



# PRINCE GEORGE FIRE AND EMS

**Section: Maintenance and Logistics**

**Page: 1 of 3**

**Section No: 5.4**

**Date: June 1, 2014**

**Title: Radio Programming and Repair**

**Authorized By:**

## **Purpose:**

To ensure all radio, pagers, and communication devices are programmed and operating efficiently, safely, and under the legal guidelines of the Federal Communications Commission.

## **General:**

All Company Chiefs and Shift Supervisors shall utilize the following procedure when requesting repair or reprogramming to all communication devices owned by Prince George County and/or operating on Prince George County licensed frequencies. An inventory shall be conducted annually by the Radio Programming Team and maintained by the Radio Programming Team Leader.

## **Procedure:**

### **Radio/Pager Repair**

1. An email shall be generated by the Company Chief/Shift Supervisor to [radio-programming@pgfems.org](mailto:radio-programming@pgfems.org). The email shall contain the radio/pager model with serial number, personnel/apparatus assignment, and the issue(s) with the device.
2. The Radio Programming Team Leader shall assign a Radio Technician to follow up with the repair request. The technician will acknowledge and respond to the request via email by the next business day.
3. The technician will assess the device to see if the repair can be done in-house. All in house repairs will be documented on the repair form. The completed form will be emailed to [radio-programming@pgfems.org](mailto:radio-programming@pgfems.org) and the Company Chief/Shift Supervisor requesting the repair.
4. All repairs that cannot be completed in-house will be sent to a vendor designated by the Department of Fire and EMS for repairs. All repairs will be documented, attached to a repair form. The completed form will be emailed to



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**Page: 2 of 3**

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[radio-programming@pgfems.org](mailto:radio-programming@pgfems.org) and the Company Chief/Shift Supervisor requesting the repair.

5. The device will be returned to Fire and EMS Administration within two (2) business days for pick up.

### **Radio/Pager Programming**

1. An email shall be generated by the Company Chief/Shift Supervisor to [radio-programming@pgfems.org](mailto:radio-programming@pgfems.org). The email shall contain the radio/pager model with serial number and personnel/apparatus assignment. The device will then be sent to Fire and EMS Administration.
  2. The Radio Programming Team Leader shall assign a technician to follow up with the reprogramming request. Within two (2) business days of assignment the technician shall respond to the request via email. The technician shall collect the device, verify the radio/pager model with serial number and personnel/apparatus assignment
  3. The technician will assess the device to see if the reprogramming can be done in-house. All in-house reprogramming will be documented on the repair order form. The completed repair order form will be emailed to [radio-programming@pgfems.org](mailto:radio-programming@pgfems.org) and the Company Chief/Shift Supervisor requesting the repair.
  4. All reprogramming that cannot be completed in-house will be sent to an authorized vendor designated by the Department of Fire and EMS for repairs. All reprogramming will be documented, attached to a repair order form. The completed repair order form will be emailed to [radio-programming@pgfems.org](mailto:radio-programming@pgfems.org) and the Company Chief/Shift Supervisor requesting the repair.
  5. The technician/authorized vendor shall reprogram the radios only with the approved radio templates. Pagers will be programmed based on the approved template and options the Company Chief/Shift Supervisor has requested.
  6. The device will be returned to Fire and EMS Administration within two (2) business days for pick up.
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# **PRINCE GEORGE FIRE AND EMS**

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**Page: 3 of 3**

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A handwritten signature in blue ink, appearing to read "James E. Lee", is written over a horizontal line.