



DATE: September 16, 2019

TO: Council Infrastructure Committee

FROM: CIO/Director of Information Technology

SUBJECT: Knightscope Security Robot Subscription Service

RECOMMENDATION

That the Council Infrastructure Committee review discusses staff's recommendation to extend the Knightscope Security Robot Subscription for a year.

SUMMARY

Last year, the City engaged Knightscope in a pilot program to provide the K5 security robot to patrol the Watkins parking garage across from City Hall. The one-year pilot program has now concluded. Given the positive impact in crime deterrent the robot had during the pilot year, staff recommends extending the contract for an additional year of service.

BACKGROUND

Safety and security of public spaces is a concern for residents and businesses and the City continues to commit resources and tools to improve public safety in those areas. The K5 security robot was installed to patrol the Watkins parking garage across from City Hall last year as a pilot tool to assist the City in its security efforts. This product captures the essential features needed to autonomously patrol an area and, with its presence and programmable route, deter crimes against people and property.

DISCUSSION

This product offers a unique combination of features and abilities that are not available in one product from other vendors. The following is a list of technologies that are all offered within the solution:

- **AUTONOMOUS TECHNOLOGY:** Patrol, charge, and recharge without human intervention
- **HD VIDEO:** Stream and record 360-degree high definition video in daylight / lowlight conditions

- **THERMAL IMAGING:** Temperature threshold, early fire, and anomaly detection and alerting
- **PEOPLE DETECTION:** Identify one or more persons in a monitored area or during a monitored time
- **AUTOMATIC LICENSE PLATE RECOGNITION (ALPR):** Automatically read license plates, flag blacklisted vehicles, monitor parking and parking meter utilization – all maintained in an independent database not accessible to outside agencies.
- **AUTOMATIC SIGNAL DETECTION (ASD):** Track & record MAC addresses of mobile devices / routers
- **BROADCAST:** Project live or pre-recorded audio messages based on time, location, or event
- **INTERCOM:** Communicate via two-way audio between the Robot and the Knightscope Security Operation Center
- **FORENSICS:** Search historical data recorded by any of the security related sensors
- **REPORTS:** Track and audit all user activities and machine health data

Key Statistics

Based on the quarterly report which covers April, May, and June of 2019, the K5 security robot patrolled 1,231 miles, detected 117,920 vehicles, as well as detected 179,792 individuals. These statistics showcase the enormous volume of tasks the robot completes and processes within a ninety-day period. Knightscope will continue to generate these reports for staff review as part of the service contract.

To assess potential impact of the K5 robot on the reported crimes of theft in the Watkins Garage, the crime statistics were analyzed for dates prior and post deployment. In the ten months prior to deployment, nine thefts of personal property, including theft from vehicles were reported. In the ten months post deployment, three crimes of theft were reported, which is a reduction of 66%. While there are multiple factors that can contribute to a decrease in reports of crime, these statistics showcase the impact of this specific tool as a solution to deter crimes of theft. Should crime patterns change in the parking garage, Knightscope will work with staff to adjust the patrol route as well as patrol time as needed.

FISCAL IMPACT

The proposed contract amount is \$74,880 annually and is included in the Information Technology Department's FY 2020 Operating Budget. The City and KnightScope originally negotiated a competitive price for the initial pilot year, resulting in a discounted pricing model which waived the equipment, training, shipping, setup, and configuration fees as well as the deposit requirement normally charged for a pilot program. In the proposed renewal contract, Knightscope has agreed to continue to honor the discounts.

STRATEGIC INITIATIVES

This item supports the Complete Communities Strategic Initiative. The purpose of the Complete Communities Strategic Initiative is to create and support structures, services and amenities to provide inclusive and equitable access with the goal of becoming a thriving and promising place to live, work and play for all. This agenda item supports the following goal and objective:

Goal 1: Improve quality of life for residents, business owners, and community members in all Hayward neighborhoods.

Objective 1: Increase neighborhood safety and cohesion

This product is aligned with the City's commitment to provide technology solutions to increase the public safety within the Hayward community.

NEXT STEPS

If the Infrastructure Committee accepts staff's recommendation to renew the Knightscope Security Robot Subscription Service for an additional year, staff will agendaize this item on the earliest available City Council consent calendar agenda in September.

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Approved by:



Kelly McAdoo, City Manager