

## MEMORANDUM

TO: City Council

FROM: Alfred D. Lott, ICMA-CM, CPM  
City Manager

SUBJECT: *Status Report*

DATE: September 20, 2018

### *Status Report*

1. Call Center Call Recording Redundancy

The FY19 Budget has \$46,000 allocated in equipment acquisition to create redundancy in the Police call center's call recording program. All calls are required to be recorded and kept for three years. We currently have one server to complete this task. Maintenance windows for the server create times when calls are not recorded. The funding will be used to install an additional call recording server and required equipment to allow for continual recording during maintenance windows or potential hardware failures. ConvergeOne is our current telecommunications system vendor approved by Council in R-84-15. They have quoted \$44,162.21 to complete the project. As provided by Section 62 of the City Charter, this will serve as the required seven-day notice of intent to issue a purchase order to ConvergeOne for \$44,162.21.

ADL/lfr