

**800 MHZ RADIO SYSTEM INSTALLATION AND PROGRAMMING  
WORK ORDERS**

**I. PURPOSE:**

The following guideline establishes procedures for the installation, programming or any other major service performed on any of the Motorola Radio Equipment by a Motorola Shop Technician. Records of changes to equipment must be maintained by the Communications Systems Specialist, in order for radios to be identified properly by Department and talk group. This procedure is not necessary for routine repair work.

**II. RESPONSIBILITIES:**

The Little Rock Police Department will be responsible for administering this guideline.

**III. DEFINITIONS:**

This guideline shall apply to all City Department and employees, as well as any other individual or governmental entity, who is a user of the City's 800 MHZ trunked radio system. The following definitions will apply:

- A. DD indicates a Department Director.
- B. User indicates any individual who uses the radio system.
- C. A work order is the form to be filled out by the user requesting work be completed on the radio.
- D. A major service is any action requiring an update of the radio management system; it does not include such work as replacement of a microphone, loose speaker wires, routine repairs, etc.

**IV. PROCEDURE:**

- A. A user or individual who wishes to have a mobile or portable radio changed to another vehicle, feature or talk group added, or any other major service that has to be completed by a Motorola Technician or the Communications Systems Specialist will complete the City of Little Rock

Work Order . The attached copy may be reproduced or new forms may be obtained from the Communications Administrative Office.

- B. The user or individual requesting the work will then forward the work order to his or her Department Director for approval.
- C. Once signed by the Department Director, the work order can be delivered or faxed to (501) 399-3456 to the Communications Systems Specialist, who will update the system computer and e-mail a confirmation message to the user or requesting individual.
- D. Once the work order is signed off by the Communications Systems Specialist, a copy will be faxed to the Motorola Shop where it will be on file. The user or individual requesting the work can then schedule the work with Motorola by calling (501) 372-5235.
- E. No installation work or programming changes will be completed by Motorola without a properly filled out work order.

Approved:



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Bruce T. Moore  
City Manager