

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

25 JUNE 2008

**Voice Radio System Maintenance
Contract Renewal**

RECOMMENDATIONS

1. That the Board authorize entering into a two year radio system service maintenance agreement with Motorola Canada Inc. of a value not to exceed \$257,751.99 in 2009 and \$270,639.59 in 2010, exclusive of all applicable taxes; and
2. That the Chairman be authorized to execute the contract, and any renewal, subject to approval of the Region's Legal Services as to form and content.

SYNOPSIS

York Regional Police operate and maintain a voice radio system which is also utilized by all of the Region's municipal fire services. The voice radio system also provides interoperability capability between York Regional Police, the municipal fire services, York Region Emergency Medical Services supervisors and the Region's Emergency Management Department. This report outlines the necessity for York Regional Police to enter into a Radio System Service Maintenance Agreement with Motorola Canada Inc. for a period of two years. The current service agreement with Motorola Canada Inc. expires on December 31, 2008.

FINANCIAL IMPLICATIONS

The cost of this service maintenance agreement with Motorola Canada Inc. is \$257,751.99 for the year 2009 and \$270,639.59 for the year 2010, excluding applicable taxes. Sufficient funds will be included in the 2009 proposed Operating Budget to cover the cost of this service maintenance agreement.

The net increase over the two years of the service maintenance agreement is 1.5 per cent over the current agreement. The cost of this service agreement has decreased by 3.3 per cent for 2009 as Motorola no longer supports such components as System Watch, Smartnet Information Portal, and a radio site security monitoring system called Badger. The 2010 cost will increase by 4.7 per cent. Motorola indicates that this increase is necessary due to an expected increased requirement for service as the system approaches its end of life in 2014.

BACKGROUND

Public safety grade radio systems are a key element in ensuring the safety of the public, police officers, fire fighters and other emergency personnel. York Regional Police currently operates a Motorola Smartnet II Trunking Radio System manufactured by Motorola. Since 2001, the radio system has also been the primary voice radio communication system used by all the municipal fire services within York Region. In addition, the system provides voice radio inter-operability between the Region's Emergency Medical Services Department, Emergency Management Department, the fire services and York Regional Police.

The voice radio system is currently covered under a two year maintenance agreement with Motorola Canada Inc., which was approved by the Board on November 29, 2006, and will expire on December 31, 2008. Because Motorola no longer supports certain components, the Service Agreement will reflect a decrease in annual fees from \$266,509.44 to \$245,488.68 effective May 31, 2008, until the expiry of the current term.

The Voice Radio System is a mission critical link between our frontline officers and the Communications Bureau. Radio system integrity is a key element contributing to the safety of the public, police officers, fire fighters and other emergency personnel and maintenance is an essential component in ensuring optimum performance of the radio system. The radio system consists of eight remote tower sites located throughout the Region which are linked back to the master site at Headquarters through a network of redundant microwave links and landlines. The system has a very high level of reliability and is expected to remain in service until 2014, at which time a key component of the system will no longer be supported by the manufacturer and much of its electronics will have exceeded operational lifetimes. The system consists of a prime site located at York Regional Police Headquarters, back-up site in Richmond Hill and eight remote sites.

Motorola Canada Inc. has intimate knowledge of the York Regional Police voice radio system as they are the manufacturers and engineers of the equipment and system. Motorola Canada Inc. offers a maintenance agreement that includes essential twenty-four hour, seven day a week service, as well as regularly scheduled preventative maintenance inspections of the system. Specifically, all infrastructure, including Simulcast Controllers, Centracom Gold Elite Consoles, Logging Recorder Interfaces, Channel Banks and other related equipment located at the primary site, the back up site and eight remote tower sites. Preventative maintenance is crucial to identify any anomalies that may adversely affect the voice radio system prior to an interruption of service.

All of York Region Fire Services are hosted on the police radio system and limited radio service is also available to York Emergency Medical Services through the provision of portable radios. York Region Fire Services contribute a small portion towards the infrastructure which relates only to their applications, specifically modems and card cages. Emergency Medical Services provides no monetary contribution. At the February Police Services Board meeting, the Board

authorized the officer in charge of Information Services to engage the Fire Services of The Regional Municipality of York in a cost recovery and sharing agreement to commence in 2009 and the cost of this service agreement was factored into the examples of cost sharing provided to the Board at that time.

I am recommending that York Regional Police enter into a radio system service maintenance agreement with Motorola Canada Inc., as the system is proprietary to Motorola Canada Inc., which is a sole source provider. The services provided through this agreement are essential to ensure the continued high availability of the voice radio system. Motorola has a well established history of providing immediate and effective response when technical failures have been experienced. The proposed fee structure and increases are consistent with those charged since the installation of the system in 1993. The cost of this service maintenance agreement with Motorola Canada Inc. will be \$257,751.99 for 2009 and \$270,639.59 in 2010, excluding applicable taxes. Motorola indicates that the increase proposed for 2010 is due to the likelihood of increasingly more frequent service.

Armand P. La Barge, O.O.M.
Chief of Police

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