

## COUNCIL REPORT

M&C No.	2018-341
Report Date	November 28, 2018
Meeting Date	December 03, 2018
Service Area	Corporate Services

His Worship Mayor Don Darling and Members of Common Council

***SUBJECT: Additional Authorized Users on the Trunked Mobile Radio System***

### ***OPEN OR CLOSED SESSION***

This matter is to be discussed in open session of Common Council.

### ***AUTHORIZATION***

Primary Author	Commissioner/Dept. Head	City Manager
<b><i>Sarah Ranson</i></b>	<b><i>Stephanie Rackley-Roach</i></b> <b><i>Neil Jacobsen</i></b>	<b><i>Neil Jacobsen</i></b>

### ***RECOMMENDATION***

The City Manager recommends that the Mayor and Common Clerk be authorized to execute the *Letter of Agreement with Additional Authorized User (AUU)* as required by the Province of New Brunswick in order to use the New Brunswick Trunked Mobile Radio System.

### ***EXECUTIVE SUMMARY***

Now that the Saint John Fire Department, Saint John Police Force and Public Safety Communications Centre (PSCC) have migrated onto the new New Brunswick Trunked Mobile Radio System (TMR), the City is required by the Province of New Brunswick to sign a Letter of Agreement to become an official user of the system and agree to the roles and responsibilities outlined therein. The TMR project team has fulfilled the implementation requirements and has put the required resources and people in place to meet these obligations post-implementation.

### ***PREVIOUS RESOLUTION***

RESOLVED that as recommended by the City Manager in the submitted report M&C 2017-298: NBTMR: Saint John Purchase and Implementation, the Mayor and Common Clerk be authorized to execute an Equipment Purchase and Network Radio Access Agreement with Bell Mobility Inc. for equipment purchase, professional services and network radio access in the amount of \$3,986,806 + HST to replace the City of Saint John's current outdated analog system with the New Brunswick Trunk Mobile Radio (NBTMR), subject to no other Vendors submitting a Statement of Capabilities on or before the Closing Date specified in the Advanced Contract Award Notice (ACAN).

## **REPORT**

In December 2017, Common Council signed a contract with Bell Mobility to purchase a new trunked mobile radio system. A project team consisting of members from the City's Information Technology department, the Saint John Police Force, the Public Safety Communications Centre, and the Saint John Fire Department worked with Bell Mobility and the Province of New Brunswick to implement the system. As of November 1, 2018 the implementation project was finished and users are now in operations mode. This means that Police and Fire staff are now using the system in their daily work.

During the implementation, the team achieved the following deliverables;

- The technical design for the dispatch function in the Public Safety Communications Centre (PSCC) was completed, including radio screen layouts, network architecture and fleetmapping. Fleetmapping is the process of configuring the features and programming parameters of the radio system to function according to the users' operational requirements.
- The team designed the migration plan, which is the sequence of activities required to move users from one system to another.
- Once the dispatch equipment was installed, the team completed acceptance testing in the PSCC to test the design and new equipment. Following this, a pilot was completed by Police and Fire members to test the new radio equipment, communication quality with the PSCC and in-building coverage in the field.
- Once the adjustments were made to the radio equipment as per the pilot results, the team completed training for all future users of the new system in preparation to migrate to the new system.
- Migration began with the Fire Department equipment installs on August 20, 2018. The Fire Department was "live" on the new system on September 4, 2018. The Police Force was "live" on the system using portables as of September 10, 2018, and the installation of mobile radios was completed on September 20, 2018.

The requirements described in the contract in Schedule D Onboarding and Stewardship, and in the Letter of Agreement have been fulfilled.

- All radios are programmed appropriately and quality assurance activities took place before equipment was deployed
- City staff and Police members are attending various operational and incident debrief meetings as necessary
- An NBTMR liason has been assigned
- User training approved by the Province has been delivered to all users included an overview of the system, appropriate use of the system, encryption standards for Saint John Police users, and mutual aid operations for PSCC users

- The City's Communications staff are aware of their obligations to the Province when responding to media enquires regarding the radio system
- Fleetmaps and codeplugs (radio programming requirements) were approved by the Province
- Radio transmission recording has been set up appropriately
- Processes to keep radio information current on the system have been put in place
- Processes to meet encryption standards have been put in place
- Emergency contact information has been provided
- The City acknowledges that the Province is the governing authority of radio system use
- The City acknowledges that the use of linking devices are not to be used without permission and must be removed if requested by the Province
- Frequencies have been purchased as needed

### ***STRATEGIC ALIGNMENT***

As outlined in Council Priorities, Council is committed to providing a vibrant and safe city. The new trunked radio system replaced an end of life system with a new, reliable system that enables interoperability among public safety service providers. By signing this Letter of Agreement, the City is an official user of the new system.

### ***SERVICE AND FINANCIAL OUTCOMES***

N/A

### ***INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS***

Saint John Fire Service, Saint John Police Force and Public Safety Communications Centre management have reviewed the Letter of Agreement and agree to follow its terms and conditions.

The Communications Manager is aware of the obligations to the Province when addressing media enquires regarding the radio system and operations associated with the system.

### ***ATTACHMENTS***

Letter of Agreement Regarding the Access and Use of the New Brunswick Trunked Mobile Radio System