Statewide Radio System (SRS) Radio Service

NEBRASKA
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OFFICE OF THE CIO

Public Safety Communications Support Team
January 15, 2019

Rates

The Statewide Radio System (SRS) rates are listed individually to accommodate radio devices and IDs authorized for use in the system.

SRS Local Agency Radio Services		
Radio Unit	Mobile or portable radio authorized to access a radio channel for voice communications.	$10/month
Control Station	Stationary radio authorized to access a radio channel for voice communications.	$10/month
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/month
Consolette Radio	Radio used by dispatch centers to communicate on the shared ROCs (Regional Operations Common) and local dispatch talkgroups.	$0

Service Description

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.

Service Details

Radio Services include:
- 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.

Service Hours, Availability and Reliability

Regular business hours are 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.

Service Desk Operation is 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:

1. Dual redundant back-up system cores and network paths ensure system availability in the event of a major data center outage.

2. 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.

3. 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.

4. 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.

5. 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 services. 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.

Responsibilities

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 User Agency is provided instruction and training to operate on the system.

User Agencies are responsible to:

1. Learn the coverage provided in the SRS and take advantage of demonstration opportunities.
2. Properly operate and maintain their user equipment.
3. Report problems promptly to the OCIO Public Safety Tech Team ocio.srstech@nebraska.gov.
4. Maintain accurate records of agency subscribers using the OCIO serial number tracking file.
5. Update their user agency equipment to the current firmware, software and services.
6. Notify the OCIO Public Safety Tech Team ocio.srstech@nebraska.gov before making changes to user equipment.

The User Agency is responsible to 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. The OCIO has a goal of all SRS users being proficient in the use of their radios, consoles and talk resources provided in the system. Help is available upon request to ensure users and dispatchers receive necessary training and support to use the system effectively.

Cost and Billing Information

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.

Customer Support and escalation

OCIO Public Safety Tech Team during business hours (M-F 8:00 am – 5:00 pm CDT, except state holidays)
- Phone: 402-471-2041
- Email: ociosrstech@nebraska.gov

After Hours contact the OCIO Service Desk:
- 402-471-4636 or 800-982-2468

For further information, please contact:

Office of the CIO Service Desk
service.desk@nebraska.gov
402-471-4636 or 800-982-2468