

STARCOM21 OVERSIGHT COMMITTEE

SYSTEM ACCESS APPLICATION

Agency Name: _____

Agency Contact Information:

Name: _____

Agency: _____

Address: _____

Telephone #: _____ Alt # or Cell #: _____

Email: _____

Agency's Communication Coordinator:

Same person:

Name: _____

Telephone #: _____ Alt # or Cell #: _____

Email: _____

This application form is intended to provide the STARCOM21 Oversight Committee, and it's Advisory Subcommittee, with the pertinent information necessary to determine if an agency is eligible to participate on the STARCOM21 network.

The STARCOM21 network offers statewide mobile radio coverage; single county use; local use within a city, village, town or campus; limited use for mutual aid and occasional communications; specialty use for emergency purposes; campus type scenarios; and port or gateway use for specific types of interoperability.

Please answer each applicable section as completely as possible. Once this application has been submitted, per the instructions below, a member of the STARCOM21 team will contact the agency's supervisor or interoperation's coordinator if additional information is required to process the application.

Application Overview:

Provide a general description of your intended use and the potential benefits of the STARCOM21 network, i.e. routine public safety communications, emergency use only, etc.

PLEASE CHECK HERE IF THIS IS AN ITTF ONLY APPLICATION

If your agency is applying to use the STARCOM21 network for emergency purposes only (as described in the ITTF User Agreement) please ONLY answer the **first four questions**.

1. Agency Name & Description:

Include a description of the type of services provided by your agency, your jurisdiction size and location, headquarters/field office location(s) (agency sub-divisions), number of officers and radios currently assigned to, and working in each along with the number of STARCOM21 mobiles, portables, consoles, control stations, etc. proposed for each location.

2. Agency Requirements:

Identify your agency's anticipated communication uses, i.e. unit to unit, agency dispatch, dispatched by another agency, roaming requirements.

3. Local Policies Governing Use:

If your agency has an established tactical interoperability communications plan (TICP) and/or any other locally developed technical and operational policies and procedures that will govern the use of the STARCOM21 radios, please provide a brief description of those documents. (For guidance, refer to Addendum A.)

4. Equipment: Radio

Provide the manufacturer and model of **each type** of radio you plan to use on the network. (example: manufacturer – Motorola Solutions; radio make – XTS2500; Radio model – Model 2; console manufacturer/ model – Motorola Solutions MCC7500; etc.

Addendum C:

If your agency will be using radio equipment manufactured by a company other than Motorola Solutions, please read and sign Addendum D and include it with your signed STARCOM21 System Access Application.

Type	Manufacturer	Make	Model	Quantity
Mobile				
Portable				
Console				
VRS				

DOES THIS APPLICATION INCLUDE USING WAVE	YES	NO
BROADBAND TO BROADBAND	YES	NO
BROADBAND TO STARCOM21 FREQUENCY	YES	NO

If **not** applying for WAVE you can skip down to question #6.

Application Overview:

Provide a general description of your intended use and the potential benefits of the WAVE Application on the STARCOM21 network, i.e. routine public safety communications, emergency use only, etc.

5. Equipment: Wave

Provide the manufacturer and description for **each type** of device you plan to use on the network. **Read and sign Addendum C and the Mobile Device Security Policy and include it with your signed STARCOM21 Access Application.**

Type	Manufacturer	Model	Quantity
Phone			
Phone			
Tablet			
Tablet			
Other			

6. Existing Communications Capabilities:

Include a description of your current communications capabilities and system. Will those existing systems and capabilities be maintained as your primary or backup means of communications? Please explain.

7. Estimated Traffic Counts:

Provide your best estimate of traffic that will be generated. Identify standards used; per unit per day average, total agency per month, etc.

8. Emergency Button Activation:

If the Emergency Alert Button is to be activated, what talkgroup will be used? _____

Which agency will monitor that talkgroup? _____

9. Interoperability Requirements:

Identify anticipated interoperability requirements: incident based and/or routine in nature? How much radio traffic will be generated? With what agencies? For what purpose? For what duration? What specific talkgroup(s) you'll want to use from those specific agency(s) etc.

***MOU Requirements: Prior to any radio programming a Memorandum of Understanding must be on file with all agencies desiring the sharing of any talk group. (Refer to #5 on the signature page)

10. Geographic Range or Scope of Communications Capabilities:

Identify or explain the geographic range of communications requirements; i.e. local area, regional, statewide, etc. Provide an estimated breakdown of percentage of use by each type of geographical description appropriate – as an example, "Based on historical data, we anticipate that 85% or less due to occasional travel out of their geographic region, such as to Springfield or the Metro East area".

11. Frequency Authorization:

Are you authorized to utilize STARCOM21 ISPERN Talk groups?

YES

NO

Are you authorized to utilize STARCOM21 IREACH Talk groups?

YES

NO

Additional Information:

Narrative:

Please include any additional information which may be useful to the members of the Oversight Committee in their consideration of your application.

By signature indicated below; applicant agrees with the seven items listed below and understands the inability to comply with the six items listed below could result in the discontinuation of airtime service on the STARCOM21 network.

Provide all personnel who will be accessing/using STARCOM21 radios with training on the use of the radio equipment and communications procedures. Copies of training syllabus and any materials used; a listing of personnel receiving training; the trainer’s name; ID, and employer; and other information/items associated with the training; must be made available to the STARCOM21 Oversight or its Advisory Subcommittee upon request.

1. Adhere to the policies and procedures as defined by the STARCOM21 Oversight Committee.
2. Adhere to the provisions of, and promote utilization of the Statewide Communications Interoperability Plan (SCIP) and participate in the development of your county Tactical Interoperable Communications Plan (TICP).
3. Adhere to policies and procedures of ISPERN, IREACH, and other statewide networks as may be applicable.
4. Include an SIEC approved State Interoperable Template into the programming of all radios intended to be directly interoperable with other agencies, jurisdictions and disciplines on the STARCOM21 platform.

Template to be programmed Full (BA thru BI)

3 Zone (BA thru BC)

Single Zone (BA)

5. I agree to acquire Memorandum(s) of Understanding or Letters of Permission from any and all agencies/communities where I plan to add their talkgroup(s) to my STARCOM21 radio(s). I agree to acquire said documentation prior to the development of my template(s) or programming of my radio(s).
6. Improperly used statewide talkgroups are detrimental to the efficient operation of the network. Authorities responsible for the operation of statewide talkgroups must minimize the number and duration of calls on those talkgroups to the extent possible. Every effort should be made to route traffic to regional talkgroups whenever necessary. Broadcast of nuisance radio traffic may result in the removal of the offending radio from the network.
7. Devices utilizing WAVE broadband to STARCOM21 frequencies for interoperability must be the property of the applying agency. Personal devices are prohibited from using the STARCOM21 network.

I have read and understand the contractual mobile and portable coverage as depicted in the STARCOM21 contract (for guidance, refer to Addendum B).

Signature below must be the Chief Executive Officer of the agency or organization (or designee).

Title (printed): _____

Signature: _____

Name (printed): _____

Date: _____

Notice: Applicant may represent the application at Subcommittee deliberations and may appeal the decision of the Technical Advisory Subcommittee (ADSUB) to the STARCOM21 Oversight Committee.

Please sign and return this application to your Motorola Solutions account representative or to:

Motorola Solutions Inc., 1301 E. Algonquin Road (Room 3070), Schaumburg, Illinois 60196 Att: Lisa Wilkins (224) 301-3386 **OR** Email this application to Lisa.Wilkins@motorolasolutions.com

STARCOM21
Standard Operating Procedures
And
Tactical Interoperability Communications Plan Recommendations

The intent of this document is to provide guidance to STARCOM21 applicants or existing STARCOM21 users.

Standard Operating Procedure (SOP)

The SOP provides guidelines for the day-to-day use of the radio system by an agency or user.

1. Radios should be used for official business only. Radio communications should be in support of the agency or user's core mission.
2. Transmissions on the radio should be kept short and to the point. Only use the airtime needed to clearly communicate the message.
3. Communications should be prioritized according to urgency:
 - a. Emergency
 - b. Officer or User Safety
 - c. Routine Traffic.
4. If a dispatch center is used, clearly define that they are in control of all radio communications. They will handle communications based on #3 (above).
5. The agency/organization should have a defined training plan that will train the users on:
 - a. The correct protocol for radio messages (what to say and how to say it)
 - b. The correct way to operate the radios (functionality of buttons/knobs)
6. If the Emergency Button is used:
 - a. The agency should have a defined policy on how to respond to the emergency button.
 - b. Users should be trained in the use of and the circumstances where the emergency button will be used.
 - c. Emergency buttons should only go to a 7/24 dispatch center
 - i. If dispatch center is NOT used, there must be clear policies on how the emergency button will be used.

Tactical Interoperability Communications Plan (TICP)

The TICP defines how the agency or organization will communicate with adjoining agencies.

1. Agencies/departments should consult their county TICP, or if that doesn't exist, consult the State TICP
2. If the agency is a part of the county or state TICP, simply follow that document.
3. If not, TICP development consists of the following steps:
 - a. Who do you need to talk to?
 - b. What common resources are in use?
 - c. When will you need to communicate with adjoining agencies
 - d. Define the procedures for the users to follow on the ground.
 - e. Implement any MOU's required for the TICP.

STARCOM21

Master Contract #CMS3618850

2.2.2.1 Coverage Requirements

B. Mobile Radio Coverage (outdoor): Motorola Solutions shall continue to maintain the STARCOM21 System that provides statewide mobile radio coverage for the original 187 RF sites that comprised the STARCOM21 system when the State accepted the System on January 22, 2008 and which provide coverage of the geographic area of the State of Illinois, plus 3 miles beyond the State's jurisdictional border, subject to compliance with the prevailing FCC RCRIC rules. Motorola Solutions will maintain all RF sites in full compliance with Motorola specifications. The delivered audio quality ("DAQ") for the area covered shall be 3.0 or better, as defined in Telecommunications Industry Association ("TIA") report TSB-88A, titled "Wireless Communications Systems, for Technologically-independent Modeling, Simulation, and Verification". Mobile coverage performance shall be equivalent between talk-in (mobile-to-System) and talk-out (System-to-mobile).

Due to the digital nature of the System, no background 'noise' on a non-patched talkgroup call will be heard by the listener from the mobile radio or the radio control console delivered by Motorola Solutions under this Contract.

C. Portable Radio Coverage (outdoor): Motorola Solutions shall maintain the STARCOM21 System providing outdoor portable radio coverage, with a Speaker/Microphone/Antenna (SMA) configuration, at an audio quality of DAQ 3.0 or greater. In areas not covered by Attachment C, Section 2.2.2.1 (D), such design may require the use of vehicular repeaters.

D. Portable Radio Coverage (indoor): Motorola Solutions shall provide in-building portable coverage at an audio quality of DAQ 3.0 or greater at 95% or better inside the jurisdictional boundaries, with a test confidence level as defined by TSB88 of 99% or better, for the counties of McHenry, Lake, Kane, Cook, DuPage, and Will; and for the cities of Rockford, Moline, East Moline, Kankakee, Peoria, Bloomington/Normal, Champaign/Urbana, Decatur, Springfield, Carbondale, and the East St. Louis metropolitan area. The in-building coverage System design shall be based upon a building penetration loss of 8 dB. (This performance is also similar to that of a portable inside a passenger vehicle.) Motorola Solutions shall provide in-building portable radio coverage and audio quality performance throughout the entire Contract Term. This level of portable in-building radio coverage shall be 95% or better for each region listed above, or that portable in-building coverage level determined through the portable in-building coverage acceptance test performed in the original STARCOM21 Master Contract.



STARCOM21 State of Illinois Radio System

WAVE Support Limitations and Disclaimer

The STARCOM21 WAVE Application is a hosted, enterprise-grade, broadband push-to-talk (PTT) service that provides real-time, secure communications between groups and individuals using smart devices, PCs, and Land Mobile Radio (LMR) systems. Motorola Solutions offers the following as to the applicable support limitations and disclaimer of liability on these devices and the WAVE service.

- Because Motorola Solutions has no control over third party manufacturers’ quality, hardware, or software, any issues the customer experiences with third party manufacturers’ devices, including, but not limited to, issues relating to the operation of such devices on the STARCOM21 system must be addressed by the third party radio manufacturer. Motorola Solutions disclaims any liability to customer with respect to devices or equipment produced by third parties.
- Motorola Solutions is not responsible for (a) use or operation of the Software except in accordance with the applicable and current documentation and license rights; (b) errors, omissions, damages or wrongful acts, by an operator, user or third party personnel; (c) repairs, maintenance, alterations, relocation, copying, tampering or other conduct not duly authorized in writing by MSI; (d) operation on or in association with hardware or software not recommended by MSI for the Software; and (e) external causes such as electrostatic or environmental conditions, and accidents including fire, water and lightning. Further, MSI reserves the right to downgrade the Service level of any Customer if, in MSI’s opinion, the Customer is abusing the use of the Service support features.
- End user is responsible for services for problems that are subsequently determined by MSI to be not caused by the Software, including problems with carrier or Wi-Fi network or matters generally beyond the control of Motorola Solutions.
- Periodically, Motorola Solutions may perform enhancements or upgrades to the STARCOM21 system. System enhancements or upgrades may be done to address issues, add features to the system, or for other reasons deemed necessary by Motorola Solutions. Motorola Solutions does not guarantee that devices or equipment manufactured by third parties will not be affected by such enhancements or upgrades. Motorola Solutions makes no representations or warrants with respect to: a) support, upgrades, patches or similar fixes, and enhancements to third-party manufactured devices or equipment; and b) notice to third party radio or equipment manufacturers of system enhancements or upgrades.
- If, in Motorola Solutions’ opinion, third party devices or equipment adversely impact the STARCOM21 system or system user operations, Motorola Solutions may deactivate such radios or equipment. Motorola Solutions will provide notice of deactivation in a timely manner based on the severity of the situation and the impact to grade of service.
- Motorola Solutions hereby disclaims all warranties and guarantees, express or implied, at law or in equity, in any way related to the use by customer of third-party manufacturers’ devices or equipment.

Motorola Solutions values you as a customer and would like to thank you for allowing us to provide your radio service. If you have any questions or concerns please contact your Sales Representative or a STARCOM21 Project Team Member at any time.

Motorola Solutions Representative Date

Customer Representative Date

Motorola Solutions Inc., 1301 E. Algonquin Road (Room 3070), Schaumburg, IL 60196

Addendum D



STARCOM21 State of Illinois Radio System

Non-Motorola Solutions Radio Support Limitations and Disclaimer

The STARCOM21 State of Illinois radio system is an open system. This means that customers may be able to use other manufacturers' radios on the system. While those radios may work on the system, Motorola Solutions offers the following as to the applicable support limitations and disclaimer of liability.

- Because Motorola Solutions has no control over third party manufacturers' quality, hardware, or software, any issues the customer experiences with third party manufacturers' radios, including, but not limited to, issues relating to the operation of such radios on the STARCOM21 system must be addressed by the third party radio manufacturer. Motorola Solutions disclaims any liability to customer with respect to radios or equipment produced by third parties.
- Periodically, Motorola Solutions may perform enhancements or upgrades to the STARCOM21 system. System enhancements or upgrades may be done to address issues, add features to the system, or for other reasons deemed necessary by Motorola Solutions. Motorola Solutions does not guarantee that radios or equipment manufactured by third parties will not be affected by such enhancements or upgrades. It is the third party radio manufacturers' responsibility to support, upgrade, supply patches or other fixes, and performs all other necessary tasks to ensure proper operation of their products on the STARCOM21 system and it is the customer's responsibility to notify the third party manufacturer of any system enhancements or upgrades affecting such radios or equipment. Motorola Solutions makes no representations or warrants with respect to: a) support, upgrades, patches or similar fixes, and enhancements to third-party manufactured radios or equipment; and b) notice to third party radio or equipment manufacturers of system enhancements or upgrades.
- Motorola Solutions' products may be upgradeable to next generation technology by software flash or other means. This may eliminate the necessity to replace Motorola Solutions products if the system is upgraded to a new technology. Other manufacturers' radios may not have such upgrade capability and Motorola Solutions disclaims any liability for, including but not limited to, operation, upgrades, obsolescence, or other matters relating to third party manufacturers, their radios or equipment, and customer's use thereof.
- If, in Motorola Solutions' opinion, third party radios or equipment adversely impact the STARCOM21 system or system user operations, Motorola Solutions may deactivate such radios or equipment. Motorola Solutions will provide notice of deactivation in a timely manner based on the severity of the situation and the impact to grade of service.
- Motorola Solutions hereby disclaims all warranties and guarantees, express or implied, at law or in equity, in any way related to the use by customer of third-party manufacturers' radios or equipment.
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Motorola Solutions values you as a customer and would like to thank you for allowing us to provide your radio service. If you have any questions or concerns please contact your Sales Representative or a STARCOM21 Project Team Member at any time.

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