

08.04 – OEM Radio Repair Administrative Procedure

Procedure Number:	08.04
Procedure Title:	OEM Radio Repair Administrative Procedure
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Appendices:	08.04 Flowchart
Forms:	08.04(a) OEM Radio Repair Request 08.04(b) Radio Repair Budgetary Guidelines
Statutory References:	None
Ordinance References:	None
Department Responsible for Updates:	Office of Emergency Management
Date for Scheduled Procedure Review:	8/1/2020

1. OBJECTIVE

Radios are used by multiple different departments across Milwaukee County. These radios are meant to increase productivity speed by increasing communications.

The purpose of this procedure is to establish and implement a Milwaukee County process regarding OASIS Subscriber Radio Repair and to ensure that Milwaukee County Departments budget for repair costs. Milwaukee County OEM Radio Services provides high-quality service to all its customers, ensuring uncompromised service within the applicable OASIS coverage area, and providing proper maintenance capabilities to ensure the longevity of all radio equipment owned by Milwaukee County.

2. DEFINITIONS

- A. Low Org. The smallest organizational subdivision of the County represented by four digits. Each expenditure is charged to a certain low org which rolls up to a High Org.
- B. Motorola Depot Level Repair. This is where the internal circuit boards are evaluated for faults that are not seen by OEM Radio test equipment.
- C. OASIS. Organization of Affiliated Secure Interoperable RF Subsystems, a joint radio system between Milwaukee and Waukesha Counties.
- D. OEM Radio In-House Repair. This is where OEM Radio is capable of modular repairs such as volume control knobs, top screen assemblies, rotary switches, and antenna connections.
- E. OEM Radio. Milwaukee County Radio Services.
- F. Purchase Order. A formal document that is used to request a product or service to be purchased by the County.
- G. Radio repair. Once a radio is deemed broken, and does not function to the manufacturer's specifications, it is removed from service to be rebuilt or restored to a serviceable condition.

3. PROCEDURE

- A. Departments are required to use their departmental budgets for any radio repairs that are deemed necessary. Recommended departmental budgeting guidelines are included in the Radio Repair Budgeting Guidelines, but each department is encouraged to evaluate prior-year repair expenses when establishing their repair budget.

- B. Generally, repairs are first come first serve basis. Mission-critical repairs will be expedited.
- C. [Radio Repair](#) shall be resolved by the following procedure:
- i. The customer will evaluate the radio and determine if it is broken.
 - ii. If the radio is broken, the customer will transport their radio to [OEM Radio](#) for evaluation and testing. The OEM Radio Repair Request Form 08.04(a) must be submitted along with the broken radio or e-mailed to OEM Radio prior to drop-off.
 - o E-mail OEMRadioServices@milwaukeecountywi.gov for radio repair service.
 - o Radio Drop off point is 821 W State Street, Room B17, Milwaukee WI 53172. (Safety Building room B17.)
 - o Please indicate if a loaner is needed on the initial radio repair request. A loaner can be provided for the duration of the radio repair.
 - iii. OEM Radio will inform the customer of the discrepancy found with the radio and provide an appropriate quote to have the radio repaired by either [Motorola Depot repair](#) or [in-house repair](#).
 - iv. If the radio can be repaired in-house, the cost of the parts will be quoted, and the customer is to order replacement parts as quoted by OEM Radio, within the Milwaukee County purchasing system.
 - v. In-house repairs will be documented on the OEM Radio tracking log. If the radio must be sent to Motorola Depot for repair, the customer will provide OEM Radio with a copy of an approved [purchase order](#) in the amount of the repair quote.
 - vi. In-house repair timeline is generally 1 week.
- D. Repair documentation shall be resolved by the following procedure for shipment to Motorola:
- i. OEM Radio will document the repair on Motorola's website when opening a repair work ticket after the approved purchase order is received.
 - ii. OEM Radio repair tracking log will be updated prior to any radio repairs or shipment to Motorola.
 - iii. Motorola Depot repair timeline is generally 3-6 weeks.
- E. Shipping to Motorola shall be resolved by the following procedure:
- i. OEM Radio will ship all radios for repair, the customer will pay shipping and insurance costs.
 - ii. All shipments MUST be insured for the value of the radio in new condition. Refer to Form 08.04(b) - Radio Repair Budgetary Guidelines.
 - iii. All shipments will be charged to the customer's appropriate [Low Org](#) number.
- F. Returning repaired radios from Motorola shall be resolved by the following procedure:
- i. OEM Radio will accept shipment of the repaired radios from Motorola.
 - ii. OEM Radio will update tracking log for radios received.
 - iii. OEM Radio will verify programming. If the programming is not correct, OEM Radio will reprogram the radio with the customer's specific program.
 - iv. The customer will be notified via phone or email when the radio is ready for pickup from OEM Radio.

- G. Returning repaired radios from OEM Radio repair shall be resolved by the following procedure:
- i. The customer will be notified via phone or email when the radio is ready for pickup from OEM Radio.
 - ii. Repaired radios can be picked up from 821 W State St, Milwaukee WI 53233. (Safety Building room B17.)

4. FORMS

The following attached forms are to be used in compliance with this procedure:

08.04(a)	OEM Radio Repair Request Form
08.04(b)	Radio Repair Budgetary Guidelines