

Title: **Annual Preventive Maintenance**

Index: 203-C

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1. Purpose

- a. The purpose of this procedure is to explain the Pima County Wireless Integrated Network (PCWIN) requirement for Annual Preventative Maintenance.

2. Background

- a. As a public safety network PCWIN must maintain a high standard for operation tolerances in the network and accompanying equipment. The Federal Communications Commission and the system vendor (Motorola) have strict tolerances for the system's efficacy. Annual maintenance gives the maintenance providers the opportunity to tune up the radio subscriber equipment utilizing the network. This, in-turn, fulfills the subscriber tolerance requirements levied by the FCC and Motorola
- b. A list of fees and services is provided below.

3. Procedure Statement

- a. Fee for service is included in the Pima County Monthly Subscriber Plan (i.e. the \$8/month plan)
- b. There will be an annual \$20/radio fee for those using the Time and Material Service Plans
- c. The Preventative Maintenance Services will include:
 - i. All PCWIN radio equipment will be calibrated to FCC standards and a valid calibrated sticker shall be applied to the unit showing the compliance date and when the next PM is due.
 - ii. Check for latest updates to current PCWIN operating Motorola Service System Software (MRSS).
 - iii. Check latest updates PCWIN operating Motorola Firmware (will notify agency if not applicable).
 - iv. RF Oscillator tune alignment
 - v. RF modulation alignment
 - vi. Power output alignment
 - vii. BER TDMA alignment
 - viii. Receiver sensitivity alignment
 - ix. Subscriber User Identification Number (UID) system affiliation verification.
 - x. A voice sanity check

- xi. All subscriber services will be documented in PCWIN's CommShop, as having completed the yearly scheduled PM
- d. Each year all PCWIN radios must be turned in to an authorized PCWIN maintenance provider for inspection and service
- e. Maintenance providers will generate an annual reminder for service and update the radio equipment status in COMMSHOP 360
- f. Equipment not in compliance with the annual PM requirements will be removed from the network
 - i. Agencies not complying with the annual PM requirements will be notified via email and/or phone of the equipment not in compliance with this guidance. Further notification of non-compliance will be given to the PCWIN Executive Director who will brief the PCWIN Board of Directors as applicable
 - ii. Non-compliant agencies will be given 30 days to schedule the PM requirements. If the PM is not scheduled after 30 days the affected equipment may be removed from the network. The PCWIN Executive Director will be notified of the actions taken. If necessary the Executive Director will brief the PCWIN Board of Directors of the actions taken
 - 1. The affected equipment may be removed prior to 30 days if it appears that the equipment's continued connection to the PCWIN may jeopardize the network's health. If this occurs notice will be given to the Executive Director and, as required, the PCWIN Board of Directors

4. Applies to

- a. All PCWIN radio equipment subscribers

5. Supporting Rules

- a. Maintenance Plans and Rates – City of Tucson
- b. Maintenance Plans and Rates – Pima County

6. Conditions for Exemption or Waiver

- a. None