



## STARCOM21 ADVISORY SUB COMMITTEE SYSTEM ACCESS APPLICATION

**Agency Name**

**Agency Contact Information**

**Name**

**Address**

**City**

**County**

**Telephone #**

**Alternate # or Cell #**

**Email**

**Agency Communications Coordinator Same Person**

**Name**

**Telephone #**

**Alternate # or Cell #**

**Email**

**Agency's Service Provider (From what agency radios will be purchased/who will be doing the programming (if outside the applicant)):**

**Service Provider:**

**Contact Name:**

**Telephone #:**

This application form is intended to provide the STARCOM21 Advisory Subcommittee with the pertinent information necessary to determine if an agency is eligible to participate on the STARCOM21 network.

The STARCOM21 network offers statewide mobile radio coverage; single county use; local use within a city, village, town or campus; limited use for mutual aid and occasional communications; specialty use for emergency purposes; campus type scenarios; and port use for specific types of interoperability.

Please answer each applicable section as completely as possible. Once this application has been submitted, per the instructions below, a member of the STARCOM21 team will contact the agency's supervisor or interoperation's coordinator if additional information is required to process the application.

**Application Overview:**

Provide a general description of your intended use and the potential benefits of the STARCOM21 network, i.e. routine public safety communications including daily dispatch, emergency use only, etc.

PLEASE CHECK HERE IF THIS IS A **SWIT** ONLY APPLICATION

If your agency is applying to use the STARCOM21 network for emergency purposes only (as described in the Statewide Interoperable Template Agreement (SWIT) please **ONLY** answer the **first four questions**.

**1. Agency Description:** The type of services provided by your agency; your jurisdiction size; number of proposed STARCOM21 mobiles, portables, consoles, control stations, etc. to be used on a daily basis.

**2. Agency Requirements:** Identify your agency's anticipated communication uses, i.e. unit to unit, agency dispatch, dispatched by another agency and roaming requirements.

**3. Local Policies Governing Use:** If your agency has an established tactical interoperability communication plan (TICP) and/or any other locally developed technical and operational policies and procedures that will govern the use of the STARCOM21 radios, please provide a brief description of those documents. (For guidance, refer to Addendum A)

**4. Equipment:** Provide the manufacturer of **each type** of radio you plan to use on the STARCOM21 network. (example: manufacturer – Motorola Solutions; radio make – APX XXXX; console manufacturer / model – Motorola Solutions MCC7500; etc.

**If your agency will be using radio equipment manufactured by a company other than Motorola Solutions, please read and sign Addendum D and include it with your signed STARCOM21 System Access Application.**

TYPE	MANUFACTURER	MAKE	QUANTITY
MOBILE			
PORTABLE			
CONSOLE			
VRS			

TDMA enabled	YES	NO
Radios will be encrypted	YES	NO
If yes, what type (ex AES, ADP)		
How many radios will be used at any given time		

**NOTE: The Illinois SEIC has set forth minimum requirements for radios added to STARCOM21. The requirements are included at the end of this application.**

**DOES THIS APPLICATION INCLUDE USING WAVE**                      YES      NO

**WAVE applicants must sign and date Addendum C, WAVE Support Limitations and Disclaimer.**

**WAVE Application Overview: (if applicable)**

Provide a general description of intended use and the potential benefits of the WAVE Application on the STARCOM21 network, i.e. daily dispatch, emergency only, administrative use only, etc.

**WAVE Equipment**

TYPE	MANUFACTURER	MAKE	MODEL	QUANTITY
PHONE				
TABLET				
OTHER				

**5. Existing Communications Capabilities:**

Include a description of your current communication capabilities and system. Will those existing systems and capabilities serve as your primary or backup means of communication? **Please explain.**

**6. Estimated Traffic Counts:**

Provide your best estimate on traffic generated based on your anticipated needs. Identify standards used; per unit per day average, total agency per month, etc.

**7. Emergency Button Activation:**

Will the Emergency Button be used?      YES      NO

Which agency will monitor that talk group?

**8. Interoperability Requirements:**

Identify anticipated interoperability requirements: incident based and/or routine in nature? How much radio traffic will be generated? With what agencies? For what purpose? For what duration? What specific talk group(s) you'll want to use from those specific agency(s) etc.

\*\*\*MOU Requirements: Prior to any radio programming a Memorandum of Understanding must be on file with all agencies desiring the sharing of any talk group. (Refer to #5 on the signature page) \*\*\*

**9. User Classification or Scope of Communication Capabilities:**

Based on the User Classification descriptions below select the classification(s) that best describes your agency's radio usage:

**User Classifications:**

**Statewide Use:**

Allows for routine statewide system access.

**County Use:**

Users that typically operate within the geographic boundaries of a single designated County. Usage outside the designated County is allowed only for emergency or mutual aid situations.

**Local Use:**

Users that typically operate within the jurisdictional boundaries of a City, Village or Town. Usage outside the designated boundaries is allowed only for emergency or mutual aid situations.

**Limited Use:**

Users that require access on a limited basis for the purpose of mutual aid, interoperability or intermittent operations. May also apply to occasional access to data features, local emergency and event coordination outside of the SWIT - irregular or infrequent use.

**Rural Use:**

Users that require access on a limited basis for the purpose of daily operations for rural public safety agencies within counties below 15,000 population. May also apply for local emergency and event coordination outside of the SWIT program.

**Specialty Use:**

Users that require only occasional emergency use of the network or as authorized under agreement with the Statewide Interoperability Template SWIT, IDPH or other entities as approved by the STARCOM21 Advisory Subcommittee and/or its designee and Motorola Solutions.

**Campus Use:**

Applies to users with geographically concentrated operations and high User counts. Typical examples include prisons, college campuses or hospitals. Assumes Users will rarely roam off their designated campus. Use of the Campus Use rate is subject to the approval of the STARCOM21 Advisory Subcommittee and/or its designee and Motorola Solutions. Rates are negotiated on a case-by-case basis and are determined by assessing User operational and technical parameters and will be reviewed by the SARCOM21 Advisory Subcommittee and/or its designee. Rates are memorialized in the State's Basic Ordering Agreement (BOA) for State Agency Users and in User Agreements for non-State Agencies Users.

**Cache Radios:**

Cache radios are for temporary or itinerant use on the STARCOM21 network, typically for use to accommodate increased user fleet count requirements (i.e. Special Events, disaster response, partner agency support). Cache radios are not used as spare, replacement or add-on radios to support standard daily radio fleet use. **NOTE: If this classification is checked, an additional form will need to be filled out and submitted.**

**Port Access:**

Applies to Users that have unique requirements and do not fit any of the defined rates categories. Typically, Port Access will apply to operation on User owned sites connected to the STARCOM21 Network Master Site. Port user fees are negotiated between Motorola Solutions and the applicant Agency(s) on a case-by-case basis. Port access is subject to STARCOM21 Advisory Subcommittee approval and/or its designee.

**P25 ISSI:**

Project 25 (P25) Inter RF Subsystem Interface (P25 ISSI) provides an IP interface for connecting multiple P25 systems together. This will allow users to roam onto other P25 systems providing network-to-network interoperability and will be used as approved by the STARCOM21 Advisory Subcommittee and/or its designee.

- The specific rate structure for P25 ISSI services will be determined when the technology is fully enabled on the STARCOM21 network. An associated Impact Fee and the installation of User purchased infrastructure equipment may also be required to utilize P25 ISSI services.

**Narrative:**

Please include any additional information which may be useful to the members of the Advisory Subcommittee in their consideration of your application.

By signature indicated below; applicant agrees with the ten items listed below and understands the inability to comply with the items listed below could result in the discontinuation of airtime service on the STARCOM21 network.

Provide all personnel who will be accessing/using STARCOM21 radios with training on the use of the radio equipment and communications procedures. Copies of training syllabus and any materials used; a listing of personnel receiving training; the trainer's name; ID, and employer; and other information/items associated with the training; must be made available to the STARCOM21 Oversight or its Advisory Subcommittee upon request.

1. Adhere to the policies and procedures as defined by the STARCOM21 Advisory Subcommittee.
2. Adhere to the policies and procedures of the Statewide Interoperability Executive Committee as may be applicable.
3. Adhere to the provisions of, and promote utilization of the Statewide Communications Interoperability Plan (SCIP) and participate in the development of your county Tactical Interoperable Communications Plan (TICP).
4. Adhere to policies and procedures of ISPERN, IREACH, and other statewide networks as may be applicable.
5. In as much of the Template that the radio is capable, include the SIEC approved Statewide Interoperable Template into the programming of all radios.
6. I agree to acquire Memorandum(s) of Understanding or Letters of Permission from any and all agencies/communities where I plan to add their talk group(s) to my STARCOM21 radio(s). I agree to acquire said documentation prior to the development of my template(s) or programming of my radio(s).
7. Improperly used statewide talk groups are detrimental to the efficient operation of the network. Authorities responsible for the operation of statewide talk groups must minimize the number and duration of calls on those talk groups to the extent possible. Every effort should be made to route traffic to local talk groups whenever necessary. Broadcast of nuisance radio traffic may result in the removal of the offending radio from the network.
8. Devices utilizing WAVE broadband to STARCOM21 frequencies for interoperability must be the property of the applying agency. Personal devices are prohibited from using the STARCOM21 network without proper documented authority.
9. I agree my agency may be required to submit/share/provide resources to ensure the Grade of Service is being met/kept acceptable. Resources may include, but not limited to: tower space, frequencies, microwave, backhaul fiber, etc.
10. I confirm my agency has tested the coverage of the system with the intended radios we are purchasing and it meets the needs of our agency. Demo IDs to be obtained by Local Service Provider or Motorola Representative.

I have read and understand the contractual mobile and portable coverage as depicted in the STARCOM21 contract (for guidance, refer to Addendum B).

Signature below must be the Chief Executive Officer of the agency or organization (or designee).

Title:

Signature:

Name (printed):

Date:

**Notice: Applicant or their designee may represent the application at Subcommittee deliberations and may appeal a decision of the Advisory Subcommittee (ADSUB) to the STARCOM21 Oversight Committee.** Please sign and return this application to your Motorola Solutions account representative or to: Motorola Solutions Inc., 2100 Progress Parkway, Schaumburg, Illinois 60196 Attn: Deanna Crosse (630) 514-7828 **OR** Email this application to [d.crosse@motorolasolutions.com](mailto:d.crosse@motorolasolutions.com)

# **STARCOM21**

## **Standard Operating Procedures**

**And**

## **Tactical Interoperability Communications Plan Recommendations**

The intent of this document is to provide guidance to STARCOM21 applicants or existing STARCOM21 users.

### Standard Operating Procedure (SOP)

The SOP provides guidelines for the day-to-day use of the radio system by an agency or user.

1. The Starcom21 Radio System is designed to be an interoperable radio system capable of handling the traffic of all approved users. For the system to operate at peak capability through all scenarios, it is imperative for all users to understand the importance of properly training all system users. Since Starcom21 is a shared statewide system in Illinois, it is extremely important to use best practices when using this system. If you need user training assistance contact either your Motorola Sales Representative or the Statewide Interoperability Executive Committee (SIEC) at [SEIC@illinois.gov](mailto:SEIC@illinois.gov)
2. Radios should be used for official use only. Radio communications should be in support of the agency or user's core mission.
3. Transmissions on the radio should be kept short and to the point. Only use the airtime needed to clearly communicate the message.
4. Communications should be prioritized according to urgency:
  - a. Emergency
  - b. Officer or User Safety
  - c. Routine Traffic.
5. If a dispatch center is used, clearly define that they are in control of all radio communications. They will handle communications based on #3 (above).
6. The agency/organization should have a defined training plan that will train the users on:
  - a. The correct protocol for radio messages (what to say and how to say it)
  - b. The correct way to operate the radios (functionality of buttons/knobs)
7. If the Emergency Button is used:
  - a. The agency should have a defined policy on how to respond to the emergency button.
  - b. Users should be trained in the use of and the circumstances where the emergency button will be used.
  - c. Emergency buttons should only go to a 7/24 dispatch center
    - i. If dispatch center is NOT used, there must be clear policies on how the emergency button will be used.

### Tactical Interoperability Communications Plan (TICP)

The TICP defines how the agency or organization will communicate with adjoining agencies.

1. Agencies/departments should consult their county TICP, or if that doesn't exist, consult the State TICP
2. If the agency is a part of the county or state TICP, simply follow that document.
3. If not, TICP development consists of the following steps:
  - a. Who do you need to talk to?
  - b. What common resources are in use?
  - c. When will you need to communicate with adjoining agencies?
  - d. Define the procedures for the users to follow on the ground.
  - e. Implement any MOU's required for the TICP.

STARCOM21  
Contract #CMT2028589

3.2.1 Coverage Requirements

**B. Mobile Radio Coverage (outdoor):** Motorola Solutions shall continue to maintain the STARCOM21 System that provides statewide mobile radio coverage which provides coverage of the geographic area of the State of Illinois, plus 3 miles beyond the State's jurisdictional border, subject to compliance with the prevailing FCC rules. Motorola Solutions will maintain all RF sites in full compliance with Motorola specifications. The coverage must be at least 95% of the geographic area of the State of Illinois, plus 3 miles beyond the State's jurisdictional border at Delivered Audio Quality (DAQ) 3.0 or better, as defined in Telecommunications Industry Association ("TIA") TSB-88.1-E "Wireless Communications Systems --- Performance in Noise- and Interference-Limited Situations --- Part 1: Recommended Methods for Technology Independent Performance Modeling". Mobile coverage performance shall be equivalent between talk-in (mobile-to-System) and talk-out (System-to- mobile).

**C. Portable Radio Coverage (outdoor):** Motorola Solutions shall maintain the STARCOM21 System providing outdoor portable radio coverage, with a Speaker/Microphone/Antenna (SMA) configuration, at an audio quality of DAQ 3.0 or greater. In areas not covered by Attachment I, Section 3.2.1 (D) such design may require the use of vehicular repeaters.

**D. Portable Radio Coverage (indoor):** Motorola Solutions shall provide in-building portable coverage at an audio quality of DAQ 3.0 or greater at 95% or better inside the jurisdictional boundaries, with a test confidence level as defined by TSB88 of 99% or better, for the counties of McHenry, Lake, Kane, Cook, DuPage, and Will; and for the cities of Rockford, Moline, East Moline, Kankakee, Peoria, Bloomington/Normal, Champaign/Urbana, Decatur, Springfield, Carbondale, and the East St. Louis metropolitan area. The in-building coverage System design shall be based upon a building penetration loss of 8 dB. (This performance is also similar to that of a portable inside a passenger vehicle.) Motorola Solutions shall provide in-building portable radio coverage and audio quality performance throughout the entire Contract Term. This level of portable in-building radio coverage shall be 95% or better for each area listed above, or that portable in-building coverage level determined through the portable in-building coverage acceptance test performed in the original STARCOM21 ~~Master~~ Contract.



## Addendum C



### STARCOM21 State of Illinois Radio System

#### **WAVE Support Limitations and Disclaimer**

The STARCOM21 WAVE Application is a hosted, enterprise-grade, broadband push-to-talk (PTT) service that provides real-time, secure communications between groups and individuals using smart devices, PCs, and Land Mobile Radio (LMR) systems. Motorola Solutions offers the following as to the applicable support limitations and disclaimer of liability on these devices and the WAVE service.

- Because Motorola Solutions has no control over third party manufacturers' quality, hardware, or software, any issues the customer experiences with third party manufacturers' devices, including, but not limited to, issues relating to the operation of such devices on the STARCOM21 system must be addressed by the third-party radio manufacturer. Motorola Solutions disclaims any liability to customer with respect to devices or equipment produced by third parties.
- Motorola Solutions is not responsible for (a) use or operation of the Software except in accordance with the applicable and current documentation and license rights; (b) errors, omissions, damages or wrongful acts, by an operator, user or third party personnel; (c) repairs, maintenance, alterations, relocation, copying, tampering or other conduct not duly authorized in writing by MSI; (d) operation on or in association with hardware or software not recommended by MSI for the Software; and (e) external causes such as electrostatic or environmental conditions, and accidents including fire, water and lightning. Further, MSI reserves the right to downgrade the Service level of any Customer if, in MSI's opinion, the Customer is abusing the use of the Service support features.
- End user is responsible for services for problems that are subsequently determined by MSI to be not caused by the Software, including problems with carrier or Wi-Fi network or matters generally beyond the control of Motorola Solutions.
- Periodically, Motorola Solutions may perform enhancements or upgrades to the STARCOM21 system. System enhancements or upgrades may be done to address issues, add features to the system, or for other reasons deemed necessary by Motorola Solutions. Motorola Solutions does not guarantee that devices or equipment manufactured by third parties will not be affected by such enhancements or upgrades. Motorola Solutions makes no representations or warrants with respect to: a) support, upgrades, patches or similar fixes, and enhancements to third-party manufactured devices or equipment; and b) notice to third party radio or equipment manufacturers of system enhancements or upgrades.
- If, in Motorola Solutions' opinion, third party devices or equipment adversely impact the STARCOM21 system or system user operations, Motorola Solutions may deactivate such radios or equipment. Motorola Solutions will provide notice of deactivation in a timely manner based on the severity of the situation and the impact to grade of service.
- Motorola Solutions hereby disclaims all warranties and guarantees, express or implied, at law or in equity, in any way related to the use by customer of third-party manufacturers' devices or equipment.

Motorola Solutions values you as a customer and would like to thank you for allowing us to provide your radio service. If you have any questions or concerns please contact your Sales Representative or a STARCOM21 Project Team Member at any time.

Motorola Solutions Representative    Date

Customer Representative    Date

Motorola Solutions Inc., 2100 Progress Parkway, Schaumburg, IL 60196

## Addendum D



### STARCOM21 State of Illinois Radio System

#### **Non-Motorola Solutions Radio Support Limitations and Disclaimer**

The STARCOM21 State of Illinois radio system is an open system. This means that customers may be able to use other manufacturers' radios on the system. While those radios may work on the system, Motorola Solutions offers the following as to the applicable support limitations and disclaimer of liability.

- Because Motorola Solutions has no control over third party manufacturers' quality, hardware, or software, any issues the customer experiences with third party manufacturers' radios, including, but not limited to, issues relating to the operation of such radios on the STARCOM21 system must be addressed by the third-party radio manufacturer. Motorola Solutions disclaims any liability to customer with respect to radios or equipment produced by third parties.
- Periodically, Motorola Solutions may perform enhancements or upgrades to the STARCOM21 system. System enhancements or upgrades may be done to address issues, add features to the system, or for other reasons deemed necessary by Motorola Solutions. Motorola Solutions does not guarantee that radios or equipment manufactured by third parties will not be affected by such enhancements or upgrades. It is the third-party radio manufacturers' responsibility to support, upgrade, supply patches or other fixes, and performs all other necessary tasks to ensure proper operation of their products on the STARCOM21 system and it is the customer's responsibility to notify the third-party manufacturer of any system enhancements or upgrades affecting such radios or equipment. Motorola Solutions makes no representations or warranties with respect to: a) support, upgrades, patches or similar fixes, and enhancements to third-party manufactured radios or equipment; and b) notice to third party radio or equipment manufacturers of system enhancements or upgrades.
- Motorola Solutions' products may be upgradeable to next generation technology by software flash or other means. This may eliminate the necessity to replace Motorola Solutions products if the system is upgraded to a new technology. Other manufacturers' radios may not have such upgrade capability and Motorola Solutions disclaims any liability for, including but not limited to, operation, upgrades, obsolescence, or other matters relating to third party manufacturers, their radios or equipment, and customer's use thereof.
- If, in Motorola Solutions' opinion, third party radios or equipment adversely impact the STARCOM21 system or system user operations, Motorola Solutions may deactivate such radios or equipment. Motorola Solutions will provide notice of deactivation in a timely manner based on the severity of the situation and the impact to grade of service.
- Motorola Solutions hereby disclaims all warranties and guarantees, express or implied, at law or in equity, in any way related to the use by customer of third-party manufacturers' radios or equipment.
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Motorola Solutions values you as a customer and would like to thank you for allowing us to provide your radio service. If you have any questions or concerns please contact your Sales Representative or a STARCOM21 Project Team Member at any time.

Motorola Solutions Representative      Date

Customer Representative      Date

Motorola Solutions Inc., 2100 Progress Parkway, Schaumburg, IL 60196