



**REGIONAL MUNICIPALITY OF NIAGARA
POLICE SERVICES BOARD**

**INFORMATION TECHNOLOGY COMMITTEE
PUBLIC MINUTES**

Thursday, September 14, 2017

**Niagara Regional Police Service
Community Room, 1st Floor, 5700 Valley Way, Niagara Falls**

CALL TO ORDER

The Information Technology Committee Meeting of the Niagara Police Services Board commenced at 10:21 am.

ROLL CALL

PSB MEMBERS: Mr. K. Gansel, Committee Chair
Mr. B. Gale, Chair
Mr. T. Bonham
Mr. V. Stewart

Ms. D. Reid, Executive Director

NRPS MEMBERS: A/Chief B. MacCulloch
Deputy Chief B. Fordy, Support Services
A/Deputy Chief B. Flynn, Operations Support
Mr. A. Askoul, Director, Information and Technology
D/Sergeant T. Henderson, Executive Officer to D/C, Support Services
Mr. G. Holden, Records Manager
Ms. C. Hunt, IT Business Systems & Application Supervisor

OTHER: Mr. R. McGuire, Citizen

DECLARATIONS OF CONFLICT/PECUNIARY INTEREST

There were no declarations of conflict or pecuniary interest.

MINUTES OF PREVIOUS MEETINGS

- 1. Minutes of the Information Technology Committee Meeting held on Thursday, July 6, 2017.**

Moved by: T. Bonham
Seconded by: B. Gale

That the information be received.

Carried.

2. Minutes of the Confidential Information Technology Committee Meeting held on Thursday, July 6, 2017. (In Camera Minutes provided to the Board and Committee Members only).

Board Chair Gale referred to a recent media report that the individual responsible for the vandalism to the Service's radio equipment housed at the Hilton Fallsview has pled guilty to charges related to the vandalism. A/Chief MacCulloch confirmed that the individual has pled guilty and the case has been put over for sentencing.

Moved by: V. Stewart
Seconded by: T. Bonham

That the information be received.

Carried.

NEW BUSINESS

3. ECM System - OpenText Maintenance 3-Year Contract Renewal

The Committee considered Service report 222/2017 dated August 10, 2017 providing the Committee with a report for approval of the three (3) year software and support maintenance renewal contract for the Enterprise Content Management (ECM) System.

Member Bonham questioned if the contract awarding process was subject to competitive bidding. Mr. Askoul advised that the initial purchase for enterprise solutions was subject to a competitive process in 2009/2010, and this is the renewal for software and support maintenance from OpenText Corporation as the successful bidder of the respective 2009/2010 request for proposal to procure a supplier.

He stated that the Service has the option down the road to request competitive bids to seek an alternate software supplier that will provide the capability of maintaining compatibility directly with the Enterprise Content Management (ECM) System in order to avoid a two-tier support system, which although may prove to be less expensive does not provide the needed level of service for the sensitive operational use that is required. Options to procure 24/7 coverage could also be looked at given that under the renewed contract 24/7 support coverage would cost an additional \$10,000. Therefore, OpenText Corporation will continue to provide support five days a week during regular business hours.

Member Bonham requested that the next selection process be subject to a competitive process. This will ensure that the vendor selection is based on quotes being offered through a current market to support best value for dollar practices. Mr. Askoul agreed to that undertaking during the next contract renewal cycle in 2020.

Moved by: T. Bonham
Seconded by: B. Gale

That the Committee approve a three (3) year software and support maintenance renewal with OpenText Corporation for the Enterprise Content Management (ECM) System for the period October 1, 2017 to September 30, 2020 in the annual amounts outlined in the report as funded from the IT Business Systems & Applications Operating Budget.

Carried.

4. Information Technology Strategic Plan – Supplemental to the 2018 Business Plan

The Committee considered Service report 226/2017 dated September 11, 2017 providing the Committee with the Information Technology Strategic Plan, Supplemental to the 2016 – 2018 Business Plan to ensure the use of technology remains a strategic tool for the NRPS and business process improvements.

A/Chief MacCulloch advised that the objective of the 2018 IT Strategic Plan was to overlay it with the NRPS Business Plan to ensure the Police Services Board that the Plans are in sync with one another. He commended IT staff on their combined efforts to achieve such given it is a different approach than what has been done in the past.

Board Chair Gale referenced Page 8 of the report that speaks to the IT Disaster Recovery Data Centre, which indicates that completion of the Centre is expected in November 2016. Mr. Askoul advised that the report should read November 2017 and that it will be amended accordingly.

Board Chair Gale questioned the status of the partnerships that have been formed for use of the NRPS P25 radio system. Mr. Askoul advised that the Service has been working closely with Niagara Falls and St. Catharines Fire Services to officiate their use of the Service's radio system. It is anticipated that the first phase of those negotiations will be finalized by the end of February 2018. Discussions are currently underway with Motorola to determine pricing that will satisfy the two Fire Services. Each Fire Service will be going back to their respective City Council for a status update on their initial capital funding expenditure.

Specifically, St. Catharines Fire is currently developing a Memorandum of Understanding that will include recovery of maintenance and once it has been reviewed by legal counsel it will be brought to the Board for consideration and approval. A/Chief MacCulloch further advised that all respective MOU's will be vetted through the Board's legal counsel. Mr. Askoul spoke to the ongoing partnering efforts that are being undertaken through discussions being led by St. Catharines Fire with the remaining municipal Fire Services for efforts of cutting their radio systems over to the Service's system. Seemingly, there are approximately three or four Fire Services that will migrate immediately following St. Catharines and Niagara Falls Fire Services.

Board Chair Gale questioned when eTicketing will come into full effect. Mr. Askoul advised that full training continues to be conducted and the Service has rolled out the initial pilot phase to the Traffic Unit and Grimsby Detachment where tickets are now being issued electronically. Staff is in the process of implementing the program in St. Catharines followed by Niagara Falls within the next couple weeks with full service roll-out anticipated for November 1, 2017.

Board Chair Gale reminded that the new NRPS Command Team will be invited to attend a Council meeting in each of Niagara's municipalities once the official appointment of the new Chief and Deputy Chief take place. He suggested that the eTicketing program be expanded on by the NRPS Command Team at those meetings. A/Chief MacCulloch confirmed the Command Team will include an update on that program as part of their presentation.

Committee Chair Gansel requested a status update on the operation of the Real Time Reporting Centre. Detective Sergeant Henderson advised that effective July 5, 2017 the Service commenced full operations in a pilot capacity, which will be in effect for a one-year term. The Centre is currently operational and officers are assisting on calls for service Monday to Friday, from 8:00 am to 4:00 pm. She further advised that should a major incident occur outside of the pilot project operational hours, police have the ability to properly staff the Real Time Reporting Centre at any given time. Member Stewart questioned if the Service is proceeding with procuring any additional agreements with private and/or public agencies. Detective Sergeant Henderson advised staff is looking to build on the pilot model throughout the process over the next year and is currently working on a camera expansion project.

Committee Chair Gansel questioned the status of the Service moving to Push-to-Talk technology that will enhance communications among front line officers by allowing a smartphone device to behave as a P25 radio. A/Chief MacCulloch advised that staff is currently continuing those discussions with Motorola and any related funding will form part of the Service's 2018 Capital Budget requests.

In closing, Committee Chair Gansel requested that the IT Strategic Plan be subject to an annual reporting requirement to ensure compliance of its objectives and that the report be submitted in conjunction with the NRPS Business Plan annual reporting cycle. Both the Board's Business Plan and Annual Report by-laws mandate that an annual report be received by the Board by no later than March 31 of each year. A/Chief MacCulloch advised that the Service will provide the requested annual report to the Board on a yearly basis.

Moved by: T. Bonham
Seconded by: V. Stewart

That the Committee endorse the Information Technology Strategic Plan appended to the report.

Carried.

OTHER BUSINESS

There was no other business.

NEXT MEETING

The next meeting is scheduled for Thursday, November 9, 2017 (Time TBD) at NRPS Headquarters, Community Room, 1st Floor, 5700 Valley Way, Niagara Falls.

ADJOURNMENT

The Information Technology Committee Meeting adjourned at 10:55 am.

Bob Gale, Chairperson

Deb Reid, Executive Director