

Report to / Rapport au:

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

24 June 2019 / 24 juin 2019

Submitted by / Soumis par:

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

**OBJET: SERVICE GÉRÉ DE COMMUNICATION MOBILE INTEROPÉRABLE
(IMCMS)**

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 1600 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) 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 Bell to investigate complaints or deal with any matter.

DISCUSSION

The various stakeholders from OPS, the City and Bell continue to work together to address the various concerns and issues identified by the OPS and its membership. The work to address many of those issues is progressing well and various solutions are currently tested by Frontline officers.

The technical teams have confidence in the solutions but the results of the testing and user feedback is pending and will be detailed in the next update.

Senior members of all stakeholder groups are working together in a constructive manner.

The implementation of the IMCMS continues to be a priority project for the OPS. The radio system is a key tool and safety device for OPS members and the public. 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. The updates of those discussions are widely circulated to all members of the OPS and the Board and will be included in this monthly report. As well, the OPS has taken on a project manager to ensure long term plans are put in place to track and solve issues and to ensure the longer term radio needs of the OPS are addressed.

IDENTIFIED MAIN ISSUES

The key issues remain:

1. Low volume complaints when officers transmit

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.

2. Radio coverage issues (outside and inside)

Many complaints are being received by members regarding no radio coverage inside and outside of buildings.

3. System reliability

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.

4. Bell troubleshooting methodology and feedback

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.

ACTION PLAN UPDATE

The CEUG met on May 16th and identified the action plan below. The next meeting of the group was scheduled for June 17th.

Radios

Several improvements to the radio units (in car and portable) have been identified and will be tested by 20 officers starting on June 12th. The results of this testing are expected to be available later this month. 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, improving volume issues and shortening the tone experienced when trying to transmit on a busy channel.

Once the tested is completed to ensure that these new improvements don't have any negative operational or technical effect a rollout plan will be developed in partnership with the City and Bell.

Radio System Coverage issues

City and Bell representatives performed ridealongs with OPS officers from May 29th to May 31st in order to test vehicular repeaters. The ridealongs were productive and helpful to the technical teams to understand the realities of frontline policing. The results and feedback is still being collected and we will have more information on this item in the July update.

Third party needs assessment

Lansdowne Technologies has begun performing user interviews with OPS members to collect information to support their needs review. Members from various sections are being engaged (CID, Tactical, Communications Centre, etc). Discussions are also

being held with Lansdowne Technologies in order to identify the proper long-term planning methodology needed to meet the radio requirements of the OPS.

Training

A training plan is being developed to provide the required supports to OPS members in order to address the improvement measures being tested.

CONCLUSION

The OPS continues to work with the City of Ottawa and Bell to addresses the issues being identified by radio users. Further updates will be included in the July update. Recent discussions with Bell and the City have identified several technical solutions to various issues that are expected to be implemented soon. However, several more issues like in-building penetration continue to require solutions. We are all committed to working on these solutions together and understand the solutions will range from the more technical to requirements for more training. Frontline members will continue to be part of this solutions process and we continue to encourage the reporting of any issues with the system.