# Radio Service

NEBRASKA
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OFFICE OF THE CIO

*Public Safety – Statewide Radio Services (SRS)*
*July 2021*

**Rates:**

|  | Description | Rate FY22/FY23 | Debit Code |
|---|---|---|---|
| Radio Unit | Mobile or portable radio authorized to access a radio channel for voice communications. Used in a single area or tower. Intermittent use across the State. | $10/radio/month | 2913 |
| Control Station | Stationary radio authorized to access a radio channel for voice communications. | $10/radio/month | 2913 |
| Radio ID | Authorized radio requires an ID to operate on the SRS. Portable radio operation through a digital vehicle repeater requires a separate additional ID | $1/radio/month | 2915 |
| Statewide Radio Unit | Agency user with access to statewide talkgroups, towers and channels. | $72/device/month | 286 |
| ROC Consolette | Radio used by dispatch centers to communicate on the shared ROCs (Regional Operations Common) and local dispatch talkgroups. | none | |

All OCIO rates can be found at:  **Rates & Fees**

**General Overview**
The Statewide Radio System (SRS) purpose is to accommodate radio devices and IDs authorized for use in the system.

**Service Details**
The Public Safety Communications Team provides access to talk resources, encryption, and coverage by compatible and authorized radio devices. User Agencies are provided their own proprietary talk resources, in addition to shared talk resources, managed encryption and other features of the SRS. Support includes access to SRS resources, recommended features, operational training, technical training, and change management.

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**The service includes:**

- Login credentials to authorize access to local conventional resources and SRS talk groups.
- Authorizing compatible radio devices (mobiles, portables, control stations and consolettes) to use talk resources for public safety response, mutual aid, interoperability, emergency response and daily public safety operations.
- Providing agency proprietary talkgroups and shared regional and statewide talkgroups to allow a wide range of talk capabilities for public safety response, mutual aid, interoperability, emergency response and daily public safety operations.
- Training on SRS radio device operations and features.
- Ongoing support via the OCIO Public Safety Tech Team, email and phone.
- Access to the SRS towers and coverage designed to provide more than 95% mobile radio coverage statewide. Some areas of the state will have less coverage depending on the location of towers, terrain, environmental noise, weather conditions, etc. Signal reception is dependent on these and other conditions in the user agency equipment, vehicle, quality of user equipment installation, antenna type and placement and equipment maintenance.

**The service does <u>not</u> include:**

- Maintenance, updates and repair for Radio Unit(s), Control Station(s), or ROC Consolette(s)

## Roles and Responsibilities

**Responsibilities of the Office of the CIO:**

- The OCIO is responsible for the SRS infrastructure, the system core, towers, state dispatch consoles and various system features and operations.
- Talk resources ("talkgroups") are provided in a standardized fleetmap format.
- The Customer is provided instruction and training to operate on the system.

**Responsibilities of the Customer:**

- Learn the coverage provided in the SRS and take advantage of demonstration opportunities.
- Properly operate and maintain their user equipment.
- Report problems promptly to the 24/7 OCIO Service Desk ([cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)). (402) 471-4636
- Maintain accurate records of agency subscribers using the OCIO serial number tracking file.
- Update their user agency equipment to the current firmware, software, and services.
- Notify the OCIO Public Safety Tech Team [ocio.srstech@nebraska.gov](mailto:ocio.srstech@nebraska.gov) before making changes to user equipment.
- Cooperate with the OCIO on system use, any service impacting issues, problems affecting user operation on the SRS and generally to understand best practices using the SRS. Help is available upon request to ensure users and dispatchers receive necessary training and support to use the system effectively.

## *Radio Service*

### Requesting Service
Contact the service desk at 402.471.4636 or 800.982.2268.  Or submit a Service Request via the Service Portal: https://serviceportal.ne.gov)

### Service Expectations, Hours, Availability and Reliability
**Regular business hours**: 8:00 a.m. – 5:00 p.m. CDT, Monday through Friday, excluding state holidays and other federal and state government declared days off.  The OCIO Public Safety Tech Team is generally available during these hours to receive phone calls, emails and reported problems.

Phone: 402-471-2041
Email: ocio.srstech@nebraska.gov

**OCIO Service Desk Operations**: Available after hours (5:00 p.m. – 8:00 a.m.) and on weekends to take reports of service disruptions and relay information to the appropriate on-call person.

**The SRS provides several levels of redundancy:**
- Dual redundant back-up system cores and network paths ensure system availability in the event of a major data center outage.
- Back-up network paths to state dispatch centers and many of the SRS towers ensure dispatch site availability and wide area roaming coverage availability. State dispatch locations are able to back up other state dispatch locations. Local dispatch centers with SRS networked consoles have the ability to provide dispatch back up for other local SRS networked dispatch centers through appropriate agreements and procedures.
- Local dispatch centers with SRS networked consoles have access to their local proprietary and shared SRS talk resources. The local dispatch center may choose to implement back-up network paths to their consoles to ensure the local dispatch consoles remain connected to the SRS core to access all their authorized SRS talk resources and features.
- Local dispatch centers with SRS networked consoles equipped with a conventional site controller reverts automatically to take control of local console resources if disconnected from the SRS network. This keeps local control of their repeaters, paging, siren control and SRS ROC and dispatch consolettes functioning until network connectivity is restored.
- Consolette radios in local dispatch centers share local Regional Operations Common "ROC" talkgroups utilizing the SRS area tower coverage. ROC consolettes provide common resources for dispatch centers to contact their neighboring local dispatch centers and state dispatch centers.

Planned and unplanned outages may impact SRS console service. Notifications are emailed to agencies that have requested to be on the SRS Notification Listserve. Outages are mitigated as quickly as possible and notification provided to the SRS Notification Listserve when service is restored or upon a status update.

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## Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order number to use or request a new job code and work order number.  Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

The OCIO provides an SRS Billing Confirmation form to the authorized agency contact specified in the SRS Interlocal Agreement. The agency is responsible for completing the form accurately and returning it to the OCIO Public Safety Team. The agency may request to use an established OCIO billing account,or request a new account specifically for the agency's SRS billing.

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**For further information, please contact:**
## The Office of the CIO Service Desk

**Request this Service: https://serviceportal.ne.gov**
**402.471.4636 or 800.982.2468**