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To: HR Administrators and Labor Relations Officers of All Departments, Institutions, Boards and Commissions

From: Hugh Quill, Director
Department of Administrative Services

Date: February 5, 2008

RE: Time and Attendance Policies

The Department of Administrative Services was recently asked to conduct a review of state time and attendance policies to evaluate those areas that might benefit from statewide standardization. The review, which included input from HR administrators from a small sampling of various-sized agencies, confirmed the obligation to provide superior customer service and accountability to the taxpayers, and outlined the value and necessity of statewide standardization in certain areas related to time and attendance policies. In accordance with these objectives and observations, we set forth the following minimum requirements related to state time and attendance policies. Agencies will have until **Friday, May 2, 2008** to implement these requirements and ensure that any agency-specific policies or procedures are in compliance.

1. Agencies must accurately maintain records of actual hours worked.

The federal Fair Labor Standards Act (FLSA) requires employers to keep certain records on behalf of their employees. The Act requires no particular form for the records, but does require certain identifying information about each employee and precise and accurate data about the number of hours worked and the amount of wages earned. Additionally, there is also a state requirement for employers to keep certain records on behalf of their employees. Under Article II, section 34(a) of the Ohio Constitution and section 4111.14 of the Revised Code, employers in the State of Ohio are required to maintain records of the hours worked for each day worked for at least three years following the last date the employee was employed.

To comply with both the FLSA and state requirements, the following is a list of timekeeping information that each agency is required to record:

- Time of day the employee begins and ends work on any given day
- Hours employee worked each day
- Total hours employee worked each work week

A list of the aggregate hours worked by an employee will not satisfy these requirements. Instead, agencies are required to keep a record of the time of the day the employee begins and ends work on each day the employee is scheduled to work. No one particular method of maintaining these records is required, so employers have some flexibility in accomplishing these requirements, either by time clock, "sign in sheet," employee submission of hours worked, or some other verifiable method of recordation.

Agencies that elect to satisfy this requirement by employee submission of hours worked must have a supervisor approve the employee's submission. Supervisors who approve time in this manner are responsible for verifying the accuracy of the employee's record.



2. Agencies must observe set customer service hours.

“Customer service hours” are defined as inflexible hours of the day and week during which an agency must be functionally staffed. The State of Ohio has elected to adopt customer service hours of 8:00 am to 5:00 pm, from Monday through Friday. At a minimum, agencies must ensure that they are adequately staffed to perform all of their business administrative functions for both internal and external customers during these hours. Business administrative functions may include, but are not limited to, answering telephones, responding to inquiries from the public and other state agencies, etc. Based on the operational or business needs of the agency, it may be advantageous for agencies to extend their customer service hours to 7:30 am to 6:00 pm, especially for those agencies that provide customer service to the general public.

Once an agency has ensured that it is adequately staffed from 8:00 am to 5:00 pm, it may offer employees an alternative work schedule that offers flexibility in the scheduling of hours worked. The decision to offer a flexible work schedule during non-customer service hours remains solely at the discretion of the appointing authority. Agency management retains the right to determine when alternative work schedules are practical and to adjust the number of employees approved for such schedules as appropriate. Service to the public and administrative support services within the agency will be of controlling importance.

If an agency elects to offer employees such flexibility, the following two options are available:

- Flextime. Flextime schedules are based on worker needs within set parameters approved by a supervisor.

Examples: An employee must work 40 hours per week and be present on a daily basis, but may:

- Adjust arrival and departure times on a daily basis
- Define new standard working hours (e.g., a set schedule of 7am to 3pm every day or of 7am to 3pm on Tues/Thurs and 10am to 6pm on Mon/Wed/Fri).
- Work extra hours one day to make up for shorter hours worked another day

- Compressed Workweek. Employees work full-time hours in less than the traditional 5-day workweek by increasing daily hours worked.

Agencies should use a compressed workweek schedule only when a specific business process warrants such a schedule. For example, a compressed workweek schedule may be appropriate if a specific payroll process requires an employee to work long hours Monday-Thursday, but does not require the employee to work as many hours while the system uploads the data on Friday. The use of a compressed workweek schedule as a performance reward or for recruitment and retention purposes does not constitute a “specific business process” and should not be approved by an agency. In most situations, personal circumstances should not be a factor in the decision to utilize a compressed workweek schedule. If you believe there are extraordinary, temporary personal circumstances that warrant such a schedule, please consult with the Department of Administrative Services, HRD Office of Policy Development prior to implementing such a schedule.

Examples:

- A worker works 10-hour days, 4 days per week (e.g., Monday-Thursday, 8am-6pm)
- Over each two-week span, an overtime-exempt worker works 9-hour days Monday through Thursday of each week and takes every other Friday off (i.e., works an 8-hour day on the Friday of the first week and does not work the Friday of the second week)

Regardless of the option, the employee’s work schedule must be approved in advance by the employee’s manager or supervisor and should be kept on file at the agency level. Similarly, changes in schedules for bargaining unit staff will be governed by the applicable collective bargaining agreement. Issues such as notice requirements, as well as whether or not seniority is a factor in changing an employee’s schedule, must be considered in order to avoid a grievance.



3. Overtime exempt employees who are required to be in an active pay status for more than 40 hours in any calendar week must accrue compensatory time on an hour for hour basis. (Comp Time)

Allowing overtime exempt employees to accrue compensatory time offers a number of benefits to the State of Ohio:

- 1) It allows the state to attract and retain quality state employees. Since many new employees are not entitled to use vacation leave until after they have been with the state for a year, the ability to use and accrue compensatory time provides newly hired overtime exempt employees with an appealing benefits package.
- 2) It alleviates some of the concerns relating to pay compression and rewards hard-working managers, supervisors and other employees for the extensive number of hours that they work.
- 3) Finally, it allows the State of Ohio to ensure that the number of hours worked by a particular employee is accurately tracked and maintained, and that the employee is appropriately compensated and rewarded accordingly for that work.

Under the current DAS Directive 06-06 on compensatory time, overtime exempt employees accrue compensatory time for any time over 40 hours a week they were required to be in active pay status. Agencies must adhere to this statewide standard, and may not adopt an alternative policy that grants compensatory time to employees only after they have been required to work an additional number of hours (i.e. 45 hours/week, 50 hours/week, etc.) However, agencies may adopt a policy that allows overtime-exempt employees to work a flexible work schedule within a pay period instead of within a week. Such a policy has the potential to limit the amount of compensatory time accrued by an individual employee, but would provide the employee with benefits similar to those gained with such accrual.

Consistent with DAS Directive 06-06, the maximum amount of compensatory time that an overtime exempt employee may accrue is 120 hours. Any compensatory time accrued by an overtime exempt employee must be used within 180 days after accrual. Agencies must adhere to these standards and may not adopt a policy that either allows the employee to accrue hours above the 120 hour maximum or retain leave longer than the 180 day timeline.

4. Agency customer satisfaction surveys must include a question about employee availability.

The general purpose of conducting customer satisfaction surveys is to document how well the State of Ohio is progressing toward the goal of service improvement. By asking customers about their level of satisfaction with employee availability, the State can produce a set of quantitative measurements or ratings of agency performance at various points in time. Managers and supervisors must take such measurements into account when establishing and approving employee schedules. For example, if a customer returns a survey indicating that they experience great difficulty in obtaining assistance from employees on Friday afternoons, the agency should take this information into account before approving a schedule that would remove a large number of employees from the office on a Friday afternoon.

5. Agencies must provide training to managers/supervisors and new employees about how to properly maintain records of actual hours worked.

The enforcement and implementation of time and attendance policies are left largely the responsibility of appointing authorities. At a minimum, agencies must provide training to managers/supervisors and new employees about how to properly maintain records of actual hours worked. Agencies who offer orientation sessions for their new employees must include information on the applicable time and attendance expectations in place at the agency and should refer employees to any available tutorials which set forth how to utilize the individual timekeeping mechanisms in place at their agency (TimeKeep, Oracle, Kronos, etc).



Managers and supervisors should become familiar with agency time and attendance policies and procedures, and should receive training on the responsibilities of the supervisor, timekeeper and employee in such procedures. Managers and supervisors should be able to identify the records required for audit purposes and should understand how to overcome common time and attendance problems.

6. Agencies must receive prior approval from the Department of Administrative Services prior to adopting and implementing a teleworking policy.

Teleworking is a flexible work arrangement where employees are directed or permitted to work remotely from a designated alternative work location. It includes field working arrangements, and is also defined to include those circumstances where an employee receives compensation for work completed from home during an approved leave of absence or during hours that are outside of the employee's regular work schedule (i.e. afterhours or on the weekend). The State of Ohio has not adopted a statewide teleworking policy for a number of reasons. First, the teleworker works in a gray area of coverage for things like workers' compensation and insurance claims. Oftentimes, it is difficult to determine who is liable for an employee's injury when that employee is working from an alternative work location. Second, there are concerns about the accessibility of teleworkers, the employer's loss of control over the teleworkers, and the potential for a reduction in employee productivity. Finally, it becomes increasingly more difficult for an employer to track, verify and maintain hours worked when the employee is working from an alternative off-site work location.

A recent survey conducted by the Office of Collective Bargaining revealed that there are currently eleven agencies that have adopted an agency-specific teleworking policy (see Appendix A). While we recognize that teleworking may be a suitable alternative for positions that require employees to travel across the state, work from a remote location (i.e. perform field work), the vast majority of positions in state government will not be positions that are suitable for teleworking due to the operational needs and demands of state government and its workforce. For example, positions that require the employee's physical presence on the job; require extensive face-to-face contact with their supervisor, other employees, clients or the public; or require access to material, equipment or secured information that cannot be moved from the regular office would not be positions suitable for teleworking.

Agencies must submit proposed teleworking policies to the Department of Administrative Services, HRD Office of Policy Development, for their approval prior to adopting or utilizing teleworking. Additionally, agencies who are currently utilizing teleworking policies without the approval of the Department of Administrative Services must immediately submit their current policies to the Office of Policy Development for their review. At a minimum, the proposed policies should specify:

- The positions or classifications eligible to participate in teleworking
- The criteria agencies will use to select the individual employees, positions or classifications that will participate in teleworking
- The alternative work location
- Specific hours and days per week to be worked at the alternative work location
- Pertinent office equipment to be provided and by whom
- Method of communication to be used between the official work location and the alternative work location
- Duties to be performed by the employee and methods of evaluation to be employed
- How Workers' Compensation claims and other injuries will be documented and handled

Upon request, the Department of Administrative Services will provide sample policies of what would meet the criteria.

Teleworking policies are separate and apart from continuity of operation plans. Continuity of operation plans typically refer to the preparatory policies or procedures agencies make to ensure that agency business functions continue to operate during potential catastrophic events or emergency situations. Prior to adopting or utilizing continuity of operation plans, agencies must subject their proposed policies to the Office of Policy Development for their review.

If you have any additional questions, please contact the Department of Administrative Services, HRD Office of Policy Development at (614) 752-5393 or DASHRD.HRPolicy@das.state.oh.us.

**APPENDIX A:
State Agency Teleworking Survey**

Yes (# of EEs, Unions)*	No	No, but interested	No, but working on creating
RSC (39 EEs, OCSEA/1199)	CSWMFT Board	State Board of Psychology	MRDD
APA (110 EEs, 1199)	Public Safety	Unemployment Compensation Review Commission	DRC
OHFA (9, OCSEA) (pilot)	Ohio Board of Dietetics		Health
Commerce (FOP)*	Secretary of State		Insurance
Medical Board (21, OCSEA)	Auditor of State		
OVH (0)	Liquor Control Commission		
Board of Embalmers & Funeral Directors*	Mental Health		
DNR (FOP*) (0 under policy)	Ohio Sanitarian Registration Board		
Chiropractic Board (2)	Lottery Commission		
BWC (217)	Agriculture		
Education (1)	Youth Services		
	Expo Commission		
	EPA		
	ODOT		
	Environmental Reviews Appeal Commission		
	OBM		
	Adjutant General		
	Industrial Commission		
	Development		
	Board of Pharmacy		
	Accountancy Board		
	DAS (isolated instances)		
	Ethics Commission		

*Yes includes agencies who have employees who have home offices, even if it is not done under a "telecommuting" policy

Ohio Department of Natural Resources - VOICE RADIO & MOBILE DATA COMMUNICATIONS

HR SERVICES

Director, James Zehringer

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VOICE RADIO & MOBILE DATA COMMUNICATIONS DIRECTIVE

Effective	November 1, 2009
Purpose	To establish standards of operation for ODNR "Field User" voice radio & mobile data communication. This shall apply to all ODNR Divisions, Offices, and agreement holders that operate or use ODNR 700-800mhz radios on the Multi Agency Radio Communications System or similar systems operated by another agency
Authority	Federal Communications Commission Rules and Regulations: 47CFR80 – Maritime Radio Services and 47CFR90 – Private Land Mobile Radio Services – Ohio LEADS Rules and Regulations – DAS-OIT- MARCS Office Rules, ODNR Office of the Director- MARCS/Legacy Radio Equipment Acquisition, Repair, Installation & Use directive. DAS Policy ITP-B-3.
Reference	FCC Rules and Regulations DAS Policy MPM15 Interoperability Talkgroups Ohio LEADS Rules DAS Policy ITP-B-3ODNR Law/Admin-Maint. Field Subscriber Training Manuals
Resource	Office of Law Enforcement, Chief Staff Officer for Training ODNR Comm. Center LEADS TAC

ODNR Officers shall adhere to the following Directive when using ODNR voice radios and mobile data.

RADIO/MCT USAGE OVERVIEW:

1. The ODNR-MARCS radio system is a "Trunked" radio system that enhances radio interoperability between agencies that have access to statewide Interoperable Talkgroups. Participant agencies share the same communications infrastructure when communicating on an agency specific Talkgroup, or with another agency on an Interoperable Talkgroup. ODNR voice radio and data users must remember that use of the MARCS infrastructure affects both ODNR users and other agencies alike.
2. "Use of ODNR-MARCS by ODNR Field Users must be related to business operations of ODNR and/or within the scope of the Field Users duties.
3. ODNR radio communications may be a public record. The use of obscene, profane, threatening, derogatory, racist, gratuitous, sexually explicit or suggestive language on any ODNR, MARCS Talkgroups, channels or through the use of mobile data is prohibited by this directive and Federal Communications Commission rules.
4. All ODNR employees issued ODNR communications equipment are required to attend standardized training, developed by or endorsed by the ODNR Office of Law Enforcement. Use of equipment will mirror the training received and follow the user handbook received during training. In the absence of policy, procedure or directive, training will set the standard for equipment use.
5. Effective radio communications requires a balance of professionalism, competency, and familiarization when obtaining or relaying complete and accurate information through radio and mobile data. Employees who consistently use the system to its maximum capability will benefit from improved crime and problem solving.
6. During critical incidents, employees will experience mental and physical forces that may affect the nature of their communications. Persons in stressful situations will revert to their training. Subsequently it is vital that radio users train routinely with critical incidents in mind.

Voice Radio Communication Procedure:

The following procedures will be used when ODNR field users are conducting voice communications; Hailing the ODNR Comm. Center, another employee or facility:

Exhibit 2

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1. Identify the person you are calling by radio unit number.
2. Identify yourself by your assigned radio unit number.
3. Identify the Talkgroup that you are transmitting on.
4. Declare if you are transmitting in un-encrypted mode.
5. Wait for the Comm. Center/Field User or Facility to respond.

Do not state the reason for your traffic without allowing the Comm. Center/Field User or Facility to respond, acknowledging your call first.

An example of proper traffic:

1. "Columbus from 9912 call south west."
2. "Go ahead 9912, this is Columbus."
3. 9912 then proceeds to give a message to the Comm. Center or field user or facility.
4. Once the communications are completed, the initiating unit (9912) concludes the communication by stating "9912 clear on call south west"

The following are exceptions to this rule:

1. Officers operating on an encrypted talkgroup and calling the ODNR Communication Center need not declare Secure or Clear.
2. Officers operating on an encrypted talkgroup & calling the ODNR Communications Center with signal 7, 11, 86 or CCH;
3. May declare the purpose but not the content of their traffic, without waiting on the Communications Center to respond. i.e., "Columbus from 9912, Call SW, signal 7"

Transmitting Encrypted:

1. Law enforcement radios will be kept in encrypted mode until such time clear non-encrypted transmission is required. Once the unencrypted transmission is concluded, the radio will be returned to an encrypted condition.
2. All LEADS transmission and sharing of LEADS generated data will be transmitted/received on encrypted Talkgroups only.
3. Intel generated from homeland security sources, Magloclen type databases, or ODNR internal databases will only be transmitted/received on encrypted talkgroups.
4. An exception to the encryption rule would be permissible, only if temporary sharing of information is required on interoperability or unencrypted Agency Specific Talkgroups, and is authorized by a supervisor or Incident Command or by employees with non-encrypted radios with emergency traffic. Officers, supervisors and incident commanders should be able to articulate the need and justification for such sharing of information over non-encrypted Talkgroups.

Buckeye State Sheriffs Codes, & NIMS:

1. When communicating your status or disposition to the ODNR Comm. Center, a field user or facility, ODNR Field Users are encouraged to use BSSA codes and signals. Use of plain language is permissible when codes are not known.
2. Plain language will be used when communicating with other agencies and agencies involved in NIMS-emergency incidents or joint-operations.

LEADS & NCIC Rules:

All LEADS & NCIC rules, & Ohio Administrative Rules, including but not limited to; proper dissemination & record keeping, jurisdiction, justification & training, will be followed and adhered to by all ODNR users.

Vehicular/Fixed Repeaters:

Vehicle repeaters will be turned on & kept in the mobile mode until needed by the portable radio user. Continued practice and use of the VRS-FRS is vital for operational success. Officers and employees should routinely use the VRS-FRS to maintain proficiency or familiarization in the event it is needed.

Voice radio Talkgroups:

Voice radio Talkgroups are designated for specific purposes:

ODNR Agency Specific Talkgroups:

The ODNR Communications Center routinely monitors the following Talkgroups;

1. CALL-xx (CALLCEN, CALLSE, etc.)
2. xxx-DNR (CENDNR, SEDNR, etc)
3. Emergency
4. SO regional Call Talkgroups. (SOSE, SOCEN, etc.)
5. MCALL 1-4

**ODNR Agency Specific Talkgroups described:
The following are encrypted talkgroups**

CALL-xx:	Call Talkgroups. This talkgroup will be used to establish communications with another field user, the Comm. Center or a facility. Once communications are established, radio traffic will move to a Division specific Talkgroup, i.e.; WLD4E, PR-R08-E, PR-R16-M, WCE-AKRON, etc. The Comm. Center will usually direct field users to xxxDNR. Field Users will avoid tying up this Talkgroup with routine traffic between Field Users
xxx-DNR:	Communications Talkgroup. The ODNR Comm. Center will direct users to this Talkgroup to receive traffic. Field Users will avoid tying up this Talkgroup with routine traffic between Field Users.
DNR-TAC:	Tactical Talkgroup. Law enforcement operations-projects other than routine patrol.
EMERG:	For Field Users communicating after the emergency button has been pushed.
DNR-IC:	Incident Command for ODNR exempt employees or designated field users.
FR-ENF-X:	Routine law enforcement operations-projects for forestry officers in the north or south region.
FR-XXX-M:	Forestry admin./maint. operations for a specific region office.
FR-FIREX:	Fire line operations.
PR-RXX-E:	Routine law enforcement operations for park officers in a specific park region.
PR-TAC-X:	Special law enforcement operations-projects for park officers in a north or south region.
PR-SPL-X:	Special event communications in the north or south region for park employees.
PR-RXX-M:	Park admin/maint operations for a specific region office.
WCE-XXX:	Routine law enforcement operations-projects for watercraft officers in specific regions
WL-DX-E:	Routine law enforcement operations-projects for wildlife officers in specific regions.
WL-DX-A:	Special law enforcement operation/projects for wildlife officers.
WL-DX-B:	Special law enforcement operation/projects for wildlife officers.
WL-DISTX:	Administrative or events relating to specific wildlife districts.

Exhibit 2

NAP-X:	Routine law enforcement operations-projects for natural areas officers in north, south, & central region.
MRM-X:	Mineral resources operations in the north, south, west regions.
MRM-EMER:	Mineral Resources Emergency response teams.
NR-RSVXX:	Inactive. Reserved for DNR use.
Interoperable Talkgroups described: (Non encrypted talk groups)	
800 MHz interoperable channels with police, fire, homeland, federal agencies	
8ICALL	NPSPEC Hailing channel on select urban towers
8ICALLTA	NPSPEC Hailing channel Talk Around off tower
8ITAC-X	NPSPEC TAC channel on select urban towers
8ITACTA	NPSPEC TAC channel Talk Around
AIRMDX	Medical Transport Aircraft – life flight analog 800mgz
TA-X	Talk around 800mgz
Ohio Interoperability Talkgroups: (Non encrypted talk groups)	
MCALLX:	Hailing all MARCS users, All MARCS agencies.
MCOMMXX:	Communications Talkgroup for all MARCS Agencies.
ECOMM XX:	Emergency operations channels for use during coordinated emergency response with Ohio EMA and other agencies.
CMD0X:	ODNR command Talkgroup for use during ECOMM responses.
NR-COMX:	ODNR command Talkgroup for use ECOMM responses.
NR-ALL:	ODNR Announcement Talkgroup for ECOMM responses.
HELPDESK:	Talkgroup for access to the DAS MARCS Helpdesk.
SCALL:	Transportable communication system hailing Talkgroup.
SCOMM0X:	Transportable communication system communication Talkgroup.
SCMD0X:	Transportable communication system Command Talkgroup.
SO-XX:	Regional hailing Talkgroup for Sheriffs Offices.
SO-00:	Specific sheriff's office Talkgroups by County number.
SO-00DISP	Specific sheriff's office dispatch Talkgroup by County number.
LEERNOXA-B:	LEERN TAC Talkgroup.
LEERNOX:	Regional LEERN Talkgroups.

Foreign Systems:

A Foreign System is best described as another agencies system parameters and talkgroups that are placed into an ODNR radio. Foreign system programming is permitted by the ODNR Office of Law Enforcement and the approving agency whose talkgroups will be placed into the ODNR radio. Field Users who have notified in writing ODNR Office of Law Enforcement of the Officer's name, work

unit/facility and system name may take ODNR radios to the cooperating agency and receive programming:

1. Only in the personality, scan list, and zone/channel assignment location(s) allocated by ODNR Office of Law Enforcement.
2. Only if it does not alter the approved feature set for that radio.
3. Only if the contents of ODNR radio programming are not shared, accessed or retained by the cooperating agency or any person not authorized by the ODNR Office of Law Enforcement.
4. Only law enforcement voice equipment may be programmed with foreign systems.
5. The divisions will be responsible for coordinating with all foreign system administrators for the purpose of programming foreign systems into ODNR MARCS voice equipment.
6. The divisions will be responsible to ensure that any voice equipment which is going to be programmed by a foreign system administrator is fully operational.
7. The divisions will be responsible to ensure that any voice equipment which has been programmed by a foreign system administrator is fully operational.
8. The divisions will be responsible to repair and/or replace any ODNR voice equipment that is damaged or destroyed while in possession of any foreign system administrator.
9. The division will be responsible to guarantee that no foreign system administrator modifies the functionality and setup of ODNR templates and the hardware features. The foreign system administrators are only allowed to add their programming in the portables in zone 28 and higher and in the mobiles in zone 26 and higher. The divisions will be solely responsible for any and all funding required to complete any foreign system programming and repair if the voice equipment is damaged during this process.
10. Officers who choose to install a foreign system will not utilize the foreign system as their primary operational system on a permanent basis. The ODNR dispatch will be the primary dispatching system for ALL officers. Officers will not be able to scan a foreign system and may utilize their portable and mobile in conjunction to monitor both dispatch facilities. If an officer needs to exit their vehicle and elects to operate on the foreign system the officer will advise the ODNR dispatch of the location they are out at and the foreign system they are on if it is a non emergency situation and time allows. If the officer conducts a traffic stop or exits the vehicle in a emergency situation they will check back into the ODNR dispatch as soon as reasonably possible or request the foreign system dispatcher to advise the ODNR dispatch of their status. Officers are responsible for managing their communications capabilities with ODNR and the foreign system dispatchers by keeping them informed of status for officer safety during a dispatcher check-up. Unnecessary dispatcher initiated emergency response for "Officer in Trouble" due to a communications notification failure by the officer outside of an emergency situation is unacceptable.

Programming & Maintenance:

1. ODNR radio's, VRM's and any other device, program, template, feature set or hardware that relates to or is a part of the ODNR voice & mobile data system will be accessed, programmed, maintained, altered or repaired, only by persons approved by the ODNR Office of Law Enforcement. Exception section 8 par. 1.
2. Only talkgroups, frequencies, feature sets, programs, applications and configurations approved by the ODNR Office of Law Enforcement will be permitted in any ODNR radio, mobile data system and its related devices, programs and hardware.

Interaction with CAD:

Sign on and sign off and routine status updates are a vital link between the ODNR Communications Center and the Officer. The ODNR Communications Center is established to be the designated means through which ODNR officers are dispatched and information is relayed from the public and other agencies to ODNR officers and employees.

While beneficial in many aspects (including officer safety, crime solving, and emergency response), local agency dispatching will not be used to the exclusion of the ODNR Communications Center.

Sign in:

Law Enforcement:

Mobile Data: Mobile Data equipped Officers will sign on using the mobile data computer when beginning a work period and will keep mobile status updated for the duration of the work period. At a minimum, Mobile Data equipped Officers will use mobile data to update their status hourly and/or when their work status, facility, or geographical jurisdiction changes when the officers is in the vehicle or vessel. Officers who are mobile data equipped and sign on as voice only must contact the MARCS help desk for a trouble ticket. ODNR Comm. Center dispatchers will monitor voice only sign on to ensure data users are using the data equipment and any data equipment issues are identified and reported to MARCS. However, Mobile Data users who are going in-service for a period less than 30 minutes may advise the Comm. Center of voice only status without having to use the mobile data system.

During events of mobile data coverage outage, officers should sign on using the voice radio and advise the comm. center of coverage outage. Once Coverage becomes available, the officer will sign on using mobile data.

Voice Only: Voice only equipped officers will sign on using the voice radio when beginning a work period or when returning from a status that showed the officer unavailable. *"See Updating Status"*

Admin-Maint: Admin-Maint. users will notify their facility that they are using a radio and keep their facility updated on their status throughout the work period. Facilities will keep track of the radio and corresponding digital id that Admin-Maint employees are using in the event of an emergency initiation.

Admin-Maint. Users working at a time when their facility is closed may use the ODNR Comm. Center to sign in if they so desire. When calling the ODNR Comm. Center, declare that you are calling on an un-encrypted or "Clear" talkgroup.

Sign out:

Law Enforcement:

Mobile Data: Mobile Data equipped Officers will sign off using the mobile data computer when ending a work period. During events of mobile coverage outage, officers should request the Comm. Center sign them off using the voice radio. **Do not** sign off on voice & then sign off on Mobile data. Doing so will result in an error in the CAD database that will effect your future ability to sign on and off.

Voice Only: Voice only equipped officers will sign off using the voice radio when ending a work period.

Admin-Maint: Admin-Maint. Users will notify their facility that they are ending use of the radio.

Admin-Maint. Users, working at a time when their facility is closed, may radio the ODNR Comm. Center to sign off.

Updating Status:

Law Enforcement:

Mobile Data: Mobile Data equipped Officers will use mobile data to update their status hourly and/or when their work status, facility, or geographical jurisdiction changes.

During events of mobile coverage outage, officers should update their status using the voice radio.

Voice Only: Voice only equipped officers will update their status when their work status, facility, or geographical jurisdiction changes.

Admin-Maint: Admin-Maint. users will keep their facility updated on their status throughout the work period. Facilities should keep track of the radio and corresponding digital id that Admin-Maint employees are using in the event of an emergency initiation.

[CAD Emergency:](#)

Certain buttons on the Portable Radio, Mobile Radio, and MCT enable the user to send an emergency signal when help is needed.

1. **Emergency Defined:** An emergency does not include items of a routine matter that law enforcement officials would encounter in their normal work cycle. It is the combination of circumstances calling for action to save or protect persons or property. An emergency is a combination of inherently dangerous situations that demand an immediate response, where the officer reasonably believes that there may be serious personal injury or significant property loss. Decision-making must be based upon the totality of the circumstances known at time to the officer, such as serious personal injury, proximity of other officers, seriousness of the offense or incident.
2. **Responding to Emergency:** All Officers hearing, observing or dispatched to assist another Officer that can reasonably offer assistance, will notify the ODNR Communication Center and proceed to the Officer(s) in need of assistance, unless; circumstances dictate you can not offer assistance at that time, a supervisor advises not to respond, or the ODNR Communications Center advises otherwise.
3. **Clearing an Emergency:** Whether intentional (code 44) or unintentional (44i), once the emergency button has been pushed on a mobile, or portable radio, if able, the initiator will notify the Comm. Center of the nature of the emergency using voice communication.

Incident documentation:

ODNR Incident documentation will be NIBRS and OIBRS compliant. Incidents are defined as an event/violation/or offense/ or complaint that is governed by the ORC or Administrative Rule, or one that results in injury, death, property loss or damage.

*The following 2 paragraphs will be required upon the implementation of ODNR Field Based Reporting.

1. When an officer handles an incident they will self generate an incident number, or acquire an incident number from the ODNR Comm. Center. Incident numbers will link all events, work products, and records relating to an incident.
2. Incidents will be updated, and when completed, closed with the applicable status and disposition, and follow the stipulated workflow for each NIBRS document.

MCT Security:

1. **Passwords & Usernames:** User names, passwords, accounts and security tokens are established to provide security for computer networks, protect sensitive data and written communication and prohibit unauthorized access to devices used by field users

Usernames, passwords, account information and security tokens will not be shared, displayed, or made accessible to any person other than the person to whom that information has been issued.

The Exception to this rule will be, ODNR OIT helpdesk and technicians, as well as designated ODNR Office of Law Enforcement Staff may view and obtain passwords, usernames, and account information from the issued person, for the purpose of repairing or configuring accounts and devices.

2. **Viewable Screen:** MCT users will not permit unauthorized persons, persons without jurisdiction, or persons without applicable credentials to view on a computer monitor or screen, any data deemed sensitive or restricted by a Division, Office, or the ORC. This includes MCT's and computers that may be unattended and left on in a vehicle, vessel, command vehicle, command trailer or other facility or area under the control or use by ODNR employees.

Remedy Helpdesk:

1. **Helpdesk cases:** Employees experiencing problems with the ODNR radio communications or data equipment will contact the DAS MARCS helpdesk to initiate a Helpdesk Case. Confirm your contact information is accurate. Keep the helpdesk case number for further reference. 1-866-OH-MARCS

2. Change request:

a. Change of position/New position/vehicle-vessel changes:

Notification of transfers, retirements, and new hires will be called into the OIT MARCS Helpdesk 614-265-7082 to initiate a Change Request.

Notification of transfers, retirements, and new hires will also be sent to the ODNR Comm. Center using the Comm. Center information forms.

Notification of vehicle-vessel changes will be called into the OIT MARCS Helpdesk to initiate a Change Request. Additionally, e-mail should be sent to ODNR Office of Law Enforcement and the related change request number referenced.

Position changes requiring new equipment will be called into the OIT MARCS Helpdesk and a Change Request will be initiated.

b. Lost or stolen equipment:

Immediately contact the ODNR Communications Center and report a stolen, lost device and contact the MARCS helpdesk to create a Help Desk Case and record the number. If the device has been stolen, initiate a critical incident notification.

Corrective Action:

Persons violating any element of this directive will be subject to progressive discipline as outlined in the State of Ohio employee discipline guidelines.

Glossary

Admin-Maint	An employee of ODNR who is not commissioned as an officer.
CAD	Computerized Dispatch consoles in the ODNR Comm. Center.
Change Request	A MARCS Helpdesk process that documents a requested change, deletion, or addition.
Clear	A radio transmitting without encryption.
Comm. Center	The ODNR Communications center and staff located at 2855 W. Dublin Granville Rd. Columbus.
Control Stations	Refers to a base station radio that resides at a facility, or mobile command vehicle.
DAS	Ohio Department of Administrative Services
Digital ID	The six digit id that is unique to each radio.
Emergency	An activation of the radio or MCT emergency button that results in an emergency incident in the ODNR CAD.
Encryption	Random algorithm program that makes law enforcement transmissions unreadable by a non-encrypted radio or scanner when the encryption function is activated.
FRS	Fixed Repeater System. A stationary repeater accessible to both commissioned and non-commissioned employees through their portable radio.
Feature Set	An ODNR pre-determined configuration of the radio that controls access to private call, and other enhancements and parameters established in ODNR Templates.
Field User	Any ODNR employee, volunteer or agreement holder using radios or

	mobile data for law enforcement, administrative, maintenance, education, research or incident command purposes, with the exception of the ODNR Communications Center.
Foreign System	A MARCS compatible system and talkgroups that belong to another agency that may be compatible with ODNR radios and data transmitting devices.
Help Desk Case	A MARCS helpdesk process that documents a problem with equipment or the MARCS system itself.
NIBRS	National Incident Based Reporting System
NIMS	National Incident Management System.
Law Enforcement	A commissioned officer of the State of Ohio or an Officer of the United States Gov. empowered with authority to enforce state local, or federal law.
MARCS	Multi Agency Radio Communications System
MCT	Mobile Computer Terminal.
OIBRS	Ohio Incident Based Reporting System
Secure	A radio transmitting encrypted
Talkgroups	A radio channel designed to be used by a specific group of Field Users and the ODNR Comm. Center.
Talkgroup, Agency Specific	Talkgroups designated to be used by a specific agency, or organizational unit. Agency Specific talkgroups can not be accessed by another agency.
Talkgroup, Interoperable	Talkgroups designated for use by all participating MARCS users, or users having access to interoperable talkgroups-channels.
Transportable Communications System	An ODNR, DPS, or BSSA vehicle capable of coordinating communications between multiple users and agencies. The TCS may also possess equipment, which allows it to operate as a stand-alone trunked radio site.
Trunked Radio System	A radio system allowing multiple users to access different channels on one tower site at the same time.
VRS	Vehicular Repeater System that is installed in all vehicles with mobile data. VRS is not installed in Vessels. VRS may also be installed at facilities as a fixed unit accessible through a tower site at the facility.
Unsecured	A radio transmitting unencrypted