EAST HANTS

Subject:	*Council Chambers Audio-Video equipment replacement*
To:	Corporate and Residential Services Committee
Date Prepared:	11-06-2025
Related Motions:	
Prepared by:	Tom Gignac, Manager of Information Services
Approved by:	Adam Clarkson, Director of Corporate Services

Summary

On October 21, 2025, at approximately 3:45 PM, during the Executive Committee meeting, the video feeds to the Council Chambers displays and livestream abruptly stopped functioning. Information Services (IS) staff were notified immediately and began troubleshooting. It was determined that the equipment responsible for all video routing had failed completely and was inoperable. Attempts to restore service during the meeting were unsuccessful.

An Audio-Visual (AV) contractor was called and attended onsite the following morning to further investigate. Over the course of the week, they implemented a temporary workaround to reinstate limited functionality. However, due to the extent of the equipment failure and expired warranty coverage (three years), permanent replacement is required.

The recently upgraded Taiden conferencing system is unaffected. The failed video switcher and audio controller were not part of that upgrade, as they were expected to meet their normal lifespan of 6–10 years. Unfortunately, both units failed after only four years of service.

Financial Impact Statement

The cost to replace and upgrade the failed systems is $39,000 to be funded as follows:
- G009 Legislative Equipment: $25,000 (current balance: $34,800)
- G008 General Government Other: $14,000 (current balance: $136,100)

This price is based on Provincial Standing offer contract.

Recommendation

Given the confirmed failures of the Crestron DMPS video controller, Q-Sys audio controller, and associated network components, staff recommend replacing these systems to restore reliable, fully functional AV capability in Council Chambers.

Recommended Motion

Move that the Corporate & Residential Services Committee recommend that Council proceed with upgrades to the council chambers AV system upgrades as presented (November 18th, 2025) and be funded from G009 Legislative Equipment $25,000, and G008 General Government Other $14,000.

Background

In early 2021, Council approved upgrades to the Council Chambers to enable livestreaming of meetings as part of the municipality's response to the COVID-19 pandemic. This project included the installation of a new video controller and audio controller to support camera and streaming functions.

Over time, both units began experiencing reliability issues, resulting in intermittent loss of audio and video during meetings and livestream interruptions. The most recent failure resulted in a complete outage during the October 21, 2025 Executive Committee meeting.

Replacing these failed components will restore the reliability required for effective broadcasting and recording of Council proceedings.

Discussion

In addition to replacing the failed AV components, IS staff will be modifying operational and maintenance procedures for the Council Chambers system to improve long-term reliability.

Key changes include:

Power Management: Moving to a "normally off" configuration to reduce stress and power fluctuations on equipment when not in use.

Power Protection: Replacing the current uninterruptible power supply (UPS) with a higher-grade model capable of handling power fluctuations ("dirty power") more effectively, particularly during weekly generator and transfer switch tests at the Lloyd Matheson Centre.

Generator Test Schedule: Adjusting the timing of weekly generator tests for the LEMC building to Mondays at 1:00 PM, when Council AV equipment is powered down, to prevent exposure to unstable power conditions.

Pre-Meeting Testing: Implementing a standard procedure to power up and test all system functions (including audio distribution, video distribution, conferencing/voting, and livestreaming) the day before each meeting.

These measures are intended to minimize future interruptions and extend the operational life of the new equipment.