



PUBLIC SAFETY COMMUNICATIONS NETWORK

GOAL

The goal is to sustain a central management point for the management of access, inventorying, servicing, and purchasing of Bedford County public safety radio communications equipment. This will help ensure Bedford County Public Safety agencies and other approved stakeholders receive proper channel access on the Bedford County Public Safety Communication Network, ensure the proper documentation of all assets on hand, as well as ensure all radio inventory is maintained so that users receive peak performance of the equipment. It is anticipated this concept may also present cost savings for Bedford County. One way is through performing as many repairs as possible in house by a certified technician rather than shipping them off to a vendor. If an advanced repair is needed, they will be coordinated by the BCEMA Communications Coordinator & Radio Technician referred to throughout remainder of this document as (CCRT). Other cost savings may be acquired by having a centrally managed inventory of supplies rather than each department buying them. Real world use of this concept has proven to be efficient and logical by a neighboring county.

BUDGET

The annual budget allotted to the BCPSCN Management must be sufficient to maintain an inventory of additional parts, tools, and radios for the Technician to perform their duties and support public safety operational needs. These duties include minor in house repairs, programing, performing radio operating system updates, supplying temporary radios to users who have a radio in repair, and assigning radios to new hires of each public safety agency, etc. The budget will need to be evaluated each year with anticipated radio needs of each department taken into consideration, as the CCRT will be responsible for all radio purchasing for the county. It is recommended that cost for repairs at tower sites not covered by the TACN agreement and outside warranty coverage will continue to be covered by the communications site maintenance fund facilitated by Bedford County E-911 per the Bedford County agreement.

FUNCTION & DUTIES

A BCEMA staff member will be the dedicated Communications Coordinator & Radio Technician (CCRT) for the Bedford County Public Safety Communications Network. All radio system access right management, equipment purchasing, and inventorying will be done through / by the CCRT. This individual will receive the proper training to become a Certified Motorola Radio Technician capable of managing our radio system equipment, performing in house repairs and preventive maintenance, and coordinating any expansion of our capabilities in the future. The CCRT shall be the single point of contact for all maintenance related issues including handheld, portable radios, the radio system itself, and/or attached equipment/software. Subscribers "end users" and/or departments SHALL NOT call Motorola, TACN, and/or a contractor directly to report any issues associated with equipment. The CCRT or their Alternate Designee will make notification and have the appropriate vendor contact the department/agency POC if needed. In such instances the department/agency is required to update the CCRT on the status of the repair and completion of the work after the vendor contacts them.

In the event of an issue with Tower Site equipment, the CCRT or their Alternate Designee will attempt to identify the issue and resolve it if capable of doing so. If the issue cannot be resolved via the CCRT they will then promptly notify TACN Operations to request a technician. Bedford County E-911 will be immediately notified of the issue, and that a request for service has been sent in.

The standard duties of the CCRT will be as follows:

- Manage purchasing of radio equipment.
- Work with each department to ensure needs are consistently met.
- Ensure integrity and security of the network.
- Perform programming of radios as needed.
- Ensure inactive radios have been removed from TACN Access.
- Ensure all radio equipment is inventoried annually: Mobile Radios, Handheld Radios, Station Radios, Tower Equipment, etc.
- Maintain supply of commonly needed parts: Antenna replacements, handheld microphones, exterior cases, buttons, knobs, etc.
- Maintain supply of additional radios in the event a radio needs repaired, or an employee is hired.
- Perform radio updates for users as needed.
- Perform preventive maintenance on radios in field.
- Monitor system performance.
- Coordinate system access for other stakeholders.
- Coordinate Talk Group allotments with TACN.
- Perform Tower Site visits regularly to ensure secure and clean environment.
- Work closely with Bedford County E-911 to monitor the system and mitigate issues as identified.

The Communications Coordinator & Radio Technician will be available 24/7. An alternate designee will be identified in the event of the CCRTs absence. This individual will be capable of assigning radios in the event of the CCRTs absence from the area and have all contacts and rights to request service during that time. This individual must ensure they log and communicate all actions taken.

