

Title: **Lost/Compromised Radio Procedure**

Index: 202-B

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### **1. Purpose**

- a. The purpose of this procedure is to define the process for mitigating the risk associated with a lost or compromised radio

### **2. Background**

- a. Lost or potentially compromised subscriber units may be maliciously used to interfere with public safety and service operations

### **3. Procedure Statement**

- a. Each PCWIN agency must have a process in place to permit timely notification and mitigation of risk to the PCWIN network and its participants
- b. The Network Managing Member must be notified
  - i. The notification will contain as much of the following information as possible:
    - Make/Model/Serial Number
    - Approximate location of occurrence
    - Approximate date/time of occurrence
    - Subscriber radio ID
    - Individual agency asset number/tag where applicable
    - Whether the subscriber unit contains encryption keys
    - Departmental report where applicable
    - Reporting party contact information
    - Police report number, if applicable
  - ii. The Network Managing Member will update the lost/compromised radio's information in the appropriate database, currently "CommShop 360"
- c. Once reported, steps will be quickly taken to prevent the radio from interfering with agency(ies) or radio system operations
- d. If applicable, the subscriber unit will be "zeroized" as soon as possible by encryption staff
  - i. Once the "zeroize" command is successful, the radio will be either dynamically regrouped and/or Selective Radio Inhibited as described herein
  - ii. If recovered, a "zeroized" radio will need to be physically reprogrammed to reenter encryption key; Over The Air Rekeying (OTAR) will not fulfill the need
- e. When notification of a lost or potentially compromised subscriber unit is received by a dispatch center, the unit may be dynamically regrouped to a predetermined talkgroup

- i. The affected dispatch center may dynamically regroup the radio to the talkgroup "MissingRadio" and include a Selector Lock command to prevent the user from selecting another talkgroup within the radio program
  - ii. The MissingRadio talkgroup will not have emergency alert capabilities
  - iii. The MissingRadio talkgroup may be recorded and monitored by any PCWIN dispatch facility
  - iv. Dynamically regrouping the radio to MissingRadio will prevent the radio from transmitting or receiving on any other talkgroup or channel. It will also allow the Dispatcher(s) to converse with anyone in possession of the radio to try and convince them to return it or leave it at a particular location for recovery
- f. The affected dispatch center may choose to Selective Radio Inhibit the radio. If the Selective Radio Inhibit process is successful, the radio will be unable to transmit or receive. The radio must be reprogrammed to overcome the Selective Radio Inhibit status
- g. The dispatch center may only dynamically regroup or Selective Radio Inhibit radios belonging to agencies utilizing that dispatch center's services
  - i. Although a dispatch center may dynamically regroup or Selective Radio Inhibit radios from another agency, they may only do so with authorization of the PCWIN Executive Director or their designee. This will allow agencies without a dispatch function to mitigate the potential impact from a lost or compromised radio
- h. If attempts to dynamically regroup and/or Selective Radio Inhibit the radio immediately fail, the radio is likely out of range or powered off and will be left with a Selective Radio Inhibit command
- i. The Network Managing Member will maintain a record of all radios reported lost or potentially compromised
  - i. If after a period of one year the radio has not successfully been transmit inhibited, the radio ID will be removed from the system. Reissuing radio ID's from a lost/compromised radio will be approved through the OWG and should include a check to see if any attempts had been made by the radio to access the system
- j. If the radio is known to be stolen, the affected agency will report the theft to the law enforcement agency of jurisdiction. Stolen radios may be entered into a national law enforcement database to help facilitate recovery
- k. If the radio is lost, the affected agency will notify the following local law enforcement agencies for entry into local databases as lost property
  - Tucson Police Department
  - Pima County Sheriff's Department
- l. Record of reports to local law enforcement must be forwarded to the Network Managing Member and notated in the record associated with the radio
- m. If the subscriber unit is recovered, the reporting party will notify the Network Managing Member

- i. The Network Managing Member will notify the affected PCWIN agency and the dispatch center responsible for dynamically regrouping and/or conducting the Selective Radio Inhibit process on the radio
- ii. The affected dispatch center will ensure national and local databases are updated to reflect return of the radio

**4. Applies to**

- a. All agencies operating radios on the PCWIN network

**5. Supporting Rules**

- a. Lost/Compromised Radio Policy

**6. Conditions for Exemption or Waiver**

- a. None