

## COMMUNICATION CONSOLE PROJECT

The nucleus of the town of Canton's public safety communication system is its Motorola CentraCom Elite dispatch control console. At its core, the console is an advanced software-system that maintains CPUs, software, radio/telephone communications support for all of Canton's public safety departments (Fire, EMS, Police, DPW, School Security, CERT, Statewide RAFS and local departments), auxiliary input/output resources (alarms, doors, lights, security cameras, encryption capabilities), and tone/voice pagers. The console is located at the Canton Police Department, with a fiber link to the town hall radio/communications' equipment room.

The console is a critical infrastructure item and needs to be given the highest priority to ensure its operability. The instant concern is that this console was originally placed into service in 2001. Moreover, it was purchased used from the town of Bloomfield. All components of our current infrastructure equipment (not individual portable or vehicle radios) have already reached the end of their serviceable lives and are no longer covered under any warranties. Support for most of the system components ended in 2018 (approximate date). Our system is not only physically very old, but the current analogue configuration is no longer utilized by modern systems. Modern systems that are implemented today are usually digital and VoIP in nature. There is no redundancy/default system in the event of a catastrophic failure.

Replacing the current dispatch console and the equipment within the police station and town hall will ensure that the town's Police, Fire, EMS, DPW, Emergency Management, and surrounding municipalities maintain emergency radio communications into the future. It provides a safe, secure and reliable single-point configuration for the lone dispatcher to handle all critical, emergency and routine communications.

Upgrading the console would be an integral part of any future processes to address the remainder of the town's 'radio communication' system (towers, repeaters, associated hardware equipment). Upgrading the dispatch console and system infrastructure now will provide flexibility when future radio system enhancements become necessary.

This consideration for the console upgrade does not include any individual portable or vehicle radios, or any repeater / transmitter site locations throughout the town.