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CVS/LS/16227
 Tuesday 11 September 2018

Ash Tadjrishi
 Felixstowe Town Council
 Town Hall
 Felixstowe
 Suffolk
 IP11 2AG

Dear Ash

Re: CCTV Summary: January 2018 to 11th September 2018

Here is our usual summary:

Date	Service Report	Detail
23/02/18	68531	<p>3 Hours 25 mins on site</p> <p><u>Cameras 1,2,4,9,7</u>: Off. <u>Camera 5</u>: Poor Image. Cleaned camera. Restarted all cameras and wireless links. <u>Camera 4</u> (Hamilton Road Bank): didn't come back on. Requires further investigation with Cherry Picker. <u>Camera 2</u> (Hamilton Road Triangle): Has blown fuse. Swapped with lamp post fuse. Requires swapping back when new fuse fitted.</p>
26/2/18	68453	<p>1 hours 45 minutes on site.</p> <p>Camera 2. Replaced fuse. Camera 9. Picture upside down, reset. Camera 4. Picture failing at station, PSU blown. Replaced and tested.</p>
13/3/18	66713	<p>3 hours on site.</p> <p>Camera 1: New camera fitted. VP-HAD-3011R-PM 00107964 17110001 Camera 11. Reset encoder and decoder, reset wireless link. Rebooted. All OK.</p>

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Date	Service Report	Detail
28/03/18	61030	<p><i>Service Visit: 5 Hours 40 mins on site</i></p> <p><i>The following issues were addressed as reported in e-mails by John Brinkley:</i></p> <p><u>Camera 10</u>: streak on dome <u>Camera 4</u>: additional pre-set required for close-up of Bent Hill <u>Cameras 1 and 2</u>: 180 degree flip activation required. <u>Camera 7</u>: Preset 1 and 2 to give view of Town Hall Gaqrdens and flip 180 degrees. Preset 2 to be tilted to avoid street light glare. <u>Camera 9</u>: Black Screen <u>Camera 12</u>: Line between this and Pavilion obscured by tree branch. Also blue Screen reported 19/03/18 <u>Camera 5</u>: Top of Bent Hill. Poor quality images. <u>Camera 13</u>: Convalescent Hill. Poor images and condensation. <u>Camera 14</u>: Sea Road. Dome dirty <u>Cameras 1-3 and 5-6</u>: Buffering <u>Cameras 7-12</u>: Poor Telemetry. <u>Camera 6</u>: Bottom of Bent Hill. Re-set Tour from Entrance/exit nightclub.</p> <p><i>The following were checked:</i></p> <p><u>Control Box</u> at Police Station and Scissor Trix <u>Dome Camera and Control Boxes</u> at Beijing, The Triangle, Lidl, Bank Corner, Crescent Car Park, Spa Garden Centre, Town Hall Front, Town Hall Rear, Town Hall Pavillion, Spa Garden Hut, Spa Garden Pavillion, Bent Hill, The Alex, Leisure Centre, Undercliff Road West. Repeater at Leisure Centre Vista Quantum QP16-4000 HF Serial No. 1112Q41670137</p> <p>All problems resolved.</p>
24/4/18	68397	<p><i>45 minutes on site.</i></p> <p>Camera 20. Reset and tours reset Camera 4. Repositioned, presets adjusted.</p>
02/05/18	60609	<p><i>20 mins on site.</i></p> <p><u>Camera 2</u>: Steam/condensation. Removed condensation as required. All fine.</p>

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Date	Service Report	Detail
18/5/18	67656	<p><i>45 minutes on site.</i></p> <p>Camera 1: reset AMG Analog IP Camera 8. Reset preset Camera 4. Bezel fallen off.</p>
29/5/18	68652	<p><i>1 hour 35 minutes on site.</i></p> <p>Camera 1-10. Tested following call out. Reset and tested.</p>
05/06/18	64312	<p><i>Service Visit (Part completed): 5 hours on site</i></p> <p>Restarted Camera / Wireless Link. All cameras returned other than Camera 9 Camera 9: restarted. All fine. Camera 4: bezzel refired. All fine. Service completed on Cameras 1,2,4,5,6,7,8,9,10,11 and 12. Reviewed DVR for footage of vandalism on Camera8 (03/06/18 Group Of 3-5 people arrive 01:04 and leave 01:12)</p>
21/6/18	68475	<p><i>30 minutes on site.</i></p> <p>Camera 20. Preset dropped. Reset and retested.</p>
26/06/18	67781	<p><i>Service Visit (Continued): 2 hours 55mins on site</i></p> <p><u>Dome Camera at Lidl</u> replaced with new VPD60 H Camera S/N 0401541 <u>Dome camera and control box at Beijing:</u> Reset <u>Dome camera and Control Box at The Alex:</u> 1 x 2AV 3 Amp Transformers replaced.</p> <p><u>The following all checked; all fine.</u> Control Box at Police Station Dome Camera and Control Boxes at Spa Garden Centre, Town Hall Front, Town Hall Rear, Town Hall Pavillion, Spa Garden Hut, Spa Garden Pavillion, Leisure Centre, Undercliff Road West.. Repeater at Leisure Centre Vista Quantum QP16-4000 HF Serial No. 1112Q41670137</p>
5/7/18	68816	<p><i>65 minutes on site</i></p> <p>Tested. Boxes very hot. Reset all system at each lamppost and checked.</p>

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Date	Service Report	Detail
13/7/18	68825	<i>1 hour 40 minutes on site.</i> Cameras 2,5,4,6,7,10,11,12. Reset posts. Reboot system.
02/08/18	68845	<i>1 hour 15 mins on site.</i> <u>Cameras 8</u> Town Centre Pavillion. Send and receive inputs not synched. Re-set Camera 8 and system and tested.
10/8/18	68852	<i>1 hour 25 minutes on site</i> Reset all posts and radio gear and tested.
22/8/18	68841	<i>50 mins on site.</i> Link between Beijing and Tesco down. Reset lamppost and tested.
30/8/18	68834	<i>2 hours on site</i> Cameras 9 & 12. Reset encoders and decoders. Cameras 2,3,4,5, reprogrammed tours and speeds

Since the last service visit we have fitted a new camera at Beijing Takeaway, this still needs commissioning to bring in the telemetary controls. This will be sorted at the next service visit which is scheduled for Tuesday 18th September. During this visit we will also fit a new Infra red light in the Town Hall shelter to aid night time viewing. The camera at this location is now working fine. This light and fitting will be free of charge. We will look again at the Hamilton Road camera as it is showing “protocol”. We will also trim the trees at the top of bent hill.

Proposed Route Forward to improve/upgrade your system.

Replace the last few remaining links of the old RDT units uder your existing maintenance contract. Ironically these have not been any problem this summer, the issues have been mainly caused by the link between Beijing and Tescos. We will change this link on the next visit.

As an incentive for keeping the maintenance contract in place with us at a fixed 3 year deal from July 19, we will in March 2019 put in place a new hybrid recorder which will allow us to mix your existing analogue cameras with hi definition digital ones. This will also have the advantage of not having to use the encoders/decoders on the newer digital wireless sytems. I will write to you again with the fine details of this offer early in 2019.

Please call me if you have any questions.

Best regards,

Clark Skates