

Policy Number: 10-004

Lucas County Sheriff's Office
Policy and Procedure



Approved by Sheriff:

Michael J. Navarre

Sheriff Michael J. Navarre

DATE FOR REVIEW:

Pages:

2

SECTION: COUNTY WIDE COMMUNICATIONS

**REPORTING RADIO
COMMUNICATION PROBLEMS**

I. BACKGROUND

The Lucas County, Countywide Communications System (CCS) is a regional interoperability resource.

CCS is a complex structure that can be subject to disruption, degradation, or failure. All system users can experience radio system difficulty. It is necessary to establish a definitive policy to allow for accurate reporting of encountered difficulties and to provide for prompt corrective action.

II. POLICY

A. REGIONAL COUNCIL OF GOVERNMENTS (RCOG)

1. The appropriate supervisor must immediately report console radio issues to the RCOG Information Technology (IT) Help Desk, itsupport@lc911.org
2. When reporting a console radio issue, the supervisor should describe in detail the nature of the problem. The description will aid the Help Desk in opening an Incident with Motorola. Lucas County and Motorola Solutions have prepared Incident Severity Levels to define the response.
 - a. Severity 1 – Critical - System/site is down or extremely degraded – 4-hour response
 - b. Severity 2 – High - Degraded system or site – 4-hour response (during normal business hours)
 - c. Severity 3 – Medium - Non emergency, non-user affecting – 1 day response (during normal business hours)
 - d. Severity 4 – Low – Routine Maintenance

B. INDIVIDUAL PORTABLE OR MOBILE USERS

1. Radios with obvious physical damage or that will not function are subject to repair at a Motorola authorized repair facility. All portable radios purchased for implementation on the CCS arrive with an Intrinsically Safe Certification. The Intrinsically Safe Certification ensures that the radio is internally sealed. All repairs to any radio on the CCS must result in an Intrinsically Safe certification upon completion of the repair.
2. CCS has the capability to inhibit or enable any radio operating on the system. Portable radios that have a fully charged battery, and/or mobile radios that do not function and only produce a beep when keyed, need be identified to CCS. The radio difficulty may be due to the radio having been inhibited. Radios so disabled can be re-enabled.

C. SYSTEM OPERATIONS COORDINATOR

The CCS System Operations Coordinator processes the following assignments and modifications. Users should call (419) 213-6559 or submit requests to sheriffccs@lucas.oh.us for any of these changes:

- a. Assignment of new radio ID's.
- b. Assignment of new radio aliases.
 - i. Aliases are unique identifiers that are user-defined and appear on the console display screens. An alias is an alphanumeric combination up to (14) characters. The first 2-3 characters are RCOG agency designators, followed by badge numbers for portables and car numbers for mobiles. There is no duplication of aliases.
 - ii. ID or alias changes are forwarded to IT for entry into the CAD system.
- c. Inhibiting or re-enabling a missing radio.
- d. Agency requests for current radio inventory.

D. SUBSCRIBER SERVICES MANAGER

The CCS Subscriber Services Manager creates the radio template for all new ID requests forwarded by the System Operations Coordinator and will make modifications to individual portable or mobile radios, as may be required. Users should call (419) 213-6555 to schedule any changes.