Regional Wireless Cooperative

Board of Directors
Agenda
November 21, 2019
10:00 a.m. – 11:30 a.m.

	ITEM	PRESENTER
1)	**Call to Order, Roll Call, Opening Comments**	Chair Paul Luizzi
2)	**Call to the Public** A member of the public may request to address the Board by submitting a blue card that is available at the entry of the room. Speakers will be considered at the sole discretion of the Board Chair and will be allotted no more than three (3) minutes to speak.	Chair Paul Luizzi
3)	**Approval of RWC Board Meeting Minutes from the August 29, 2019 Meeting** This item is for information discussion, and action.	Chair Paul Luizzi Est. 2 min.
4)	**RWC Annual Audit for Fiscal Year 2018/2019** The purpose of this item is to provide an update to the Board on the RWC's Annual Audit. **This item is for information and discussion.**	John Imig RWC Executive Director Almira Santos RWC Accountant III Est. 5 min.
5)	**Financial Update for Fiscal Year 2018/2019** The purpose of this item is to present Fiscal Year 2018/2019 financial updates to the Board. **This item is for information, discussion, and action.**	John Imig RWC Executive Director Almira Santos RWC Accountant III Est. 10 min.

Board of Directors
Agenda
November 21, 2019
10:00 a.m. – 11:30 a.m.

6)	**Billing Associates for the Operating Fund Contingency** The purpose of this item is to seek board action on the question of billing Associates for the Operating Fund Contingency (AKA Required Minimum Balance). **This item is for information, discussion, and action.**	John Imig RWC Executive Director Almira Santos RWC Accountant III Est. 5 min.
7)	**Annual Operating Fund Contingency Adjustment** The purpose of this item is to present the annual Operating Fund Contingency (AKA Required Minimum Balance) adjustment to the Board. **This item is for information, discussion, and action.**	John Imig RWC Executive Director Almira Santos RWC Accountant III Est. 10 min.
8)	**RWC 2020/2021 Budget Overview and 5-Year Plan** The purpose of this item is to present the proposed 2020/2021 RWC Budget and 5-Year Plan to the Board **This item is for information, discussion, and action.**	John Imig RWC Executive Director Almira Santos RWC Accountant III Est. 10 min.
9)	**Communication System Strategic Alliance (CSSA) Task Orders** The purpose of this item is to seek Board approval of three (3) task orders created by the CSSA. A. Motorola Support Services Contracts B. Subscriber Supply and Support Contracts C. Software Licensing **This item is for information, discussion, and action.**	John Imig RWC Executive Director Est. 10 min.

10)	**Revised Procedures and Policies**
	 The purpose of this item is to inform the Board about recent revisions to the following procedures and policies.
	    A. Revised Procedures
	       i. Interoperability Talkgroups Procedure
	       ii. Management of Radio Programming Material Procedure
	      iii. Member-Specific Talkgroup Usage Procedure
	      iv. Notification of Service Activities Procedure
	    B. Revised Policies
	       i. CIP Funding Policy
	       ii. Encryption Management Guidelines Policy
	      iii. Frequency Management Policy
	      iv. Network Security Policy
	      v. Policy and Procedure Management Policy
	      vi. Subscriber Classification Policy
	 This item is for information and discussion.
		John Imig
		 RWC Executive Director
		
		 Est. 10 min.

11)	**Executive Director's Report**
	    A. Public Safety Radio System Administrators Forum
	    B. Mid-Fiscal Year VHF Billing Update
	    C. Verify Billing Procedures for VHF and Trunked Network Invoices
	    D. 2019 RWC Annual Report
	    E. 2020 RWC Calendar
	 This item is for information and discussion.
		John Imig
		 RWC Executive Director
		
		 Est. 5 min.

12)	**Announcements, Public Comment, Future Agenda Items** The purpose of this item is to communicate any Board announcements, additional public comment, or future agenda items. **This item is for information only.**	Chair Paul Luizzi
13)	**Adjourn**	Chair Paul Luizzi

Regional Wireless Cooperative
Board of Directors
MINUTES
November 21, 2019

City of Phoenix
200 W. Washington Street, 7th Floor
Phoenix, Arizona 85003

Board Members Present			Board Members Absent
Jeff Scheetz~	Wayne Clement	Terry Young~	Roy Stanifer
Larry Hall*~	James Hughes	Brenda Buren	Kris Dalmolin
Val Gale	Roy Stanifer~	Ginger Sanabria	
Alan Zangle	Shauna Henrie*~		
Chris DeChant*	Milton Dohoney		
Rick St. John~	Brad Hartig		
Paul Luizzi	Ron Deadman		
*Board Alternate	~Telephone Participant	^Non-Voting Alternate	

Staff and Public Present

John Imig	David Humble		
David Clarke	James Hernandez		
Almira Santos	Nick Spino		
Thomas Grebner	Andrea Glass		
Rodney Collazo			
~Telephone Participant			

1. **Call to Order, Roll Call and Opening Comments**
   Board Chair Paul Luizzi, representing the City of Goodyear, called the meeting of the Regional Wireless Cooperative (RWC) Board of Directors (Board) to order at 10:03 AM.

2. **Call to the Public – None**

3. **Approval of RWC Board Meeting Minutes from August 29, 2019**
   A **MOTION** was made by Brad Hartig and **SECONDED** by Brenda Buren to approve the August 29, 2019, RWC Board meeting minutes.

MOTION CARRIED UNANIMOUSLY (16-0).

4.   **RWC Annual Audit for Fiscal Year 2018/2019**
        RWC Executive Director John Imig provided an update to the Board about the status of
        the RWC annual audit for fiscal year (FY) 2018/2019. A report on this topic was provided
        to the Board. Mr. Imig noted that an annual audit is required by RWC Governance, and
        that the findings of the audit would be presented to the Board at the meeting in
        February 2020.

5.   **Financial Update for Fiscal Year 2018/2019**
        Mr. Imig discussed with the Board the financial update for FY 2018/2019 for the purpose
        of issuing a settlement of the budget. A report on this topic was provided to the Board.
        Mr. Imig explained that revenues in FY18/19 exceeded expenses by $221,707.48
        Including interest earned in the amount of $50,314.00, the total settlement credit to be
        distributed among members is $272,021.48.

        Mr. Imig stated that some of the reason for these savings is due to a vacancy in the
        Management Assistant I RWC staff position and a three percent increase in the radio
        count. He noted that the chart on the second page of the report which shows credits
        listed by member needed a correction to the line for Arizona Fire and Medical Authority
        to change the amount shown from $992.12 to 1,119.07.

        Mr. Imig told the Board that item 7 of this agenda proposes changes that will affect the
        overall settlement.

        Mr. Imig read the recommendation of the report aloud, which is as follows;
        "The Executive Director, after review and approval by the Executive Committee,
        recommends Board approval to apply each Member's FY 2018/19 settlement credit
        towards their next quarter billing for FY2019/20."

        A **MOTION** was made by Alan Zangle and **SECONDED** by Chris DeChant to approve the
        recommendation as presented.
        MOTION CARRIED UNANIMOUSLY (16-0).

6.   **Billing Associates for the Operating Fund Contingency**
        Mr. Imig discussed with the Board an issue regarding billing Associates for a contribution
        to the Operating Fund Contingency (OFC) balance, which has also been known as the
        Required Minimum Balance. A report on this topic was provided to the Board. Mr. Imig
        explained that RWC governance requires Members to contribute to the OFC, but
        governance is silent about contributions from Associates. He said that the RWC
        collected $5,631.63 for the OFC from Rural Metro Corporation in 2014 when they
        became Associates but did not collect anything for the OFC from Maricopa Ambulance

when they became a member in 2018. He recommended that this discrepancy be rectified.

Mr. Imig read the recommendation of the report aloud, which is as follows;
"The Executive Director, after review and approval by the Executive Committee, recommends to the Board that Non-Members (e.g. Associates, Conditional Participants) should not be liable for any portion of the Operating Fund Contingency Balance, and that the $5,631.63 collected in 2014 (plus interest in the amount of $108.47) from Rural/Metro be refunded back and no further Operating Fund Contingency monies be collected from them."

A **MOTION** was made by James Hughes and **SECONDED** by Brenda Buren to approve the recommendation as presented. **MOTION CARRIED UNANIMOUSLY (17-0).**

Note: Milton Dohoney, representing the City of Phoenix, arrived at the meeting at 10:20 a.m. during the discussion of this item.

7.   **Annual Operating Fund Contingency Adjustment**
Mr. Imig discussed with the Board an issue regarding a need to annually adjust the OFC balance. A report on this topic was provided to the Board. Mr. Imig explained that the OFC balance currently authorized by the Board is 12.5% of the total annual amount budgeted for Operations and Maintenance (O&M) but the amount has not been adjusted annually. He stated that during FY 2020, 14 entities that pay into the RWC have an amount in the fund in excess of 12.5%, while 8 entities have less.

Brad Hartig, representing the City of Scottsdale, asked if the annual adjustment to the OFC balance would be billed as part of the O&M. Almira Santos, the RWC Accountant III, answered that the annual OFC adjustment would be billed separately.

Board Chair Paul Luizzi asked how the amount of 12.5% for the OFC balance was determined. Almira Santos answered that the amount of 12.5% was set by the Board in 2014 as a recommended best practice. Mr. Imig noted that the percentage is set by and can be changed by the Board, if desired.

Mr. Imig read the recommendation of the report aloud, which is as follows;
"The Executive Director, after review and approval by the Executive Committee, recommends to the Board that for those members with an excess of the 12.5%, the overage should be added to the annual settlement amount, which is presented to the Board annually. For those members with less than the required 12.5%, the shortage should be subtracted from the annual settlement amount. This will bring all members to 12.5%, which can then be maintained annually hereafter."

A **MOTION** was made by Val Gale and **SECONDED** by Milton Dohoney to approve the recommendation as presented. **MOTION CARRIED UNANIMOUSLY (17-0).**

8.   <u>**RWC 2020/2021 Budget Overview and 5-Year Plan**</u>
Mr. Imig introduced the topic of the proposed RWC FY 2021 budget and 5-year plan. A report on this topic was provided to the Board.

Almira Santos gave a presentation to the Board on this topic. She explained the individual items of the FY 2021 budget and the forecasted plan for the next five years.

Mr. Imig told the Board that for the convenience of Members' budget planning process, starting with FY 2022 the subscriber rate will be set at the Board Meeting in November of the year prior rather than in February as is done now.

A **<u>MOTION</u>** was made by Brenda Buren and **<u>SECONDED</u>** by Chris DeChant to approve the proposed FY 2021 budget as presented. **<u>MOTION CARRIED UNANIMOUSLY (17-0).</u>**

9.   <u>**Communication System Strategic Alliance (CSSA) Task Orders**</u>
Mr. Imig discussed with the Board the task orders, listed below, that have been approved by the CSSA. A report on this topic was provided to the Board. Mr. Imig described the task orders and noted that copies were provided to the Board for review as Addendum A to the Board packet.

         A. Motorola Support Services Contracts
         B. Subscriber Supply and Support Contracts
         C. Software Licensing

A **<u>MOTION</u>** was made by James Hughes and **<u>SECONDED</u>** by Ron Deadman to approve the CSSA Task Orders. **<u>MOTION CARRIED UNANIMOUSLY (17-0).</u>**

10.   <u>**Revised Policies and Procedures**</u>
Mr. Imig discussed with the Board the policies and procedures, listed below, that have been revised by the Policy Group and approved by the Operations Working Group and Executive Committee. A report on this topic was provided to the Board. Mr. Imig noted that copies of the revised policies and procedures were provided to the Board for review as Addendum B to the Board packet. Mr. Imig noted that these are being presented to Board as informational items, but the Board retains the authority to override approval or make additional changes if desired.

         A. Revised Procedures
            i.   **Interoperability Talkgroups Procedure**
            ii.   **Management of Radio Programming Material Procedure**
            iii. **Member-Specific Talkgroup Usage Procedure**
            iv. **Notification of Service Activities Procedure**

B. Revised Policies
    i.   **CIP Funding Policy**
    ii.   **Encryption Management Guidelines Policy**
    iii.   **Frequency Management Policy**
    iv.   **Network Security Policy**
    v.   **Policy and Procedure Management Policy**
    vi.   **Subscriber Classification Policy**

Note: Milton Dohoney left the meeting at 10:47 a.m. during the discussion of this item.

11.   <u>**Executive Director's Report**</u>

A. Public Safety Radio System Administrators Forum – Mr. Imig told the Board that on November 13, he hosted the annual Public Safety Radio System Administrators Forum. This brings together system administrators, technical and operations staff, and managers of the various communication systems around the state for information sharing.

B. Mid-Fiscal Year VHF Billing Update – Mr. Imig provided an update about the status of billing for the VHF system, which the RWC assumed responsibility for in July. The first quarter billing has been distributed and collected for Members and Conditional Participants. The second quarter billing has also been distributed. So far there are not any problems. He noted that an estimated billing rate for fiscal year 2021 has been projected to be $11.15 per subscriber, and the final rate will be set at the February 2020 Board Meeting.

C. Verify Billing Procedures for VHF and Trunked Network Invoices – Mr. Imig asked the Board Members to reach out to the appropriate personnel within their own organizations and confirm that invoices for the VHF and Trunked networks are going to the right place.

Mr. Imig asked David Clarke, the RWC Administrative Aide, to address the final two topics on this agenda item.

D. 2019 RWC Annual Report – Mr. Clarke told the Board that the 2019 RWC Annual Report is now available for download on the RWC website. For conservation reasons, printed copies of the report are no longer being provided.

E. 2020 RWC Calendar – Mr. Clarke told the Board that a reference calendar for 2020 RWC meetings has been included as part of their meeting packets.

12. **Announcements, Public Comment, Future Agenda Items**
Mr. Luizzi asked for an update at the February 2020 Board Meeting on the topic of ongoing interference issues caused by Bi-Directional Antennas.

Mr. Luizzi announced that the next RWC Board meeting will be on February 27, 2020.

13. **Adjournment**
Chair Luizzi adjourned the meeting at 10:51 a.m.

A **MOTION** was made by Brad Hartig and **SECONDED** by Ron Deadman to adjourn the November 21, 2019, Board Meeting. **MOTION CARRIED UNANIMOUSLY (16-0)**.

Respectfully submitted,

David Clarke, Administrative Aide

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019	
FROM:	John Imig, RWC Executive Director			Item 4
SUBJECT:	**RWC ANNUAL AUDIT FOR FISCAL YEAR 2018/19**			

BACKGROUND

The RWC Governance requires an annual independent audit of RWC financial records. The RWC Executive Director and Accountant III will provide an update on the audit process being conducted by CliftonLarsonAllen, LLP (CLA).

THE ISSUE

The annual RWC financial audit work is being conducted by the firm of CliftonLarsonAllen, LLP (CLA). On August 13, 2019, RWC and City of Phoenix staff attended the audit kickoff meeting with representatives of CLA to discuss the process, timeline, and significant audit focus areas. The standard focus of the audit will be on pooled cash and investments, revenue, and expenditures.

The City of Phoenix Financial Accounting and Reporting Division (FAR), under the Finance Department, continues to take the lead in updating the Comprehensive Annual Financial Report (CAFR) and working with CLA's audit team during their field work. The RWC Accountant III is providing information and staff support as needed.

On September 30, 2019, RWC Audit Committee members, which include City of Glendale Interim Deputy City Manager Rick St. John, City of Surprise Police Chief Terry Young, and City of Chandler Assistant Fire Chief Val Gale, met with CLA and the RWC staff for an update on the audit process. CLA will formally brief the Board of Directors on its findings at the February 2020 Board meeting.

This agenda item is for information and discussion.

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	Almira Santos, RWC Accountant III		Item 5
SUBJECT:	**FINANCIAL UPDATE FOR FISCAL YEAR 2018/19**		

BACKGROUND

The purpose of this report is to present Fiscal Year 2018/19 financial updates to the RWC Board of Directors.

THE ISSUE

The RWC Governance states that year-end expenditure reporting shall be provided to the RWC Board of Directors. This report is a summary of total revenues and expenses for fiscal year 2018/19. Total revenues collected for the fiscal year ended June 30, 2019 were $7,066,031.05 and total actual operations and maintenance (O&M) expenditures were $6,842,306.77. Total revenues exceeded total expenses for Members by $221,707.48. After adding interest earned for FY19 of $50,314.00, this makes up a total settlement credit of $272,021.48 back to the Members.

The main variances from budget to actuals occurred in the following areas contributing revenues to exceed expenses:

- Vacancy in the Management Assistant I position
- A 3% Increase in radio count

Settlement credits for each Member are presented on the next page.

Proposed Regional Wireless Cooperative Settlement Credits

Member	2018/19 Settlement
Arizona Fire & Medical Authority	$ (992.12)
Avondale	(6,185.95)
Buckeye	(5,161.87)
Chandler	(14,743.60)
Daisy Mountain	(1,117.99)
El Mirage	(1,655.96)
Glendale	(16,823.35)
Goodyear	(4,299.59)
Guadalupe	(155.13)
Maricopa	(3,161.48)
Maricopa County Community College District	(3,320.54)
Paradise Valley	(1,206.60)
Peoria	(13,597.69)
Phoenix	(149,890.61)
Scottsdale	(21,868.68)
Sun City FD	(908.46)
Surprise	(7,540.42)
Tempe	(17,396.04)
Tolleson	(1,868.45)
	$ (272,021.48)

RECOMMENDATION

The Executive Director, after review and approval by the Executive Committee, recommends Board approval to apply each Member's fiscal year 2018/19 settlement credit towards their next quarter billing for FY2019/20.

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	John Imig, RWC Executive Director		Item 6
SUBJECT:	**Billing Associates for the Operating Fund Contingency**		

BACKGROUND

Since the beginning of the RWC circa 2009, RWC Governance has called for maintaining an Operating Fund Contingency Balance Aka *Required Minimum Balance* (Governance 3.3.2.2) to be available for unanticipated expenditures over the fiscal year. RWC Governance calls for Members to contribute to the fund at 12.5% of the O&M amount, determined annually. Governance is silent as to contributions from non-Members (e.g. Associates, Conditional Participants). In 2014, the RWC collected $5,631.63 from Rural/Metro Corporation as an Associate. Since that time a new company, Maricopa Ambulance, has begun servicing RWC Members and subsequently became an Associate in 2018.

ISSUE

The RWC collected Operating Fund Contingency monies from Rural/Metro Corporation in 2014, but failed to do so when Maricopa Ambulance joined as an Associate. This situation needs to be rectified, through one of the following suggested Board actions:

RECOMMENDATION

The Executive Director, after review and approval by the Executive Committee, recommends to the Board that:

- Non-Members (e.g. Associates, Conditional Participants) *should not* be liable for any portion of the Operating Fund Contingency Balance, and that:
  a. The $5,631.63 collected in 2014 (+ interest in the amount of $108.47) from Rural/Metro be refunded back and no further Operating Fund Contingency monies be collected from them.

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	John Imig, RWC Executive Director		Item 7
SUBJECT:	**Annual Operating Fund Contingency Adjustment**		

BACKGROUND
Since the beginning of the RWC circa 2009, RWC Governance has called for maintaining an Operating Fund Contingency Balance Aka *Required Minimum Balance* (Governance 3.3.2.2) to be available for unanticipated expenditures over the fiscal year. This contingency balance is authorized by the Board and is currently set at 12.5% of the total budgeted Operations and Maintenance ("O&M") amount, to be maintained annually. However, over the past several years, this fund has not been maintained annually as stipulated by Board action.

ISSUE
During FY20, RWC staff discovered that currently, 14 RWC members have in *excess* of the 12.5% set aside on their behalf, while eight members have *less* than the required 12.5% minimum balance, all of which need to be reconciled and corrected.

RECOMMENDATION
The Executive Director, after review and approval by the Executive Committee, recommends to the Board that for those members with an *excess* of the 12.5%, the overage should be <u>added</u> to the annual settlement amount, which is presented to the Board annually. For those members with *less than* the required 12.5%, the shortage should be <u>subtracted from</u> the annual settlement amount. This will bring all members to 12.5%, which can then be maintained annually hereafter.

Regional Wireless Cooperative (RWC)
Required Minimum Balance - 12.5% of O&M Budget True-up for FY19

Member	FY2018/19 RMB Total	Radio count as of Apr 2019	12.5 % of FY19 O&M $7,205,192.00 = $900,649.00	Variance if we do not charge RMB to Associates	FY19 Settlement Credit	Credit -/Debit + to Members if we do not charge Associates
Arizona Fire & Medical Authority	4,313.92	103	4,968.23	654.31	(1,119.07)	(464.76)
AFMA	-	*23*	*1,109.41*	*1,109.41*	*(126.95)*	*982.46*
North County Fire & Medical District	*2,276.24*	*46*	*2,218.82*	*(57.42)*	*(545.10)*	*(602.52)*
Sun Lakes	*2,037.68*	*34*	*1,640.00*	*(397.69)*	*(447.02)*	*(844.71)*
Avondale	18,904.96	390	18,811.76	(93.21)	(6,185.95)	(6,279.16)
Buckeye	18,382.46	358	17,268.23	(1,114.23)	(5,161.87)	(6,276.10)
Chandler	55,107.00	1,037	50,019.98	(5,087.02)	(14,743.60)	(19,830.62)
Daisy Mountain	1,129.18	91	4,389.41	3,260.23	(1,117.99)	2,142.24
El Mirage	9,311.95	122	5,884.70	(3,427.25)	(1,655.96)	(5,083.21)
Glendale	77,497.45	1,061	51,177.62	(26,319.82)	(16,823.35)	(43,143.17)
Goodyear	23,375.94	294	14,181.17	(9,194.77)	(4,299.59)	(13,494.36)
Guadalupe	598.31	11	530.59	(67.73)	(155.13)	(222.86)
Maricopa	9,873.30	221	10,660.00	786.69	(3,161.48)	(2,374.79)
Maricopa County Community College District	13,750.55	227	10,949.41	(2,801.15)	(3,320.54)	(6,121.69)
Town of Paradise Valley	3,977.36	83	4,003.53	26.16	(1,206.60)	(1,180.44)
Peoria	53,185.85	929	44,810.57	(8,375.28)	(13,597.69)	(21,972.97)
Phoenix	683,566.88	10,273	495,520.95	(188,045.93)	(149,890.61)	(337,936.54)
Scottsdale	90,619.05	1,528	73,703.50	(16,915.56)	(21,868.68)	(38,784.24)
Sun City FD	2,694.97	64	3,087.06	392.09	(908.46)	(516.37)
Surprise	24,635.30	547	26,384.69	1,749.39	(7,540.42)	(5,791.03)
Tempe	105,625.06	1,207	58,219.97	(47,405.08)	(17,396.04)	(64,801.12)
Tolleson	5,742.10	126	6,077.64	335.55	(1,868.45)	(1,532.90)
Associates						
Rural Metro	6,576.35		-	(6,576.35)		(6,576.35)
Maricopa Ambulance	-		-	0.00		0.00
TOTAL	**1,208,867.95**	**18,672**	**900,649.00**	**(308,218.95)**	**(272,021.48)**	**(580,240.43)**

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	Almira Santos, RWC Accountant III		Item 8
SUBJECT:	**RWC 2020/21 BUDGET OVERVIEW AND 5-YEAR PLAN**		

BACKGROUND

The purpose of this report is to present the proposed 2020/21 RWC Budget and 5-Year Plan to the Board. The Executive Committee's input and recommendations have been incorporated into the budget proposal.

THE ISSUE

The RWC Budget is made up of the following categories:

- Motorola Contracts
    - Service Agreement and System Upgrade Agreement (SUA II), Narrow Banding, Lifecycle Upgrades, and TDMA
- Phoenix Information Technology and Services (ITS)
    - Wireless Services, Microwave, Network Services, and Share Sites.
- RWC Staffing
    - The cost of five (5) staff positions
- Other budget items
    - Including maintenance cost for City of Scottsdale, site leases, auditing services, electricity, and telecommunications.

For planning purposes, a summary of the RWC's estimated 5-year budget is shown below.

RWC ANNUAL BUDGET	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Subscriber Rate	$ 32.38	$ 33.08	$ 33.80	$ 34.53	$ 35.29
Estimated Subscriber Count	19,004	19,004	19,004	19,004	19,004
O&M, Staffing	$ 7,384,937.00	$ 7,544,068.52	$ 7,707,079.14	$ 7,874,743.71	$ 8,047,216.21
Required Minimum Balance	$ 11,888.07	$ -	$ -	$ -	$ -
System Upgrade Agreement	$ 2,779,873.63	$ 2,808,382.11	$ 2,837,826.55	$ 2,868,235.44	$ 2,899,642.75
TDMA Phases C-D	$ 1,322,951.37	$ -	$ -	$ -	$ -
Total Budget	**$ 11,499,650.07**	**$ 10,352,450.63**	**$ 10,544,905.69**	**$ 10,742,979.15**	**$ 10,946,858.96**

The 5-year plan budget allocation for each Member is presented below.

Member	Oct 2019 Radio Count	FY 2020/21 TOTAL	FY 2021/22 TOTAL	FY 2022/23 TOTAL	FY 2023/24 TOTAL	FY 2024/25 TOTAL
Arizona Fire & Medical Authority	109	64,396	59,526	60,631	61,769	62,940
Avondale	392	233,403	214,075	218,050	222,142	226,353
Buckeye	364	218,316	198,784	202,475	206,274	210,185
Chandler	1,037	629,200	566,315	576,831	587,655	598,796
Daisy Mountain	98	54,092	53,519	54,513	55,535	56,588
El Mirage	132	78,492	72,086	73,425	74,803	76,221
Glendale	1,048	655,586	572,322	582,950	593,889	605,148
Goodyear	291	185,413	158,918	161,869	164,906	168,032
Guadalupe	11	6,633	6,007	6,119	6,234	6,352
Maricopa	224	133,405	122,328	124,600	126,938	129,345
Maricopa County Community College District	227	139,052	123,967	126,269	128,638	131,077
Paradise Valley	83	50,601	45,327	46,169	47,035	47,927
Peoria	1,054	628,035	575,599	586,288	597,289	608,612
Phoenix	10,270	6,209,664	5,608,537	5,712,688	5,819,881	5,930,216
Scottsdale	1,534	937,191	837,731	853,288	869,299	885,779
Sun City Fire	66	38,915	36,043	36,713	37,401	38,110
Surprise	538	318,888	293,807	299,263	304,878	310,658
Tempe	1,225	768,267	668,983	681,406	694,192	707,353
Tolleson Fire & PD	128	70,986	69,902	71,200	72,536	73,911
Members Subtotal	18,831	11,420,534.36	10,283,774.36	10,474,745.48	10,671,292.62	10,873,602.36
Associates						
Rural Metro	121	47,020	48,034	49,072	50,139	51,237
Maricopa Ambulance	52	20,207	20,643	21,089	21,547	22,019
Associates Subtotal	173	67,227.64	68,676.27	70,160.21	71,686.52	73,256.60
TOTAL	19,004	11,487,762.00	10,352,450.63	10,544,905.69	10,742,979.15	10,946,858.96

RECOMMENDATION

The Executive Director, after review and approval by the Executive Committee, recommends Board approval of the proposed 2020/2021 Budget.

This issue is for information, discussion, and possible action.

	Regional Wireless Cooperative		
	BOARD OF DIRECTORS REPORT		
TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	John Imig, RWC Executive Director		Item 9
SUBJECT:	**Communication System Strategic Alliance (CSSA) Task Orders**		

BACKGROUND

The Master IGA approving the CSSA between the RWC and the TRWC was formally approved at the November 2018 Board meeting. The IGA stipulates that the two systems *may* jointly collaborate on such efforts as equipment purchasing, use of facilities and co-location of equipment, maintenance services, research and development, and policies and procedures. Three supporting Task Orders have been developed to date, addressing the potential for collaboration. The objective of Task Order 1 is to cooperatively procure and enter into purchasing contract(s) with Motorola for system support services. Task Order 2 is to cooperatively procure and enter into purchasing contract(s) with [other] suppliers for subscribers and associated support services. Task Order 3's goal is to cooperatively procure and enter into purchasing contract(s) with suppliers for software licensing.

See Addendum A for the Task Orders listed above.

ISSUE

As stipulated in the Intergovernmental Agreement (IGA) for the Communications Systems Strategic Alliance, the Board of Directors is required to approve all CSSA Task Orders.

RECOMMENDATION

The Executive Director, after review and approval by the Executive Committee, recommends recommend the Board approve the Task Orders as written.

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	John Imig, RWC Executive Director		Item 10
SUBJECT:	**Revised Procedures and Policies**		

RWC Governance (section 6.2) requires review of policies and procedures every two years. The policies and procedures listed below have been revised by the Policy Working Group and approved by the Operations Working Group (OWG) and Executive Committee (EC). These revisions are being presented to the Board as _**informational**_ items.

    A. Revised Procedures
        i.   Interoperability Talkgroups Procedure
        ii.   Management of Radio Programming Material Procedure
        iii. Member-Specific Talkgroup Usage Procedure
        iv. Notification of Service Activities Procedure

    B. Revised Policies
        i.   CIP Funding Policy
        ii.   Encryption Management Guidelines Policy
        iii. Frequency Management Policy
        iv. Network Security Policy
        v.   Policy and Procedure Management Policy
        vi. Subscriber Classification Policy

See Addendum B for the items listed above.

BACKGROUND
RWC Policy allows approval of procedures by the OWG (Policy and Procedure Management Policy A-06.10, section 6.2). The Board has previously delegated authority to the EC to approve policies (Policy and Procedure Management Policy A-06.10, section 6.1). The Board retains the authority to override approval of procedures and policies or to make additional changes, if desired.

RECOMMENDATION
This item is for information and discussion.

Regional Wireless Cooperative

BOARD OF DIRECTORS REPORT

TO:	Regional Wireless Cooperative (RWC) Board Members	Agenda Date:	November 21, 2019
FROM:	John Imig, RWC Executive Director		Item 11
SUBJECT:	**Executive Director's Report**		

BACKGROUND

The Executive Director will brief the Board of Directors on the following items:

   A. Public Safety Radio System Administrators Forum

   B. Mid-Fiscal Year VHF Billing Update

   C. Verify Billing Procedures for VHF and Trunked Network Invoices

   D. 2019 RWC Annual Report

   E. 2020 RWC Calendar

RECOMMENDATION

This item is for information and discussion.

BOARD OF DIRECTORS MEETING

November 21, 2019

ADDENDUM   A

Agenda Item 9:

Communication System Strategic Alliance (CSSA) Task Orders

TASK ORDER

Motorola Support Services Contracts

October 1, 2019

Task Order #1

THIS TASK ORDER ("Task Order") is made and entered into as of October 1, 2019, ("Effective Date") by and between the City of Mesa on behalf of the Topaz Regional Wireless Cooperative ("TRWC"), and the City of Phoenix on behalf of the Regional Wireless Cooperative ("RWC") (collectively "Parties"), pursuant to the Intergovernmental Agreement for Communications Systems Strategic Alliance, dated March 5, 2018 and recorded with the Maricopa County Recorder's Office on May 31, 2018 at document number20180419526 ("Agreement") as such Agreement may be amended. The City of Mesa and the City of Phoenix shall be referred to individually as a "Party" and collectively as the "Parties." Capitalized terms not otherwise defined in this Task Order shall have the meanings ascribed to them in the Agreement. In accordance with the terms and conditions of the Agreement, this Task Order authorizes the collaboration on acquisition and use of System Resources as described below.

Objective

The objective of this Task Order is to cooperatively procure and enter into purchasing contract(s) with Motorola for system support services to achieve improved service, cost savings, and improved efficiencies.

Scope

The scope of this Task Order is the development, solicitation, and review of an RFP/B, and subsequent contracting for any of the following services.

- Preventative maintenance
- Technical support
- Security monitoring
- System monitoring
- Trouble response
- Advance replacement
- Hardware repair
- Hardware upgrades
- Software upgrades
- Console support
- Logging recorder maintenance

Any contracted services are not intended to and do not supersede, replace or amend any existing agreements unless explicitly agreed to by each Participating Party (as defined in Section 3.1 of the Agreement) to such existing agreement. The Agreement supersedes and controls over any conflicting provisions of this Task Order.

Roles

The City of Mesa (or incumbent administrative manager or assignee) will act as the lead agency for the purposes of preparation and publishing of formal procurement documents and subsequent contract preparation. The Parties will each assign no less than two (2), and no more than five (5) representatives to participate throughout the review and contracting process. The Parties will ensure that their respective procurement and legal departments review and endorse any final documents, and that their respective governing bodies' approval is obtained. Each administrative manager will select a person to co-lead the effort associated with this Task Order and will ensure systems officials (including the Executive Directors and governing boards of the TRWC, RWC or any other applicable networks) are kept informed on progress.

Duration and Termination

This Task Order will remain in effect so long as the Parties cooperatively and continually procure and exercise associated contracts for any services within the Scope of this Task Order and do not explicitly terminate the Task Order through any governing body action by any of the Parties. This Task Order may be terminated under the same terms and conditions as set forth in Sections 2.2 and 2.3 of the Agreement. Each Task Order is subject to Sections 4.1 through 4.4 of the Agreement.

Budget and Financial Considerations

Each Participating Party will ensure that required budgets are reviewed, approved, and established through their respective governing bodies prior to the execution and commencement of any cooperative contracts associated with this Task Order.

Each Participating Party will be responsible for their portion of fees due for any services rendered in accordance with final service contract(s) terms, and/or an executed amendment to this Task Order.

Conflict of Interest

This Task Order shall be subject to cancellation for conflict of interest pursuant to A.R.S. § 38-511.

Authority to Execute; Counterparts

The individuals executing this Task Order on behalf of the Parties hereto represent that they have authority to execute this Task Order on behalf of such Parties, and represent that upon execution, this Task Order shall be binding and no further action is or shall be necessary to make this Task Order enforceable in its entirety. This Task Order

may be signed in counterparts and the original signatures of all authorized representatives and of their attorneys may appear on separate signature pages.

IN WITNESS WHEREOF, the below-referenced Party has caused this Task Order to be executed in counterpart.

REGIONAL WIRELESS COOPERATIVE

By: The CITY OF PHOENIX, ARIZONA, an Arizona municipal corporation; for and on behalf of the Regional Wireless Cooperative as its Administrative Managing Member.

By: _____
           John Imig
           Regional Wireless Cooperative Executive Director

APPROVED AS TO FORM: ATTEST:

_____   _____
City Attorney   City Clerk

Address:

City of Phoenix
Executive Director, Regional Wireless Cooperative
200 W. Washington St.
Phoenix, Arizona 85003-1611
RWCExecutiveDirector@phoenix.gov

Copy to:
City of Phoenix
Law Department
200 W. Washington St., 12th Floor
Phoenix, Arizona 85003-1611
c/o _____

TOPAZ REGIONAL WIRELESS COOPERATIVE

By: The CITY OF MESA, ARIZONA, an Arizona municipal corporation for and on behalf of the Topaz Regional Wireless Cooperative as its Administrative Managing Member

By:_____

　　　Dale Shaw

Its: TRWC Executive Director

ATTEST:

City Clerk

Printed Name

APPROVED AS TO FORM and within the
powers and authority granted under the laws
of Arizona to the City of Mesa

City Attorney

Printed Name

Copy to:

William H. Anger
Engelman Berger, P.C.
3636 North Central, Suite 700
Phoenix, AZ 85018

TASK ORDER

Subscriber Supply & Support Contracts

October 1, 2019

Task Order #2

THIS TASK ORDER ("Task Order") is made and entered into as of October 1, 2019, ("Effective Date") by and between the City of Mesa on behalf of the Topaz Regional Wireless Cooperative ("TRWC"), and the City of Phoenix on behalf of the Regional Wireless Cooperative ("RWC") (collectively "Parties"), pursuant to the Intergovernmental Agreement for Communications Systems Strategic Alliance, dated March 5, 2018 and recorded with the Maricopa County Recorder's Office on May 31, 2018 at document number20180419526 ("Agreement") as such Agreement may be amended. The City of Mesa and the City of Phoenix shall be referred to individually as a "Party" and collectively as the "Parties." Capitalized terms not otherwise defined in this Task Order shall have the meanings ascribed to them in the Agreement. In accordance with the terms and conditions of the Agreement, this Task Order authorizes the collaboration on acquisition and use of System Resources as described below.

Objective

The objective of this Task Order is to cooperatively procure and enter into purchasing contract(s) with suppliers for subscribers and associated support services to achieve improved service, cost savings, and improved efficiencies.

Scope

The scope of this Task Order is the development, solicitation, and review of RFP/B(s), and subsequent contracting related to mobile, portable, and console subscriber equipment for any of the following.

- Device Procurement
- Service & support

Any contracted procurement or services are not intended to and do not supersede, replace or amend any existing agreements unless explicitly agreed to by each Participating Party (as defined in Section 3.1 of the Agreement) to such existing agreement. The Agreement supersedes and controls over any conflicting provisions of this Task Order.

Roles

The City of Mesa (or incumbent administrative manager or assignee) will act as the lead agency for the purposes of preparation and publishing of formal procurement documents and subsequent contract preparation. The Parties will each assign no less than two (2), and no more than five (5) representatives to participate throughout the review and contracting process. The Parties will ensure that their respective procurement and legal departments review and endorse any final documents, and that their respective governing bodies' approval is obtained. Each administrative manager will select a person to co-lead the effort associated with this Task Order and will ensure systems

officials (including the Executive Directors and governing boards of the TRWC, RWC or any other applicable networks) are kept informed on progress.

Duration and Termination

This Task Order will remain in effect so long as the Parties cooperatively and continually procure and exercise associated contracts for any services within the Scope of this Task Order and do not explicitly terminate the Task Order through any governing body action by any of the Parties. This Task Order may be terminated under the same terms and conditions as set forth in Sections 2.2 and 2.3 of the Agreement. Each Task Order is subject to Sections 4.1 through 4.4 of the Agreement.

Budget and Financial Considerations

Each Participating Party will ensure that required budgets are reviewed, approved, and established through their respective governing bodies prior to the execution and commencement of any cooperative contracts associated with this Task Order.

Each Participating Party will be responsible for their portion of fees due for any services rendered in accordance with final service contract(s) terms, and/or an executed amendment to this Task Order.

Conflict of Interest

This Task Order shall be subject to cancellation for conflict of interest pursuant to A.R.S. § 38-511.

Authority to Execute; Counterparts

The individuals executing this Task Order on behalf of the Parties hereto represent that they have authority to execute this Task Order on behalf of such Parties, and represent that upon execution, this Task Order shall be binding and no further action is or shall be necessary to make this Task Order enforceable in its entirety. This Task Order may be signed in counterparts and the original signatures of all authorized representatives and of their attorneys may appear on separate signature pages.

IN WITNESS WHEREOF, the below-referenced Party has caused this Task Order to be executed in counterpart.

REGIONAL WIRELESS COOPERATIVE

By: The CITY OF PHOENIX, ARIZONA, an Arizona municipal corporation; for and on behalf of the Regional Wireless Cooperative as its Administrative Managing Member.

By: _____
       John Imig
       Regional Wireless Cooperative Executive Director

APPROVED AS TO FORM: ATTEST:

_____   _____
City Attorney   City Clerk

Address:

City of Phoenix
Executive Director, Regional Wireless Cooperative
200 W. Washington St.
Phoenix, Arizona 85003-1611
RWCExecutiveDirector@phoenix.gov

Copy to:
City of Phoenix
Law Department
200 W. Washington St., 12th Floor
Phoenix, Arizona 85003-1611
c/o _____

TOPAZ REGIONAL WIRELESS COOPERATIVE

By: The CITY OF MESA, ARIZONA, an Arizona municipal corporation for and on behalf of the Topaz Regional Wireless Cooperative as its Administrative Managing Member

By:_____
    Dale Shaw
Its: TRWC Executive Director

ATTEST:

City Clerk

Printed Name

APPROVED AS TO FORM and within the
powers and authority granted under the laws
of Arizona to the City of Mesa

City Attorney

Printed Name

Copy to:

William H. Anger
Engelman Berger, P.C.
3636 North Central, Suite 700
Phoenix, AZ 85018

TASK ORDER

Software Licensing

October 1, 2019

Task Order #3

THIS TASK ORDER ("Task Order") is made and entered into as of October 1, 2019, ("Effective Date") by and between the City of Mesa on behalf of the Topaz Regional Wireless Cooperative ("TRWC"), and the City of Phoenix on behalf of the Regional Wireless Cooperative ("RWC") (collectively "Parties"), pursuant to the Intergovernmental Agreement for Communications Systems Strategic Alliance, dated March 5, 2018 and recorded with the Maricopa County Recorder's Office on May 31, 2018 at document number20180419526 ("Agreement") as such Agreement may be amended. The City of Mesa and the City of Phoenix shall be referred to individually as a "Party" and collectively as the "Parties." Capitalized terms not otherwise defined in this Task Order shall have the meanings ascribed to them in the Agreement. In accordance with the terms and conditions of the Agreement, this Task Order authorizes the collaboration on acquisition and use of System Resources as described below.

Objective

The objective of this Task Order is to cooperatively procure and enter into purchasing contract(s) with suppliers for subscribers and associated support services to achieve improved service, cost savings, and improved efficiencies.

Scope

The scope of this Task Order is the development, solicitation, and review of an RFP/B, and subsequent contracting related to licensing for any of the following.

- Motorola ISSI
- Network management
- Logger interface
- Radio Manager
- Other software as identified

Any contracted procurement or services are not intended to and do not supersede, replace or amend any existing agreements unless explicitly agreed to by each Participating Party (as defined in Section 3.1 of the Agreement) to such existing agreement. The Agreement supersedes and controls over any conflicting provisions of this Task Order.

Roles

The City of Mesa (or incumbent administrative manager or assignee) will act as the lead agency for the purposes of preparation and publishing of formal procurement documents and subsequent contract preparation. The Parties will each assign no less than two (2), and no more than five (5) representatives to participate throughout the review and contracting process. The Parties will ensure that their respective procurement and legal departments review

and endorse any final documents, and that their respective governing bodies' approval is obtained. Each administrative manager will select a person to co-lead the effort associated with this Task Order and will ensure systems officials (including the Executive Directors and governing boards of the TRWC, RWC or any other applicable networks) are kept informed on progress.

Duration and Termination

This Task Order will remain in effect so long as the Parties cooperatively and continually procure and exercise associated contracts for any services within the Scope of this Task Order and do not explicitly terminate the Task Order through any governing body action by any of the Parties. This Task Order may be terminated under the same terms and conditions as set forth in Sections 2.2 and 2.3 of the Agreement. Each Task Order is subject to Sections 4.1 through 4.4 of the Agreement.

Budget and Financial Considerations

Each Participating Party will ensure that required budgets are reviewed, approved, and established through their respective governing bodies prior to the execution and commencement of any cooperative contracts associated with this Task Order.

Each Participating Party will be responsible for their portion of fees due for any services rendered in accordance with final service contract(s) terms, and/or an executed amendment to this Task Order.

Conflict of Interest

This Task Order shall be subject to cancellation for conflict of interest pursuant to A.R.S. § 38-511.

Authority to Execute; Counterparts

The individuals executing this Task Order on behalf of the Parties hereto represent that they have authority to execute this Task Order on behalf of such Parties, and represent that upon execution, this Task Order shall be binding and no further action is or shall be necessary to make this Task Order enforceable in its entirety. This Task Order may be signed in counterparts and the original signatures of all authorized representatives and of their attorneys may appear on separate signature pages.

IN WITNESS WHEREOF, the below-referenced Party has caused this Task Order to be executed in counterpart.

REGIONAL WIRELESS COOPERATIVE

By: The CITY OF PHOENIX, ARIZONA, an Arizona municipal corporation; for and on behalf of the Regional Wireless Cooperative as its Administrative Managing Member.

By: _____

     John Imig
     Regional Wireless Cooperative Executive Director

APPROVED AS TO FORM: ATTEST:

_____   _____
City Attorney   City Clerk

Address:

City of Phoenix
Executive Director, Regional Wireless Cooperative
200 W. Washington St.
Phoenix, Arizona 85003-1611
RWCExecutiveDirector@phoenix.gov

Copy to:
City of Phoenix
Law Department
200 W. Washington St., 12th Floor
Phoenix, Arizona 85003-1611
c/o _____

TOPAZ REGIONAL WIRELESS COOPERATIVE

By: The CITY OF MESA, ARIZONA, an Arizona municipal corporation for and on behalf of the Topaz Regional Wireless Cooperative as its Administrative Managing Member

By:_____
      Dale Shaw
Its: TRWC Executive Director

ATTEST:

City Clerk

Printed Name

APPROVED AS TO FORM and within the
powers and authority granted under the laws
of Arizona to the City of Mesa

City Attorney

Printed Name

Copy to:

William H. Anger
Engelman Berger, P.C.
3636 North Central, Suite 700
Phoenix, AZ 85018

BOARD OF DIRECTORS MEETING

November 21, 2019

ADDENDUM   B

Agenda Item 10:

Revised Procedures and Policies

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	Regional Wireless Cooperative
	No. **O-06.11**
Subject: **Interoperability Talkgroups Procedure**	**Effective Date** **3/23/11** **Rev:** ~~2/11/15~~10/01/2019

1.0 Purpose

1.1. The purpose of this procedure is to support the use of interoperability talkgroups.

2.0 Owner

2.1. RWC Operations Work<u>ing</u> Group (OWG)

3.0 Applies To

3.1. All Members, Associates, Conditional Participants, and Interoperability Participants that have access to RWC interoperability talkgroups.

4.0 Background

4.1. ~~In order to~~<u>To</u> facilitate interoperable communications, the RWC identified talkgroups ~~that are wide area~~ to be used for intermittent interoperable situations. This is to include planned multi-agency special events, emergency situations and other unplanned operations. ~~Some talkgroups~~<u>Talkgroups</u> have been ~~identified~~ <u>configured</u> as either ~~clear-voice and others are~~<u>unencrypted or</u> encrypted.

4.2. In most cases day-to-day communications will take place on <u>RWC</u> Member ~~agency~~ operational talkgroups. In the following situations, ~~Member~~ agencies will need to move communications to interoperability talkgroups:

    4.2.1. To communicate with other users who do not have the agency's internal talk group(s).

    4.2.2. To allow another user to monitor communications when they do not have access to the agency's internal talk group(s).

5.0 Policy Statement

5.1. ~~These~~ <u>Interoperability</u> talkgroups ~~can be~~<u>are</u> used to facilitate communications ~~among~~ <u>between</u> agencies that ~~typically~~ do not communicate with each other on a routine basis<u>.</u> ~~and to support effective command and control of major incidents under the NIMS protocol.~~

5.1.5.2. Interoperability talkgroups can support effective command and control of major incidents under the National Incident Management System (NIMS).

6.0 Supporting Rules

6.1. Unencrypted Interoperability interoperability talkgroups are currently identified aslocated in G, H, L and O decks.

6.2. Encrypted interoperability talkgroups are located in H and P decks.

    6.2.1. Encrypted talkgroups may be used between RWC Members and authorized interoperability participants.

    6.1.1.6.2.2. Approval for use of encrypted talkgroups will be managed by exception.

6.2.6.3. To use the interoperability talkgroups, an RWC member must be involvedThe use of any RWC Interoperability talkgroup must be coordinated by an RWC Member.

6.3. The G, H, L and O deck interoperability talkgroups have been identified for unplanned emergency situations and planned operations.

    6.3.1. The G, H and O deck interoperability talkgroups 1-5 are allocated for unplanned operations.

    6.3.2. The G, H and O deck interoperability talkgroups 6-16 are allocated for planned operations.

    6.3.3. The L deck interoperability talkgroups 2-15 are allocated for planned or unplanned operations.

    6.3.4. Extenuating events or circumstances may override these assignments.

6.4. When the same resources are requested for two or more incidents, assignments should be based on the priority levels listed below:

    6.4.1. Priority1: Disasters, large scale incidents, or extreme emergencies requiring mutual aid or interagency communications.

    6.4.2. Priority 2: Incidents where imminent danger exists to life or property.

    6.4.3. Priority 3: Other incidents requiring the response of multiple agencies.

    6.4.4. Priority 4: Pre-planned events requiring mutual aid or interagency communications.

    6.4.5. Priority 5: Incidents involving a single agency where supplemental communications are needed for short term agency use.

    6.4.6. Drills, tests and exercises.

6.5. In the event of multiple simultaneous incidents within the same priority level, interoperability talkgroups should be allocated with the following priorities in mind:

    6.5.1. Incidents with the greatest level of exigency (e.g., greater threat to life or property, more immediate need) have priority over less exigent incidents.

6.5.2. Agencies with single/limited interoperable options have priority use of those options over agencies with multiple interoperable options.

6.5.3. When at all possible, agencies already using an interoperable asset during an event should not be redirected to another resource.

6.6. Use of ~~current~~ interoperability decks may be requested by any RWC member. The RWC member must check the electronic interoperability ~~calendar~~scheduler to identify an available talk group.

6.6.1. The RWC member involved in the operation must be the one that reserves the talk group on the ~~calendar~~scheduler.

6.6.2. All ~~calendar~~scheduler appointments must include ~~point of~~ contact information, including email address, phone number and agency name.

6.6.3. Any non-RWC member that needs to reserve an interoperability talk group for a planned operation must make the request through the involved RWC member.

6.7. There is no support for emergency alert functions on ~~G, H, L and O~~any interoperability talkgroup~~s~~.

6.8. RWC members do not provide dispatch monitoring for ~~G, H, L and O~~any interoperability talkgroup~~s~~ on a routine basis. Agencies must ~~make~~ arrange~~ments~~ for dispatch monitoring while planning their event.

~~6.9. If an encrypted talk group is patched to an unencrypted talk group both talkgroups should be treated as clear voice or unencrypted.~~

~~6.10.~~6.9.   There should be no expectation that the interoperability talkgroups are recorded.

7.0 Responsibilities

7.1. RWC members will ensure all ~~of the~~ interoperability deck repeaters are turned off when not in use.

~~7.2. The RWC member that is involved in the operation will place a patch on the single talk group or group of talkgroups in use.~~

~~7.2.1. The patch will allow other RWC dispatch centers instant information on which RWC member is using the interoperable talk group.~~

~~7.2.2. The agency making the initial patch is the only agency that can add or subtract agencies from that patch.~~

~~7.3.~~7.2.   Agencies using the interoperability talkgroups must use the following protocols:

~~7.3.1.~~7.2.1.   Use only plain language, no codes or call types

~~7.3.2.~~7.2.2.   Identify their agency and unit's call sign at the start of each transmission

~~7.4.~~7.3.   Interoperability deck talkgroups must be labeled the same on all subscribers as identified below.

~~Zone~~	~~Label~~	~~Zone~~	~~Label~~	~~Zone~~	~~Label~~	~~Zone~~	~~Label~~
~~G~~	~~01 INT A~~	~~H~~	~~01 PS 01~~	~~L~~	~~01 PFDDISP~~	~~O~~	~~01 OCEAN 1~~
~~G~~	~~02 INT B~~	~~H~~	~~02 PS 02~~	~~L~~	~~02 EVENT 2~~	~~O~~	~~02 OCEAN 2~~
~~G~~	~~03 INT C~~	~~H~~	~~03 PS 03~~	~~L~~	~~03 EVENT 3~~	~~O~~	~~03 OCEAN 3~~
~~G~~	~~04 INT D~~	~~H~~	~~04 PS 04~~	~~L~~	~~04 EVENT 4~~	~~O~~	~~04 OCEAN 4~~
~~G~~	~~05 INT E~~	~~H~~	~~05 PS 05~~	~~L~~	~~05 EVENT 5~~	~~O~~	~~05 OCEAN 5~~
~~G~~	~~06 INT F~~	~~H~~	~~06 PS 06~~	~~L~~	~~06 EVENT 6~~	~~O~~	~~06 OCEAN 6~~
~~G~~	~~07 INT G~~	~~H~~	~~07 PS 07~~	~~L~~	~~07 EVENT 7~~	~~O~~	~~07 OCEAN 7~~
~~G~~	~~08 INT H~~	~~H~~	~~08 PS 08~~	~~L~~	~~08 EVENT 8~~	~~O~~	~~08 OCEAN 8~~
~~G~~	~~09 INT I~~	~~H~~	~~09 PS 09~~	~~L~~	~~09 EVENT 9~~	~~O~~	~~09 OCEAN 9~~
~~G~~	~~10 INT J~~	~~H~~	~~10 PS 10~~	~~L~~	~~10 EVENT 10~~	~~O~~	~~10 OCEAN 10~~
~~G~~	~~11 INT K~~	~~H~~	~~11 PS 11~~	~~L~~	~~11 EVENT 11~~	~~O~~	~~11 OCEAN 11~~
~~G~~	~~12 INT L~~	~~H~~	~~12 PS 12~~	~~L~~	~~12 EVENT 12~~	~~O~~	~~12 OCEAN 12~~
~~G~~	~~13 INT M~~	~~H~~	~~13 PS 13~~	~~L~~	~~13 EVENT 13~~	~~O~~	~~13 OCEAN 13~~
~~G~~	~~14 INT N~~	~~H~~	~~14 PS 14~~	~~L~~	~~14 EVENT 14~~	~~O~~	~~14 OCEAN 14~~
~~G~~	~~15 INT O~~	~~H~~	~~15 PS 15~~	~~L~~	~~15 EVENT 15~~	~~O~~	~~15 OCEAN 15~~
~~G~~	~~16 DYNRGP~~	~~H~~	~~16 PS 16~~	~~L~~	~~16 EVENT 16~~	~~O~~	~~16 OCEAN 16~~

ZONE	*ZONE*	*ZONE*	*ZONE*	*ZONE*
G DECK	**H DECK**	**L DECK**	**O DECK**	**P DECK**
G01 INT A	H01 PS 01	L01 FIREDISP	O01 OCEAN 01	P01 EOS 01
G02 INT B	H02 PS 02	L02 EVENT 02	O02 OCEAN 02	P02 EOS 02
G03 INT C	H03 PS 03	L03 EVENT 03	O03 OCEAN 03	P03 EOS 03
G04 INT D	H04 PS 04	L04 EVENT 04	O04 OCEAN 04	P04 EOS 04
G05 INT E	H05 PS 05	L05 EVENT 05	O05 OCEAN 05	P05 EOS 05
G06 INT F	H06 PS 06	L06 EVENT 06	O06 OCEAN 06	P06 EOS 06
G07 INT G	H07 PS 07	L07 EVENT 07	O07 OCEAN 07	P07 EOS 07
G08 INT H	H08 PS 08	L08 EVENT 08	O08 OCEAN 08	P08 EOS 08
G09 INT I	H09 PS 09	L09 EVENT 09	O09 OCEAN 09	P09 EOS 09
G10 INT J	H10 PS 10	L10 EVENT 10	O10 OCEAN 10	P10 EOS 10
G11 INT K	H11 PS 11	L11 EVENT 11	O11 OCEAN 11	P11 EOS 11
G12 INT L	H12 PS 12	L12 EVENT 12	O12 OCEAN 12	P12 EOS 12
G13 INT M	H13 PS 13	L13 EVENT 13	O13 OCEAN 13	P13 EOS 13
G14 INT N	H14 PS 14	L14 EVENT 14	O14 OCEAN 14	P14 EOS 14
G15 INT O	H15 PS 15	L15 EVENT 15	O15 OCEAN 15	P15 EOS 15
G16 DYNRGP	H16 PS 16	L16 EVENT 16	O16 OCEAN 16	P16 EOS 16

8.0 Conditions for Exemption or Waiver

8.1. - As provided in the Waiver or Exception Policy.

9.0 Applicable Procedures:

9.1. As listed at www.rwcaz.org

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	**Regional Wireless Cooperative**
	No. **O-01.11**
Subject: **Management of Radio Programming Material Procedure**	**Effective Date** **12/14/2011** **Rev: 09/03/2019**

1.0 Purpose

1.1. The purpose of this procedure is to ensure the proper configuration management processes and procedures are in effect to document changes to subscriber programming.

2.0 Owner

2.1. Regional Wireless Cooperative (RWC) Operations Working Group (OWG).

3.0 Applies to

3.1. All ~~members~~RWC Members, ~~interoperability participants~~Participants, and entities otherwise having subscribers using the RWC Network.

4.0 Background

4.1. Each subscriber that operates on the RWC ~~network~~ Network is loaded with programming that controls the operational capabilities. Changes to programming will be required, from time to time, to support the changing operational needs of the agencies, changes to the RWC infrastructure, and vendor driven changes. Because changes to programming have a direct and immediate impact on the operational capabilities of the agencies, it is imperative that a procedure exists to address how changes are requested, tested, approved, and implemented.

5.0 Procedure Statement

5.1. Administrative control processes will be in effect to ensure that all changes to RWC subscriber programming files are properly requested, analyzed, tested, approved, documented, and implemented.

6.0 Supporting Rules

6.1. Programming changes will only be made by member agencies, interoperability partners, or their approved contractors.

6.2. Each change to a programming file will be thoroughly tested by member agencies and interoperability partners. Where appropriate the RWC Administrative Manag~~ering Member~~ may participate in development and testing activities.

6.2.1. RWC Administrative Manag~~ering Member~~ must have current copies of the programming files and subscriber layout document.

7.0 Responsibilities

7.1. RWC Member~~s agencies~~, Participants, and other authorized entities ~~and interoperability partners~~ are responsible for creating their own internal processes for collecting, evaluating, and documenting changes to the subscriber programming files.

7.1.1. Related documentation will be sent to the RWC Administrative Manag~~ering Member~~ along with the programming files.

7.2. The RWC Administrative Manag~~ering Member~~ can provide a baseline programming file to RWC Members, Participants, and other authorized entities~~member agencies and interoperability partners~~ with approved talk group plans.

7.2.1. The requesting agency is required to test and validate prior to the production release (final version) of the programming file.

7.3. Owners of subscribers using the RWC Network~~network~~ will be responsible for collecting and retaining all documentation relative to programming file change requests.

7.4. The RWC Administrative Manag~~ering Member~~ will assign a name to the programming file and provide it back to the agency.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	Regional Wireless Cooperative
	No. **O-07.11**
Subject: **Member-Specific Talkgroup Usage Procedure**	**Effective Date** **5/11/2011** **Rev: 09/03/2019**

1.0 Purpose

1.1. Define a procedure to authorize usage of a Member-specific talkgroup(s) by non-Member agencies.

2.0 Owner

2.1. Regional Wireless Cooperative (RWC) Operations Working Group (OWG).

3.0 Applies To

3.1. All ~~members~~RWC Members, ~~interoperability participants~~Participants, and entities otherwise having subscribers using the ~~operational~~ capabilities of the RWC.

4.0 Background

4.1. The number of RWC talkgroups impacts all Members.

4.2. The RWC recognizes that there are three potential categories for requests:

4.2.1. Entity-to-entity

4.2.2. Taskforce specific

4.2.3. Entity access to talkgroups from multiple Members

5.0 Policy Statement

5.1. Talkgroups and other resources that may be affected by non-Member usage is the responsibility of the OWG.

5.2. Any entity requesting access to a Member-specific talkgroup(s) must also include non-encrypted interoperability talkgroups.

6.0 Supporting Rules

6.1. Entities requesting a Member-specific talkgroup(s) must be in or must apply for one of the RWC membership categories.

6.2. Programming of subscriber units with a Member-specific talkgroup(s) must be approved by the Member with notice given to the OWG.

6.3. The OWG will consider the overall effect on the system.

6.4. RWC costs incurred beyond standard interoperability offerings will be the responsibility of the participant.

6.5. Members requesting to manually load encryption keys into subscriber units must have key-owner approval.

    6.5.1. Requests will be evaluated as an exception to the standard approval process (e.g.: technical or situational).

    6.5.2. Members are responsible for tracking subscriber units with manually loaded keys.

7.0 Responsibilities

7.1. Requests for a Member-specific talkgroup(s) will follow the procedure defined in the policy for the applicable user classification.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	Regional Wireless Cooperative
	No. **O-08.12**
Subject: **Notification of Service Activities Procedure**	**Effective Date** **10/13/2010** **Rev: 09/03/2019**

1.0 Purpose

1.1. The purpose of this procedure is to establish the requirement for notification to Regional Wireless Cooperative (RWC) Members ~~agencies~~ of scheduled and unscheduled service activities to the physical facilities or network infrastructure that have potential operational impact.

2.0 Owner

2.1. RWC Operations Working Group (OWG).

3.0 Applies to

3.1. All personnel making modifications and/or repairs to the physical facilities or network infrastructure components.

4.0 Background

4.1. The operational stability of RWC may be affected when the configuration of a communications facility or a RWC radio system hardware or software component is altered. Proper notification of scheduled and unscheduled service affecting maintenance activities will allow member agencies time to make necessary preparations. Conversely, unauthorized disruptions in RWC operations caused by the lack of notification will create safety issues that must be addressed by the OWG.

5.0 Policy Statement

5.1. The RWC member agencies will be properly notified of any scheduled and unscheduled service affecting maintenance activities that have potential impact to the operational capabilities of the network or the subscriber's usage of the system.

6.0 Supporting Rules

6.1. Service affecting maintenance activities related to RWC infrastructure will be coordinated by the Network Manag~~ering Member~~er and will require notification of the member agencies.

6.2. At least twenty-four (24) hour notice to the RWC Members ~~agencies~~ will precede any scheduled RWC service affecting maintenance activity.

6.3. Any service affecting maintenance activity performed on RWC not preceded by twenty-four (24) hour notice will be considered unscheduled maintenance.

6.4. Notification of unscheduled service affecting maintenance will be made to the RWC Members ~~agencies~~.

6.5. Notification will be done by urgent email. Other acceptable forms of notification may include phone, pager, text, or any other method as agreed to by the OWG.

6.6. At a minimum, the information contained in a notification will consist of:

    6.6.1. A description of the planned maintenance activity.
    6.6.2. The affected location(s) of the maintenance activity and the anticipated operational impact.
    6.6.3. The scheduled start and stop time of the maintenance activity.
    6.6.4. The name of department or organization responsible for performing the maintenance.

6.7. Notification of scheduled service affecting maintenance activities believed to have a significant operational impact require member agencies to respond if activity needs to be re-scheduled.

6.8. The RWC Operations Center (ROC) will be notified prior to maintenance activities that may trigger events that would be seen by the ROC.

6.9. Contact information for all RWC ~~member agencies~~Members must be provided to the ROC to be included in two central email distribution lists.

    6.9.1. Notifications will be separated into two categories – one for routine maintenance and one for urgent notification.

    6.9.2. Each RWC Member ~~agency~~ will be allowed up to three contact email addresses per list. The email address may be a distribution list or individual email.

    6.9.3. Each RWC Member ~~agency~~ is responsible for email address updates.

6.10. No service affecting maintenance activities will be conducted during RWC Member ~~agency~~ planned special operations when known.

7.0 Responsibilities

7.1. The Network Manag~~ering Member~~ is responsible for notifying the member agencies of scheduled and unscheduled service affecting maintenance activities.

7.2. RWC Members ~~Agencies~~ are responsible for communicating scheduled and unscheduled RWC maintenance activities to their respective agencies and, if necessary, their respective dispatch centers.

7.3. RWC Members ~~agencies~~, service providers, or contractors are responsible for notifying the ROC prior to, and after, any entry to an RWC facility.

7.4. RWC Members ~~agencies~~ are responsible for notifying the ROC of the scheduling of critical special operations that would preclude any service affecting maintenance activities or upgrades.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	**Regional Wireless Cooperative**
	No. **A-12.13**
Subject: **Capital Improvement Project Funding Policy**	**Effective Date** **03/27/2014** **Rev: 09/03/2019**

1.0 Purpose

1.1. The purpose of this policy is to establish parameters for Regional Wireless Cooperative (RWC) Capital Improvement Program (CIP) projects. The policy sets the procedure for assessing total project costs to members, method of pro-rata funding by members and identification of members' multi-year funding commitments.

2.0 Owner

2.1. RWC Board of Directors.

3.0 Applies To

3.1. All RWC ~~members~~Members.

4.0 Background

4.1. The Capital Improvement Plan (CIP) Working Group was tasked with establishing a process to clearly identify required costs and funding, for a specified term, so members and their participating departments could budget CIP costs appropriately.

5.0 Policy Statement

5.1. RWC ~~members~~ Members will be assessed CIP project costs and special assessments that are as stable and fixed as possible. Special assessments will be based on a fixed radio count, or "snapshot" established at the beginning of the project.

6.0 Supporting Rules

6.1. The RWC Board of Directors, with recommendations from the RWC Executive Committee, will determine the point in time when an upcoming CIP project budget snapshot will be established.

6.2. CIP projects will be established for a specified term and will require an RWC Board of Directors formal resolution stating the purpose of the project, term of project, total cost of project and each RWC Member's fixed share of the project costs, programmed across the specified term.

6.3. The project must be adopted ~~early enough to allow~~ with sufficient time for RWC ~~Board~~ Members ~~sufficient time to~~ seek appropriate funding authority from their respective jurisdiction and/or elected officials.

6.4. Based on the snapshot, the fixed cost, and the term of the project, an annual CIP rate for each year of the project will be established.

    6.4.1. The amount of funding may not be the same for each year of the project.

6.5. At the end of the CIP project term any excess funds shall either remain in the RWC CIP reserve fund for future projects, or, ~~upon request,~~ be returned to the Member(s) as a credit memo.

6.6. If a Member has the funds available earlier during the project period, a special assessment may be issued at that time for the Member.

6.7. Special assessments to a Member may not be increased except under the following circumstances:

    6.7.1. Special assessments will be added for any new Members who join during the term of the project.

    6.7.2. Special assessments for existing Members will be increased only if their radio counts increase more than 10%. For example, a Member adding its Police Department's radio count to the network would result in an additional special assessment.

6.8. Once a CIP project and the fixed special assessments are approved by the RWC Board of Directors, member agencies will not be entitled to any refund from a reduction of radio counts during the term of the project.

7.0 Responsibilities

7.1. The Administrative Manag~~ering Member~~ will provide billable subscriber counts to establish the annual special assessments for the term of the project for each Member.

    7.1.1. The subscriber snapshot counts will be determined on a date established by the Board of Directors.

7.2. At fiscal year-end, the Administrative Manag~~ering Member~~ will reconcile subscriber counts.

    7.2.1. The budget for the remainder of the project for Members with an increase in subscriber counts of more than 10% will be calculated at this time.

    7.2.2. Changes to existing special assessments will be calculated based on the annual CIP rate, as described in Section 6.4 above, and the number of months those subscribers are on the system.

        7.2.2.1. Example: Agency Y joins the RWC as a member in the thirteenth month of a thirty-six month CIP project. The agency would be responsible for the remaining twenty-four months of annual CIP costs. These special assessments will result in an excess of capital funds once collected.

7.3. All special assessments, or changes to special assessments, must be approved by the Board.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1.   As listed at www.rwcaz.org

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	**Regional Wireless Cooperative**
	No. **S-02.10**
Subject: **Encryption Management Guidelines Policy**	**Effective Date** **07/28/2010** **Rev: 09/03/2019**

1.0 Purpose

1.1. The Encryption Management guidelines set forth in this policy are intended to ensure the security, management, generation, distribution, use, storage, and destruction of Regional Wireless Cooperative (RWC) encryption key materials.

2.0 Owner

2.1. RWC Operations Working Group (OWG)

3.0 Applies To

3.1. All RWC ~~members~~Members, ~~interoperability participants~~Interoperability Participants, and ~~any~~ entities ~~otherwise~~ having subscribers ~~using~~ authorized to use the secure operational capabilities of the RWC.

4.0 Background

4.1. RWC communications often contain sensitive and vital information relative to law enforcement and other public safety related activities. Disclosure or modification of this information could adversely impact public safety operations and pose a threat to the safety of public safety officials and citizens. The RWC has recognized the need for protected radio transmissions and has equipped the ~~RWC~~ network with encryption capabilities that provide the required level of protection.

4.2. The generation of RWC encryption keys and distribution of those keys to subscribers in a synchronized fashion is a complex process that is critical to the encryption of radio transmissions. There are inherent risks and vulnerabilities to public safety personnel if proper key management processes are not followed. The RWC can significantly mitigate these risks and vulnerabilities by establishing standard key management processes.

4.3. Each RWC encryption key is associated with a system-wide key reference, referred to as a Common Key Reference (CKR). The same encryption key is referenced by the same CKR in every secure component, and allows key management in a device-independent manner. CKRs are assigned to talkgroups and multi-groups.

5.0 Policy Statement

5.1. The Managing Member(s) shall provide key management services, including generation, distribution, storage, destruction, and maintenance of key materials. Individual Members may be required to update key materials in Subscriber Units as directed by the RWC. The RWC may designate other agencies, such as Federal agencies, to provide key management services in special circumstances.The Network Managing Members of the RWC designate the Encryption Manager under the authorization from the RWC Board of Directors, to be responsible for the generation, distribution, storage, destruction, and maintenance of RWC encryption materials, and to implement established guidelines to support RWC encryption operations.

6.0 Supporting Rules

6.1. The Encryption ManagerEncryption Services Manager will centrally administer the RWC encryption management program for all RWC membersMembers.

6.2. All RWC members Members using encryption will designate an departmental Encryption Key Owner for the control and authorization of the encryption keys associated with departmental Member owned talkgroups.

    6.2.1. Each CKR will have a single designated Key Owner that is assigned by talkgroup owner.

    6.2.2. Interoperability Encryption Keys are owned by the OWG.

    6.2.2.6.2.3. All authorizations for use, and distribution, or modification of the encryption keys will be made in writing by the approved Key Owner using the RWC workbook.

    6.2.3. The Key Owner is the authority to modify any assignment of the CKR.

6.3. The Encryption ManagerEncryption Services Manager will maintain an encryption key map showing current assignments and authorizations, and a list of CKR Owners. This information will be distributed periodically to the Encryption Key Owner for validation. Subsequent changes to the current encryption key map and list of owners will be by notification of exception.

6.4. Key Generation

    6.4.1. RWC encryption keys will be generated by the Encryption ManagerEncryption Services Manager using the automatic key generation capabilities of the Key Management Facility (KMF).

    6.4.2. RWC encryption keys will be generated using 256-bit Advanced Encryption Standard (AES).

    6.4.3. The active key material will be changed on a periodic basis, not to exceed 24 months.

    6.4.4. Ranges for the CKRs are maintained by the Encryption ManagerEncryption Services Manager.

6.5. Key Distribution

    6.5.1. Member agencies are required to own or have access to a Member owned RWC provisioned Key Variable LoaderKey Fill Device (KVLKFD).

    6.5.2. KVLKFDs owned by other entities and provisioned by the RWC must be formally authorized by the OWG.

6.5.3. Authorized ~~KVL~~KFDs may contain a Universal Key Encryption Key (UKEK) and other keys approved by the Key Owner(s).

6.5.4. Contractor owned ~~KVL~~KFDs authorized by the RWC shall only contain a contractor specific UKEK.

    6.5.4.1. Contractors shall coordinate with the Encryption Office for all encryption services.

6.5.5. The RWC recommends that all encryption keys for subscribers be sent or updated via the KMF only. However, agency specific encryption keys may be manually loaded upon approval of the Key Owner.

    6.5.5.1. Encryption keys loaded manually with a ~~KVL~~KFD will not show on the Encryption Summary Report unless the subscriber information is provided to create ~~and entered into~~ a KMF record. It is recommended that the information of subscribers with manually loaded keys be sent to the ~~Encryption Manager~~Encryption Services Manager so a record can be maintained.

    6.5.5.2. Subscribers containing manually loaded encryption material will lose their encryption access when a key material change is performed on any CKRs that they have access and will need to be manually reloaded.

    6.5.5.3. Subscribers containing manually loaded encryption material cannot have keys removed or access deleted via Over the Air Rekeying (OTAR) - keys must be manually erased.

6.5.6. Manual loading of CKR 1 via a ~~KVL~~KFD in to any subscriber is not authorized without the approval of the OWG.

6.5.7. Console Key Loading

    6.5.7.1. Agencies requesting Over the Ethernet Keying (OTEK) for their consoles will be responsible for loading of a UKEK using an authorized ~~KVL~~KFD or other secure media.

    6.5.7.2. Consoles that do not support OTEK must have keys manually loaded via ~~KVL~~KFD or other secure media by a responsible Member agency.

6.5.8. Destruction of active key material contained in a subscriber will be accomplished by zeroizing the key set in the subscriber via the KMF, ~~KVL~~KFD, or manual operation if available.

6.6. Key Material Distribution

  6.6.1. Requests for distribution of Member owned key material to be used in non-member ~~KVL~~KFD and KMFs must be made in writing (letter or email) by the Key Owner, and sent to the ~~Encryption Manager.~~ Encryption Services Manager.

    ~~6.6.1.1. Distribution of encryption keys will be by physical exchange of the key material directly from the KMF to the KFD or other secure media.~~

  ~~6.6.2. It will be the responsibility of the Encryption Manager to present a written request for distribution of any encryption material to be used in a non-member KVL or KMF to the OWG for approval.~~

    ~~6.6.2.1. The agency making the request must include the following: Purpose for the request, number of subscribers needing access, key material requested (i.e., CKR 1) and the name and contact information for the non-member agency.~~

6.6.2.2. ~~Distribution of encryption keys will be by physical exchange of the key material directly from the KMF to the KVL device(s).~~

~~6.6.3.~~6.6.2. RWC keys shall not be transferred by direct ~~KVL~~KFD to ~~KVL~~KFD connection.

~~6.6.4.~~6.6.3. Agencies must provide a report of all subscribers containing any OWG owned key material within three (3) business days upon request by the RWC.

~~6.6.5.~~6.6.4. It will be the responsibility of the non-member agency to obtain new key material in the event of an encryption key set change.

6.7. Encryption Materials

6.7.1. The RWC encryption database will be backed up and stored onsite in the Encryption Services Office, as well as offsite as designated by the Encryption Manager.

6.7.2. The RWC encryption database will be stored in encrypted format.

6.7.3. If the integrity of the RWC encryption database is compromised, all RWC key material will be immediately changed.

7.0 Responsibilities

7.1. The ~~Encryption Manager~~Encryption Services Manager will provide encryption services during normal business hours, Monday through Friday, 8:00 am to 4:00 pm, excluding defined holidays. All encryption related requests should be sent to RWC.Encryption.ppd@phoenix.gov. Any requests received after hours will be processed according to the timelines outlined in this policy. Any after hour support requests will be evaluated on a case by case basis and will only be considered in exigent circumstances.

7.1.1. A minimum of three (3) business days lead time is required for all encryption requests, unless special circumstances exist. Larger projects may require a longer lead time.

7.2. ~~Encryption Manager~~Encryption Services Manager

7.2.1. Oversees Encryption Services Operator(s)

~~7.2.1.~~7.2.2. Performs key management functions on a day-to-day basis.

~~7.2.2.~~7.2.3. Protects keying materials and limits access to individuals with a valid need-to-know.

~~7.2.3.~~7.2.4. Configures security features of key management system components in accordance with RWC policies.

~~7.2.4.~~7.2.5. Maintains required RWC encryption key workbooks and related documentation for a period of 24 months.

~~7.2.5.~~7.2.6. Performs periodic backup of KMF databases.

~~7.2.6.~~7.2.7. Reports any known or suspected incident involving keying material to the OWG.

~~7.2.7.~~7.2.8. Creates and loads keys into ~~KVL~~KFDs or other secure media.

~~7.2.8.~~7.2.9. Coordinates with RWC members relative to the daily operational aspects of RWC encryption.

~~7.2.9.~~7.2.10. Responsible for receiving and investigating any encryption-related incidents, including oversight of corrective actions related to compromised subscribers containing encryption keys.

~~7.2.10.~~7.2.11. Zeroizes subscribers that have become compromised.

~~7.2.11.~~7.2.12. Authorizes the establishment, modification, and closure of system accounts for the key management facility.

~~7.2.12.~~7.2.13. Provides administrative guidance on the implementation of RWC key management activities.

~~7.2.13.~~7.2.14. Assigns all CKR numbers as part of the talkgroup approval process.

~~7.2.14.~~7.2.15. Ensures that encryption reports are generated monthly and distributed.

~~7.2.15.~~7.2.16. Ensures that currency reports are generated quarterly and distributed.

~~7.2.16.~~7.2.17. Ensures completion of annual ~~KVL~~KFD audit.

7.3. RWC Executive Director is responsible for facilitating requests from outside agencies for ~~KVL~~KFD or other secure media access to RWC key material and presenting the requests to the OWG for approval.

7.4. Authorized ~~KVL~~KFD Owner Responsibilities

7.4.1. ~~Ensuring KVL devices will~~Encryption key material must be physically secured at all times when not in use.

7.4.2. ~~Responsible for loading~~Loading of the initial UKEK or authorized encryption keys into ~~all~~ RWC subscriber~~s~~ devices requiring secure capabilities.

7.4.3. Verifies that the Radio Set Identifier (OTAR ID) matches the subscriber ID before loading encryption keys.

7.4.4. Immediately reports any known or suspected incident involving compromised key material to the ~~Encryption Manager~~Encryption Services Manager who in turn notifies the OWG.

7.5. RWC Participating Agencies

7.5.1. Maintain inventory control of secure subscribers.

7.5.2. Designate individual(s) in the agency to act as the Key Owner.

7.5.2.1. Each secure key will have a single owner.

7.5.2.2. The Agency may delegate a temporary alternate Key Owner to act in the absence of the primary Key Owner.

~~7.5.3. Responsible for implementing a training program for agency personnel relative to proper use of subscribers containing encryption keys.~~

~~7.5.4.~~7.5.3. Load and maintain agency owned ~~KVL~~KFDs or other secure media.

~~7.5.5.~~7.5.4. Any agency utilizing encryption capable consoles must have access to their own ~~KVL~~KFD, other secure media, or arrangements need to be made with another Member to provide this service.

~~7.5.6.~~7.5.5. Responsible for reporting lost or compromised radios to the RWC using the established distribution list (see RWC Lost Compromised Radio Procedure).

7.6. Key Owners

7.6.1. Responsible for authorizing subscriber encryption through the ~~Encryption Manager~~Encryption Services Manager.

8.0 Encryption Management Process

8.1. Requests for Creation of CKRs

8.1.1. CKR creation requests must be made in writing (letter or email) and sent to the ~~Encryption Manager~~Encryption Services Manager. This request must include CKR number, CKR name, and Key Owner information.

8.2. Addition or Changes to Subscribers in the KMF

8.3. All requests for the addition of new subscriber IDs or any encryption changes requested to existing IDs or names must be made using the approved RWC workbook. Requests for encryption permissions will be the responsibility of the requesting agency to secure from each Key Owner affected. Additions or change requests need to be sent to the ~~Encryption Manager~~Encryption Services Manager for processing.

9.0 Conditions for Exemption or Waiver

9.1. As provided in the Waiver or Exception Policy.

10.0   Applicable Policies and/or Procedures

10.1.   As listed at www.rwcaz.org.

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	
	No. **A-05.10**
Subject: **Frequency Management Policy**	**Effective Date** **12/16/10** **Rev:** ~~9/12/2018~~10/01/2019

1.0 Purpose

1.1. The purpose of this policy is to establish how voice, data and/or microwave frequencies licensed and used by the Regional Wireless Cooperative (RWC) network are managed.

2.0 Owner

2.1. RWC Operations Working Group (OWG)

3.0 Applies To

3.1. This applies to all members who license frequencies used by the RWC network.

4.0 Background

4.1. The RWC IGA allows RWC members to maintain licensure of frequencies which they have justified and obtained for use in the RWC network. To ensure that the RWC has a consistent, timely, and unified approach to frequency management and licensing, it is necessary to consolidate these functions under the RWC Network Administrator.

5.0 Policy Statement

5.1. Frequencies are licensed by Member agencies in accordance with rules established in the RWC IGA.

5.2. The Network Administrator shall coordinate, manage, and renew all frequencies used by the RWC network.

6.0 Supporting Rules

6.1. Licensees will be consulted when any changes to the use of their frequencies are proposed.

    6.1.1. Contact information for each licensee Member agency must be provided to the Network Administrator.

6.2. Members with licensed frequencies shall take the necessary steps with the Federal Communications Commission (FCC) to provide the proper rights to manage and

administer licenses used by the RWC network to the RWC Network Administrator.

7.0 Responsibilities

7.1. The RWC Network Administrator is responsible for maintaining a database of all frequencies used by the RWC network, the license holder contact information, license renewal dates, and any other information required by FCC regulations.

7.2. The designated RWC Network Administrator shall assign a ~~Frequency Manager~~frequency manager who will be responsible for coordination of all ~~frequency management and~~FCC licensing.

7.3. All licensees must provide the designated RWC Network Administrator rights as described in 6.2 above.

8.0 Conditions for Exception or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	Regional Wireless Cooperative
	No. **S-04.11**
Subject: **Network Security Policy**	**Effective Date:** **09/22/2011** **Rev. 09/03/2019**

1.0 Purpose

1.1. The purpose of this policy is to establish the security requirements for the RWC Network.

2.0 Owner

2.1. RWC Operations Working Group (OWG).

3.0 Applies To

3.1. Anyone with RWC system equipment access, including Members and approved service providers.

4.0 Background

4.1. The RWC ~~system~~ Network is a radio communications ~~network~~ system comprised of computer~~s~~ ~~systems~~, devices, and applications that directly support mission critical communications. It is important that the RWC ~~system~~ Network be protected from security-related risks that can cause ~~network~~ disruption or outage.

5.0 Policy Statement

5.1. Personnel that have access to the RWC infrastructure, consoles, IP logging recorders, or network administration terminals shall at all times employ appropriate network security practices to protect the RWC from internal and external sources of harm that could potentially cause disruptions or failures in service. Examples include, but are not limited to, external connections, devices, access control, non-certified software, and storage media.

6.0 Supporting Rules

6.1. Any computers that are used to connect to the RWC ~~network~~Network, directly, will be protected for the purpose of supporting the RWC system. Support personnel are responsible for ensuring computers connected to the RWC Network have a current end point security solution (e.g. antivirus, antimalware, firewalls).

6.2. Any media that is to be connected to RWC infrastructure, consoles, IP logging recorders or subscriber administrative terminals must first be scanned by an isolated computer that has an end point security solution.

6.3. The RWC ~~Maintenance~~ Network Manager(s), users and approved service providers are responsible for monitoring network incursions, which may be introduced by external media or non-certified software.

6.4. The Network Operations Manager shall have responsibility for ensuring that overall network security is consistent with current technology, and for ensuring that the RWC policies related to network security are followed.

6.5. RWC ~~network~~ Network users shall use due diligence in the protection of the RWC infrastructure, consoles, ~~IP~~ logging recorders, subscriber equipment, and network resources.

   6.5.1. Passwords must be protected and not shared with anyone without proper authorization.

   6.5.2. User accounts will be created and managed by the RWC Network Operations Manager.

6.6. Any breaches in network security will immediately be reported to the Regional Operations Center (ROC) who shall take steps to minimize the danger to the operational capabilities of the RWC.

6.7. The Network Operations Manager will, as soon as possible, inform the OWG of a confirmed security breach, the current situational status, any known or potential impact to RWC operations, and the steps taken to mitigate the impact of the breach.

7.0 Responsibilities

7.1. The Network Operations Manager is responsible for the following practices related to the RWC network security:

   7.1.1. Update end-point security solution software and server in compliance with Motorola network standards.

   7.1.2. Monitor, identify, and maintain information related to RWC infrastructure and components regarding risks, threats, and vulnerabilities to the RWC.

   7.1.3. Develop plans for minimizing or eliminating security-related problems, and any actions necessary for the implementation of the plans.

   7.1.4. Use the appropriate supporting organizations or approved contractors as required to maintain adherence to network security policies.

   7.1.5. Provide reports to the OWG on the status of network security, potential threats and risks, and actions involved in protecting RWC.

7.2. RWC Member~~s agencies~~ are responsible for ensuring approved users and service providers adhere to this policy.

7.3. Any security breaches must be reported to the Networks Operations Manager as soon as possible.

8.0 Conditions for Exemption or Waiver

8.1. None.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	**Regional Wireless Cooperative**
	No. **A-06.10**
Subject: **Policy and Procedure Management Policy**	**Effective Date:** **07/13/2010** **Rev: 09/03/2019**

1.0 Purpose

    1.1. Establishes the process for management of all Regional Wireless Cooperative (RWC) policies and procedures.

2.0 Owner

    2.1. RWC Operations Working Group (OWG).

3.0 Applies To

    3.1. All approved users of the RWC ~~network~~Network.

4.0 Background

    4.1. The RWC 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.

5.0 Policy Statement

    5.1. The RWC Operations Working Group (OWG) is responsible for the development, implementation, and monitoring adherence to policies and procedures.

6.0 Supporting Rules

    6.1. The RWC Board of Directors approves policies to regulate, and direct, ~~control~~ actions and conduct of RWC Members, Participants, and entities using the RWC Network.

    6.2. The RWC OWG approves procedures which define a process to follow in order to implement policy.

7.0 Responsibilities

7.1. The RWC Executive Director is responsible for administratively managing the RWC policies and procedures as well as maintaining the approved documents in the online Policy and Procedure Document Directory.

7.2. Policy Approval

   7.2.1. Upon approval by the OWG, all new and revised policies will be forwarded to the Executive Committee for review and recommendation for Board approval.

   7.2.2. If the Executive Committee deems policy revisions to be minor or non-substantive, such revisions do not require Board approval.

   7.2.3. All new policies must be approved by the Board.

7.3. Procedure Approval

   7.3.1. Procedures will be submitted to the Executive Director who will forward them for review and approval by the OWG.

   7.3.2. If the OWG deems it necessary, the procedure can be forwarded on to the Executive Committee and/or the Board of Directors for approval.

7.4. Policy and Procedure Review

   7.4.1. The OWG will review all policies and procedures on a bi-annual basis.

7.5. Any request for changes to approved RWC policies or procedures will be referred to the OWG for consideration and recommendation.

7.6. Any policies or procedures in conflict at the OWG level will be forwarded to the RWC Executive Committee for direction and resolution.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	
	No. **O-13.13**
Subject: **Subscriber Classification Policy**	**Effective Date:** **09/26/2013** **Rev. 09/03/2019**

1.0 Purpose

1.1. The purpose of this policy is to define classifications of subscribers on the Regional Wireless Cooperative (RWC).

2.0 Owner

2.1. Operations Working Group (OWG).

3.0 Applies To

3.1. Any entity operating subscriber radio equipment on the RWC.

4.0 Background

4.1. The RWC is a radio communications system that supports both public safety and public service operations.

5.0 Policy Statement

5.1. Subscribers using the RWC ~~network~~ Network shall be categorized into defined classifications.

5.2. Defined classifications will help normalize Operation and Maintenance (O&M) charges and maintain the accuracy and integrity of subscriber billing.

6.0 Supporting Rules

6.1. Subscriber Classifications:

6.1.1. Operational – Subscribers owned by a Member, Associate, or Conditional Participant for operational use, to include: mobile or portable radios, control stations, consoles, or any other method of accessing the RWC ~~network~~Network. Operational Subscribers are:

6.1.1.1. Billable.

6.1.1.2. Used on Member specific or interoperable talkgroups.

6.1.1.3.   Spare subscriber with active ID.

6.1.2. A stock subscriber with an inactive ID is non-billable.

6.1.3. Interoperable – Subscribers owned by an entity with an approved RWC Interoperability Agreement. Interoperable Subscribers are:

6.1.3.1.   Non-billable.

6.1.3.2.   To be used for interoperability, as authorized on RWC talkgroups.

6.1.4. Cache – Subscribers with an approved Cache Talkgroup plan are:

6.1.4.1.   Non-billable.

6.1.4.2.   RWC Cache plans will be approved by the Operations Working Group (OWG).

6.1.5. Developmental – Subscribers to be used for development of talkgroup plans, subscriber testing, manufacturer, and vendor testing are:

6.1.5.1.   Non-billable.

6.1.5.2.   For other approved uses as determined by the Network Operations Manager.

6.1.5.3.   Regional Operations will maintain a list of Developmental IDs to be available upon request.

6.1.6. Transitional – Equipment purchased to replace operational subscribers are:

6.1.6.1.   Non-billable for a period of three (3) months.

6.1.6.1.1. An additional three (3) month period may be granted if requested in writing to the OWG.

6.1.6.2.   Request for Transitional IDs will be submitted to the Network Operations Manager using a RWC Subscriber Workbook.

6.1.6.3.   After the allotted time period, the IDs will become billable.

7.0 Responsibilities

7.1. RWC ~~network~~ Network users are responsible for maintaining an accurate subscriber inventory.

7.2. It is recommended that RWC ~~network~~ Network users reconcile their inventory with the Administrative Manag~~ering Member~~ on a quarterly basis.

8.0 Conditions for Exception or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.