

BOARD OF DIRECTORS MEETING

July 9, 2020

ITEM 3

AUTHORIZE PURCHASE OF EQUIPMENT AND RELATED INSTALLATION AND MAINTENANCE SERVICES TO UPGRADE POLICE VEHICLE COMMUNICATION SYSTEM IN AN AMOUNT NOT TO EXCEED \$15,000.

SUMMARY OF RECOMMENDATION

Approve the purchase of the following equipment and related installation and maintenance services from Presidio to improve connectivity and eliminate “dead spots” associated with the Police vehicle communication system:

- Cisco Router with a three-year assistance plan: \$3,766.23 (one-time only);
- Installation and testing: \$6,600.00
- Ad hoc service hours (10) for maintenance/management: \$2,200.00
- Monthly access fee per month for five computers: \$189.95 (\$37.99 each)

The total cost of this upgrade is \$12,566.23 plus \$2,279.40 per year access fee for five computers. The access fee is the Verizon card replacing the Sprint access card. There is sufficient money in the current budget to cover this expense.

The equipment proposed for purchase and installation will allow a migration of communication services from Sprint to Verizon.

BACKGROUND

Patrol vehicles for the Kensington Police Department (KPD) are currently outfitted with GETAC computers. These computers allow officers to communicate with dispatch, self-dispatch to non-emergency self-initiated service calls, check pending services calls, and, when CLETS is back online, to run license plates and criminal warrant checks. The mobile computers are connected to the Sprint Cellular Network, which provides these mobile computers with the ability to send and receive information over a secure virtual private network (VPN).

Unfortunately, there are “dead spots” in the communication network throughout the community where the computers are unable to maintain connectivity. This is due to inadequacies with the Sprint Air Cards and their network; the dead spots are not due to the equipment. When officers drive through a dead spot, they lose communication, and when they come out of the dead spot, they need to go through the process of logging back on to the computer.

KPD Detective Nath and an IT Specialist tested the connectivity of a GETAC computer using Verizon Cellular Service and received reception to all of the current active spots in Kensington and to over 75% of the dead spots. This test was conducted without the device connected to a vehicle or an external antenna. Once docked in a patrol vehicle and connected to an external antenna, reception will be far superior to the results revealed by this test.

Attempts to obtain bids from other companies in addition to Presidio were declined. Either these other companies did not want to bid on a public agency contract, or it was too small a project on which to bid. Presidio is a well-known company and has contracts with Contra Costa County Sheriff's Department, City and County of San Francisco, County of Sonoma, City of Chino, County of Yuba, and Los Angeles County, among others.

ANALYSIS

Switching to the Verizon cellular network with the associated purchase of the proposed equipment is the cheapest solution that the Police Department has found to fix this mobile computer communication problem. Staying with Sprint and fixing the problem using other methods can be costly, at upwards of \$5,000 per vehicle. Doing nothing will continue the current unacceptable situation in which patrolling officers lose connectivity and communication with the dispatch center, necessitating their having to go through the entire log-in process. Officers may even subconsciously avoid dead spots to prevent losing communication and needing to redo the log in process, which would be an unacceptable diminution of service for those residents living in dead spot areas.

RECOMMENDATION

Approve the purchase of the following equipment and related installation and maintenance services from Presidio to improve connectivity and eliminate "dead spots" associated with the Police vehicle communication system:

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FISCAL IMPACT

The total cost of this upgrade is \$12,566.23 plus \$2,279.40 per year access fee for five computers. There is sufficient money in the current budget to cover this expense.

ATTACHMENTS

1. Purchase agreement and build of router;
2. Installation and testing of device/network agreement;
3. Service agreement.
4. Monthly Access Fee estimate.
5. Presidio overview.

SUBMITTED BY:

Walt Schuld
Interim Chief of Police