

# MEMORANDUM

To: Amherst Board of Police Commissioners  
From: Dwayne Pike, Acting Chief of Police  
Date: November 21<sup>st</sup>, 2018  
Subject: Dispatch Console – Capital Budget 2018/19

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## BACKGROUND

For the 2018/2019 Capital Budget, Council had approved \$50,000 for the purchase of a Dispatch Console. A dispatch console was identified as a priority due to recent problems in our communications systems. The current console in use is approximately 18 years old. A dispatch console enables our dispatch to tie all communications in one controlling unit. Currently we are able to these from one position which includes 4 radio connections with fire paging and voice recording. Apart from the console, we have two (2) TMR2 stand-alone radios that can be accessed by our dispatch. An RFP was completed for an I.P. based system that in July 2018 and was sent out to tender. The new system was required to perform all functions of the system being replaced.

While there was a mechanical issue identified with the current console, other issues were also being identified with the current radio system being utilized. This included communication issues between the antenna at the Water Tower and the antenna at HQ, interoperability issues with other public safety agencies on the TMR2 system and problems getting replacement radios. The costs to resolve some of these issues is substantial.

## DISCUSSION

The tenders were received and reviewed and it was learned that the Virtual Dispatch Console that was being offered was not compatible with the Trunked Mobile Radio System (TMR2) that is being used almost exclusively by other public safety agencies in Atlantic Canada. To upgrade to a system that would be compatible would TMR2 would mean increasing the capital amount required to twice the approved amount.

We reviewed the current issues we have been experiencing with our current radio system and determined that we should review the possibility of migrating to the TMR2 system. The TMR2 system already has much of the infrastructure required for this area and addresses the issues of interoperability with other agencies. The technology is current and effective and would include service agreements for maintenance and support. Additional support for the TMR2 system is also available from Nova Scotia Public Safety.

With the estimated costs of resolving the interoperability and Tower communication issues being substantial, it was decided that the tender for a Dispatch Console be withdrawn until a decision could be made in relation to the TMR2 system. At this time, we are reviewing our options so that an informed and evidence based decision can be made.