



WISCOM Policies, Procedures and Guidelines

Index #	103.00
Type	Policy
Subject	Users of WISCOM
Approved	Approved by the SSMG on 10/14/2010
Revised	N/A

Purpose

This document provides guidance and policy regarding the use of the Wisconsin Interoperable System for Communications (WISCOM), a statewide digital trunked public safety radio system. Users include county, municipal, tribal, and state public safety and public safety partner agencies as well as certain federal, military, and adjoining state agencies.

Policies included in this document were prepared to assist with direction and control issues and over-all management of WISCOM from the 'end-user' perspective and application.

The position of the SSMG is that there should be no user fee for the occasional user when engaged in mutual aid incidents. However, communities that rely on WISCOM for primary, or frequent operations tied to their basic function/mission, would have to pay a maintenance fee.

Scope

The policy addresses all users of the WISCOM, the approval of application and level of participation, appeal of SSMG decision and user conflict resolution processes, user responsibilities as a member, and establishment of a fee structure.

Reporting Requirements

Through the records management system of the WISCOM, the System Administrator (OJA and WI-DOT) will monitor usage of the members, outages and maintenance costs, and provide a quarterly report to the SSMG. The SSMG at a regular business meeting will take up appropriate action.

Policy

A. Participation (User) Level

User Level – a define level of usage of WISCOM based on the following levels:

Level 1 – Interoperability / Mutual Aid

Interoperability use is defined as radio communications in support of multi agency response to an incident. This is typically across county lines and when responding agencies do not have access to local common channels. Interoperability use will occur on predefined system interoperability channels (talkgroups 1 through 89) in accordance with the guidelines for use of those channels (see Attachment 1).

All local, county, state, tribal, and federal government agencies, military, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs), utilities, and adjacent states, operating in support of public safety, may use WISCOM for interoperability purposes, and are encouraged to do so. There is no cost to use WISCOM for interoperability.

Level 2 – Itinerant / Travel

Itinerant use is defined as radio communications in support of units operating outside of their home area or system. This is typically when a unit leaves its home county.

Examples of itinerant use are:

A sheriff's deputy on a prisoner transport needs to communicate with their dispatch or the dispatch point for the location they are at.

A regional response team enroute to/from an incident needs to communicate with their dispatch.

Itinerant use will occur on predefined channels in accordance with the guidelines for use of those channels. All local, county, state, tribal government agencies, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs) operating in support of public safety, may use WISCOM for itinerant communications. There is no cost to use WISCOM for itinerant communications.

Level 3 – Daily Use / Dispatch

Daily use is defined as radio communications in support of internal agency operations such as usual and routine dispatch. Daily use will occur on channels that have been established for internal agency communications. Daily use will not occur on channels established for interoperability or itinerant use.

All local, county, state, tribal, and federal government agencies, military, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs) operating in support of public safety, may apply to the SSMG for use of WISCOM for daily use communications. User fees and/or in kind contributions to the construction, operation, and/or maintenance of WISCOM may apply for daily use. User fees are determined by the SSMG.

Level 4 – Affiliated Sub System

An agency wishes to affiliate their radio system with WISCOM through an ISSI or gateway.

Level 5 – Integrated Buildout to Increase Coverage and/or Capacity

An agency wishes to purchase and construct additional coverage and/or capacity for WISCOM in order to meet their needs.

Level 6 – Data Use (future)

B. User Application.

1. The duties and responsibilities of the SSMG in defining users are to review and authorize agencies submitting requests to join the WISCOM system, define levels of system participation, and determine the membership criteria to join the WISCOM system within each level of system participation (ByLaws 09/25/09).
2. When applying for membership to the WISCOM, the following items shall be included in the application.

1. Name of the organization.
 2. Type of organization
 3. Geo-political boundaries of organization's service area.
 4. Level of usage.
 5. Contact information.
 - (1) Primary contact person
 - (2) Primary contact phone number
 - (3) Primary contact email address
3. Approval Process.
All user agencies and radios operating on WISCOM must be pre-approved and registered through the submittal of an application form to the system administrator. The application form can be found in Appendix Section (or online: <http://interop.wi.gov>). Applications for Level 1 and 2 will be handled by the system administrator and reported to the SSMG. Applications for Level 3 or higher will be reviewed by the SSMG.
4. The approval of an organization for membership to the WISCOM will be determined at a regularly scheduled business meeting or a special meeting requested by the Chair of the SSMG.

C. Appeal of a Decision or Resolution of Conflict Process.

1. Step 1: Organization shall address the appeal or conflict in writing to the Chair of the SSMG. The organization requesting the appeal or resolution shall provide the Chair with any and all documentation to support the request. The Chair will attempt to resolve the appeal or conflict within the power granted to the Chair's position. The Chair will report the appeal or conflict to the SSMG at a regularly scheduled meeting or a special meeting called by the Chair, the resolution to the appeal or conflict.
2. Step 2: If the appeal or conflict cannot be resolved by the Chair, he/she will appoint an ad hoc Review Committee comprised of at least three (3) members of the SSMG, excluding the Chair, to determine the extent and affect of the appeal or conflict. The Chair will act as a resource to the review committee for the details and history of the appeal or conflict. The Review Committee will report the recommendation to the Chair and the Chair will report the appeal or conflict resolution to the SSMG at a regularly scheduled meeting or a special meeting called by the Chair.
3. Step 3: If the conflict cannot be resolved by the Review Committee, the appeal or conflict will be taken up at as an agenda item at a regularly scheduled business meeting or a special meeting called by the Chair of the SSMG. The decision of a quorum of the full SSMG shall be the final determinant of the appeal or conflict.
4. If the decision of the SSMG requires a funding mechanism to resolve the appeal or conflict, the issue shall be referred to the SSMG Sustainment Committee for development of a budget request for the next fiscal year.

D. User Responsibilities.

1. Agree to and follow the Policies and Procedures established by the SSMG.
2. Report all conflicts of usage and other members, and maintenance concerns in writing to the Chair of the SSMG.
3. Immediately report any outages of the WISCOM to the Operational Administrator of the WISCOM (Entity TBD) by telephone or other approved method.
4. Provide proper maintenance of organization-owned communication equipment utilized on the WISCOM system.
5. Maintain proper radio discipline and NIMS-compliant standards for communication on the WISCOM. The WISCOM is intended for communication appropriate to the organization's function/mission. Improper usage and/or communication on the WISCOM shall be cause for

revoking the membership of an organization.