


COUNCIL COMMUNICATION

	Number:	19-004	Meeting:	January 14, 2019
	Agenda Item:	46	Roll Call:	19-0066
	Submitted by:	Dana Wingert, Chief of Police		

AGENDA HEADING:

Approving a 3-year contract with Net Transcripts Inc., (3707 N. 7th St., Suite 320, Phoenix, AZ., Susan Sumner, COO) to provide transcription services of police audio records and authorizing a reduction in force of two (2) remaining civilian Transcriber Typist positions.

SYNOPSIS:

The need for having on-site dedicated staff solely for transcribing audio recordings has diminished as technology has improved to allow for secure off-site, on-demand transcription. Many similar agencies around the country have moved to dedicated outside professional vendors who specialize in fast, accurate, and confidential transcription services. The Police Department issued an RFP for transcription services with the intent of replacing existing staff in October 2018 and received five (5) qualified bids, with Net Transcripts scoring the highest.

FISCAL IMPACT:

Amount: Estimated annual cost of \$45,000-\$65,000 in contractual services. The annual net savings with the reduction in force of three (3) positions is expected to be \$138,000-\$158,000 per year.

Funding Source: FY 2019 Recommended Operating Budget, page 197. Records Division of Administrative Services

ADDITIONAL INFORMATION:

- The Police Department transcribes a variety of audio interviews including criminal investigation recordings involving suspect and witness statements. Dictation of police reports saves hours of time for investigators. Annually, the Police Department transcribes approximately 15,000 pages.
- Prior to RFP issuance, the three (3) Transcription Typists were notified of the intent to move to an outside vendor for services. One (1) employee voluntarily resigned at the beginning of the year. The Police Department anticipates the remaining two (2) positions will be eliminated in mid-February.
- The Police Department has staff with transcription experience to allow for confidential or highly urgent transcription to be completed in-house on a limited basis.

- The contract with Net Transcripts has no fixed costs. Fees are based on words, pages or minutes and priority level requested by the department.
- Net Transcripts was the best proposal based on law enforcement experience, 24-hour operations, security and encryption measures, and functionality of uploading and tracking through the vendor's portal. Upon the completion of the 3-year contract, the City holds three (3) 1-year renewal options.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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