

No. IT- 046	Policy Name: Radio System Management Policy
Effective Date: 4-15-2014 Last Revised Date: 3-25-2015	Citywide Policy _ IT Policy <u>X</u> IT Procedure _
Approved By: Public Safety Technology Governance Board	

Radio System Management Policy

1.0 Overview

The goal of the City Radio System Management Policy is to provide strategic management direction of the assets associated with the city wide LMR (land mobile radio) system. The radio system is a critical part of the overall Public Safety mission of the City to provide the best emergency services to our citizens. It is critical that the system be maintained at the highest standards of operation and security possible.

Effective management and security is a team effort involving the participation and support of every department and affiliate using the system. It is the responsibility of every radio user to know these guidelines, and to conduct their activities accordingly. Being informed is a shared responsibility for all users of the City of Hampton's radio system. Being informed means, for example:

- Knowing these policies and other related rules and procedures
- Knowing how to protect your radio that you are responsible for
- Knowing how to use shared resources without damaging them
- Knowing how to report an issue with the operation of your radio and/or the system
- Participating in training as it is offered

2.0 Purpose

The purpose of this policy is to outline the acceptable use of the radio system and other management issues including adding resources such as new talk groups, system features, new users, and adding new agencies to the system. These rules are in place to protect both the employees and the City. Inappropriate use exposes the city to risks including compromise of the radio system and services as well as potential legal issues.

3.0 Scope

Compliance with this policy is mandatory for all users of the city radio system to include employees, volunteers, and contractors of this organization and any other outside organization authorized to use the City's Radio System. For the purposes of this document, this group of individuals will be referred to as "Users". This policy also applies to all information, computer systems and data that are used in the management and operations of the radio system. This policy applies to all equipment that is owned or leased by the city. In addition, users must at all times abide by local, state and federal laws and regulations, and specifically rules and regulations as published by the Federal Communications Commission pertaining to the use of frequency spectrum licensed to the City of Hampton, as well as established city policy while using the radio system.

4.0 Policy

4.1 General Use, Responsibility and Ownership

1. While the City desires to provide a reasonable level of privacy and secure communications, users should be aware that all voice traffic over the radio system is subject to monitoring. Anything said over the air on a city radio is subject to being heard by the public and recorded. While encrypted talk groups cannot be heard by the public, they may be recorded by the using department as they deem appropriate. The recorded data created on city systems remains the property of the City of Hampton. All voice and data traffic on the radio system may be subject to a FOIA request. A general rule of thumb is to not say anything over a City radio that you would not want to be broadcast over the evening news and to limit your encrypted radio traffic to what is absolutely necessary to perform your duties.
2. Users are responsible for exercising good judgment regarding the reasonableness of system use.

Radio communication is intended for brief official messages and all radio traffic should be kept to the minimum necessary to convey the message. Personal communications over the City radio system is prohibited. Users should be guided by IT policies on such use, and if there is any uncertainty, employees should consult their director, manager or supervisor. The FCC (Federal Communications Commission) monitors the use of profanity and other abuse on public radio waves. **It is illegal to use profanity on the radio.**

3. Radio system users shall be responsible for taking reasonable care to protect radios assigned to them to include damage from abuse, careless handling, and loss due to misplacement or theft. When assigned a radio, all users are acknowledging they will be responsible for this care and may be responsible for cost recovery of the damaged or missing radio.
4. An understanding of radio communication etiquette enables radio users to communicate briefly and effectively. Radio communication should be short, concise and understandable. While the City's system prevents a user from "stepping" on another users transmissions, all users should allow each user to complete their conversation before attempting to transmit on the talk group.
5. All radio systems usage is subject to inspection to ensure compliance with city policies; any suspected breeches of security shall be audited by the City Manager or designee at any time with or without notice.
6. The system management terminals and other computer related assets in the system require passwords. Administrators and other users that have been provided passwords should NEVER share the password with anyone, including other members of the users department, nor should any efforts be made to obtain the password of another user. If anyone requests your password, this activity should be reported to the department's Director and IT Director immediately. IT will manage the user names and passwords used to access these systems and will provide the proper credentials to those who require them in order to perform their jobs. IT shall ensure the user is trained in the use of the management system before providing the user/administrator the credentials. Such users/administrators shall only be given the minimum of rights on the system as are necessary for the individual to perform their job. These systems log each transaction, by user name, performed on the system and the log is kept indefinitely for future reference.
7. No attempt should be made to obtain a level of rights on the system beyond what has been expressly granted. Examples of this include attempting to log onto a system with another user's login name, accessing an application or system through back-door access, or the use of hacking tools.
8. IT is tasked with the overall responsibility to oversee the management, maintenance, security, upgrade, and operation of the radio system infrastructure, to include all sub-systems such as the radio transmission/receive sites, the towers, radio consoles and console-ettes and the microwave radio system used to connect the radio RF sites. IT shall manage and oversee all maintenance contracts associated with the radio system. IT shall also manage the key and combinations for access to all radio system assets and will issue keys to personal as needed. Radio site access is monitored by the E911 Center. Before entry to any radio site, the E911 Center must be notified. When the work at the site is completed, E911 must be notified again.
9. IT shall be responsible for developing, negotiating, approving and implementing all memorandums of understanding (MOU) for outside agencies wishing to become a using agency on the radio system. IT shall consult with each city department and other outside agencies to gain approval in written form before providing the requested talk groups to the outside agency or other city department. Should a department feel it necessary, they may at their discretion enter directly into a talk group sharing agreement with the outside agency for the talk groups for which they are responsible. IT shall be notified when a department begins such a MOU process and be provided

an executed copy of each MOU developed by individual departments concerning talk group sharing. Individual departments, other than IT, are not authorized to enter into an agreement allowing any outside agency from being on the radio system. Any MOU developed by IT shall be coordinated by all affected departments such as Risk Management, Finance and the City Attorney's Office. If a department's specific talk groups are cited in the MOU, those departments shall also be listed and must sign in agreement to the MOU on the coordination sheet before being sent to the City Manager for final approval.

10. Each department or agencies with subscriber units on the system are assigned talk groups to perform their duties. For talk groups assigned primarily to a department or agency, that department or agency is responsible for the use of that talk group. A list of all talk groups on the radio system is contained in Attachment A, "Master Hampton Talk Group List" along with who is responsible for each talk group. The owning department shall control which other departments or agencies may have access to their talk groups. Talk groups that are primarily equally used by two or more departments or agencies, each of the using departments or agencies shall determine who may have access to the shared talk groups. Certain city wide talk groups used by everyone on the system are installed on every subscriber unit and are thus controlled by IT. Departments may request new city wide talk groups by submitting a work order to ithelp@hampton.gov or by calling the IT Telecommunications section.
11. Each city department and outside agency assigned radios on the system has the responsibility for the purchase, replacement and operation of each subscriber unit (portable or mobile radio) assigned to them. This includes the several console-ettes located in using department facilities.

5.0 Funding the System

1. IT shall budget for the maintenance of the radio system infrastructure each fiscal year.
2. Each user department and agency utilizing the system shall budget as they deem necessary for the maintenance of individual subscriber units (mobile and portable units). This includes all repairs, battery replacements, replacements of lost or stolen units and any other need for the subscriber units. IT will perform most programming of the individual subscriber units; however, if it becomes necessary for subscriber units to be programmed by outside vendors, the owning department shall be the responsible for the cost of such programming.
3. Agencies outside of the City government or those departments that are enterprise funded departments or divisions shall be billed for their portion of the system maintenance. Annually, IT shall project the total cost to maintain the system for the following fiscal year. That total cost will be divided by the total number of subscriber units on the system to determine the cost per unit. Each outside agency or enterprise departments, including the Hampton School division, shall be charged for their portion of the maintenance costs. IT will provide the annual per unit cost along with the total subscriber count to Finance not later than July 1st and Finance shall then bill the applicable departments and agencies.

6.0 Maintenance of the System

1. The IT Radio & Telecommunications System Manager shall be the single point of contact on all maintenance related issues on the radio system.
2. IT shall maintain a contract for the maintenance of the system by Motorola and renew the contract as required. The contract shall be all inclusive of the system infrastructure and shall provide SUAll (System Upgrade Agreement II) providing for a full upgrade to the infrastructure every two years.
5. The E911 Communications Center shall be provided a 24 hour single point of contact for all repairs on the infrastructure not detected by Motorola monitoring to include issues with the E911

Console positions, noise issues, radio channel issues or other similar type of issues. E911 Communications shall log each issue they report to Motorola and the resolution when the issue is corrected. The maintenance contract is with the manufacturer of the equipment, Motorola Solutions, and they in-turn sub-contract the on-site maintenance to Gately Communications. City staff shall not call Gately Communications directly for maintenance on the system which may be covered by the maintenance contract. All calls under the maintenance contract shall be called directly to Motorola Solutions with the phone number or email address provided by Motorola.

6. While console-ettes are considered infrastructure in the Motorola maintenance contract and they are covered for normal equipment failure repair under that contract, none of the infrastructure is covered for acts of nature such as lightning strikes or server storms. The repairs of the console-ettes in such acts of nature damage are the responsibility of the using department.

7. Individual departments and agencies shall be responsible for all repairs of subscriber units.

7.0 Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.