

Report to / Rapport au:

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

25 November 2019 / 25 novembre 2019

Submitted by / Soumis par:

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**SUBJECT: INTEROPERABLE MOBILE COMMUNICATIONS MANAGED SERVICE
(IMCMS)**

OBJET: VERSION FRANÇAISE

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 proposal (RFP) S. 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 is of 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 S. Bell to investigate complaints or deal with any matter.

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 OPS Frontline, Executive and Senior Officers, the City of Ottawa radio team and S. Bell. This group meets regularly to address the issues and challenges experienced by members 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>The OPS will continue working with the City to determine the feasibility of installing antenna systems in both OPS facilities buildings and privately owned buildings.</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>		X

Resolved via programming improvements in new radios.		
<p>4. S. Bell troubleshooting methodology and feedback</p> <p>The OPS has expressed concerns regarding the methodology used by the City and S. 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

Over the past four months OPS has been working with S. Bell and the City radio team to identify and implement several technical improvements. Those improvements have been fully tested and deployed to about 80% of radios, with the full completion expected by the end 2019. Those improvements have been effective in addressing the concerns from Frontline officers and complaints about the radio system have been reduced significantly. In fact, we have been receiving positive feedback about the changes.

The CEUG met on October 31st in order discuss the progress of the changes implemented in September and October. Based on positive feedback from the OPS users and the CEUG members, future meetings will only be held when needed. An open dialogue will still be maintained between all the stakeholders in order to address any future issues as they are identified.

Radios

The rollout of the new portable radios is ongoing and nearing completion. Frontline officers were the first users to be transitioned in the first half of October with the remaining specialized users and units currently in progress.

The list of improvements includes 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.

The deployment plan for the in-car radios will be identified following the successful rollout of the portable radios.

Radio System Coverage issues

The OPS will continue working with the City of Ottawa and S. Bell in order to determine the feasibility of adding antenna systems in various police buildings (including the provincial courthouse on Elgin St.). Discussions remain ongoing with all stakeholders to determine what other city buildings could also benefit from antenna systems.

Third party needs assessment

Lansdowne Technologies has completed its report and submitted it to the City of Ottawa. The report was presented to the steering committee on October 30th with the highlights discussed at the October 31st CEUG meeting.

The report indicates that the coverage of the new system is comparable to the previous system. The report also stated that the functionality of the IMCMS is comparable to other P25 systems and is consistent with the City's requirements. The OPS is currently reviewing the report in order to determine if any action items needs to be addressed.

CONCLUSION

This update report was requested by the Board to ensure it was receiving timely and accurate information about the issues encountered by Frontline radio users and the progress in implementing solutions to address those concerns. All actionable and technical issues have now been addressed and resolved and this report represents the last IMCMS Update report to the Board. The OPS will continue working with the City of Ottawa and S. Bell to address any future issues as they are identified by radio users. Frontline users will continue to be consulted with regards to any future potential changes to the system and user gear. The relationship between the OPS, the City of Ottawa and S. Bell is positive and constructive.