



**Internal Services**

**Trunked Mobile Radio Services – TMR2  
General Operating Guidelines  
Radio Users**



**GOG-R1  
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## Revision Log

The following table lists the revision history of this document.

| <b>Date</b>   | <b>Version Number</b> | <b>Section/Page Changed</b> | <b>Comments</b> |
|---------------|-----------------------|-----------------------------|-----------------|
| June 17 2015  | Rev. 1.0              |                             | Draft Release   |
| June 30 2015  | Rev. 1.1              |                             | updates         |
| July 15 2015  | Rev. 1.2              |                             | updates         |
| March 14 2016 | Rev. 1.3              |                             | updates         |
|               |                       |                             |                 |
|               |                       |                             |                 |

## **TMR2 GENERAL OPERATING GUIDELINES FOR RADIO USERS**

### Overview

The Province of Nova Scotia has entered into a ten year agreement with Bell Mobility Radio to provide and operate the TMR2 public safety radio system in Nova Scotia.

This document describes the processes that the user community is to follow to initiate customer service requests (CSR) for various services provided by Bell through the life of the contract.

The document also describes other related procedures to assist users and administrators in initiating service requests with Bell. These include administrative tasks like adding new radios and having them programmed, adding or modifying fleetmaps and radio codeplugs, and rebilling certain charges on Bell invoices.

As part of this agreement, Bell has provided 6,614 portable and mobile radios and 23 dispatch consoles. These products are protected for 10 years against additional repair expenditures through a maintenance plan as described herein.

Bell Mobility covers the costs of parts, labour and travel for mobile radio repairs completed at the user's site. The plan covers the cost and insurance for transporting portable radios to and from the central repair centre.

Under the maintenance plan, Bell shall perform the following services:

- a) Repair or replacement (when available) service 5 days per week x 8 hours per day during normal business hours on all mobile and base station equipment at the location of use. Bell shall respond to the User's location within 1 (one) business day for all radio failures;
- b) Bell shall transport to and repair portable equipment at the Bell support centre or manufacturer's location;
- c) The trouble reporting centre contact number shall be available 24-hours per day / 7-days per week.
- d) Dispatch equipment (consoles and IP Loggers) are covered by the plan.

### Bell Service Desk

Bell provides a toll-free 7\*24\*365 CSR reporting number and trouble resolution management process ensuring initiation of corrective action, resulting in minimal downtime.

Users shall communicate service or equipment problems to the departments' designated Dispatch Centre or Authorized User Representative (often referred to as the User Group Coordinator), who shall in turn communicate with the Bell Service Desk. Calls and emails received after business hours will be logged by Bell staff and responded to in accordance with the defined response times, generally the next business day for radios and within 4 hours for sites and dispatch centre level 1 critical faults. Alternately, email may be used to report a problem. Bell will utilize an electronic trouble ticket number to track and monitor all actions from beginning to close of the reported issue.

**The Bell Service Desk contact information is:**

**1-800-665-6844 or [bmr@bell.ca](mailto:bmr@bell.ca)**

## RADIO MAINTENANCE

### Overview

Bell Mobility Radio is the prime contact for the maintenance, repair and support for all Province of Nova Scotia TMR2 subscriber radios and dispatch equipment. This document describes the process TMR2 users are to follow when there is a problem with equipment covered by the maintenance agreement.

1. This process is known as the CSR (Customer Service Request) process. Only Authorized User Representatives designated in this document can request a CSR be opened.
2. CSRs are submitted to the Bell Service Desk via email address [bmr@bell.ca](mailto:bmr@bell.ca) or via the toll free number 1-800-665-6844.
3. Bell will communicate status of the CSR by issuing a Case Number and Case Report that will be emailed back to specific email addresses stipulated by the Province in Appendix A01 – List of Authorized User Representatives.
4. Bell will provide various monthly reports and transaction files of all CSR activity to help the Province manage equipment and costs.

### R01 - Mobiles and Base Stations - Maintenance Plan

The Province has purchased a Maintenance Plan to cover the servicing and repair of mobile radios and base stations. This plan covers the cost of parts and labour for repairs completed at the user's location or at Bell's workplace and for all necessary travel to and from the User's site.



Bell shall respond and repair within 1 (one) business day, 5 (five) days per week during normal business hours at the location of the installed equipment.

Bell shall install a spare radio during the period where a repair will take more than 3 (three) business days. The user department shall provide spare radios for this purpose.

When reporting a trouble with a radio, the Bell Service Desk representative will collect information about the situation and will ask a series of triage questions so they can determine the best course of action.

The Maintenance Plan does not cover accessories such as microphones, microphone cords, and antennae or modifying or relocating equipment. This work is subject to the payment of additional labour at a predefined rate and parts at the current price. Additional costs totaling more than \$200 will require further authorization of the department representative. A request to install or relocate equipment contains an implied approval.

Authorized User Representatives may request Bell to provide an estimate or agree to a fixed price in advance of commencing work.

**R02 - Mobile Repair Step By Step**

| <b>Action/Owner</b>                                 | <b>Process</b>  |
|---|---|
| <b>Radio User</b>                                   | <p>Call your Dispatcher or Authorized User Representative to report a problem with your radio. Be prepared to provide all the information required to open a CSR and have a technician address the problem in a timely and efficient manner.</p> <p>The following information is to be provided:</p> <ul style="list-style-type: none"> <li>• Radio Model # (i.e. XTL1500 mobile or XTL2500 mobile)</li> <li>• Identification with at least 1 of the following: <ul style="list-style-type: none"> <li>○ Serial # (i.e. 775CPZ1716)</li> <li>○ Radio ID (i.e. 00006377)</li> <li>○ Bell Asset Tag No. (i.e. 158707)</li> </ul> </li> <li>• Vehicle ID -either fleet number, plate number, or VIN</li> <li>• Detailed description of the problem</li> <li>• User contact information (department, name, phone, email address)</li> <li>• Equipment location (full address) for repair</li> </ul> |
| <b>Dispatcher or Authorized User Representative</b> | <p>The Dispatcher or Authorized User Representative will complete a service call with the Bell Customer Service Agent or email the information to the Bell Service Desk.</p>  |
| <b>Bell</b>   | <p>Bell will acknowledge receipt of the CSR by issuing an email with the Case Number and initial opening Case Report.</p>   |
| <b>Bell</b>   | <p>Bell will open the CSR and assign a technician who will telephone the designated contact person to perform a diagnosis. If required, the technician will travel to the radio location to address the problem before the end of the next business day.</p>  |
| <b>Bell</b>   | <p>Bell shall install a spare radio during the period where a repair will take more than three (3) business days. The Province shall provide an inventory of spare radios for this purpose.</p>   |
| <b>Bell</b>   | <p>If resolution of the problem is outside the maintenance plan and costs are involved, Bell will contact the Authorized User Representative to present estimated costs and receive approval to proceed.</p>  |
| <b>Bell</b>   | <p>Once the work has been completed, the CSR is closed and Bell will send a closing email with the updated Case Report to the same email addresses as the opening email. If any work is chargeable to the department, Bell will send a final email detailing these costs.</p>   |

## R03 - Portables - Maintenance Plan

The Province has purchased a Maintenance Plan to cover the servicing of portable radios including the cost of parts, labour, and shipping to a central support centre.

Bell has provided an easy to use process to report the problem and ship the portable radio to a central location for repair. Repaired radios shall be returned, shipping and insurance prepaid, to the location designated by the User within 5 (five) business days of receipt of equipment at the support centre.

The maintenance plan does not cover accessories, such as antenna, remote speaker microphones, microphone cords, carry cases, belt clips, or batteries and chargers. This repair work is subject to the payment of additional costs at predefined rates.



## R04 - Portable Repair Step By Step

| Action/Owner  | Process   |
|---|---|
| <b>Radio User</b>                                   | <p>Call your Dispatcher or Authorized User Representative to report a problem with your portable radio. Be prepared to provide all the information required to open a CSR and expedite shipping to the Bell central support centre.</p> <p>The following information is to be provided:</p> <ul style="list-style-type: none"> <li>• Radio Model # (i.e. XTS1500 portable or XTS2500 portable)</li> <li>• Identification with at least 1 of the following: <ul style="list-style-type: none"> <li>○ Serial # (i.e. 775CPZ1716) on the surface behind the battery</li> <li>○ Radio ID (i.e. 00006377)</li> <li>○ Bell Asset Tag No. (i.e. 158707)</li> </ul> </li> <li>• Detailed description of the problem</li> <li>• User contact information (department, name, phone, email address)</li> </ul> |
| <b>Dispatcher or Authorized User Representative</b> | <p>When the Dispatcher or Authorized User Representative completes the service call with the Bell Customer Service Agent, the radio end user will receive an email from Bell that contains the paperwork necessary to ship the portable radio to the Bell's central support centre via UPS?, Purolator?, Midland?</p> <p>For service calls completed by 3pm, the documents will be provided the same day.</p>   |

| Action/Owner       | Process   |
|--------------------|---|
| <p><b>Bell</b></p> | <div data-bbox="431 235 967 928" data-label="Form"> <p><b>Bell Mobility</b> Case Report # 530756</p> <p>Case #: 530756 Status: OPEN Authorization#: 2014-10-01 08:20<br/> Priority: P4 Cus_POD#/Ticket#: 6209436</p> <p><b>Customer:</b> Providence of Nova Scotia (EHS)<br/> <b>Station Name:</b> 2762548<br/> <b>Description:</b> BROWN PO BOX 106 - T000<br/> <b>Address:</b> 795 Wilkinson Avenue, Dartmouth, NS</p> <p><b>Product Info:</b> S&amp;U: P7877-C Description: XTS 2300 DCS/ETL PORTABLE RADIO Serial #: 2050CF1844<br/> Tag #: 735225 Cust tag#: 196 Warranty End Date: 2014-10-01 08:20</p> <p><b>Case Detail:</b> Problem: Main Unit Contact #: 0 Type: N/A -<br/> Assigned for: AGACB005 Opened on: 2014-10-01 08:20<br/> Completion code: Completed on:</p> <p>Symptoms: PHS-EHS-276 Radio will not stay on.<br/> Description: S/N:2050CF1844<br/> No trouble shooting. Other batteries test with portable but no charge.<br/> Address: 795 Wilkinson Avenue, Dartmouth, NS</p> </div> <p>The first document provided in the email from Bell is the Case Report.</p> <p>This is a form produced by Bell's case tracking system and documents all the information known about the CSR.</p> <p>Print the Case Report and include it with the radio to be shipped to Bell's central support centre.</p> |
| <p><b>Bell</b></p> | <div data-bbox="431 949 967 1732" data-label="Form"> <p><b>Purolator</b> RETURNS RMA # 10025</p> <p>FROM: EHS Dartmouth<br/> 239 BROWNLOWAVE<br/> SUITE 300<br/> DARTMOUTH, NS B3B 2B2<br/> (902) 532-8280</p> <p>TO: <b>Bell Mobility Radio</b><br/> Repair<br/> 4180 JEAN-TALON WEST RUE O</p> <p>Montreal, QC H4P 1V5<br/> (800) 665-6844</p> <p>NOTE: DATE: 20 Jan 2015 PIECES: 1 of/de 1 WEIGHT/POIDS: 1.00 lb.</p> <p>9102/02/1P/12/14 09:00:01 PM</p> <p>PIN: 330 349 203 977</p> <p><b>YUL 38</b></p> </div> <p>The second document provided in your email is the Purolator waybill that is to be printed and used for this particular inbound shipment to Bell's central support centre.</p> <p>Using an appropriate shipping container, package the portable radio and the Case Report.</p> <p>Affix the Purolator waybill to the outside of the package.</p> <p>Call Purolator (1-888-744-7123) to pick up the package.</p>  |
| <p><b>Bell</b></p> | <p>Bell will repair the portable radio and return it to the originator within 5 business days following receipt.</p>  |



| Action/Owner | Process  |
|--------------|--|
| <b>Bell</b>  | If resolution of the problem is outside the maintenance plan and costs are involved, Bell will contact the Authorized User Representative to present estimated costs and receive approval to proceed.  |
| <b>Bell</b>  | Once the work has been completed, the CSR is closed and Bell will send a closing email with the updated Case Report to the same email addresses as the opening email.<br><br>If any work is chargeable to the department, Bell will send a final email detailing these costs |

### R05 - Lost and Stolen Equipment

This is the procedure to be followed in the event that a Province of Nova Scotia (PNS) trunked mobile radio is lost or stolen. If the radio is encrypted, special effort must be taken to protect the integrity of the fleet of encrypted radios.

| OWNER/ACTION                          | PROCESS   |
|---------------------------------------|---|
| <b>Radio User</b>                     | <p>Radio User realizes that the Radio is missing and has made a reasonable effort to locate it.</p> <p>Radio User notifies their supervisor and the appropriate department Authorized User Representative and Dispatch Centre.</p> <p><small>(Authorized User Representative must be on the authorized list as per CSR Process for TMR Radio Repair latest version)</small></p>   |
| <b>Dispatch Operator</b>              | Dispatch Operator shall INHIBIT the missing radio. This action makes the radio unusable and therefore not a security risk.  |
| <b>Authorized User Representative</b> | <p>Once the inhibit is confirmed to have been successful:</p> <p>The Authorized User Representative will send an email to <a href="mailto:bmr@bell.ca">bmr@bell.ca</a> and <a href="mailto:TMR@novascotia.ca">TMR@novascotia.ca</a> notifying that a radio is missing, has been inhibited and that it should be deactivated from the TMR2 system.</p> <p>The above email will contain the following information:</p> <p>Contact person:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Department</li> <li>• Telephone</li> <li>• Email address</li> </ul> <p>Identification with at least 1 of the following:</p> <ul style="list-style-type: none"> <li>• Serial # (i.e. 775CPZ1716)</li> <li>• Radio ID (i.e. 00006377)</li> <li>• Asset Tag No. (i.e. 158707)</li> </ul> <p>Action Requested</p> <ul style="list-style-type: none"> <li>• Deactivate lost or stolen radio, or</li> <li>• Re-activate a previously deactivated radio because it has been found</li> </ul> <p>Has radio been Inhibited - YES or NO</p> <ul style="list-style-type: none"> <li>• YES - Radio has been inhibited by dispatch centre (using RCM)</li> <li>• NO - Radio has not been inhibited</li> </ul> |

| OWNER/ACTION                          | PROCESS   |
|---------------------------------------|---|
|                                       | If it is an <b>encrypted</b> radio, send a copy of the above email to the KMF Administrator ( <a href="mailto:HDIVTMR2KMF@rcmp-grc.gc.ca">HDIVTMR2KMF@rcmp-grc.gc.ca</a> ) asking to remove radio from its authorized group, thus disabling encryption keys.  |
| <b>Bell</b>                           | Issue a CSR indicating the request has been actioned.<br>Update the SBT Asset Management System with new status.  |
| <b>KMF Administrator</b>              | KMF Administrator will remove radio from authorized group disabling encryption keys.  |
| <b>Authorized User Representative</b> | Determine if a temporary replacement radio is required. The Authorized User Representative will take the necessary steps to provide such a unit, in accordance with the department's operating policy regarding spare radio deployment.<br><br>Coordinate completion of the appropriate police report if required. The original is filed with the local police force and a copy is to be sent to the Province's Risk Manager. |

#### R06 - Radio Change

This is the procedure to be followed in the event a Radio User requires a radio change that will result in radio reprogramming, network reprogramming and/or an update to the BELL billing system.

| OWNER/ACTION   | PROCESS  |
|--|--|
| <b>Radio User/<br/>Authorized User<br/>Representative</b>                          | When a Radio User determines there is a requirement to make a radio change, the Authorized User Representative is contacted to request the change.   |
| <b>Radio User /<br/>Authorized User<br/>Representative /<br/>TMR Asset Manager</b> | The Authorized User Representative will require the following information from the Radio User to consider approval of the change request: <ul style="list-style-type: none"> <li>• Radio user name, contact information and user's location;</li> <li>• Radio Type and quantity (mobile, base and portable);</li> <li>• Radio serial number and vehicle ID in the case of a mobile radio, depending on the type of change;</li> <li>• Nature of change request;</li> <li>• Reason for the change request;</li> <li>• Impact if requested change is not made;</li> <li>• Cost of change and availability of budget;</li> <li>• Number of radios that require change; and</li> <li>• Impact to the entire radio fleet within the department/ agency.</li> </ul> <p>The cost associated with the requested change will depend on whether the Province has reached certain milestones and limits in the TMR2 Agreement. Therefore, the cost of any requested change will be investigated with the TMR Asset Manager.</p> |
| <b>Authorized User Representative</b>  | If the decision is to reject the request, the Authorized User Representative will inform the Radio User and terminate the procedure.   |
| <b>Authorized User</b>   | If the request is approved, the Authorized User Representative will prepare an e-  |

| OWNER/ACTION             | PROCESS   |
|--------------------------|---|
| <b>Representative</b>    | mail with all the pertinent information as described above. This e-mail will be sent to the TMR Asset Manager for reference and approval.<br><br>TMR2 Program Office <a href="mailto:tmr@novascotia.ca">tmr@novascotia.ca</a>   |
| <b>TMR Asset Manager</b> | The TMR Asset Manager will prepare the information package (including; Fleetmap, Radio Profile Configuration sheets for each radio type) and review the radio impact, requirement, schedule and budget with the Authorized User Representative.<br><br>If the number of radios affected is small (10 or less) an email including the information package above will be sent to BELL MOBILITY Customer Service: <a href="mailto:bmr@bell.ca">bmr@bell.ca</a> .<br><br>If greater than 10 radios are affected an e-mail message is attached to the information package and sent to the Bell Account Manager to determine the schedule and budget requirements. Bell will prepare a Statement of Work to implement the change. |

R07 - New Codeplug Template Request (i.e. User Group)

This procedure is to be followed when a Radio User acquires a new radio model that requires a new Master Codeplug Template.

| OWNER/ACTION  | PROCESS  |
|---|--|
| <b>Radio User/<br/>Authorized User<br/>Representative</b>         | When a department or Agency acquires a <b>new radio model</b> that requires a new Master Codeplug Template (Radio Profile), the Authorized User Representative or designate is contacted to begin the process of activating the units onto the TMR2 network. The request may require discussion before specifications are finalized.   |
| <b>Authorized User<br/>Representative /<br/>TMR Asset Manager</b> | The Authorized User Representative will work with the TMR Asset Manager to develop the following documents required for programming and activation; <ol style="list-style-type: none"> <li>1) Fleetmap (updated for existing agencies, new for new agencies). Version control must be maintained.(i.e. DNRD Fleetmap Version 2.2)</li> <li>2) Radio Profile (this document reflects the uniqueness of a User Group which are uniquely named, i.e. DNRD01p1vA).</li> <li>3) CDF (Customer Detail File) providing details necessary for Bell Mobility to provision the radio.</li> <li>4) Work Order authorizing Bell to undertake the work required to program the radio, activate it on the TMR2 network, install mobile or base units in the field, and invoice the TMR2 Program Office for activation, programming and maintenance according to the terms of the TMR2 Agreement. The TMR Asset Manager will prepare the information package and e-mail it to:<br/><br/>Bell Service Desk <a href="mailto:bmr@bell.ca">bmr@bell.ca</a></li> </ol> |
| <b>Bell Mobility</b>  | <ol style="list-style-type: none"> <li>1) Bell Mobility will review the documentation that has been provided by the TMR Asset Manager for completeness.</li> <li>2) Bell Mobility will deliver a Statement of Work to the TMR Asset Manager based on the deliverables requested. This will include programming, activation and installation (if required for Mobile and Base radios).</li> </ol>   |

| OWNER/ACTION  | PROCESS  |
|---|--|
| <b>Codeplug Development, Testing and Acceptance</b> | <p>The Statement of Work for the development of a new Master Codeplug Template (i.e. Radio Profile) will include the following steps:</p> <ol style="list-style-type: none"> <li>1) Based on the Radio Configuration (i.e. M01 or P01) and Fleetmap and Radio Profile documentation, Bell Mobility will develop and thoroughly test the Master Codeplug Template that meets the specifications requested and upload it into one of the new radio units.</li> <li>2) A representative of the PSFC Field Team and the Authorized User representative will test the radio to ensure it meets all programming and operational requirements.</li> <li>3) If Master Codeplug Template adjustments are required, Bell Mobility will make the necessary changes to the Master Codeplug Template and the PSFC Field Team representative and Authorized User representative will repeat the testing step. Changes in the radio programming specifications must be communicated to the TMR Asset Manager so that the documentation is updated and synchronized with the Radio Profile Master Codeplug Template. The version number of the Profile and Master Codeplug will be incremented.</li> <li>4) Bell Mobility will require the Authorized User representative to provide evidence that the codeplug template has been tested and meets the specification before the remaining radios can be cloned. Use the standard Test and Signoff form.</li> <li>5) Following successful Testing and Acceptance, Bell Mobility may proceed to clone the remaining radios using the accepted Master Codeplug Template and CDF.</li> </ol> |
| <b>TMR2 Program Office</b>                          | <p>The TMR Asset Manager will provide a work order to Bell Mobility authorizing execution of the Statement of Work.</p>  |

**R08 - Radio Location Change**

The Province has contracted with Bell to provide an asset management tool to track radio assets and improve the ability to maintain these assets.

It is the departments' responsibility to keep the asset management system current with the location and status of radios. The following process will facilitate this on a generic basis. It is anticipated that customized procedures will be developed that work more effectively for operating environments of various departments.

| Action/Owner      | Process  |
|-------------------|--|
| <b>Radio User</b> | <p>When a radio is to be relocated (as defined by the Authorized User representative for the department), the user must call or email the Authorized User representative to report the change. Be prepared to provide the following information:</p> <ul style="list-style-type: none"> <li>• Radio Model # (i.e. XTS1500 portable or XTL1500 mobile)</li> <li>• Identification with at least 1 of the following: <ul style="list-style-type: none"> <li>○ Radio Serial # (i.e. 775CPZ1716)</li> <li>○ Radio ID (i.e. 00006377)</li> <li>○ Bell Asset Tag No. (i.e. 158707)</li> </ul> </li> </ul> |

| Action/Owner                          | Process  |
|---------------------------------------|--|
|                                       | <ul style="list-style-type: none"> <li>Vehicle ID (if applicable) – VIN, plate #, or fleet #</li> <li>New Equipment location (full address)</li> </ul> |
| <b>Authorized User Representative</b> | Authorized User representative forwards this information to the TMR Asset Manager  |
| <b>TMR Asset Manager</b>              | Accumulate change transactions on a weekly or monthly basis, create a CDF-like Excel file of the changes and submit a Work Order to Bell as a CSR.     |
| <b>Bell</b>                           | Make the changes to the SBT Asset Management System and notify the TMR Asset Manager of completion.  |
| <b>Bell</b>                           | Issue a new monthly Equipment Record file that includes the changes.   |

**R09 - Radio Provisioning (new equipment to be added to the network)**

Departments are responsible for the procurement of additional radios. Please advise the TMR Asset Manager in advance so that all costs and activities are planned in advance.

Additional radios purchased by departments are not covered by the TMR2 contract and costs for programming, activation, installation and maintenance will be the responsibility of the department.

| Action/Owner                          | Process  |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
|---------------------------------------|--|------------|---------------|------------|------------------|------------|-------------|------|-----------|------|------------|------|-----------|------|------------------|--------|---------|--------|------------------|-----|-------------|---|---|---|------------|------|-----------------------|-----|-----|----------|--------------|-----|-------------|---|---|---|------------|
| <b>Authorized User Representative</b> | At earliest possible time, inform TMR Asset Manager of the intention to purchase additional radios and indicate the most probable programming requirement.   |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| <b>Authorized User Representative</b> | Send email to TMR Asset Manager <a href="mailto:TMR@novascotia.ca">TMR@novascotia.ca</a> requesting provisioning of newly acquired radios. Prepare a spreadsheet with the following columns and one row for each new radio. TMR Asset Manager will assist with this format and content. <table border="1" data-bbox="441 1266 1448 1375"> <thead> <tr> <th>DEPT</th> <th>HOME LOCATION</th> <th>VEHICLE ID</th> <th>Vehicle Type</th> <th>RADIO TYPE</th> <th>RADIO MODEL</th> <th>RP</th> <th>AES</th> <th>OTAR</th> <th>MULTI KEY</th> <th>OTAP</th> <th>SERIAL NO</th> </tr> </thead> <tbody> <tr> <td>DNRD</td> <td>Amherst - Office</td> <td>R27445</td> <td>PICK UP</td> <td>Mobile</td> <td>XTL 1500 (48 Ch)</td> <td>M01</td> <td>DNRD-01M1vB</td> <td>n</td> <td>n</td> <td>n</td> <td>707ABC1234</td> </tr> <tr> <td>DNRD</td> <td>DNR District Portable</td> <td>N/A</td> <td>N/A</td> <td>Portable</td> <td>XTS 2500 III</td> <td>P01</td> <td>DNRD-01P1vB</td> <td>n</td> <td>n</td> <td>n</td> <td>298CBA4321</td> </tr> </tbody> </table> | DEPT       | HOME LOCATION | VEHICLE ID | Vehicle Type     | RADIO TYPE | RADIO MODEL | RP   | AES       | OTAR | MULTI KEY  | OTAP | SERIAL NO | DNRD | Amherst - Office | R27445 | PICK UP | Mobile | XTL 1500 (48 Ch) | M01 | DNRD-01M1vB | n | n | n | 707ABC1234 | DNRD | DNR District Portable | N/A | N/A | Portable | XTS 2500 III | P01 | DNRD-01P1vB | n | n | n | 298CBA4321 |
| DEPT                                  | HOME LOCATION  | VEHICLE ID | Vehicle Type  | RADIO TYPE | RADIO MODEL      | RP         | AES         | OTAR | MULTI KEY | OTAP | SERIAL NO  |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| DNRD                                  | Amherst - Office   | R27445     | PICK UP       | Mobile     | XTL 1500 (48 Ch) | M01        | DNRD-01M1vB | n    | n         | n    | 707ABC1234 |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| DNRD                                  | DNR District Portable  | N/A        | N/A           | Portable   | XTS 2500 III     | P01        | DNRD-01P1vB | n    | n         | n    | 298CBA4321 |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| <b>TMR Asset Manager</b>              | Issue a Work Order CSR request to activate the radios using the CDF (Customer Data File) format.   |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| <b>TMR Asset Manager</b>              | Ensure maintenance status of new radio is correct in SBT and that appropriate billing to department will be on the monthly Bell invoice.   |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| <b>TMR Asset Manager</b>              | If encryption is involved, follow KMF Guidelines to have radio managed via the KMF Administrator.  |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |
| <b>Bell</b>                           | <ul style="list-style-type: none"> <li>Assign Radio ID.</li> <li>Program Radios with requested RP (Radio Profile – Master Codeplug Template)</li> <li>Activate the radio on the TMR2 Network.</li> <li>Add the radio to the SBT system.</li> <li>Email a CSR report indicating the request is completed.</li> </ul>  |            |               |            |                  |            |             |      |           |      |            |      |           |      |                  |        |         |        |                  |     |             |   |   |   |            |      |                       |     |     |          |              |     |             |   |   |   |            |

| Action/Owner | Process   |
|--------------|---|
|              | <ul style="list-style-type: none"> <li>• Install radio on site (if applicable)</li> </ul> |

R10 - Radio Deactivation

| Action/Owner                          | Process   |
|---------------------------------------|---|
| <b>Authorized User Representative</b> | <p>Send email to TMR Asset Manager <a href="mailto:TMR@novascotia.ca">TMR@novascotia.ca</a> requesting deactivation of the radio.</p> <p>The following information is to be provided:</p> <ul style="list-style-type: none"> <li>• Department name</li> <li>• Identification with at least 1 of the following: <ul style="list-style-type: none"> <li>○ Radio Serial # (i.e. 775CPZ1716)</li> <li>○ Radio ID (i.e. 00006377)</li> <li>○ Bell Asset Tag No. (i.e. 158707)</li> </ul> </li> </ul> |
| TMR Asset Manager                     | Issue a CSR to deactivate the radio to <a href="mailto:bmr@bell.ca">bmr@bell.ca</a>   |
| <b>Bell</b>                           | <p>Deactivate the radio on the TMR2 Network.</p> <p>Indicate the radio as Deactivated on the SBT system.</p> <p>Email a CSR report indicating the request is completed.</p>   |

## NETWORK MAINTENANCE

### N01 - Network Trouble Call Reporting

The NETWORK component of the TMR2 system is defined by the hardware infrastructure, software, backhaul, and network components required to provide users with the expected RF coverage. Network events are identified in 3 ways:

1. Alarms generated by the system itself.
2. Bell identified issues.
3. User identified problems.



This section deals specifically with User identified problems. It describes the process for users to report NETWORK problems to the Bell Service Desk and how Bell notifies key stakeholders of the progress and status of resolving issues of all 3 types identified above.

Bell shall provide service 7 days per week x 24 hours per day x 52 weeks per year.

Bell shall respond to level 1 critical faults within 4 hours.

In addition to the CSR process defined for subscriber radios and dispatch equipment, Bell's JANS (Joint Alarm Notification System) update emails are issued for all NETWORK events.

### N02 - Network Repair Step by Step

| Action/Owner                                       | Process   |
|--|---|
| <b>Radio User</b>                                  | Call your Dispatcher or Authorized User Representative to report a problem. Be prepared to provide all the information required to open a CSR and have a technician address the problem in a timely and efficient manner.   |
| <b>Dispatcher / Authorized User Representative</b> | The Dispatcher or Authorized User Representative will complete a service call with the Bell Customer Service Agent (800-665-6844) or email the information to the Bell Service Desk at <a href="mailto:bmr@bell.ca">bmr@bell.ca</a>   |
| <b>Bell</b>  | Bell will open the CSR and issue an email with the Case Number and initial opening Case Report. Target recipients of this email are:<br><br><a href="mailto:BELL-JANS-PNS@lists.gov.ns.ca">BELL-JANS-PNS@lists.gov.ns.ca</a><br><a href="#">user supplied email address</a><br><br>Bell will issue a JANS notification. |
| <b>Bell</b>  | Bell will assign a technician to address the problem.<br><br>Bell will follow the established escalation procedure if the problem cannot be resolved  |

| <b>Action/Owner</b> | <b>Process</b>  |
|---------------------|---|
|                     | in the prescribed trouble response time limits.   |
| <b>Bell</b>         | Once the situation has been resolved, the CSR is closed and Bell will send a closing CSR email (and closing JANS notice) with the updated Case Report to the same email addresses as the opening CSR email. |



# DISPATCH CENTRE MAINTENANCE

## D01 - Dispatch Equipment Maintenance

The Province has purchased a Maintenance Plan to cover the maintenance, repair and support of Dispatch Equipment. The Province has four dispatch sites across the Province.

This plan covers the cost of parts and labour for repairs completed at the Dispatch Centre or at Bell's workplace and for all necessary travel to and from the Dispatch Centre.



Bell shall provide service 7 days per week x 24 hours per day x 52 weeks per year at the location of the equipment.

Dispatch Equipment events are identified in 3 ways:

- Alarms generated by the system itself.
- Bell identified faults.
- User identified problems.

This section deals specifically with User identified problems. It describes the process where users report problems to the Bell Service Desk and how Bell notifies key stakeholders of the progress and status of resolving issues of all three types identified above.



The Dispatch Equipment component of the TMR2 system is defined by the Motorola MCC7500 dispatch consoles, IP voice recorders, telephone voice recorders and network connectivity equipment required to operate a public safety grade communications dispatch centre.

The following equipment is the subject of this document:

|   |  |
|---|--|
| <p>EHS Primary Site<br/>Brownlow Ave.</p> | <ul style="list-style-type: none"> <li>• 12 Motorola MCC7500 dispatch consoles</li> <li>• Nice IP Logger</li> <li>• Nice Analog Logger</li> <li>• Nice playback station</li> <li>• Local area network</li> <li>• Gateways</li> </ul> |
| <p>EHS Backup Site<br/>Fall River</p>     | <ul style="list-style-type: none"> <li>• 5 Motorola MCC7500 dispatch consoles</li> <li>• Nice IP Logger</li> <li>• Nice Analog Logger</li> <li>• Nice playback station</li> <li>• Local area network</li> <li>• Gateways</li> </ul>  |

|                                     |   |
|-------------------------------------|---|
| Shubie Primary Site<br>Shubenacadie | <ul style="list-style-type: none"> <li>• 5 Motorola MCC7500 dispatch consoles</li> <li>• Nice IP Logger</li> <li>• Nice Analog Logger</li> <li>• Nice playback station</li> <li>• Local area network</li> <li>• Gateways</li> </ul> |
| Shubie Backup Site<br>Miller Lake   | <ul style="list-style-type: none"> <li>• 3 Motorola MCC7500 dispatch consoles</li> <li>• Nice IP Logger</li> <li>• Nice playback station</li> <li>• Local area network</li> <li>• Gateways</li> </ul>                               |

D02 - Dispatch Equipment Repair Step by Step

| Action/Owner                                       | Process  |
|--|--|
| <b>User</b>  | Call your Dispatcher or Authorized User Representative to report a problem. Be prepared to provide all the information required to open a CSR and have a technician address the problem in a timely and efficient manner.  |
| <b>Dispatcher / Authorized User Representative</b> | The Dispatcher or Authorized User Representative will complete a service call with the Bell Customer Service Agent or email the information to the Bell Service Desk.  |
| <b>Bell</b>  | <p>Bell will open the CSR and issue an email with the Case Number and initial opening Case Report. Target recipients of this email are as follows, noting that when the CSR involves EHS Dispatch there is an additional email required.</p> <p style="text-align: center;"> <a href="mailto:BELL-CSR-PNS@lists.gov.ns.ca">BELL-CSR-PNS@lists.gov.ns.ca</a><br/> <a href="#">user supplied email address</a><br/> <a href="mailto:SCO@emci.ca">SCO@emci.ca</a>                      <b>FOR EHS ONLY</b> </p> <p>Bell will issue a JANS notification.</p> |
| <b>Bell</b>  | <p>Bell will assign a technician to address the problem.</p> <p>Bell will follow the established escalation procedure if the problem cannot be resolved in the prescribed trouble response time limits.</p>  |
| <b>Bell</b>  | If resolution of the problem is outside the maintenance plan and costs are involved, Bell will contact the Authorized User Representative to present estimated costs and receive approval to proceed.  |
| <b>Bell</b>  | Once the situation has been resolved, the CSR is closed and Bell will send a closing CSR email (and closing JANS notice) with the updated Case Report to the same email addresses as the opening CSR email.  |

## SPECIAL REQUIREMENTS FOR ENCRYPTION

### E01 - Standard Operating Procedure for Encrypted Radios on the TMR2 System

Advanced AES 256 Encryption is a standard feature of TMR2 and has been adopted by many of the law enforcement agencies using the radio system. To provide agency interoperability and ensure security of 'keys', it is vital to implement rigorous operating procedures. To this end, the Province of Nova Scotia (PNS) has installed the Motorola Key Management Facility (KMF) to manage the 'keys' and has engaged the RCMP to manage the KMF out of its Nova Scotia headquarters. The PNS also stipulates the RCMP's national standards will be adopted for the management and operation of all encrypted radios. The KMF Administrator will manage all Traffic Encryption Keys (TEKs) for all encrypted radios on the TMR2 Network. Key changes will be seamless to radio users and will normally be performed each month.

The PNS has developed a KMF Policies and Procedures Guideline that is documented and available upon request. Extracted from that document, PNS have created a set of Standard Operating Procedures (SOP) that each agency is required to follow. The SOP's describe the processes that will ensure compliance with security requirements of the key management system. This will keep information secure and facilitate encrypted interoperability between agencies.

Agencies are responsible for inventory control of their assets. This includes informing the KMF Administrator, or designate, whenever an encrypted asset is not in the immediate control of the agency.

The following Standard Operating Procedures are to be agreed to and implemented within each agency.

#### General Provisions

1. Each Agency will designate a single point of contact for interaction with the KMF Administrator.
2. Agency Contact will participate in periodic user group meetings aimed to streamline and improve the operation and usage of the encryption key management process.
3. An email address is designated for contacting the KMF Administrator. The e-mail address is: : [HDIVTMR2KMF@rcmp-grc.gc.ca](mailto:HDIVTMR2KMF@rcmp-grc.gc.ca)
4. The standard rekey frequency is 30 days.
5. The rekey period can be delayed by up to 7 days to accommodate operational necessity.
6. All radios should be connected to the radio system monthly to ensure they receive up-to-date keys.
7. All codeplugs must be built by a Bell-approved vendor and all Fleetmaps containing encrypted talkgroups must be reviewed and approved by the Province of Nova Scotia.
8. Agencies are responsible for providing security control and accountability of encrypted radios through regular inventory management. The agencies must be able to account for every device and its location at any given time. Random audits may be performed.
9. Agencies are responsible for providing continuous accountability and protection against loss or unauthorized access at all times.
10. New encrypted radios will have to be provisioned onto the KMF.
11. When an encrypted radio leaves the direct control of the agency, procedures (outlined below) must be followed to protect the integrity of the system.
12. Radios (in a vehicle) scheduled for service outside of direct agency control must be inhibited by your Dispatch Centre. Subsequent reversal of inhibit will require proof of authorization to do so.
13. Agency acknowledges adherence to the Law Enforcement Memorandum of Understanding

## Standard Operating Procedures

### 1. Issuing New Radio Equipment

- When agency is preparing to issue new encrypted radio equipment to the field, the radios will have to be provisioned onto the KMF. The agency will email an approved spreadsheet to inform the KMF Administrator prior to and they will work together to ensure the radios are provisioned properly and can receive keys as needed.

### 2. Lost or Stolen Equipment Procedures

- User notifies their supervisor. The supervisor shall notify the applicable Dispatch Centre.
- Dispatcher gathers the following information from supervisor:
  - Serial Number, Unit ID, Asset Tag Number, User's Name
  - What time was the radio last accounted for?
  - Was the radio lost or stolen?
- Dispatcher inhibits radio to make it unusable (using RCM application) and advises all encrypted radio system users that compromised radio has been disabled. Secure information can be transmitted over system.
- After a reasonable time to allow for finding radio, Dispatcher provides the information to KMF Administrator via e-mail requesting the radios be removed from the KMF active group. Dispatcher also emails Bell Customer Service at bmr@bell.ca that the radio is lost or stolen and should be deactivated.

Agency should report a stolen radio to local police.

### 3. Sending a vehicle for service

- When any vehicle with an installed encrypted radio requires service in a non-government or uncontrolled facility, the user must notify the Dispatch Centre before sending the vehicle ~~out~~ for service.
- The Dispatch Centre must inhibit the radio to make it unusable (using RCM application).
- When vehicle and radio are ready to be returned to service, the user must notify the Dispatch Centre to reverse the inhibit command. Dispatcher will follow previously agreed plan for confirming user's identity.

### 4. Sending a radio for service **Updating required to specify use of SHOP KEYS**

- When any encrypted radio requires service or repair in a non-government controlled facility, the user must notify the Dispatch Centre before the radio is shipped. As the encrypted radio is a secure device, it must be placed in a sealed envelope and delivered via registered mail, priority post, commercial carrier or first class mail.
- The Dispatch Centre must inhibit the radio to make it unusable (using RCM application).
- When radio ~~are~~ ready to be returned into service, the user must notify the Dispatch Centre to reverse the inhibit command. Dispatcher will follow previously agreed plan for confirming user's identity.

## BILLING AND ADMINISTRATION

### B01 – Re-billing – Recovery of Charges from User Departments

Not all work completed by Bell is included in the TMR2 Agreement. Additional work carries a cost that Bell will include on the monthly invoice to Public Safety and Field Communications (PSFC). PSFC will in turn recover these costs from the originating department via the re-billing process.

The following are examples, but not an inclusive list, of chargeable parts, labour and travel:

- No problem found
- Replace antenna
- Microphones
- Batteries
- Install or remove radio equipment
- Relocate radio equipment
- Activate and program new radios
- Re-program existing radio
- Maintenance fee for radios purchased outside initial contract quantity
- Customer caused physical damage beyond normal wear and tear
- Fire and water damage
- Customer caused repeat site visit
- Customer error
- Complete or repair customer installation
- Emergency repairs outside normal service hours

Bell shall not carry out any work that will result in an additional charge in excess of \$2,500 (exclusive of any applicable taxes). Work valued in excess of \$2,500 must follow the formal Change Order Process.

The process controlling the re-billing of charges is described following:

| Action/Owner      | Process   |
|-------------------|---|
| <b>Bell</b>       | If resolution of the problem is beyond the maintenance plan and costs are involved, Bell will contact the Authorized User Representative to present estimated costs and receive approval to proceed.  |
| <b>Bell</b>       | Bell will price the service according to the TMR2 Agreement and include the CSR and cost on the monthly invoice to PSFC on the department account invoice page.   |
| <b>PSFC</b>       | Public Safety and Field Communications will validate all charges and pay the Bell monthly invoice.  |
| <b>Department</b> | Each department Authorized User Representative or User Coordinator will provide a Cost Centre and GL account to which charges are to be posted.   |
| <b>PSFC</b>       | Public Safety and Field Communications will create a Journal Entry by department recovering charges from Cost Centre and GL account provided by department. Document will include detailed information about each charge.<br><br>Journal entry is processed by Financial Services and Department of Finance to transfer funds from user department to PSFC. |

The following is the rate table agreed to in the TMR2 Agreement:

| <b>Professional Service Labour Rates</b>   |  |   |
|--|--|---|
| <b>Agreement Years 1 through 5</b>         | <b>In Office</b>   | <b>On Site (inclusive of travel related expenses)</b>             |
| Engineering                                | \$200 /hr  | \$215 /hr   |
| Project Management                         | \$175 /hr  | \$190 /hr   |
| Network Technician                         | \$130 /hr  | \$145 /hr   |
| Authorized Subscriber Equipment Technician | \$85 /hr   | \$100 /hr<br>(travel time billed not to exceed 3 hours per event) |
| Administration                             | \$ 75 /hr  | \$ 90 /hr   |
| <b>Agreement Years 6 through 15</b>        | The Professional Labour Rate shall be increased annually by the Contractor during the Term, on each anniversary of the Service Start Date, in an amount equal to 2%. |   |

The following is the monthly maintenance rates agreed to in the TMR2 Agreement for radios acquired beyond the original implementation project quantities:

| <b>Subscriber Monthly Maintenance Rates</b> |                       |                            |   |
|---|-----------------------|----------------------------|---|
| <b>Equipment</b>                            | <b>Agreement Year</b> | <b>Year 1 monthly rate</b> | <b>Year 2 - Year 10 monthly rate</b>  |
| Portable with warranty (1 year)             |                       | \$0.40                     | At the beginning of each Agreement Year starting with Year 2 these maintenance rates shall increase by 2% each year |
| Portable without warranty                   |                       | \$2.90                     |   |
| Mobile/base with warranty (1 year)          |                       | \$1.92                     |   |
| Mobile/base without warranty                |                       | \$5.75                     |   |

## APPENDICES

### A01 - List of Authorized User Representatives

The Province has agreed that only selected user representatives will contact Bell on behalf of the user community. Users are required to contact their designated Authorized User Representative in order to have a CSR opened.

The following table identifies each User Department and Authorized User Representatives.

| DEPT | DEPARTMENT DESCRIPTION                              | COORDINATOR    | TITLE                                   |  | TEL          |
|------|---|----------------|---|--|--------------|
| AGR  | Department of Agriculture                           | Craig Bauchman | Aboiteau Superintendent                 | <a href="mailto:Craig.Bauchman@novascotia.ca">Craig.Bauchman@novascotia.ca</a> | 902-798-5325 |
| DCS  | Dept of Community Services - RC/SA (DCS)            | JoAnne Lawlor  | Director of Emergency Social Services   | <a href="mailto:LAWLORJZ@gov.ns.ca">LAWLORJZ@gov.ns.ca</a>                     | 902-424-8333 |
| DCSW | Dept of Community Services - Wood Street (DCSW)     | Luke Roberts   | Program Manager                         | <a href="mailto:ROBERTSL@gov.ns.ca">ROBERTSL@gov.ns.ca</a>                     | 902-896-7028 |
| DNRC | Department of Environment - Conservation (DNRC)     | Marion Pye     | Manager - Shubie Site                   | <a href="mailto:PYEMR@gov.ns.ca">PYEMR@gov.ns.ca</a>                           | 902-758-5059 |
| DNRD | Department of Natural Resources - Districts (DNRD)  | Marion Pye     | Manager - Shubie Site                   | <a href="mailto:PYEMR@gov.ns.ca">PYEMR@gov.ns.ca</a>                           | 902-758-5059 |
| EHS  | Dept of Health - Emergency Health Services (EHS)    | Rob Merchant   | Communication Assets Coordinator        | <a href="mailto:Robert.Merchant@emci.ca">Robert.Merchant@emci.ca</a>           | 902-532-8620 |
| EMOM | Emergency Management Office Municipal (EMOM)        | Paul Maynard   | Emergency Communications Coordinator    | <a href="mailto:Paul.Maynard@novascotia.ca">Paul.Maynard@novascotia.ca</a>     | 902-223-3194 |
| EMOP | Emergency Management Office of Nova Scotia (EMOP)   | Andrew Mitton  | Emergency Management Planning Officer   | <a href="mailto:MITTONAL@gov.ns.ca">MITTONAL@gov.ns.ca</a>                     | 902-679-6100 |
| EXCO | Office of the Premier (EXCO)                        | Joanne Fisher  | Director, Operations and Administration | <a href="mailto:FISHERJC@gov.ns.ca">FISHERJC@gov.ns.ca</a>                     | 902-424-7759 |
| FILD | Dept of Fisheries & Aquaculture - Inland (FILD)     | Marilyn O'Neil | Manager of Fisheries Operations         | <a href="mailto:ONEILMC@gov.ns.ca">ONEILMC@gov.ns.ca</a>                       | 902-638-2027 |
| FINS | Dept of Fisheries & Aquaculture - Inspection (FINS) | Alan J McNeil  | Manager, Resource Management            | <a href="mailto:Alan.McNeill@novascotia.ca">Alan.McNeill@novascotia.ca</a>     | 902-485-7024 |
| GSAR | Ground Search & Rescue (GSAR)                       | Paul Maynard   | Emergency Communications Coordinator    | <a href="mailto:Paul.Maynard@novascotia.ca">Paul.Maynard@novascotia.ca</a>     | 902-223-3194 |
| HSEM | Dept of Health - Health Services Emerg Mgmt (HSEM)  | Andy Boutilier | Manager of Operational Readiness        | <a href="mailto:Andy.Boutilier@gov.ns.ca">Andy.Boutilier@gov.ns.ca</a>         | 902-424-8798 |
| JCC  | Dept of Justice - Community Corrections (JCC)       | Chris Collett  | A/Director, Correctional Services       | <a href="mailto:COLLETCB@gov.ns.ca">COLLETCB@gov.ns.ca</a>                     | 902-424-0458 |
| JCOR | Dept of Justice - Corrections Facilities (JCOR)     | David Mills    | Manager, Policy and Program Services    | <a href="mailto:MILLSDR@gov.ns.ca">MILLSDR@gov.ns.ca</a>                       | 902-424-8895 |

|      |  |                  |  |  |              |
|------|--|------------------|--|--|--------------|
| JPFO | Dept of Justice - Provincial Firearms Office (JPFO)    | John Parkin      | Manager, Provincial Firearms Program             | <a href="mailto:PARKINJW@gov.ns.ca">PARKINJW@gov.ns.ca</a>                 | 902-424-1712 |
| JPSI | Dept of Justice - Public Safety Investigations (JPSI)  | Meredith Monk    | Public Safety Investigations                     | <a href="mailto:MONKMK@gov.ns.ca">MONKMK@gov.ns.ca</a>                     | 902-424-8371 |
| JSHR | Dept of Justice - Sheriffs (JSHR)                      | David Elliot     | Transportation Coordinator                       | <a href="mailto:ELLIOTDK@gov.ns.ca">ELLIOTDK@gov.ns.ca</a>                 | 902-424-8204 |
| MCD  | Dept of Transportation - Motor Carriers Division (MCD) | Natalie Aisthorp | Director, Motor Carrier Division                 | <a href="mailto:Aisthonl@gov.ns.ca">Aisthonl@gov.ns.ca</a>                 | 902-424-2821 |
| MPD  | Municipal Police Departments (MPD)                     | Paul Maynard     | Emergency Communications Coordinator             | <a href="mailto:Paul.Maynard@novascotia.ca">Paul.Maynard@novascotia.ca</a> | 902-223-3194 |
| MVI  | Service Nova Scotia - Motor Vehicle Inspection (MVI)   | Pat O'Malley     | Motor Vehicle Inspector                          | <a href="mailto:OMALLEPJ@gov.ns.ca">OMALLEPJ@gov.ns.ca</a>                 | 902-424-2183 |
| NSAE | Service Nova Scotia Audit & Enforcement (NSAE)         | Vince Wood       | Supervisor, Audit & Enforcement                  | <a href="mailto:WOODVC@gov.ns.ca">WOODVC@gov.ns.ca</a>                     | 902-424-8875 |
| NSEC | NS Environmental Compliance Division (NSEC)            | Glen Warren      | District Manager                                 | <a href="mailto:WARNERGA@gov.ns.ca">WARNERGA@gov.ns.ca</a>                 | 902-424-3856 |
| PSEV | PSFC Event Support (PSEV)                              | Matt Boyle       | Coordinator of Capital Assets and Field Services | <a href="mailto:BOYLEMS@gov.ns.ca">BOYLEMS@gov.ns.ca</a>                   | 902-424-3479 |
| PSFC | PSFC Communications Support (PSFC)                     | Matt Boyle       | Coordinator of Capital Assets and Field Services | <a href="mailto:BOYLEMS@gov.ns.ca">BOYLEMS@gov.ns.ca</a>                   | 902-424-3479 |
| PSMC | PSFC Mobile Communications (PSMC)                      | Matt Boyle       | Coordinator of Capital Assets and Field Services | <a href="mailto:BOYLEMS@gov.ns.ca">BOYLEMS@gov.ns.ca</a>                   | 902-424-3479 |
| RCMP | Royal Canadian Mounted Police (RCMP)                   | Glen Mason       | Manager. I.T. Operations                         | <a href="mailto:glenn.mason@rcmp-qrc.qc.ca">glenn.mason@rcmp-qrc.qc.ca</a> | 902-720-5132 |
| SHUB | SHUBIE RADIO (SHUB)                                    | Marion Pye       | Manager - Shubie Site                            | <a href="mailto:PYEMR@gov.ns.ca">PYEMR@gov.ns.ca</a>                       | 902-758-5059 |
| TIR  | Dept of Transportation - Highway Operations (TIR)      | Kevin Rainforth  | Inventory Coordinator                            | <a href="mailto:RAINFOKZ@gov.ns.ca">RAINFOKZ@gov.ns.ca</a>                 | 902-861-1911 |
| TWRM | PSFC Tower Maintenance (TWRM)                          | Matt Boyle       | Coordinator of Capital Assets and Field Services | <a href="mailto:BOYLEMS@gov.ns.ca">BOYLEMS@gov.ns.ca</a>                   | 902-424-3479 |
| VC   | Dept of Transportation - Vehicle Compliance (VC)       | Ray Beaton       | Director of Vehicle Compliance                   | <a href="mailto:beatonra@gov.ns.ca">beatonra@gov.ns.ca</a>                 | 902-625-4212 |
| VFD  | Volunteer Fire Departments (VFD)                       | Paul Maynard     | Emergency Communications Coordinator             | <a href="mailto:Paul.Maynard@novascotia.ca">Paul.Maynard@novascotia.ca</a> | 902-223-3194 |