



CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

AGENDA ITEM

Report: Verdugo Fire Communications Center - Call Recording Software Expansion

1. Motion authorizing the City Manager, or designee, to execute a contract between the City of Glendale and Dictation Sales & Service Inc., dba Equature, in the amount not to exceed of \$158,604 with a contingency of \$15,860 for the expansion and standardization for the City's digital logging recording system and to procure related hardware, software, parts, maintenance, services, and upgrades for the life of the software.

COUNCIL ACTION

Item Type: Consent Calendar

Approved for January 28, 2025 **calendar**

EXECUTIVE SUMMARY

The Verdugo Fire Communications Center utilizes a digital logging recording system to record and manage all 911 telephone calls and radio transmissions for the 14 agencies it serves. VFCC aims to align its call recording software with Equature, the platform currently used by the Glendale Police Department Dispatch Center to record their 911 calls. Standardizing on the same software simplifies the system management and maintenance and aligns recording capabilities across the VFCC and GPD emergency dispatch centers.

RECOMMENDATION

That the City Council approve the motion authorizing the City Manager to execute a contract with Dictation Sales & Service Inc. in the amount not to exceed of \$158,604 with a contingency of \$15,860 for the expansion and standardization of the City's digital logging recording system and to procure related hardware, software, parts, maintenance, services, and upgrades for the life of the software.

ANALYSIS

The recording of all telephone and radio transmissions at the Verdugo Fire Communications Center (VFCC) is a critical component of its operations and is required for legal, investigative, historical, quality assurance, and improvement purposes.

The current system used by VFCC, purchased in 2014, is at an end of life and needs a major overhaul of the hardware and software. To address this need, it was decided to standardize on and adopt Equature, the call recording system currently used by the Glendale Police Department (GPD) Dispatch Center for 911 calls. This transition will align recording capabilities across both dispatch centers, establishing a unified and consistent approach to call logging while improving reliability and operational efficiency. In addition, the Police Department's existing Equature system is scheduled for upgrade to add the latest standards and functionalities. With the completion of the implementation of Equature for VFCC and the upgrade for GPD, it will result in both departments being equipped with the latest advanced recording tools to support their critical operations, while being on the same standard and single platform.

Equature's platform will streamline processes for accessing, reviewing, and sharing recorded calls, which is essential for post-incident analysis, staff training, and quality assurance. Consistent recording formats will benefit both Police and VFCC operators by enabling a unified approach to training and performance review. Furthermore, standardizing on Equature supports the Information Technology (IT) Department's objective of consolidating system management and maintenance, reducing the complexity of supporting multiple platforms and increase the ability for data sharing amongst departments.

The cost of the Equature expansion and standardization project is \$135,604. The maintenance cost for year 1 is included in the project cost. The maintenance cost for year 2 totals \$23,000. The total project cost is \$158,604 as outlined below:

Item	Equature
VFCC System Set Up	\$64,032
GPD System Upgrade	\$71,572
Year 1 Maintenance	Included
Year 2 Maintenance	\$23,000
Total	\$158,604

STAKEHOLDERS/OUTREACH

N/A

FISCAL IMPACT

The Equature expansion project will cost \$158,604, of which \$71,572 was included as part of the FY 24-25 ITD's Application Fund budget, and \$64,032 was included as part of VFCC's FY 24-25 budget. No additional appropriation of funds is needed. The Council approved funding is outline below.

Existing Appropriation		
Amount	Account String	Funding Source
\$64,032	51000-5800-GFD-4005-P0000	Fire Communication Fund
\$71,572	43110-6040-ISD-5502- P0000	ITD Applications Fund

For the VFCC and GPD Equature systems, year 2 and all future maintenance, hardware, software, maintenance, upgrades, support, licensing for the life of the system will be annually budgeted within the ITD Applications Fund and approved by City Council as part of the annual citywide budget process.

ENVIRONMENTAL REVIEW (CEQA/NEPA)

N/A

CAMPAIGN DISCLOSURE

The names and business addresses of the members of the board of directors, the chairperson, CEO, COO, CFO, Subcontractors and any person or entity with more than 10% interest in the company proposed for contract in this Agenda Item Report are attached in Exhibit #1, in accordance with the City Campaign Finance Ordinance No. 5744

ALTERNATIVES TO STAFF RECOMMENDATION

Alternative 1: The City Council may not approve the motion to authorize the amendment to execute the professional service agreement with Equature, which will result in increased costs in maintaining two separate call recording solutions.

Alternative 2: Consider any other alternative not proposed by staff.

ADMINISTRATIVE ACTION

Submitted by:

Greg Fish, Fire Chief

Jason Bradford, Chief Information Officer

Prepared by:

Brian Murphy, Deputy Fire Chief

Hagop Hovsepian, Assistant Chief Information Officer

Lisette Pagliassotto, IT Applications Manager

Approved by:

Roubik R. Golanian, P.E., City Manager

EXHIBITS/ATTACHMENTS

Campaign Finance Disclosure for Dictation Sales & Service dba Equature