



## ADMINISTRATIVE DIRECTIVE

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	EFFECTIVE DATE	
<b>August 26, 2016</b>		

### I. PURPOSE

To establish procedures for the acquisition, maintenance and disposition of communications and other electronic equipment and to establish certain procedures for radio systems.

### II. POLICY

All acquisitions of communications and other electronic equipment shall be made after consultation and approval of the Information Technology Department (ITD). All requests for maintenance or disposal of communications and other electronic equipment shall be submitted to Environmental and General Services Department (EGSD) Communications Maintenance Section for service.

### III. DEFINITIONS

- A. **Communications** – Transmission of analog and/or digital intelligence between point of origin and reception.
- B. **Communications Equipment** – Any point-to-point or point-to-multi-point communication system or associated component used by, or for, the City of Tucson. This includes, but is not limited to, all portable, mobile and fixed two-way radios, microwave, copper and fiber optic systems, but for the purposes of this directive, excludes telephone, switches and routers. Requests for this excluded equipment should be routed and managed through the Information Technology Department Service Desk.
- C. **Other Electronic Equipment** – Equipment of an electronic nature maintained by the EGSD Communications Maintenance Section, such as sirens, police light bars, and automated fuel systems. Questions regarding whether specific equipment is maintained by the Communications Maintenance Section should be directed to Communications Maintenance via phone: (520) 791-3121 or email: CM-Service@tucsonaz.gov.
- D. **Radio Systems** – Includes the following:
1. Public Safety Radio Systems – The system that provides radio and emergency communications in conjunction with Pima County Wireless Integrated Network (PCWIN).
  2. Public Works Radio System – The system that provides radio communications for non-public safety City departments, divisions and offices.
  3. Medical Emergency Dispatch System (MEDS) – The system authorized by the Arizona Department of Public Safety such as AIRS and Federal NIFOG



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frequencies to dispatch personnel and equipment to medical emergencies within the Tucson metropolitan area.

- E. City Communications Infrastructure** – Any fiber optic cable, copper cable, communication tower, or associated component used to transport the City’s voice and data services. This includes, but is not limited to, conduit, pull-boxes or direct buried inner duct.
- F. ITD Business Innovation Process** – An ITD process that encompasses transparency, accountability, innovation, civic engagement, citizen orientation and sustainability. These tenets, accompanied by City administration ownership, strong program governance, internal and external stakeholder involvement, help to assure project success, increase stakeholder ownership and place the City in the forefront of innovation.

#### **IV. ACQUISITION OF COMMUNICATIONS EQUIPMENT**

The ITD is assigned the responsibility to review and approve the acquisition of all equipment that will use City of Tucson frequencies or interface with City communications infrastructure. This review will be conducted jointly with the EGSD Communications Maintenance Section through the ITD Business Innovation Process to determine if the acquisition:

- is the most cost effective;
- meets the needs of the requestor; and,
- is compatible with existing infrastructure.

Prior to acquisition of equipment, the purchaser shall meet with ITD’s Project Management Team concerning their communications and other electronic equipment needs.

ITD and/or Communication Maintenance shall perform the following steps:

- examine the needs of the requesting department,
- recommend equipment that will fill the needs of the requesting department and be technically compatible with City of Tucson communications infrastructure,
- provide written equipment specifications which will be used by the requesting department to complete the requisite purchasing request (requisition or direct release),
- provide a written maintenance impact statement providing an estimate of the annual cost to maintain the equipment including a projection of ITD and/or Communications Maintenance service hours to the requesting department, and



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- upon equipment arrival, the Communications Maintenance Section and ITD will check equipment for asset assignment, proper operation and notify the requesting department when equipment is ready for use.

### V. **REPAIR OF COMMUNICATIONS EQUIPMENT**

The Communications Maintenance Section is responsible for repair and service of all communications equipment defined in this directive.

All transportable communications and other electronic equipment requiring repair or service should be taken to the Communications Maintenance Section at the Thomas O. Price Service Center (4004 S. Park Ave.) and given to the Customer Service Clerk (Building 2, Door H) for processing. An individual turning in a radio-equipped vehicle will also check in with the Customer Service Clerk. Service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday (holidays excluded).

General Services After-Hours Call-Outs – Departments, divisions, and offices requesting after hours support shall call the Communications Center General Services Operator by phone at 791-4803.

### VI. **DISPOSAL AND TRANSFER OF COMMUNICATIONS EQUIPMENT**

- A. The disposal and transfer of communications electronic equipment shall be handled according to Administrative Directive (AD) 4.01-3, "Fixed Assets and Other Equipment."
- B. In addition to the procedures in AD 4.01-3, the following two steps should be followed for **two-way radios** (portables, vehicle, and base stations) **and pagers**.
1. When two-way radios (portables, vehicle, and base stations) and pagers are to be transferred between departments or disposed of through Surplus, Auction and Materials Management (SAMM), the Communications Maintenance Section and ITD must be notified by the owning department in order to terminate the monthly maintenance fees charged to departments no longer using this equipment and ensure all FCC and engineering documentation is current.
  2. When two-way radios and pagers are to be disposed of through SAMM, the equipment shall first be taken to the Communication Maintenance Section where a clearance statement will be provided. Once clearance is provided, it is the responsibility of the owner Department to then transfer the property with clearance documentation to SAMM. SAMM will not accept this equipment without the required surplus form as outlined in AD 4.01-3 and the clearance statement from the Communications Maintenance Section.



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**VII. RADIO SYSTEMS OPERATION**

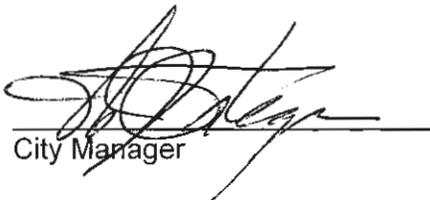
- A. **Licensing** – All requests for licenses for new systems should be directed to the ITD Infrastructure Engineering Section, who is responsible for obtaining and managing Federal Communication Commission (FCC) licenses for the City of Tucson.
- B. **Tucson Fire Dispatching** – The Tucson Fire Dispatch Communications Center is responsible for 9-1-1 call taking, dispatch of fire and rescue services for the Tucson Fire Department (TFD) and other agencies as governed by intergovernmental agreement, MEDS support, and after-hours call-taking and dispatch support for Public Works through the General Services Operator Position. Questions regarding these functions may be directed to the Communications Operations TFD Superintendent. If circumstances require an immediate response or immediate action, the on-duty Shift Supervisor may be contacted at 791-4803.
- C. **Tucson Police Dispatching** – The Tucson Police Dispatch Communications Center is responsible for dispatch of all police related 9-1-1 calls.
- D. **Recordings** – Master recordings of all radio system communications are routinely kept for a six-month period. Requests for a copy of master recordings should be directed to the Communications Maintenance Section Superintendent.

**Appendices**                      None

**References**                      None

**Review Responsibility and Frequency**      CIO shall review this directive annually or as necessary. Last review date: October 1, 2015.

**Authorized**

  
 \_\_\_\_\_  
 City Manager  
 Michael Ortega

  
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 Date