
UCLA Procedure 350.4: Two-way Radio Services

Issuing Officer: Administrative Vice Chancellor

Responsible Dept: Information Technology Services

Effective Date: February 14, 2020

Supersedes: UCLA Procedure 350.4, dated 8/18/2019

- I. BACKGROUND AND PURPOSE**
- II. STATEMENT**
- III. PROCEDURES**
- IV. REFERENCES**

I. BACKGROUND AND PURPOSE

Information Technology Services (IT Services) supports a private Motorola 800 MHz radio system (UCLA Radio System) to provide portable and mobile radio coverage throughout the UCLA campus, Center for Health Sciences (CHS), Medical Plaza, and between campus and designated off-campus locations such as student apartments and Santa Monica Hospital. Portable, wireless radios enable group and private conversations while users are in the UCLA area.

If a major crisis should occur, emergency support personnel can be deployed from one or more campuses to the campus in need. Such personnel would use the cache of Motorola radios that are stored and would be distributed by UCPD. In order to secure such emergency resources, each campus is required to reserve certain mutual aid channels and common talkgroups exclusively for this purpose.

This Procedure outlines the use and restrictions of the UCLA Radio System and the process for UCLA departments and units, with legitimate campus business, to order UCLA Radio System components and request repairs.

II. STATEMENT

The UCLA Radio System is only for official campus business. It is primarily for use by the UC Police Department (UCPD), Campus Fire Marshal, CHS Security, Santa Monica-UCLA Hospital Operations, Environment Health & Safety, Facilities Management, Parking Enforcement, and Parking Services, all of whom perform emergency services functions. IT Services is responsible for the coordination of the UCLA Radio System.

The UCLA Hospital & Medical Center maintains a radio paging system for use primarily by medical and medical support staff that is not covered under this Procedure.

A. Access and Capacity

1. Channel Access Prioritization - User radios are assigned to talkgroups that are given an access priority level based on the critical function(s) of each department/unit and the need for channel access during busy periods. Priority Level 1 is designated exclusively for the purpose of "Alert" or notification of life-threatening circumstances and is assigned to UCPD, Campus Fire Marshal, and HazMat units.
2. Talk-group Capacity & Utilization - Based on system engineering practice, the UCLA Radio System is intended to accommodate no less than 50-99 radios per talkgroup, with minimum talkgroup usage of 100 minutes per week.

B. Radio Usage Restrictions

1. Radio Use in Hospital Facilities or near Hazardous Conditions - Currently, all wireless communications devices, including 800 MHz portable radios, are not allowed in hospital facilities where life support medical equipment is used. Motorola radios exceed the 50-milliwatt maximum radio frequency (RF) radiation limit and therefore are strictly prohibited.

Only radios with the Intrinsically Safe feature may be used in hazardous areas in which fire-generating elements and/or conditions may occur.

2. Radio Use during Bomb Threats - Standard radio practice prohibits the transmission of radio signals in an area where a bomb may be located due to possible RF triggering of the device. If suspicious devices are found, all radio users located in/around the area should refrain from broadcasting any radio transmissions. All radio transmissions should occur outside of the affected area unless they are part of the public safety response/team. Radio users in the affected area may be vacated and/or asked to 'turn off' their radios by public safety personnel.

III. PROCEDURES

UCLA departments and units with legitimate campus business use may order UCLA Radio System components in accordance with the following:

A. Ordering Products and Services

RESPONSIBILITY	ACTION
Department/Unit	Submits service request via the IT Services Web Center, webcenter.it.ucla.edu The following product options are available: <ul style="list-style-type: none"> • <u>Purchase or Lease</u> - Upon approval by IT Services, may purchase radios or may lease radios with a minimum one year commitment. • <u>Rentals</u> - Motorola Type I&III radios are available on a short-term basis. Renters are required to complete a weekly rental agreement. For detailed information, refer to the IT Services Rental Radio Program Procedures, available from IT Services. • <u>Radio Accessories</u> - Orders for Motorola radio accessories may be processed and filled via a IT Services Customer Service Request. All accessories must be purchased regardless of whether the department/unit purchased or leased their radio(s). IT Services Radio and Accessories rates apply. For detailed information, refer to the IT Services Radio Accessories Order Procedure, available from IT Services.
IT Services Systems Operations	Reviews all department/unit requests for new radios, talkgroups, or features and approves or rejects requests. Requests for encrypted radios will be filled based on the user's job function, with departmental/unit approval.
IT Services Consulting Services	Writes approved radio orders and informs IT Services Storeroom to fill equipment order. Once order is filled, prepares order for close-out.
IT Services Storeroom	Fills all radio equipment orders from existing inventory or by issuing an equipment purchase requisition.
IT Services Wireless Specialist	Completes all approved radio programming including active features and/or talkgroups as defined in existing or new radio templates.

B. Troubleshooting and Repair

1. System-wide - A joint agreement between IT Services and UCPD has been established for any system-wide trouble. In the event UCPD dispatch personnel should encounter any radio dispatch console trouble that is outside the normal operations of the consoles or that may affect the transmission or receiving to and from field units, UCPD is authorized to contact the maintenance vendor, Bearcom, directly and without IT Services intervention. For complete instructions on system repair reporting and rectification, refer to the IT Services Radio System Repair Procedure, available from IT Services.
2. Portable units - see procedures below for customer owned and leased units.

RESPONSIBILITY	ACTION
Department/Unit	<p><u>For Department/Unit Owned Portable Units:</u> If contracted with IT Services at time of purchase or at manufacturer's original warranty expiration to provide maintenance, contacts IT Services Client Support at x58000 on-campus and (310) 825-8000 off-campus.</p>
IT Services Client Support	Discusses problem with department/unit and if warranted, coordinates radio pickup by IT Services Storeroom for repair.
IT Services Storeroom	Provides department/unit with repair specifications, time to completion estimates, and arranges for loaner radio as necessary.
OR	
Department/Unit	If not contracted with IT Services at time of purchase to provide maintenance, reports problem directly to Motorola Radio Support Center. (For complete instructions on purchased radio repair, refer to the IT Services Customer-owned Radio Repair Procedures, available from IT Services).
	Fills out Motorola repair form and sends form and radio to Motorola Radio Support Center for repair services.
Motorola Radio Support Center	Reviews department/unit repair form and conducts repairs as needed, including replacing faulty parts. Returns radio, repair description, and faulty parts (if any) to customer.
Department/Unit	<p><u>For Department/Unit Leased Portable Units</u> Reports all radio problems to IT Services Client Support at x58000 on-campus or (310) 825-8000 off-campus.</p>
IT Services Client Support	Discusses problem with department/unit and if warranted, coordinates radio dropoff or pickup by IT Services Storeroom and provides a loaner radio to department/unit if needed. Radio is examined by IT Services staff to try and resolve problem and if unsuccessful, unit is forwarded to maintenance vendor for repair. For complete instructions on leased radio repair, refer to IT Services Leased Radio Procedures, available from IT Services.

IV. REFERENCES

1. UCLA Policy 350, Telecommunications Systems Services;
2. UCLA Information Technology Services Web site, <https://www.it.ucla.edu/>.

Issuing Officer

/s/ Michael J. Beck

Administrative Vice Chancellor

Questions concerning this policy or procedure should be referred to the Responsible Department listed at the top of this document.
