

# Onondaga County Department of Emergency Communications

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Onondaga County Interoperable Communications System  
(OCICS)

## Governance Manual



J. Ryan McMahon, II, County Executive  
William R. Bleye, Commissioner

December 12, 2018

The Onondaga County Department of Emergency Communications (E911) was formally established through the amendment of the Onondaga County Charter and Administrative Code on January 6, 1992. A commissioner of emergency communications, appointed by the County Executive, was given the authority and responsibility for the operation, maintenance, supervision, repairs, and security of the department and for establishing, implementing, and administering policies and procedures necessary for the efficient, effective, and orderly operation of the department and its systems.

At the time of the department's inception, the E911 Policy Review and Oversight Committee (PROC) was established to assure the regular and ongoing participation of stakeholders and to include the heads of the affiliated emergency services throughout Onondaga County by providing guidance to the Commissioner through policy and operational practices reviews. Among its duties, the E911 PROC serves as the Governance Committee for the Onondaga County Interoperable Communications System (OCICS).

This manual was established by the Department of Emergency Communications in cooperation with the OCICS Governance Committee in order to formalize policies and procedures for the Onondaga Interoperable Communications System (OCICS) and to provide continuity in decision making and guidance to those involved. Funding for this manual was provided by the New York State Department of Homeland Security and Emergency Services, Office of Interoperable and Emergency Communications (DHSES OIEC).

The Department of Emergency Communications is committed in our role of serving as the critical and vital link between the citizens of Onondaga County and the public safety agencies that serve them. We recognize and appreciate the contributions of our employees and the support of the Executive and Legislative branches of Onondaga County government in helping us execute our mission and achieve our goals and objectives, consistent with legislative intent, best practices, and relevant regulatory mandates.

We look forward to continuing to provide an exemplary level of service to our customers.

Sincerely,

A handwritten signature in blue ink, appearing to read 'WRB', is positioned above the printed name of the commissioner.

William R. Bleyle  
Commissioner

## About this Manual

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The purpose of the Onondaga County Interoperable Communications System (OCICS) Governance Manual is to be used to increase efficiency in establishing interoperable communications during incidents, create a consistent knowledge base of interoperable communications channels and networks, and provide a helpful tool for pre-planning and interoperable communications training and exercises. Please send updates, corrections, or comments about the OCICS Governance Manual to the commissioner of the Department of Emergency Communications.

Record of Activity:

<b>Version</b>	<b>Author</b>	<b>Date</b>	<b>Comments</b>	<b>Approved By</b>
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Onondaga County Interoperable Communications System (OCICS)  
Governance Manual

## **1. INTRODUCTION**

This Governance Manual is intended to provide policy guidance and oversight for the Onondaga County Interoperable Communications System (OCICS) to ensure that a high quality, reliable, interoperable trunked land mobile radio (TLMR) system is available in the Syracuse-Onondaga County metropolitan area, which meets the need of the public safety and public service agencies that use the system. The OCICS Governance Manual includes policies and procedures pertaining to authorization to system access and acceptable use, subscriber acceptance policy, radio programming templates, use of interoperability talkgroups and channels, and other reference material. The OCICS Governance Manual is meant as a reference for all radio systems related issues.

## **2. MISSION**

The mission of the Onondaga County Department of Emergency Communications (E911) is to serve as the critical and vital link between the citizens of Onondaga County and the public safety agencies that serve them.

## **3. POLICY STATEMENT**

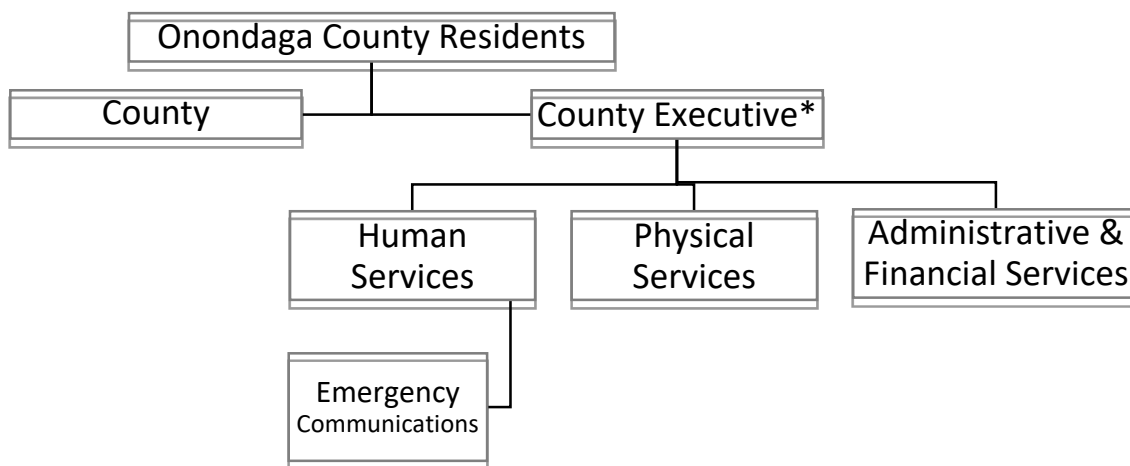
### **3.1. Government**

Onondaga County is governed under home rule, which provides for the separation of the legislative and executive functions. This Onondaga County Charter was approved by voter referendum in 1961. The County Executive, elected to a four-year term, is the chief executive officer of the County. The County Legislature, composed of 17 members (effective January 1, 2012) elected to a two-year term, is the County's governing body. Other elected positions are District Attorney, Sheriff, County Comptroller, and County Clerk. See Onondaga County table of organization below.

The Onondaga County Department of Emergency Communications was established on January 6, 1992 through local laws #2-1992 and #3-1992. Local Law #2-1992 amended the Onondaga County Charter by inserting a new Article XXV establishing the Department of Emergency Communications headed by a commissioner. The commissioner is responsible for the operation, maintenance, supervision, repair, and security of the E-911 telephone call-taking and dispatch system, the emergency communications control center, for establishing and

implementing procedures with respect to fire, police and emergency medical dispatch, and for managing the necessary staff to carry out these functions. Local Law #3-1992 amended the Onondaga County Administrative Code by inserting a new Article XXVIII to include the powers and duties of the Commissioner of Emergency Communications (Section 28.01). Those powers and duties include the authority to establish, implement, and administer policies and procedures necessary for the efficient, effective, and orderly operation of the E-911 Emergency Communications Control Section (Section 208.2(c)).

**Chart – Onondaga County Table of Organization**



The Executive Division of the Onondaga County Department of Emergency Communications (E911) consists of the Commissioner and the Deputy Commissioner (Operations). The Executive Division is responsible for planning, organizing, and directing the operations of the Department of Emergency Communications including developing agency policy and procedures for the efficient and effective operations of the department and the management of the E911 facilities (i.e., main communications center, backup operations center, and radio towers), resources, equipment, and staff. Other duties include: developing and presenting budget proposals for 9-1-1 Center operations and administering departmental expenditures and revenues.

The Onondaga County Department of Emergency Communications serves as the vital link between the residents of Onondaga County and the ninety plus public safety agencies that serve them. Since communications is a critical function of each public safety agency and those agencies have delegated the function to the department, an E911 Policy Review and Oversight Committee (PROC) has been established to aid in enhancing the delivery of police, fire, and emergency medical services to the citizens of Onondaga County. The E911 Policy Review and Oversight Committee (PROC) aids in enhancing delivery by providing policy and operational practice guidance to the Commissioner.

Stakeholder membership on the E911 Policy Review and Oversight Committee (PROC) is established by the Commissioner of Emergency Communications with the approval of the Onondaga County Executive.

In February 2010, the Onondaga County Department of Emergency Communications implemented the Onondaga County Interoperable Communications System (OCICS), an interoperable UHF P25 trunked simulcast land mobile radio system for all public safety and public service agencies that operate within Onondaga County. Key to the OCICS was to provide a single integrated interoperable network to serve all public safety agencies that might need to work together during an emergency, to include: County departments; municipal, State, Federal and tribal agencies; law enforcement agencies; fire departments, companies and districts; and emergency medical service providers.

In 2010, the E911 Policy Review and Oversight Committee (PROC) was formally established as the OCICS Governance Committee, charged with recommending policies and procedures relating to the effective and efficient operation of the OCICS TLMR system to the Commissioner of Emergency Communications. Since then, a portion of each PROC regular meeting is dedicated to OCICS governance issues.

### **3.2. Policy and Procedure Directives**

The creation of the Onondaga County Department of Emergency Communications (E911) required the formulation of a series of Policy and Procedure (P&P) and General Order (GO) written directives to provide departmental staff with a unified system of policies and procedures to govern the methods of accomplishing the department's mission, goals, and objectives. These directives are stored electronically in PowerDMS and the E911 Electronic Black Book (EBB) and are available at all dispatch and call taking positions at the primary location, as well as the Back-up Operations Center (BOC). Hard copies are also located in binders kept in key areas at both locations where they are accessible to all staff.

## **4. OCICS GOVERNANCE COMMITTEE**

### **THE E911 POLICY REVIEW AND OVERSIGHT COMMITTEE (PROC)**

The E911 Policy Review and Oversight Committee (PROC) meets as needed to discuss various operational policy and procedure issues directly related to communications and dispatching functions that aid in enhancing the delivery of police, fire, and emergency medical services to the citizens of Onondaga County. The committee's primary role is to provide guidance through policy and operational practices. The PROC has discussed issues such as the Mutual Link project, Vesta upgrades, the shared services grant RFP, AES encryption, radio reprogramming, the Local Field Operations Guide (FOG), and a host of other topics.

### **4.1. Introduction**



The 9-1-1 Center operates under the authority of the County Executive under the administrative responsibility of the 9-1-1 Center Commissioner. A Policy Review and Oversight Committee is established to assure regular and ongoing participation of the heads of the affiliated emergency services throughout Onondaga County. The Policy Review and Oversight Committee address circumstances in which communications/dispatching functions affect the operation of emergency services.

## **4.2. Purpose**

To state the 9-1-1 Communications Control Center's policies, role, guidelines, and membership of the Policy Review and Oversight Committee.

### **4.2.1. Policy**

It is the policy of the 9-1-1 Communications Control Center to:

**4.2.1.1.** Establish and regularly convene a Policy Review and Oversight Committee including heads of emergency services and other organizations/agencies in the County directly affected by the Center's communications and dispatching functions.

**4.2.1.2.** Seek the Policy Review and Oversight Committee's input on operational policies and procedures directly related to communications and dispatching functions that broadly affect the delivery of police, fire and emergency medical service to the residents of Onondaga County.

**4.2.1.3.** Call upon the Policy Review and Oversight Committee to assist in gaining the compliance of user agencies with these policies and procedures.

**4.2.1.4.** Call upon the Policy Review and Oversight Committee to act as the governing body for the Onondaga County Interoperable Communications System (OCICS) and shall make recommendations to the Commissioner regarding matters of OCICS governance. Policies, procedures, and authority remain the sole responsibility of the Commissioner of the Department of Emergency Communications in accordance with the Onondaga County Charter and the Onondaga County Administrative Code.

**4.2.1.5.** Request the Policy Review and Oversight Committee's consideration and review of referred matters to aid in a final disposition.

**4.2.1.6.** The County Executive shall be informed of the outcome of Policy Review and Oversight Committee deliberations.

### **4.2.2. Role**

The role of the Policy Review and Oversight Committee is to assist the Department of Emergency Communications in enhancing the delivery of police, fire, and emergency medical services to the residents of Onondaga County. The Committee shall provide stakeholder input into the operation of the department relating to the communications and dispatching functions provided by the 9-1-1 Communications Center. Management policies, procedures, and authority remain the sole responsibility of the Commissioner of the Department of Emergency Communications in accordance with the Onondaga County Charter and the Onondaga County Administrative Code. The primary role of the Committee is to provide guidance to the Commissioner in a proactive manner through policy and operational practices review in order to aid in the Center's mission of providing the best possible system of delivery of police, fire, and emergency medical services to our community.

#### **4.2.3. Guidelines**

##### **4.2.3.1. Membership**

Membership of this Committee includes a Chairperson designated by the County Executive, a representative from the County Executive's Office, the Commissioner of the Department of Emergency Communications, and others as identified below. The Secretary to the Commissioner serves as the PROC secretary.

Persons serving on the Policy Review and Oversight Committee do so in their official capacities as heads of emergency services or other organizations/agencies directly affected by communications and dispatching functions, except the Chair who will be appointed by the County Executive. The Policy Review and Oversight Committee membership consists of the following (or in their absence their representative/alternate) as well as others who may be invited on an ad hoc basis as appropriate in view of issues under discussion:

- Chairperson, appointed by the County Executive
- Commissioner, 9-1-1 Communications Control Center
- Sheriff, Onondaga County
- Chief of Police, City of Syracuse
- President, Onondaga County Chiefs of Police
- Troop Commander, New York State Police Troop "D"
- Chairperson, Onondaga County Fire Chiefs Association
- Commissioner, Onondaga County Department of Emergency Management
- Chief of Fire, City of Syracuse
- Chairperson, Onondaga County Fire Advisory Board
- Director, Onondaga County EMS Bureau
- Director, Onondaga County Fire Bureau
- Director, Syracuse-Onondaga County Planning Agency
- Commissioner, Onondaga County Department of Information Technology
- Representative Office of the County Executive
- District Attorney, Onondaga County

#### **4.2.3.2. Terms of Membership**

Members serve during their tenure in the designated offices they represent, except the Chairperson, who serves at the pleasure of the County Executive. Members serving in an ad hoc capacity serve until discharged by the Committee. All members serve without compensation.

#### **4.2.3.3. Attendance**

Regular attendance is expected of all members. Attendance is limited to E911 staff, members of the E911 Policy Review and Oversight Committee, and any other persons invited by the Commissioner of Emergency Communications or PROC Chairperson. Since the PROC acts in an advisory capacity to the Commissioner on matters involving communications and dispatching services provided to PROC represented agencies, PROC meetings are not considered to be “open meetings” as defined in Article 7 of the NYS Public Officers Law.

#### **4.2.3.4. Agenda**

The secretary shall establish an agenda in advance of each meeting of the E911 Police Review and Oversight Committee.

#### **4.2.3.5. Quorum**

A quorum shall be a simple majority of the permanent membership.

#### **4.2.3.6. Meetings**

Meetings shall be convened by the Chairperson of the Policy Review and Oversight Committee, who shall cast a vote only in the event of a tie vote among Committee members. Meetings shall be scheduled monthly or as needed; in the event of member consensus that a meeting is not necessary, the regular meeting may be cancelled. Any member wishing to offer an item for consideration by the PROC should forward his/her request to the Commissioner at least five (5) business days in advance of the meeting.

#### **4.2.3.7. Meeting Records**

The 9-1-1 Communications Control Center Commissioner shall be responsible for seeing that a meeting record is prepared after each meeting of the Policy Review and Oversight Committee. Meeting records shall be circulated to each member of the Policy Review and Oversight Committee and to the County Executive. A complete set of meeting records shall also be kept on file in the Commissioner's office.

## **5. OCICS CONFIDENTIALITY GUIDELINE**

### **5.1 Purpose**

The Confidentiality Policy is written to assure that E911 employees, including contractors operating and maintaining public safety communications systems, members of the Policy Review and Oversight Committee, and OCICS subscriber agencies, hold information used or

obtained in the course of their duties in strictest confidence.

## **5.2. Policy**

The responsibility for maintaining confidentiality of information lies with the individual or entity entrusted with the information. Implicit in the trust is the expectation the individual will not divulge information, nor gain access to information unless there is necessity based on the job description or standards of practice. Access to the computer systems and proprietary data (including, but not limited to research, system operational data (such as talkgroup information, tower locations, frequency information), Agency information, and employee data) is determined by job responsibilities of the individual seeking access and is to be controlled and monitored through management oversight and identification authentication practices. Access to computer information systems is to be controlled, at a minimum, by the use of individualized and confidential user sign-on and password codes. E911 employees operating and maintaining public safety communications systems will be issued confidential and individualized sign-on codes. Federal and State laws addressing confidentiality of data as well as the policies and regulations of oversight and accreditation agencies will be observed. It is the responsibility of managers to ensure that staff is adequately informed about relevant laws and regulations. E911 employees and contractors operating and maintaining public safety communications systems must sign a Confidentiality Agreement which acknowledges their commitment to protect and maintain the confidentiality of all OCICS, employee, Agency information, and all proprietary information to which they have access or have gained access in the course of their work. Signing the Confidentiality Agreement attests the person understands the consequences of violating the agreement.

## **5.3. Controls**

The consequences of violating the Confidentiality Policy may result in discipline up to and including immediate termination. Violation of confidentiality may also create civil and criminal liability.

# **6. ONONDAGA COUNTY INTEROPERABLE COMMUNICATIONS SYSTEM (OCICS)**

## **6.1. Onondaga County Interoperable Communications System (OCICS) Radio Division**

The E911 Radio Division manages the Onondaga County Interoperable Communications System (OCICS). As of May 2017, this entails more than 150 public safety and public service agencies and more than 8,500 subscriber fixed, mobile, and portable radios, and related emergency communications technologies operating within Onondaga County. In order to ensure the goal of 100% availability and reliability of the OCICS the Radio Division conducts regular inspections of all system infrastructure, including the Master and Prime Sites, dispatch consoles, the Common User Microwave Relay System (CUMRS), and all remote tower site facilities. The Radio Division contributes to the Department long range capital expenditure plan by development of future plans to enhance/replace aging infrastructure.

The Radio Division also provides end user support services, statistical analysis reporting, and subscriber equipment accountability, trial and testing of new subscriber units as well as encryption and system key management. The Department works as a member of the Central New York Interoperable Communications Consortium (CNYICC) to build out and interconnect neighboring county radio systems into the Onondaga Master Site including Oswego, Madison, Cayuga, Jefferson, and Oneida counties. The radio division provides technical support to member counties as they develop their own talkgroup plans to ensure the goal of region-wide interoperable communications is met. Up to date information regarding the OCICS can be found on the internet at <http://www.ongov.net/911/>.

## **6.2. Service**

The Onondaga County Department of Emergency Communications (E911) provides primary call taking and dispatching services for more than ninety (90) law enforcement, fire and EMS agencies and provides secondary dispatch support services for more than ten (10) other public safety agencies. In addition, Onondaga E911 provides radio communications support through the OCICS Trunked Land Mobile Radio System (TLMR) to a number of other county, municipal, federal, state and tribal public safety and public service agencies.

## **6.3. Central New York Interoperable Communications Consortium (CNYICC)**

The Department works as a member of the Central New York Interoperable Communications Consortium (CNYICC) to build out and interconnect neighboring county radio systems into the Onondaga Master Site including Oswego, Madison, Cayuga, Jefferson, and Oneida counties for the purpose of providing interoperability, regional roaming, and fill coverage. The CNYICC Shared Master Site subcommittee serves as the governance committee for matters of regional interoperability of the trunked land mobile radio (TLMR) system. The E911 Radio Division provides technical support to member counties as they develop their own talkgroup plans to ensure the goal of region-wide interoperable communications is met.

## **6.4. Onondaga County Department of Emergency Communications (E911)**

The Onondaga County Department of Emergency Communications (E911) is the primary public-safety answering point (PSAP) for the entire County and is operated under the administration and oversight of the Commissioner of the Onondaga County Department of Emergency Communications. The agency was originally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in March 2002 and has maintained that accreditation since then. As of January, 2017, the PSAP dispatches for sixteen (16) law enforcement agencies, fifty-seven (57) fire departments, and fifteen (15) EMS agencies. Serving an estimated population of 468,196, this consolidated PSAP is located in its own facility in the Town of Onondaga. The PSAP has a thirty-two (32) position center, all of which are equipped with CAD with integrated mapping. Twenty-one (21) positions have 9-1-1 answering equipment and nineteen (19) have radio dispatch consoles. A Backup Operations Center (BOC) provides for continuity of operations in the event of a failure of the main center.

The BOC can also be operated in tandem with the main center.

## **6.5. Technology**

The following is an overview of key technology currently in place in the Onondaga County Department of Emergency Communications (E911):

### **6.5.1 Radio Systems**

The Department of Emergency Communications operates the Onondaga County Interoperable Communications System (OCICS), a Motorola ASTRO Phase I P25 UHF simulcast trunked land mobile radio (TLMR) system. The TLMR utilizes 15 UHF frequency pairs and simulcasts/receives from 15 tower sites located throughout Onondaga County. The system is designed for portable operation utilizing a public safety speaker microphone. It is estimated that in-building radio coverage is between 97% and 99% throughout Onondaga County. The TLMR is supplemented by a number of UHF low power simplex radio channels that can be used for line-of-sight field communications in the event that subscribers are out of range of the TLMR.

Analog simulcast base stations are maintained for fire and emergency medical service station/monitor alerting for Onondaga County Fire, Onondaga County EMS, and the Syracuse Fire Department.

E911 maintains a number of conventional analog radio base stations for interoperable communications to include: National interoperability channels (LLAW1D, LFIRE4D, VCALL10/VTAC11/VTAC12/VTAC13/VTAC14, UCALL40/UTAC41/UTAC42/UTAC43, and 8CALL90/8TAC91/8TAC92/8TAC93/8TAC94); UHF MED (Medical/EMS) channels (MED-1/MED-4/MED-6/MED-8/MED-10); and NYS interoperability channels (NYLAW1 [155.370 MHz]; VMED28 [155.340 MHz]). All public safety and public service subscriber radios are equipped with the UCALL/UTAC national interoperability channels. Subscribers with the County Fire/EMS radio template are equipped with all of the national EMS MED channels. The Department of Emergency Communications is using Motorola MCC7500 radio consoles that are directly connected to the network zone controller. The consoles were installed in June 2014. A Zetron model 6/26 fire station alerting system, installed in 1999, is being used to activate the public address system, alarm bells, activate lights and shut off gas for the Syracuse Fire Department. A Zetron model 2200, installed in 2003, provides radio tone encoding to activate emergency service pagers, some fire station siren systems and public address systems at various fire and/or EMS stations. Both of these alerting systems are interfaced to CAD.

### **Computer Aided Dispatch (CAD)**

The Department of Emergency Communications is currently using Intergraph Corporation CAD solution, version 9.2.MR5. The system was originally installed in May 2007 and the last

software update occurred in March 2015. The server equipment and workstation hardware were last replaced in May 2013. A redundant back-up server is installed at the back-up operations center. The current CAD system has integrated mapping. The CAD system is being used for unit recommendations for fire, emergency medical, and AVL recommendations for police priority one events. There is an interface between the Airbus DS VESTA 9-1-1 answering positions and the CAD system. There is also an interface between the county's Intergraph CAD system and the American Medical Response (AMR) Zoll CAD system.

### **6.5.2 Mobile Data**

The County currently uses the Intergraph mobile data client, version 9.02MR4, as a mobile data solution for all three disciplines: police, fire, and EMS. The mobile data system was originally installed in May 2007 and last updated in March 2015. The mobile data server is located at the primary center and a back-up server is located at the back-up facility. The network is currently utilized by three hundred eighty-one (381) police mobiles, three hundred ninety-three (393) fire mobiles, and eighty-seven (87) EMS mobile units. Mobile data provides mapping, AVL, field reporting, silent dispatch, status updates, and eJusticeNY queries for the law enforcement units. Connectivity to the server is through a combination of technologies including: 800 MHz Data Radio system, wireless air cards, and some broadband modems. Onondaga County is in the process of reviewing its mobile data communications network and intends to replace the network in 2018. The county is considering all potential options including the FirstNet national public safety broadband system.

### **6.5.3 Records Management**

Law enforcement agencies, with the exception of the State Police, are currently using the Criminal History Arrest & Incident Reporting System (CHAIRS), developed and maintained by Onondaga County, for law enforcement records management. This system was originally installed in 1986 and last updated in 2014. The system is interfaced to CAD. Police agencies are using CNYLEADS for field based reporting. There are currently about twenty fire service agencies using Zoll's fire records system, version 4.14. Some EMS agencies are using Zoll's electronic patient care reporting (ePCR). There is an Intergraph CAD interface to the Zoll fire records system.

### **6.5.4 Call Taking Customer Premise Equipment**

The current 9-1-1 answering equipment is an Airbus DS, formerly Cassidian, ACD solution using VESTA 2.3, which has been updated to IP based, NG-911 capable. The equipment was originally installed in 2003 and last updated in 2012. This system will be replaced in 2016. Wireless Phase II calls are plotted via an interface to CAD mapping. All of the 9-1-1

answering equipment is provided by and maintained by, Verizon, the local exchange carrier (LEC). There are on-site Verizon technicians on site Monday through Friday from 08:00 to 16:00 hours. The County is using Airbus DS MagIC for reporting and management of statistical data for the 9-1-1 answering equipment.

#### **6.5.5 Logging Recorder**

The Center is using a one-hundred (100) channel NICE NRX server digital logging recorder. Currently, ninety-four (94) of the total available channels are being utilized. The recorder was installed in October 2014 and is maintained by Wilmac. The recorder is using 'over-the-air' recording of the fifteen (15) talkgroups via radio control stations located at the dispatch center. Seventy-nine (79) telephone lines are being recorded. Remote client software has been installed at ten (10) locations to allow live monitoring and archived reviews of all recordings. The Airbus DS VESTA answering positions provide instant recall recording (IRR) for the 9-1-1 answering equipment. NICE Inform is being used to provide IRR for the radio talkgroups/channels. The administrative phones in the center are not being recorded.

#### **6.5.6 Master Clock**

The center uses a Spectracom NetClock model 9482 master clock solution. All of the critical technology such as CAD, 9-1-1 answering equipment, logging recorder, and radio consoles have been interfaced with this synchronized time system.

#### **6.5.7 Dispatch Furniture**

The communications center is using a Xybix system furniture solution that was originally purchased and installed in 2014. A total of thirty-eight (38) positions have been installed in the center: thirty-two (32) in primary operations and six (6) in the training room. The furniture is sit-to-stand and has installed heat/cooling environmental controls.

#### **6.5.8 Facility**

The operations floor area of the 911 Communications Center is on raised flooring and is approximately 5,200 square feet (SF). There are several equipment rooms (computer room, telco room, radio room, generator room, and electrical/UPS room) adjacent to the operations floor and together the total space is approximately 1,800 SF. The equipment rooms have sufficient fire protection; FE-25 clean agent in the computer room. Other rooms have dry sprinklers installed although the agency is in the process of adding FE-25 clean agent fire suppression to the telco and radio rooms. Sufficient cooling is provided via redundant fifteen-ton air conditioning. All rooms are clean and well maintained. Grounding in the room meets Motorola R-56 standards. A new building ground ring was installed in



spring, 2015. The critical systems in communications and server rooms are protected by a dedicated Liebert AP382 125KVA UPS system that was purchased and installed in 2003. Current load is approximately at approximately thirty-five (35) percent. The entire building is provided emergency power through the facility's back-up diesel powered Caterpillar 500 KW generator. All the tower sites have video cameras installed and are monitored at the communications center. Tower sites are powered from a 48 VDC battery bus and 50kW backup diesel generators. In the event that a generator does not operate when needed, tower sites are equipped with a Jones plug which will allow a generator on wheels to be brought to the site.

### **6.5.9 Redundancy**

The Back-up Operations Center (BOC) is intended to be used when the main 9-1-1 Center becomes inoperable for any reason, or in the event of a catastrophe such as a natural disaster or terrorist attack. The County back-up center is located at the County Civic Center located on Montgomery Street in Syracuse. The Department of Emergency Communications' BOC was completed in 2006 and is located alongside the County Emergency Operations Center (EOC). The BOC contains computers, telephone equipment, and radio equipment that is compatible with the equipment in the main 9-1-1 Center. The back-up facility is approximately seventy-five (75) percent of the capacity of the primary center. All critical technology, such as CAD, CPE, radio consoles, and logging recorders are installed at all twenty-five (25) positions. The back-up center is protected by a MGE Comet 40 kVA UPS installed in 2006 and a dedicated 200 kVA diesel power generator.

## **7. PUBLIC SAFETY COMMUNICATIONS ACCREDITATION THROUGH CALEA**

The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA), in partnership with the Association of Public-Safety Communication Officials International (APCO), has developed a comprehensive accreditation program for public safety communications centers. The CALEA/APCO Public Safety Communications Accreditation Program provides a communications center with a process to systemically review and internally assess its operations and procedures. Once granted accredited status, an agency must demonstrate continued compliance with all applicable standards. Since the first CALEA Communication Accreditation Award was granted in 1999, the program has become the primary method for a communications agency to voluntarily demonstrate its commitment to excellence. The evaluation process signifies that our communications center has been found to be in compliance with nationally accepted public safety communication standards as identified by CALEA. Originally accredited in March 2002, the Onondaga County Department of Emergency Communications has maintained continuous accreditation. The achievement of CALEA accreditation signifies that the department is meeting the highest national standards for public safety communication centers as established by an independent body of experts. Accreditation shows the public, as well as the agencies we serve, that we are committed to pursuing a course of excellence in our daily operation.

## **8. CENTRAL NEW YORK INTEROPERABLE COMMUNICATIONS CONSORTIUM (CNYICC)**

The Department works as a member of the Central New York Interoperable Communications Consortium (CNYICC) to build out and interconnect neighboring county radio systems into the Onondaga Master Site including Oswego, Madison, Cayuga, Jefferson, and Oneida counties for the purpose of providing interoperability, regional roaming, and fill coverage. The E911 Radio Division provides technical support to member counties as they develop their own talkgroup plans to ensure the goal of region-wide interoperable communications is met.

## **9. SYSTEM ACCESS POLICY**

### **9.1. Authorized Countywide System Access**

Onondaga County authorizes access to the countywide UHF Project 25 (P25) TLMR System, known as the OCICS for authorized first responder agencies as well as local and State entities that wish to operate on the system that have eligibility in the Public Safety Radio Pool as described in Federal Communications Commission Rules and Regulation (47 CFR-Part 90) as well as authorized federal and state first responder agencies. Onondaga County may also grant access on a case by case basis to other entities vital to the health, safety, and welfare of the citizens of Onondaga County, such as the Department of Public Works (DPW), Department of Transportation (DOT), and the ASPCA law enforcement component. Authorized agencies accessing the OCICS system will have subscriber units that are Project 25 Phase I and II compliant. All agencies, other than agencies utilizing the OCICS as of February 1, 2010, must obtain authorization to access OCICS from the Department of Emergency Communications by submitting a letter of application to the Commissioner requesting access. If the request is for access to a service or agency specific zone (e.g., MRD, SPD, CFC, and SFD), concurrence must be obtained from the agency (e.g., Syracuse police or fire departments) or entity (e.g., County Police Chiefs, Emergency Management) that is, or are, primary to the zone or talkgroup. Approval must specify the talkgroup or talkgroups that are authorized. If the agency is requesting a dedicated agency specific talkgroup(s), the agency must submit a Talkgroup Request form to the Commissioner. The E911 Policy Review and Oversight Committee (PROC) will make a recommendation to the Commissioner for acceptance onto the system. The Commissioner will make a determination on whether the applicant will be allowed on the system based on the recommendation of the PROC. Determinations will be acknowledged in writing.

Consoles, Conventional Channel Gateway (CCGW), or any other infrastructure equipment or system that would affect OCICS resources must be prior reviewed by the OCICS Technical Subcommittee which will make a recommendation to the Commissioner. The Commissioner will then make a determination.

### **9.2. OCICS Access**

Requesting Agencies must follow the steps below to gain access to the OCICS based on their current status on the system and type of action requested:

**9.2.1** Agencies who already have subscriber units on the OCICS as of May 30, 2010. The following must be submitted to the E911 Radio Division:

**9.2.2** Radio ID Request (See section 12 ALIAS NAMING STANDARD).

**9.2.3** If additional talkgroups are required, submit User Agency Talkgroup Request (See section 33 STANDARD FOR TALKGROUP/ZONE PERMISSIONS). Requests for new talkgroups will be carefully scrutinized to need and potential impact on the TLMR 9trunked land mobile radio) system loading. Applicants must adequately demonstrate need.

**9.2.2** Agencies who do not have subscriber units on OCICS as of May 30, 2010 will submit their requests through the Commissioner, who will have the request considered by PROC as described here and in the section on Radio Template Changes in this manual. If the request is for access to a service or agency specific zone (e.g., MRD, SPD, CFC, SFD), concurrence will be obtained from the agency (e.g., Syracuse police or fire departments) or entity (e.g., County Police Chiefs, Emergency Management) that is or are primary to the zone or talkgroup. Approval must specify the talkgroup or talkgroups that are authorized. Permission to share talkgroups between E911 dispatched agencies and non-dispatched agencies are generally not approved when there are shared interoperable talkgroups.

### **9.3. Responsibilities**

#### **9.3.1 E911 Commissioner**

**9.3.1.1** Confirm receipt to Requesting Agency of their Letter of Application.

**9.3.1.2** When necessary, present Letter of Application to the E911 Radio Division for a technical analysis on capacity requirements and technical compliance of proposed subscribers.

**9.3.1.3** Ensure appropriate entity or service concurrences.

**9.3.1.4** Present Letter of Application to the E911 PROC.

**9.3.1.5** Notify Requesting Agency if Application was Approved/Denied.

**9.3.1.6** Upon approved Application, immediately forward to E911 Radio Division, Training Division, and Supervisor of Administrative Support.

**9.3.1.7** Provide notification to requesting agency that their radios can be programmed.

**9.3.1.8** Upon denied Application, the Commissioner will notify the Requesting Agency in writing of the decision.

### **9.3.2 E911 Radio Division**

**9.3.2.1** Upon receipt of information, E911 Radio Division will work with the Requesting Agency and provide the following:

- 9.3.2.1.1** User Security Group
- 9.3.2.1.2** User “Talkgroup Prefix”
- 9.3.2.1.3** Individual Radio IDs
- 9.3.2.1.4** Individual Talkgroup IDs
- 9.3.2.1.5** Encryption information if applicable

**9.3.2.2** Notify E911 Commissioner, Training Division, and Supervisor of Administrative Support that all required information has been entered into OCICS management terminal and Requesting Agency is able to access the system. Advise Training Division if user training will be required.

**9.3.2.3** If a request for OCICS access is received directly by the E911 Radio Division, they will forward the request to the Commissioner prior to initiating any system access process.

**9.3.2.4** Upon receipt of information, E911 Training Division will work with the Requesting Agency if train-the-trainer subscriber training is required and provide said training if necessary.

**9.3.2.5** Upon receipt of information, E911 Supervisor of Administrative Support will ensure that unit number designations are assigned, if necessary, and that Operations Division resource records are updated to reflect Unit IDs and agency contact numbers.

### **9.4. Training Division**

Provide user training when requested.

### **9.5. Contact Information**

Contact information and authorized subscriber radios are provided on the OCICS Emergency Communications Website, <http://www.ongov.net/911/ocics.html>.

## **10 ACCEPTABLE USE POLICY**

### **10.1. Purpose and Scope**

The Onondaga County Interoperable Communication System (OCICS) Acceptable Use Policy provides written documentation for all public safety/service organizations in Onondaga County of New York State on acceptable use requirements for the OCICS. This policy applies to all new and existing OCICS users.

### **10.2. Background**

OCICS began as a multi-phased program that leveraged new and existing wireless resources to create a countywide, interoperable, wireless communication system for emergency responders and other public service entities that contribute materially to homeland security. OCICS is a multiple site, simulcast trunked communication system based on a digital 400 MHz system using the Association of Public Safety Communication Officials (APCO) Project 25 (P-25) standard, which is the industry standard. The OCICS system is “non-proprietary” in that all radios that meet the P25 standards suite will operate in basic mode on the OCICS network.

### **10.3. Authority**

The Onondaga County Department of Emergency Communications (Department) owns the OCICS infrastructure assets. The Commissioner of Emergency Communications is responsible for the expansion, upgrade and maintenance, and operations of the system with guidance from the Policy Review and Oversight Committee (PROC) and, in regard to the shared Master Site, the CNYICC.

The Federal Communications Commission (FCC) regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia, and U.S. territories. The commission is the United States' primary authority for communications laws, regulation and technological innovation.

### **10.4. Policy**

Public safety/service organizations using OCICS, and technical support organizations servicing OCICS will follow the governing acceptable use principles outlined below:

**10.4.1.** The OCICS system is for use by the Department, its affiliates, third party agents, and other agencies and is provided by the County of Onondaga, New York State, to benefit the citizens.

**10.4.2.** Users must comply with the applicable rules and regulations of the Federal Communications Commission (FCC) and the Department of Emergency Communications.

**10.4.3.** Public Safety/Service personnel shall use the OCICS system to perform their official duties as defined by their discipline.

**10.4.4.** More than 150 agencies and 8,500 subscriber radios, as well as roamers from neighboring counties, share a limited number of UHF frequency pairs. To avoid system “busies”, radio transmissions shall be necessary and to the point.

**10.4.5.** The OCICS system is to be used for responding during situations that are considered routine public safety operations or emergencies.

**10.4.6.** The OCICS system is to be used for training and exercises that are planned and scheduled.

**10.4.7.** Organizations are authorized to use OCICS in the following ways:

**10.4.7.1.** Primary Use – Organizations that have elected to use OCICS for full time/day-to-day communications. These organizations have applied to become full-time users of OCICS and have been approved by the Onondaga County Department of Emergency Communications. This use is defined in the organizations approval letter.

**10.4.7.2.** Command and Control – Each emergency management jurisdiction in Onondaga County is authorized to use OCICS to achieve communications within the Command and Control structure. Command and Control is defined as the personnel that are the upper level administrators whose function it is to direct the resources of their department in the event of an emergency situation.

**10.4.7.3.** Interoperability Use – Organizations that play a supporting role in responding to disasters, but use a local or private system for their daily operations. These organizations have applied to use OCICS for interoperability purposes and have been approved by the Onondaga County Department of Emergency Communications. This use is defined in the organizations approval letter.

**10.4.7.4.** OCICS Program Management and Operations staff shall use the Radio and TECH talkgroups for testing and troubleshooting on the system. OCICS Program Management and Operations staff transmit on other talkgroups if necessary as a part of troubleshooting problems.

**10.4.7.5.** Motorola service technicians may use the RADIO/TECH talkgroups or talkgroups as necessary for testing and troubleshooting on the system.

**10.4.8.** Controls and Measures

**10.4.8.1.** If a user is determined to be using OCICS outside of their approved use the Commissioner/Radio Division may direct OCICS Program Management to inhibit that user's radio or the organization's use of the OCICS system.

**10.4.8.2.** Organizations not following the Department of Emergency Communications policy are subject to having the organization's radio privileges revoked. Revocation of privileges will take place only after contact is made with the organization and the organization is given the opportunity to correct the situation. An organization's radio privileges may only be revoked at the direction of the OCICS Commissioner.

**10.4.8.3.** Users not following this policy are subject to having their radio privileges revoked. Revocation of privileges will take place only after contact is made with the user and the user is given the opportunity to correct the situation. A users radio privileges may only be revoked at the direction of the OCICS Commissioner or the user's supervisor.

**10.4.8.4.** OCICS Program Management and Operations personnel not following this policy will be subject to disciplinary actions, up to, and including dismissal in accordance with County personnel policies.

**10.4.8.5.** Motorola and other radio service technicians not following this policy will be referred to their supervisor for appropriate personnel actions.

**10.4.9.** This policy may be revised as needed and as directed by the Commissioner.

## **11. SUBSCRIBER DEVICE ACCEPTANCE POLICY**

### **11.1. Purpose**

The purpose of this policy is to provide clear guidance as to the procedure for adding new equipment to the OCICS.

### **11.2. Requirements**

All equipment operating as part of OCICS must meet the suite of standards set forth by the Association of Public Safety Communications Officials (APCO) Project 25 (P25) and the Telecommunications Industry Association (TIA). All equipment operated by public safety agencies that are dispatched by the Department of Emergency Communications must meet additional standards established by the department that are critical to the safety of public safety personnel during emergency conditions (e.g., emergency signaling, Fail-Soft operation). All Manufacturers must provide end user training materials free of charge. All manufacturers must make subscriber devices available for testing without charge. Devices will be returned after testing is complete. All equipment must be returned to the manufacturer within 180

days of delivery.

### **11.3. Approved of Subscriber Devices**

Subscriber devices approved for use on the OCICS may be specifically approved for use by dispatched public safety agencies, non-dispatched public safety agencies, and/or public service agencies. Subscribers approved for the use of dispatched public safety agencies must be compliant with the emergency signaling/Fail-Soft features of the OCICS. Approval of a subscriber device by the Department of Emergency Communications does not apply a warranty of any kind. Some radio features and specifications vary widely (e.g., sensitivity to receive marginal signals, ability to reject simulcast signals, durability). Users must exercise due diligence in selecting a radio other than the radios issued by the County during the initial issue. It is unreasonable to assume that the Department of Emergency Communications can maintain radio programming software for each authorized manufacturer/radio model. Consequently, in the event that the County underwrites a programming change, dispatched user agencies will be responsible for the costs of any radio programming changes for any non-Motorola radios that they have purchased. Non-dispatched agencies are responsible for all radio programming changes.

### **11.4. Procedures**

Manufacturers, distributors, or end users submitting equipment for authorization to operate on OCICS will contact the Department/ E911 for detailed instructions and testing information. The Onondaga County Department of Emergency Communications radio division staff will maintain a current list of approved equipment by manufacturer and model on the OCICS Website. Contact information is provided on the OCICS Website, <http://www.ongov.net/911/contact.html>.

### **11.5. Conflict resolution**

If there is a question regarding the outcome of an equipment acceptance request, the OCICS Technical Subcommittee will provide a detailed report to the Commissioner. The Commissioner will be the final arbiter of any disputes.

## **12. ALIAS NAMING STANDARD**

### **12.1. Policy**

All OCICS radios require an alias. The following standard will be used to assist in assigning the alias name to ensure that all OCICS alias' follow the standard naming conventions.



## 12.2. Standard

Every radio on the OCICS system must have a unique number programmed into it as well as other information before it can be used. This number can be described as the “User ID” or the “Radio ID” and has even been called the “PTT ID”. Many radio manufacturers use 7-digit radio IDs, however this is not a requirement. Without this unique number, a radio will not work on the OCICS system. Every time a radio user presses his or her Push to Talk (PTT) button this unique number is broadcast. It can be viewed on the radio display by other users on the same talkgroup. This number can also be viewed on the display of dispatch consoles. Unless the dispatch console operator memorized the entire user ID directory and whom they belonged to, the ID numbers displayed on the console would be meaningless. For that reason an “alias” must be entered along with the ID into the OCICS which will allow console operators to instantly identify the radio user that is placing a call. This will greatly aid the dispatcher when dealing with multiple calls. An alias identifies a user when the emergency button is pressed on his or her radio. A great deal of radio users don’t normally interface with consoles so they might ask why go through the trouble of generating aliases. The reason is, when using interoperable talkgroups (LWIDE, OTAC ALL, OTAC 1, OTAC 2) during an emergency or a drill; they will most likely be communicating with console operators. It is required that every user radio on the OCICS system have an appropriate alias. The purpose of this document is to aid with the task of creating meaningful aliases. It is important to note that all aliases must be unique and cannot exceed fourteen spaces and characters. The OCICS system will not allow duplicate aliases to be entered. Radio Division will work with vendor/customer to create alias and ID’s.

The alias consists of the county abbreviation, agency abbreviation, a hyphen, and the individual designation of the device.

For example:

**ONJRP-0018P or ONBCF-04E21M**

The suffix character designates a  
**portable radio (P)** or a  
**mobile radio (M)**

## 13. ALIAS NAMING FORMAT

*(Information and chart taken from Onondaga County Department of Emergency Communications Directive\_2111\_12.01.03\_Protocol\_Emergency-Signals\_.docx pg3 and pg5)*

Communication devices in the CNYICC shared master site counties are assigned a Radio ID or Unique ID as the UID.

Once a device is assigned a UID, the Motorola Gold Elite radio console system is programmed with an alias for that UID. The alias is a more user-friendly means to quickly identify the specific user or agency of the device. The alias consists of the agency abbreviation, a hyphen, and the individual designation of the device (for example, JRP-0018P or BCF-04E21M). The suffix character designates a portable radio (P) or a mobile radio (M).

In this manner, each transmission by any device is identified on the console screen by either the UID (123456) or the alias (CYP-445M). Routine transmissions are indicated by the transmission type "PTT ID" (meaning "push-to-talk identification"). Emergency signals are indicated by the transmission type "Emergency", as well as an audible alarm on the console.

If the UID is not listed to a specific person or associated with an active unit, CAD BANNER will display the UID of the radio. This number is six digits in length and has a specific format:

### **13.1. Introduction**

Directives 2103A, 2103B and 2103C represent the Onondaga County Department of Emergency Communications' policies, definitions, guidelines, and procedures regarding the dispatching of public safety field personnel to emergency and non-emergency events. In addition to these policies, there exists the potential for field personnel to become involved in situations that are life-threatening to the responder or have the potential to become life-threatening and there is a need for additional assistance. Technology exists for the responder to alert the dispatcher that the responder faces a life-threatening emergency and requires immediate assistance. This Directive addresses the Onondaga County Department of Emergency Communications handling of the reception of emergency signals/Emergency Traffic Button activations.

### **13.2. Purpose**

To state the Onondaga County Department of Emergency Communications procedures in the event a public safety provider indicates a critical threat to the responder exists.

### **13.3. Definitions:**

**13.3.1. PORTABLE RADIO:** A portable two-way radio is a radio that can both transmit and receive.

**13.3.2. MOBILE RADIO:** A two-way radio communication device designed to be installed in a vehicle for higher powered communication, typically at higher power than handheld radios.

**13.3.3. CONTROL STATION:** A base station used to operate on the OCICS radio system in

the same way as a mobile station. It is intended to speak with mobile and portable radios only through the repeater system and not directly. Antenna height is restricted to [6.1 meters](#) or less.

**13.3.4. SIGNAL FORTY-NINE (49):** The term used to represent the need for assistance of a non-life threatening nature. This is handled in a manner specific to the class of service generating the request:

POLICE: Officer is in a situation that requires ONE additional unit.

FIRE/EMS: Fire/EMS is in a situation that requires the police and/or the Fire/EMS personnel are not in a position to tell the dispatcher what the problem is. The Dispatcher WILL NOT question the units.

**13.3.5. SIGNAL FIFTY (50):** The term used to represent the immediate need for help or assistance. A possible life-threatening situation exists.

#### **13.4. Guidelines (Police/Fire/EMS)**

**13.4.1.** An emergency signal (commonly referred to as a "signal 50", "mayday", or Emergency button activation) can be received in different forms. A field unit may transmit by voice a need for immediate assistance. A digital signal can be sent from a responder's portable or vehicle radio indicating that help is required. Finally, a digital signal can be sent from a Mobile Data Terminal (MDT) that a life-threatening situation exists at that unit's location.

**13.4.2.** In addition, it is possible that an emergency "call for help" may be received from a citizen who is witnessing an emergency responder in a life-threatening situation (i.e. a citizen observes an officer fighting with a suspect and calls 911). This scenario should be treated similar to an officer calling for assistance. A call-taker receiving such an incoming call should immediately enter an event into CAD with an incident type of "HELP".

**13.4.3.** IF A DISPATCHER MUST "ON-VIEW" A SIGNAL 50, THE EVENT TYPE IS "HELP". HELP is not a combined event, it is used only to generate a police response.

#### **13.5. Voice Transmission**

Field personnel equipped with two-way communication, when faced with a need for additional assistance or a critical threat to responder safety may call by voice radio and indicate their need for immediate assistance. They may state that they need help, or they may use the radio code "signal 49, 50, or they may ask the dispatcher to "send more cars".

### **13.6. Digital Signal via Portable Radio**

Each radio may be equipped with a "man down" feature. This feature is an orange button on the top of the radio which, when depressed, sends a digital signal through the radio network. The CAD system also has the ability to receive this signal, check all unit histories to see if the unique ID number is associated with an active unit, and if so to display a special flag (IE: E-4505B) for that unit on the appropriate dispatcher's banner line, as well as sound an audible alarm in the CAD system at all dispatch positions.

If the portable ID is not assigned to an active unit but is a permanently assigned radio, the person's name to which the radio is assigned will appear on the CAD banner line (for example, E-Lname:STARSKY, Fname:DAVID).

Note: "Man Down" is also a term for a feature in available in some portable radios. The feature senses it (the radio) being in a horizontal position for a predetermined amount of time, and responds to that condition. OICIS radios do not have this feature. However man down is terminology used on the fire ground when someone is trapped or not capable of removing themselves from a situation.

### **13.7. Digital Signal via Mobile Radio**

Most police, fire, and EMS units in Onondaga County are equipped with mobile radios. Each mobile radio may also be equipped with a "man down" feature. This feature is an orange button on the face of the radio which, when depressed, sends a digital signal through the radio network. The CAD system also has the ability to receive this signal, check all unit histories to see if the unique ID number is associated with an active unit, and if so to display a special flag (IE: E-4505B) for that unit on the appropriate dispatcher's banner line, as well as sound an audible alarm in the CAD system at all dispatch positions.

Most police, fire, and EMS units in Onondaga County are also equipped with a mobile data terminal. A unit with an MDT has the ability to send a digital emergency signal through the County's mobile data network. If the unit is currently logged into the CAD the mobile network routes the signal to the CAD system. This information will display on the CAD banner line showing the unit number. (IE: E 04E21) Also an audible alarm in the CAD system sounds at all dispatch positions, indicating the unit number, the emergency condition, and the last known status (if any) of the unit. If the unit is not logged into the CAD, there will be no display on the CAD banner line as a signal cannot be sent from a terminal that is not logged in.

### **13.8. Special Guidelines for Fire**

Emergency button activation (either from a portable or mobile radio) from a firefighter can

mean several different things, such as a "mayday" or critical situation, a need to evacuate a structure, a Signal 50, or any other emergency situation that requires immediate contact with the dispatcher.

### **13.9. Emergency Signal via CAD Banner**

When an emergency signal is transmitted, it is received by the Motorola Gold Elite radio console system and the Intergraph CAD application. The Motorola console will display the radio alias assigned to the individual radio in the resource window, including agency code and radio name. The Intergraph CAD application will display information known regarding the individual radio in the BANNER window:

If the radio user id (UID) is listed to a specific person and that person is not associated with a unit currently active in CAD, the person's name will be displayed in BANNER

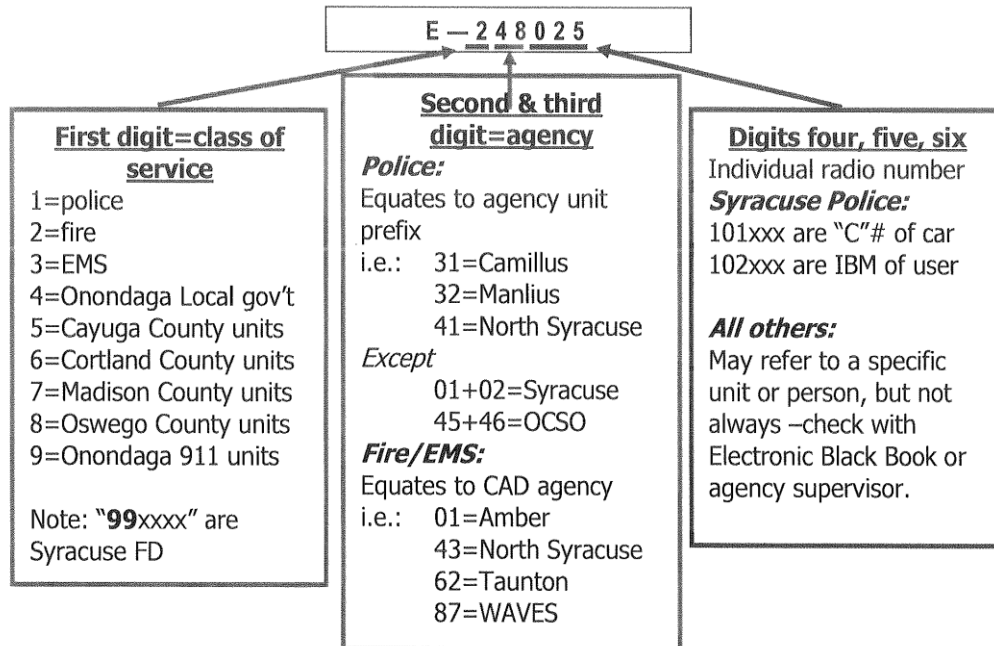
If the UID is associated with a unit that is active in CAD, BANNER will display the unit number:

E-4505C

If the UID is not listed to a specific person or associated with an active unit, BANNER will display the UID of the radio. This number is six digits in length and has a specific format:

#### **Chart – UID Number Format Guide (below)**

[Alternate Text: E-248025 with; First digit=class of service as: 1=police, 2=fire, 3=EMS, 4=Onondaga Local gov't, 5=Cayuga County unites, 6=Cortland County units, 7=Madison County units, 8=Oswego County units, 0=Onondaga County units, and Note: "99xxxx" are Syracuse FD; Second & third Digit=agency as: Police: Equates to agency unit prefix i.e. 31=Camillus, 32=Manlius, 541=North Syracuse, except 01+02=Syracuse, 45+46=OCSO; Fire/EMS: Equates to CAD agency i.e. 01=Amber, 43=North Syracuse, 62=Taunton, 87=Waves; Digits four, five, six=Individual radio number; Syracuse police: 101xxx are "C"# of car 102xxx are IBM of user, All others: May refer to a specific unit or person, but not always – check with Electronic Black Book or agency supervisor.]



### 13.10. Procedures for Handling an Emergency Signal

The Onondaga County Department of Emergency Communications operates a Motorola Gold Elite radio console control system. This system is capable of decoding and displaying digital signals. When an emergency ("man down") signal is sent by the radio, the console activates an alarm condition at every position that has the involved channel active. The procedure to handle the alarm is:

1. Click the red "cross" icon in the resource that indicates the alarm (the border around the resource will be flashing red). This will open the "Emergency" dialog box.
2. Click the "acknowledge" icon within the "Emergency" box. This will silence the alarm at all involved positions.
3. Read the ID number in the "Emergency" box, and take action as directed below.
4. When the situation has stabilized, click the "knockdown" icon within the "Emergency" box. Then close the "Emergency" box.

### **13.11. Field Units Resetting Emergency Button**

To reset the Emergency Button field users must depress and hold the button for 5 seconds.

### **13.12. Identifying a Call for Assistance**

**13.12.1.** An emergency signal can be referred to several ways when it is called over the radio. The system-wide standard code for a life-threatening emergency condition is "signal fifty (50)". Syracuse Police may use the old radio code "signal 92" while New York State Police may use their statewide code of "signal 30". All these signals, as well as the non-coded "send me help!", indicate a unit is in need of immediate assistance and dispatch personnel must be familiar with all of these terms.

**13.12.2.** When a unit calls for help, it is best if the unit's identity and location are known. This is not always the case, and when either of these elements is unknown it will affect how the dispatcher will react. The differences between police and fire dispatch must also be considered.

#### **13.12.3. Unit and Request Status**

**13.12.3.1.** Police Dispatchers: If the emergency is confirmed, or no response is received, transmit an alert warble tone and dispatch additional units. Re-broadcast the event location as often as possible so assist units know the location, call the unit a second time and request their status. Dispatchers will attempt to contact the unit on all appropriate police channels.

**13.12.3.2.** County Fire Dispatchers: If the emergency is confirmed, or no response is received, assure that police are notified and responding. Confirm that police are aware an emergency signal has been received. After the police are confirmed responding, transmit an alert "warble" tone #2 and request their status on all appropriate fire/EMS channels.

**13.12.3.3.** SFD Dispatchers: (SIG 49 or 50): If the emergency is confirmed, or no response is received, assure that police are notified and responding. The Dispatcher WILL NOT question the units and only transmit the unit number and current time for acknowledgement. Confirm that police are aware an emergency signal has been received. After the police are confirmed responding, transmit a status alert in three minutes.

**13.12.3.4.** NOTE: If an emergency signal is received from a Fire/EMS unit listed to be "in quarters", and no response is received from the unit, the agency supervisor (chief, director, etc.) will be notified. The agency supervisor will be responsible for determining the status of the unit.

### **13.12.3.5. Limit Air Traffic**

**13.13.3.5.1.** The dispatcher will make a radio traffic restriction announcement to all other relevant agencies. This announcement will be made on all appropriate channel(s). The radio traffic restriction announcement will normally be, "hold the air for all non-emergency traffic." The air will be held until units arrive and advise the situation is under control and/or the unit in question is all set.

**13.13.3.5.2.** A POINTOFINFORMATION WILL BE BROADCAST FOR CONFIRMED EMERGENCIES OF POLICE UNITS.

**13.13.3.5.3.** SYRACUSE POLICE: ALL POLICE CHANNELS including county police channels. As a reminder all Signal 50's (requests for assistance) originating in the City of Syracuse by SPD personnel will be broadcast over county police frequencies for state, county, town and village police departments as a point of information only with no response to the City unless requested by a Syracuse Police Department supervisor or command officer. The dispatcher after announcing the Signal 50, will state "Point of Information only no response requested at this time."

**13.13.3.5.4.** COUNTY POLICE: Broadcast on ALL COUNTY POLICE CHANNELS, unless the location involved is close to the Syracuse city line; if so, broadcast on ALL POLICE CHANNELS.

### **13.13. Notifications**

**13.13.1.** Syracuse Police: Make notifications according to the SINS notification file.

**13.13.2.** County Police: Notify appropriate road patrol supervisor and any other relevant notifications. (Refer to shop files and individual agency procedures).

**13.13.3. Syracuse Fire:** Notify the appropriate District Chief.

**13.13.4. County Fire:** Notify the supervisor of the agency involved. If an injury was sustained, also notify the Emergency Management Office.

**13.13.5. EMS:** Notify the supervisor of the agency involved and the Emergency Management Office.

**13.13.6.** In all cases of a Signal 50 Activation the Onondaga County Department of Emergency Communications Shift Supervisor is to be notified.



### **13.14. Procedure: Unit ID Known, Location Unknown**

1. CALL UNIT AND REQUEST STATUS
2. Police Dispatchers: If the emergency is confirmed and the unit is able to provide their location, proceed as indicated in 13.6 above. If the unit is unable to provide their current location or no response is received, transmit an alert tone and immediately dispatch units to their last known location. If the vehicle is equipped with AVL and the location shows different than the units last known location, dispatch units to the location indicated by the AVL as well. Re-broadcast the location(s) as often as possible, so assist units know the location, call the unit a second time and request their status. The attempt to contact the unit will be done on all appropriate police channels.
3. Fire/EMS Dispatchers: If the emergency is confirmed and the unit is able to provide their location, proceed as indicated in 13.6 above. If the unit is unable to provide their current location, or no response is received, assure that police units are dispatched to their last known location. If the vehicle is equipped with AVL and the location shows different than the units last known location, dispatch units to the location indicated by the AVL as well. After assuring police are en route, transmit a "warble" tone and request their status on all appropriate fire/EMS channels.
4. LIMIT AIR TRAFFIC.
5. A POINT OF INFORMATION BROADCAST WILL BE MADE FOR CONFIRMED EMERGENCIES OF POLICE UNITS.
6. MAKE COMMAND NOTIFICATIONS.
7. If the unit's location is still unknown, the agency supervisor will advise the dispatcher as to the next course of action.

### **13.15. Message Transmitted**

If an emergency signal is transmitted via the mobile network before the unit logs on (MDT) or is logged on by the dispatcher, dispatchers will receive a message providing a unique number for the unit generating the signal (for example, E-A094E65). Dispatchers should notify the shift supervisor immediately to decode the incoming signal using the Message Number Decode list at their desk, and if that is not possible to contact the Technical Services Office to do so.

### **13.16. Message Transmitted by Portable/ Mobile Radio**

**13.16.1.** If an emergency signal is received on a digital display for portable radios, and the ID number is not associated with a unit in CAD, the only indication will be the number displayed in the "Emergency" box. Dispatchers may consult the Electronic Black Book portable radio file to determine the portable radio's owner.

**13.16.2.** If it is determined that the emergency signal is coming from an on-duty unit, follow the procedures outlined previously in this directive. If the signal is coming from a portable radio that is not permanently assigned to an officer or unit, the information provided will only show the agency that owns the radio. Notify the agency supervisor and they will advise on the next course of action.

**13.16.3.** If it is determined that the emergency signal is coming from an off-duty officer, and that officer is known, notify the agency as appropriate:

1. SPD: Notify the Patrol sergeant. If you know the radio is assigned to a detective, also notify CID.
2. OCSD: Notify the appropriate road supervisor.
3. NYSP: Notify the communications desk at SP North Syracuse and SP Patrol Sergeant.
4. T/V: Notify the appropriate road supervisor or OIC.

**13.17.** WHEN SITUATIONS ARISE WHICH ARE NOT COVERED BY SPECIFIC INSTRUCTIONS, STAFF SHALL EXERCISE THEIR BEST JUDGMENT IN VIEW OF THEIR RESPONSIBILITY FOR THE SECURITY AND SAFETY OF THE PUBLIC, STAFF AND VISITORS AND IN THE BEST INTERESTS OF THE CENTER.

## **14. PRIORITY LEVEL POLICY**

### **14.1. Purpose**

The purpose of this policy is to ensure essential OCICS radio traffic is granted appropriate priority status when the system is operating at high capacity or when the number of channels is limited due to maintenance or technical issues.

### **14.2. Operation**

The primary mission of the OCICS is to provide reliable interoperable communications for first responders. During times when OCICS is operating at or near capacity, priority levels will be assigned to radio traffic in cue for the next open channel. Priorities are listed below, from

greatest priority to least priority:

1. Emergency Button Activation
2. Dispatch Consoles
3. First Responder Radios
4. All Others

The term “First Responder” is as defined in Section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), subsection (6) “emergency response providers”. Radio priority will be set at the radio level, and made part of the agency programming template.

### **14.3. Management**

The Radio Priority levels will be assigned by the following agencies:

- |            |  |
|------------|--|
| PRIORITY 0 | Used for emergency alarms and calls  |
| PRIORITY 1 | Not used at this time  |
| PRIORITY 2 | Not used at this time  |
| PRIORITY 3 | Used for primary dispatch and tactical public safety talkgroups            |
| PRIORITY 4 | Not used at this time  |
| PRIORITY 5 | Non-public safety agencies and secondary public safety tactical talkgroups |
| PRIORITY 6 | Not used at this time  |
| PRIORITY 7 | Used for public service talkgroups   |
| PRIORITY 8 | Not used at this time  |
| PRIORITY 9 | Not used at this time  |

### **14.4. Contact Information**

Contact information is provided on the OCDEC Website,  
<http://www.ongov.net/911/contact.html>

### **14.5. Conflict resolution**

The OCICS Commissioner will be the final arbiter of any talkgroup use disputes.

## **15. SUBSCRIBER PROGRAMMING POLICY**

### **15.1. Purpose**

This policy exists for the following reasons:

1. To establish the importance of the security of OCICS programming data and system

keys.

2. To establish the responsibilities of a radio manufacturer or radio service shop providing programming services and to ensure OCICS system integrity.

## **15.2. Policy**

Each manufacturer or radio service shop desiring to perform factory programming must complete the OCICS Radio Programming Security Agreement. The following conditions apply to any security key or radio program developed for use on any piece of equipment in OCICS:

**15.2.1.** The radio program security key of any manufacturer or radio service shop shall not be provided or divulged for any reason to persons other than those who have been authorized by the OCICS System Administration through this agreement.

**15.2.2.** Only radios of specifically authorized agencies that have completed an OCICS application shall be programmed or otherwise included in the system.

**15.2.3.** No radio shall be programmed, nor any program modified, unless authorized by agreement between OCICS Radio Division and the manufacturer or service shop.

**15.2.4.** Cloning of radio ID's is strictly prohibited. No radio ID shall be programmed into a radio unless authorized by OCICS Radio Division to do so. No radio ID shall be duplicated in the OCICS system.

**15.2.5.** Requests for new IDs must follow the OCICS Request Radio ID Procedure.

**15.2.6.** No talkgroup shall be programmed into a radio unless authorized by the talkgroup owner to do so. Authorizations must be in writing and on file with OCICS Radio Division.

**15.2.7.** Release of any talkgroup alias, talkgroup identification numbers, or radio identification numbers is strictly prohibited.

**15.2.8.** All agency codeplugs (and all revisions) must be submitted to OCICS Radio Division.

**15.2.9.** Each manufacturer or radio service shop shall be responsible for the integrity of the system key, and any computer equipment on which the key and associated programs reside.

**15.2.10.** Manufacturers or radio service shops must provide the names of the managers responsible for supervising the technicians authorized to program radios. This manager

accepts full responsibility for the quality of programming performed by the technicians he/she supervises. Authority to program radios may not be transferred to another employee, contractor, or organization.

**15.2.11.** No modifications will be performed to OCICS with regard to setup and operating parameters without the expressed authorization of the Commissioner or his/her designee.

**15.2.12.** Manufacturer's or radio service shop's representative shall deliver programmed radios, programming software and cables to users and field test the radios to ensure they are functioning properly.

**15.2.13.** As the manufacturer's or radio service shop's representative, the signatory agrees to abide by all policies and procedures of the Department of Emergency Communications and OCICS Radio Division.

### **15.3. Controls**

OCICS Radio Division may randomly audit radios to ensure that all programming policies are adhered to. In the event that radios have been improperly or incorrectly programmed, the manufacturer or radio service shop will be given the opportunity to correct the error. Intentional or repeat errors and/or issues not resolved in a timely fashion to the satisfaction of OCICS Radio Division will be reported to the Commissioner for further investigation and action. If it is determined that any manufacturer or radio service shop has willfully failed to comply with this policy, that manufacturer will no longer be allowed to program or distribute radios on the OCICS system.

## 16. RADIO PROGRAMMING AGREEMENT

Onondaga County Interoperable Communications System (OCICS)  
Radio Programming Agreement

This agreement is between \_\_\_\_\_ and the Onondaga County Department of Emergency Communications, 3911 Central Avenue, Syracuse, New York 13215.

Agreement Start Date: \_\_\_\_\_ Agreement End Date: \_\_\_\_\_

OCICS TLMR programming data and keys are, by nature of their use in the public safety environment, sensitive and in need of protection from revelation or dissemination to those not authorized to possess them. Users or service personnel not specifically authorized are not permitted to program or otherwise modify radios, or any aspect of OCICS in any way.

The following conditions apply to any security key or radio program developed for use on any piece of equipment in OCICS:

1. The radio program security key of any manufacturer or radio service shop shall not be provided or divulged for any reason to persons other than those who have been authorized by the OCICS System Administration through this agreement.
2. Only radios of specifically authorized agencies that have completed an OCICS application and been approved shall be programmed or otherwise included in the system.
3. No radio shall be programmed, nor any program modified unless authorized by agreement between the Onondaga County Department of Emergency Communications and the manufacturer or radio service shop.
4. Cloning of radio ID's is strictly prohibited. No radio ID shall be programmed into a radio unless authorized by OCICS Operations to do so. No radio ID shall be duplicated in the OCICS system. Requests for new ID's must follow the OCICS Request Radio ID Procedure.
5. No talkgroup shall be programmed into a radio unless authorized by the talkgroup owner to do so. Authorizations must be in writing and on file with the Onondaga County Department of Emergency Communications.
6. Release of any talkgroup alias, talkgroup identification numbers, or radio identification numbers is strictly prohibited.
7. All agency codeplugs (and all revisions) must be submitted to OCICS Operations.
8. Each manufacturer and radio service shop shall be responsible for the integrity of the system key, and any computer equipment on which the key and associated programs reside.
9. Manufacturers and radio service shops must provide the names of the supervisors of the technicians whose employees will be authorized to program radios. Authority to program radios may not be transferred to another employee, contractor, or organization.
10. No modifications will be performed to OCICS system key with regard to setup and operating parameters without the expressed authorization of the Commissioner or his/her designee.
11. Manufacturers and radio service shops shall deliver programmed radios to users and field test

the radios to ensure they are functioning properly.

12. As the manufacturer’s representative, the signatory agrees to abide by all policies and procedures of the Onondaga County Department Emergency Communications.

It is understood that the integrity of the system is paramount to the safety of the citizens of Onondaga County and the public safety responders responsible for ensuring that safety. For that reason, all signatories of this agreement shall not take any action that would in any way detrimentally affect the system, or those affected by the system. The Onondaga County Department of Emergency Communications Radio Division may randomly audit radios to ensure that all programming policies are adhered to. In the event that radios have been improperly or incorrectly programmed, the manufacturer will be given the opportunity to correct the error. Intentional or repeat errors and/or issues not resolved in a timely fashion to the satisfaction of the Radio Division will be reported to the Commissioner for further investigation and action. If it is determined that any manufacturer has willfully failed to comply with this policy, that manufacturer will no longer be allowed to program or distribute radios on the OCICS system

I, the Authorized Organization Representative, have read, understand and agree to the above guidelines and signify agency agreement. I will report to the Department of Emergency Communications any compromise of the proprietary information or violation of this agreement by my organization, our employees or other organizations/employees/parties that comes to my attention.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Manufacturer/Radio Service Shop

\_\_\_\_\_  
Manufacturer/Radio Service Shop

\_\_\_\_\_  
Designated Manager

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Contact Phone Number

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Contact E-Mail

\_\_\_\_\_  
OCDEC Commissioner Signature

\_\_\_\_\_  
OCDEC Commissioner Printed Name

\_\_\_\_\_  
Date





## **17. NETWORK PATCHING POLICY**

### **17.1. Purpose**

The purpose of this policy is to define Onondaga County Interoperable Communications System (OCICS) Interoperability Patch and the operation of a patch. Due to the existence of disparate systems in the Onondaga County, the Commissioner has determined the need for a policy concerning patching these systems to the OCICS. Generally, the patching of OCICS is discouraged during normal operation due to the high risk of significantly degrading availability of system resources. The Department of Emergency Communications encourages agencies to discontinue patches as soon as reasonably possible. The implementation of the patch hardware, interface, radio, labor, etc. is the responsibility of the requesting member.

Examples of patches that may need to be made are:

1. Cross-patch to National Interoperable Channels
2. Cross-patch to a conventional system (e.g., NYS OFPC during State Fair)
3. Talkgroup patch within the OCICS (e.g., MRD East and North Zones between 0300 and 0700 hours)
4. Patch to a separate frequency band

### **17.2. Definition**

An OCICS Patch is defined as an interface between the OCICS and any non-OCICS radio or audio source to provide audio communications between the disparate systems, or connecting two or more OCICS Talkgroups for interoperability.

### **17.3. Patching**

Patching can interconnect the OCICS to a PBX or other telephone system, cell system, an internet phone, satellite phone or another agency's communication system. Any phone that has the ability to call 315-435-1600 can be patched into an OCICS talkgroup. Mutualink gets patched into OCICS. In most cases network patches can be accomplished through dispatch consoles or external devices such as an ACU1000, RIOS or Motobridge.

Two types of approved OCICS Patches are identified in this policy:

#### **17.3.1. Temporarily Established Patch**

A patch that is set up for a specific event, designed to be disconnected at the conclusion of

that event.

Example 1: Patching a channel from an agency responding from out of county to an OCICS talkgroup to allow interoperable communications.

Example 2: A high speed pursuit crossing jurisdictional lines requiring talkgroups from different law enforcement agencies on the OCICS to be patched to allow transparent interoperable communication to the end users.

### **17.3.2. Permanently Established Patch**

Patch set up without regard to an event, designed to remain in place with no time frame for disconnecting.

Example: Fire departments use of patching to extend the range of Station Alerting Systems to units in the field by patching them to a specific talkgroup on the OCICS system.

### **17.3.3. Procedures and Guidelines**

The following guidelines shall be used for an OCICS patch deployment:

#### **17.3.3.1. Temporary Patches**

1. OCICS member agencies may request emergency temporary patches as they identify a need with no prior approval required. The Radio Division shall be notified of any request to patch between the OCICS and a non-OCICS frequency (e.g., patching an OCICS talkgroup to a NYSP legacy VHF frequency).
2. The ODEC will notify the Onondaga County Department of Emergency Communications Commissioner of any temporary patch enabled that remains in place for more than two hours. 435-7911.
3. If a patched talkgroup is proprietary to a specific jurisdiction, the authority of that jurisdiction must sign a Memo of Understanding (MOU) granting use of the proprietary talkgroup(s). In the case of quickly developing situations, verbal authorization may be substituted until an MOU can be created.
4. The patch must function in a technically and operationally consistent manner.
5. The release time between messages should be less than four seconds.
6. The audio quality should be a close representation of the original audio as

heard on a typical subscriber radio.

7. The audio shall be free of hum, clicks, or other extraneous noise.
8. There shall be no clipping of the first syllables or loss of audio through the patch.
9. Maintenance of the temporary patch and facilities is the responsibility of the member agency.
10. The agency shall continuously monitor and respond to calls on the patch.
11. Although necessary, patches have the ability to degrade the performance of the OCICS system; as such, agencies are requested to disconnect temporary patches as soon as possible.

#### **17.3.3.2 Permanent Patches**

Permanent patches will be approved by the OCDEC after a compelling need has been demonstrated. The OCICS Grade of Service will be considered in the approval of a permanent patch.

1. Permanent patches are to remain active at all times on the talkgroup specified within the Patch Agreement [Section 18]. This requirement is to provide the public safety users with a consistent and functioning communications path between the radio systems.
2. When utilizing external patching devices or bridging equipment such as an ACU 1000, only one talkgroup will be programmed into a permanently patched OCICS interface radio to ensure the radio remains on the patched talkgroup.
3. The patch must function in a technically and operationally consistent manner.
4. The release time between messages should be less than four seconds.
5. The audio quality should be a close representation of the original audio as heard on a typical subscriber radio.
6. The audio shall be free of hum, clicks, or other extraneous noise.
7. There shall be no clipping of the first syllables or loss of audio through the patch.

8. OCICS Countywide talkgroups cannot be permanently patched.
9. Maintenance of a permanent Patch is the responsibility of the member agency.

### **17.3.4 Network Patch Communications Request**

#### **17.3.4.1 Agency to OCICS**

When an agency needs to perform a permanent patch or a temporary patch lasting more than twelve hours to OCICS that will be accomplished with no outside assistance, the agency must provide the following information to the Commissioner

1. Agency requiring network patch
2. Reason for request or event type, i.e. floods, fire, State Fair, etc.
3. Details of the patch to include type of system, frequency or talkgroup
4. All involved agencies requiring interoperability
5. Expected duration of event
6. Patch Location
7. A 24/7 point of contact including phone number
8. Agency to OCICS requiring assistance

#### **17.3.4.2 Radio Division Resources**

Agencies may request use of the resources from the Radio Division by providing the following information:

1. Agency requiring network patch
2. Reason for request or event type, i.e. floods, fire etc.
3. Details of the patch to include type of system, frequency or talkgroup
4. All involved agencies requiring interoperability

5. Equipment required
6. Expected duration of event
7. Location required/access information
8. A point of contact including phone number

#### **17.3.4.3 Patch Deployment Procedure (tactical equipment required)**

Upon receiving a request for assistance for the use of a network patch where tactical equipment will be deployed, the Radio Division will be notified and will be responsible for dispatching the tactical equipment to the incident scene.

The Radio Division should follow these deployment procedures:

1. Respond to requester with estimated time to retrieve tactical equipment and estimated time to arrive on the incident scene
2. Arrange for the tactical equipment to be deployed
3. Contact the Incident Commander upon arrival of tactical equipment
4. Arrange for the tactical equipment to be set up
5. Arrange for the tactical equipment to be removed after the incident is concluded

#### **17.3.5 Patch Activation**

Some locations may not be equipped with agency radios before the event; therefore, all agencies will be required to bring a portable radio (and interface cabling, if available) to connect to the tactical equipment command center for the length of the operation. Setup and installation of all radios will occur at location of patch. Agencies are also responsible for providing additional power supplies, spare batteries, chargers, speaker microphones, necessary cables, etc. necessary for portable radios, as battery life limits usability of the radio (see Network Patch Limitations below).

**17.3.5.1** The Incident Commander or designee should follow these procedures in accordance with the National Incident Management System (NIMS):

1. Avoid using an agency's primary dispatch channel for tactical operations.
2. Require participating agencies to check in at the command post and provide

portable radios and frequency/talkgroup channels for use during the incident to the Communication Unit Leader (COML).

3. Assign radio call sign/designator information to connected agencies.
4. Instruct Radio Division on where to setup and operate the tactical equipment if assigned.
5. Inform Radio Division which agencies are participating.
6. Provide Radio Division with agency provided radios and an Incident Command Structure (ICS) form 205 with the frequency/talkgroup channels to be used during the incident. The Radio Division shall ensure that the ICS-205 form is available to Operations Division personnel.
7. Confer with Radio Division concerning what command level or other specific talkgroups that need to be programmed into the network patch.

**17.3.5.2 Radio Division** should follow these procedures:

1. Arrange to obtain agency radios and connect to the patch with associated cables.
2. Select the channel or talkgroup assigned by the agency.
3. Assign the requested unit/agency to that channel or talkgroup as designated by the Incident Commander

**17.3.6 Network Patch Deactivation**

When interoperable communications are no longer required, agencies should follow these guidelines.

**17.3.6.1 The Incident Commander or designee shall:**

1. Make an announcement on the command channel to all commanders to advise them the network patch is being deactivated
2. Contact the Radio Division or console operator to shut down the network patch

**17.3.6.2 Participating agencies**

Individual agencies are responsible for retrieving the portable radio and associated

equipment provided during the operation.

#### **17.3.6.3 Radio Division**

1. Assure agencies retrieve all portable radios and accessories
2. Take inventory of equipment and note any needing repair or replacement
3. Return to pre-response storage location and make the tactical equipment ready for service

#### **17.3.7 Problem ID and Resolution**

If an issue or problem is identified during the network patch, Radio Division shall determine who will take corrective action. If the issue or problem cannot be identified, Radio Division shall contact the appropriate technical personnel to address the issue or problem.

**17.3.7.1** Any problems discovered during the patch shall be resolved in the following manner:

1. The dispatch center having jurisdiction over the location of the incident reports any problems experienced to the system provider (the agency operating the radio system).
2. The Incident Commander or designee will be responsible for ensuring effective resolution of problems that exist with interoperability resources, and notify the local dispatch center of the issues' resolution.
3. The following guidelines shall govern network patch problem identification and resolution between agencies:
4. Radio Division reports any problems experienced to the Incident Commander or designee. Agencies using network patches may also report any problems experienced
5. The Incident Commander or designee will be responsible for ensuring effective resolution of problems that exist with interoperability resources, and notify the local dispatch center of the issues' resolution

#### **17.3.8 Network Patch Test Procedures**

To ensure that equipment components of the network patch operate properly, each

agency will test their resources according to their agency's individual policies and procedures. Below are recommended procedures:

1. Representatives from each agency should meet on a regular basis to test communications
2. Testing should include deployment, setup, operation, and deactivation of the network patch
3. Agency representatives should arrive at the test location to test their ability to communicate with other agencies utilizing the patch.



## **18. PERMANENT PATCH AGREEMENT**

This Agreement is entered into between \_\_\_\_\_, and the Onondaga County Department of Emergency Communications, operator of the Onondaga County Interoperable Communication System OCICS.

The purpose of this agreement is to authorize permanent voice communications interoperability between the OCICS and \_\_\_\_\_.

### **OCICS Responsibilities**

Configuration – The OCDEC Radio Division will configure the system talkgroup/s to provide interoperability within the operational area.

Grade of Service (GOS) - A permanent Patch is permitted when an acceptable GOS is maintained in the OCICS. For the purposes of this agreement, an acceptable GOS is defined as 99.9%, or busies totaling less than .01% of total calls made in on one 12 hour period. If the Patch causes a negative impact on the OCICS GOS due to radio traffic, OCICS may, at the discretion of the OCDEC Radio Division lead, remotely disable a permanent patch only after attempting to rectify the traffic problem. . The Radio Division will make a good faith effort to notify the agency that the condition necessitates disabling the patch.

OCICS Radio Programming- The OCDEC is responsible for providing the OCICS patch radio programming archive, as described in the OCICS Subscriber Agreement, to facilitate this interoperability solution.

OCICS Network Patching Policy – OCICS will develop the OCICS Network patching Policy for interoperable communications between the OCICS and Agencies needing the services provided by a Patch.

### **Joint Responsibilities**

Testing and Acceptance - Jointly conduct the Patch Functionality Test. The Patch must pass the Patch Functional Test before the patch is enabled for use by subscribers. Both parties shall receive results of these tests.

OCICS Network Patching Policy – Operate Patches in accordance with OCICS Network patching Policy.

### **Agency Responsibilities**

Radio/Patch Equipment – The Agency shall purchase and provide all necessary Patch radio and/or dispatch equipment.

Coordinate Dispatch Console Programming – The Agency shall coordinate dispatch console programming necessary to patch the agency equipment to the OCICS console radio.

Establish the Communications Protocol – The Agency shall establish an appropriate protocol for effective communications through the patch.

The protocol will be in accordance with established National Incident Management System (NIMS) standards.

Patch Maintenance – The Agency has the sole responsibility for maintenance and repair work associated with agency equipment. Permanent patches shall be repaired and maintained within 24 hours response. Temporary patches must be repaired in a time frame consistent with the Agency’s needs or requirements.

Permanent Patch Operation - The Agency continuously shall monitor and respond to calls on the patch, and operate the patch in accordance with the OCICS Network Patching Policy.

NOTICES TO OCICS OR AGENCY

All notices given under this Agreement, except for emergency requests, shall be made in writing. All notices shall be sent to the parties as follows:

Agency Name \_\_\_\_\_  
Contact \_\_\_\_\_  
Address \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_

Onondaga County Department of Emergency Communications Commissioner  
3911 Central Avenue  
Syracuse, New York 13215  
Office Phone: (315) 435-7911  
E-Mail: e9ecom1@ongov.net

TERMINATION

Either party may terminate this Agreement by giving written notice to the other party.

SIGNATURE PAGE FOLLOWS

**PATCH AGREEMENT SIGNATURE PAGE**

AGENCY

By: \_\_\_\_\_

Title:\* \_\_\_\_\_

Date: \_\_\_\_\_

\*Execution of this Agreement by the Agency may only be made by a duly authorized representative of the local unit of government.

**ONONDAGA COUNTY INTEROPERABLE COMMUNICATION SYSTEM**

By: \_\_\_\_\_

OCICS designee

Date: \_\_\_\_\_

Please send signed Patch Agreement to:

Commissioner  
Onondaga County Department of Emergency Communications  
3911 Central Avenue  
Syracuse, New York 13215  
Office Phone: (315) 435-7911  
E-Mail: e9ecom1@ongov.net

## **19. FLEET MAPPING**

### **19.1 Purpose and Scope**

To define the policy for the Onondaga County Interoperable Communications System (OCICS) Fleet Mapping.

### **19.2 Background**

Fleet mapping is the process of configuring the features and programming parameters of a trunked radio system to function according to the unique operational requirements of each participating agency, each individual service (e.g., police, fire, EMS), and interoperability between services and zones.

### **19.3 Policy**

**19.3.1** An agency or entity is not allowed to customize the placement of fleet mapping zones or talkgroups on their radios after the initial installation. These are not customizable. This process is considered a Commissioner and possibly a PROC issue.

**19.3.2** The addition of or deletion of talkgroups and/or zones must be compatible with OCICS systems operation and will be coordinated with the Radio Division.

### **19.4 Definitions**

**19.4.1** DEPARTMENT OF EMERGENCY COMMUNICATIONS: Provides general oversight of the entire program, including executive support, fiscal oversight, legislative and administration communications, strategy, and overall accountability.

**19.4.2** RADIO DIVISION: Manages the day-to-day operational needs of the system.

**19.4.3** PROGRAM MANAGEMENT: Overall responsibility for coordinating the various projects related to the OCICS implementation, as well as the development of policies and guidelines that are in support of the long term operations of OCICS.

**19.4.4** PROC (Policy Review and Oversight Committee): A workgroup working under the direction of the Commissioner of the Department of Emergency Communications consisting of stakeholder representatives familiar with the operation of the OCICS trunked radio system. The PROC is responsible for recommending business strategies and procedures, which promote the efficient, effective, and secure operation of the OCICS.

## **20. OFF NETWORK CHANNELS**

Off-Network Channel describes a radio channel that is low power (usually less than 5 watts) – simplex and does not transmit through the digital TLMR system. An “Off-Network” radio channel communication is generally a “line of sight distance transmission” dependent on objects that could impede that low power signal. Items such as trees, hills, and concrete/steel buildings are just some examples of barriers that can limit the distance of all radio transmissions as well as an “Off-Network” radio transmission. Off network channels are not able to be monitored by the Onondaga County Department of Emergency Communications.

Off Network channels can be used for on-scene tactical operations when the OCICS TLMR system is out of range (see Onondaga County Radio Directive 2013.B on OCICS “DISPATCH/RADIO PROTOCOL FIRE”). Off-Network radio channels should not be scanned in conjunction with network talkgroups as transmissions may be lost due to the need to re-affiliate with the network each time the radio scans from a conventional channel to a network talkgroup.

### **20.1 Recording**

All consoles are capable of recording all the major talkgroups except the off network channels.

### **20.2 Emergency Traffic Button**

IMPORTANT NOTE: THE EMERGENCY TRAFFIC BUTTON WILL NOT FUNCTION ON OFF NETWORK CHANNELS. The Emergency Traffic Button will only work on monitored TLMR talkgroups.

### **20.3 Guidelines: General/Dispatch Duties/ Special Events Planned/ Scheduled**

**20.3.1** Definition of a special event - Any event, known in advance, that requires additional communications resources. An event that involves multiple jurisdictions or multiple agencies for event coordination in so much as an off network frequency will not suffice or the need is across long distances (in miles) where point to point will not function. (This includes large scale training exercises.)

**20.3.2** Alternate tactical talkgroup(s) will be assigned as available for the duration of the event upon request. Talkgroup assignment is subject to pre-emption if required for reassignment to an emergency event.

**20.3.3** Alternate tactical talkgroups should be scheduled as far in advance as possible.

**20.3.4** Appropriate radio dispatch will be notified by requesting agency or Incident Commander when the requested talkgroup will no longer be needed.

**20.3.5** All requests will be logged per OCICS policy.

**20.3.6** Reserving a TAC channel- This will be done via a letter or email to the Onondaga County Department of Emergency Communications on department letterhead containing the following information: Name of the event, Time, day, Location, estimated time the channel will be in use and an event or agency contact name, phone number and e-mail. This will need to be done a minimum of 2 weeks in advance, the Department of Emergency Communications will respond back in writing via e-mail or post with the assigned tact channel/s for the event.

**20.3.3** The Department of Emergency Communications will not be monitoring your assigned event tact channels on a primary basis, however, your emergency traffic buttons will function if you are on the network.

## **20.4 Minor Events**

Minor Events with a limited footprint should first utilize “Off-Network” channels for radio communications. When using the Off- Network radio channel, Fire Departments should realize the following:

**20.3.7** They are generally limited by “Line of Sight” transmissions, dependent upon interference of buildings, hills and other geographic and atmospheric issues.

**20.3.8** They are not monitored or recorded by the Onondaga County Department of Emergency Communications.

**20.3.9** Radio transmissions may interfere with other Fire Departments operating on another event that is in close proximity to your own event.

**20.4.3** Other Off-Network channels are available on other zones.

## **20.5 Water Rescue (CFC)**

Water Rescue - CFC TAC – 12 will be assigned for all water rescue calls on Oneida Lake and all lakes within the response area of Onondaga County. If CFC TAC -12 is already in use the next available TAC Channel will be assigned in accordance with current policy and procedures.

## **21. FAIL-SOFT MODE**

When the main controllers detect certain failure conditions in the radio system, all available channels revert from a trunking mode into a conventional repeater type of operation that is given the term “Fail-Soft”. When this occurs talkgroups are assigned to a specific radio repeater if so programmed which will allow the users to continue voice communications while repairs are made to the system. During this time the entire TLMR system will be limited to just 15 repeated channels (see chart for channel assignments) for all the users on the system. The Onondaga

County Department of Emergency Communications will make a radio traffic restriction announcement to all agencies advising the system is in the Fail-Soft Mode. (The user’s radio will also provide an indication that the system has gone to Fail-Soft Mode.) While all users will be assigned a channel it is understood that air-time will be shared by many more users than when in a trunked mode so all transmissions should be limited. If the information doesn’t need to be transmitted it should not be. Dispatchers will also control the air if there is extraneous or unnecessary chatter and advise those users to standby or end their transmissions.

**21.1** There also may be times the system is put in the Fail-Soft Mode during a simulation drill for training purposes.

**21.2** Fail Soft Channel Reversion Plan

<u>Channel</u>	<u>Agency</u>
1	County Fire (Dispatch)
2	County EMS/AMR (Dispatch)
3	County Fire/EMS (Command)
4	Syracuse Fire (Dispatch)
5	Syracuse Fire (Command)
6	Syracuse Police (North)
7	Syracuse Police (South/Airport)
8	MRD (East)
9	MRD (West)
10	MRD (North)
11	County Wide Interoperable 1 (OTAC 1)
12	Police Interoperable 1 (PTAC 1)
13	Fire Interoperable 1 (FTAC 1)
14	County Agencies
15	LOC Agencies

**22. REGIONAL ROAMING**

Regional roaming occurs when users travel from one area within the OICIS zone to another,

another zone (e.g., Cayuga, Madison, Oswego) switching towers in the process.

## **23. MUTUAL AID CHANNEL INFORMATION**

### **23.1 Capabilities**

OCICS Radios transmit on 400 MHz frequencies. All OCICS subscriber radios have common talkgroups/channels, specifically county and regional Mutual Aid Channels (e.g., EVENT, OTAC, FTAC, PTAC, LWIDE, FWIDE) and National Interoperability Channels (i.e., UCALL and UTAC) which are used for interoperability. These radios may also be programmed with common talkgroups used for daily operations.

### **23.2 Constraints**

The OCICS TLMR must be fully operational for countywide mutual aid talkgroups communications to be available. Users must be familiar with using a digital trunked radio system. Non-network channels (e.g., National Interoperability Channels UCALL/UTAC) would still be available if the network was not.

### **23.3 Operational Context**

As the countywide digital trunked radio system, OCICS should be the primary means of communication between responding agencies for interoperability.

### **23.4 Recommended Protocol and Standard**

Proper FCC, OCICS radio protocol and NIMS standards, including the use of plain (common) language, shall be followed at all times.

## **24. PROCESS FOR COMMON LANGUAGE**

OCICS Process for Common Language Usage

### **24.1 Procedure**

Whenever practical, users on the OCICS system will utilize common (plain) language instead of 10-codes or other cryptic language (e.g., signal codes) to facilitate communication in emergencies.

### **24.2 Standard**

To be in compliance with NIMS, common language will be the required mode of communication for all OCICS radio transmissions in emergency situations. Use of codes increases the chance for miscommunication. During emergency situations all responders,



whether they be local or multi-jurisdictional, must be able to communicate clearly. In addition, they must know and utilize commonly established operational structures, terminology, policies and procedures.

The use of common terminology facilitates the ability of area commanders, State and local EOC personnel, federal operational coordinators, and emergency responders to communicate clearly with each other and effectively coordinate response activities, no matter what the size, scope or complexity of the incident. The ability of responders from different jurisdictions and different disciplines to work together depends greatly on their ability to communicate with each other.

### **24.3 NIMS Recommended**

While the National Incident Management System (NIMS) does not require plain language for internal operations, it strongly encourages it, as it is important to practice every day terminology and procedures that will need to be used in emergency incidents and disasters.

It is required that plain language be used for multi-agency, multi-jurisdictional and multi-discipline events, such as major disasters and exercises, and in incidents requiring assistance from responders from other agencies, jurisdictions, and functional disciplines.

## **25. TALKGROUP MANAGEMENT POLICY**

### **25.1 Purpose**

The purpose of this policy is to ensure adequate talkgroups are available for current and future OCICS users.

### **25.2 Management**

In order to provide necessary talkgroups to current and future users of the OCICS, talkgroups will be issued to agencies based on the number of radio subscriber units within the agency.

### **25.3 New Users**

New Users may request talkgroups up to the number provided for an agency in their size category. Need must be justified and approval is subject to system capacity.

### **25.4 Current Users**

Current OCICS subscriber agencies will retain all assigned talkgroups.

### **25.5 Exceptions**

**25.5.1** Agencies, whether new or current, may request additional talkgroups beyond the number allocated to agencies in their size category. Request will be made in writing to the Commissioner of Emergency Communications. Every effort to limit the number of required

talkgroups will be made by member agencies to ensure future availability of talkgroups for use by new users and expansion of the agency itself.

**25.5.2** System resource utilization is reviewed on a regular basis. Talkgroups that are not utilized on a regular basis or are used inappropriately may be deactivated.

## **26. NEW TALKGROUP JUSTIFICATION STANDARD**

### **26.1 Policy**

The Commissioner of Emergency Communications has responsibility for assessing and determining the need for new talkgroups. This will ensure that the system is not overloaded during busy periods with rarely used talkgroups. The applicant agency will have the means to determine their talkgroup needs when completing this document's requirements.

### **26.2 Definitions**

**26.2.1 TALKGROUP:** A uniquely named group of radios that can share calls and messages on a trunked radio system (similar to a channel on a conventional system). A talkgroup's normal communications do not require interfacing with other talkgroups. Typically, the majority of the radio user's communications are within a select few talkgroups. Talkgroups do not enhance interoperability, they create silos of communication.

**26.2.2 PUBLIC SAFETY:** Those agencies as defined in Part 90 of the FCC Rules & Regulations who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency support personnel (such as equipment operators) that can provide immediate support services during prevention, response and recovery operations. Public safety generally includes police, fire, and EMS agencies.

**26.2.3 PUBLIC SERVICE:** Government entities eligible to hold radio license authorizations as defined in Part 90 of the FCC Rules & Regulations. Public service entities typically include local governments, highway departments, DPWs, codes enforcement, and school buses.

**26.2.4 EMERGENCY RESPONDERS:** As defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101). The term 'emergency response providers' includes Federal, State and local emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities) and related personnel, agencies and authorities.

**26.2.5 DAILY USE:** Use of OCICS as the organization's primary communication system. Assignment of a new talkgroup to an entity will be considered a request for full time, daily

use.

### **26.3 Talkgroup Application Standards**

Each applicant must meet the following standards when requesting a talkgroup:

**26.3.1** The applicant agency will utilize the talkgroup on a daily basis.

**26.3.2** The talkgroup will be used for essential communication between the radio users that cannot be accomplished through an interoperability talkgroup.

**26.3.3** The organization must meet the definition of a “public safety” entity as defined above.

### **26.4 Supporting Documents and Information**

**26.4.1** An OCICS application that includes a request for a talkgroup will be considered by OCICS to be a daily use application.

**26.4.2** The number of channels or talkgroups currently in use either on OCICS or another communication system

**26.4.3** The number of entities that will use the channel or talkgroup

**26.4.4** Justification for the new talkgroup(s) should include an explanation of its intended use.

**26.4.5** The following are examples and are not intended to be a complete list of justifications;

1. Dispatching
2. Essential communication or removing traffic from a dispatching talkgroup for other communications
3. Removing traffic from a dispatching talkgroup during events
4. Ability to conduct more than one conversation during an event
5. Use as a common channel within a group of talkgroups

6. Use as an interoperability channel for users outside the main group (For this justification to hold true, the entity must already have (use) multiple talkgroups)
7. Backup communication is not considered a valid justification
8. Other – please define

## **27. RADIO DISCIPLINE STANDARD**

### **27.1 Purpose and Scope**

To define the standard for the acceptable use of the Onondaga County Interoperable Communications System.

### **27.2 Standard**

This standard is to act as a discipline for Local agencies/entities to follow when using OCICS subscriber radios. Radio discipline is absolutely essential to ensure that system resources are available to all system users when needed.

Adherence to proper radio discipline is an issue that rest primarily with the Local agency/entity with the following exceptions:

**27.2.1** Any misuse of the OCICS system will be reported to the Department of Emergency Communications Radio Division to handle directly with the agency/entity department head or his/her designee.

**27.2.2** The use of the OCICS TLMR is for official business only.

**27.2.3** A limited number of radio channels is shared among more than 150 public safety and public service agencies requiring great radio discipline to ensure that system resources are used efficiently and effectively. Radio transmissions must be mission necessary and limited to pertinent information and must be as brief and concise as possible.

**27.2.4** Users shall operate radio equipment in an impersonal and unemotional manner, transmitting clearly and distinctly.

**27.2.5** Users shall refrain from initiating unnecessary radio transmissions and shall be mindful of the demand for radio system resources during widespread emergencies that affect multiple disciplines and agencies (e.g., severe storms).

**27.2.6** Time-out timers on all OCICS subscriber radios shall be set at 30 seconds or less.

**27.2.7** All agencies/entities utilizing the OCICS system must abide by all Federal Communications Commission (FCC) regulations as stated in Title 47 Part 90 (Land Mobile Communications).

**27.2.8** Using the radio to make unnecessary remarks, noises, or music is strictly prohibited.

**27.2.9** Causing interference to the radio system is a violation of Federal and State law and will be prosecuted.

### **27.3 Controls and Measures**

**27.3.1** The Department of Emergency Communications will address any miss-use of the OCICS system by handling it directly with the agency/entity department head or his/her designee.

**27.3.2** Repeated miss-use or a failure to cooperate in resolving an issue may result in offending radios being disabled by the OCDEC or administrative action up to and including termination of the agency's operating privileges.

### **27.4 Responsibility/Assignment**

The department head of the local agency/entity is responsible for radio discipline, with the exceptions stated in this standard.

### **27.5 Definitions**

**27.5.1** COMMISSIONER: Overall responsibility for coordinating the various projects related to the OCICS as well as the development of policies and guidelines that are in support of the long term operations of OCICS.

**27.5.2** POLICY REVIEW & OVERSIGHT COMMITTEE (PROC): Provides stakeholder perspective on the OCICS program. Additionally, this group provides advice and guidance to the Commissioner on strategic planning, funding, program policies and procedures.

**27.5.3** OCDEC RADIO DIVISION: Manages the day-to-day operational needs of the system.

**27.5.4** OCICS TEAM LEADS: An ad hoc workgroup representing stakeholder agencies experienced in the operations of a trunked radio system. This workgroup is responsible for

providing technical guidance (e.g., radio template recommendations, subscriber feature sets) which promotes the efficient and secure operation of the OCICS. The OCICS Team Leads workgroup is chaired by the OCDEC Radio Division supervisor.

## **27.6 OCICS Phonic Alphabet**

Adam  
Boy  
Charles  
David  
Edward  
Frank  
George  
Henry  
Ida  
John  
King  
Lincoln  
Mary  
Nora  
Ocean  
Paul  
Queen  
Robert  
Sam  
Tom  
Union  
Victor  
William  
X-Ray  
Young  
Zebra

## 28. RADIO TEMPLATE CREATE/ CHANGE

### 28.1 Policy

**28.1.1** Our policy is to keep changes and number of templates to a minimum. Templates are the responsibility of the OCDEC Commissioner. OCICS manages the templates and PROC will be consulted on template changes that affect multiple disciplines. Decisions regarding new radio templates or changes to existing radio templates will be reviewed, approved and archived to be available for use in identified subscriber radios through based on the decision of the Commissioner who may, when necessary, consider the input from PROC and Radio Division. Changes which are wholly within an individual non-dispatched agency may be managed directly through the OCICS Radio Division. A decision guidance matrix is provided below.

**Chart: Decision Matrix for Template Changes**

	AGENCY SPECIFIC/ NO IMPACT ON OTHER OCICS AGENCY TEMPLATES	MULTIPLE AGENCY TEMPLATE IMPACT
DISPATCHED? Yes	Commissioner	Commissioner & PROC
DISPATCHED? NO	Radio Division	Commissioner & PROC

As an example, a non-dispatched State agency seeking to make changes in the layout of their unique template may file their request directly with the Radio Division. A dispatched fire department seeking to add a conventional radio channel to their template must bring the request to the Commissioner and PROC will be consulted if necessary (e.g., no precedent).

**28.1.2** Template changes, whether requested or directed by the OCDEC, are the sole responsibility of OCICS user agencies. The OCDEC cannot accept financial costs associated with making the template changes either requested by user agencies or deemed necessary for the efficient and/or effective operation of the OCICS TLMR network. In the event that the OCDEC receives funding (e.g., grants) to make programming changes, the OCDEC cannot reasonably be expected to make programming template changes and re-program all radio brands and models used by agencies. Those templates/radios not covered in the scope of re-programming must be brought into compliance by the user agencies at agency cost.

## **28.2 Procedure**

**28.2.1** Request for new template or changes to an existing template is either received or identified by the OCDEC Radio Division.

**28.2.2** Requests are reviewed for approval by the OCICS Commissioner, Radio Division and other groups as determined necessary based on the nature of the request.

**28.2.3** Changes are identified in approved requests and documented and sent to PROC identifying each template as affected.

**28.2.4** The addition of talkgroups that are not part of the agency's standard template must be coordinated with the entity that controls the talkgroup to be added. The agency adding the talkgroup must provide a letter authorizing the use of the talkgroup from the controlling entity to the OCDEC. For example, if the NYS Attorney General's Office wishes to add a Syracuse Police talkgroup to their radios, permission in writing must be received from the SPD chief of police authorizing the share.

**28.2.5** The OCDEC Radio Division modifies existing templates or creates new templates per authorized changes. The OCDEC will archive the new or updated template to be used for retuning/reprogramming of radio units for field testing.

**28.2.6** Field testing is conducted by OCICS Radio Division or other group as identified. Any errors (rejects) identified would be sent to Commissioner for correction. Field testing would continue until all changes have been accepted.

## **28.3 Controls and Measures:**

All changes must be reviewed and approved by identified groups and all changes must be system tested for accuracy.

## **29. SCHEDULED MULTI-AGENCY EVENTS**

### **29.1 Purpose**

To provide a Standard Operating Guideline for scheduled multi-agency events. This guideline is designed in checklist format and is for use in the planning phase for scheduled multiagency or multi-jurisdictional events (Special Events).

### **29.2 Procedure**



The NIMS ICS (National Incident Management System Incident Command System) structure should be used throughout the duration of the event. It is mandatory that plain language be used during multi-jurisdictional, multi-agency events; plain language is a NIMS, Department of Homeland Security standard.

When appropriate, considering the size, duration or scope of the event, the Onondaga County Department of Emergency Management during the planning process. The request for assistance and resources must filter through the local OEM. In addition, Department of Emergency Communications operations and the Onondaga County Department of Emergency Management should be informed of plans for the event. A checklist is included on page two of this document to assist you with the planning process.

**30.2.1** Department of Emergency Communication has adopted NIMS as the standard by which emergencies in Onondaga County would be managed.

### **29.3 Definitions**

**29.3.1 INCIDENT COMMAND SYSTEM (ICS):** a widely applicable management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is part of the National Incident Management System.

**29.3.2 INTEROPERABILITY CHANNEL:** Interoperability talkgroups and channels may be used for communication during emergencies or special events. The use of these talkgroups/channels must be requested through the Department of Emergency Communications. The Department of Emergency Communications monitors traffic on these talkgroups/channels on a secondary basis, unless otherwise requested/authorized.

**29.3.3 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS):** a federal standard used to provide guidance for managing incidents.

**29.3.4 PLAIN LANGUAGE:** a federal standard (also a Department of Emergency Communications standard) that requires using common language to communicate during multi-agency, multi-jurisdictional events.

**29.3.5 SCHEDULED MULTI-AGENCY EVENT:** a scheduled event that can or will involve multiple agencies or jurisdictions that need to communicate on common channels.

## 29.4 The OCICS Standard Operating Guideline for Scheduled Multi-Agency Events

### Planning Checklist

\_\_\_ When appropriate, contact the local OEM and involve them in the planning process.

\_\_\_ What ICS structure (Unified Command or Incident Command) will be used and what positions will be filled?

\_\_\_ Who will be the IC (Incident Commander)?

\_\_\_ Will a COML (Communications Unit Leader) or a COMT (Communications Unit Technician) be necessary?

\_\_\_ Did the IC Request a COML/COMT if needed?

\_\_\_ What communications capabilities will be needed for the event?

- Number of MAC channels?
- Additional resources/equipment?

\_\_\_ How will you obtain the additional resources/equipment?

- Are there MOUs or Mutual Aid agreements in place to meet the needs at the local level?
- Will you need to request additional resources/equipment from the local OEM?

Assure that you request the additional capability that you need not just specific resources/equipment. (Ex: We need Department of Emergency Communications coverage extended into an area with limited coverage where the event will take place.) They may know of resources/equipment available that you are not aware of to meet the capabilities that you need and they are the point of contact to OCDEM for state resources (SOW—Sites on Wheels, additional radio cache, COML—Communications Unit Leader, Incident Management Team, etc.)

\_\_\_ Do those involved know how long the event will last?

\_\_\_ What other agency involvement is needed and how do they work together?

- Onondaga County Sheriff's Office
- State Police
- Local law enforcement

- Local fire department
- Local EMS and ambulance services
- Local Emergency Management Office
- National Guard
- Other State/Federal agencies \_\_\_\_\_

\_\_\_ What other agencies/entities need to be notified of your operations that are not involved in the actual event or the planning process?

- Who will notify them?
- Will they need any type of communications support during your event?

\_\_\_ How long will the MAC channel(s) be needed?

- Have the appropriate MACs been reserved with the Operations Division?  
\_If a length of time is known and noted when requesting the MAC channel, it will be released when that time ends unless notification is received to extend usage of the MAC channel.
- If the length of time is unknown, who will notify OCDEC that the MAC channel can be released?

(The COML is responsible if this position is staffed in your ICS structure.)

\_\_\_ Who will disseminate information to the media and how?

- Will a Joint Information Center (JIC) be established?
- How will you communicate with the JIC or person responsible for media relations?

\_\_\_ Was an ICS-205 Form prepared?

- Copy provided to Radio Division
- Copies to Operations Division:
  - Desk Supervisor
  - Affected TA(s)
  - Affected Dispatchers
  - Shift Briefing
- Copy to Commissioner
- Copy to Deputy Commissioner
- Copy to OCDEC Duty Commander (If not Commissioner or DC)

## 30. RESCIND SHARED TALKGROUP ACCESS PROCESS

### 30.1 Purpose

The talkgroup “owners” will have a way to rescind talkgroup usage from users they had previously given permission to use the talkgroup.

### 30.2 Definitions

**30.2.1 TALKGROUP:** A uniquely named group of radios that can share calls and messages. A talkgroup’s normal communications do not require interfacing with other talkgroups. Typically, the majority of the radio user’s communications are within a select few talkgroups. Talkgroups do not enhance interoperability, they create silos of communication.

### 30.3 Procedure

**30.3.1** The talkgroup owner wishes to rescind usage of their talkgroup granted to other users:

1. The talkgroup owner sends formal letter to the affected agency(s) with a copy to the Commissioner of Emergency Communications. .
2. This can be via email, letter or fax.
3. Request must be on letterhead and signed by the talkgroup owner.
4. The owner should give the user agency(s) 45 days to have their radios reprogrammed
5. Request must include the list of users that will no longer have usage of their talkgroup.
6. Talkgroup owner includes reason for rescinding the talkgroup. Valid reasons include (not a complete list);
  - a. Excessive usage by the agency
  - b. Usage is driving up their baseline
  - c. Usage is no longer beneficial

**30.3.2** 32.3.2The OCDEC will also inform the other user that their talkgroup usage is being

rescinded. The OCDEC may inhibit the user's radios if they do not comply with the owner's request.

### **31. STANDARD FOR TALKGROUP/ZONE PERMISSIONS**

This standard provides a means to share talkgroups with other agencies. Sharing of talkgroups facilitates interoperability.

#### **31.1 Standard**

Two groups regulate each talkgroup/zone; these are the head of the controlling agency (e.g., SFD - Syracuse Fire, SPD - Syracuse Police, MRD - County Police Chiefs, CFC - Emergency Management) and the person with legal responsibility (i.e., Commissioner of Emergency Communications). The OCDEC considers the controlling agency to be the agency that requested the talkgroup's creation. Approvals from both the head of the controlling agency and the OCDEC Commissioner are required to give permission to another agency to have access to a specific talkgroup/zone.

**31.1.1** It is the goal of the OCDEC to keep the number of templates for dispatched agencies to a minimum in order to avoid template corruption and minimize programming errors.

**31.1.2** The programming of non-dispatched agency talkgroups in the radios of dispatched agencies is generally not permitted. The talkgroups of non-dispatched agencies are not monitored by the OCDEC and the use of those talkgroups by dispatched agencies would cause issues if OCDEC dispatchers could not communicate. Dispatched and non-dispatched agencies who need to communicate with each other are encouraged to utilize the appropriate interoperability talkgroup (e.g., OTAC, EVENT, WIDE).

#### **31.2 Process**

All steps in the request process for talkgroup permissions must be followed as described in this section.

**31.2.1** The request can originate with any OCICS user agency or a non-user public safety or public service agency that operates within Onondaga County and is requesting supplemental interoperability above and beyond existing Mutual Aid Channels (MAC).

**31.2.2** The requesting agency must file a written request to the Commissioner for permission to access the talkgroup/zone.

**31.2.3** The request must be on agency letterhead and specify the talkgroups/zones needed as well as the demonstrated need. Agency contact information shall be included.

**31.2.4** The talkgroup(s)/zone(s) names should be included.

**31.2.5** The permission request letter will be forwarded to the controlling agency/organization for their review and determination.

**31.2.6** The controlling agency shall approve or disapprove the request in writing (may be done through meeting minutes) and shall clearly specify any limitations to the permission

**31.2.7** Examples of possible limitations include:

1. limiting to specific radios
2. limiting the number of radios
3. groups within the requesting agency
4. Other (specify)

**31.2.8** Both the controlling agency/organization will maintain a copy of the permission request letter

**31.2.9** The permission request letter is forwarded to the Commissioner for PROC review, if appropriate.

**31.2.10** The letters may be sent via email, fax or mail

**31.2.11** PROC files the letters

**31.2.12** PROC informs the radio shop which talkgroups should be programmed into each radio

**31.2.13** A copy of the permission letter must be taken to the radio programming shop

**31.2.14** The radio shop will verify programming with the OCDEC Radio Division

### **31.3 Controls and Measures**

**31.3.1** A standard template for permission letters is provided by OICS, see section following.

### **31.4 Responsibility/Assignment**

**31.4.1** PROC receives, tracks and files permission letters

**31.4.2** PROC informs the radio shop that talkgroups are shared

**31.4.3** PROC informs the radio shop who the requesting agency and talkgroup owner is

**31.4.4** The contracting authority signs the permission letters

**31.4.5** The controlling agency head signs the permission letters

### **31.5 Talkgroup Utilization**

**31.5.1** The OCDEC Radio Division will monitor OCICS talkgroup usage and will periodically report to the Commissioner on talkgroup utilization.

**31.5.2** Since system resources are limited, talkgroups that are no longer necessary should be removed from the system. The Radio Division shall notify the Commissioner of talkgroups that can be discontinued. The Commissioner shall notify PROC of any talkgroups scheduled for removal and the affected agency shall be given 90 days notice of the decision.

## **32. TALKGROUP PERMISSION LETTER TEMPLATE**

### **32.1 Purpose or Objective**

The purpose of this template is to provide a guide for requesting the use of another owner's talkgroup resources. See template on page following:

**Onondaga County Department of Emergency Communications**  
**AUTHORIZATION TO USE TALKGROUPS**  
**NOT OWNED BY THE REQUESTING AGENCY**

Date: \_\_\_\_\_

Requesting Agency: \_\_\_\_\_

Authorizing Agency: \_\_\_\_\_

Reason for Request:

Add Talkgroup(s) to Radios

Scan Talkgroup(s)

Other \_\_\_\_\_

Request permission to ADD the following talkgroups

Talkgroup	To be installed in: (i.e., Portable, Mobile, Command Post)	For the Following Work Units:

Request permission to SCAN/MONITOR the following talkgroups

Talkgroup	To be installed in: (i.e., Portable, Mobile, Command Post)	To be monitored by the following positions:	Request for Receive Only

Other Request/ Requirements (Explain)

Reason for Request

(Attach supporting documentation)

Name of individual completing application \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

E-mail address \_\_\_\_\_



**Onondaga County Department of Emergency Communications  
AUTHORIZATION TO USE TALKGROUPS  
NOT OWNED BY THE REQUESTING AGENCY**

Request Approved\_\_\_\_\_ Approved with Conditions\_\_\_\_\_ Denied\_\_\_\_\_

Conditions:

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Authorized Signature: \_\_\_\_\_

Name of Authorizing Individual \_\_\_\_\_

Address\_\_\_\_\_

Phone\_\_\_\_\_ E-mail address\_\_\_\_\_

### **33. ADVANCED SYSTEM KEY POLICY**

#### **33.1 Purpose**

To create a secure method for managing the release of vendor provided advanced system key technology.

#### **33.2 Policy**

The OICIS utilizes an Advanced System Key (ASK) process for radio identification and vetting, this is while being managed by the OCDEC Radio Division. The Onondaga County Department of Emergency Communications works with manufacturers and agencies to insure equipment on the system is compatible with the standard.

#### **33.3 Background**

Radios are programmable via a software program and hardware interface. Many radio systems require a computer file called a system key to “unlock” full programming capabilities. Without this key, the user can alter only minor parameters within the radio code plug or programming. For example, without a system key, a user may be able to alter scan lists, enable backlight, or label existing talkgroups. With a system key file in place, the user can program crucial parameters, such as entering talkgroups into the code plug.

#### **33.4 Protection of Resources**

The most common method of protection involves closing the system so that only the radios provisioned on the system database have access. An advanced system key can also be used to prevent unauthorized programming of ASTRO 25 radios; the system manager defines who is authorized to program radio IDs into subscribers.

#### **33.5 Secure Information in Transit**

The process seeks to protect over-the-air conversations from unwanted eavesdropping using software or hardware encryption. In addition to closing a system, Radio Authentication provides an additional layer of protection. Any unauthorized radio, without the correct key, will lose and be denied access to the system and an alert will be delivered to the system manager. The OICIS uses PROJECT 25 standards-based radio authentication utilizing the Project 25 TIA102.AACE Link Layer Authentication standard. It is over-the-air compatible with other P25 manufacturer’s equipment that incorporates the Link Layer standard.

The challenge and response authentication procedure, between the system and a P25 radio, conforms to the authentication service as defined by the P25 Authentication standard TIA102.AACE. Each subscriber has a different authentication key with session authentication information passed around the system to prevent exposure to the authentication key. The systems administrator has the flexibility to gradually implement Radio Authentication:

**33.5.1** Selective Authentication – the system authenticates only radios that have been set up for authentication.

**33.5.2** Authentication Required – once all radios have been programmed with an authentication key, the system can be set up for full authentication.

**33.5.3** No Authentication – ability to disable authentication entirely if required.

### **33.6 Procedure**

**33.6.1** To provide a more secure, efficient solution for programming of regional radios, the OCICS implemented Motorola’s Advanced System Key (ASK) Enhanced System Key (ESK) technology. In addition to the increased efficiency and security, the implementation benefits local agencies, allowing them to reduce costs significantly by programming radios in-house, through the OICIS.

**33.6.2** The ASK/ESK hardware solution is tamper proof and encrypted. Motorola’s solutions provide options to restrict certain areas of programming. The Motorola ASK has two parts - the carrier and the button. Implementation:

The following guidelines are provided to insure successful deployment and management of the advanced system key technologies:

**33.6.2.1** The OCDEC Radio Division will provide ASK/ESK hardware from manufacturer. The OCDEC will perform a site visit to the local agency requesting a system key. If approved, the OCDEC will swap a programmed IButton or ESK with the user’s blank. The following qualifications apply:

1. The key will expire around 12 months.
2. At that time, the OCDEC will perform a site visit to renew the key.
3. The OCDEC may inspect Memoranda of Understanding (MOUs) and/or radio templates.
4. The OCDEC reserves the right to reject / recover the key hardware.

5. The OCDEC will keep the master keys and generate the slave keys as necessary after agreements are on file.

### **33.7 Certification**

For Motorola radio usage and programming, the OICIS Radio Division personnel must have achieved Motorola CPS training certification to satisfy the requirement of training for issuance of the Motorola Advanced System Key.

### **33.8 Hardware System Key Agreement and Terms of Use**

The Hardware System key Agreement and Terms of Use Agreement form is on the page following.

### 33.8.1 Hardware System key Agreement and Terms of Use - Agreement

Agency agrees to the following terms and conditions when accepting the hardware system key:

- a. Upon expiration, the agency must purchase hardware as needed for renewal. Agency also agrees to purchase replacement equipment for any lost or damaged hardware.
- b. Agency agrees to notify the OCDEC of lost or damaged hardware.
- c. User agrees to obtain the required training to ensure knowledge of the advanced radio programming that exists on the SAFE-T system. This training must be completed by the first expiration date; a copy of the training certificate must be forwarded to the OCDEC.
- d. The system key is not only a tool for programming radios; it is a critical component of maintaining overall system security. Therefore, the system key must be kept in a secure location and may not be released to third party vendors.
- e. User agrees to destroy all copies of the previous software key in possession.
- f. A User Agreement, executed by signature of both parties, must exist between the agency and the local governance group requesting the system key.
- g. Employees who are technically qualified to program, develop, modify and implement codeplugs/templates for the local agency will only use the key. Agencies shall indicate in the space provided on the User Agreement the name(s) of the employee(s) who will be responsible for creation of your template/code plug and programming of radios.
- h. Agency agrees to use the standardized naming conventions to avoid the confusion of radios with the same talkgroups programmed with different aliases.

Equipment to be procured:

Motorola  
5185956E75 Serial Interface IC USB Port Adapter  
5184055Y01 IC, Parallel Port Adapter  
5184054Y01 IC,4KBIT RAM & Time IButton  
EF Johnson  
250-5000-973, Enhanced System Key – Slave Key

\_\_\_\_\_  
Name & Organization

\_\_\_\_\_  
Programming Staff

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## **34. EXTERNAL GOVERNANCE**

### **34.1 Purpose**

To define the relationship between the Onondaga County Department of Emergency Communications (OCDEC), OCICS governance, and the Central New York Interoperable Communications Consortium (CNYICC) regional governance and the governance promulgated by the New York State Interoperable and Emergency Communications Board (SIEC).

### **34.2 Policy**

It is the policy of the OCDEC to collaborate and work cooperatively with the CNYICC and SIEC Board in order to achieve maximum interoperability between public safety agencies that operate within the Central New York region and throughout New York State. The OCDEC will work harmoniously and in concert with CNYICC governance to ensure that both the users of the OCICS and our CNYICC Network (Shared Master Site) partners achieve the maximum benefits from the regional TLMR.

### **34.3 Background**

In 2007, Onondaga County became a founding member of the Central New York Interoperable Communications Consortium (CNYICC). CNYICC was established for the purpose of ensuring that all first responders with CNY could communicate in real time, across disciplines and jurisdictions, to respond more effectively during day-to-day operations and major incidents. CNYICC was also intended to find ways to share services and costs and seek alternative funding methods to reduce local dollar costs for providing public safety communications services.

Beginning with the start-up of the OCICS TLMR in 2010, certain CNYICC counties went on to build their own TLMRs utilizing the Onondaga core (i.e., Master Site) through intermunicipal agreements. The sharing of the Onondaga Master Site provided extraordinary interoperability benefits throughout the region and saves participating counties significant start-up costs and annual maintenance costs.

New York State County Law, Article 6-A, Section 326, created the State Interoperable and Emergency Communication Board (SIEC Board) within the Division of Homeland Security and Emergency Services (pursuant to Chapter 56 of the Laws of 2010). Section 328 of the New York State County Law, charged this Board with the authority to: make recommendations related to the development, coordination and implementation of policies, plans, standards, programs and services related to interoperable and emergency communications, including but not limited to ensuring compliance with federal mandates for interoperable communications

and compatibility with the national incident management system; establish structures and guidelines to maintain interoperable communications planning and coordination at the statewide level; and establish guidelines regarding the creation of regionally based radio communications systems compatible with the structures and guidelines consistent with federal mandates and best practices.

#### **34.4 CNYICC Governance - General**

Understanding and supporting the value of regional interoperability, the OCDEC is committed to meeting the interoperability goals of the region. To that extent, the OCDEC will actively participate in the CNYICC governance process and will endeavor to comply with governance policies promulgated by the CNYICC. If conflicts arise between CNYICC policy and procedures and those promulgated by the OCDEC PROC, the Commissioner will confer with the PROC and will make a decision as to how to best proceed considering the greater good of all affected agencies and counties.

#### **34.5 CNYICC Governance – Shared Master Site Counties**

The OCDEC maintains a digital TLMR that was the first of its kind built in Central New York. In planning the OCICS TLMR, a Federal COPS (community Oriented Policing Services) grant was obtained that supported the build of the Master Site (or Core) component of the system. The Master Site in a sense is the brain of the system and has the capability of expanding to multiple (i.e., 32) “zones”. The intent of the COPS funding was to provide for a shared Core for the purpose of expanding the footprint of the TLMR to neighboring counties, allowing for regional interoperability (e.g., roaming, regional talkgroups) while providing substantial savings in start-up costs and annual maintenance for each county that wished to participate.

The sharing of the OCICS Master Site requires on-going communication and cooperation with CNYICC Shared Master Site counties to ensure that the capabilities of the TLMR system continues to grow with the needs of the participants, that needed regional interoperability is provided, and that the system maintains reliable and cost effective for all.

A CNYICC subcommittee of the Shared Master Site counties has been formed and meets, when necessary, following regular CNYICC meetings. The OCDEC Commissioner shall work with the governance group to ensure that the operation and maintenance of the Shared Master Site meets the collective needs of the participating counties. If conflicts arise between the needs of CNYICC Shared Master Site counties and the needs of the OCDEC PROC, the Commissioner will confer with the PROC and will make a decision as to how to best proceed considering the greater good of all affected agencies and counties.

## **34.6 SIEC BOARD GOVERNANCE**

As a lesson learned during the events of 9/11, the OCDEC recognizes and supports the value of and need to be interoperable with all public safety (i.e., Federal, state, municipal, tribal) and work to meet the interoperability goals as established in the New York Statewide Communications Interoperability Plan (SCIP) which assists the National Emergency Communications Plan (NECP) Goals and the Federal government with fulfilling the Presidential Policy Directive 8 (PPD-8)4 National Preparedness Goal for Operational Communications.

The OCDEC is committed to meeting the interoperability goals defined in the NY SCIP as well as complying with the policies and guidelines promulgated by the SIEC.

## **35 ABBREVIATIONS**

APCO - Association of Public-Safety Communication Officials International  
ASK – Advanced System Key, Motorola  
BOC - Backup Communications Center  
CALEA - Commission on Accreditation for Law Enforcement Agencies, Inc.  
CCGW – Conventional Channel Gateway  
CFC – County Fire Coordinator  
CNYICC – Central New York Interoperable Communications Consortium  
CPS – Motorola radio Customer Programming Software  
DIS – Department of Information Systems  
EOC – Emergency Operations Center  
ESK – Enhanced System Key, EF Johnson  
FCC – Federal Communications Commission  
MRD – Mobile Radio District  
NENA - National Emergency Number Association  
NIMS – National Incident Management System  
NOC- Network Operations Center  
OCICS – Onondaga County Interoperable Communications System  
OIEC - Office of Interoperable and Emergency Communications (The Director of OIEC also serves as the Statewide Interoperable and Emergency Communications Coordinator and chair of the Statewide Interoperable Governance Board (SIGB))  
PROC – Policy Review and Oversight Committee  
SCIP – Statewide Communication Interoperability Plan  
SFD – Syracuse Fire Department  
SIEC - State Interoperable and Emergency Communication Board  
SPD – Syracuse Police Department  
TLMR – Trunked Land Mobile Radio





## 36 GLOSSARY

**CODEPLUG:** A solid-state chip located inside the radio where the radio's personality data is stored. Personality data is created using the Motorola Customer Programming Software (CPS). CPS defined data can be transferred to the radio's chip or to a codeplug file. Codeplug files can be archived on the computer's hard drive for later use.

**DAILY USE:** Use of OCICS as the organization's primary communication system. Assignment of a new talkgroup to an entity will be considered a request for full time, daily use.

**EMERGENCY RESPONDERS:** As defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101). The term 'emergency response providers' includes Federal, State and local emergency public safety, law enforcement, fire departments, emergency management, emergency medical (including hospital emergency facilities) and related personnel, agencies and authorities.

**EXECUTIVE DEPARTMENT:** Commissioner of the OCDEC having overall responsibility for coordinating the various projects related to the OCICS implementation as well as the development of policies and guidelines that are in support of the long term operations of OCICS.

**IButton:** The device contains software and configuration data that constitutes the Advanced System Key.

**INCIDENT COMMAND SYSTEM (ICS):** a widely applicable management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is part of the National Incident Management System.

**LOCAL LEADERSHIP COUNCIL:** Provides the local perspective on the OCIC program. Additionally, this group provides advice and guidance on strategic planning, funding, program policies and procedures.

**MAC CHANNEL:** Mutual Aid Channel used for communication during emergencies or special events. MAC channels must be requested through the Department of Emergency Communications. OCISC monitors traffic on these channels.

**MASTER:** The master system key, which can be used for programming is also required to create the slave system key.

**MOBILE RADIO:** A two-way radio communication device designed to be installed in a vehicle for higher powered communication, typically at higher power than handheld radios.

**NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS):** a federal standard used to provide guidance for managing incidents.

**OCDEC RADIO DIVISION:** Manages the day-to-day operational needs of the system.

**OCICS PATCH:** Is defined as an interface between the OCICS and any non-OCICS radio or audio source to provide audio communications between the disparate systems, or connecting two or more OCICS Talkgroups for interoperability.

**PLAIN LANGUAGE:** a federal standard (also a Department of Emergency Communications standard) that requires using common language to communicate during multi-agency, multi-jurisdictional events.

**PORTABLE RADIO:** A portable hand-held two-way radio is a radio that can both transmit and receive.

**PROC COMMITTEE:** The Policy Review and Oversight Committee (PROC) serves as the OCICS governance committee and makes recommendations to the Commissioner of Emergency Communications regarding the acceptable use of the OCICS TLMR system.

**PUBLIC SAFETY ENTITY:** Those individuals/entities who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency support personnel (such as equipment operators) that can provide immediate support services during prevention, response and recovery operations.

**PUBLIC SAFETY:** Those individuals who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency support personnel (such as equipment operators) that can provide immediate support services during prevention, response and recovery operations.

**PUBLIC SERVICE ENTITY:**

**SCHEDULED MULTI-AGENCY EVENT:** a scheduled event that can or will involve multiple agencies or jurisdictions that need to communicate on common channels.

**SIGNAL FIFTY (50):** The term used to represent the immediate need for help or assistance. A possible life-threatening situation exists.

**SIGNAL FORTY-NINE (49):** The term used to represent the need for assistance of a non-life threatening nature. This is handled in a manner specific to the class of service generating the request:

**SLAVE:** The system key used by programmers to program radios.

**SPECIAL EVENT:** Any event, known in advance, that requires additional communications resources. An event that involves multiple jurisdictions or multiple agencies for event coordination in so much as an off network frequency will not suffice or the need is across long distances (in miles) where point to point will not function. (This includes large scale training exercises.)

**SYSTEM KEY –** Software either in a file or loaded into hardware to enable critical parameters to be programmed.

**TALKGROUP:** A (computer) programming software grouping of radios created for the purpose of frequent and convenient communication with each other. .

TALKGROUP RECISSION: A talkgroup owner will have a method to rescind talkgroup usage from other users.

## **37 REFERENCES**

Onondaga County Policy and Procedure  
NYS SCIP