



Christopher D. Moore
Chief of Police

Weare Police Department

144 North Stark Highway
Weare, New Hampshire 03281

Phone (603) 529-7755 Fax (603) 529-0606



Frank A. Hebert
Lieutenant

MEMORANDUM

To: Board of Selectmen
From: Christopher D. Moore, Chief of Police
Reason: R&R Communications Inc. Overview
Date: August 30, 2022

On August 25, 2022 an inquiry was made with R&R Communications concerning the following items;

1. Is there additional documentation regarding the current *Maintenance Agreement* between the Town of Weare and R&R such as a *Statement of Work*?
2. Can Mine Hill and the eight (8) repeater sites be separated from the individual department (Police, Fire, Highway) invoices and be placed on their own invoice?
3. Request for maintenance records for the past decade regarding the police department, and Mine Hill and the eight (8) repeater sites as the *Maintenance Agreement* appears significantly out of date.

On August 26, 2022 I was contacted by R&R and would need to speak with the president regarding item two (2). There is no additional agreement regarding item one (1) and all of the items requested in item three (3) were sent via priority mail.

On August 30, 2022 I received the invoice package and have broken the contents down into 4 categories; Radio-System, Radio-Vehicles, Radio-Portables, Radio-Supplies. The information in radio supplies was discarded as they were invoices for the purchase of batteries, chargers and other items as a part of the police department's budget. The *Maintenance Agreement* between the Town of Weare and R&R went into effect in January 2016, there was no agreement prior.

Regarding Radio-Portables, the work invoices and charges absorbed as a part of the *Maintenance Agreement* correlate to the *Statement of Work* proposal submitted by 2-Way Communications. However, as the *Maintenance Agreement* submitted by R&R indicated, no inspection or inventory has been updated since the origin of the agreement. All models on the agreement are out of date and the portables have been replaced. The proposed *Statement of Work* submitted by 2-Way Communications includes these actions as part of a good lifecycle management program. Radio reprogramming and maintenance are included under both agreements. Prior to the agreement with R&R there are multiple charges for portable radio repair likely due to the police department using antiquated radios. No such repairs have been initiated within the last few years as the department currently has up-to-date portable radios.

For Radio-Vehicles, there are multiple instances of R&R responding to assess problems with equipment failures prior to 2018. Based on the types of problems discovered, it appears that many of the malfunctions were due to equipment being used beyond its useful life cycle and the equipment then failing. The last invoice for R&R performing work on a vehicle was 2017. The police department currently uses Ossipee Mountain Electronics (OME) to upfit a new police vehicle. No significant repairs have been needed in my tenure. A major difference involves the charges related to travel and mileage. OME just completed a changeover for the four (4) Dodge cruisers from Verizon service to T-Mobile. OME charged the department \$100 to travel here and complete the changes. We also shuttle vehicles to OME when needed. According to prior invoices, R&R was charging around \$190 in travel/mileage expenses for each trip to WPD. On 8/3/21 when WPD requested the vocality box be installed at the base station, **R&R Communications charged \$336.20 for travel/mileage (Invoice 58411)**. Prior invoices from R&R (related to the radio system) also indicate excessive charges related to mileage/travel expenses that do not appear to be consistent with the industry standard.

The primary concern regarding the existing *Maintenance Agreement* involves the system consisting of Mine Hill and the eight (8) repeater sites (*Note there are currently 11 (eleven) repeater sites but only 8 are listed with R&R). As problems with the system have been documented and established prior to and after the initiation of the *Maintenance Agreement* in January 2016, it is concerning as a more pro-active approach was not taken to provide an effective life cycle management plan for the existing system, particularly regarding the inspection, assessment, and documentation of its current status at that time. R&R indicates all voter sites and were performing acceptably on 12/21/15. There is no indication of the system being inspected or tested in 2016 or 2017. No actions were performed at all in 2018. In 2019 and 2020 the system was checked and noted that it was functioning properly. There have been no system inspections or test in 2021 or to date in 2022. In each of the years of the *Maintenance Agreement*, the Town has paid R&R \$7,020 annually for maintenance on its radio system. In July 2022 a site inspection was performed using 2-Way Communications Inc. and it was revealed numerous voter sites were in extremely poor condition and inoperable. A more comprehensive overview is being provided regarding services rendered by R&R which is reflected in the below table:

DATE	RADIO SYSTEM SERVICE OVERVIEW	COSTS
3/25/22	Mine Hill-Replace repeater	MC
3/15/22	Mine Hill-Install a temp repeater while awaiting parts	MC
3/09/22	Mine Hill-Issue with power for repeater	MC
7/30/21	Mine Hill- Emergency call, lightning strike required system reset	MC
6/15/21	Mine Hill-Defective antenna, replaced	MC
6/07/21	Mine Hill-Defective antenna	MC
4/28/21	Mine Hill-System overheated, reset temperature controls	MC
11/17/20	Mine Hill- Reinstalled duplexer	MC
11/16/20	Mine Hill-Aligned duplexer	MC
11/13/20	Mine Hill-Checked all voter receivers-passed. Pulled duplexer for maintenance	MC
10/19/20	JSRHS-Install Voter Site *WPD has never and currently does not have any radio communications at JSRHS. No idea what this was projected to accomplish or who recommended it but it was not verified as effective when installed.	\$3,959.00
8/06/20	Inspected Voter Systems, replaced 1 power supply.	MC
7/07/20	River Road-Replaced both antennas	MC

7/07/20	Chase Park-Reprogrammed UHF channels due to constant tones	MC
4/24/20	Performed repeater checks, all good	MC
1/21/20	Performed control station check, all good	MC
8/07/19	Installed combination locks at voter sites	MC
8/07/19	River Road-Inspect and check voter site, all good	MC
8/02/19	Repeater checks, all good	MC
11/28/17	Mine Hill-Repair falling antenna	MC
6/01/17	Sugar Hill-removed test repeater, duplexer and antenna	MC
2/28/17	Mine Hill-Maintenance	MC
2/28/17	Sugar Hill-Install antenna system	MC
11/15/16	Provided loan repeaters to test at sites	MC
8/17/16	Provided wide band designators to FCC	MC
6/10/16	Adjusted Goffstown Dispatch console levels	MC
5/20/16	Transitioned to Goffstown Dispatch	MC
4/19/16	Programed portable radios to Pyramid Operation with Bow Dispatch	MC
4/12/16	Base Station-Voter panel lockup, reset	MC
12/21/15	Voter system checks, all good	MC
12/04/15	Installed base radio at Goffstown Dispatch	MC
7/23/15	Mine Hill-Defective Station Control Module, fixed (Mileage/Travel \$327.50)	\$1,770.00
7/21/15	Mine Hill-Defective Station Control Module (Mileage/Travel \$350.25)	\$450.25
12/08/14	Mine Hill-Power System Failure, reset and installed uninterruptable power supply (Mileage/Travel \$377.50)	\$1052.50
12/01/14	Mine Hill-High reflected failure, corrected (Mileage/Travel \$388.00)	\$565.20
3/31/14	FCC License renewal fee	\$110.00
7/11/13	Voter site repairs	\$7,248.50
5/14/13	Peaslee Hill & Everett Dam-Removed voter sites for repair	Previous
1/05/13	Bow Dispatch-Extend antenna height (\$95.00 travel)	\$270.25
12/02/12	Bow Dispatch-Issues reported, nothing found (Mileage/Travel \$354.75)	\$449.75
11/12/12	Bow Dispatch-no communications, reset (Mileage/Travel \$259.75)	\$402.25

For your review, as additional requested information becomes available it will be forwarded.

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