

(b)(6)

CIV NSA South Potomac (DLGR), N30

From: (b)(6) CIV NNMC <(b)(6)>
Sent: Friday, December 27, 2013 9:35
To: (b)(6)
Cc: (b)(6) CIV NSA Annapolis HQ, N30; (b)(6) CIV NSA Annapolis HQ,
N30; (b)(6) NDW HQ, N3; (b)(6) CIV NSA South Potomac
(DLGR), N30; (b)(6) CIV NDW NSAA, N30
Subject: ELMR Portable/Mobile Radio's
Signed By: (b)(6)
Importance: High

(b)(6)

Greetings from NSA Bethesda. I hope you had a good holiday. I have been tasked by the Regional Fire Chief to work all issues related to our ELMR system. I have an issue at NSA Annapolis Fire & Emergency Services. They have submitted a work ticket through the CNIC Help Desk on the 27th August 2013 to have (2) operations performed on their radios. The ticket number is as follows: 000000377812. The first is to reprogram the mobile radio in Engine 201, now identified as Engine 461. They also have (4) portable radios that need to be programmed for the riding position that the portable radio corresponds with.

I understand that you all have been extremely busy, but this issue is starting to grow wings and I would like to get this addressed as soon as possible to prevent any further problems. My contact information is provided below and the POC for Annapolis is as follows as it pertains to this ticket:

(b)(6)

Office: 410-293-5775
Cell: (b)(6)
Email: (b)(6)

Should you have any questions, please contact (b)(6) or me and we will be happy to address the questions. Thank you again in advance for your assistance on this matter.

VR/
(b)(6)

(b)(6), CFI
District Fire Chief
Naval District Washington Fire & Emergency Services
Assigned to Naval Support Activity Bethesda
Montgomery County, Maryland 20889
301-319-8025 (Office)
301-295-0512 (Fax)
(b)(6) (Cell)

(b)(6)

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(b)(6)

CIV NSA South Potomac (DLGR), N30

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Friday, December 27, 2013 8:57
To: (b)(6) CIV NDW WNYD, N37
Cc: (b)(6) CIV Naval District Washington ,HN3 (b)(6)
Subject: FW: Radio Issues
Signed By: (b)(6)

(b)(6)

Sorry for the delay - can you please check into this matter and advise?

R/

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (INHD), N30
Sent: Friday, December 27, 2013 8:32 AM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: FW: Radio Issues

Chief,

Has this been passed on? I don't want to duplicate it.

(b)(6)

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Monday, December 23, 2013 7:41 AM
To: (b)(6) CIV NSA South Potomac (DLGR), N30; (b)(6) CIV NSA South Potomac (INHD), N30
Subject: Radio Issues

Chief,

On December 17, 2013 at approx. 1410 hours the station was alerted to respond to 643D Hall Road, Court B. After the tones alerted us to the call, we were unable to understand any of the transmission from the dispatcher. We could not understand the address or the nature of the call, only that it was medical local. After several attempts to get a correct address via the base radio, I had to personally call the dispatch office using the office phone. I then relayed the information to the crews that were responding on the call.

I'm not sure where the problem is in the radio system, but it seems to be getting worse. Even when they do a radio test, it is very hard to understand what is being said. I feel this is a safety issue and was hoping something could be done to resolve this issue. If there is any further information that is needed, please let me know.

Thank you.

(b)(6)

Fire Captain, Naval District Washington Fire/Rescue
NSASP Dahlgren Division Code N-30
17658 Dahlgren Road Building 411

Dahlgren, VA 22448-5100

Office: (540)653-8726 Fax: (540)653-6690

Cell: (b)(6)

"be content with such things as ye have"

HEBREW 13:5

(b)(6)

CIV NSA South Potomac (DLGR), N30

From: (b)(6) CIV NDW DLGR, N37
Sent: Tuesday, October 22, 2013 9:10
To: (b)(6) CIV NSA South Potomac; (b)(6) CIV NDW DLGR, N30
Cc: (b)(6) CIV NDW DLGR
Subject: FW: ELMR Radio Failure at IH this A.M.
Signed By: (b)(6)

(b)(6) and (b)(6) ,

Below email response to ELMR issue this am from (b)(6) (b)(6)

(b)(6)

Naval Support Activity South Potomac
Installation Program Director/Emergency Management
540-653-4790 cell (b)(6)
NIPR: (b)(6)
SIPR: (b)(6)
(b)(6)

Privacy Act - 1974 As amended applies. This E-Mail may contain information which must be protected IAW DoD 5400.11R, and is For Official Use Only.

-----Original Message-----

From: (b)(6) CIV NDW HQ, N61
Sent: Tuesday, October 22, 2013 9:01 AM
To: (b)(6) CIV NDW DLGR, N37
Subject: RE: ELMR Radio Failure at IH this A.M.

(b)(6)

My team was actually not made aware of this incident until late last night. I received an e-mail from (b)(6) asking about this issue that was experienced at INHD. We checked the system this morning and saw the transmission go through the system; however, we are unable to verify whether the base station received this alert. With this now operational we cannot verify the cause of the fault.

(b)(6) , CIV
N61 Regional Network Manager
N61 eLMR Program Manager
Naval District Washington
NIPR: (b)(6)
SIPR: (b)(6)
Commercial: (540) 653-6463
DSN: 249-6463
BlackBerry: (b)(6)

-----Original Message-----

From: (b)(6) CIV NDW DLGR, N37
Sent: Tuesday, October 22, 2013 8:24 AM
To: (b)(6) CIV NDW HQ, N61
Subject: FW: ELMR Radio Failure at IH this A.M.

(b)(6)

Do you know anything about the below ELMR question this am at IH? Fire dept asking for clarification. (b)(6)

(b)(6)

Naval Support Activity South Potomac
Installation Program Director/Emergency Management
540-653-4790 cell (b)(6)
NIPR: (b)(6)
SIPR: (b)(6)
(b)(6)

Privacy Act - 1974 As amended applies. This E-Mail may contain information which must be protected IAW DoD 5400.11R, and is For Official Use Only.

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Tuesday, October 22, 2013 8:22 AM
To: (b)(6) CIV NDW DLGR, N37; (b)(6) CIV NDW DLGR, N30
Subject: Fw: ELMR Radio Failure at IH this A.M.

Tim, if possible can you check on this too and let chief schenemann know?

-----Original Message-----

From: (b)(6)
To: (b)(6)
To: (b)(6) CIV (b)(6)
To: (b)(6) CIV NDW WNYD, N37
Cc: (b)(6)
Cc: (b)(6)
Cc: (b)(6)
Subject: RE: ELMR Radio Failure at IH this A.M.
Sent: Oct 22, 2013 08:11

Anyone know what happened?

R/

(b)(6)

Assistant Chief Prevention
NDW Fire & Emergency Services
NSASP/PAX
540-653-8626 Office
540-284-4984 Fax

-----Original Message-----

From: (b)(6) CIV NDW
Sent: Monday, October 21, 2013 8:12 AM
To: (b)(6) NDW HQ, N3
Cc: (b)(6) CIV NSA South Potomac (DLGR), N30; (b)(6) CIV NSA Annapolis HQ, N30; (b)(6)
CIV NSA South Potomac (INHD), N30; (b)(6) CIV NDW DLGR, N30
Subject: ELMR Radio Failure at IH this A.M.

Chief,

This A.M. received a phone call from RDC, (b)(6), asking "if I heard the station alerting for the AFA at bldg. 1542". I had not heard it and advised her to send it again. I got dressed and went to the alarm room to put the call out over the station PA. The second dispatch of the alert tones failed again and no "voice announcement" of the call could be heard over the ELMR from the RDC. I had to knock on each bunkroom door to alert the crews to respond. Delay in our response was just around 10 minutes.

RDC dispatch time was 0533

Fire units responded at 0543

Not sure what the RDC did to correct issue but the "station alert" tones did work upon testing once we returned from the call.

(b)(6)

(b)(6)

CIV NSA South Potomac (INHD), N30

From: Remedy Support Center <DO_NOT_REPLY@navy.mil>
Sent: Wednesday, September 04, 2013 10:50
To: (b)(6) CIV NSA South Potomac (INHD), N30
Subject: Incident INC000000380924 receipt confirmation.

Dear (b)(6) ,

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000380924. This number should be retained for reference purposes.

Reference No.: INC000000380924

Summary: ELMR - Subscriber Unit Issue / Ambulance Unit 289

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

(b)(6)

CIV NDW DLGR, N30

From: Remedy Support Center <DO_NOT_REPLY@navy.mil>
Sent: Monday, August 29, 2011 9:46
To: (b)(6) CIV NDW DLGR, N30
Subject: Incident INC000000208072 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INC000000208072. This number should be retained for reference purposes.

Reference No.: INC000000208072
Summary: Dahlgren Firestation BLDG 411 ELMR

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

Service Desk

(b)(6)
Battalion Chief
NDW Fire & Emergency Services, NSF Dahlgren
540-653-6673 Office
540-653-6466 Fax

(b)(6)

CIV NSA South Potomac (INHD), N30

From: (b)(6) CIV NDW DLGR, N30
Sent: Thursday, October 10, 2013 13:36
To: (b)(6) CIV NSA South Potomac (INHD), N30
Subject: FW: Incident INC000000286342 receipt confirmation.
Signed By: (b)(6)

-----Original Message-----

From: Remedy Support Center [mailto:DO_NOT_REPLY@navy.mil]
Sent: Monday, August 06, 2012 11:55 AM
To: (b)(6) CIV NDW DLGR, N30
Subject: Incident INC000000286342 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000286342. This number should be retained for reference purposes.

Reference No.: INC000000286342
Summary: ELMR - Mobile Radio Issue - Truck 28 BLDG 411

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff