



CITY OF DURHAM | NORTH CAROLINA

Date: February 17, 2012

To: Thomas J. Bonfield, City Manager

Through: Theodore L. Voorhees, Deputy City Manager

From: Jose L. Lopez, Sr., Chief of Police

Subject: Contract between the City of Durham and COBAN Technologies, Inc.

Executive Summary

This item represents Phase 2 of 2 in a project to replace the Police Department's previous in-car video system with COBAN Technologies, Inc.'s state-of-the-art digital in-car video solution, wireless upload, and back-office storage and management system. This phase will include 38 vehicles and wireless installations at Police headquarters and 3 additional substations. The new system is providing improved video quality for evidentiary purposes, enhanced digital file security, automated compliance with file retention policies, and disaster recovery processes.

Recommendation

The Police Department recommends that the City Council authorize the City Manager to execute the contract between the City of Durham and COBAN Technologies, Inc. in the amount of \$322,446.08 for Phase II.

Background

The unreliability of the Department's previous in-car video solution led to researching and identifying a new vendor and product to meet current and expanding needs.

On September 2, 2008, City Council authorized the use of asset forfeiture funds in the amount of \$370,000 to replace 80 existing in-car video cameras in patrol cars. These systems utilized obsolete technology including the use of VHS and DVD to store the video files. The Police Department has purchased 30 hard drive based in-car camera systems with support equipment to replace these older systems.

On October 5, 2009, City Council authorized the use of asset forfeiture funds in the amount of \$320,000 to capitalize on newer in-car camera technology including video management, searching and retention that is much more efficient. The Department also was seeking to install cameras in about 50 vehicles that do not currently have cameras.

The Houston Galveston Area Council (H-GAC) awarded a contract for Emergency Law Enforcement Equipment and Supplies. The City of Durham is a participating member of the program and intends to purchase on this H-GAC contract. On February 1, 2010, City Council approved making this purchase from contracts made through this co-operative purchasing agreement, which is a valid exception in the bidding statutes.

March 15, 2010, City Council authorized the use of asset forfeiture funds in the amount of \$60,000 for the purpose of upgrading Time Warner fiber bandwidth, between District Stations 1, 2, 3, and 4 and Headquarters, from 10MB to 100MB. This upgrade provides for

efficient file uploads between the local file and application servers at district stations to the main server at headquarters. Without the upgrade, nightly file uploads require 8 to 10 hours; with the upgrade, uploads require about 2 hours. The uploads are scheduled to occur during non-business hours to minimize impact on Police and City operations dependent on available bandwidth.

In April 2010, Police Administrative Services initiated the development of a Contract/Statement of Work (SOW) with COBAN Technologies, Inc. Plan development included a two phased approach for purchase and installation, Phase 1 being a pilot phase. The pilot phase, which included equipping District 2 front line patrol, highway interdiction, and traffic control, allowed the Police Department in Phase 2 to adjust the design and implementation where necessary and improve the overall solution. Phase 2 of the project includes equipping front line patrol vehicles in Districts 1, 3, 4, and Central.

In June 2010, management for the project was moved to Police IT Services. After an evaluation of the file storage requirements of the project as well as logistics and time consumption of the proposed manual upload process, IT Services recommended several major changes to the project. One was purchasing dedicated servers at the district stations and at headquarters and dedicated digital file storage via a Storage Area Network (SAN). Also, IT Services included in the design an on-line SAN backup system that provides improved disaster recovery, improved performance, reduces recurring costs associated with a tape backup system, and minimizes impact on system administrators' time. To offset the costs associated with improving the back office system and operations, the department decided to return to the earlier plan to replace existing cameras in patrol, highway interdiction, and traffic control cars (68 systems). Expanding the program to equipping cars currently without cameras became a lower priority.

In August 2010, IT Services recommended a move away from the planned manual upload process. The process of removing the hard drive, manually uploading the files at the district, and then checking out and reloading a new hard drive would have had a serious impact on officers' time and negatively affected response time to Priority 1 calls. Utilizing the most advanced technology available--high-speed wireless upload, the system provides an upload solution that is transparent to the officers and has virtually no impact on the time they must spend at the station and unavailable to receive their dispatches. This solution aligns with the PD's goal of minimizing high priority response times in support of the City's goal of keeping Durham a safe and secure community. The wireless solution also provides improved security, storage and search capabilities.

Issues/Analysis

The previous system utilized a combination of VHS tapes and removable hard drives to store videos. The file upload process required officers to drop off media at Police Headquarters IT Services, who then had to manually upload videos to a server. Searching the videos was a tedious and time consuming process as the media sometimes contained a month's worth of videos. Also, the risk of losing data increased the longer the videos were not transferred to a centralized storage device.

The new system provides a wireless upload solution that uploads files twice daily, automatically without interaction from the officer, from the car to the centralized storage system. The files are secured, stored, and backed up, all within a 24-hour period of time.

Alternatives

The alternative is to discontinue purchasing and installing new in-car camera systems. Districts 1, 3, 4 and Central patrol cars will not have the benefits associated with audio/video recordings when responding to calls.

Financial Impact

There will be no financial impact on the City's general funds because the Department will use its Federal and/or State Asset forfeiture Funds to make the proposed purchases. The Department receives both State and Federal forfeitures from government agencies as a result of assets seized during drug arrests/investigations.

The City Council approved use of Asset Forfeiture funds on this project on the following dates:

9/2/2008	\$370,000
10/5/2009	\$320,000
3/15/2010	<u>\$ 60,000</u>
Total	\$750,000

This item's approval will only encumber a portion of the Asset Forfeiture funds previously authorized by Council for this project. The Police Department is requesting Council approval to award Phase II and encumber the remaining authorized Asset Forfeiture funds. The department may later request additional Asset Forfeiture authorization for any remaining funds needed to complete Phase II. This need is currently estimated to be less than the \$77,000 projected in the Agenda Memo for Phase I.

SDBE Summary

The Equal Opportunity/Equity Assurance Department reviewed the bid submitted by Coban Research & Technologies, Inc. of Stafford, Texas and have determined they are in compliance with the Ordinance to Promote Equal Opportunities in City Contracting.

SDBE REQUIREMENTS

There were no SDBEs to provide this Product.

Total Workforce	49	100%
Total Females	13	27%
Total Males	36	73%
Black Males	0	0%
White Males	7	14%
Other Males	29	59%
Black Females	0	0%
White Females	2	5%
Other Females	11	22%