HAMPTON VA

| No. IT– 047 | Policy Name: Radio System Management Procedure |
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| Effective Date: 4-15-2014<br>Last Revised Date: 3-25-2015 | Citywide Policy  _<br>IT Policy _<br>IT Procedure X |
| Approved By:  IT Director | |

## Radio System Management Procedures

### A. Adding New Talk Groups

1.  When a using department or agency determines it necessary to add additional talk groups to their subscriber units, the department or agency should submit a work request by email to ithelp@hampton.gov or by calling 311 with the details.  Once the work request has been received by IT, the new talk group(s) will be added to the system as necessary within 10 days and notify the requester of the addition.

2.  The using department or agency may provide IT any portable subscriber units needing the new talk group(s) at the same time as the request for the new talk group(s) is submitted or at any time thereafter.  Mobile subscriber units may be scheduled as appropriate with IT for programming the new talk group(s) into the units using the same work request.

3.  Alternately, the using department or agency may, at their own expense, arrange with Gately Communications to program the new talk groups into their subscriber units.  However, IT shall be fully responsible for building and adding the new talk groups to the system.

### B. Adding New Radios and Users

1.  From time to time it may be necessary for using departments and agencies to add additional subscriber units/users to the system.  The system is capable of handling many more subscriber units that what was deployed at installation and City using departments and agencies may add units as necessary.

2.  IT shall assist using departments and agencies in obtaining quotes and be responsible for keeping informed and up to date on the current offerings by Motorola and other vendors for additional assets for the system.

3.  When a using department or agency has a need for IT assistance in obtaining an updated quote for additional assets they should submit a work request by emailing ithelp@hampton.gov.  The IT Radio & Telecommunications division will obtain a current quote and respond to the requesting department or agency within 10 days.

4.  When new subscriber units are purchased, the owning department or agency will specify which subscriber template and what modifications to that template they require in the radio.  The IT Radio & Telecommunications division will then complete the programing of the unit.  Should there be multiple units purchased at the same time, IT, may as deemed necessary, provide one unit programmed for the owning department or agency to test before completing the programming of the remaining units.

5.  Should the owning department or agency decide to use the programming option as outlined in paragraph 4.2.3, IT shall provide the owning department or agency with the assigned radio ID to be

programmed into the unit(s).  IT shall also add the units to the Radio System Provisioning Manager and City Radio inventory list and enable the new units to operate on the system.

## C.  Adding New Agencies to the System

1.  When IT is notified of an outside agency's desire to operate on the city radio system either through an invitation from one of our using departments or as a request directly from that outside agency, IT will begin the process of approval to add the outside agency to the system.

2.  There are two categories of outside agency users and they are:

    a.  The new outside agency will be on the system solely for interoperability with the City and will operate ONLY on the using department(s) primary talk groups.  This category of outside agency will use the radios on the city system normally when a specific incident is taking place in which that outside agency is involved.
    b.  The new outside agency will be assigned their own talk groups and will use these talk groups to perform their normal day to day operations with the city radio system becoming the outside agency's primary two way radio system.  This category may or may not also have other city departmental talk groups for interoperability.

3.  If the outside agency is in the category described in C2(b) above, they must include the talk groups they desire to be built and programmed into their subscriber units.  These are the talk groups they will use for their own day to day operations.  Once these talk groups are built and assigned to the new outside agency as agreed, they will become the department responsible for these talk groups and will need to authorize, in writing, any other department, including City departments, to have access to their talk groups.

4.  Upon completion of all negotiations for the outside agency to join the city radio system IT will create a draft memorandum of understanding (MOU) to be presented to the Public Safety Technology Governance Board for approval.  This MOU will be primarily to authorize the new outside agency to operate on the city radio system and to utilize the city Federal Communications Commission (FCC) licensed frequencies.  If the new agency desires to operate on any specific city departmental talk group, they must enter into a separate talk group sharing agreement with that specific department.  This agreement may be either formal such as an MOU or as simple as a memo.  Either way, IT must have authorization in writing from the director or designated individual of the department responsible for each specific talk group before allowing talk groups into each new agency radio.  IT will keep these written authorizations on file for future reference.  City wide talk groups, which are managed by the Radio System manager, are those talk groups which are programmed into every radio in the City for departmental interoperability.  Outside agencies will generally be assigned those talk groups as approved by the Radio System manager.

5.  If specific talk groups are cited in the system usage MOU, the department having responsibility for those specific talk groups must be included on the MOU coordination worksheet prior to the MOU going to the City Manager for final approval.  Additionally, IT will coordinate the MOU with other departments as necessary such as Risk Management, Finance and the City Attorney's office.  IT shall keep a copy of the MOU on files for future reference.

6.  If the new outside using agency is in the category described in C2(b) above, the new outside agency must be informed they will be charged the per unit rate for system maintenance as described in the IT Radio

System Management Policy paragraph 5.0(3) for each subscriber unit added to the city radio system.

7. In all cases, IT must receive approval in written format from the using department director or designated individual responsible for the specific talk groups before authorizing such talk groups to be programmed on the new outside agency's subscriber units.

8. IT shall approve all MOU's for radio system usage for new agencies on the City radio system.

**D. Disabling Subscriber Units**

1. For security and other reasons, it may become necessary to disable a subscriber unit on the system.  This may occur when a unit has been lost or stolen, an employee has left employment with the City or any other such issue that for security reasons, the unit is required to be disabled.  Just as it is necessary to enable a unit in the Radio Control Manager, it is also appropriate to disable a unit in the system. When a unit is disabled the entire unit is completely shut down and will not operate until it is re-enabled in the system.

2. If a subscriber unit is lost or stolen, the using department director and IT shall be notified as soon as practical.

3. Upon receipt of a request from a using department or agency, IT shall disable the unit within 5 business days.  The E911 Communications Center shall also be provided privileges on the Radio System Manager and the Radio Control Manager to enable and disable units as necessary.  Should the need to disable a unit be urgent, a request should be sent to the E911 Center so they may act at the earliest possible time.

**E. Maintenance of the System**

1. Requests for maintenance or changes on the system not covered by the maintenance contract must be requested through the IT Helpdesk by emailing the request to ITHelp@hampton.gov or by calling 311.

2. The maintenance contract with Motorola shall include 24/7 monitoring of the system.  When Motorola detects an issue with the system, they will open a work order in their system and inform the City to include the E911 Communications Center of the issue.  Motorola will report again when the issue is resolved.

3. The E911 Communications Center shall call Motorola for all system related issues at 1-800-323-9949 and provide the system ID of SZ03B62 to report issues not already identified by Motorola.

4. All work requests to Motorola may be escalated to IT at any time by emailing ithelp@hampton.gov.  To further escalate an issue, send an email to the IT Director or call 757-727-6411.

5. The E911 Center shall log all work orders on the radio system.