

**NOTICE/AGENDA OF PUBLIC MEETING  
PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS MEETING  
MAY 22, 2014**

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the **PIMA COUNTY WIRELESS INTEGRATED NETWORK BOARD OF DIRECTORS** and to the general public that the **Board of Directors** will hold a meeting on **Thursday, May 22, 2014**, beginning at **10:15 a.m. or immediately following the Executive Committee Meeting**. The meeting will be held at the **Pima Emergency Communications Operations Center (PECOC), 3434 E. 22<sup>nd</sup> Street, Tucson, AZ.**

The Pima Communications & Operations Center endeavors to ensure all persons with disabilities accessibility to meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting Joni Castro at (520) 724-9321. Requests should be made as early as possible to allow time to arrange the accommodation.

- I. **Call to Order and Roll Call** Chairman
  
- II. **Approval of Minutes** Chairman  
**Motion**

Review, discussion, and approval of minutes from the February 27, Board Meeting.
  
- III. **PCWIN Budget** John Voorhees  
**Info & Direction to Staff**

The Board will receive an update on the Special Revenue Fund Budget.
  
- IV. **OWG & TWG UPDATES** John Voorhees  
**Info & Direction to Staff**
  - A. The Board will be briefed on any pertinent activities of the Operational and Technical Working Groups.
  - B. Coverage Issues/Remediation – Discussion.
  
- V. **PCWIN Network Health Report** John Voorhees  
**Info & Direction to Staff**

The Board will be briefed on the health of the network
  
- VI. **PCWIN STATUS UPDATE** Rick Brown/John Voorhees  
**Info & Direction to Staff**

The Board will be briefed on:

  - A. Post Cutover Status and On-Going 90 day End User Evaluation Survey
  - B. System Loading Report
  - C. Rebanding Discussion

**VII. PCWIN MEMBER & PARTICIPANT ACQUISITIONS**

The Board will be briefed and possibly asked to approve new member applications for participation in PCWIN.

John Voorhees  
**Info & Possible Action**

**VIII. PCWIN AGENCY HANDBOOK UPDATE**

The Executive Director will provide an overview and may seek approval of revised and new policies.

John Voorhees  
**Info & Possible Action**

**IX. AVIATION REQUIREMENTS OF CITY OF TUCSON AND PIMA COUNTY**

- A. Garry Arnold, Chief Pilot for the City of Tucson, will offer a brief overview of their aviation requirements.
- B. Captain Azuelo and the Mr. Voorhees will provide an update on the research, analysis and cost of in-place aviation needs/solutions for the City of Tucson and Pima County. The Board may be asked to take action.

Captain David Azuelo/John Voorhees  
**Info & Possible Action**

**X. PHASE II BOND IMPLEMENTATION**

The Board will be apprised of important transition components/responsibilities from the EMC to the BOD including potential additional involvement of the Tohono O’odham Nation in PCWIN.

Chief Paul Wilson/John Voorhees  
**Info & Direction to Staff**

**XI. NEW BUSINESS**

Members may propose agenda items for future Board of Director’s meetings.

Board  
**Info & Direction to Staff**

**XII. DATE/TIME/LOCATION OF NEXT BOD MEETING**

Board  
Info & Direction to Staff

Thursday, August 28, 2014 immediately following the Executive Committee Meeting on that date. Meeting time will be confirmed at a later date. The meeting will be held at the Pima Emergency Communications Operations Center, 3434 E. 22nd Street, Tucson, AZ, Rm. 308.

**XIII. CALL TO THE PUBLIC**

Board  
Direction to Staff

Those wishing to address the Board need not request permission in advance. Action taken as a result of public comment will be limited to directing staff to study the matter or rescheduling the matter for further consideration and decision at a later date.

**XIV. ADJOURNMENT**

Motion

A copy of the agenda background material provided to the Executive Committee is available for public inspection at the PCWIN Administrative Office, Pima Emergency Communications & Operations Center, and (520) 724-9321.

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**III**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PCWIN BUDGET**

**TO:** Board of Directors

**FROM:** Mr. John Voorhees, PCWIN Executive Director

**RECOMMENDATION:**

**DISCUSSION:**

The Executive Director will provide the Board with an update on the PCWIN Budget.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**IV**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PCWIN OWG & TWG  
UPDATE**

**TO:** Board of Directors

**FROM:** Mr. John Voorhees, PCWIN Executive Director

**RECOMMENDATION:**

**DISCUSSION:**

The Executive Director will provide the Board with an overview of OWG & TWG activities; and, discuss coverage issues/remediation.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**V**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PCWIN NETWORK  
HEALTH REPORT**

**TO:** Board of Directors

**FROM:** Mr. John Voorhees, PCWIN Executive Director

**RECOMMENDATION:**

**DISCUSSION:**

The Executive Director will provide the Board with an overview of the PCWIN network health.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**VI**

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**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PCWIN STATUS  
UPDATE**

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**TO:** Board of Directors

**FROM:** Rick Brown, PCWIN Wireless Services & John Voorhees, PCWIN

**RECOMMENDATION:**

**DISCUSSION:**

The Board will be briefed on post cutover status; results of on-going 90 Day End User Evaluation Surveys; System Loading Report; and rebanding.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**VII**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**MEMBER &  
PARTICIPANT  
ACQUISITION UPDATE**

**TO:** Board of Directors

**FROM:** John Voorhees, Executive Director

**RECOMMENDATION:**

**DISCUSSION:**

The Executive Director will brief the Board and possibly seek approval of new member applications for participation in PCWIN.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**VIII**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PCWIN AGENCY  
HANDBOOK UPDATE**

**TO:** Board of Directors

**FROM:** Mr. John Voorhees, PCWIN Executive Director

**RECOMMENDATION:**

**DISCUSSION:**

The Board will review and be asked to approve revised and newly developed PCWIN Policies.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**IX**

**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**AVIATION  
REQUIREMENTS FOR  
CITY OF TUCSON AND  
PIMA COUNTY**

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**TO:** Board of Directors

**FROM:** Garry Arnold, Chief Pilot for the City of Tucson/Captain David Azuelo/Mr. John Voorhees

**RECOMMENDATION:**

**DISCUSSION:**

The Board will receive a brief presentation by the City of Tucson's Chief Pilot, Garry Anderson on their aviation requirement needs; followed by an update from Captain Azuelo and Mr. Voorhees on the research and cost of solutions to Aviation Requirements for City of Tucson and Pima County. The Board may be asked to take possible action.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**X**

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**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**PHASE II BOND  
IMPLEMENTATION**

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**TO:** Board of Directors

**FROM:** Chief Paul Wilson & John Voorhees

**RECOMMENDATION:**

**DISCUSSION:**

The Board will receive an update on components of transition of responsibilities from EMC to BOD including potential additional involvement of the Tohono O'odham Nation in PCWIN.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**XI**

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**DATE ACTION  
REQUESTED:**

**TYPE OF ACTION  
REQUESTED:**

**SUBJECT:**

May 22, 2014

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**NEW BUSINESS**

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**TO:** Board of Directors

**FROM:** Members

**RECOMMENDATION:**

**DISCUSSION:**

The Board will discuss and consider agenda items for future BOD Meetings.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
BOARD OF DIRECTORS**

**REQUEST FOR BOARD ACTION**

**XII**

**DATE ACTION  
REQUESTED:**

May 22, 2014

**TYPE OF ACTION  
REQUESTED:**

- Formal Action/Motion
- Info & Possible Action
- Information
- Direction to Staff

**SUBJECT:**

**DATE/TIME/LOCATION  
OF NEXT BOARD  
MEETING**

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**TO:** Board of Directors

**FROM:** Members

**RECOMMENDATION:**

**DISCUSSION:**

The Board will discuss and direct staff to schedule the next Board of Directors Meeting for: Thursday, August 28, 2014 immediately following the Executive Committee Meeting at the Pima Emergency Operations Center, 3434 E. 22<sup>nd</sup> Street, Tucson, AZ, Room 308. Meeting time will be determined at a later date.

**FISCAL IMPACT:**

**PIMA COUNTY WIRELESS INTEGRATED NETWORK  
(PCWIN)  
BOARD OF DIRECTORS MEETING**

Pima Emergency Communications Operations Center  
3434 E. 22<sup>nd</sup> Street  
Thursday, February 27, 2014  
10:45 a.m.

**SUMMARY OF MEETING**

Note: The following is a summary of what transpired at the February 27, 2014 Board of Directors (BOD) meeting. Recording and materials provided are available upon request.

**I. Call to Order: Chief Doug Chappell, Chair, 10:55 a.m.**

**Roll Call: Joni Castro, PCWIN Office**

Note: This meeting was conducted by Vice Chair, Chief Chappell

**Members Present**

Oro Valley Police Department, Chief Daniel Sharp, Chair  
Drexel Heights Fire District, Chief Doug Chappell, Vice Chair  
City of Tucson, Chief Jim Critchley  
Corona de Tucson Fire Dept., Chief Andy Watson  
Green Valley Fire District, Chief Chuck Wunder  
Mountain Vista Fire District, Chief Ed Wilkerson  
Pascua Pueblo Fire Department, Andre Matus  
PCWIN Executive Director, John Voorhees (Non-Voting)  
Pima County Sheriff's Dept., Chief Paul Wilson  
Rincon Valley Fire District, Chief Jayme Kahle  
University of Arizona Police Dept., Keith Brittain (Alt.)

**Members Absent**

Arivaca Volunteer Fire Department, Chief Jim Conklin  
Avra Valley Fire District, Chief Brian Delfs  
City of South Tucson, Chief William Lackey  
Golder Ranch Fire District, Chief Randy Karrer  
Northwest Fire District, Chief Mike Brandt  
Picture Rocks Fire District, Chief Brett Lane  
Pima Community College DPS, Commander Manny Amado  
Sahuarita Police Dept., Chief John Harris  
Tanque Verde Fire District, Chairman Kaye D. Treese  
Three Points Fire District, Chief John Williams  
Tucson Country Club Estates Fire Dist., Chief Robert Fee

**Other Attendees:**

Cheryl S. Giggette, Senior VP, AECOM  
Greg A. Douglas, Technology Solutions, AECOM  
Rick Brown, PCWIN Wireless

**II. Approval of Minutes**

Chief Kahle and Chief Wilson note that on page 5, the Motion Item of the December 12, 2013 BOD Summary regarding the Northwest Fire Consortium vote was recorded twice.

**Motion:** With no further discussion, it was moved by Chief Wilson, seconded by Chief Kahle and carried unanimously to approve the minute summary as amended.

*Materials provided: EC summary dated December 12, 2013.*

### III. AECOM Coverage Testing & Project Assessment Report

Ms. Cheryl Giggetts and Mr. Greg Douglas, from AECOM, present a report to the BOD on the final results and analysis of voice radio coverage acceptance testing, present observations as a third party project management overseer, and give their assessment of systems preparedness for end user cutover. AECOM has been with the project throughout planning, design, RFP, and vendor selection. Chief Chappell extends thanks and appreciation on behalf of the BOD to AECOM for their effort, assistance and participation over the last 10 years. The outline of the key components covered in their presentation is provided below:

- Agenda
  - PCWIN Mission Statement
  - PCWIN Background
  - System Testing Elements
    - Factory Acceptance Testing
    - Field Acceptance Testing
    - Coverage Testing
  - Recommended Follow-Up Activities
  - Cutover Recommendation
- PCWIN Mission Statement
- PCWIN Background – Objectives
  - Reuse Existing Infrastructure
  - “Standards” Based System
  - Digital 800 MHz or 700 MHz Voice System
  - Initial Subscriber Equipment
  - Communications Support for Multi-Agency, Multi-Discipline Public Safety First Responders
- PCWIN Background – Project Phases
  - Phase I – Business Architecture Planning
    - User Needs Assessment Report (2006)
    - Legacy System Characterization Report (2006)
    - System Alternatives & Recommendations (2007)
    - Concept of Operations Report (2007)
    - Original Business Plan (2007)
  - Phase II – Conceptual Architecture Planning (2007)
  - Phase III – Procurement Technical Specification (2008)
  - Phase IV – RFP Solicitation (2009)
  - Phase V – Implementation
    - Voice & MW Systems (2013)
    - Testing (2014)
  - Phase VI – Management & Operation
- System Testing Elements
  - Factory Acceptance Testing Results
  - Field Acceptance Testing Results
  - Coverage Testing
    - Methodology
    - Criteria: Measurements, Sector Location, Sector Guarantee, Grid Configuration, Conventional Sites (DVRS)
    - Results
  - Factory Acceptance Testing Results
    - Voice Radio System Staging
      - Motorola Facility in Schaumburg, IL, in June 2012
      - AECOM, County and City witnesses
      - 145 functional and performance tests completed
      - Demonstrated compliant construction and configuration of system elements

- Factory Acceptance Testing Results
  - Microwave System Staging
    - Staged in Tucson, AZ in January 2012
    - AECOM, County and City witnesses
    - Integration with County and City fiber network
    - City, County and vendor personnel worked together on system set-up and operation procedures
    - Sample sites inspected to determine readiness for microwave installation – punch list developed
- Field Acceptance Testing Results
  - Completed in June 2013
  - AECOM, County and City witnesses
  - Verified key performance parameters of all installed hops
  - Punch list items identified
  - System Recommendations
    - Install the system management tools – completed
    - Strengthen PSTA antenna mounting – completed
    - Redesign Swan to Bigelow link – Spring 2014
- Field Acceptance Testing Results
  - Voice Radio System Site Audits
    - November 2013 – prior to Coverage Acceptance Test
      - Re-verify all FAT functionality
      - Additionally perform field-only tests
      - 152 functional and performance tests
    - AECOM, County and City witnesses
    - All test cases passed
    - Punch list items identified
    - System Recommendations
      - System set-up refinements suggested
- Coverage Testing Methodology
  - Thorough County-wide drive testing to confirm and document voice call quality
  - County divided into 10 sectors
  - Sectors divided into grids made up of tiles
    - Approximately 12,000 accessible tiles
  - Results documented and analyzed
  - Coverage Testing Report includes recorded results
  - Radio Coverage Evaluator (RaCE) developed by AECOM to provide automated & independent testing of radio systems
  - Mobile unit and stationary unit
    - Mobile end: simulates radio system user
    - Stationary end: simulates dispatch
  - Mobile and stationary transmit voice to each other over the radio system
    - Audio is recorded
    - Location logged with GPS and time-stamped
    - Manual Scoring Verification
- Coverage Testing Criteria Measurements
  - All calls measured against DAQ 3.4 Standard
  - Level of signal strength varied by sector
    - Indoors
    - Portable radio coverage
    - Outdoors
  - Mobile coverage – coverage to vehicle radio (typically rural areas)
  - Reliability percentage aligned to sector
- Coverage Testing Criteria – Sector Location
- Coverage Testing Criteria – Sector Guarantees
- Coverage Testing Criteria – Grid Configuration
  - For test results to paint an accurate picture of system-wide coverage
    - Statistically significant test points required
    - Test points must be distributed across test area
  - Created and tested to a grid of tiles
    - Perform one test in each tile
- Coverage Testing Criteria – Conventional Sites (DVRS)
  - Provide supplemental coverage in parts of sectors 5,7,9, and 11
  - The DVRS are accessed by “finger-tip roaming”

- Radio will not automatically roam
  - Tested independently from Sector testing
- Coverage Testing Results
  - All 10 sectors (1-9 & 11) meet or exceed the contractually required coverage performance
  - Coverage Acceptance Test Report
    - Executive Summary & narrative explanation
    - Maps
    - Interactive results spreadsheet
- Follow-Up Activities
  - Close out all open punch list items
  - Implement key action items
    - System load balancing
    - Failsoft set-up
    - Conventional site encryption
    - Mobile DVRS channel capacity
  - Evaluate 30-day stability test results
  - Develop PCWIN Standard Operating Procedures
- Recommendations
  - Upon completion of training, PCWIN proceed with System and PECOC Go Live

Chief Kahle inquires when the final report will be distributed to the users. Ms. Giggettes responds there is no date specific, but they did bring a draft with them.

Chief Wilson notes that there will be multiple files in the final draft. The text document will be made available and specific agency information requests can be provided as well. Some of the information is comprehensive with tiles and links which may present some difficulties in sending out all of the information. Chief Kahle adds that some information like the coverage maps will be helpful and Ms. Giggettes states that the Executive Summary is a good publishable document. However, there is some sensitive material that needs to be considered before distribution due to its potential impact on public safety systems. CDs will be reproduced of the entire report, maps and audio to be distributed in an easily accessible manner. Chief Wilson emphasizes that all material is available to be shared with the members.

*Materials provided: PCWIN Coverage Testing & Project Assessment PowerPoint, by AECOM, dated February 27, 2014. Copy of the audio is available upon request.*

#### **IV. Member & Participant Update**

The following is a summary of Mr. Voorhees report to the Board on new member and participant accessions:

##### EMS Participant Agreements

- All but one of the anticipated hospitals signed and returned their agreements for EMS participation in PCWIN except the Veteran's Administration (VA) Hospital. With the Board's approval, he will countersign the documents and move forward with their installation.
- It is anticipated that the VA will not join PCWIN as an EMS participant due to issues with the agreement language and the County Attorney's decision to not amend the document. There is a possibility that they eventually may wish to function as an Interoperability Participant similar to some of the other Federal agencies, which would mean that they not have access to the Bond covered radios but would have the opportunity to purchase the needed equipment to have interoperability with the Board's concurrence.
- In the EC Meeting, members discussed the potential impact of the VA's non-participation on the community in the case of a major event. It was determined that

their lack of participation in such an event would be negligible as they do not take trauma victims, and other forms of communication (i.e., relays and cell phones) can be used if necessary. Mr. Voorhees notes that he will continue to pursue the relationship as it is important to cast the widest net possible to meet the goal of acquiring as complete interoperability as possible.

- EMS Participants are not Board Members but have representation in the Operations Working Group to insure that their needs are met.
- The TWG and OWG continue to review applications from other federal agencies outside of PCWIN who wish to be involved as interoperability participants. Some of our potential partners pose technological issues with their radio systems and it will come down to a policy decision by the Board in the future on the issue of allowing radio systems/equipment other than that of PCWIN. Current cutover activities have priority over this process. These applications and the OWG recommendations will be submitted at subsequent Board meetings.
- Board approval is requested so Mr. Voorhees can countersign the documents, and the hospital equipment installation process can be formalized and move forward. Northwest and TMC Hospital agreements have already been approved by the Board.
- Chief Watson asks if the fiscal impact is the same as the other EMS Participant agreements. Mr. Voorhees concurs and confirms these participants will receive up to \$15,000.00 of equipment as provided for in the Bond funds, which includes the radio and installation.

**Motion:** It is moved by Chief Kahle, seconded by Chief Wilson and unanimously carried to approve the EMS Participant Agreements from University of Arizona UofA and South Campuses, Oro Valley, St. Joseph's and St. Mary's Hospitals.

## V. PCWIN Project Status Report Anthony Casella/Rick Brown

Mr. Brown and Mr. Casella provide a brief overview of the Power Point presentation made to the Executive Management Committee earlier:

### Rick Brown

- Logicalis Microwave Acceptance: Coming along well, close out is not expected until the Swan/Bigelow Space Diversity Link in, which is one of the last pieces – finalization is expected sometime in April 2014 if not before.
- Voice Logging Recorder: End Users are receiving training in February which is follow-up training which was provided in December, 2013. Feedback from the training has been very helpful for all.
- NICE Storage Center: At one point in time the storage center and logging recorder was located at PECOC but is now relocated to the Pima County IT Data Center to separate the two. All logging is still occurring here on the radio system at PECOC with the backup system being located downtown.
- Vehicle Installs: Has been ongoing over the last 6 months. Phase II, for new vehicles or those that were not available back in September, 2013 when the installs started, are ongoing and to date there have been approximately 16 installs.
- Hospital Equipment Installations: Began today with St. Joseph's Hospital and will continue through March 10, 2014. The VA Hospital is not included in this group. Testing with Tucson Fire Department is also occurring with the installs to verify communications.

## Tony Casella

- Readiness for City and Pima County Staff to support and maintain the Voice Radio System for Cutover: City and County staff have been trained on the use and programming of the portable radios.
- Spare radios will be onsite at the City and County locations once we have system acceptance following the 30 day period.
- City and County currently have programming cables for all of the radios.
- Approximately 12 IGA's have been sent out to agencies that intend to use Pima County Wireless Services to provide Subscriber Maintenance.
- Management Tools: COMMSHOP 360 is fully implemented and being used as the COT and Pima County work management system that the EMC approved a few years back; as well as the Motorola On-Line Tool pertaining to warranty and maintenance services of equipment.
- Warranty periods begin in March of 2014 after system acceptance.
- Fixed Network Maintenance Services includes towers and sites including PECOC. Staff at the Pima County Network Operations Center (NOC) is 24/7. PCWIN Wireless staff has been trained in all networks, monitoring applications as well as environmental and physical site considerations including temperature, hvac, door alarms, generators, etc. Other management and monitoring tools include Solar Winds Network Management/Monitoring; Motorola MOSCAD; and Motorola Unified Event Monitor (for email and text notifications).
- Fixed network spares will be on site before cutover as well including repeaters, routers, etc.
- Motorola System Support: All services are provided for the first year including a software upgrade before final acceptance. This will provide an opportunity to determine which services should be selected for the future after the initial year warranty. At the conclusion of the first year, services that most fit and benefit this system can be selected 'ala carte'.
- After cutover, the users have an opportunity to complete the 90 day evaluation form created by Motorola and AECOM and PCWIN and distributed to all user agencies to document any issues. The forms can be submitted to pcwin.gov; admin address, reviewed by the team and remediated.
- Mr. Casella describes the exhibit (PCWIN by the Numbers) prepared by Mr. Brown in the presentation that depicts the magnitude of this project and how much work has been done by not just COT and Pima County staff, but all of the associated agencies to bring this project to fruition since 2008.

Chief Wilson notes that the Executive Management Committee authorized the cutover project to begin with the Ajo Area on March 15, 2014, followed by the Sheriff's Department and ending with Tucson Police Department on April 9, 2014.

*Materials provided: PCWIN EMC Update PowerPoint, by Rick Brown and Anthony Casella, Pima County Information Technology Department, dated February 27, 2014.*

## **VI. PCWIN Budget**

Mr. Voorhees provides an update on the PCWIN Special Revenue Fund (SRF) Budget. He refers to the documents before them as the quarterly reports that he owes this body which are closed out as of December 31, 2013 and earlier reviewed by the Executive Committee at their meeting today. Documents provided for review include: the quarterly cash flow statement which includes the quarterly forecast as opposed to the FY14-15 budget; the budget to actual expenditures for FY13-14, the current year, and some historical documentation for FY 12-13; the final FY13-14 quarterly final report; the

monthly roll up and budget to actuals for FY13-14; and, a side by side comparison cash flow for FY13-14 and the proposed FY14-15 budgets.

- Chief Kahle inquires if the FY14-15 budget has been approved. Mr. Voorhees notes that it has received Board of Director's approval and has been submitted to the County Administrator for ultimate approval in May or June by the Board of Supervisors.
- With respect to the tenant agencies of PECOC, there are some commonly shared expenses to cover such things as a computer in the lobby, front desk support, etc. and work is ongoing to determine the appropriate distribution factor, estimated costs, and the accounting process for the establishment of this line item. Once this information is solidified, it will be brought to the BOD and with their concurrence, will be forwarded as a possible amendment to the FY14/15 Budget previously submitted to the County Administrator.
- Chief Kahle comments on future budgeted expenses. Mr. Voorhees states that additional budget discussions and decisions made by the BOD to balance the budget in future years will be required. He reminds the members that the budget forecasts for the next three years reflect a deficit but also contain many "placeholder" numbers. In the future, actual costs will replace the estimated costs, which, with support from the BOD, help him insure that the budget is balanced.

## VII. Date-Time-Location of Next Meeting(s)

The Chairman calls for BOD approval of the following proposed meeting schedule:

- The next meeting is scheduled for May 22, 2014 at approximately 10:45 am, immediately following the Executive Committee Meeting. Future meetings for 2014 are scheduled for:  
Thursdays – August 28, 2014; and November 20, 2014 at 10:45 am or immediately following the Executive Committee Meetings. All meetings will be held at the Pima Emergency Communications Operations Center, 3434 E. 22<sup>nd</sup> Street, Tucson, AZ in Conference Room 308.

**Motion:** It is moved by Chief Wilson, seconded by Chief Wunder and unanimously carried that the quarterly meeting schedule be approved as presented with the provision that other meetings may be scheduled as necessary to allow the Board to make timely decisions after cutover.

It is also requested that all EMC, EC and BOD meeting notices be sent out as invites to members and attendees.

## VIII. Agency Handbook Update

Mr. Voorhees provides an Agency Handbook update with the following components:

### Overview

- Content has not changed significantly, but the format has a new look to help eliminate confusion and redundancy within the policies and procedures.
- In the interest of simplicity, policies and procedures have been divided into two Volumes – I and II. The Table of Contents reflects that the Agency Handbook has Volume I for the 100 series which refer to policies and Volume II for the 200 series which refer to procedures for guidance using a rudimentary indexing system.
- In the interest of simplicity, he recommends, with the concurrence of the Executive Committee Members, that the BOD be responsible for review and approval of

policies; and, that the procedures should be delegated down to the Executive Director and the TWG and OWG for development, review and approval which will remove some of the burden to the Board to review continually evolving procedures.

Review/Discussion of Policies:

Mr. Voorhees comments that the EC recommended approval of the following policies before the BOD with the exception of 101A. The following is a recap of Chief Wilson's recommendations/comments:

- 101A - Adding New Members: Chief Wilson noted that this policy does not give enough direction to start entertaining new members. Specific items contained in the original IGA should be incorporated into this policy and be brought back for review by this body before adoption.
- Policy 101D, Template and Instructions Policy, Number 6 at the bottom of the page, that the verbiage be changed to "what".
- 102C – Lost/Comprised Radio Policy: Bolster the policy by incorporating some of the language from the procedure to clarify that when a radio is lost or compromised, it will be "zeroed-out" and cleared of encryptions and access to transmission/receiving from any talkgroups be removed with the exception of the missing Talkgroup.
- 103B – Approved Subscriber Equipment List Policy: Mr. Voorhees advises that Chief Wilson expressed concern in the EC Meeting regarding the restrictions to only using equipment identified on the Approved Subscriber Equipment list in the policy. This could be problematic as requests have already been received pertaining to the use of different equipment – especially those agencies who require interoperability. Mr. Voorhees also notes that DVR's and their technical specifications need to be added to the approved equipment list. Chief Kahle notes that this policy excludes the avionics equipment. Chief Chappell suggests that even if the policy on subscriber equipment has been approved, the aviation components still need to be addressed and he does not suggest considering only one vendor. The policy can be amended as needed in the future with reference to the avionics equipment.

Mr. Voorhees states his intention to make these documents publicly available and he is working with Communications to create a new public PCWIN website so all Board approved policies are available to the user agencies.

**Motion:** It is moved by Chief Wilson, seconded by Chief Matus and unanimously carried to approve the policies including the recommendations suggested by the Executive Committee (EC) and Mr. Voorhees.

## **IX. Executive Committee Appointment**

The Board will consider approval of Chief Chuck Wunder, Green Valley Fire District, as the Executive Committee's nominee for the At-Large Member position vacated by Chief Randy Karrer of Golder Ranch Fire District.

**Motion:** It is moved by Chief Wilson, seconded by Chief Kahle to approve the Executive Committee's recommendation to approve the appointment of Chief Charles Wunder.

## **X. Aviation Requirements of City of Tucson and Pima County**

Mr. Voorhees reports that he was hoping to have more information to present to the Board today but offered the following update:

- Has been tasked to take a holistic view and analysis of these needs/requirements.
- Has made some progress with contacting vendors who make TDMA compatible radios. Technisonic currently has a modular radio system that they claim will accommodate a Phase II radio system and Wulfsberg is also working on this technology as well.
- Mr. Voorhees will meet next week with representatives from the Tucson Fire Department, Pima County Sheriff's Department and the Arizona Department of Public Safety Aviation Unit to discuss radio needs.
- Right now the primary focus is looking at the operational needs of the users.
- Industry standard appears to be in the range of \$70,000.00 per radio and the decision about who will pay for these components will have to be discussed later by the Board.
- The Board will need to make decisions pertaining to Interoperability Participants avionic equipment needs as to how far PCWIN needs to go to accommodate interoperability.
- Chief Wilson comments that with respect to medical aircraft, to the degree that they have 800 megahertz capabilities in their existing equipment, they will have the opportunity to use established channels.

#### **XI. New Business**

- Chief Wilson notes he asked in the EC meeting that procedures pertaining to coverage issues and action also be included for review by this Board on a future agenda.
- Chief Chappell adds that the medical helicopters avionic needs also need to be addressed.
- Chief Kahle asks that the scope of the avionic needs be widened to include all participants.

#### **XII. Call to the Public - None**

Chief Ed Wilkerson, Mountain Vista Fire District, addressed the Board and stated that he had a conversation with Mr. Voorhees. Mountain Vista Fire is fully imbedded in PCWIN with 33 radios in the system. However, due to their particular geography, they have made a decision to participate with the Southern Arizona Fire Emergency Radio Communications (SAFERC), formerly known as Northwest Fire Consortium to handle their dispatch needs through the City of Tucson. They made a decision early on with their radios to make them dual band capable. He requests that any questions regarding this matter be directed to the Mountain Vista Fire District.

#### **XIII. Adjournment**

**Motion:** It was moved by Chief Wilson, seconded by Chief Critchley and unanimously carried to adjourn the meeting.

Minutes prepared by Joni Castro,  
PCWIN Administration Office

Office of Emergency Management  
 Monthly Financial Summary  
 Fund 2101 - OEM Radio System Special Revenue Fund  
 FOR PERIOD ENDING April 30, 2014

	FY 13/14 YTD	FY 13/14 Adopted Budget	FY 13/14 Revised Budget	Forecast	Variance (Revised vs. Forecast)
1 Revenue	\$ 655,894	\$ 683,343	\$ 683,343	\$ 659,186	\$ (24,157)
2 Expenditures					
3 Personnel Services	74,554	779,397	779,397	207,968	571,429
4 Operating Expenditures	154,311	581,815	581,815	347,905	233,910
5 Capital Equipment	-	-	-	-	-
6 Total Expenditures	<b>228,865</b>	<b>1,361,212</b>	<b>1,361,212</b>	<b>555,873</b>	<b>805,339</b>
7 Operating Transfers In					
8 Transfer in from General Fund	14,483	-	-	119,316	119,316
9 Total Operating Transfers In	<b>14,483</b>	<b>-</b>	<b>-</b>	<b>119,316</b>	<b>119,316</b>
10 Operating Transfers Out					
11 Operating Transfers Out	-	-	-	-	-
12 Total Operating Transfers Out	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
10 Net Fund Impact	<b>441,512</b>	<b>(677,869)</b>	<b>(677,869)</b>	<b>222,629</b>	<b>900,498</b>
11 Beginning Fund Balance	14,483	14,483	14,483	14,483	-
12 Ending Fund Balance	<b>\$ 455,995</b>	<b>\$ (663,386)</b>	<b>\$ (663,386)</b>	<b>\$ 237,112</b>	

Office of Emergency Management  
 Monthly Budget to Actual Summary  
 Fund 2101 - OEM Radio System Special Revenue Fund  
 FOR PERIOD ENDING April 30, 2014

Expenditures by Unit	FY13/14 YTD	FY 13/14 Adopted Budget	FY 13/14 Revised Budget	% of Budget Spent	Target	Forecast	Variance (Revised vs. Forecast)
1 <b><u>Unit 0876- Radio System</u></b>							
2 Personnel Services	\$ 74,554	\$ 779,397	\$ 779,397	10%	83%	\$ 207,968	\$ 571,429
3 Operating Expenditures	154,311	581,815	581,815	27%	83%	347,905	233,910
4 Capital (over \$5,000)	-	-	-	-	83%	-	-
5 <b>Unit 0876 Total</b>	<b>228,865</b>	<b>1,361,212</b>	<b>1,361,212</b>	<b>17%</b>	<b>83%</b>	<b>555,873</b>	<b>805,339</b>
6 <b><u>Unit 0877- PECOC</u></b>							
7 Personnel Services	-	-	-	-	83%	-	-
8 Operating Expenditures	-	-	-	-	83%	-	-
9 Capital (over \$5,000)	-	-	-	-	83%	-	-
10 <b>Unit 0877 Total</b>	-	-	-	-	<b>83%</b>	-	-
11 <b>Department Total</b>	<b>228,865</b>	<b>1,361,212</b>	<b>1,361,212</b>	<b>17%</b>	<b>83%</b>	<b>555,873</b>	<b>805,339</b>
12 <b><u>EMERGENCY MANAGEMENT- FUND 2101</u></b>							
13 Personnel Services	74,554	779,397	779,397	10%	83%	207,968	571,429
14 Operating Expenditures	154,311	581,815	581,815	27%	83%	347,905	233,910
15 Capital (over \$5,000)	-	-	-	-	83%	-	-
<b>Office of Emergency Management</b>							
16 <b>Department Total</b>	<b>\$ 228,865</b>	<b>\$ 1,361,212</b>	<b>\$ 1,361,212</b>	<b>17%</b>	<b>83%</b>	<b>\$ 555,873</b>	<b>\$ 805,339</b>

Office of Emergency Management  
 Monthly Department Revenue Forecast  
 Fund 2101 - OEM Radio System Special Revenue Fund  
 FOR PERIOD ENDING April 30, 2014

Revenue Source Code - Name		FY 12/13 Actuals	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	FY13/14 YTD	FY 13/14 Straightline Projection	FY13/14 Adopted Budget	FY13/14 Revised Budget	Forecast	Variance (Revised vs. Forecast)	Comments
1	4200 - General Government Fees	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 56,250	\$563,594	\$ 619,844	\$ 743,813	\$ -	\$ -	\$ 619,844	\$ 619,844	PCWIN radio charges external to PC budgeted for estimated last 3 months of the fiscal year-budged in 4412; will be collected in 4200 above Projected now at YTD
2	4247 - Interdepartmental Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	262,566	262,566	-	(262,566)	PCWIN radio charges internal to PC budgeted for estimated last 3 months of the fiscal year plus sponsored agencies paid for by FN Contingency Now in Revenue Code 4200
3	4400 - Rents & Royalties	35,250	3,250	6,500	3,250	3,325	3,288	3,288	3,288	3,288	3,288	3,288	36,050	43,260	39,000	39,000	39,342	342	Forecast at budgeted Cingular/RVFD \$2K/month; OVPD 1,288/month effective Nov 2013
4	4407 - Interest Pooled-Operating	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5	4412 - Misc Revenue Non Operating	-	-	-	-	-	-	-	-	-	-	-	-	-	381,777	381,777	-	(381,777)	PCWIN radio charges external to PC budgeted for estimated last 3 months of the fiscal year-budged in 4412; will be collected in 4200 above
6	<b>TOTAL REVENUES</b>	<b>35,265</b>	<b>3,250</b>	<b>6,500</b>	<b>3,250</b>	<b>3,325</b>	<b>3,288</b>	<b>3,288</b>	<b>3,288</b>	<b>3,288</b>	<b>59,537</b>	<b>566,882</b>	<b>655,894</b>	<b>787,073</b>	<b>683,343</b>	<b>683,343</b>	<b>659,186</b>	<b>(24,157)</b>	
7	OPERATING TRANSFERS IN																		
8	4702 - Operating Transfer In	136,756	-	-	-	-	-	-	-	-	14,483	-	14,483	17,380	-	-	119,316	119,316	Forecasted operating transfer is forecasted expenditures thru 4/1 less forecasted revenues thru 4/1 when PC WIN goes live with adjustments for costs that are attributable to PCWIN only. Once PCWIN goes live, GF support ends.
9	<b>TOTAL OPERATING TRANSFERS IN</b>	<b>136,756</b>	<b>-</b>	<b>14,483</b>	<b>-</b>	<b>14,483</b>	<b>17,380</b>	<b>-</b>	<b>-</b>	<b>119,316</b>	<b>119,316</b>								
10	<b>TOTAL REVENUES AND OPERATING TRANSFERS IN</b>	<b>\$172,021</b>	<b>\$ 3,250</b>	<b>\$ 6,500</b>	<b>\$ 3,250</b>	<b>\$ 3,325</b>	<b>\$ 3,288</b>	<b>\$ 3,288</b>	<b>\$ 3,288</b>	<b>\$ 3,288</b>	<b>\$ 74,020</b>	<b>\$566,882</b>	<b>\$ 670,377</b>	<b>\$ 804,452</b>	<b>\$ 683,343</b>	<b>\$ 683,343</b>	<b>\$ 778,502</b>	<b>\$ 95,159</b>	

Office of Emergency Management  
 Monthly Department Expenditure Forecast  
 Fund 2101 - OEM Radio System Special Revenue Fund  
 FOR PERIOD ENDING April 30, 2014

Object Codes	FY 12/13 Actuals	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	FY 13/14 YTD	FY 13/14 Straightline Projection	Encumbrance s	FY13/14 YTD Obligations	FY13/14 Adopted Budget	FY13/14 Revised Budget	Forecast	Variance (Revised vs. Forecast)	Comments
1 5400 - Salary & Wages	\$ -	\$ 2,563	\$ 21,727	\$ 12,393	\$ 17,110	\$ 15,509	\$ 16,330	\$ 17,444	\$ 15,143	\$ 15,900	\$ 16,657	\$ 150,775	\$ 180,929	\$ -	\$ 150,775	\$ 184,987	\$ 184,987	\$ 183,331	\$ 1,656	Forecast includes 2% COLA effective 1/1/14 and 3 ITD staff charged in at 25%.
2 5409 - FICA & Medicare	-	196	1,646	891	1,253	1,136	1,196	1,279	1,110	1,165	1,221	11,093	13,312	-	11,093	14,152	14,152	13,480	672	
3 5410 - Unemployment	-	4	37	21	29	26	28	30	26	27	28	256	308	-	256	315	315	312	3	
4 5411 - Health Insurance Premium	-	1	1,262	1,459	1,643	1,503	1,573	1,641	1,429	1,501	1,572	13,584	16,301	-	13,584	17,016	17,016	16,657	359	
5 5412 - Workers COMP	-	6	48	27	38	34	36	38	33	35	37	332	398	-	332	407	407	404	3	
6 5413 - Life Insurance	-	3	16	11	15	13	14	15	13	13	14	127	153	-	127	180	180	154	26	
7 5414 - Employer Paid Benefits	-	-	(1)	(1)	-	-	-	-	-	-	-	(3)	(3)	-	(3)	-	-	(3)	3	
8 5415 - Employer Paid Subsidy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9 5416 - Retirement AZ State	-	296	2,507	1,430	1,974	1,790	1,885	2,013	1,748	1,835	1,922	17,400	20,880	-	17,400	21,347	21,347	21,157	190	
10 5422 - Dental Insurance Premium	-	-	13	16	13	12	12	13	11	11	12	112	134	-	112	150	150	135	15	
11 5423 - Interdepartmental Salary Charged Out	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
12 5424 - Interdepartmental Salary Charged In	-	1,119	1,119	1,119	1,119	1,119	1,119	1,119	1,119	1,119	1,119	11,188	13,425	-	11,188	13,425	13,425	13,425	(0)	
13 5425 - Interdepartmental Fringe Charged Out	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
14 5427 - Intradepartmental Fringe Charged Out	-	-	(1,294)	(4,720)	(3,650)	(5,474)	(3,650)	(3,723)	(3,723)	(3,723)	(1,861)	(31,817)	(38,180)	-	(31,817)	-	-	(31,817)	31,817	Forecast includes 2% COLA effective 1/1/14-PCWIN Director and 1 staff charges out to PCWIN CIP thru 4/5/14
15 5428 - Intradepartmental Fringe Charged In	-	-	-	61	(61)	-	-	113	(46)	2	126	195	234	-	195	149,560	149,560	19,554	130,006	Charges in budget are for 10 ITD PCN. 3 are set up on a 25% salary split. Their costs hit 5400 and the benefit accounts. Additional 7 PCN to charge their time to PCWIN effective 4/1/14-these PCN are forecasted here (benefits) and in account 5430 (salary) Note no Charge Ins from ITD for Period 10 projected
16 5429- Intradepartmental Salary Charged Out	-	-	(3,942)	(16,746)	(11,117)	(16,675)	(11,117)	(11,339)	(11,339)	(11,339)	(5,669)	(99,283)	(119,139)	-	(99,283)	-	-	(99,283)	99,283	Forecast includes 2% COLA effective 1/1/14-PCWIN Director and 1 staff charges out to PCWIN CIP thru4/5/14
17 5430 - Intradepartmental Salary Charged In	-	-	-	186	(186)	-	-	343	(141)	7	385	595	714	-	595	377,858	377,858	70,461	307,397	Charges in budgeted are for 10 ITD PCN. 3 are set up on a 25% salary split. Their costs hit 5400 and the benefit accounts. Additional 7 PCN to charge their time to PCWIN effective 4/1/14-these PCN are forecasted here and in account 5428. Note no Charge Ins from ITD for Period 10 projected
18 5431 - Budgeted Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
19 <b>TOTAL PERSONNEL SERVICES</b>	-	<b>4,187</b>	<b>23,137</b>	<b>(3,853)</b>	<b>8,181</b>	<b>(1,008)</b>	<b>7,426</b>	<b>8,985</b>	<b>5,382</b>	<b>6,555</b>	<b>15,563</b>	<b>74,554</b>	<b>89,465</b>	-	<b>74,554</b>	<b>779,397</b>	<b>779,397</b>	<b>207,968</b>	<b>571,429</b>	
20 5000 - Office Supplies	126	-	-	-	-	-	633	-	65	-	550	1,249	1,498	-	1,249	975	975	975	-	
21 5001 - Software <100,000	-	-	-	-	-	-	560	-	-	-	560	672	672	-	560	35,000	35,000	560	34,440	Comm Shop was budgeted at \$35K, total quote is 25,147, estimated 7% added for tax. Invoice posted to object code 5125 for \$27,234 and forecasted there.
22 5002 - Computer Equipment <1000	512	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
23 5003 - Food Supplies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
24 5007 - Fuel & Oil	-	-	-	-	-	-	-	-	-	-	2,511	2,511	3,013	-	2,511	500	500	2,511	(2,011)	Pcard Transaction
25 5008 - Books Subscriptions and Videos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,250	1,250	1,250	1,250	-	
26 5010 - R & M Supplies	-	-	-	-	-	-	-	-	-	-	1,410	1,410	1,692	-	1,410	-	-	-	-	Ballasts should have been charged to FM unit 0318, \$1,069. Batteries should have been charged to a work order for IT generators. Reversing charges with JVD 14* 4431 and 4435 totaling \$341.04.
27 5011 - Classroom Educational Testing Supplies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
28 5013 - Janitorial Supplies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
29 5014 - Clothing, Uniforms & Safety Apparel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
30 5015 - Promotional Items	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
31 5018 - Other Operating Supplies	2,016	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12,500	12,500	12,500	-	
32 5020 - Tools & Equipment <1000	1,124	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20,000	20,000	20,000	-	

Office of Emergency Management  
 Monthly Department Expenditure Forecast  
 Fund 2101 - OEM Radio System Special Revenue Fund  
 FOR PERIOD ENDING April 30, 2014

Object Codes	FY 12/13 Actuals	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	FY 13/14 YTD	FY 13/14 Straightline Projection	Encumbrances	FY13/14 YTD Obligations	FY13/14 Adopted Budget	FY13/14 Revised Budget	Forecast	Variance (Revised vs. Forecast)	Comments
33 5021 - Furniture <1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34 5102 - Court Reporters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
35 5103 - Lawyers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
36 5114 - Engineering Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
37 5116 - Telecommunications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
38 5121 - Accounting and Audit services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34 5124 - TPA Service Fee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
35 5125 - Software Maintenance & Support	-	-	-	27,234	-	-	-	-	-	(2,269)	-	24,964	29,957	-	24,964	-	-	24,964	(24,964)	Comm Shop was budgeted at \$35K under object 5001 but posted under object 5125. This is a prepaid terms 7/30/13-7/30/14. Forecast reduced by one month that will be expensed in FY15.
36 5133 - Dental Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
37 5134 - Outsourced Hospitals & Clinics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
38 5138 - In State Training	-	-	-	-	-	-	-	-	-	1,425	-	1,425	1,710	-	1,425	-	-	1,425	(1,425)	New miner, inexperienced training to be conducted at PECOC.
39 5139 - Out of State Training	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
40 5140 - Travel in AZ	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	500	500	500	-	-
41 5141 - Out of State Travel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
42 5142 - Postage & Freight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,500	2,500	2,500	-	-
43 5143 - Printing & Microfilm	-	35	-	406	-	-	-	-	-	-	49	489	587	-	489	125	125	489	(364)	-
44 5147 - Leases & Rental	93,827	6,423	1,950	2,606	18,751	3,206	2,606	3,332	2,606	3,332	3,058	47,872	57,446	42,077	89,949	177,165	177,165	76,190	100,975	Forecasted at actual FY14 rents, \$7874 for FY14 Mission Road rent also posts here.
45 5148 - Leases & Rentals - Real Estate	-	-	1,312	-	(1,312)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46 5149 - R & M Machinery and Equipment	7,691	-	191	74	169	846	-	-	-	-	-	1,279	1,535	70,000	71,279	3,750	3,750	28,750	(25,000)	Encumbrance is the City of Tucson IGA CT14*188 but per Director only \$25K will be paid this year max. Forecast is \$25K plus budget.
47 5150 - R & M Buildings	291	-	-	-	-	-	-	-	-	-	85	85	102	-	85	-	-	85	(85)	Rodent Control Swann Tower \$85 in period 11.
48 5152 - Other Professional Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
49 5160 - Credit Card Fee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
50 5161 - Promo Printing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
51 5162 - Advertising	5,608	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
52 5166 -Leases & Rentals - Telecommunications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
53 5167 - Leases & Rentals - Office Machines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
54 5200 - Interdepartmental Supplies & Services Charged Out	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
55 5203 - Interdepartmental Supplies & Services Charged In	-	-	-	22	(22)	-	-	72	-	182	811	1,065	1,278	-	1,065	-	-	226	(226)	Charges to OEM in error \$839.15. JVD 14*4430 to reverse expense in period 10.
56 5206 - Administrative Overhead	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
57 5300 - Phone Internet	13,738	1,145	1,219	1,517	1,237	1,237	1,237	1,237	1,237	1,237	1,237	12,539	15,046	1,382	13,920	118,940	118,940	19,409	99,531	Port charges are one port \$37/mo (\$444/yr) and 1144.65 for SmartNet fees per month. Plus cell phones at \$4725 total. Plus LD estimated at \$500.
58 5301 - Electricity	4,438	1,656	3,636	3,061	3,239	1,278	2,536	3,280	2,530	2,712	2,996	26,923	32,308	-	26,923	71,200	71,200	71,200	-	-
59 5305 - Mileage Reimbursement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
60 5306 - Motor Pool Charges	27,241	3,365	4,707	2,724	3,031	3,228	2,240	3,534	2,322	2,632	3,025	30,807	36,968	-	30,807	31,985	31,985	36,968	(4,983)	At S/L-three vehicles permanently charged to this fund (2 Jeeps, 1 Tacoma)
61 5309 - Dues Memberships	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	400	400	400	-	-
62 5312 - Miscellaneous Charges	840	-	280	140	70	-	-	210	-	70	140	910	1,092	-	910	-	-	1,280	(1,280)	Parking garage costs for one spot at the B of A moved to Wireless effective P3. One spot at Level B at \$70/month OK per Director. Total forecast is \$70/mo x 12 for Level B Spot and \$70 for Jul and Aug for B of A now paid for by ITD. And \$300 for PECOC shared costs.
63 5313 - MISC Non Cash Adjustments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
64 5314 - Payments to other governments	-	-	-	-	-	-	-	-	-	-	-	-	-	170,000	170,000	88,300	88,300	42,500	45,800	Payments to City of Tucson per agreement to reimburse City for PCWIN staffing-revised to 3 months of max \$170K per JV- CT14*188 encumbers the maximum.
65 5319 - Property Damage Insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13,725	13,725	-	13,725	No costs to be incurred for property damage insurance
66 5321 - Other Insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
67 5329 - Interest Expense-Pooled Investments	50	-	-	6	9	21	34	38	47	-	69	222	267	-	222	-	-	222	(222)	-
68 5338 - Job Training Supplies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
69 5339 - Job Support Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
70 5503 - Furniture Non Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
71 5504 - Office Machines and Computers Non Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,500	2,500	2,500	-	-
72 5508 - Other Equipment Non Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	500	500	500	-	-
73 TOTAL OPERATING EXPENDITURES	157,543	12,623	13,295	37,789	25,170	9,815	9,847	11,704	8,807	9,320	15,940	154,311	185,173	283,459	437,769	581,815	581,815	347,905	233,910	
74 TOTAL EXPENDITURES	\$ 157,543	\$ 16,810	\$ 36,432	\$ 33,935	\$ 33,351	\$ 8,807	\$ 17,273	\$ 20,689	\$ 14,189	\$ 15,875	\$ 31,503	\$ 228,865	\$ 274,638	\$ 283,459	\$ 512,324	\$ 1,361,212	\$ 1,361,212	\$ 555,873	\$ 805,339	

**Office of Emergency Management**  
**FY 2014 Forecast and FY2015 Requested Budget**  
**Fund 2101 - OEM Radio System Special Revenue Fund**  
**FOR PERIOD ENDING April 30, 2014**

	Adopted Budget FY 13-14 14	Forecasted FY 13-14 (based on April 30 forecast)	Requested FY 14-15 PCWIN BOB Approved
<b>1 Net Operating income (loss)</b>			
2 Revenues			
3 Intergovernmental Revenue - Public Safety Other Jurisdictions	381,777	619,844	2,145,696
4 Interdepartmental Revenue - Pima County	262,566	-	433,380
5 Rent and Royalties	39,000	39,342	31,296
6 Interest Rev. - Pooled Inv.	-	-	-
7 Miscellaneous Revenue	-	-	-
8 <b>Total Operating Revenues</b>	<b>683,343</b>	<b>659,186</b>	<b>2,610,372</b>
9			
10 Expenditures			
11 Salaries and Wages			
12 PCWIN - Salaries	184,987	115,000	143,800
13 PCWIN - Benefits	53,567	56,538	41,568
14 ITD - Salaries and Benefits	527,418	154,103	834,623
15 Financial Management Services	13,425	13,425	76,000
16 Labor Distribution Charge Ins-included in line 14 above	-	-	-
17 Labor Distribution Charge Outs-2 PCN charged out to PCWIN CIP thru 4/1/2014	-	(131,100)	-
18 Total Employee Compensation	779,397	207,968	1,095,991
19			
20 Other Personnel Costs			
21 City of Tucson Positions			
22 COT Technician	56,150	21,250	115,108
23 COT Engineer	32,150	21,250	65,908
24 Out of State Travel/Training	-	-	5,500
25 Instate Travel/Training	500	1,925	1,000
26 Dues and Memberships	400	400	800
27 Administrative Overhead	-	-	114,721
28 Total Other Personnel Costs	89,200	44,825	303,037
29			
30 Operating Expenses			
31 Office Supplies	975	975	1,950
32 Books/Subscriptions/Videos	1,250	1,250	2,500
33 Software - Comm Shop	35,000	25,524	35,000
34 Other Operating Supplies	12,500	12,500	25,000
35 Repair & Maintenance Supplies	-	-	130,150
36 Small Tools and Office Equipment	20,000	20,000	20,000
37 Office Machines/Computers	2,500	2,500	5,000
38 Other Machines/Equipment	500	500	1,000
39 Fuel, Oil, Lubricants	500	2,511	1,000
40 Printing & Microfilming	125	489	250
41 Postage and Freight	2,500	2,500	5,000
42 Property Damage & Gen Liabilities Insurance Premiums	13,725	-	11,000
43 Motor Pool Charges	31,985	36,968	50,000
44 PCWIN Portion PECOC Common Areas Costs	-	300	3,000
45 Other Miscellaneous Charges (Interest Expense & Parking)	-	1,202	840
46 Total Operating Expenses	121,560	107,220	291,690
47			
48 R&M Machinery and Equipment			
49 Motorola Software Subscription Agreement	-	-	139,004
50 Motorola LMR Technical Support	-	-	29,716
51 Motorola Network System Monitoring	-	-	43,115
52 Motorola Network Preventative Maintenance	-	-	16,680
53 Motorola Advanced Replacement	-	-	25,737
54 Motorola NICE Audio Logging Equipment Service	-	-	28,746
55 Ceragon Maintenance Support	-	-	37,326
56 Ceragon 24 Hr Advanced Replacement & Extended Warranty	-	-	36,906
57 Test Equipment Repair & Maintenance	3,750	3,976	7,500
58 Netclock Maintenance & Support	-	-	865
59 Cisco SmartNet and COT Sonet Boxes	96,780	25,000	96,780
60 Total R&M Machinery and Equipment	100,530	28,976	462,375
61			
62 Communication Site Maintenance			
63 BEACON	-	-	13,068
64 CONFIDENCE	-	-	10,307
65 GEASA	-	-	11,990
66 HAYSTACK	-	-	18,057
67 RVFD	-	-	12,767
68 SWAN	-	-	12,504
69 TUMAMOC	-	-	11,107
70 Total Communication Site Maintenance	-	-	89,800
71			
72 Utilities			
73 Telephone/Voice/Data Telecommunications			
74 ITD Network Port Charges and Cisco Smart Net 3 year	5,460	14,184	2,220
75 Long Distance Telephone Services	500	500	500
76 Cell Phones w/Data	16,200	4,725	16,200
77 Electricity			
78 BEACON	8,000	8,000	8,000
79 BIGELOW - SAT	6,000	6,000	6,000
80 EAGLE	12,500	12,500	12,500
81 KEYSTONE - AZ DPS	3,600	3,600	3,600
82 LEMMON - AZ DPS	3,600	3,600	3,600
83 RVFD	12,500	12,500	12,500
84 SWAN	12,500	12,500	12,500
85 TUMAMOC - AZ Public Media	12,500	12,500	12,500
86 Total Utilities	93,360	90,609	90,120
87			
88 Leases & Rentals			
89 ARIVACA - ASLD Commercial Lease	2,400	2,400	2,400
90 BEACON - Crown Castle Lease	11,124	12,024	11,458
91 BIGELOW - SAT Lease	14,832	14,832	15,277
92 CONFIDENCE - TEP Lease	5,000	5,000	5,000
93 HAYSTACK - ASLD Land Use Permit	1,800	2,400	1,800
94 KEYSTONE - AZ DPS	15,246	7,260	10,000
95 LEMMON - AZ DPS	4,356	10,000	4,356
96 MILDRED - ASLD Commercial Lease	2,400	2,400	2,400
97 PECOC - Master Site & PCWIN Offices	80,378	-	5,100
98 RVFD - Rincon Valley Fire District Lease	12,000	12,000	12,000
99 County 1313 S. Mission Rd - Radio Maintenance Shop	27,629	7,874	31,087
100 Total Leases & Rentals	177,165	76,190	100,878
101			
102 <b>Total Operating Expenditures</b>	<b>1,361,212</b>	<b>555,788</b>	<b>2,433,891</b>
103			
104 <b>Net Operating Income (loss)</b>	<b>(677,869)</b>	<b>103,398</b>	<b>176,481</b>
105			
106 <b>Cash Flow from Operations after Transfers</b>			
107 Net income (loss)	(677,869)	103,398	176,481
108 Transfers In-General Fund	-	119,316	-
109 <b>Cash Flow from Operations, after Transfers</b>	<b>(677,869)</b>	<b>222,714</b>	<b>176,481</b>
110			
111 <b>Fund Balance Calculation</b>			
112 Beginning Fund Balance	14,483	14,483	237,197
113 <b>Ending Fund Balance</b>	<b>(663,386)</b>	<b>237,197</b>	<b>413,678</b>

Site	# Busies	% Busies	# Voice calls	% Channel usage	Max Channel Usage with Date	Emergency Activations	Comments
Simulcast A	23	0	968,005	26	4/16/14 35.52%	576	
Simulcast B	4	0	965,259	25	4/16/14 34.25	559	
North Simulcast	1,216	0	225,373	30	4/10/14 38.36%	47	There were two frequencies that were found to be disabled, the system was not reporting them as disabled. Once they were enabled there have been no busies.
Golder	2	0	117,264	30	4/2/14 54.17%	33	
Arivaca	0	0	14,818	26	4/10/14 50.09%	0	
Bigelow	31	0	60,574	37	4/17/14 58.72%	18	
Confidence	0	0	162,737	32	4/23/14 53.07%	73	
Haystack	128	0	114,067	40	4/17/14 51.56%	25	
Childs	0	0	43,488	28	4/22/14 58.12%	9	
Keystone	55	0	365,015	33	4/23/14 42.96%	174	
Total	1459	0	3,036,600	31	N/A	1,514	

### Backhaul Network Performance Metrics

% Network Uptime	Link Failures	# Equipment Malfunctions per Site	Svc Interruptions and Impact	Major Svc or Config changes
100.00%	None	No Equipment Malfunctions	No Service Interruptions	No major service or configuration changes this month

# New Member Application



PCWIN Form 301-A

PCWIN is a public safety/public service digital trunked radio network and cooperative. While it is our intent to accommodate the voice radio needs of as many organizations as possible, a deliberate discovery and planning process is required to ensure a prospective member's participation meets the needs and intent of PCWIN. Please fill out the following application with as much detail as possible. This information will be used to determine the best level of participation for your agency and whether any fees will be assessed.

## Applicant's Use:

Organization Name

Organization Address

Point of Contact

POC Email Address

POC Phone Number

Organization Type

Will PCWIN be your primary means of communication?

Is your agency being sponsored by a PCWIN member?

Name of PCWIN Sponsoring Agency

If applicable, is the Sponsoring Agency providing radios for your use?

What level of participation do you anticipate on PCWIN

Daily

Weekly

Monthly

Will you use another agency's talkgroups to communicate on PCWIN?

Will you require the establishment of talkgroups for your agency's use?

Will any of those talkgroups require encryption?

If applicable, how many talkgroups will you require?

Clear Voice                      Recorded                      Encrypted

How many radios do you plan to use on the PCWIN Network?

Portables                      Mobiles                      Consoles

Are your agency's radios programmed to use Over The Air Programming/Rekeying?

OTAP                      OTAR

What make and model of radio equipment do you wish to program on the PCWIN network?  
(currently only Motorola products are permitted to connect to PCWIN)

How many radio transmissions does your agency average per hour?

What is the average length of your agency's radio transmissions?

Will your agency be connected to another network with the same radios?

Briefly describe the network

Will your agency require the dispatch services of a PCWIN agency?

What date would your agency like to begin using PCWIN?

Please provide a brief statement of your agency's Concept of Operations on the PCWIN Network

Comments (Special Requirements)

Signature/Date

## PCWIN Staff Use:

### **Network Impact**

Expected Site Affiliations

Will the Applicant's  
Concept of  
Operations Require  
Additional  
Infrastructure?

Additional  
Required  
Infrastructure  
Locations

Will there be special  
equipment  
requirements?

Explain

What are the applicant's  
programming requirements?

Talkgroup Recording  
OTAR  
OTAP  
Encryption  
Talkgroup Creation

What PCWIN talkgroups will need to  
be programmed?

Have the requested PCWIN  
agencies given permission to  
program the applicant's radios?

Which PCWIN Agencies have  
granted talkgroup sharing  
permission?

**Fiscal Impact:**

Does the Applicant offer any potential revenue? (explain)

Does the Applicant offer any potential cost savings? (explain)

What costs to PCWIN will the cooperative incur by permitting the Applicant's inclusion on the network?

What O&M burden will the Applicant be expected to pay? (Explain)

What additional fees is the Applicant expected to pay?

- Fleetmap Development Fee
- Radio Programming Fee
- Encryption Fee
- Coverage Remediation Fee
- Equipment Purchase Fee
- Maintenance Agreement Fee
- Annual PM through PCWIN Fee
- Advanced Application Research/Processing Fee

Total fees incurred with this application

**Overall Recommendation:**

What is the PCWIN staff's recommended level of participation for the Applicant?

(refer to page 14 of the Sept 12 PCWIN Business Plan for guidance)

Operations Working Group recommendation

Date

Technical Working Group recommendation

Date

What is the Applicant's recommended "Go-Live" date?

If applicable, what is the termination date of the Applicant's PCWIN network connection?

What is the Applicant's code plug?

Further Comments

Executive Director Signature / Date

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Will any of those talkgroups require encryption?

If applicable, how many talkgroups will you require?

Clear Voice                      Recorded                      Encrypted

How many radios do you plan to use on the PCWIN Network?

Portables                      Mobiles                      Consoles

Have you coordinated for your agency's Emergency Alert function to be monitored by a PCWIN agency? (which one)

Are your agency's radios programmed to use Over The Air Programming/Rekeying?

OTAP              OTAR

What make and model of radio equipment do you wish to program on the PCWIN network?  
(currently only Motorola products are permitted to connect to PCWIN)

How many radio transmissions does your agency average per hour?

What is the average length of your agency's radio transmissions?

Will your agency be connected to another network with the same radios?

Briefly describe the network

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### **Network Impact**

Expected Site Affiliations

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Concept of  
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Additional  
Infrastructure?

Additional  
Required  
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Will there be special  
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Does the Applicant offer any potential cost savings? (explain)

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Date

Technical Working Group recommendation

Date

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Further Comments

Executive Director Signature / Date

Board of Directors approval date / comments

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Operations Working Group recommendation

Date

Technical Working Group recommendation

Date

What is the Applicant's recommended "Go-Live" date?

If applicable, what is the termination date of the Applicant's PCWIN network connection?

What is the Applicant's code plug?

Further Comments

Executive Director Signature / Date

Title: **Adding New Members and Participants Policy**

Index: 101-A

Effective Date: March 1, 2014

Revision/Date: 0

Author: John Voorhees, PCWIN Executive Director

Owner: Operations Working Group (OWG)

### 1. Purpose

- a. Defines the policy to form a relationship between the Pima County Wireless Integrated Network (PCWIN) and a prospective new member or participant.

### 2. Background

- a. As the network and cooperative mature it is assumed that additional entities will desire to join PCWIN
- b. There must be a process in place to ensure prospective members are evaluated adequately and fairly in a timely fashion.
- c. There must be a process in place to ensure the PCWIN network will be able to accommodate a prospective member.

### 3. Policy Statement

- a. The PCWIN Business Plan Governance Agreement provides overarching guidance related to the categories and criteria for membership in the PCWIN Cooperative. The following categories are available to prospective PCWIN users:
  - i. **Member** - The Cooperative Membership shall be composed of the initial Members and any other Entity that is admitted in accordance with Section 3.1.7 of the Business Plan Governance Agreement. A municipal, county or state agency, department, or division shall be represented by its corresponding city, town, county, state, Indian nation or tribe, or separate entity. Each city, town, county, state, Indian nation, fire district, or separate entity shall constitute one member of the Cooperative.
  - ii. **Associate Participant** - An agency or organization may become an Associate Participant if the agency or organization: (1) is sponsored by a Member and is authorized by the Board of Directors to use the Radio System to support Public Safety Services; and (2) is compliant with the conditions as set forth by the Board of Directors.
  - iii. **Interoperability Participant** - If authorized, and subject to the conditions imposed by the Board of Directors, an Interoperability Participant may use the Radio System to support existing Members with intermittent public safety incidents
  - iv. **Conditional Participant** - A non-Member agency or organization may use the Radio System on a temporary basis for special events, tactical situations or emergency circumstances in support of an existing Member, if authorized by the Board of Directors. In an emergency the Executive Director may authorize the addition of a

Conditional Participant, but continuation of the Conditional Participant must be approved or disapproved by the Board of Directors at their next meeting.

- v. **Emergency Medical Services Participant** - An Emergency Medical Services Provider may become an Emergency Medical Services Participant if authorized by the Board of Directors to use the Radio System with the conditions as set forth by the Board of Directors
  - vi. **Public Safety Participant** - A provider of Public Safety Service may become a Public Safety Service Participant if authorized by the Board of Directors to use the Radio System with the conditions as set forth by the Board of Directors
- b. The Executive Director is the primary point of contact to initiate membership in PCWIN
  - c. The Operations and Technical Working Groups will evaluate each application for membership and make a recommendation to the Executive Director. The Cooperative shall evaluate all requests giving the highest priority to maintaining service for public safety services. The Cooperative shall not admit non-public-safety service users if such admittance would compromise the performance of the radio system in addressing public safety services. The Cooperative will evaluate requests for new membership using the following factors:
    - i. Impact on Radio Frequency coverage
    - ii. Impact on the Radio System Grade of Service (GOS)
    - iii. Interoperability requirements (e.g., extent of wide area roaming for both the existing and new members)
    - iv. Need for additional infrastructure
    - v. Regulatory constraints
    - vi. Applicant's infrastructure
    - vii. Applicant's user needs assessment
    - viii. Transport Network availability
    - ix. Cost impacts
    - x. Impact on current operations
    - xi. Roaming impact on existing Members (for system capacity)
    - xii. Benefits to the Cooperative to admit the applicant
    - xiii. Additional factors as determined by the Cooperative
  - d. The PCWIN Board of Directors is the approval authority for membership in PCWIN

#### **4. Applies to**

- a. All Non-PCWIN agencies seeking membership or participation in the PCWIN network

#### **5. Supporting Rules**

- a. All PCWIN Policies and Procedures
- b. PCWIN Business Plan Governance Document

#### **6. Conditions for Exemption or Waiver**

- a. None

**Title: Policy and Procedure Management**

Index: 101-E

Effective Date: March 1, 2014

Revision/Date: 0

Author: Steven Campbell, DHFD / Ben Goff, PCDOT

Owner: Operations Working Group (OWG)

### **1. Purpose**

- a. Establishes the process for management of all Pima County Wireless Network (PCWIN) policies and procedures

### **2. Background**

- a. The PCWIN radio communications system supports both public safety and public service operations. Technical and Operational policies and procedures have been developed to ensure compliance with system standards

### **3. Policy Statement**

- a. The PCWIN Operations Working Group (OWG) is generally responsible for the development, and implementation of policies and procedures. The Technical Working Group (TWG) will occasionally draft policies and procedures of a more specific technical nature.
- b. Every PCWIN agency is responsible to monitor adherence to PCWIN policies and procedures
- c. The PCWIN Executive Director is responsible for administratively managing the PCWIN policies and procedures as well as maintaining the approved documents in an online Policy and Procedure Document Directory.
- d. Policy Approval
  - i. The authority to approve or amend policies rests with the PCWIN Board of Directors
  - ii. The PCWIN Executive Director has the authority approve or amend all procedures and forms
  - iii. If the OWG deems it necessary, a procedure can be forwarded for technical review and/or approval from another responsible committee or authority.
  - iv. Any request for changes to approved PCWIN policies or procedures will be referred to the OWG for consideration and recommendation.
- e. Policy Waiver
  - i. An exemption or waiver to all or a portion of an adopted policy or procedure may be requested by any PCWIN member agency. An exemption or waiver request may be on their behalf or for a sponsored entity. An exemption or waiver request may be temporary or permanent

- ii. All requests shall be submitted to the Executive Director. The request must state the specific policy or procedure for which an exemption or waiver is sought, the expected duration of the waiver, the conditions which impel an exemption or waiver, and any other supporting documentation the requesting agency wishes to have considered
- iii. The Executive Director has full discretion to place the request before the appropriate PCWIN bodies (Technical Working Group, Operations Working Group for procedures, and the Board of Directors for policies) for consideration and recommendation. The Executive Director shall report any granted requests and accompanying conditions to the PCWIN Operations Work Group.

**4. Applies to**

- a. All users of the 800 MHZ Digitally trunked radio system

**5. Supporting Rules**

- a. None

**6. Conditions for Exemption or Waiver**

- a. None

Title: **Contractors Policy**

Index: 101-G

Effective Date: May 14, 2014

Revision/Date: 0

Author: Steve Campbell, Drexel Heights Fire District

Owner: Operations Working Group (OWG)

### **1. Purpose**

- a. The purpose of this policy is to establish the requirement to inform contractors of Pima County Wireless Integrated Network (PCWIN) policies and to take reasonable steps to ensure that the contractor operates in compliance with PCWIN policies.

### **2. Background**

- a. The PCWIN network provides vital communications services for public safety and public service entities. Accordingly, a series of policies and procedures have been developed and adopted that frame how operational activities relative to the PCWIN should be conducted.
- b. It is envisioned that contractors may be authorized by the PCWIN Board of Directors to conduct activities relative to the operations and maintenance of the PCWIN infrastructure and subscriber equipment.
- c. Operations and maintenance activities performed by contractors can impact PCWIN subscriber operations.

### **3. Policy Statement**

- a. It is the responsibility of the agency that hires the contractor to:
  - i. Provide the contractor with a current copy of all applicable PCWIN policies and procedures.
  - ii. Ensure that the contract between the PCWIN entity and the contractor includes language that requires the contractor to abide by all applicable PCWIN policies and procedures.
  - iii. Take reasonable steps to ascertain the contractor's compliance with PCWIN policies and procedures.
  - iv. Report non-compliant contractors to the Network Managing Member.

### **4. Applies to**

- a. All Members, Interoperability Participants, Associates using the PCWIN radio network.

### **5. Supporting Rules**

- a. Each PCWIN entity is responsible for contractor performance relating to operations or maintenance activities on the PCWIN.

### **6. Conditions for Exemption or Waiver**

- a. None

Title: **Good Neighbor Policy**

Index: 102-B

Effective Date: March 1, 2014

Revision/Date: 0

Author: John Voorhees, PCWIN Executive Director

Owner: Operations Working Group (OWG)

**1. Purpose**

- a. To temporarily assist entities with an immediate communications emergency, such as a complete loss of system resources for public safety daily operations.

**2. Background**

- a. Non-PCWIN entities who experience an immediate communications emergency, such as a physical system failure may request to use the PCWIN network on a temporary basis

**3. Policy Statement**

- a. In an emergency situation, the Network Managing Member has the authority to immediately activate appropriate resources
  - i. The Network Managing Member must carefully review network metrics to ensure the additional radios are not a detriment to the operations of current PCWIN users.
- b. The Network Managing Member will notify the Executive Director
- c. Emergency communications are intended to be provided on a temporary basis
- d. The PCWIN Executive Director will notify all dispatch centers when this policy is implemented
- e. Continued use must be approved by the PCWIN Board of Directors.
- f. Requests for continued temporary use must be submitted to the PCWIN Executive Director on agency letterhead.

**4. Applies to**

- a. All Non-PCWIN agencies seeking temporary connection to the PCWIN network

**5. Supporting Rules**

- a. All PCWIN Policies and Procedures

**6. Conditions for Exemption or Waiver**

- a. None

Title: Reporting System Issues Policy

Index: 106-B

Effective Date: March 1, 2014

Revision/Date: 0

Author: Ross Adelman/City of Tucson Facilities and Communication Maintenance

Owner: Technical Working Group (TWG)

**1. Purpose**

- a. The purpose of this policy is to explain the reporting responsibilities of the Network Managing Member and the Pima County Wireless Integrated Network (PCWIN) members and participants when system issues are encountered.

**2. Background**

- a. In the event that problems are encountered with the PCWIN voice radio system the customer (PCWIN members and participants) must have an avenue to report network issues to the Network Managing Member for investigation, and resolution.
- b. The Network Managing Member is obligated to notify PCWIN agencies of outages and service affecting maintenance and must have a process in place to ensure the proper notifications take place.

**3. Policy Statement**

- a. Agencies using the PCWIN network have a responsibility to report outages and system degradations to the Network Managing Member in a timely manner
- b. The Network Managing Member has the responsibility to keep PCWIN agencies informed of all pertinent system outages, degradations and scheduled maintenance
  - i. There must be a process for real-time notification of outages and service affecting maintenance to the PCWIN agencies
  - ii. Each month the Executive Director must give a report of the network's health to the Executive Committee
- c. A process must be in place to ensure scheduled and unscheduled service affecting maintenance minimizes functional impact to PCWIN end users.

**4. Applies to**

- a. All PCWIN members and participants

**5. Supporting Rules**

- a. Notification of System Activities
- b. Annual Drills and Exercises Policy
- c. Reporting Network and Equipment Issues/Problem Escalation and Management
- d. Service Level Agreements

**6. Conditions for Exemption or Waiver**

- a. None

Title: Annual Drills and Exercises Policy

Index: 106-C

Effective Date: March 1, 2014

Revision/Date: 0

Author: Ross Adelman/City of Tucson Facilities and Communication Maintenance

Owner: Technical Working Group (TWG)

### **1. Purpose**

- a. The purpose of this policy is to establish basic guidelines and expectations for the members of the Pima County Wireless Integrated Network (PCWIN) with regard to participation in annual drills and exercises.

### **2. Background**

- a. PCWIN is a complex voice radio network. Day-to-day operation of the system does not utilize the full potential of the 800 MHz system.
- b. Complex incidents and large scale emergencies may be complicated if users are not familiar with the features made available by PCWIN's technology.
- c. Periodic internal and external exercises and drills should be accomplished to keep users familiar with the core principles of the digital trunked network and to maximize the system's effective use.

### **3. Policy Statement**

- a. To the fullest extent possible PCWIN members are encouraged to participate in Federal, State, and local disaster preparedness exercises.
- b. PCWIN agencies should take advantage of large scale operations to exercise the PCWIN system to its maximum potential.
- c. Where possible, exercises should comply with the standard of the Homeland Security Exercise and Evaluation Plan (HSEEP).
- d. The Network Managing Member should plan at least one annual internal exercise to discuss common failure scenarios and disaster preparedness. The discussion should focus on risk mitigation, internal and external communication processes, as well as network recovery procedures
  - i. The Technical Working Group (TWG) and Operations Working Group (OWG) will assist to develop the scenario for the Network Managing Member. As the working groups observe the exercise they shall report their findings to the Executive Committee who will then evaluate the exercise participants' effectiveness and make recommendations to the PCWIN Board of Directors.
  - ii. Exercises should include scenarios that incorporate degraded communications such as:
    1. Fiber cut or degradation
    2. Microwave loss or damage
    3. Grid or select power outage

4. Partial or major radio system loss or compromise
5. Circuit loss or compromise
6. Zonal overload by event (flash flood, civil unrest, heat wave, power loss, etc.)
7. Subscriber functionality

**4. Applies to**

- a. All PCWIN members and participants

**5. Supporting Rules**

- a. Reporting System Issues Policy
- b. Service Level Agreements

**6. Conditions for Exemption or Waiver**

- a. None

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- Phase II potential tasks from EMC
  - Coverage Remediation
  - System Load Balancing
  - Equipment Refinement (warranty/user preferences)
  - Pinal County Coverage results sharing
- Disposition of remaining Bond Funds
- Tohono Oodham Nation build out
- Rebanding