



## **AGENDA**

**Victor P. Lopez, Mayor**

**Diana Guerra Silva, Mayor Pro Tem**  
**Minerva Pineda, Council Member**

**Gilbert Garcia, Council Member**  
**Josie Cervantes, Council Member**

**WEDNESDAY, AUGUST 24, 2016 - 6:30 P.M.**

**Orange Cove Council Chambers**

**633 6<sup>th</sup> Street, Orange Cove, California 93646**

**A. Call to Order/Welcome**

- a. Roll Call
- b. Invocation
- c. Flag Salute

**B. Confirmation of Agenda**

**C. Consent Calendar**

- 1. Approve City Warrants for July 2016: (039558- 039697)
- 2. Approve and Adopt Ordinance 380 City of Orange Cove State of California Amending the Orange Cove Municipal Code, Title 17: Zoning
- 3. Extension to Maintenance and Support Agreement between the City of Orange Cove and Motorola Solutions, Inc. for the period of December 1, 2016 through November 30, 2017
- 4. Approve travel to Washington D.C. September 12-16, 2016 regarding the Farm Bill for Mayor Lopez and City Manager

## **D. Administration**

### **Police Chief:**

5. **SUBJECT:** Consideration and Discussion regarding the Lease/Purchase of three (3) police department vehicles

**Recommendation:** Council to consider approving the Lease/Purchase of three (3) police Department in the amount of \$36,908.24 each and at the end of the three years the city would pay one dollar and receive title to the vehicles

6. **SUBJECT:** Consideration and Discussion regarding the cameras and equipment for the Wastewater Plant, City Maintenance Yard and City Park

**Recommendation:** Council to approve the total cost of \$34,768.11 for the cameras and equipment for the Wastewater Plant, City Maintenance Yard and City Park

### **Mayor and City Councilmembers:**

7. **SUBJECT:** Consideration and Discussion regarding the Bid for the Joe Serna Backfill Project

**Recommendation:** Council to consider adopting the Resolution awarding the bid for the Joe Serna Basin Backfill Project to Valley Excavation for \$79,000.00, authorize the City Manager to sign a standard construction agreement.

8. **SUBJECT:** Consideration and Discussion regarding a Graffiti Program in the City of Orange Cove

**Recommendation:** Council to give staff direction

### **City Manager:**

9. **SUBJECT:** Consideration and Discussion regarding the naming of the New Shopping Mall Development on the corner of Park Blvd. and Anchor Avenue in Orange Cove

**Recommendation:** Council to consider having a student contest from the Orange Cove Schools name the New Shopping Mall Development on the corner of Park Blvd. and Anchor Avenue in Orange Cove

**E. Public Forum**

Members of the public wishing to address the City Council on an item that is not on the agenda may do so now. No action will be taken by the City Council this evening. But items presented may be referred to the City Manager for follow up and a report. In order to allow time for all comments, each individual is limited to three minutes. When addressing the Council, you are requested to come forward to the speakers microphone, state your name and address, and then proceed with your comments.

**F. City Manager's Report**

**G. City Attorney's Report**

**H. City Council Communications**

**I. Closed Session:**

10. Public Employee Performance Evaluation pursuant to Government Code Section 54957

a. Title: City Manager

**J. Reconvene City Council Meeting:**

**K. Adjournment**

**ADA Notice:** In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk at (559) 626-4488 ext. 214. Notification 48 hours prior to the meeting will enable the City to make arrangements to ensure accessibility to this meeting.

**Documents:** Any writings or documents provided to a majority of the City Council regarding any item on this agenda will be made available for public inspection at front counter at City Hall and at the Orange Cove Library located at 815 Park Blvd., Orange Cove, CA during normal business hours. In addition, most documents are posted on City's website at [cityoforange Cove.com](http://cityoforange Cove.com).

**STATEMENT ON RULES OF DECORUM AND ENFORCEMENT**

The Brown Act provides that members of the public have a right to attend public meetings, to provide public comment on action items and under the public forum section of the agenda, and to criticize the policies, procedures, or services of the city or of the acts or omissions of the city council. The Brown Act also provides that the City Council



has the right to exclude all persons who willfully cause a disruption of a meeting so that it cannot be conducted in an orderly fashion.

During a meeting of the Orange Cove City Council, there is a need for civility and expedition in the carrying out of public business in order to ensure that the public has a full opportunity to be heard and that the Council has an opportunity to conduct business in an orderly manner. The following is provided to place everyone on notice of the rules of decorum and enforcement.

## **GENERAL RULES OF DECORUM**

While any meeting of the City Council is in session, the following rules of decorum shall be observed:

1. All remarks shall be addressed to the City Council as a whole and not to any single member, unless in response to a question from a member of the City Council.
2. A person who addresses the City Council under public comment for a specific agenda item or under the Public Forum section of the agenda may not engage in speech or conduct (i) which is likely to provoke others to violent or riotous behavior, (ii) which disturbs the peace of the meeting by loud and unreasonable noise, (iii) which is irrelevant or repetitive, or (iv) which disrupts, disturbs, or otherwise impedes the orderly conduct of any City Council meeting.
3. A person, other than members of the Council and the person, who has the floor, shall not be permitted to enter into the discussion unless requested by the Mayor to speak.
4. Members of the City Council may not interrupt a person who has the floor and is making public comments. Members of the City Council shall wait until a person completes his or her public comments before asking questions or commenting. The Mayor shall then ask Councilmembers if they have comments or questions.
5. No person in the audience at a Council meeting shall engage in disorderly or boisterous conduct, including the utterance of loud, threatening or abusive language, whistling, stamping of feet or other acts which disturb, disrupt or otherwise impede the orderly conduct of any Council meeting.

## **ENFORCEMENT OF DECORUM RULES**

(Resolution No. 2012-16)

While the City Council is in session, all persons must preserve order and decorum. A person who addresses the City council under public comment for a specific agenda item or under the Public Forum section of the agenda may not



engage in speech or conduct which is likely to provoke others to violent or riotous behavior, which disturbs the peace of the meeting by loud and unreasonable noise, which is irrelevant or repetitive, or which disrupts, disturbs, or otherwise impedes the orderly conduct of any City Council meeting.

The Mayor or other presiding officer shall request that a person who is breaching the rules of decorum cease such conduct. If after receiving such a warning, the person persists in breaching the rules of decorum, the Mayor or other presiding officer may order the person to leave the City Council meeting. If such person does not leave, the Mayor or presiding officer may request any law enforcement officer who is on duty at the meeting as sergeant-at-arms to remove the person from the Council Chambers. In the event there is no one from law enforcement present, the Mayor or presiding officer may direct the City Manager to contact law enforcement.

In accordance with the Point of Order Rule 4.6, the majority of the Council may overrule the Mayor if the majority of the Council believes the Mayor or other presiding officer is not applying the rules of decorum appropriately.

**ORDINANCE NO. 380**

**AN ORDINANCE OF THE CITY OF ORANGE COVE, STATE OF CALIFORNIA,  
AMENDING THE ORANGE COVE MUNICIPAL CODE, TITLE 17: ZONING**

THE CITY COUNCIL OF THE CITY OF ORANGE COVE DOES ORDAIN AS FOLLOWS:

Section 1. The City of Orange Cove Municipal Code is hereby amended as follows:

**~~Chapter 17.16 Secondary Residential Units Single-Family Zone~~**

**Chapter 17.16 shall be deleted from the Orange Cove Zoning Ordinance and second units shall be listed as permitted uses under all single-family residential districts.**

**Chapter 17.08, RA, Single-Family Residential/Agricultural District**

**17.08.02 Permitted Uses**

- I. Transitional and supportive housing.
- J. Second Residential Unit

**Chapter 17.10, R-1-12, Single-Family/Low Density Residential District**

**17.10.02 Permitted Uses**

- I. Transitional and supportive housing.
- J. Second Residential Unit

**Chapter 17.12, R-1-6, Single-Family/Medium Density Residential District**

**17.12.02 Permitted Uses**

- I. Transitional and supportive housing.
- J. Second Residential Unit

**Chapter 17.18, R-2, Medium/High Density Residential District**

**17.18.02 Permitted Uses**

- D. Transitional and supportive housing.

**Chapter 17.20, R-3, High Density Multi-Family Residential District**

#### **17.20.02 Permitted Uses**

- H. Transitional and supportive housing.

### **Chapter 17.40, U-R Urban Reserve District**

#### **17.40.02 Permitted Uses**

- B. Farm labor housing (37 or fewer beds)

### **17.34 M-1 Light Manufacturing District**

#### **17.34.02 Permitted Uses**

- P. Emergency Shelters

### **17.36 M-2 Heavy Manufacturing District**

#### **17.36.02 Permitted Uses**

- G. Emergency Shelters

### **17. 51 Density Bonus**

#### **17.51.01 Purpose**

The purpose of a density bonus is to encourage the private sector to construct affordable housing for “target households” as defined by the Government Code. Orange Cove can approve a density bonus if a private sector housing developer agrees to construct a certain percentage of units for target households and agrees to maintain their affordability for a specific time period.

Section 65915 of the State Government Code states that when an applicant seeks a density bonus for a housing development in Orange Cove, the City shall provide the applicant incentives or concessions for the production of housing units and child care facilities.

#### **17.51.02 Definitions**

- A. Density Bonus: A density increase over the otherwise maximum allowable residential density under the applicable zoning ordinance and the land use element of the general plan as of the date of application. Density bonus percentages may range from five to 35 percent depending upon the percentage of low-income, very low-income or moderate-income housing units proposed for construction a housing developer.
- B. Developer Incentives:



1. Reduce or eliminate standards contained in the subdivision ordinance or Orange Cove's Improvements Manual.
  2. Reduce or eliminate residential zone district requirements, including open space, lot size, setbacks, or parking standards.
  3. Reduce or eliminate any design requirements exceeding Uniform Building code specification.
- C. Housing Development: One or more residential projects that have five or more residential units.
- D. Low Income Household: A unit affordable to a household at a rent that does not exceed 80 percent of the Tulare County median household income.
- E. Very Low Income Household: A unit affordable to a household at a rent that does not exceed 50 percent of the Tulare County median household income.
- F. Extremely Low Income Household: A units affordable to a household at a rent that does not exceed 30 percent of the Tulare County median household income.
- G. Target Households: Lower-income households or senior citizen households.
- H. Senior Households: Those residential units that have at least one occupant that is at least 55 years of age or older.

#### **17.51.03 Application and Fees**

An application for a density bonus shall be made to the Planning Department on a form prescribed by the Department. A fee set by resolution of the City Council shall accompany the application.

#### **17.51.04 Density Bonus Requirements**

Government Code Section 65915 indicates that when an applicant seeks a density bonus for a housing development, the density bonus requirements are triggered when the residential development sets aside at least 10 percent of the total units as affordable to low-income households; or at least 5 percent of the total units as affordable to very low-income households; or at least 10 percent of the total units as affordable for moderate-income households.

Development concessions or incentives that may be provided by the City of Orange Cove include a reduction in site development standards; a modification of zoning code requirements (including a reduction in setbacks, square footage requirements, or parking spaces; or architectural design requirements which exceed the minimum building standards); approval of mixed use zoning in conjunction with the housing project if commercial, office, industrial, or other land uses will reduce the cost of the housing development, and if such nonresidential uses are compatible with the project; or other regulatory incentives or concessions proposed by the developer or the city of Orange Cove which result in identifiable cost reductions.

A project that receives a density bonus and concession or incentive must retain affordability of the units for at least 30 years.

#### **17.51.05      Density Bonus Requirements for Land Donations**

If an applicant for a tentative subdivision map, parcel map, or some other type of residential development application donates land to Orange Cove where very-low income housing can be developed, the developer shall be entitled to a minimum of 15 percent increase above the allowable residential density under the zoning ordinance and land use element of the general plan.

#### **17.51.06      Application**

An application for a density bonus shall be made to the Planning Department on a form prescribed by the Department. A fee set by resolution of the City Council shall accompany the application.

#### **17.51.07      Report and Findings**

The Planning Department shall prepare a report on the density bonus application. The Department shall provide a recommendation based on the following density bonus requirements.

- A.     The housing development qualifies for a density bonus based on the requirements outlined in Government Code Sections 65915 to 65918.
- B.     The applicant has provided to the City the legal instrument that will insure that “target households” will remain affordable for at least 30 years.
- C.     The application has selected a developer incentive or concession.

#### **17.51.08      Action of Planning Commission**

Following the Planning Commission’s review of the Planning Department’s report on the applicant’s request for a density bonus, the Commission shall take action on the density bonus application based on the regulations contained in Government Code Sections 65915 to 65918. The Commission can approve, approve with conditions, or deny the density bonus. Denial of a density bonus application shall require findings consistent with those in Government Code Sections 65915 to 65918.

The Commission’s recommendation shall be forwarded to the City Council.

If the Commission approves the density bonus and the developer provides an instrument that will insure that “target households” will remain affordable for 30 years or longer, the Commission may grant a developer incentive. If the Commission finds that a developer incentive is not necessary to insure the affordability of “target households,” it shall make a written finding that the incentive or concession is not necessary.



The Commission's decision shall not be based on a finding that "target households" will occupy the housing project and that this condition may have an adverse impact on the neighborhood or community.

Within 10 days of adopting a resolution on the density bonus, the Planning Department shall forward the Commission's recommendation to the City Council and shall transmit a copy of the Commission's resolution to the applicant.

#### **17.51.09 Action of the City Council**

The City Council shall consider the Planning Commission's recommendation and shall take action on the density bonus application. The Council can approve, approve with modifications, or deny the density bonus application. One of the following actions shall be initiated:

- A. If the City Council approves or approves with modification a density bonus application, the Council shall adopt a resolution that confirms the finding associated with the approval or a density bonus project.
- B. Any modification of the proposed density bonus by the City Council that is based on information not considered by the Planning Commission shall cause the density bonus application to be referred back to the Commission for its reevaluation and recommendation.

#### **17.51.10 Density Bonus Housing Agreement**

Agreements, contracts, or other instruments between the City and the developer shall be required to insure that "target households" shall remain affordable for the period of time agreed to by the City and the developer. Said agreement shall be reviewed and approved by the City Attorney and shall be recorded with the Tulare County Records Office.

#### **17.51.11 Density Bonus Calculations**

The base density of a property for which a density bonus is being requested shall be determined by the property's zoning. A housing development may qualify for a minimum increase or density bonus of 35 percent over the maximum number of permitted residential units of the property's zoning.

Section 2. All ordinances and parts thereof of the City of Orange Cove in conflict herewith are hereby repealed.

Section 3. This ordinance shall take effect thirty (30) days after passage. Prior to the expiration of fifteen (15) days from the passage hereof this Ordinance shall be published once in a local paper of general circulation and delivered within Orange Cove, together with the names of the members of the City Council voting for and against this matter.

The foregoing ordinance was passed and adopted by the City Council of the City of Orange Cove on a motion of Council member \_\_\_\_\_, seconded by Council member \_\_\_\_\_, at a regular meeting held on the \_\_\_\_\_ day of \_\_\_\_\_, 2016, by the following vote:



AYES:  
NOES:  
ABSTAIN:  
ABSENT:

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MAYOR

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CITY CLERK: ATTEST



July 27, 2016

Chief Marty Rivera  
City of Orange Cove  
550 Center Street  
Orange Cove, CA 93646

RE: Extension to Maintenance and Support Agreement: SA 673  
Product: PremierMDC™, PremierCAD™, NetRMS

Dear Chief Rivera:

By means of this letter, Motorola Solutions, Inc. hereby extends **City of Orange Cove's** maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **December 1, 2016** through **November 30, 2017**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to [christine.lay@motorolasolutions.com](mailto:christine.lay@motorolasolutions.com) on or before **December 1, 2016**. Failure to return this fully executed letter on or before **December 1, 2016** will result in a lapse in maintenance, which will be subject to a 10% recertification and reimplementation fee. If you have any questions or need further clarification, please contact me directly at **(626) 416-6726** or by e-mailing me.

Sincerely,

*Christine Lay*

Christine Lay  
Customer Service Manager  
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.

CITY OF ORANGE COVE

By: *Dan Twohig*

By: \_\_\_\_\_

Name: Dan Twohig

Name: \_\_\_\_\_

Title: MSSSI Vice President & Senior Director

Title: \_\_\_\_\_

Date: July 27, 2016

Date: \_\_\_\_\_

**Exhibit A****COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

<b>MAINTENANCE AND SUPPORT AGREEMENT 673</b>		<b>TERM: 12/1/2016-11/30/2017</b>	
<b>CUSTOMER AGENCY</b>	<b>City of Orange Cove</b>	<b>BILLING AGENCY</b>	<b>City of Orange Cove</b>
Address	550 Center Street	Address	550 Center Street
City, State, Zip	Orange Cove, CA 93646	City, State, Zip	Orange Cove, CA 93646
<b>Contact Name</b>	<b>Chief Marty Rivera</b>	<b>Contact Name</b>	
Contact Title	Chief of Police	Contact Title	
Telephone Number	(559) 626-5106	Telephone Number	(559) 626-8227
Email Address	Marty.rivera@oc-pd.com	Email Address	support@oc-pd.com

*For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product*

**Site Identification Numbers**

<b>Product Group</b>	<b>Site Identification Number</b>	<b>Phone Prompt</b>
PremierMDC™	PSAF233_(PMDC)	2,6,3
NetRMS™	PSAF233_(NETRMS)	2,6,2
PremierCAD™	PSAF233_(CAD)	2,6,1

**Standard Services Include:**

Customer Support Plan	Virtual Private Network VPN Tool, if applicable
Case Management 24X7	On-site Support (when applicable)
Technical Support 9x5	Software Releases, as defined
Third-party Vendor Coordination	Access to Users Group Site

**MOTOROLA SUPPORTED PRODUCTS**

MOTOROLA COMMERCIAL PRODUCTS				
Product	Description	Technical Service Level	Qty	Term Fees
PremierMDC™	PremierMDC™ Client/ATMM	24x7	9	\$1,826.00
NetRMS	NetRMS Workstations		8	\$4,955.00
	NetRMS Cruiser		9	
PremierCAD™	PremierCAD™ with Mapping		2	\$2,945.00
TOTAL				\$9,726.00
Host Server Fresno, CA, Motorola Maintenance & Support Agreement SA 361				



**Exhibit A Continued**  
**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT     673**

**TERM: 12/1/2016-11/30/17**

**Optional Services Available:**

24X7 Technical Support	Users Conference Advance Purchase**
Professional Services Upgrades*	On-site Support Dedicated Resource
Hardware Refresh*	GeoFile Services
Professional Services Consultation	Time and Materials
Professional Services Training	Lifecycle Services*

*\*Require Multi-year Agreement*

**\*\*USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS**

<b>Users Conference Attendance (\$2,650 per Attendee) Includes:</b>	<b>Year</b>	<b>2016</b>	<b>Number Attendees</b>	<b>0</b>
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- Registration fee
- Roundtrip travel for event (booked by Motorola)
- Hotel accommodations (booked by Customer Agency per Motorola website instructions)
- Ground Transportation (booked by Motorola)
- Daily meal allowance<sup>1</sup>

<sup>1</sup> Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

**OPTIONAL SUPPORT SERVICES**

Service	Description	Qty	Term Fees
24x7 Technical Support	24x7 Technical Support	1	Included
<b>TOTAL</b>			<b>Included</b>

**SUPPORT FEES SUMMARY**

Product	Service Level	Term Fees
PremierMDC™	24x7	\$1,826.00
NetRMS	24x7	\$4,955.00
PremierCAD™	24x7	\$2,945.00
<b>SUBTOTAL MOTOROLA SUPPORT</b>		<b>\$9,726.00</b>
24x7 Technical Support		Included
<b>SUBTOTAL OPTIONAL SUPPORT SERVICES</b>		<b>Included</b>
<b>GRAND TOTAL</b>		<b>\$9,726.00</b>

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**Exhibit B**  
**CUSTOMER SUPPORT PLAN**

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**MAINTENANCE AND SUPPORT AGREEMENT    673**

**TERM: 12/1/2016-11/30/2017**

**CUSTOMER: City of Orange Cove**

### **Introduction**

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I.      Service Offerings**
- II.     Accessing Customer Support**
- III.    Severity Levels and Case Management**
- IV.    Responsibilities**
- V.     Customer Call Flow**
- VI.    Contacts**

### ***I.      Service Offerings***

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

#### **Service Levels**

<b>Level 0</b>	Logging, dispatching and tracking service requests
<b>Level 1</b>	Selected 1 <sup>st</sup> call support, triage and resolution
<b>Level 2</b>	Telephone and/or on-site support for normal technical requirements
<b>Level 3</b>	High-level technical support prior to Engineering escalation
<b>Level 4</b>	Engineering software code fixes and changes

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.



## **II. Accessing Customer Support**

### *The Motorola Solutions System Support Center Operations*

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola Online**
3. **Email Case Ticketing**

### **Option 1 - Call Motorola Solutions System Support Center**

#### **Call Motorola Solutions Toll free 800-323-9949**

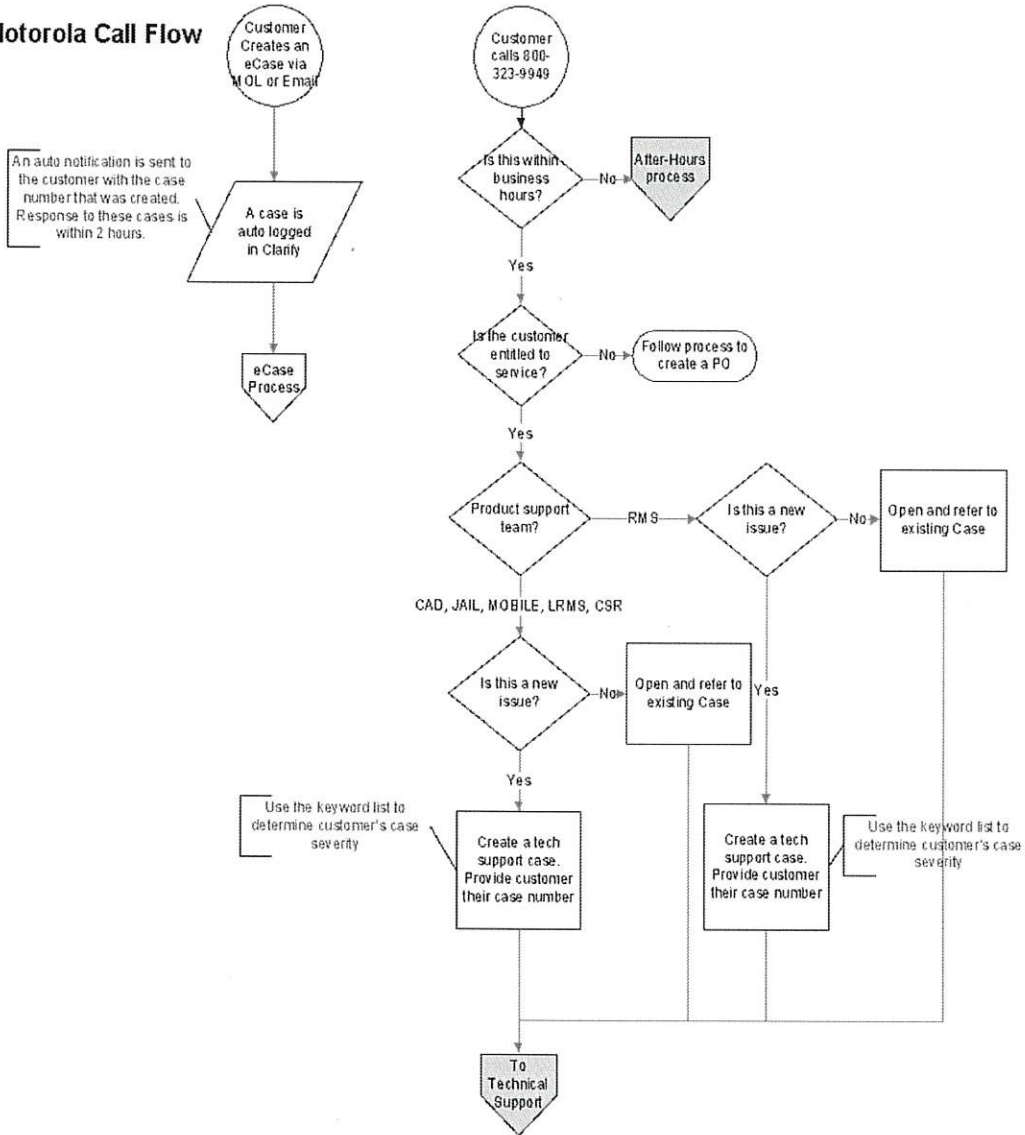
- Select from the auto attendant as follows:
  - **Option 2** – Technical Support of Infrastructure Products
  - Then select **Option 6** – Public Safety Applications
  - Next select the appropriate system type option
    1. CAD
    2. RMS, Records
    3. Mobile Applications
    4. Jail Management Systems
    5. Law Records (LRMS)
    6. Customer Service Request System (CSR)
    0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

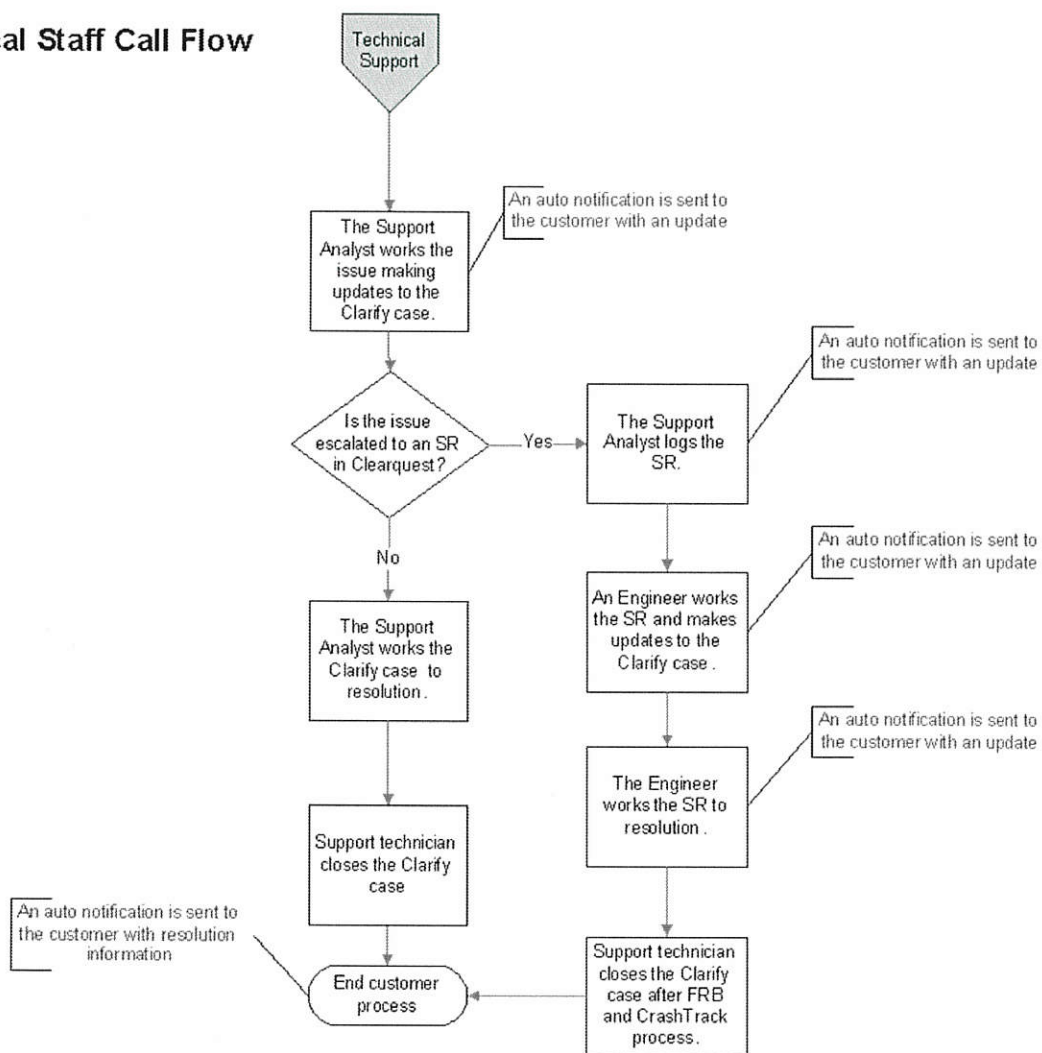


Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.

## Motorola Call Flow



## Technical Staff Call Flow



## How to Obtain Technical Support for Products

### Action / Response

**Step 1. Call the Motorola Solutions System Support Center 1-800-323-9949**

**Step 2.** Select option 2 (Technical Support)

**Step 3.** Select option 6 (Public Safety Applications)

**Step 4.** Select product specific option

**Step 5.** Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers)

**Step 6.** Provide Your Information

Caller Name  
Contact Phone Number  
Description of problem  
Severity of system problem determined at time of call  
Time available for call back  
Email address

**Step 7.** Case Number Generated

Caller will receive a Case number for tracking the service request.

Check Status

The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.

Case Assignment

The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.

Standard Response Time

RESPONSE See Section III for Severity Level definitions  
Severity 1: 1 hour  
Severity 2: 3 business hours  
Severity 3: 6 business hours  
Severity 4: 2 business days

**Step 8.** Notification of CASE All Activity

Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.

To request case notifications, please contact your Support Manager.

Notification of CASE Open/Close Activity

Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.

To request case notifications, please contact your Support Manager.



## **Option 2 - Submit a ticket via eCase Management from Motorola On-Line**


Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

### **Setting Up a Motorola Solutions Online Account**

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorolasolutions.com> and follow the directions on the link for "Sign Up Now."

**A User ID and Password are not required for setting up your account.** After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

### **Accessing the Technical Case Management web site**


Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at [businessonline.motorolasolutions.com](https://businessonline.motorolasolutions.com) with your user ID and password, click on the **Contact Us**  **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

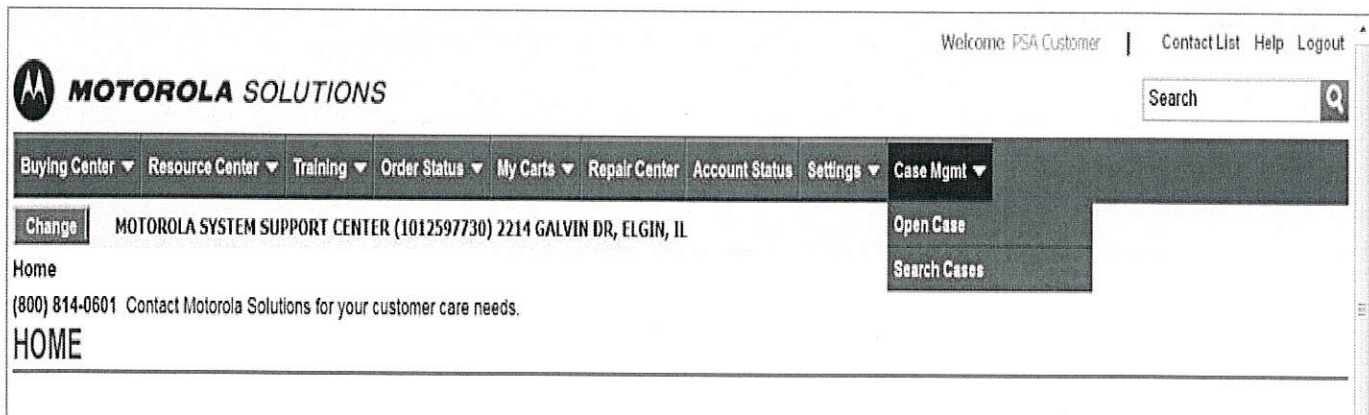
### **Primary Features of Online Technical Case Management**

Motorola customers have three main functions available through Motorola Online to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

#### *A. Open a New Case*

1. Log into Motorola Solutions Online
2. Click on the "Case Mgmt"  **Open Case**



The screenshot shows the Motorola Solutions Online eCase Management interface. At the top right, it says "Welcome PSA Customer" with links for "Contact List", "Help", and "Logout". Below this is a search bar with the word "Search" and a magnifying glass icon. A horizontal navigation bar contains several menu items: "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". The "Case Mgmt" menu is expanded, showing "Open Case" and "Search Cases". Below the navigation bar, there is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". At the bottom left, there is a "Home" link, the phone number "(800) 814-0601", and the text "Contact Motorola Solutions for your customer care needs." Below this is a large "HOME" button.



3. Select the Reason Code = **System Support Issue** (and the page will automatically reload)

### Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications** System
6. Fill in a detailed description of your issue
7. Click "Create Case"

### Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify


System: Please Specify

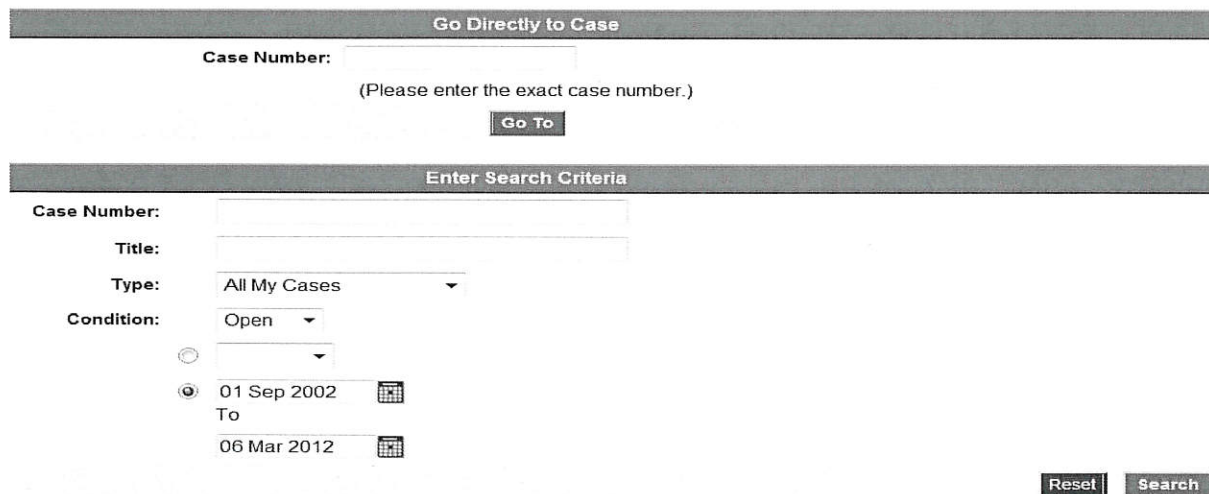
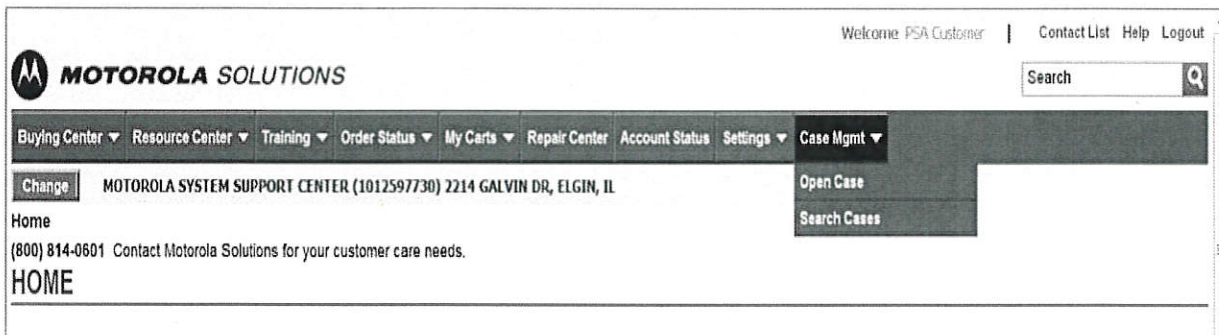
Description:

Create Case

8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes "expand all" and "collapse all" buttons for case notes.

*B. Search for an Existing Case*

1. Log into Motorola Online
2. Click on the "Case Mgmt"  Search Case
3. Enter the exact case number or enter search criteria to find a range of tickets
4. Click "Go To" or "Search"



### C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

[Add Note](#) - [Open Case](#) - [Search Cases](#)

---

Details for Case # 20000216 Case Number

Title: TEST

Case Condition: Open  
Customer name: TEST CUSTOMER  
Case Status: Not Assigned  
Issue Type: System Support  
Case Source: Web  
Contact Name: Test Test WebID  
Contact Phone: 847 725-4902  
Contact Email: test@test.comtest

System Site ID: MDT130  
System Site Name: Test Site as an example  
Case System: IT  
Case Type: Network Management

Expand/Collapse  
Buttons

  
Expand All Collapse All

	Activity	Date/Time	Activity Summary
+	Create	12/31/2004 3:58:53 PM	Performed by contact: Please Specify, Status = Not Assigned
+	Notes	12/31/2004 3:59:53 PM	Performed by contact

Previous Add Note Add Notes

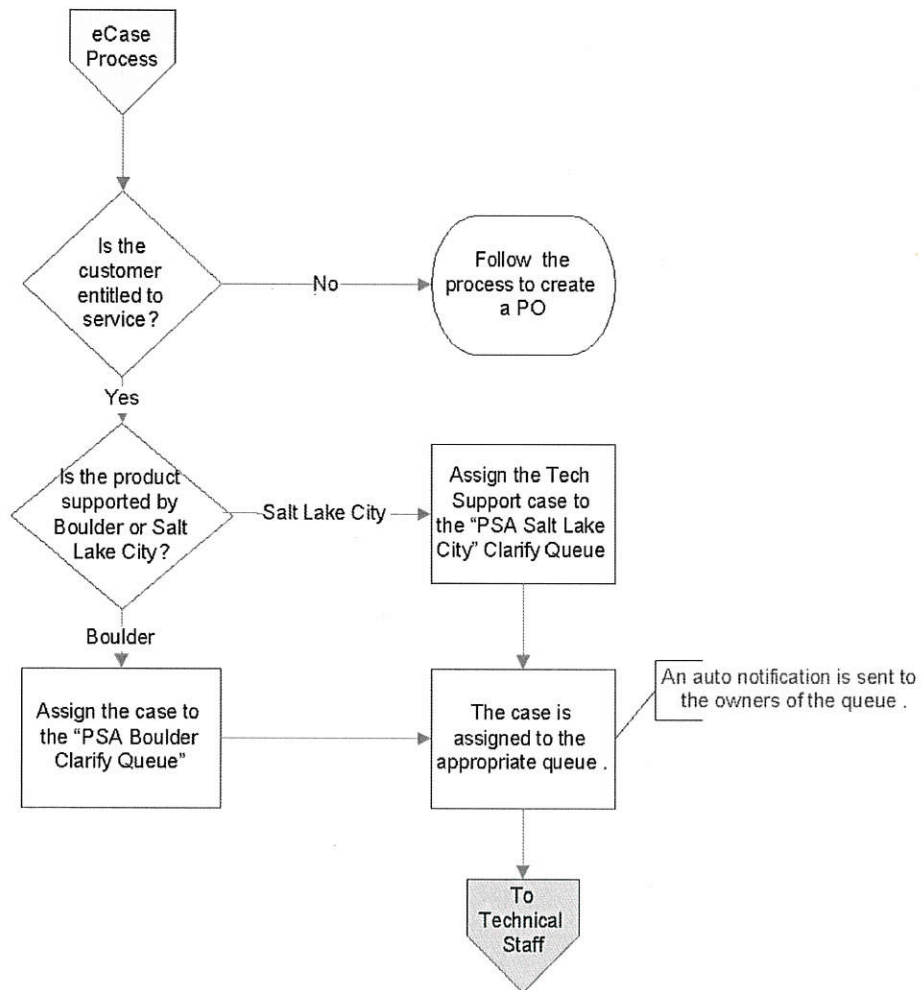
### Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.



Requirements for effective usage:  
Browser: Internet Explorer 5.0 or greater  
Valid MOL user ID and Password

### Motorola On -line Flow



### **Option 3 - Submit a ticket via Email Case Management**


An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to [PSACASE@motorolasolutions.com](mailto:PSACASE@motorolasolutions.com)
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID** = followed by the site identification number of the system location
4. Type **Product Type**= followed by the product family type. Choose from the following list:
  - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
  - CSR (CUSTOMER SERVICE REQUEST)
  - INFOTRAK, LRMS
  - JAIL MANAGEMENT (OFFENDERTRAK)
  - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
  - NETRMS
5. Type **Contact First Name** = followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name** = followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number** = followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level** = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description** = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support at 1 800-323-9949 for further assistance.

#### **SAMPLE Email Ticket Formatting:**

	To...	PSACASE
	Cc...	
	Bcc...	
Subject: PSA Service Request: NetRMS Reports Not Functioning		
<p>Site ID number: PSA1234_(NetRMS_) (Clarify site identification number) Product type: NetRMS (Specific product such as LRMS, NetRMS, PremierMDC, etc.) Contact first name: John Contact last name: Doe Phone number: 303-123-4567 Severity level: Level 3 (Email ticketing is available for severity levels three and four only) Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (Include a comprehensive description of the problem)</p>		

### III. Severity Levels and Case Management

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
1	<b>Total System Failure</b> - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available.	<b>Telephone conference within 1 Hour of initial voice notification</b>
2	<b>Critical Failure</b> - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features.	<b>Telephone conference within 3 Business Hours of initial voice notification during normal business hours</b>
3	<b>Non-Critical Failure</b> - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.	<b>Telephone conference within 6 Business Hours of initial notification during normal business hours</b>
4	<b>Inconvenience</b> - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.	<b>Telephone conference within 2 Standard Business Days of initial notification</b>

*Incoming cases are automatically assigned an initial **Severity Level of 3**, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*



### **Severity Level One Escalation**

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

<b>Escalation Policy- Severity Level 1</b>		
<b>CRITICAL</b>	<b>ACTION</b>	<b>RESPONSIBILITY</b>
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team.	Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

- 3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report.** Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

## **IV. Key Responsibilities**

### **4.1 Motorola Responsibilities**

- 4.1.1 **Support on Motorola Software.** Motorola will provide any required software fixes in the form of either a "patch" or in an On Demand, Cumulative Update, Supplemental or Standard Release.
- 4.1.2 **Motorola Response.** Motorola will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.
- 4.1.3 **Remote Installation.** At Customer's request, Motorola will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer's request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.
- 4.1.5 **Customer Notifications.** Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.
- 4.1.8 **Principal Period of Maintenance.** At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.
- 4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes.** (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.
- 4.1.10 **Anti-virus Software.** At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.
- 4.1.11 **Account Reviews.** Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.12 **Reports.** Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
- 4.1.13 **Maintenance Contract Administration.** Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.



Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

## **4.2 Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.
- 4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3<sup>rd</sup> party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.
- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.



# Trouble Report Form

<b>Agency Name:</b>		<b>Motorola Case Number:</b>	
<b>Contact Name:</b>		<b>E-mail Address:</b>	
<b>Contact Phone:</b>		<b>Contact Fax:</b>	
<b>Severity Level:</b>		<b>CAD Correction#:</b>	
<b>Subject:</b>			
<b>Product/Version:</b>			
<b>Problem Description:</b>	<p>Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.</p>		
<div></div>			
<b>Steps to Duplicate:</b>	<p>Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.</p>		
Step One:			
Step Two:			
Step Three:			
Step Four:			
Step Five:			
Step Six:			
Step Seven:			
Additional Steps:			
<b>Expected Results:</b>			
<b>Actual Results:</b>			
<b>Configuration Checked:</b>			

## V. Customer Call Flow

*To Be Provided By Customer*

## VI. Contact Information

### Motorola Contacts

CONTACT	PHONE NUMBER
<b>Motorola Solutions System Support Center</b>	<b>(800) 393-9949</b>
Linda Hudson Senior Manager, Technical Support Linda.Hudson@motorolasolutions.com	(303) 527-4017 - office
Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com	(720) 565-4764 - office
Jeff Dolph Tier 1 - Technical Support Manager JeffDolph@motorolasolutions.com	(303) 527-4038 - office (303) 319-8935 - mobile
Wayne Parent Technical Support Lead – Records Applications Wayne.Parent@motorolasolutions.com	(801) 234-9971 - mobile
Christine Lay Customer Service Manager christine.lay@motorolasolutions.com	(626) 416-6726 - mobile

### Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Email:
<u>Backup System Administrator Name:</u> Phone No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

---

**Exhibit C**  
**LABOR RATES**

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**MAINTENANCE AND SUPPORT AGREEMENT    673**

**TERM: 12/1/2016-11/30/2017**

**CUSTOMER: City of Orange Cove**

The following are Motorola's current labor rates, subject to an annual change.

**The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:**

<b>SERVICE HOURS</b>	<b>LABOR RATES</b>
8 a.m.-5 p.m. M-F (local time)	\$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$334 per hour, 2 hours minimum

**The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:**

<b>SERVICE HOURS</b>	<b>LABOR RATES</b>
8 a.m.-5 p.m. M-F (local time)	\$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.





**Marty Rivera**  
Chief of Police

ORANGE COVE POLICE DEPARTMENT  
550 Center Street Orange Cove California 93646  
Ph: 559-626-5106 / Fax: 559-626-7565  
Email: marty.rivera@oc-pd.com

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**Date:** August 24, 2016

**Title:** Recommendation for Council to consider approving the Lease/Purchase of three police department vehicles.

**SUBMITTED:** Marty Rivera  
Chief of Police

---

**RECOMMENDATION**

In 2015 the city with assistance from the orange cove police protection district replaced three patrol vehicles.

This year we hope to do a lease/purchase plan with Ford Credit, that will allow us to replace three vehicles. The city can get the three vehicles by paying \$36,908.24 each of the next three years. This cost includes the purchase and retro fit of emergency equipment in the vehicles. At the end of the three years, the city would pay one dollar and get title to the vehicles.

**Fiscal Impact**

The vehicle purchase and retrofitting cost would be paid for from the general fund. Although the cost is high, we will save hundreds and possibly thousands of dollars that we currently are paying for vehicle repairs due to the age and condition of our current fleet. The costs later will be for fuel and normal maintenance.

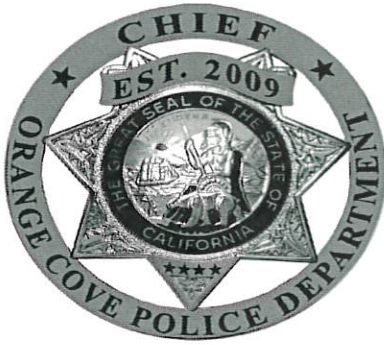
Prepared by:  
Marty Rivera Chief of Police

Approved by:  
\_\_\_\_\_  
City Manager

PRIDE

HONOR

PROFESSIONALISM



**Marty Rivera**  
Chief of Police

**ORANGE COVE POLICE DEPARTMENT**  
550 Center Street Orange Cove California 93646  
Ph: 559-626-5106 / Fax: 559-626-7565  
Email: [marty.rivera@oc-pd.com](mailto:marty.rivera@oc-pd.com)

---

**Date:** August 24, 2016

**Title:** Recommendation for Council to consider approving the purchase of cameras and equipment for the wastewater plant, city maintenance yard and city park.

**Submitted:** Marty Rivera  
Chief of Police

---

**Recommendation:**

The city began to place cameras in city property two years ago, beginning with the skate park. The plan has been to place cameras to protect city property throughout the city as well as deterring criminal activity. Currently the cameras are capable of being monitored at the police department as well as on cell phones or I Pads. Eventually we also hope to place cameras at some key intersections in the city to be able to observe vehicles that may enter or leave the city after the commit some type of crime such as a drive-by shooting.

This year we hope to place cameras at the city maintenance yard, waste water treatment facility and a camera to cover the city park and new restroom located at Center and Park Avenues.

If purchased, the cameras at the waste water plant will have the capacity of being monitored at that location by the supervisor. It can also be monitored on his I Pad and at the police department.

The cost for the cameras are as follows:

Waste water treatment facility, two cameras plus server for the facility and wireless connection to enable it to be sent to the police department. \$8989.59

City yard, three cameras \$8,506.49

City park, one pan, tilt and zoom camera: \$6,636.22

Server at the PD to handle additional cameras: \$10,635.81

**Total cost: \$ 34,768.11**

**Fiscal Impact**

The camera for the city park (\$6,636 .22) would be paid for from the general fund. The balance (\$ 28,131.89) would be paid for from the sewer and water fund.

**Prepared by:**  
**Marty Rivera Chief of Police**

**Approved by:**  
\_\_\_\_\_**City Manager**

PRIDE

HONOR

PROFESSIONALISM

**Jim Richardson**

---

**From:** Jim Richardson  
**Sent:** Wednesday, August 17, 2016 2:30 PM  
**To:** 'marty.rivera@oc-pd.com'  
**Cc:** Alex Daley  
**Subject:** Updated estimate - Center Street / park-bathrooms  
**Attachments:** PTZ Estimate SI-13153.pdf

Marty,

This is the newest estimate for the Pan Tilt Zoom 2 mega pixel camera on Center Street. You should have the pictures I sent with prior estimates / coverage of this PTZ Camera. When the department is not controlling the PTZ it can stay in a parked position to cover the bathrooms. This camera will provide for capturing details, like license plates, at 500- 600 ft.

Give me a call if you have any questions.

Respectfully,

**Jim Richardson**

---

O: 559-579-1122

C: 559-999-0166

**SURVEILLANCE  
INTEGRATION**  
4520 E Pine Avenue - Fresno, California 93703  
[www.survint.com](http://www.survint.com)





# SURVEILLANCE INTEGRATION

## FAX

## Cover Sheet

Date: August 17, 2016Pages (including cover page): 35**Attention:**

Chief Marty Rivera

**From:**Jim Richardson  
Surveillance Integration  
4570 E. Pine Avenue  
Fresno, CA 93703☒ Urgent☐ For Review☐ Please Comment☐ Please Reply☒ Attachments**Subject:**

Estimate for Center Street PTZ.

**Message:**

LEGAL NOTICE: This document and all attachments, if any, may contain confidential material and is intended only for the person or entity to which the document is addressed. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately and destroy the original and any copies of this document and or attachments.

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

## Estimate

Date	Estimate #
8/17/2016	SI-13153

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 550 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty.	Rate	U/M	Total
<p>INSTALL ONE IP 2-MEGA PIXEL PTZ CAMERA WEST OF CENTER STREET AND SOUTH OF PARK AVENUE. STREAM VIDEO TO POLICE DEPARTMENT OVER NEW WIRELESS LINK</p> <p>* Scope of work:</p> <ol style="list-style-type: none"> <li>1. Install one 2-MP IP PTZ Camera with up to 600ft of IR capability</li> <li>3. Install wireless links / transmitter to reach communications tower at PD / fire station.</li> </ol> <p>Camera License ACC 5.0 Standard HD High Definition Stream Management for (1) camera license channels and 5 viewing clients, 24 concurrent site connections; provides situational awareness while analyzing detailed regions of interest from a single camera or multiple. Use multiple viewing tabs and cycle them automatically to allow one operator views of cameras from multiple locations throughout large camera systems. Save viewing parameters for simple and repeatable setup of complex multi-camera viewing configurations. *Digitally zoom and pan within an image while automatic dynamic contrast enhancement reveals low light details for unmatched digital PTZ performance. High Definition Stream Management (HDSM) support. Industries most powerful VMS engine. ACC Mobile Gateway included. Supports Maps and Web pages embedding.</p> <p>NEW CAMERA LOCATION: WEST OF CENTER STREET 2MP IR SMART PTZ CAMERA 30X OPTICAL ZOOM VARI-FOCAL 4.3-129.0MM Smart IR Illumination to 390 feet adjusting to zoom range. Provides 30x Optical Zoom and 16x Digital Zoom with a 4.3mm-129.0mm Lens. True Day / Night Camera using 120dB WDR. PTZ Tilt Range -2 Degrees to 90 Degrees. Auto Flip and 360 degree endless rotation. Utilizes Analytics for Smart Tracking Option. High PoE or 24VDC, defogging, Triple streams on H.264 encoding; Working Temperature -40F to 149F.</p> <p>Pole adapter for use with H3PTZ-DP and Bullet IR Cameras</p>	1	185.00		185.00T
	1	3,287.00		3,287.00T
	1	90.00		90.00T
Subtotal				
Sales Tax (8.225%)				
Total				

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

## Estimate

Date	Estimate #
3/17/2016	SI-13153

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 550 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
Pole mount, Constructed of aluminum and gray polyester powder coat finish. Extends Camera from pole approximately 14 inches.	1	128.50		128.50T
Unitized 5GHz radio, TDMA N Rate 2x2 MIMO CPE / Bridge Unit, Small Form-Factor, Internal Dual Polarity 16dBi Antennas, 150+Mbps Throughput, 15+Kilometer Range.	2	288.00		576.00T
PoE Injector 15.4W IEEE802.3af ADD with Power Cord	1	45.65		45.65T
Installation materials, Weather Box, Conduit, Flex, Clamps, Fasteners,	1	150.00		150.00T
Category 5e outdoor carrier-class shielded cable that features an Anti-Crosstalk Divider, additional shielding and is rated to provide optimal performance on Gigabit Ethernet networks.	30	0.34		10.20T
4PR CAT5e OPS Direct Burial Cable PE	40	0.37		14.80T
***** INSTALLATION ***** Two-Installers service truck and 30ft bucket truck. Ladders, hand tools. Scope of work is estimated to take 1-2 days  ** "Hours include crew travel time for (2) two round trips to job site"	1	1,200.00		1,200.00
Service Vehicles Trip Charges .50 per mile 2-RT's from Fresno, office.	140	0.50		70.00
Technical administrative time associated with system programming, software application training. System networking and other specialized connectivity requirements. (Wireless Equipment - tower work) includes travel of one hour	6	85.00		510.00
Subtotal				
Sales Tax (8.225%)				
Total				



## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

## Estimate

Date	Estimate #
8/17/2016	SI-13153

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 530 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
<b>CUSTOMER TO PROVIDE:</b> 1. Continuous 110 power / outlet and weather box at power pole planned for mounting PTZ camera  Access to Video Recorder(s) via Internet "MAY" require customer to provide one (1) Static Public IP Address.  Customer is responsible to provide: - Securing their network from unauthorized intrusion from the Internet - The recommended bandwidth of 2.0 Mbps downstream and 1.5 Mbps upstream. A minimum of 1.5 Mbps downstream and 1.0 Mbps upstream is required for offsite viewing.  Surveillance Integration provides No Guarantee as to: - Reliability of Internet remote connectivity via mobile devices and or workstations - Video frame count (FPS) or resolution quality via Internet  CONTRACTOR LICENSE # 927851  SURVEILLANCE INTEGRATION WARRANTY!  * ONE YEAR ON WORKMANSHIP * TWO YEARS ON WIRELESS EQUIPMENT * THREE YEARS ON PTZ CAMERA		0.00		0.00
		0.00		0.00
		<b>Subtotal</b>	\$6,267.15	
		<b>Sales Tax (8.225%)</b>	\$369.07	
		<b>Total</b>	\$6,636.22	

## Surveillance Integration

Fresno, CA 93703

## Estimate

Date	Estimate #
8/18/2016	SI-13155

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Cove / City Hall 808 2nd Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
City of Orange Cove: Maintenance Yard Site.				
Video to be streamed to Police Department over wireless link. ( 3- New cameras, views 1,3 4 )				
HIGH DEFINITION NETWORK VIDEO MANAGEMENT SOFTWARE Camera License ACC 5.0 Standard HD High Definition Stream Management for (1) camera license channels and 5 viewing clients, 24 concurrent site connections; provides situational awareness while analyzing detailed regions of interest from a single camera or multiple. Use multiple viewing tabs and cycle them automatically to allow one operator views of cameras from multiple locations throughout large camera systems. Save viewing parameters for simple and repeatable setup of complex multi-camera viewing configurations. *Digitally zoom and pan within an image while automatic dynamic contrast enhancement reveals low light details for unmatched digital PTZ performance. High Definition Stream Management (HDSM) support. Industries most powerful VMS engine. ACC Mobile Gateway included.	3	185.00		555.00T
8-Port 10/100/1000Mbps Managed Industrial Ethernet Switch	1	420.00		420.00T
3.0 MEGAPIXEL CAMERA # 3 & 4 . WDR BULLET CAMERA WITH ADAPTIVE VIDEO ANALYTICS AND INFRARED ILLUMINATION FROM 100 TO 200FT. 3.0 MEGAPIXEL WDR 3-9MM HD ANALYTIC BULLET CAMERA, High-power IR LEDs Illumination up to 200 ft., 30 images per second at 2048 x 1536 resolution, 3-9 mm, F1.3, P-Iris, remote focus and zoom, 67 dB true dynamic range, IP66 weather compliant, H.264 and Motion JPEG, ONVIF compliant, WDR 1/2.8? progressive scan CMOS sensor, Angle of View 32° ? 98°, Audio Input and Output, Alarm In & Alarm Out, Operating Temperature -40°C to +55°C (-40°F to 131°F)	2	1,085.00		2,170.00T
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				

## Surveillance Integration

Fresno, CA 93703

**Estimate**

Date	Estimate #
8/18/2016	SI-13155

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Cove / City Hall 808 2nd Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
CAMERA VIEW #1 3.0 MEGAPIXEL TRIPLE EXPOSURE ULTRA WIDE DYNAMIC RANGE ANALYTIC BULLET CAMERA WITH IR LightCatcher technology provides unsurpassed image quality in low light environments, Self-Learning Video Analytics, SD card slot for onboard storage support, 3-9MM HD, High-power adaptive IR LEDs Illumination up to 200 ft., Full resolution 2048 x 1536 at 94 degrees. 30 images per second at 1920 x 1080 resolution, 3-9 mm, F1.2, P-Iris, remote focus and zoom, 120 dB Triple Exposure Ultra WDR, IP66 weather compliant, H.264 and Motion JPEG, ONVIF compliant, Audio Input and Output, Alarm In & Alarm Out, Operating Temperature -40C to +50C (-40F to 122F)	1	839.00		839.00T
Pole adapter for use with H3PTZ-DP, H3-DP Pendant Domes and Bullet Cameras	2	90.00		180.00T
WIRELESS EQUIPMENT 5 GHz TDMA N Rate 2x2 MIMO CPE / Bridge Unit, Small Form-Factor, Internal Dual Polarity 16dBi Antennas, Secondary PoE 802.11af Power Pass-Through Port, 150+Mbps Throughput, 15+Kilometer Range.	3	288.00		864.00T
2/3/5 GHz NanoStation Shield/Mount Kit	3	51.70		155.10T
Adjustable Non-penetrating Roof Mount w/ 10' mast	1	89.00		89.00T
Category 5e outdoor carrier-class shielded cable that features an Anti-Crosstalk Divider, additional shielding and is rated to provide optimal performance on Gigabit Ethernet networks.	100	0.34		34.00T
PoE Power Injector 802.11af Compliant For Adding PoE Cameras To Non-powered Network Switches	2	40.40		80.80T
4PR CAT5e OPS Direct Burial Cable PE	150	0.37		55.50T
Installation materials; Weather Boxes, Conduit, Flex, Clamps, Seals, Fasteners.	1	200.00		200.00T
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				



Surveillance Integration

Fresno, CA 93703

# Estimate

Date	Estimate #
8/18/2016	SI-13155

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Cove / City Hall 808 2nd Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
***** INSTALLATION ***** Two Installers one service truck and use of one bucket truck. Ladders, hand tools. Six hours of travel time for two installers included in installation cost (Scope of work is estimated at (2-3) days)	1	1,600.00		1,600.00
*Technical administrative time associated with system programming, software application training. System networking and other specialized connectivity requirements. Additional time on site will be invoiced at 1/4 hour increments of \$21.25 = \$85.00 hour *Tech hours include 4.5 hours of travel time (Estimated at 3- R/T from Fresno, CA)	8	85.00		680.00
Service Vehicle's Trip Charge \$15.00 or .50 per mile, which ever is greater. (Total miles by 2-3 service trucks =180)	240	0.50		120.00
CUSTOMER TO PROVIDE: 1. Continuous 110 power / outlet at light pole used for mounting cameras and wireless equipment. 2. Provide minimal lighting at Maintenance Yard from existing light pole and building		0.00		
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				

## Surveillance Integration

Fresno, CA 93703

**Estimate**

Date	Estimate #
8/18/2016	SI-13155

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Cove / City Hall 808 2nd Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
<p>REMOTE ACCESS TO VIDEO SERVER / CAMERAS</p> <p>Access to Video Recorder(s) via internet "MAY" require customer to provide one (1) Static Public IP Address.</p> <p>Customer is responsible to provide:</p> <ul style="list-style-type: none"> <li>- Securing their network from unauthorized intrusion from the Internet</li> <li>- The recommended bandwidth of 2.0 Mbps downstream and 1.5 Mbps upstream. A minimum of 1.5 Mbps downstream and 1.0 Mbps upstream is required.</li> </ul> <p>Surveillance Integration provides No Guarantee as to:</p> <ul style="list-style-type: none"> <li>- Reliability of internet remote connectivity via mobile devices and or workstations</li> <li>- Video frame count (fps) or resolution quality via internet</li> </ul> <p>CONTRACTOR LICENSE # 927851</p> <p>SURVEILLANCE INTEGRATION WARRANTY!</p> <ul style="list-style-type: none"> <li>* ONE YEAR ON WORKMANSHIP</li> <li>* THREE YEARS AVIGILON CAMERAS</li> <li>* TWO YEARS ON WIRELESS EQUIPMENT</li> </ul>				
<b>Subtotal</b>				\$8,042.40
<b>Sales Tax (8.225%)</b>				\$464.09
<b>Total</b>				\$8,506.49

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

**Estimate**

Date	Estimate #
4/15/2016	SI-13057

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 550 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	Due on receipt	JDR

Description	Qty	Rate	U/M	Total
UPGRADE VIDEO SECURITY SYSTEM AT POLICE DEPARTMENT				
EQUIPMENT / MATERIALS / LABOR, TO COMPLETE INSTALLATION OF ENTERPRISE LEVEL 10TB, NETWORK VIDEO RECORDER. SERVER PROVIDES RAID5 VIDEO BACK UP. UPGRADE WILL PROVIDE FOR IMMEDIATE USE OF EIGHT EXISTING ANALOG CAMERAS. ADDITIONAL ANALOG (Existing) CAMERAS CAN BE INTRODUCED TO NEW NVR AT A RATIO OF 4-1 FOR EACH ENCODER ADDED TO SYSTEM. UPGRADE ALSO INCLUDES INSTALLATION OF TWO NEW 32" DISPATCH VIDEO VIEWING MONITORS. NVR HAS BEEN ENGINEERED TO ALLOW UP TO THIRTY (30 ) IP MEGAPIXEL CAMERAS TO BE ADDED TO OVERALL SYSTEM. ADDING IP MEGA PIXEL CAMERAS WILL REQUIRE ADDITIONAL STORAGE.				
Camera License ACC 5.0 Standard HD High Definition Stream Management for (1) camera license channels and 5 viewing clients, 24 concurrent site connections; provides situational awareness while analyzing detailed regions of interest from a single camera or multiple. Use multiple viewing tabs and cycle them automatically to allow one operator views of cameras from multiple locations throughout large camera systems. Save viewing parameters for simple and repeatable setup of complex multi-camera viewing configurations. *Digitally zoom and pan within an image while automatic dynamic contrast enhancement reveals low light details for unmatched digital PTZ performance. High Definition Stream Management (HDSM) support. Industries most powerful VMS engine. ACC Mobile Gateway included. Supports Maps and Web pages embedding.	2	185.00		370.00T
Thank you for your business.				
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				



## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

## Estimate

Date	Estimate #
4/15/2016	SI-13057

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 550 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	Due on receipt	JDR

Description	Qty	Rate	U/M	Total
DIGITAL NETWORK VIDEO RECORDER WITH 10TB OF STORAGE Enterprise Hard Drives configured in RAID 5 for reliability of both the Operating system and the video storage. Built with high quality components to ensure reliability and continuous operation in mind. Includes 1000VA Battery Backup. Optional expansion up to 40TB. Intel Core i7, 8GB RAM DDR3, Windows 7 Professional x64, DVD-RW Optical Drive, 750W PSU EPS12V, 4x USB 2.0 (rear), 2x USB 3.0 (rear), 2x USB 2.0 (front), D-Sub VGA + DVI monitor ports, Built-in dual Gigabit LAN 10/100/1000Mbps. Rackmount Chassis 4U 1.2mm steel construction 2x 120mm Front Fans, 2x 80mm top fans (Optional), 2x USB Front Ports, Lockable front panel door. Mouse & Keyboard included.	1	5,724.00		5,724.00T
Video storage has variables based on lighting, cameras, motion detection, resolution, frame count, compression level settings and connectivity. Amount of storage or length of time video will be stored and quality of video is estimated based on these factors. When adding cameras or changing any of the settings listed above the amount and quality of video stored will likely be reduced. 'Surveillance Integration makes no guarantee as to quality of video stored, how much video or length of time video will be available on any given system'	1	0.00		0.00
* We estimate (16) weeks of stored video based on the number of cameras (8) proposed for your video security system.				
8-Port PoE Managed Switch, Cisco - 10/100Mbps + 1000Mbps Ethernet Switch with Webview and MAX PoE RJ45 connectors for 10BASE-T and 100BASE-TX, 2 RJ45 connectors for 10BASE-T/100BASE-TX/1000BASE-T with 2 SFP slots Console port 8K MAC Address Table.	1	463.00		463.00T
DISPATCH VIEWING MONITORS 32" CLASS 1080P SMART LED HDTV . (INCLUDES TWO WALL MOUNTS) Inputs: 3 HDMI, 1 Composite, 1 Component, 1 Ethernet, 1 USB. 120Hz Refresh Rate, 15.65 lbs. total weight, 5 million to 1 Dynamic Contrast Ratio, 178 Degree Viewing Angle, 16.7 Million Colors, Audio Output with volume control.	2	470.00		940.00T
Thank you for your business.	Subtotal			
	Sales Tax (8.225%)			
	Total			

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

**Estimate**

Date	Estimate #
4/15/2016	SI-13057

Name / Address
City of Orange Cove 633 6th Street Orange Cove, CA 93646

Ship To
City of Orange Cove Marty Rivera 550 Center Street Orange Cove, CA 93646

P.O. No.	Terms	Rep
	Due on receipt	JDR

Description	Qty	Rate	U/M	Total
4 Port H.264 Analog Video Encoder	2	365.00		730.00T
INSTALL MATERIALS				
Outdoor Cat6 UV Jacket cable, water block tape (no jel) 600Mhz,exceeds EIA/TIA 568 B.2-1 specifications. High speed data applications, gigabit ethernet.	150	0.43		64.50T
Installation materials; Patch Cables, Connectors, Flex, Clamps, Fasteners,	1	150.00		150.00T
Installation: two man crew and one technician. includes up to 140 miles of combined travel time of approximately 5-hrs	1	1,500.00		1,500.00
CUSTOMER TO PROVIDE:	1	0.00		0.00
1. Make network available for video traffic				
2. Power outlets where required to power cameras, server, and network switches.				
3. If conduit is required for low voltage cable, this may be outside scope of work on estimate				
4. Necessary Rack Space and electrical requirements at server locations				
5. All secondary viewing monitors/stations: Surveillance Integration will provide monitors at customer's request				
SURVEILLANCE INTEGRATION-WARRANTY	1	0.00		0.00
CONTRACTOR LICENSE # 927851				
* ONE YEAR ON WORKMANSHIP				
* THREE YEARS ON ENTERPRISE NVR RECORDER				
* TWO YEARS ON VIEWING MONITORS				
Thank you for your business.	Subtotal \$9,941.50			
	Sales Tax (8.225%) \$694.31			
	Total \$10,635.81			











































## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

## Estimate

Date	Estimate #
8/17/2016	SI-13110

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Waste Water 1805 Monson Avenue Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
City of Orange Cove: Waste Water Site.				
ACCESS / VIEWING OF VIDEO AT WASTE WATER SITE WILL UTILIZE NEW DEDICATED MINI PC. VIA REMOTE LICENSE AND INTERNET CONNECTIVITY. VIDEO WILL BE STORED ON EXISTING NVR AT COMMUNITY CENTER. THIS WILL REQUIRE A NEW WIRELESS LINK BETWEEN WASTE WATER SITE AND COMMUNITY CENTER. VIEWING OF VIDEO AT POLICE DEPARTMENT WILL BE OVER THE INTERNET CONNECTING TO EXISTING SERVER AT THE COMMUNITY CENTER.	0			
HIGH DEFINITION NETWORK VIDEO MANAGEMENT SOFTWARE Camera License ACC 5.0 Standard HD High Definition Stream Management for (1) camera license channels and 5 viewing clients, 24 concurrent site connections; provides situational awareness while analyzing detailed regions of interest from a single camera or multiple.	2	185.00		370.00T
DEDICATED VIEWING PC INTEL MINI PC - Core i3-4010U with Mini HDMI cable to DVI-D, Mini DisplayPort, LAN 10/100/1000 Mbps, Windows 7 Professional, 4x USB 3.0, 4th Gen Intel, Bluetooth, Consumer Infrared sensor, and DC power supply. Measures 4" x 4" includes VESA bracket for mounting.	1	862.21		862.21T
Intelligent LCD un-interruptible power supply (UPS) Features dynamic line conditioning to guard against surges/spikes and offers battery backup. Unit has a capacity of 1350VA/810 Watts, eight (8) NEMA 5-15R receptacles, including four (4) fail-safe outlets for critical loads. Intelligent multi-function LCD panel displays real-time UPS vitals. Unit offers connectivity via one (1) HID USB and one (1) serial port. UPS Management software automatically closes computer files and safely shuts down the system in case of a power outage.	1	179.00		179.00T
24" 2ms Full HD HDMI LED Backlight LCD Viewing Monitor	1	295.75		295.75T
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

**Estimate**

Date	Estimate #
8/17/2016	SI-13110

Name / Address
City of Orange Cove, 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Waste Water 1805 Monson Avenue Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
LCD Monitor Wall Mount up to 33 lbs, Rotate 180 degree horizontal, 45 degree vertical, length: 13.0' requires visa mount pattern	1	56.15		56.15T
3.0 MEGAPIXEL WDR BULLET CAMERA WITH ADAPTIVE VIDEO ANALYTICS AND INFRARED ILLUMINATION FROM 100 TO 200FT. 3.0 MEGAPIXEL WDR 3-9MM HD ANALYTIC BULLET CAMERA, High-power IR LEDs Illumination up to 164 ft., 30 images per second at 2048 x 1536 resolution, 3-9 mm, F1.3, P-Iris, remote focus and zoom, 67 dB true dynamic range, IP66 weather compliant, H.264 and Motion JPEG, ONVIF compliant, WDR 1/2.8? progressive scan CMOS sensor, Angle of View 32° ? 98°, Audio Input and Output, Alarm In & Alarm Out, Operating Temperature -40°C to +55°C (-40°F to 131°F)	2	1,085.00		2,170.00T
Pole adapter for use with H3PTZ-DP, H3-DP Pendant Domes and Bullet Cameras	2	90.00		180.00T
WIRELESS EQUIPMENT 5 GHz TDMA N Rate 2x2 MIMO CPE / Bridge Unit, Small Form-Factor, Internal Dual Polarity 16dBi Antennas, Secondary PoE 802.11af Power Pass-Through Port, 150+Mbps Throughput, 15+Kilometer Range.	3	288.00		864.00T
2/3/5 GHz NanoStation Shield/Mount Kit	3	51.70		155.10T
Category 5e outdoor carrier-class shielded cable that features an Anti-Crosstalk Divider, additional shielding and is rated to provide optimal performance on Gigabit Ethernet networks.	100	0.34		34.00T
PoE Power Injector 802.11af Compliant For Adding PoE Cameras To Non-powered Network Switches	2	40.40		80.80T
4PR CAT5e OPS Direct Burial Cable PE	50	0.37		18.50T
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				



## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

**Estimate**

Date	Estimate #
8/17/2016	SI-13110

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Waste Water 1805 Monson Avenue Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
8-Port 10/100/1000Mbps Managed Industrial Ethernet Switch	1	420.00		420.00T
Installation materials; qty-5 Weather Boxes, Conduit, Flex, Clamps, Seals, Fasteners.	1	200.00		200.00T
***** INSTALLATION ***** Two Installers one service truck and use of one 30ft bucket truck. Ladders, hand tools. Six hours of travel time for two man crew included in installation cost (Scope of work is estimated at (2-) days)	1	1,800.00		1,800.00
*Technical administrative time associated with system programming, software application training. System networking and other specialized connectivity requirements. Additional time on site will be invoiced at 1/4 hour increments of \$21.25 = \$85.00 hour *Tech hours include 3- hours of travel time (Estimated at 2- R/T from Fresno, CA)	8	85.00		680.00
** Estimate calls for 7 hours on site, will not exceed 10 hours **				
Service Vehicles Trip Charge \$15.00 or .50 per mile, which ever is greater. (Total miles by 2-service trucks)	280	0.50		140.00
CUSTOMER TO PROVIDE: 1. Continuous 110 power / outlet at light pole near gate to be used for mounting cameras and wireless equipment. 2. Provide minimal lighting at Waste Water from existing light poles or building 3. Access to the internet, connectivity at job site 4. Power and space for setting up new viewing station in office at Waste Water Site.		0.00		
<b>Subtotal</b>				
<b>Sales Tax (8.225%)</b>				
<b>Total</b>				

## Surveillance Integration

4570 E. Pine Avenue  
Fresno, CA 93703

**Estimate**

Date	Estimate #
8/17/2016	SI-13110

Name / Address
City of Orange Cove. 633 6th Street Orange Cove, CA 93646

Ship To
City Of Orange Waste Water 1805 Monson Avenue Orange Cove, CA 93646

P.O. No.	Terms	Rep
	1% 20 net 30	JDR

Description	Qty	Rate	U/M	Total
<p>REMOTE ACCESS TO VIDEO SERVER / CAMERAS</p> <p>Access to Video Recorder(s) via internet "MAY" require customer to provide one (1) Static Public IP Address.</p> <p>Customer is responsible to provide:</p> <ul style="list-style-type: none"> <li>- Securing their network from unauthorized intrusion from the Internet</li> <li>- The recommended bandwidth of 2.0 Mbps downstream and 1.5 Mbps upstream. A minimum of 1.5 Mbps downstream and 1.0 Mbps upstream is required.</li> </ul> <p>Surveillance Integration provides No Guarantee as to:</p> <ul style="list-style-type: none"> <li>- Reliability of internet remote connectivity via mobile devices and or workstations</li> <li>- Video frame count (fps) or resolution quality via internet</li> </ul> <p>CONTRACTOR LICENSE # 927851</p> <p>SURVEILLANCE INTEGRATION WARRANTY!</p> <ul style="list-style-type: none"> <li>* ONE YEAR ON WORKMANSHIP</li> <li>* THREE YEARS AVIGILON CAMERAS</li> <li>* THREE YEARS WIRELESS EQUIPMENT</li> </ul> <p>***** CONFIDENTIAL LEGAL NOTICE *****</p> <p>This document is intended for use by authorized personnel of City Of Orange Cove and Surveillance Integration in the scope of engineering video security camera system. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not an authorized recipient, please contact Surveillance Integration immediately and or destroy the original, copies, and or any other materials related to this document.</p>		0.00		
		<b>Subtotal</b>		\$8,505.51
		<b>Sales Tax (8.225%)</b>		\$484.08
		<b>Total</b>		\$8,989.59





LEGEND

- 3MP ANALYTIC BULLET CAMERA W/ IR
- 8 PORT SWITCH
- WIRELESS LINK
- VIEWING MINI PC

**SURVEILLANCE  
INTEGRATION**  
4570 E. Pine Avenue · Fresno, CA 93703  
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## CITY OF ORANGE COVE REPORT TO THE CITY COUNCIL

**To:** Orange Cove City Council  
**From:** Gary D. Horn, City Engineer  
**Subject:** Resolution Regarding Bid for the Joe Serna Basin Backfill Project  
**Attachments:** Resolution

### RECOMMENDATION:

Council adopt the attached resolution awarding the bid for the Joe Serna Basin Backfill Project to Valley Excavation for \$79,000.00, authorize the City Manager to sign a standard construction agreement.

### EXECUTIVE SUMMARY:

The temporary storm drain basin at the Joe Serna Estates subdivision is no longer needed due to the installation of a storm drain pipeline that was constructed last year. The basin can be backfilled and 5 new lots created for homes. Valley Excavation submitted the low bid of \$79,000.00. The engineer's estimate was \$88,000.00. The former-RDA Bond proceeds can be used for this project. The lots could then be sold at market value.

### BACKGROUND:

The temporary storm drain basin at the Joe Serna Estates subdivision is no longer needed due to the installation of a storm drain pipeline that was constructed last year. The basin property is owned by the City and is 0.78 acres. The basin can be backfilled under a city-contract and 5 new lots created for homes, with each lot being approximately 6,700 square feet. The lots would then be sold at market rate.

Bids from four contractors were received on July 12, 2016 as follows:

Valley Excavation	\$94,350.20
AJ Excavation, Inc.	\$108,400.00

Prepared by: GH

Approved by: [Signature]

REVIEW: City Manager: SE

Finance:       

City Attorney:       

### TYPE OF ITEM:

### COUNCIL ACTION: APPROVED DENIED NO ACTION

☐ Consent  
☐ Info Item  
☐ Action Item  
☐ Department Report  
☐ Redevelopment Agency

☐ Public Hearing  
☐ Matter Initiated by a Council Member  
☐ Other  
☐ Continued to:



JT2 Inc. dba Todd Co.	\$112,990.00
Bush Engineering	\$201,830.00

The Engineer's Estimate was \$88,000.00.

Soil for the backfilling operation will come from the mound that lies between the Joe Serna tract and the shopping center at the corner of Anchor Avenue and Martinez Street. Additional material will be taken from the stockpile at the industrial lots on Center Street.

**REASON FOR RECOMMENDATION:**

Removal of a basin that is no longer needed and provided 5 lots for new housing within the City.

**FISCAL IMPACT:**

Because the lots being created by the backfilling of the basin will be designated for low and moderate income individuals, General Fund proceeds will be loaned to this backfill project and the proceeds from the sale of the 5 lots will go to the General Fund.

**ALTERNATIVES:**

Council may choose to award the bid or reject all bids.

**ACTIONS FOLLOWING APPROVAL:**

If the bid is awarded, then the City Manager will sign a standard construction agreement.

**CONFLICT OF INTEREST:**

None.

RESOLUTION NO. 2016-46

A RESOLUTION OF THE COUNCIL OF THE CITY OF ORANGE COVE, CALIFORNIA,  
ACCEPTING BID FOR JOE SERNA BASIN BACKFILL PROJECT

WHEREAS, the Invitation to Bid for the Joe Serna Basin Backfill Project was advertised at the Central California Builders Exchange and the Tulare & Kings Counties Builders Exchange beginning June 20, 2016; and

WHEREAS, the project will consist of filling in the temporary storm drain basin at the Joe Serna Estates tract in the City of Orange Cove; and

WHEREAS, the following bids for the project were publicly opened and read aloud at the Orange Cove City Hall on July 12 at 2 pm:

<u>Contractor</u>	<u>Bid</u>
Valley Excavation	\$79,000.00
AJ Excavation, Inc.	\$108,400.00
JT2 Inc. dba Todd Co.	\$112,990.00
Bush Engineering	\$201,830.00

WHEREAS, the City Engineer's estimate was \$88,000.00 for the Project.

NOW, THEREFORE BE IT RESOLVED, by the City Council of the City of Orange Cove, California, as follows:

1. The above recitals are true and correct and are adopted as the findings of the City Council.
2. Upon the recommendation of the City Engineer that the City Engineer that the Joe Serna Basin Backfill Project be awarded to: Valley Excavation, Inc. in the amount of Seventy Nine Thousand Dollars and Zero Cents (\$79,000.00).
4. That the City Clerk shall certify to the adoption of this Resolution and that the same shall be in full force and effect.



This resolution was adopted at a Regular Meeting of the City Council of the City of Orange Cove held on July 27, 2016, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Victor P. Lopez, Mayor

ATTEST:

---

June Bracamontes, City Clerk



For the Meeting of: July 27, 2016

## CITY OF ORANGE COVE REPORT TO THE CITY COUNCIL

**To:** Orange Cove City Council  
**From:** Gary D. Horn, City Engineer  
**Subject:** Water Meter Project Report and Change Orders  
**Attachments:** None

### RECOMMENDATION:

Council receive the report and approve:

1. Change orders for National Meter in the amount of \$46,862.
2. Change orders for Dawson Mauldin Construction balancing to \$19,613.
3. Direct Staff to prepare an ordinance for Council consideration regarding tampering with water meters or radio equipment.
4. Addition of a totalizing meter at the Water Treatment Plant for a total cost of \$16,000.

### EXECUTIVE SUMMARY:

The meter installation project is complete. Billing software is being modified to receive meter readings and generate bills. Several change orders were needed to reflect field conditions found during construction. The remaining balance of the grant funding is about \$9,000. Staff requests that the purchase of a totalizing meter for the discharge pipeline from the Water Treatment Plant into the distribution system for \$16,000 be approved.

### PROJECT STATUS:

Meters - The installation of all 1,686 water meters and radio transmitters is complete. New water service connections to the existing main have been installed for 740 customers. These new services replace older services that had galvanized pipes. The contractor is making final punch list corrections. Three radio receivers have been installed throughout the city and report data from the meters to the city staff.

Data Acquisition – The meters report usage, leaks, tampering with the meter or radio to a website that is maintained by Badger Meter Co. The meter readings are used by the City's financial

Prepared by: GH

Approved by: [Signature]

REVIEW: City Manager:           

Finance:           

City Attorney:           

### TYPE OF ITEM:

### COUNCIL ACTION: APPROVED DENIED NO ACTION

       Consent  
       Info Item  
       Action Item  
       Department Report  
       Redevelopment Agency

       Public Hearing  
       Matter Initiated by a Council  
Member  
       Other  
       Continued to:



software to generate monthly bills.

#### Customer Relations

Bills – Commercial and industrial users are now being billed according to meter usage. Residential customers are being billed at a flat rate per unit. A “Meter” bill will be sent to all residential customers in August and September showing them what their bill will be according to the meter readings and the new rate schedule. Meter-based billing based on the new rates will begin in October.

Leaks – Customers whose meters are reporting leaks will also receive a letter alerting them to the need to repair the leak to both lower their monthly bills and conserve water. If it is a leaking toilet, showerhead or bathroom faucet, they will be encouraged to sign up for the City’s Fixture rebate program. A leak is defined as a service having constant flow for 24 hours. Once there is 1 hour of no flow within a 24 hour period, then the “leak” flag goes off. As of July 21 there were 400 meters detecting leaks.

Tampering - The software also reports tampering, such as cutting the cable from the meter to the radio transmitter. The meters store up to 360 days of readings internally that can be downloaded when the radio is re-connected. The Council should direct staff to prepare an ordinance with penalties for tampering with the meters or radio equipment for Council consideration.

#### **BUDGET**

The grant amount from the State Water Board is \$2,466,000. The cost to complete the project is \$2,457,000, or about \$9,000 under budget.

During the course of construction field conditions necessitated changes in the equipment and installation as follows:

Meters - The City purchased the meters and radio equipment directly from National Meter Co. Their original contract was for \$555,246.87. During construction 15 of the meters larger than 2” were changed from turbine to compound meters, which measure more accurately, especially at low flow. Additional registers and radios were also required for some existing meters. The additional cost was \$46,862.

Installation – The original contract with Dawson Mauldin Construction was \$1,422,802.54. Many variations in the field conditions necessitated changes in the installation work. Additional meter boxes and lids were needed, new water services that were unknown at the time of the bid were found, and additional work was required to locate some of the services. However, there was less work required for some line items, primarily related to trench resurfacing. When all of the pluses and minuses are added up, the additional cost is \$19,613.

The remaining \$9,000 will go back to the State Water Board if not used for the project. The Water Treatment Plant needs a totalizing meter installed on the discharge pipeline into the distribution system. The cost is \$10,000 for the meter equipment from Advanced Flow Measurement and \$6,000 for Dawson Mauldin for the installation, totaling \$16,000. The high cost of the meter is due to the fact that it can be installed without shutting down the water main from the treatment plant that feed the entire city. The remaining \$7,000 will come from the Water Treatment Plant Impact Fee account. We have requested permission from the State Water Board to include this as part of the project, but have not been informed of their decision.

**REASON FOR RECOMMENDATION:**

Change orders are needed to address changed conditions encountered in the field. An ordinance to address tampering will help enforce metering of water. A new totalizing meter at the Water Treatment Plant will help the City's conservation efforts.

**FISCAL IMPACT:**

The Water Treatment Plant Impact Fee account will be used to help pay for the totalizing meter at the Water Treatment Plant.

**ALTERNATIVES:**

The Council can choose to not install the totalizing meter and return \$9,000 to the State.

**ACTIONS FOLLOWING APPROVAL:**

1. Change orders will be signed for Dawson Mauldin, National Meter Co. and Advanced Flow Measurement.
2. Staff will prepare an ordinance addressing tampering for Council consideration.

**CONFLICT OF INTEREST:**

None.