

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON NOVEMBER 13, 2018</b>
<b>FROM:</b>	<b>WILLIAM C. COXHEAD MANAGING DIRECTOR CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>EMERGENCY COMMUNICATIONS PROGRAM UPDATE (ONE VOICE)</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer, this report **BE RECEIVED** for information.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Municipal Council, November 25, 2015, *Resolution 12/13 CPSC*
- Community & Protective Services Committee, November 17, 2015, *Radio Update OneVoice 2.0*

<b>BACKGROUND</b>
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### HISTORY

In 2011, the City of London replaced their Enhanced Digital Access Communication System (EDACS) with Phase 1 Project 25 (P25) technology to provide interoperable, two-way radio communication between public safety and other city service areas and agencies. Some of the system's infrastructure, operating software and dispatch consoles hardware were updated in 2016, further system upgrades will continue on a yearly basis to ensure this critical life safety system is fully functional and meeting the needs of our partners.

Municipal Council on November 25, 2015 resolved that;

*"the Civic Administration BE REQUESTED to undertake a review, with a report at a future meeting of the Community and Protective Services Committee, on the platform, system and needs of each user of the communications system to determine the most cost effective and reliable system for communication for each of the services, recognizing and addressing the need for interoperability between the services, as well the need for a level of stability and insulation against the rapid changes in software requirements; it being noted this review should also develop the appropriate process or methodology for on-going management of the system, including organizational design and budget development; and it being further noted that the Civic Administration should seek input from experts in the area." (2015-P03/L04) (13/12/CPSC)*

### **Organizational alignment of Communications Program:**

In response to the resolution city administration completed a program review and the Emergency Communications Program was assigned to the Corporate Security and Emergency Management Division. The program aligned well with Emergency Management responsibilities including strong collaboration with emergency service partners and the role of interoperability when managing emergency situations within the city. The Corporate Security and Emergency Management Division is responsible for the system budget and each agency/division is responsible for their own front end user equipment (radios) budget. This model allows large system component budget to be managed within one area and each agency can determine their requirements based on individual operating needs. The backbone of the system is maintained by London Police Service to ensure confidentiality of information and legislative requirements. Each area has a role in the day to day operation. In addition, a consultant was hired to complete an audit of the City's current radio communications system. The consultant identified a roadmap for the program

moving forward including a review of the system platform, development of comprehensive lifecycle maintenance and budget. CIMA Canada Inc. (CIMA +) was the successful proponent and delivered their Report of Technology Review on July, 2018.

**What is the most cost effective and reliable system for communication for each of the services?**

CIMA's report concluded that the P25 technology utilized in the City's emergency communications program is the only technology currently available that meets all of the basic requirements for mission critical voice communications for Public Safety agencies. Other technology, such as Long Term Evolution (LTE) or cellular, have been deemed unsuitable for mission critical voice communications based on the attributes as set forward by the National Public Safety Telecommunication Council (NPSTC). The report further recommends the City should plan to update and upgrade the existing infrastructure based on a target lifecycle of 10 to possibly 15 years. Administration in consultation with the consultant and our vendor has completed a life cycle maintenance program that includes all anticipated operating and capital expenditures including system hardware and software upgrades over the next 10 years. This work includes the identification of efficiencies within the program.

**How can we make the program more cost effective?** Further discussions with the consultant and One Voice Steering Committee in relation to the Emergency Communications Program occurred in relation to the non-emergency services radio use and requirements. The review concluded that the number of non-emergency radios currently being used could be reduced. As a result there has been a 40% reduction of radios in this area. In addition, a trial of new technology for non-emergency services is currently being conducted and could potentially result in further reduction of radios. This is brand new technology and it is anticipated that it may be several years before it will be fully functional.

<b>FINANCIAL IMPACT</b>
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None

<b>SUMMARY</b>
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The City of London Emergency Communications Program provides critical communications for our first responders and supporting service areas and agencies. Significant work has been completed with the assistance of a consultant and our current vendor to confirm an appropriate path that will ensure the continuity of this program as well as necessary enhancements over the next 10 years. Some efficiencies have been identified and further work is continuing in this area.

**Acknowledgments**

This report was completed with the assistance of Cori Dooling, Manager, Emergency Communications, City of London and reviewed by the One Voice Steering Committee.

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