

# Allied Radio Matrix for Emergency Response (ARMER) Standards, Protocols, Procedures

Document Section 7	<b>Compliance and Conflict Resolution</b>	<b>Status:</b> Approved
State Standard Number	<b>7.04.1</b>	
Standard Title	<b>System Loading Conflict Resolution</b>	
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## **1. Purpose or Objective**

By design, the statewide ARMER network allows interoperability between all ARMER subscribers, regardless of geography or discipline. Also by design and in order to not overburden the network, ARMER provides for the ability to limit talkgroup and radio access to ARMER repeater sites. Balancing these interests creates the potential for conflict and this standard establishes a procedure for resolving those conflicts.

## **2. Technical Background**

- **Capabilities**

n/a

- **Constraints**

n/a

## **3. Operational Context**

The statewide ARMER network allows interoperability between all ARMER subscribers and also provides for the ability to limit talkgroup and radio access to ARMER repeaters. Other ARMER standards and a Best Practices Guide provide guidance as how to program ARMER infrastructure and subscriber radios to balance these competing interests. ARMER System Administrators are empowered by those standards to make programming changes to optimize ARMER and minimize conflict.

## **4. Recommended Protocol/ Standard**

Concerns related to System Loading should first be handled in an informal fashion between System Administrators owning the involved sites. Should this process fail, the matter may be escalated to a formal grievance, then to the Emergency Communication Networks staff, and finally to the Operations and Technical Committee (OTC) of the Statewide Emergency Communications Board (SECB).

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## **5. Recommended Procedure**

A System Administrator (or designee) with a concern about system loading should follow the subsequent steps for resolution:

1. The System Administrator with the concern should contact the System Administrator(s) of the suspected offending entity to discuss and informally resolve the concern. The offending entity means the entity responsible for the subscriber radio(s) identified in the roaming concern.
2. If, after reasonable informal efforts to resolve the concern the issue is not resolved, the System Administrator with the concern may formally contact with the System Administrator that manages the offending radio(s). The concern should be presented by mail or email to the System Administrator(s) and should include a recommendation for its resolution as well as supporting documents (e.g. standards and usage reports). A representative from the Emergency Communications/Services Board region should be copied on the correspondence.
3. If step two does not resolve the issue, the System Administrator with the concern may engage the Emergency Communication Networks (ECN). The ECN will assign a Regional Interoperability Coordinator or staff to coordinate a meeting between the System Administrators. The ECN may engage representatives from the region, MnDOT, or other System Administrators to assist in bringing the matter to resolution.
4. If step three does not resolve the issue, the System Administrator with the concern may bring their grievance to the OTC. The OTC may decide the issue but its decision is subject to the approval of the SECB. A decision by the SECB is binding. See standard 7.02.0 (Response to Non-Compliance) for additional guidance.

## **6. Management**

System Administrators should self-police this matter up to step three above. Unresolved issues at step three and beyond are managed by the ECN's ARMER Program Manager.