



CITY OF
FORESTPARK

City Council Agenda Item

Subject: Transition PD to T-Mobile – IT Department

Submitted By: Josh Cox, IT Director

Date Submitted: June 7th, 2024

Work Session Date: June 17th, 2024

Council Meeting Date: N/A

Background/History:

The Police Department currently uses Verizon hotspots for in car internet access to complete police reports, access drive data, issue citations, etc. We have been unsatisfied with the quality of signal strength from Verizon. We have attempted to resolve the issue by providing heat maps of problem areas, upgraded to 5G devices, and working with their network engineers to adjust Verizon's network in the City of Forest Park. In parallel troubleshooting Verizon's cellular coverage, we have tested devices from other carriers. The police department field tested hotspots from T-Mobile for several weeks and reported much better quality in both speed and coverage than the Verizon hotspots. The IT department seeking to begin to transition away from Verizon to T-Mobile for our mobile cellular needs. We are looking to transition one patrol shift to T-Mobile to get confirmation the service meets expectations, then begin transitioning the City's mobile accounts from Verizon to T-Mobile.

Cost: \$

Budgeted for: Yes No

No additional cost to transition. We would actually save roughly \$20 per unit by switching to T-Mobile.

Action Requested from Council: We are seeking approval to move forward with this project in the current fiscal year.