Attachment C

REPORT HIGHLIGHTS

PUBLIC SAFETY RADIO COMMUNICATIONS SYSTEM
PERFORMANCE AUDIT, JUNE 2019

GOVERNOR'S OFFICE OF INFORMATION TECHNOLOGY

Our audit found that the Governor's Office of Information Technology (OIT) has reasonable processes in place to carry out its responsibilities for managing Colorado's statewide Digital Trunked Radio System (DTRS or System) and related funding. OIT manages DTRS consistent with statute and in a manner that helps ensure that users have reliable public safety radio communications. We did not identify gaps or deficiencies in the OIT internal controls that we reviewed.

KEY FACTS AND CONCLUSIONS

- OIT monitors DTRS communications and functionality in real-time, maintains state-owned equipment, upgrades software, programs radios, and inventories all DTRS assets. Local agencies purchase and maintain their equipment and radios. Users reported to us that OIT does a good job of managing DTRS and coordinating with public safety agencies and System co-owners.
- OIT executes Memoranda of Understanding (MOUs) with DTRS users and owners to outline responsibilities, help protect the System and state assets, and help ensure user and owner cooperation. All 20 sampled MOUs were complete and reflected users' responsibilities such as to maintain equipment and give OIT 180-days' notice to withdraw from DTRS.
- OIT documentation and our walk-throughs showed that OIT's contract monitoring helps ensure that work on DTRS is timely and aligns with contract requirements. For example, OIT engineers accompany contractors at DTRS sites to observe and verify the work performed.
- OIT has taken steps to improve DTRS such as by executing a $56 million contract for equipment upgrades, which improves radio communication coverage. As of February 2019, roughly 93 percent of the state has DTRS radio coverage.
- In a sample of payments totaling $15.5 million that OIT made for DTRS in Fiscal Years 2018 and 2019, spending followed applicable statutory and contract requirements.

The audit report contains no recommendations.

BACKGROUND

- Public safety agencies and first responders, such as police, fire, and emergency medical services use public safety radio communication systems to respond to calls for service.
- DTRS is the primary voice communications system for about 1,100 state, local, and tribal public safety agencies and first responders. In 2018, DTRS supported about 101,000 radios and an average of 8.9 million calls per month.
- Ownership of DTRS assets is shared by the State (55 percent) and local agencies and governments (45 percent). Assets include land, buildings on radio tower sites, towers, and equipment.
- OIT is the state agency responsible for working with other DTRS owners and users to maintain the System's infrastructure.
- In Fiscal Years 2016 to 2019, OIT spent about $71 million in state funds to manage, maintain, and upgrade DTRS.