



Stokes County

Emergency Communication Center

Memorandum

To: Board of County Commissioners

From: Del Hall, Emergency Communications Director 

Date: Tuesday, December 17, 2019

Re: VHF system upgrade request

In the month of November I began receiving complaints from the Fire and EMS responders of noise coming across the VHF Simulcast Solution minitor pagers when Communications dispatched emergency calls to them. The noise was bad enough the voice communications was unintelligible. I immediately made contact our vendor, Mobile Communications America (MCA) to investigate the reasons of the unintelligible voice communication.

After approximately a month of investigation MCA Technicians met with me to discuss the issues. MCA is recommending the replacement of our current paging transmitters due to the following findings:

- Noise coming into the system from the GPS Card making transmission intermittingly noisy and at times unintelligible voice communications. This is currently experienced at 1 or 3 sites. This same GPS Card is used at all 3 Tower sites of the VHF Simulcast System and will render system ineffective.
- GPS Card software/firmware requires updating to address this noise issue. The software is no longer available.
- Manufacturer (DX Radio Systems) of current equipment is no longer in business and the equipment and software is no longer supported or available.
- Homeland Security mandated an update to all ground GPS system effective 2019 and MCA have been unable to perform this requirement.

The provided quote from Motorola Solutions is based on North Carolina State Contract 725G pricing.

Motorola Solutions has proposed a new VHF Simulcast solution to replace Stokes County's current system with the latest in technologies and support from Motorola.

I respectfully request that you approve to replace the current Stokes County's current VHF Simulcast solution to the proposed new Motorola Solutions VHF Simulcast solution.

If you have questions don't hesitate to call me at (336) 593-2494.

Thank you for your consideration and time in this important matter.

Del Hall 