



CAPTURING REAL TIME INTELLIGENCE.  
DELIVERING REAL TIME RESULTS.™

## VPI Spans Los Angeles County with a Fully Integrated, Network Friendly Call and Radio Recording Solution

### The Challenge

For millions of Los Angeles County residents, an emergency call to '911' means a quick response - thanks to one of the County Sheriff's over 40 Emergency Dispatch Sub-stations scattered across the county, from East Los Angeles to Malibu to the Santa Clarita Station in Valencia. For the dedicated men and women who make these dispatch centers work day and night, 365 days a year, the challenge of their primary duties is heightened by the need to record and archive every single radio transmission and phone call that comes in or goes out - and the requirement that they must be able to quickly find and retrieve any call for a legal proceeding or for compliance review.

When there's a full moon out and the emergency calls are coming fast and furious, you don't have time to waste with unreliable recording equipment. Who has the time - or the resources - to search for archived calls buried somewhere on a reel-to-reel tape that's tucked away in a storage room stacked floor-to-ceiling with hundreds of others? Yet this was precisely the situation in which the Sheriff's staff found itself early in 1999. They were saddled with obsolete, unreliable logging equipment from multiple vendors and a mishmash of inadequate and outdated storage media (DAT tape cassettes and reel-to-reel tapes). As Sandra Poole put it, "Using the old reel-to-reel style recorders I could spend 2 to 3 entire work days on one subpoena!" Adding to the complexity was the need to make each remote location's recorded activity available across the WAN (Wide Area Network) and LAN (Local Area Network) that connected them all with the Sheriff's Communications Center, where all the recorded radio and phone traffic had to be consolidated and tracked.

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- Sandra Poole,  
RECORDS AND DISPATCH

### New System Requirements

The County Sheriff's Department insisted on a system that would record 100% of all voice and radio traffic at every sub-station with rock-solid reliability, 24 hours a day, seven days a week, and 365 days a year - no exceptions. The storage and archiving media had to be Optical Disk only, for speed, reliability, and storage efficiency (no more reel-to-reel or DAT tapes). All systems had to integrate seamlessly with the Sheriff's Windows NT based LAN (Local Area Network) and WAN (Wide Area Network), so that all of the recorded calls, regardless of point of origin, could be accessible by an authorized PC user anywhere on the Sheriff's network.

There were dozens of more specific requirements: connecting to the various telephone and radio systems in use (NEC, Nortel Meridian, Motorola); providing a minimum of four user Security levels, active across the Network; providing sophisticated search and retrieval functions for archived calls using

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#### WEB SITE

[www.lasd.org](http://www.lasd.org)

#### INDUSTRY

Public Safety

#### SITE OF DEPLOYMENT

50 Locations in Los Angeles County, CA

#### SYSTEM OVERVIEW

Deployed: April 2001

Channels recorded full-time:

1,200+

Telephone System: NEC NEAX

2400 and NEAX 2000, Nortel

Meridian

Radio System: Motorola

#### PURCHASE DECISION FACTORS

- § Reliably record 100% of calls & radio communications at every sub-station
- § Technology integration with Windows NT based LAN and WAN
- § Storage and archiving on optical media

#### BENEFITS

- § Unprecedented system reliability with fully redundant components
- § Instant access to important call & radio records
- § First-rate training and support

a variety of record identifiers, including call date and time, channel name, call duration, DTMF code, recorder ID, and various customizable tags and/or notes entered by the user. There were many other maintenance, training and technical requirements.

Every major voice recording manufacturer in the world competed for this challenging and prestigious assignment.

## The Solution

VPI's unstoppable, network-friendly recording system was the solution. The initial swing to VPI over all the other competitors came when the Sheriff's evaluation team called everyone's bluff. The Sheriff decided to stop talking about features and see whose equipment could actually deliver 100% error-free, breakdown-free recording, 24 hours a day, for two weeks straight at one of their sub-stations. They hooked up each competitor's system to record all the radio traffic – a high volume challenge. Then they switched them on and waited. VPI's system was the only system still running error-free at the end of the test!

VPI began deployment of the new system in the spring of 2000, one sub-station at a time. Reliability was guaranteed at the sub-stations by VPI's rock solid loggers with dual hot-swappable power supplies, fans and DVD-RAM drives. At the Sheriff's Communications Center, new heights of reliability were insured by the use of VPI's Activ! Reliance solution – two fully redundant, self-commanding VPI logging systems (each with additional internal redundancy built in).

As the successful implementation progressed from site to site, the Sheriff's team was so impressed with the system's ease of use, superior performance, and first rate training and support, that more and more sites were added to the original list of 31. At the end of the system rollout in 2002, 42 sub-stations, seven college campuses and the central Communications Center itself were all up and running on VPI systems, with a total of over 1,200 channels of digital voice logging.

## Significant Benefits

A dramatic increase in reliability was probably the most important benefit realized right off the bat. VPI's exclusive use of redundant, top-of-the-line, Commercially-Off-the-Shelf (COTS) components, and an open, standards based architecture for both software and hardware guaranteed uninterrupted, error-free voice logging from day one. VPI's DVD-RAM long term storage and data management features were another major benefit. VPI's DVDs hold a minimum of 1,260 channel hours with GSM compression – over 50 times more than a reel-to-reel! The time (and space) wasted on routine archiving was immediately slashed.

Perhaps the most significant ongoing benefit of VPI's new system was the lightning-fast speed of archived call location and retrieval, and the ease of use of the search features. The amount of time required by the Sheriff's staff to find and retrieve an archived call was cut from hours to seconds - and it no longer depended on that staff member's physical location. The time savings have been enormous.

## Conclusion

Reliable, scalable, easy to learn and use, network-friendly, fast and flexible – all have been used to describe VPI's solution for the Los Angeles County Sheriff. "Without the VPI system there would be absolutely no way I could keep up with the demand," stated Poole. We're proud to have been chosen to take their voice logging system to the highest level, and even more proud of their satisfaction with the job we did.

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SUPERVISOR

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VPI is a leading innovator and provider of integrated interactions recording and workforce optimization solutions that capture real time intelligence – delivering real time results. Through its Activ! Performance Suite, VPI enables contact centers, trading floors, government agencies, and first responders, to capture, evaluate, and analyze traditional voice, VoIP, video and Web interactions to improve business and operational performance, mitigate risk, and ensure regulatory compliance. VPI solutions are designed with reliability, adaptability, and expandability in mind to accommodate changing technologies, customer needs, and legislation. For more information, visit <http://www.VPI-corp.com>