

October 10, 2016

TO: Mayor and Members of City Council
FROM: Harry Black, City Manager **HB**
SUBJECT: Motorola Police Radios Audio Quality Concerns

Public safety and the safety of the City's first responders are of utmost importance to the City Administration.

Background

The ability of first responders to communicate during various policing situations is of critical importance. As soon as the Cincinnati Police Department (CPD) brought it to the attention of the Administration and City Council that the current radios were soon to be obsolete, the City has worked expeditiously to purchase and install new radios. In December 2015 City Council approved a \$5.4 million purchase of 1546 radios and accessories from Motorola. CPD began using the new radios in July 2016.

Since finding out about the dissatisfaction regarding the audio quality of the new Motorola APX radios, the City Administration and CPD have been in immediate and regular communications with Motorola to address CPD's concerns.

To date, Motorola has been working with the City in good faith to address audio quality concerns, including flying in a team of experts to ride along with CPD officers to witness and catalog the audio quality issues in the field. Despite these efforts issues remain. However, we are on a path that we believe will quickly get us to an acceptable solution.

CPD 800MHz RADIO DEPLOYMENT TIMELINE

11/5/2015	CPD requests permission and recommends the purchase of 1,546 Motorola APX radios and accessories.
12/9/2015	City Council authorizes City to enter into a contract for new Motorola APX radios and accessories.
12/21/2015	City issues purchase order to Motorola for APX radios and accessories.
4/12/16	New Radio Train the Trainer at Mobilcom with CPD appointed representatives.
4/18/16	Radios delivered to CPD.

7/25/16 – 7/27/16	New 800MHz radio system upgrade go live (CPD begins reporting problems).
8/14/16 – 8/18/16	CPD Conduct audio quality survey with CPD officers; 60 CPD police officers out of 1200 CPD police officers responded.
8/20/16	Motorola and CPD conduct drive testing scenarios at all CPD Districts.
8/24/16	ETS / CFD / CPD / ECC / Motorola conduct weekly punch list calls to address system upgrade and radio issues to be resolved.
Late August	CPD notes improvement in audio, and approves Motorola re-programming (Approx. 90%) of CPD radios with new audio settings.
9/7/16 – 9/8/16	Motorola Audio Engineer on-site to conduct audio test scenarios.
9/19/16	ETS / CFD / CPD / ECC / Motorola Conduct weekly onsite meetings to review reported audio issues.
9/23/16	Motorola submits preliminary findings report resulting from on-site testing and problem resolution meetings.
10/3/16	Motorola presents audio findings to City.

*Note all dates are approximate.

Solution

This is a contract administration issue with a vendor that the Administration continues to aggressively work to resolve.

Over the last several months improvements to the system have been made and Motorola has identified and recommended a few options to address the radio quality concerns all together.

The City Manager's Office (CMO), CPD, the Department of Enterprise Technology Solutions (ETS), the Division of Purchasing, and the Law Department have reviewed these options and identified a preferred solution that all parties believe will address the concerns. Prior to complete implementation of a solution, field testing will occur to be certain all of the problems are corrected.

A formal correspondence is being sent to Motorola detailing the City's preferred option to resolve this issue so field testing may occur as quickly as possible.

Conclusion

The City Administration anticipates in very short order a mutually acceptable path forward with Motorola will be achieved that is cost effective and ensures that CPD's police officers have the equipment that performs the job and keeps them as safe as possible.

The City Administration continues to proactively address this situation. We will keep you informed of any updates regarding this important matter.