RADIO SYSTEM LOGISTIC SUPPORT
STANDARD OPERATING PROCEDURE

APPLICABILITY

All divisions, facilities and programs Department-owned and Department employees at contract facilities.
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Purpose</td>
<td>3</td>
</tr>
<tr>
<td>II. Definitions</td>
<td>3</td>
</tr>
<tr>
<td>III. General</td>
<td>3</td>
</tr>
<tr>
<td>IV. Operations</td>
<td>3</td>
</tr>
<tr>
<td>V. Future Re-Programming and Codeplug Development Needs</td>
<td>4</td>
</tr>
<tr>
<td>VI. Equipment and Accessory Ordering</td>
<td>5</td>
</tr>
<tr>
<td>VII. References</td>
<td>5</td>
</tr>
<tr>
<td>Appendix</td>
<td></td>
</tr>
<tr>
<td>A. Approved Vendor List</td>
<td>6</td>
</tr>
</tbody>
</table>
I. Purpose

The purpose of this standard operating procedure is to establish the repair and maintenance process and responsibilities for the department radio system.

II. Definitions

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Department Radio System Manager (DM) – The Department IT Communications Manager is responsible for oversight of the Department-wide radio communication system.

Fleet Mapping Document – Documentation of which law enforcement agencies, mutual aid channels, and department trunked and non-trunked channels and frequencies are programmed onto radios in each specific area of operation.

Local Radio System Managers (LM) – Department employees, designated by an administrator, responsible for oversight of the radio communication system specific to the employee’s division, facility, or program.

III. General

1. Department communications are integrated with the statewide public safety radio communications system that is connected through a high-capacity protected digital microwave network. The department also lends and receives mutual aid assistance across jurisdictional boundaries during emergency response incidents that exceed local resources. In addition, the department works closely with local law enforcement agencies and dispatchers to ensure officer safety.

2. Divisions, facilities and programs will obtain repair and maintenance services for radio equipment due to normal wear and tear, environmental events, technological issues, and human error.

3. Replacement costs of any subscriber units (portable handheld and mobile) that are not funded through the central fund are the responsibility of the division, facility or program.

IV. Operations

1. Administrators and LMs are responsible for the repair, programming and/or replacement of any subscriber units (portable handheld and mobile). LMs may request Central Office to evaluate sharing the cost for upgrades, repairs, or new infrastructure equipment (repeaters, consoles, and base stations). The request must address the criticality of need and why the division, facility or program cannot internally fund the repair or purchase of equipment.
2. All code-plug development, radio programming and re-programming must be coordinated with and approved by the DM to ensure integration and interoperability.

3. There are two separate repair processes for the radio system: one for radio subscriber units and another for infrastructure equipment. Both processes are outlined below.
   a. Radio subscriber units:
      i. When an issue is identified, the LM submits the radio to a local, certified, servicer (see Appendix 1) for repair, or request service via the internet. This will generate a service request and tracking number.
      ii. The LM ships the radio to the servicer and may track the repair order.
      iii. If the returned unit is new, the LM will ensure they update their inventories and notify the DM in writing of the event, the radio, including the replaced and new radios’ model and serial numbers
         1) The DM will ensure the replaced unit is removed from the tracking system and a tracking ID is assigned to the new unit and entered into the trunking management system.
      iv. The LM will check the firmware level on all returned units and update their inventory as necessary.
      v. The LM will work with the DM and local vendor to ensure appropriate code plug and encryption keys are loaded on the returned radio and test its functionality prior to reissuing.
      vi. If the replaced unit was trunking compatible and enabled, the DM will ensure that it is removed from the Master Controller and the new unit is added.
   b. Infrastructure:
      i. When an issue is identified, the LM initiates a service request with a local, certified servicer (Appendix A). The LM will coordinate with the selected servicer a repair and/or replacement plan. This may include the shipment of the equipment to the servicer.
      ii. The LM will work with the DM and local vendor to ensure appropriate code plug and encryption keys are loaded on the equipment and test its functionality prior to reissuing.
      iii. If the returned unit is new, the LM will ensure inventory documents are updated accordingly.

4. Excess or unusable supplies will be turned into the DM for disbursement or disposal.

V. Future Re-Programming and Code-plug Development Needs

1. As divisions, facilities and programs use radios, it is anticipated that functions will need to be added and deleted. The LM will work in conjunction with the DM to coordinate the new code-plug development and re-programming actions.

2. At no time are staff permitted to develop a new code-plug or re-program any subscriber unit or infrastructure equipment without prior approval of the DM.
VI. Equipment and Accessory Ordering

1. Nothing herein diminishes the State of Montana and/or department procurement rules. In the event of any discrepancy, the State of Montana and department procurement rules supersede the requirements below.

2. Equipment: LMs may order equipment (subscriber units and infrastructure) under the following conditions:
   a. Any purchase order request or pro-card purchase must first be reviewed and approved by the administrator, or designee, prior to procurement attempt.
   b. Equipment will meet Original Equipment Manufacturer (OEM) specifications.
   c. Repair and/or replacement of equipment with other than OEM items is strictly prohibited and can result in item(s) not being allowed integration into the radio system.
   d. The LM will annotate the new equipment on their inventory which is to be maintained in the department Intranet Facility Radio Management Folder.
   e. All purchases of infrastructure or subscriber units must be reported to the DM.

3. Accessory purchases: LMs may order accessories under the following conditions:
   a. Accessories will meet OEM specifications as outlined by manufacturer product specification data sheets.

4. It is preferred that the organization order through a certified Motorola servicer; however, it is not required as some items, such as replacement batteries, are provided by other companies at a lower cost in some instances.

VII. References

A. 2-15-112; 2-17-544; 2-17-545; 53-1-203, MCA
B. MOM 335, Capital Asset Accounting
C. DOC 3.1.33 Radio Communication Systems
Appendix A - Approved Vendor List

1. Capital Communications (Gary Schmidt)
   783 Carter Drive
   Helena, MT 59601
   406.422.1220
   Website: [http://www.capphanes.com/](http://www.capphanes.com/)

2. Centanna Communications (Gil Lehfeldt/Quincy Goodberry)
   115 West Aztec Drive
   Lewistown, MT 59457
   406.538.8233
   Email: centana@midrivers.com

3. Comtech (Mark Cosner)
   33 Lower Valley Road
   Kalispell, MT 59901
   406.752.8822
   Email: comtechlmc@centurytel.net

4. Dunne Communications (Tom Dunne)
   204 East Commercial
   Anaconda, MT 59711-2324
   406.563.7115
   Email: Tpdunne@rfwave.net

5. Highline Communications (Steve McKelvey)
   N 202 Central
   Cutbank, MT 59427
   406.873.2984
   Email: highcomm@theglobal.net

6. Industrial Communications Electronics (Thomas Miller)
   PO Box 31632
   Billings, MT 59107
   406.259.1212
   Email: brian.hamilton@icemt.com

7. Industrial Communications & Electronics (Kristi Harper)
   406 Bryant St.
   PO Box 4437
   Bozeman, MT 59715
   406.585.7780
   Email: kristi.harper@icemt.com

8. Montana Electronics (Dale Hickman)
   1314 N Russell
   Missoula, MT 59802
   406.721.2255
Email: angh@meco-opp.com

9. Mountain Communications (Max Pangburn)
   406 Bryant Street
   Bozeman, MT 59715
   406.228.8203
   Email: maxp@mountaincom.com

10. Priority Communications (Eric Seyfert)
    200 2nd Avenue South
    Glasgow, MT 59230
    406.228.8203
    Email: priority@nemontel.net

11. TAB Electronics (Bob Brenner)
    PO Box 1346
    Glendive, MT 59330
    406.365.4310
    Email: tabelect@midrivers.com

12. Western Electronics (Al Kale)
    PO Box 7036
    Kalispell, MT 59904
    406.257.1953
    Email: alkali@digisys.net