



## MEMORANDUM

Gregory C. Hudon  
*Superintendent*

Mark LeBlanc  
*Deputy Superintendent*

Frank Nobrega, Jr.  
*Deputy Superintendent*

Stephen Gendreau  
*Deputy Superintendent*

**TO:** Thomas A. Golden, Jr., City Manager

**FROM:** Gregory C. Hudon, Superintendent

**DATE:** January 25, 2024

**SUBJECT:** **MOTION RESPONSE: 4.20 C. Nuon** – Req. City Mgr. Have LPD Provide An Update On Computer-Aided Dispatch (CAD) In Cruisers:

The Lowell Police Department is in the process of outfitting 38 cruisers with the new hardware and software that will allow the officers to access the City Network remotely and utilize the Larimore CAD (Computer Aided Dispatch)/RMS (Record Management System) and report writing functions as well as complete state/registry of motor vehicle crash reports. Additionally, we are deploying new iPads which were obtained through grant funding to our detectives, gang unit and response officers which will also allow them access to the same functionality as the cruisers.

As you are aware, we began a deliberative and thoughtful process several months ago to ensure we had a secure and functional system to access the City Network remotely. Lowell Police MIS worked with and consulted City Hall MIS for continuity and guidance for system security. Due to the enhanced security environment, many software applications needed to be reevaluated and configured as some were no longer supported and would not meet the security requirements set forth by the City of Lowell MIS Department.

Additionally, I wanted to ensure this was the proper equipment to purchase not just for today but for the foreseeable future. We conducted a month-long trial and evaluation of test modems in several supervisor cruisers to ensure functionality. Once that was completed, we coordinated with your administration to secure the necessary funding to include not just the hardware but the additional software licensing and support costs, which were significant, and some of which are reoccurring. Once the funding sources were identified, we requested quotes and submitted the necessary purchase orders. There was a slight delay in procuring some of the hardware, specifically the antennae used, due to supply chain issues. As of 1/23/2024 all hardware has been received and the installation process (**Phase 1**) is beginning this week.

***The installation process will be completed in 3 phases and is expected to take 10 weeks.***

As indicated on the previous page, **Phase 1** will involve the installation of the actual hardware including modems and antennas. This installation process is complex and involves taking cruisers offline while the work is completed in the police garage by the contracted vendor, Transcorp. The work involves removing and reinstalling weapons vaults and equipment to route wiring and installing the new Cradle Point modems and antennae to allow future access for maintenance or upgrade. It is estimated that each cruiser may take approximately two plus hours to complete the hardware installation process. During this time officers will be provided with a spare cruiser to continue their normal patrol operations.

**Phase 1** is expected to take three weeks if all goes according to plan. This is due to lag time of cruiser availability depending on call volumes.

**Phase 2** will involve the buildout of Absolute Mobile Solutions Software. Absolute Mobile Solutions Software is for highly secure connectivity and management of mobile deployments. It's designed specifically to secure wireless networks and mobile devices. The best estimates from Lowell Police MIS suggest the software buildout will take two to three weeks.

**Phase 3** will be the installation of the remote desktop environment and installation of EZ Draw Accident Software. Remote desktop provides the ability to connect with the Larimore Application. The EZ Draw software is required to complete electronic RMV Crash Reports in the Larimore Accident Reporting Software. The software installation phase is estimated to take about one month to complete.

Please let me know if you have any additional questions.