



Radio System Management Policy

Policy V1. 2020

1.0 System Overview

The creation of the Middle Tennessee Radio System (MTRS) is a partnership between the City of Murfreesboro and the County of Rutherford which was established in June 2019 to provide emergency and non-emergency communications within the boundaries of Rutherford County. The city originally built out a four-site 700mhz simulcast trunked radio system in 2018 and the county added an additional five sites beginning in 2019. This policy is created for the county framework of the radio system and is described in this document as MTRS-RC and any part related to the city is listed as MTRS-MB. MTRS reflects the radio system representing both entities. The MTRS management is a partnership between the City Fire and Police IT Director and the County Communications Coordinator. These two positions make up the Radio System Managers for MTRS.

The goal of the MTRS-RC Management Policy is to provide strategic management direction of the assets associated with the MTRS 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 communications for emergency and all general services users that serve our citizens. It is critical that the system be maintained at the highest standards of operation and security possible.

Effective management and security are 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 MTRS. 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 within the radio system
- 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 services including adding resources, such as new talk groups, system features, new users, and interoperability 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 MTRS-RC to include employees, volunteers, contractors and any other outside organization authorized to use the MTRS-RC. 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 and permitted access to MTRS-RC. In addition, users must always 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 City of Murfreesboro and the County of Rutherford, as well as established county policy while using the radio system. Section 90.421 of the Federal Communications Commission.

4.0 General Use, Responsibility and Ownership

1. The ownership of the MTRS is a partnership between the City of Murfreesboro and The County of Rutherford. The City is the owner of the M Core and five transmission sites, with the associated 12 licensed frequencies at each. The County is the owner of a Prime Site and Geo Redundant Site as well as the 12 licensed frequencies for five sites.

2. While the County desires 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 MTRS ‘air’ on any radio is subject to potentially being heard by the public and recorded. While encrypted talkgroups cannot be heard by the public, they may be recorded by the system audio logger. The recorded data created on MTRS-RC remains the property of the County of Rutherford when transmitting on a county assigned talkgroup and the same for the City of Murfreesboro when on MTRS-MB. All voice and data traffic on MTRS may be subject to a FOIA request. A general rule of thumb is to not say anything over a radio on MTRS that you would not want to be broadcast over the evening news and to limit your encrypted radio traffic to what is necessary to perform your duties. 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 MTRS is prohibited. If there is any uncertainty on what is appropriate or not, 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 and violation of the law will lead to corrective action.**

18 U.S. Code § 1464. Broadcasting obscene language

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. *It shall not be permitted by any user to rebroadcast any encrypted channel via the internet, Tv, phonenumber or radio as well as any other form of media or technology.*

*****The loss of any radio communications equipment must be reported ASAP to MTRS administration. The loss of a radio will require a police report case number to be submitted. Complete the RADIO MAINTENANCE & REPAIR FORM for all lost or damaged equipment.**

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 MTRS 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. **All console positions have priority over radios in the field when NOT operating in back-up mode.**
5. All radio system usage is subject to inspection to ensure compliance with county policies and MTRS guidelines. Also, any suspected breaches of security shall be audited by the MTRS Management at any time with or without notice.
6. The system management terminals and other computer-related assets in the system shall all require passwords. Administrators and other users that have been provided passwords should NEVER share the password with anyone, including other members of the user’s department, nor should any efforts be made to obtain the password of another user. If anyone requests your password, this activity should be reported to the department’s director and the MTRS-RC manager immediately. The MTRS-RC Manager will manage the user names and passwords used to access these systems and will provide the proper credentials to those who require them to perform their jobs. The MTRS-RC Manager shall ensure the user is trained in the use of any management system before providing user/administrator credentials. Such users/administrators shall only be given the minimum of rights on the system as are necessary for the individual to perform their job. The systems log each transaction by user name, what was performed on the system and the log is kept indefinitely for future reference.
7. No attempt should be made to obtain a level of rights on the system beyond what has been expressly granted. Examples of this include attempting to log onto a system with another user’s login name, accessing an application or system through back-door access, or the use of hacking tools.
8. The MTRS Managers are 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 sites, the towers, radio consoles and consolettes, and the microwave radio system used to connect the radio RF sites. MTRS Managers shall manage and oversee all maintenance contracts associated with the radio system. MTRS Managers shall also manage the keys and combinations for access to all radio system assets and will issue keys to personnel as needed. Radio site access is monitored internally and externally by both governments as well as Motorola’s National Operation Center (MNOC) in Schaumburg, Illinois. Before entry into any radio site, the MNOC must be notified. When the work at the site is completed, MNOC must be notified again. Any site owned by Middle Tennessee Electric Co-Op; you must notify their NOC as well as MNOC.
9. MTRS primary programming method will be Over the Air (OTAP) for all primary users on the system. MTRS-RC will program AES encryption keys unless otherwise stated prior to user

authorization. MTRS-RC or those delegated will perform all 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 responsible for the cost of such programming.

10. MTRS-RC Manager shall be responsible for developing, negotiating, approving and implementing all memorandums of understanding (MOU) for outside agencies wishing to become a using agency on the radio system. MTRS-RC Manager shall consult with each department and other outside agencies to gain approval in written form before providing the requested talk groups to the outside agency or other city/county department. Each agency/department must sign in agreement to the MOU on the coordination sheet before being approved by MTRS-RC Manager.
11. Each department or agencies with subscriber units on the system are assigned talkgroups to perform their duties. All talkgroups assigned primarily to a department or agency for daily operations, that department or agency is responsible for the use of that talkgroup. A list of all talk groups on the radio system is contained in **Attachment A**, "Master MTRS Talk Group List" along with who is responsible for each talk group. The owning department shall control which other departments /agencies may have access to their talkgroups. Certain shared system wide talkgroups used by everyone on the system are programmed in every subscriber unit and are thus controlled by MTRS Managers. Departments may request new talkgroup(s) by submitting a Talkgroup Add Form to MTRS@rutherfordcountyttn.gov.
12. Each outside county agency assigned radio IDs on the system have the responsibility for the purchase and/or lease, replacement and operation of each subscriber unit. This includes, but is not limited to, consolettes, control stations, mobiles and portables attached to the system unless otherwise agreed upon prior to accessing MTRS by MTRS-RC manager. In certain circumstances, those subscribers may be required to upgrade their radios to meet the MTRS requirements prior to authorization. Only county-owned Motorola radios meeting the MTRS requirements will be allowed on the MTRS, while outside county agencies may use other vendors with written approval by both MTRS Managers.
13. The "EMERGENCY" button feature is an option that is offered to MTRS-RC subscribers and is handled in different ways. The "Tac Hot Mic" and the Revert Hot Mic" are the two primary ways. It will be up to each department/agency to provide guidelines, protocol or procedure in how these will be managed. These documents will be added to this document as an Appendix.

*****It shall be a standing rule of MTRS that a radio which is in "EMERGENCY" mode will not be inhibited until the subscriber's radio status is verified by their department/agency.**

5.0 Funding the System

1. MTRS-RC shall budget under the Emergency Management Agency's annual budget for the maintaining of the county portion of the radio system infrastructure each fiscal year based on a fixed contractual price. The term of the contract shall be on a 10-year SUAll (System Upgrade Agreement II and Maintenance Plan administered by Motorola Solutions Inc. The SUAll provides for a full software

upgrade to the infrastructure every two years. The entire MTRS must remain on the same SUAII plan.

2. MTRS-RC shall budget as necessary for the maintenance of County subscriber units and dispatch equipment. This includes all new radio purchases, repairs, battery replacements, replacements of lost or stolen units and radio accessories as well as console peripherals. Paid ID's on the Tennessee Advance Communications Network (TACN) will also be handled thru MTRS-RC for county subscribers. A county department / agency may request replacement, repair, accessories, batteries, new subscriber additions or peripherals by submitting a work order to MTRS@rutherfordcountyttn.gov. See Attachment B
Any request for any of the above items that exceeds three users with one request will be met if possible. Generally, these types of requests should be requested for the upcoming fiscal year and submitted to MTRS-RC management prior to January 5th of every year.
3. Agencies and/or Departments outside of the County Government i.e. Rutherford Emergency Communications District who have consoles connected to the system (via microwave and/or fiber) for dispatch purposes will be responsible for their determined cost of the 10-year SUA II at minimum. The maintenance contract is optional. The SUAII and/or Maintenance cost are determined by Motorola. This is determined by the equipment operated by the Agencies and/or Departments. Subscribers will not be responsible for any annual SUAII or Maintenance cost annually.

6.0 Maintenance of the System

1. The MTRS-RC Manager shall be the single point of contact (all county managed subscribers) for all maintenance related issues on the radio system and/or attached equipment/software. Subscribers and/or departments SHALL NOT call Motorola and/or a contractor directly to report any issues associated to MTRS. MTRS-RC management will make notification and have the appropriate vendor contact the department/agency POC when needed. The department/agency is required to update MTRS-RC management on the status of the repair and completion of the work after the vendor contacts them.
2. MTRS shall review with Motorola the total cost to maintain the system for the upcoming fiscal year and make any changes needed. Any changes that will increase the annual cost will follow County Government Purchasing Policies. MTRS-RC will provide the annual SUAII and Maintenance cost to Finance no later than February 20th. Finance shall then notify the applicable departments and agencies of payment no later than July 30th.

The **Rutherford County Emergency Medical Communications Center** shall be the **after hours** single point of contact for reporting all console position issues, noise issues, radio channel issues or other similar type of issues reported by county dispatch centers and county subscribers. The communications center number is 615-898-7928. During **Normal** operating hours between the hours of 8:00 am-4:30 pm Monday-Friday, all issues should be directed to the Radio Shop 615-217-6554. During after hours, communications should log each issue and contact the MTRS County Radio System Manager (RSM) via text messaging with a brief explanation and email a further explanation to

MTRS@rutherfordcountyttn.gov. The communications supervisor or shift lead should contact the RSM by phone if not contacted within 30 minutes after notification was sent.

The system maintenance contract is with the manufacturer of the equipment, Motorola Solutions, and they in-turn sub-contract the on-site maintenance to Nashville Communications. Users or communication centers shall not call Nashville Communication directly for maintenance to the system or attached equipment. All calls under the maintenance contract or other radio system repairs shall be called directly to Motorola by the RSM or designee.

7.0 Enforcement

Any user or contractor found to have violated this policy may be subject to disciplinary action, up to removal from working on MTRS equipment, having your radio and id inhibited as well has potential termination from the county.