

NGEN Radio System Management Policy

1.0 Overview

The goal of the NGEN Radio System Management Policy is to provide strategic management direction of the assets associated with the County wide LMR (land mobile radio) system. The radio system is a critical part of the overall Public Safety mission of the County 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 NGEN 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 County. Inappropriate use exposes the County 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 NGEN Radio System to include employees, volunteers, and contractors of this organization and any other outside organization authorized to use the NGEN 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 County. 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 County of Monterey, as well as established County policy while using the radio system.

4.0 Policy

General Use, Responsibility and Ownership

1. While the County strives 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 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. 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 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 NGEN 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 NGEN Radio 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 County policies; any suspected breeches of security shall be audited by XXXXXX or designee at any time with or without notice.

6. ITD 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 consolettes and the microwave radio system used to connect the radio RF sites. ITD shall manage and oversee all maintenance contracts associated with the radio system. ITD shall also manage the key and combinations for access to all radio system assets and will issue keys to personal as needed.

7. 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. 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. County Wide talk groups used by everyone on the system are programmed on every subscriber unit and are thus controlled by ITD.

8. Accountability of equipment is the responsibility of the owning agency. It should be the policy of each user agency to perform an annual inventory for accountability purposes. This inventory should include subscriber units (portable, mobile radios, base stations), cache radios, spare radios and BeOn devices. Each agency who owns subscriber units should ensure appropriate accountability to prevent unauthorized use or monitoring.

The theft, loss, damage, or destruction of a subscriber unit should be immediately reported to the Radio Shop via the Help Desk at 831-796-1400 or by submitting a NGEN UAS Form at: <https://www.co.monterey.ca.us/government/departments-a-h/emergency-communications-911/ngen/uas-add-change-delete-submission-form-11495>

If the subscriber unit has been lost or stolen, the reporting agency must immediately file a police report with the proper authorities.

Agencies should also have an internal system to track subscriber units that have been sent out for warranty/out-of-warranty repairs.

All subscriber unit and BeOn device changes made on the system are required to be reported by using one of the 2 methods mentioned above. These include:

Radio Change – used to change the name/ID/serial number of a radio, both the old & new info must be provided.

Disable Radio – used to remove a user from the system

Enable Radio – used to add a radio/user on the system

Delete Existing Radio ID from UAS Database – used to remove a user from the system. NOTE: this will also brick the radio rendering it unusable.

Edit UAS Name - used to change the name of a radio, both the old & new info must be provided.

9. Each agency owned radios on the system has the responsibility for the purchase, replacement and operation of each subscriber unit (portable and mobile radios) assigned to them. This includes base stations, desktop remotes and consolettes.

5.0 Funding the System

1. ITD 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 (portable and mobile radios). This includes all repairs, battery replacements, replacements of lost or stolen units and any other need for the subscriber units. ITD 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. User agencies shall be billed for their portion of the system maintenance. Annually, ITD 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.

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