


<p style="text-align: center;">REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</p>	
	<p style="text-align: center;">No. O-11.23</p>
<p>Subject:</p> <p>Fire Alias Management and Programming Policy</p>	<p style="text-align: center;">Created: 04/2023</p>

1.0 Purpose

- 1.1. The purpose of this policy is to establish controls, alias database management and alias nomenclature of subscribers operating on the RWC Talkgroups (K-Deck) and VHF/Conventional channels.

2.0 Owner

- 2.1. RWC Operations Working Group (OWG).

3.0 Applies To

- 3.1. All RWC Members, Interoperability Participants, and entities having subscribers authorized to use the RWC Talkgroups (K-Deck) and VHF/Conventional channels.

4.0 Background

- 4.1. Phoenix Fire Department Regional Dispatch Center provides Fire and Emergency Medical dispatching services for twenty-six automatic aid jurisdictions and multiple mutual aid entities.
- 4.2. The risk of inaccurate aliasing or abbreviations substantially increases when multiple entities are allowed to update the provisioning manager (PM). This risk translates into the Alarm Room being unable to clearly identify a unit that may be in distress.
- 4.3. The Fire Department’s computer aided dispatch (CAD) system must also be updated when any radio changes occur. This shall be done in sync with the PM.
- 4.4. Many entities rely on response units to be alerted over the radio alert system generated from CAD. Without accurate PM and CAD alias information, the potential for missed or delayed response increases.

- 4.5. The Phoenix Fire Alarm Room must be able to clearly identify the unit and position who has radio traffic (or emergency activation) using defined and consistent abbreviations across all jurisdictions and agencies.
- 4.6. The RWC ID is used to identify radios on the trunking system (i.e. K Deck), which is the system used for emergency medical related calls. The MDC identifier is used to identify radios on the VHF/Conventional hazard zone radio system.

5.0 Policy Statement

- 5.1. All Members, Interoperability Participants, Associates, and approved service providers that have access to RWC Talkgroups (K-Deck) and VHF/Conventional channels shall ensure timely and accurate database updates to ensure life safety for first responders

6.0 Supporting Rules

- 6.1. All Members, Interoperability Participants, Associates, and approved service providers are responsible for the programming of their subscriber equipment.
- 6.2. Agencies requesting authorization to program RWC Talkgroups (K-Deck) and VHF/Conventional channels must contact the Phoenix Fire Technical Services radio unit with the subscriber information including the unit callsign, position, RWC ID, the MDC ID and vehicle shop number (if applicable).
 - 6.2.1. Agencies must notify Phoenix Fire Technical Services within 24 hours of a radio addition or replacement to ensure up to date aliasing.
- 6.3. The Phoenix Fire Technical Services radio unit will update the provisioning manager (PM) database and computer aided dispatch (CAD) systems. This ensures the subscriber unit is properly displayed to the tactical radio operator at the Phoenix Fire Regional Alarm room.

7.0 Responsibilities

- 7.1. All Fire Department subscriber members, Interoperability Participants, Associates, and approved service providers that program the RWC Talkgroups (K-Deck) and VHF/Conventional channels shall provide the standard RWC inventory workbook to Phoenix Fire Technical Services Radio Support group email pfd.radio.support@phoenix.gov with as much notice as possible or within 24 hours of a radio going into service.
 - 7.1.1. This notification at minimum will include the unit callsign, position, RWC ID, MDC ID, Vehicle shop number (if applicable) and in service date/time.
 - 7.1.2. Any after-hours support requests will be evaluated on a case-by-case basis and will only be considered in an exigent circumstance.

- 7.2. The Phoenix Fire Technical Services Radio Support unit will provide a list of approved unit and position abbreviations to ensure consistency.
- 7.3. Programming personnel will establish procedures to ensure radio programming and cloning activities do not produce two active subscribers with the same RWC ID or MDC ID.
 - 7.3.1. Programming personnel must ensure MDC assignments fall within their agencies assigned range of MDC ID's and that the MDC ID is available (not already in use on another radio).
 - 7.3.2. MDC ranges are limited and must be strategically used. Each agency must manage their MDC range as efficiently as possible, such as re-using MDC ID's as radios get surplus. If an agency foresees running out of MDC ID's as they grow and add radios, they need to reach out to PFD Technical Services Radio support group as early as possible, for support on expanding their MDC range. Use of MDC ID's outside of an agency's assigned range is strictly prohibited, which can create safety issues by duplicating another agencies MDC ID.
- 7.4. Aliasing of police or municipal radios is the responsibility of the issuing 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.