



**To:** President Mellon and Members Town Council

**From:** Dustin Anderson, Town Manager

**Date:** December 7, 2020

**Re:** Complete Care Supplemental Agreement

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**Background**

The Police Department was having connectivity issues with wireless access in the parking lot. This hampered officers' ability to upload video and other data from their squad vehicles.

As a solution, Impact installed two wireless access points (WAPs) that provide network connectivity to the Police Department's squad cars. With this installation, officers are able to upload their dashcam data to the network server running the Arbitrator software.

These two WAPs replaced older devices that were problematic causing the uploads to fail and the Officers to request assistance delaying them from other duties. Now that Impact's standard WAPs are in place, they do not rely on external power, making them more reliable and eliminating their down time causing greater efficiency for the Officers; in addition, now that they can be remotely managed, we can update the devices with security patches regularly.

It is of note that while Impact managed the older devices the Town was not charged for them on the contract and this is the reason for the increase of two devices.

**Recommendation:**

By motion and roll call vote authorize the Town Manager to execute the supplemental Complete Care Agreement.