



## **Item No. 9**

### **Town of Atherton**

#### **CITY COUNCIL STAFF REPORT – CONSENT AGENDA**

**TO: HONORABLE MAYOR AND CITY COUNCIL  
GEORGE RODERICKS, CITY MANAGER**

**FROM: ROBERT OVADIA, PUBLIC WORKS DIRECTOR**

**DATE: NOVEMBER 16, 2022**

**SUBJECT: APPROVAL OF A MAINTENANCE AND SUPPORT SERVICES  
AGREEMENT FOR THE TOWN CENTER SECURITY SYSTEMS;  
DIRECT THE CITY ATTORNEY TO PREPARE THE  
AGREEMENT AND AUTHORIZE THE CITY MANAGER TO  
EXECUTE THE AGREEMENT ON BEHALF OF THE TOWN**

#### **RECOMMENDATION**

It is recommended that the Council approve an agreement with Commercial Controls, Inc. for system support and preventative maintenance the Town Center Complex security system; direct the City Attorney to prepare the agreement; and authorize the City Manager to execute the agreement on behalf of the Town.

#### **BACKGROUND**

The Construction of the Town Center included the installation of an access control and video surveillance system. Town Center video feeds are wired directly to the Police Department and monitored by the dispatchers. The access to the Town Center and Library buildings as well as buildings and certain rooms are key card controlled, which are programmed and monitored by the Police Department. The access-controlled doors are also operable remotely from the PD Dispatch. The Access control system maintains logs of keycard use and other controlled access. The video surveillance and access control system are integral to securing Town facilities and monitoring the Town Center Complex.

#### **ANALYSIS**

A services agreement is required to effectively use and maintain the video surveillance and access control systems. Staff solicited a proposal from Commercial Controls due to their familiarity with the newly installed system and the various components installed at the Town Center and their expertise in monitoring and maintaining such systems.

The proposed services agreement covers the following systems:

- Video Surveillance System
- Access Control System
- Monitored Doors

Services are offered in three tiers based on the number of desired preventative maintenance visits, included call-outs, desired response times and equipment coverage. The costs and differences are outlined in the following table:

	<b>Silver</b>	<b>Gold</b>	<b>Platinum</b>
Includes Manufacturer(s) SSA Fees	Yes	Yes	Yes
Includes Manufacturer(s) Subscription Fees	Yes	Yes	Yes
Number of PM Visits	1 – annual	2 – semiannual	4 – quarterly
Number of Included Service Calls per month	2 (additional calls billed separately)	4 (additional calls billed separately)	24/7 same day service, including holidays
Service Response Time	72 hours (excludes holidays and non-business hours)	4 hours (calls placed before 12pm – excludes holidays)	24/7 same day service, including holidays
Equipment Coverage	None	100%	100%
Monthly Cost	\$3,135	\$3,202	\$3,803

Staff is recommending the Gold option as it provides for a reasonable response time and equipment coverage at a nominal cost over the Silver option.

### **FISCAL IMPACT**

The costs for the security support and maintenance agreement would be \$38,424 in the first year and be borne through the Police Department budget.

### **GOAL ALIGNMENT**

This Report and its contents are in alignment with the following Council Policy Goals:

- Goal Area A – Maintain Fiscal Responsibility
- Goal Area B – Preserve Small Town Character and Quality of Life
- Goal Area F – Be Forward-Thinking, Well-Managed, and Well-Planned

### **POLICY FOCUS**

Council policy focus should be on the need to manage and maintain the security and access control systems in the Town Center Complex.

### **PUBLIC NOTICE**

Public notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting in print and electronically. Information about the project is also disseminated via the Town's electronic News Flash and Atherton Online. There are approximately 1,200 subscribers to the Town's electronic News Flash publications. Subscribers include residents as well as stakeholders –to include, but be not limited to, media outlets, school districts, Menlo Park Fire Protection District, service providers (water, power, and sewer), and regional elected officials.

### **COMMISSION/COMMITTEE FEEDBACK/REFERRAL**

This item has not been before a Town Committee or Commission

### **ATTACHMENTS**

1. Commercial Controls Services Proposal