



GOAL

The goal is to sustain a central management point for the management of access, inventorying, servicing, record keeping, and purchasing of Bedford County public safety radio communications assets and all components necessary for the systems peak performance. This will help ensure Bedford County Public Safety agencies and other approved stakeholders receive quality use of the Bedford County Public Safety Communication Network. Central management also ensures the proper documentation of all assets on hand while also proactively maintaining equipment so that users receive peak performance of assets. It is anticipated this concept utilized by other counties may present cost savings for Bedford County. One way is through performing as many repairs as possible by a knowledgeable in house technician rather than shipping equipment off to a vendor for minor repairs or adjustments to the equipment. If an advanced repair is needed, they will be coordinated by the BCEMA Communications Coordinator & Radio Technician referred to throughout the 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 separately. Real world use of this concept has proven to be efficient and logical by a neighboring county.

OPERATIONS BUDGET

The annual budget allotted to the BCPSCN Management must be sufficient to maintain an inventory of additional parts, tools, equipment, accessories, and radios for the Technician to perform their duties and support public safety operational needs. These duties include minor in house repairs, preventive maintenance, programing, performing radio operating system updates, supplying temporary radios to users who have a radio in repair, and assigning radios for staff 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. Therefore, it is vital that anticipated needs are communicated by each department in advance of yearly budget planning. It is also recommended to consider the cost of advanced repair and maintenance training opportunities that may arise. It is understood 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.

OPERATIONAL FUNCTIONS

A Bedford County Emergency Management 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 training to become a Radio Technician capable of managing our radio system equipment, performing basic 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 or needs associated with equipment unless directed to do so by the CCRT. 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. Departments may report radio equipment problems or concerns, as well as submit equipment requests through the BCEMA website under the “Radio System” tab. www.bedfordtnema.com

TOWER SITES

Bedford County tower sites will be visited Bi-Weekly by the CCRT to visually inspect each site and ensure any security and maintenance concerns are addressed including but not limited to: groundskeeping, electrical, lighting, security, heating and cooling, pest control, overall building and equipment conditions. The CCRT will attempt to resolve any issues on site and work with Bedford County E-911 to request any local service needs including those that are not components of the radio system itself. Sites owned and operated by other counties or the state will be visited in conjunction with the site manager as able. In the event of an issue with tower site communication and network 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 locally via the CCRT they will then promptly notify TACN Operations and request a technician. Bedford County E-911 will be immediately notified of the issue. It is understood that cost for repairs at tower sites not covered by the TACN service agreement, and outside warranty coverage, will continue to be covered by the communications site fund facilitated by Bedford County E-911; per the Bedford County agreement. The CCRT will work with Bedford County E-911 to ensure preventive maintenance is routinely conducted. Any and all site visits by a vendor on Bedford County E-911s behalf to service the tower site equipment shall be promptly reported to the CCRT. A record of any work performed on tower equipment or vital components shall be sent to the CCRT for record keeping in the BRAAM (*Bedford Radio Asset & Access Management*) system.

CCRT Duties

The standard duties of the CCRT will be as follows:

- Manage purchasing of radio equipment.
- Work with each department to ensure needs are met.
- Ensure integrity and security of the network.
- Perform programming of radios as needed.
- Maintain record of radio asset assignments quarterly. (Reported by departments)
- Ensure out of service, lost, or unknown radio ID's are removed from TACN System 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, handled microphones, exterior cases, buttons, knobs, batteries, 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 the field.
- Monitor system performance.
- Coordinate system access for other stakeholders.
- Coordinate Talk Group allotments with TACN.
- Perform Tower Site visits regularly to ensure a secure and clean environment.
- Work closely with Bedford County E-911 to mitigate or resolve issues as identified.

The Communications Coordinator & Radio Technician shall 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.