



# Pima County Wireless Integrated Network

Frequently Asked Questions (FAQ)

Updated October 15, 2012

1. Are there future monthly fees associated with the subscriber equipment that PCWIN is providing? If so, what are the projected costs?

Yes. Cooperative members commit to use their best efforts, through cooperation and sharing of common resources, for the mutual benefit of all Parties to operate, maintain, sustain, improve and finance PCWIN. Annual Membership Fees will be charged to support the radio system infrastructure. Members and participants will be separately responsible for maintaining their subscriber equipment.

The PCWIN Cooperative Business Plan includes a five-year forecast for the Annual Membership Fees. First year fees are estimated at \$29.00/unit/month.

2. If an agency purchases its own subscriber equipment in the future, will it still need to pay a nominal monthly fee?

Yes. The Annual Membership Fee will be charged to support the radio system infrastructure. The fee is calculated based on a percentage of the total number of radios activated for use on the Radio System (e.g., operating portable, mobile, or control station), including a cache radio and a spare radio that has been assigned a valid system ID and activated for use.

3. Will programming software and cables be provided or offered to individual agencies?

No. Programming is expected to be controlled by Maintenance Providers. The Intergovernmental Agreement to Operate, Maintain, Sustain, Improve and Finance the Pima County Wireless Integrated Network initially designates Pima County and the City of Tucson as Maintenance Providers. The future Board of Directors will be empowered to authorize additional Maintenance Providers. The Technical Working Group will be responsible for proposing programming policies for Board approval.

4. I have many desk top, multi-unit portable radio battery “gang chargers” in my department. I know that my current XTS type chargers will not accept the APX type, however, does Motorola offer adapters or some other type of modification to these chargers? If so at what cost?

Model #WPLN4111, WPLN4108, and WPLN4130 XTS IMPRES chargers may be converted for use with APX radio batteries via a charger insert adapter which is available as a single item, or a six count multi-pack. This option is offered in the subscriber survey. If agencies are able to reduce the number of chargers that they need by reusing existing compatible equipment, it will help assure that limited budget resources are expended to meet actual equipment needs of all agencies.

5. Of all the 90-some-odd licensed frequencies being used in the system, none where slated for simplex use. I know the importance for this on the fire side, but did SWAT ever request a need for simplex or “tactical” channels for the law enforcement side? Is the plan is to use the digital trunk system for all disciplines regardless of activities or assignments, tactical or otherwise?

The statement is incorrect. The PCWIN channel plan includes a number of 800MHz simplex channels to support fire ground and law enforcement tactical operations. Use of the trunked system is encouraged, but the alternative will be available as requested by end users. The design intent was to couple simplex

communications with the DVR capability to repeat fire ground communications on the trunked system so they can be monitored by dispatch. The most straightforward approach to allow dispatch monitoring is to use the trunked system. As users get accustomed to using the trunked system and develop confidence in its capabilities, they may find it is the more convenient method of communications. In the alternative, simplex communications will be available.

6. If an agency elects to upgrade to the 7000XE series radio over the base APX6000, does the department assume the total cost of the radio or the difference in price overage?

The requesting agency will pay the full difference in price between the base APX6000 and the upgrade model plus tax. Payment will be required at time of order.

7. Will PCWIN allow for other manufacturers (Harris, Tait, etc) equipment to be used on the system if a department elects to purchase from them?

This will be a matter for the Governing Board to develop policy on. It is advisable that any equipment proposed for use on the PCWIN system be subjected to technical and functional testing before being authorized.

8. When providing my departments "head count" of radios, should I take into consideration replacing the UHF radios in my ambulance transport units since I have heard rumors of MEDS eventually moving over to 800MHz/PCWIN?

This has been identified as an issue, but no plans have been developed to support MEDS communications on the PCWIN system. Creative Communications is beginning to explore options on behalf of some of the hospitals. We expect to be engaged in the effort to help define future solutions for MEDS communications.

9. Has it been determined to what level of use or number of radios a department has to have as to its representation/participation on the eventual PCWIN Board once operational?

The Intergovernmental Agreement to Operate, Maintain, Sustain, Improve and Finance the Pima County Wireless Integrated Network does not define a minimum number of radios as a factor in determining eligibility to become a Member of the Cooperative. Any city, town, county, state, federal, Indian community, fire district or other separately constituted public entity that provides Public Safety services and executes the IGA will become a Member and have all the rights and responsibilities outlined in the IGA.

10. Interoperability is touted as one good aspect of the PCWIN system, particularly for law enforcement. To be truly interoperable of course, the use of common codes or Plain English would be needed across all users. Has this taken place, or if not what is the plan or thoughts in the event all need to "talk" to each other?

This will be a matter for the Governing Board to develop policy on. Plain talk is required when using national calling channels and other interoperability solutions such as the Arizona Interagency Radio System (AIRS). The Operations Working Group (OWG) is likely to recommend a plain talk policy for use on any interoperability talk group on the PCWIN system. Members with such an interest should encourage their OWG representative to promote such policy.

11. The new consoles are capable of generating tone signaling for station alerting. And although many agencies have transitioned to, or are in the process of, moving to an IP based network for this task, there are many different types of "over-the-air" alerting that take place today. Is the plan to use a static, conventional channel (or trunking for that matter) to alert and provide voice announcements? Will fire stations receive "house radios" to

fulfill this if this is the case, or should departments consider maintaining legacy systems and “plug into” PCWIN for this specific need?

Station alerting was not specified as a need during planning for the PCWIN project. This issue has been more recently identified and requires additional data gathering to better understand the technical requirements so solutions may be proposed. Station alerting has been defined as the ability for the radio system to trigger station packages provided by others which do things such as sounding alarms and turning station lights on. During the PCWIN User Needs Assessment and subsequent subscriber surveys, agencies have identified quantities and locations for control stations (desktop radios). Most fire agencies specified control stations for installation in fire houses. Control station requirements should be recorded in the Subscriber Survey.

12. What exactly is PCWIN supplying? Is it only the APX6000 model 2.5 with limited keypad radio? Is everything else (remote speaker microphones, battery & chargers, belt clips) supplemental?

Budget permitting, the portable radio client kit is expected to include one portable radio, one remote speaker microphone if needed, two batteries, a single desktop charger, and universal carry holder.

13. Digital Vehicular Repeaters were specified in the PCWIN design to support fire ground communications. The subscriber survey does not ask for quantities of DVR’s needed. What is being provided?

A total of thirty-three DVR’s were specified in the radio system RFP. Each fire agency is minimally planned to receive one DVR.

14. Does Motorola market vehicle chargers for the APX portable radios? Are they available to substitute for the desk chargers? What is the cost impact to interested agencies?

The Motorola IMPRES Vehicular Charger for APX 7000, APX 7000XE, APX 6000 and APX 6000XE (NNTN7624B) is a single unit charger which is hard mounted in the vehicle and connected to the vehicle power. A multi-unit vehicular charger is not available. While it may be possible to mount a multi-unit desk charger in a vehicle with a transducer feeding power, said solution is not recommended or supported by Motorola. The undiscounted price difference between the single desktop charger and the single vehicular charger with installation is \$528.84/unit, plus tax. Agencies looking to upgrade should contact the PCWIN Project Sponsor to discuss.

15. Will external agencies that are currently authorized to access Pima County Sheriff’s Department dispatch on the County’s legacy radio system be permitted to do so in the future? Will the project provide replacement radio equipment for these external agencies, or will that be a responsibility of those agencies?

The Intergovernmental Agreement to Operate, Maintain, Sustain, Improve and Finance the Pima County Wireless Integrated Network provides a process for the Board of Directors to authorize Interoperability Participants. A copy of the agreement is included in the [PCWIN Cooperative Business Plan](#).

Interoperability Participants will be expected to provide their own equipment.

16. Will Motorola offer as an option the Motorola Tactical Incident Command Solution software demonstrated at recent conferences?

Motorola recently announced the availability of the Personnel Accountability Solution for APX P25 Radios. This solution is not provided as part of the PCWIN project. The PCWIN Cooperative could consider adding it in the future. However, it may require flash upgrades to subscriber hardware to add features and functionality not originally provided by the PCWIN project in addition to the software licensing. The product will need to interface with a mobile data computer, also not provided by the

project. Interested parties should encourage the Operations and Technical Working Groups to explore this capability after the PCWIN system is operational.

17. Will there be a centralized cache of radios available for all agencies to use for large scale events such as golf tournaments, Gem and Mineral Show, and El Tour de Tucson?

The answer is to be determined. If the budget permits, the Executive Management Committee could authorize a purchase of equipment for this purpose. I believe the general thinking has been that there might be less of a need to maintain a cache of radios when the interoperability objectives of the project are achieved. The goal is to have a majority of first responders on the regional system and using compatible equipment. A cache might need to be maintained for incidents involving responders from outside our region or for volunteer support agencies. The Board of Directors will have to decide how fees associated with a cache radio are handled.

18. Will shelf stock spare equipment be provided at the system level, or do departments need to plan to provide their own?

The project will supply a spares inventory to the Maintenance Providers to provide temporary replacements for radios out of service for repair. Our contract provides for a spares inventory equivalent to 2% of the total order to meet this need. This does not take into account any other needs that agencies might have for spare equipment.

19. How long is the initial warranty for the subscriber equipment?

The warranty for fixed network equipment and mobile radio subscribers is one year beginning upon system acceptance. The warranty for the majority of the portable radio subscribers is 18 months beginning upon shipment and expiring 18 months later, or on June 30, 2014, whichever is greater.

20. What options are available for post warranty annual Repair Service Agreements with Motorola for subscriber depot repair services?

Motorola offers a service known as Repair Service Advantage (RSA). Services bought post warranty are only available in single year increments. The table below illustrates the current annual unit price for these services.

Two Way Portable and Mobile Radio Products	1-499 Units	500-1499 Units	1500-2999 Units	3000+ Units
APX6000 (Portable) RSA	\$50.40/Unit/Yr	\$49.00/Unit/Yr	\$48.55/Unit/Yr	\$48.10/Unit/Yr
APX6500 (Mobile) RSA	\$74.40/Unit/Yr	\$72.45/Unit/Yr	\$71.80/Unit/Yr	\$71.15/Unit/Yr

- Mobile unit pricing includes standard control head.
- Service for mobiles converted to control station operation does not include accessory and ancillary items.
- Encryption and analog voice secure boards are also excluded.
- Pricing subject to change without notice.

Answers to Frequently Asked Questions are provided by the PCWIN Project Sponsor. The views and opinions expressed are strictly those of the PCWIN Project Sponsor and may not represent the official views, opinions or policies of the PCWIN Executive Management Committee or its individual appointed members.