


**Halifax Regional Council**  
**20 April 2004**

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

  
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George McLellan, Chief Administrative Officer

**DATE:** 16 April 2004

**SUBJECT:** Halifax Regional Water Commission CAD/RMS

## INFORMATION REPORT

### ORIGIN

Halifax Regional Council requested a staff report March 2, 2004, on the feasibility of the Halifax Regional Water Commission (HRWC) utilizing the Trunked Mobile Radio System (TMR) and Computer Aided Dispatch (CAD) system presently being rolled out by HRM.

### BACKGROUND

HRM is presently rolling out a new emergency Computer Aided Dispatch (CAD) system for use by Police and Fire Services. The CAD will allow for interoperability of emergency services providers within HRM through the dispatch process. The radio communications of Police, Fire and Works Departments of HRM will be handled through the Trunked Mobile Radio (TMR) system. This system is provincial in scope and allows for interoperability of the units.

Dispatching of the non-emergency HRM service, including Works and Parks, will be through the HRM non-emergency dispatch operations. These two dispatch operations, emergency and non-emergency, will be housed in the new Integrated Dispatch and Telecommunications Centre being built in the Eric Spicer Building. These centres will handle the day-to-day operations. In the event of a major emergency, the HRM Emergency Operations Centre will activate and coordinate HRM resources. HRM Business Units are represented in the HRM Emergency Operations Centre during major emergencies, and through this arrangement have the ability to coordinate their pooled resources.

The Halifax Regional Water Commission operates within HRM but has its own radio and dispatch operations. Council inquired whether it made business sense to include the HRWC in the HRM operations.

### **DISCUSSION**

The HRWC indicated they had investigated the TMR system when it was first introduced and found that migration to that system would not be cost beneficial. HRWC completed a report to the Halifax Regional Water Commission Board on March 25, 2004.

Further discussions were held concerning day-to-day operations, dispatching, and emergency situations. From these discussions it became apparent that HRWC operates day-to-day on their own with little requirement to access HRM operated vehicles and personnel. For this reason, day-to-day radio interoperability may be achieved without the need for a complete migration to TMR. The radio system HRWC presently operates is cost effective and provides them with the coverage they require.

HRWC operates their own dispatch procedures and it was felt this may be an area where further investigation may be warranted. The ability of an HRM citizen to access services through a single phone call to either HRM or HRWC for non-emergency customer inquiries was felt to be a positive step, and will be looked at more closely through discussions between HRWC and HRM call centre representatives.

The third area discussed was the emergency response of resources. HRWC is in discussion with HRM Emergency Measures to have a seat on the Emergency Planning Committee. HRWC is already a part of the Emergency Operations Centre, as required, depending upon the type of emergency being handled. HRWC was provided with emergency contact numbers for the 911 Centre supervisor to facilitate emergency coordination.

Operational interoperability is able to be achieved through enhancements of existing operational systems without the need for HRWC to migrate to TMR. Additional discussions will be required to align HRWC customer inquiries with the HRM non-emergency call taking operations.

### **BUDGET IMPLICATIONS**

The ability to move to a greater degree of interoperability between HRM and HRWC can be achieved with modification to the present operations and equipment, with little impact on the budgets. Installation of HRWC radio in the EOC and addition of their channel to the 911 Centre console can be achieved easily and within present operational budgets.

### **ATTACHMENTS**

Nil

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: William Moore, Integrated Emergency Services

