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## FROM APCO: The Importance of Voice Logging in PSAPs

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Recording devices have been around since the early 1900s and have been used for all kinds of purposes, from keeping records of interviews, to surveillance and entertainment.

Having a voice recorder in a public safety answering point (PSAP) is an invaluable resource as well as a requirement for public records laws around the country. Choosing a recorder that fits the specific needs of your PSAP requires much consideration in regards to its purpose and the people who will be using it.

### Recorder Integration

Recording devices record radio and telephone conversations and, if integrated into computer aided dispatch (CAD), can re-

cord field events as well. Recorders come in many styles and use different means for storage. Using digital recording onto large-capacity computer storage devices, is an option for some PSAPs. Other PSAPs choose to use magnetic tape or digital tape for recording storage. All recorders catalog specific event information from a call so that archives can be searched quickly for retrieval and playback purposes.

### Search and Playback

Playback devices can be installed at every workstation to play back radio and/or telephone conversations. Telecommunicators will find this tool extremely valuable when they need to replay a call that cannot be repeated by the caller or response unit. However, Telecommunicators should be careful not become dependent on these devices for retrieving information as it is best to verify information first with the caller or response units rather than assuming the playback device will have all of the information.

### Quality Assurance

Voice recorders are also used for quality assurance/quality improvement (QA/QI) purposes. Supervisors can randomly review calls to ensure Telecommunicators provide the expected level of service. Randomly reviewing calls is the best way to evaluate dispatchers and validate/ monitor the performance of your recording system. In addition, QA/QI personnel can use call-reviews to garner pertinent information regarding their personnel's performance.



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## The Importance of Voice Logging Continued.

Good call-taking and good radio procedure are essential skills for Telecommunicators. Your voice recorder is an invaluable tool for training Telecommunicators to be better call takers and dispatchers. By keeping records of transmissions in a training library, trainees receive real life examples of how to handle a call correctly. It is also helps trainees improve their call handling abilities if they can hear their calls played back and critiqued by a senior Telecommunicators.

### Call Handling of High Profile Events

An accurate and easily accessible recording is vital when responding to calls involving bomb threats. The main reason for this is because it is very important to get the EXACT wording of the bomb threat. The words used by a terrorist can provide clues to their identity and motive. A clear recording of background noises are also important in order to assist responders in locating where the caller was when the threat was made. Telecommunicators should attempt to keep the caller on the phone as long as possible in order to keep him or her occupied and to record as much information as possible related to the location and identity of the terrorist. The Telecommunicators must learn and follow their PSAP's specific procedures for bomb threat information gathering, notifications and dispatch procedures.

In the event an incident moves into court proceedings, the court may

request or subpoena one or more recordings of telephone or radio traffic related to the incident. There can be time constraints when fulfilling these requests and having a user-friendly voice logger can greatly assist in providing accurate information to law enforcement officials in a timely manner.

The United States of America has suffered many terrorist attacks in recent history. These attacks range from localized, such as in the case of the Oklahoma City bombing (1995), to broader in scope, such as the attacks of September 11, 2001. Other events, such as at Columbine (1999) and the North Hollywood shootout (1997), have been archived using the voice recorders of the PSAPs that handled those incidents. Those in the public safety field can learn from these recordings and be more thoroughly prepared for future events.

From day to day emergencies, to major catastrophes, PSAPs must have a quality, reliable, and user-friendly voice recorder to integrate with their current applications, playback calls, train employees and provide recorded information for response, prosecution and training purposes. It is important for PSAPs to have policies and procedures as well as proper training with regards to use of their recorder. Public Records laws and local court protocols must be considered when using this equipment and especially in the event where copies of these recordings are made for any use outside of the secure facility.



## Eden PD

### Greater Efficiency & Productivity

The historic City of Eden is in Rockingham County, North Carolina. With a population of around 16,000. This thriving community is served by the Eden Police Department's Public Safety Answering Point (PSAP) which provides all emergency police and fire dispatch, handling approximately 2,700 calls per month.

It is standard practice for PSAPs, including Eden PD, to record all emergency voice and radio traffic in order to minimize risk, ensure regulatory compliance, optimize processes, and boost productivity. Eden PD had been struggling with an obsolete, hardware-based call recording system that was incapable of providing the functionality necessary for the department to operate at maximum efficiency. The system was unreliable and expensive to maintain, and the dispatchers found it to be both time-consuming and cumbersome to use.

In 2006, Eden PD decided to replace the old system with VPI's **Prioriti Voice** – a state-of-the-art, software-based call recording solution selected for its ease of use and reliability. "It is extremely effective. The ease of use – strictly on a Windows-based system – is excellent," says Captain Gillespie. "Our dispatchers really enjoy the use of it and they've com-





# 911 Controller:

Replay Systems is proud to announce the addition of a 911 Controller to our product offering. This Controller is half the cost of most Controllers currently on the market. It is extremely easy to use and extremely reliable.

- Phase I and II compliant, Linux based and fully redundant.
- Continuous self-diagnostics generate remote and local auto-alerts and create permanent performance logs.
- Replay's support team can access the Controller remotely, diagnose all aspects of the system, provide updates, and change system settings – all without any interruption to the operation of the PSAP.
- Extremely user friendly -minimal training needed.

Our Controller is compatible with most equipment in today's PSAPs. It can easily reduce cost by using the PSAP's existing telephone system, MSAG database, CAD system, ALI connections, etc.

Contact us, for a demo or a quote to add this tool to your recording environment. (800) 722-3472.

mented on how much easier it's been for them to find calls. It's a real time-saver."

With **Prioriti Voice**, Eden PD was assured seamless integration with its existing and future IT environment and simple migration to emerging VoIP technologies.

The call recording solution will allow Eden PD to grow and adapt on its own terms by easily and reliably recording traditional analog and digital telephony, trunked and traditional radio, and Voice over IP telephones in the same system – preserving the majority of their initial investment. In addition to capturing all associated data – date, time, ANI/ALI, radio ID, alias, talkgroup ID, and more, the powerful rules engine allows Eden PD to define exactly which calls to retain and for how long. Eden PD also has the option to archive an unlimited number of calls using redundant centralized online storage, distributed storage, removable DVD-RAM media, or a combination of all three.

## Conclusion

VPI's solutions reliably record 100 percent of Eden PD's emergency communications and enable dispatchers and supervisors to quickly and easily locate and playback call recordings – significantly enhancing efficiency and productivity within the PSAP. When asked about his decision to implement the VPI solution, Captain Gillespie was clearly satisfied, saying, "I think it's first-rate. If we had to do it all over again we'd do the same thing."

# NG 911: A word on VoIP



While the Public Safety concerns of using VoIP for 911 calls are well noted, there are also many benefits for Public Safety and Commercial companies utilizing VoIP that often go overlooked.

VoIP can save a company thousands of dollars a year in long distance charges. It increases a telephony systems' resistance to failures and outage and can mean reduced costs and

greater flexibility for PSAPs because the network is shared by both voice and data, allowing more capacity than either would separately. Plus, receiving data via Internet Protocol (IP) paves the way for a PSAP to receive and record video and text transmissions—something essential for the multimedia marketplace we live in today.

Various forward-thinking manufacturers have created simple VoIP solutions with minimal hardware requirements to allow PSAPs the ability to record VoIP and Analog or Digital phone lines in the same, open standards based, solution. This allows PSAPs to replace phone lines in steps; they can record some VoIP and some standard lines in one solution without sacrificing the quality of their recording capabilities. It is also prudent for businesses to employ a voice logging solution that is non-proprietary so it can be continually modified as more VoIP lines are added.

Replay offers many VoIP recording options, designed to meet the needs of different sized organizations. Contact us for more information: (800) 722-3472.

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# REPLAY SYSTEMS: COMPANY NEWS

Trade in your Dictaphone Freedom and receive **25%** off the purchase of a new recorder from Replay Systems.

### INTORDUCING the Business Recorder

For recording business meetings, interrogation rooms, town councils, dictations, radio communications and more, turn to the Business Recorder from Replay. This high quality digital audio recorder's internal 80gb hard drive guarantees a recording capacity of at least 1400 hours. Recorded conversations can be backed up and transported via CD, USB stick and/or via LAN and easily emailed in .wav format with the click of a button!

### CONGRATULATIONS Keith Davis and Marco Verduzco

Regional Service Manager, Keith Davis, and Illinois Service Manager Marco Verduzco were named 'Service Star' of the quarter for Quarter II and III respectively.

Both Marco and Keith go above and beyond in their service to their company and customers! Congratulations gentlemen!




### WELCOME Eddie Williams

Replay would like to welcome Eddie Williams (pictured left) to the team as Development Manager for our Public Safety Market.

Eddie comes to Replay with 23 years of experience in Public Safety Communications. Williams spent five years on the Florida APCO board and served as Florida APCO President in 2005-2006. Welcome to the team Eddie!

### VPI PARTNERS with Replay Systems

VPI named Replay Systems a major distribution partner for its recording and workforce optimization solutions. For more information visit [www.replaysystems.com](http://www.replaysystems.com)



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