 Scheduled Maintenance:

System Maintenance:

Core patching was skipped in October due to unrest in Broadview, IL

System Patches:

IL STARCOM Monthly Application of Windows Motopatch 2025.9 – Patching 10/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

There was none last month.

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SmartConnect Patches:

Canada/United States maintenance windows:

Start: 15/Oct/2025 @ 11:30 PM CDT (UTC -5) End: 16/Oct/2025 @ 5:30 AM CDT (UTC -5)

Start: 22/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 22/Oct/2025 @ 9:30 AM CDT (UTC -5)

Start: 23/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 23/Oct/2025 @ 9:30 AM CDT (UTC -5)

During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may have triggered alerts on UEM.

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. 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. The current target firmware for Fire Agencies is R09.40 with most devices being on this version which was released 6/2025. Most Police radios are currently on firmware R06.40 which was released 6/2024. The Service Manager is preparing a firmware update. The Service Manager will review the changes and discuss any recommended training that may be needed. The Police firmware as there are minor fixes and enhancements to improve radio performance as we move into 2026.

The hosted DMS Radio Management Server was updated to R37.00.00 to support new radios being returned from the Depot.

STARCOM21 Unscheduled System Outages:

There was a South Cook Tollway outage reported the morning of Monday October 6 which affected some users. The issue was reported resolved as of 3:49pm CT the same day.

Meetings: Police Focus Group Wednesday October 1st

Training: There were none last month.

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Grade of service report:

The August GoS Report was not available at the time of posting for the October PAC and ETS Board meetings. August and September reports for DuPage County are provided for this report.

August 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	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



September 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	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	23.02	3.91	6.49	30.00	2861.90	14089.00	4.92	0.00	0.00	0.00
1:00:00	0.00	18.52	3.15	7.25	30.00	2308.83	11333.53	4.91	0.00	0.00	0.00
2:00:00	0.00	15.84	2.69	7.71	30.00	1907.60	9695.80	5.08	0.00	0.00	0.00
3:00:00	0.00	14.13	2.40	8.00	30.00	1609.53	8645.60	5.37	0.00	0.00	0.00
4:00:00	0.00	13.40	2.28	8.12	30.00	1527.30	8200.50	5.37	0.00	0.00	0.00
5:00:00	0.00	13.83	2.35	8.05	30.00	1598.83	8465.20	5.29	0.00	0.00	0.00
6:00:00	0.00	17.03	2.89	7.51	30.00	1995.87	10420.13	5.22	0.00	0.00	0.00
7:00:00	0.00	25.55	4.34	6.06	30.00	2993.40	15637.80	5.22	0.00	0.00	0.00
8:00:00	0.00	33.88	5.76	4.64	30.00	4030.27	20736.53	5.15	0.13	1.50	11.25
9:00:00	0.00	36.60	6.22	4.18	30.00	4381.57	22398.00	5.11	0.03	1.37	41.00
10:00:00	0.00	36.31	6.17	4.23	30.00	4358.43	22219.87	5.10	0.03	1.33	40.00
11:00:00	0.00	35.15	5.98	4.42	29.00	4210.00	21512.21	5.11	0.00	0.00	0.00
12:00:00	0.01	34.45	5.86	4.54	29.00	4090.38	21081.83	5.15	0.45	7.28	16.23
13:00:00	0.00	35.41	6.02	4.38	30.00	4229.33	21668.37	5.12	0.13	1.00	7.50
14:00:00	0.00	36.03	6.12	4.28	30.00	4355.80	22048.30	5.06	0.00	0.00	0.00
15:00:00	0.00	38.29	6.51	3.89	30.00	4629.40	23432.67	5.06	0.00	0.00	0.00
16:00:00	0.00	38.21	6.50	3.90	30.00	4608.53	23385.43	5.07	0.00	0.00	0.00
17:00:00	0.00	36.15	6.14	4.26	30.00	4344.00	22121.17	5.09	0.00	0.00	0.00
18:00:00	0.00	35.11	5.97	4.43	30.00	4204.73	21484.33	5.11	0.00	0.00	0.00
19:00:00	0.00	33.16	5.64	4.76	30.00	4069.50	20292.60	4.99	0.00	0.00	0.00
20:00:00	0.00	32.17	5.47	4.93	30.00	3948.93	19685.93	4.99	0.00	0.00	0.00
21:00:00	0.00	29.63	5.04	5.36	30.00	3669.80	18135.00	4.94	0.00	0.00	0.00
22:00:00	0.00	27.01	4.59	5.81	30.00	3390.43	16528.83	4.88	0.00	0.00	0.00
23:00:00	0.00	25.70	4.37	6.03	30.00	3203.67	15726.90	4.91	0.00	0.00	0.00



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September 26 – October 27, 2025

Group Alias	PTT Count
DU 3EAST	34931
DU ACDC 2	35256
DU ACDC 3	30084
DU 1WEST	26763
DU 1EAST	25384
DU 3WEST	25575
DU DPSO F1	25164
DU 7 SOUTH	21905
DU 3 SOUTH	21294
DU 1NORTH	21865
DU 7WEST	18620
DU 1SOUTH	19751
DU SHERIFF COURT	21700
DU ACDC 1	16497
DU EDU 1	16596
DU FIRE NORTH	13014
DU FIRE EAST	10006
DU FIRE SOUTH	9023
DU COD 1	6964
DU FD ACDC1	5533
DU FD ACDC2	4703
DU BARTL LOCAL	3726
DU STWDTAC2	2263
DU DWGRV LOCAL	1881
DU WHETN LOCAL	2339

