

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

28 October 2019 / 28 octobre 2019

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

Uday Jaswal, Deputy Chief, Investigations and Support / Chef adjoint enquêtes et soutien

jaswalu@ottawapolice.ca

SUBJECT: INTEROPERABLE MOBILE COMMUNICATIONS MANAGED SERVICE (IMCMS)

OBJET: SERVICE GÉRÉ DE COMMUNICATION MOBILE INTEROPÉRABLE

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'information.

BACKGROUND

The Ottawa Police Service operates just over 1,600 radios on the system provided by the City of Ottawa.

In 2013, the radio system, commonly named EDACS in use by the City of Ottawa was declared end of life by 2015. Following a request for proposals (RFP) Bell Canada was selected in March 2013 as the integrator to replace the EDACS system with the implementation of the Interoperable Mobile Communications Managed Service (IMCMS). The contract that went into effect in April 2015 has a 10 year term with provisions for 5 additional 12 month extensions. The OPS was the final user group to

migrate to IMCMS in January 2019. Additionally, because of contractual limitations the City must represent all users and the OPS cannot interact directly with Bell to investigate complaints or deal with any matters.

DISCUSSION

Since implementation of the system earlier this year, members have been encouraged to report any issues they are having with the system so that they can be addressed. The main identified issues are listed in this report. As part of this approach, the Communication Equipment User Group (CEUG) has been established comprised of members from Frontline, OPS Executive and Senior Officers, the City radio team and Bell. This group meets regularly to address the difficulties being observed and to report on progress in identifying and implementing solutions.

IDENTIFIED MAIN ISSUES

	In Progress	Completed
<p>1. Low volume complaints when officers transmit</p> <p>Members report that the volume on the radios is not consistent creating the need to continually adjust the volume during the performance of their duties.</p> <p>Resolved via programming improvements in new radios.</p>		X
<p>2. Radio coverage issues (outside and inside)</p> <p>Many complaints are being received by members regarding no radio coverage inside and outside of buildings.</p> <p>Outside coverage issues likely resolved by programming improvements in new radios. Inside coverage issues still in progress.</p>	X	
<p>3. System reliability</p> <p>Members are reporting many issues including radios not transmitting when the push to talk button is pressed, emergency activations not going through, transmissions being received on one radio but not another, etc.</p> <p>Resolved via programming improvements in new radios.</p>		X

<p>4. Bell troubleshooting methodology and feedback</p> <p>The OPS has expressed concerns regarding the methodology used by the City and Bell when investigating complaints. Their review process is not clear and most of the complaints submitted by the OPS have not yielded any acknowledgement of an issue with either the radio system or the equipment.</p> <p>In monitoring since user complaints have mostly stopped.</p>		X
---	--	---

ACTION PLAN UPDATE

The CEUG met on September 11th in order to review action plan below. The next meeting of the group will occur on October 31st following the bulk of the implementation of the identified items in order to review the results.

In order to expedite the deployment of the improvements mentioned below, the replacement portable radios (same model as currently in use), scheduled to be replaced in year 5 of the contract, are being deployed now with the updated software. The replacement of Frontline Directorate (FLD) has been completed and other sections and units are now currently being replaced.

Radios

Several improvements to the radio units (in-car and portable) have been identified. The approved rollout of these changes on the portable radios is ongoing. Frontline officers were the first users to be transitioned in the first half of October, with the remainder of the OPS users afterwards. The deployment plan for the in-car radios will be identified following the successful rollout of the portable radios.

The list of improvements include shortening the required time for an emergency activation, implementing a lock feature for the radio toggle to address the accidental changing of channels, adding a 2-step power off function, improving volume issues and shortening the tone experienced when trying to transmit on a busy channel.

Radio System Coverage issues

It is expected that portable radio users will experience better coverage due to a programming improvement identified by the OPS. Feedback will be collected following the deployment in order to measure its effectiveness. A project plan is also being developed by Lansdowne Technologies to facilitate the installation of equipment that will improve the radio reception in the Provincial Courthouse located at 161 Elgin St.

Third party needs assessment

Lansdowne Technologies has completed its report and has presented it to the City of Ottawa. The contents of the report will be reviewed once it is released in order to identify potential next steps for both the City and the OPS.

It is this report that will help clarify if the radio system is meeting our stated performance requirements and areas where functionality and performance can be improved.

Training

Members of the OPS radio team attended frontline parades to demonstrate and explain the changes to all officers. Additional pocket reference cards are also being distributed to the users as they receive the new radios.

CONCLUSION

The OPS continues to work with the City of Ottawa and Bell to address the issues being identified by radio users. The improvements being deployed beginning in October are expected to improve user concerns pertaining to the radio system. Frontline users will continue being consulted with regards to any future potential changes to the system and user gear.