



**Massachusetts Bay
Transportation Authority**

**Transit Police Dispatch Update:
Proposed Third Party Provider**

September 11th, 2017



Police Dispatch Overview

Civilian police dispatch unlocks significant value for the MBTA and its customers

- ✓ **Increases the number of Patrol Officers “On the System”**
 - 14 more officers deployed to protect and serve riders
 - Better deployment results in reduced crime incidents

- ✓ **Ensures more predictable policing costs**
 - 7% of police overtime costs are due to police dispatch
 - Additional resources help to control overtime costs associated with policing
 - Additional officers should reduce costs associated with special events

- ✓ **Civilianized dispatch is standard for large police departments**



Outsourcing police dispatch will unlock financial and operational benefits

- ✓ 14 trained, sworn officers back on the street within 60 days
- ✓ Dedicated, professional dispatchers replace underutilized officers
- ✓ Improves customer service for 911 and 1212 callers through implementation of a quality assurance program and continuing education offerings
- ✓ Predictable dispatching costs, fixed price for 5 years
- ✓ Elimination of overtime costs associated with dispatching
- ✓ Reduction of overtime costs across TPD due to more available officers
- ✓ IXP employees drug tested, background checked, receive certifications for 911 Telecommunicator, 911 PALLAS/VESTA, Emergency Medical Dispatch, CPR/AED, Active Shooter, NIMS & CAD



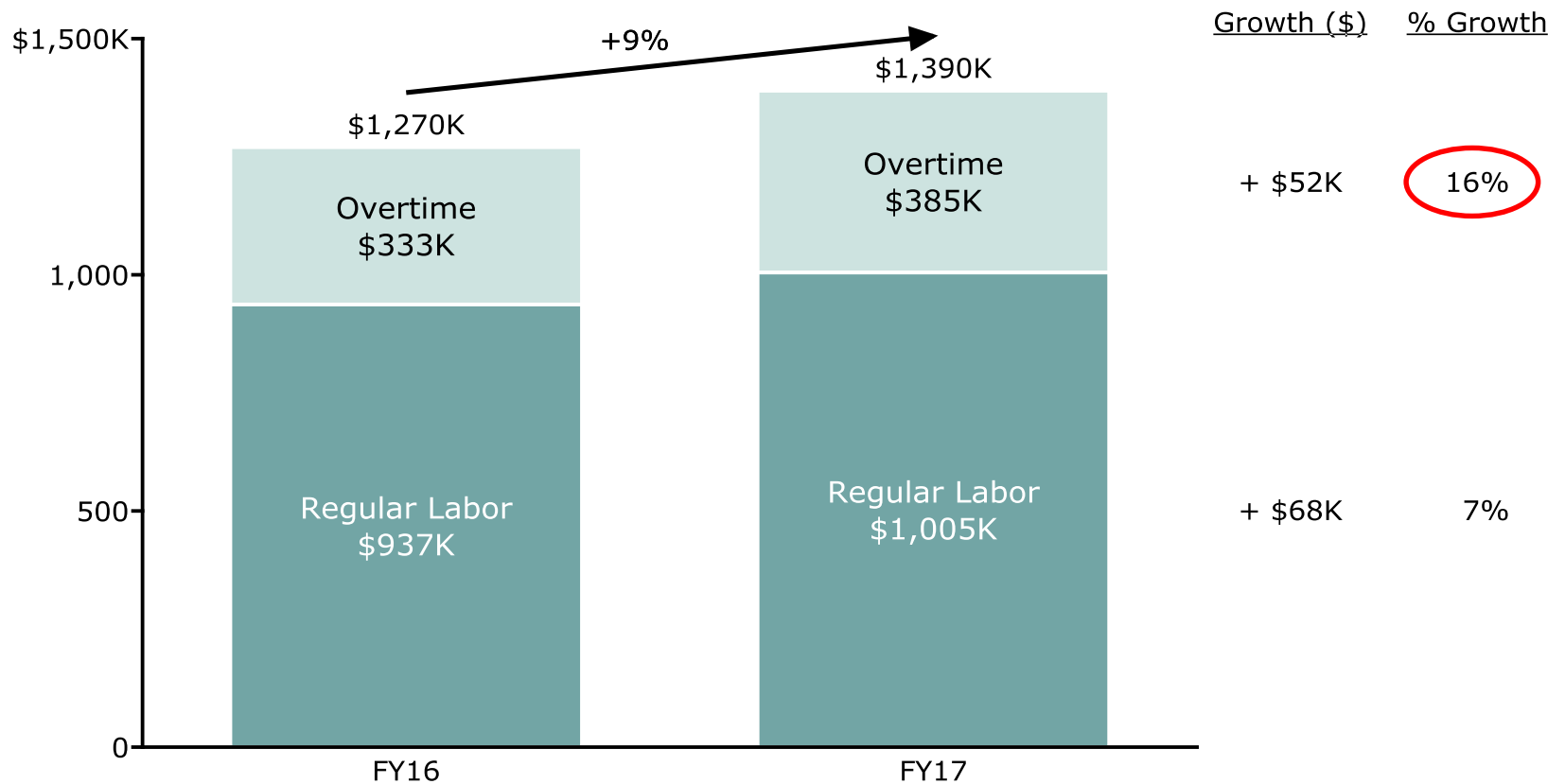
Timeline

- **March 2016: RFP released for police dispatch services**
- **July 2016: FMCB decided not to pursue contract for police dispatch services**
- **June 2017: Updated RFP released for police dispatch services**
- **July 2017: RFP response received**
 - › One response received and was determined to be technically sufficient
- **Today, September 11, 2017: MBTA selection committee unanimously recommends to FMCB to pursue final contract negotiations with IXP**



Spending on police dispatch wages grew 9% from FY16-17

Wage Spending on Police Dispatch (unloaded)

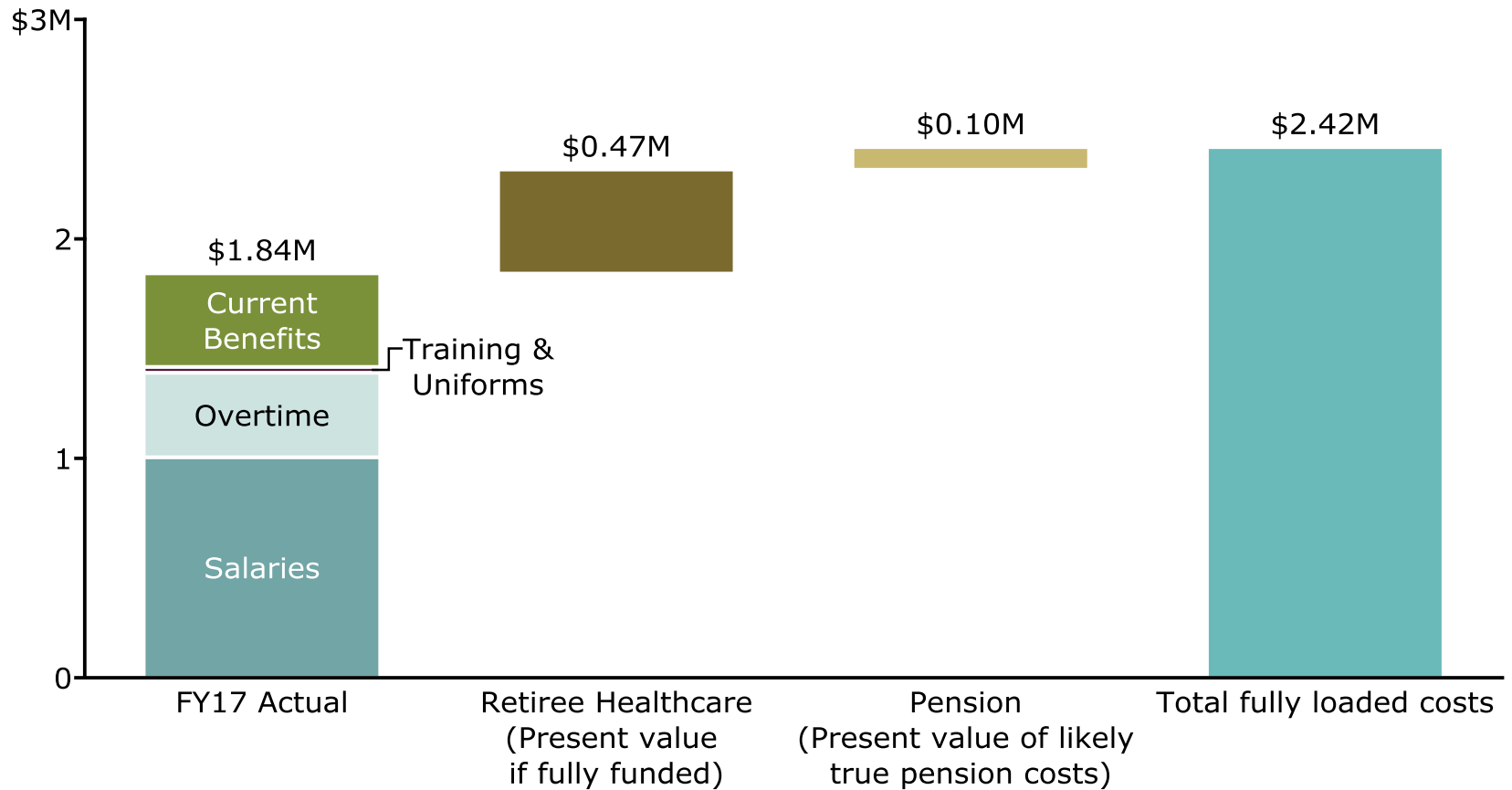




Police Dispatch Operating Costs

Fully loaded FY17 police dispatch expenses totaled \$2.4M

FY17 Expenses



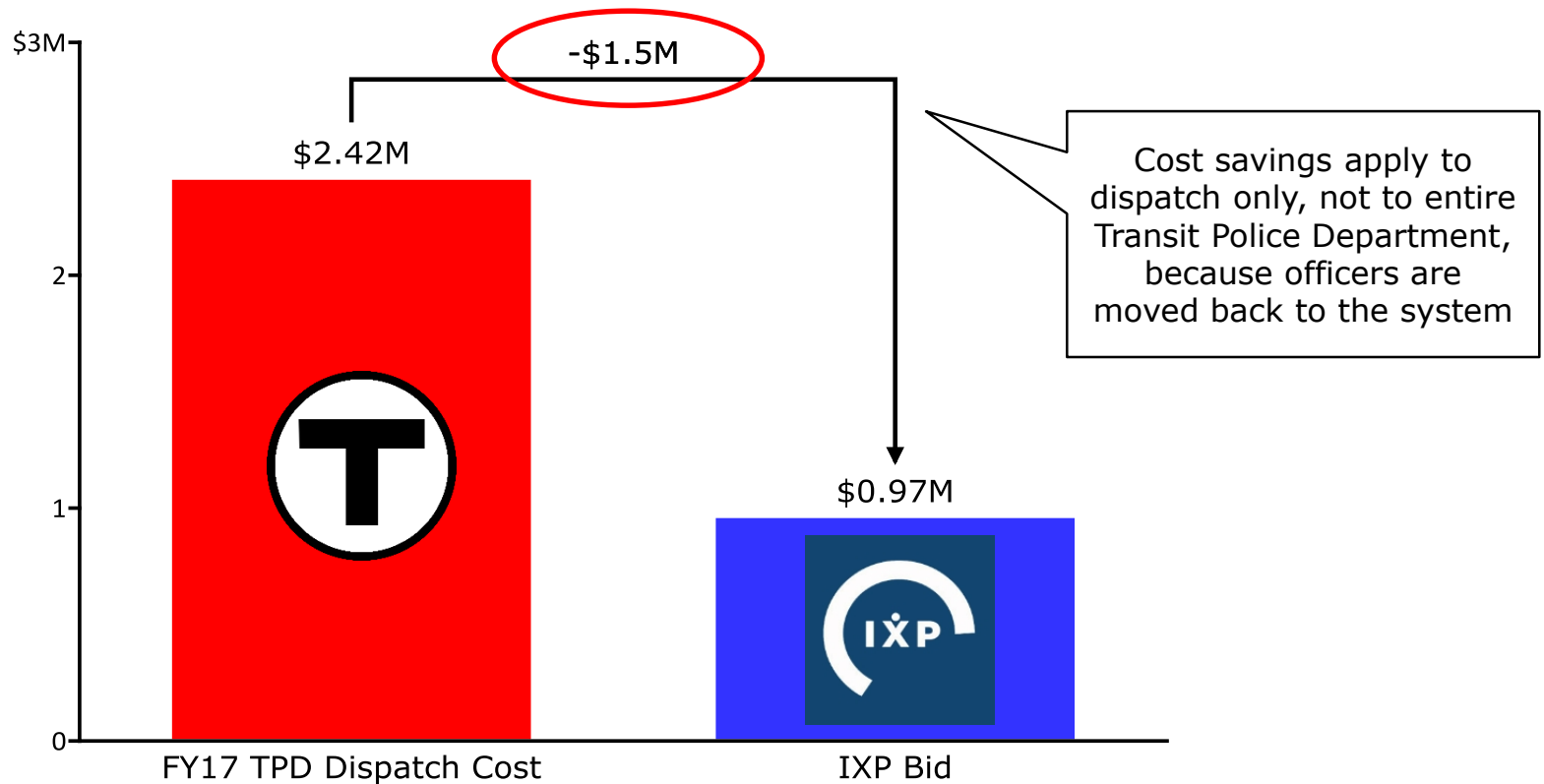
Note: Same methodology used as KPMG outlined in Money Room Review

Draft for Discussion & Policy Purposes Only



Evaluation Committee recommends the MBTA partner with IXP

First-year fully loaded
police dispatch operating cost





Feedback from current IXP customers has been positive

*"**IXP has been a partner in every sense of the word...**they are our ambassadors to the residents, visitors and business customers in our communities. Given the volume of calls that they handle on our behalf, their **call answering and dispatch metrics have been outstanding**. The initial **start-up was well planned and implemented**...We successfully met our timeline and budget goals."*

— John McDonough, City Manager, Sandy Springs, GA

*"We have a **great relationship** with the IXP team and they are **always responsive** to our requests... It's a lot better than we used to have. They have **consistently performed to our agreed upon service levels**."*

— Lieutenant Jon Moses, John's Creek, GA Police Department





*"**The difference has been night and day**. IXP's hiring and training process provides **very professional, motivated dispatchers**. They always meet our staffing requirements, plan for special events, and ensure a high level of customer service. **It has allowed us to free up our sworn officers for patrol duty**. I would never go back."*

— Chief Mark Ubry, Lawrence Township Police Department



IXP Case Studies

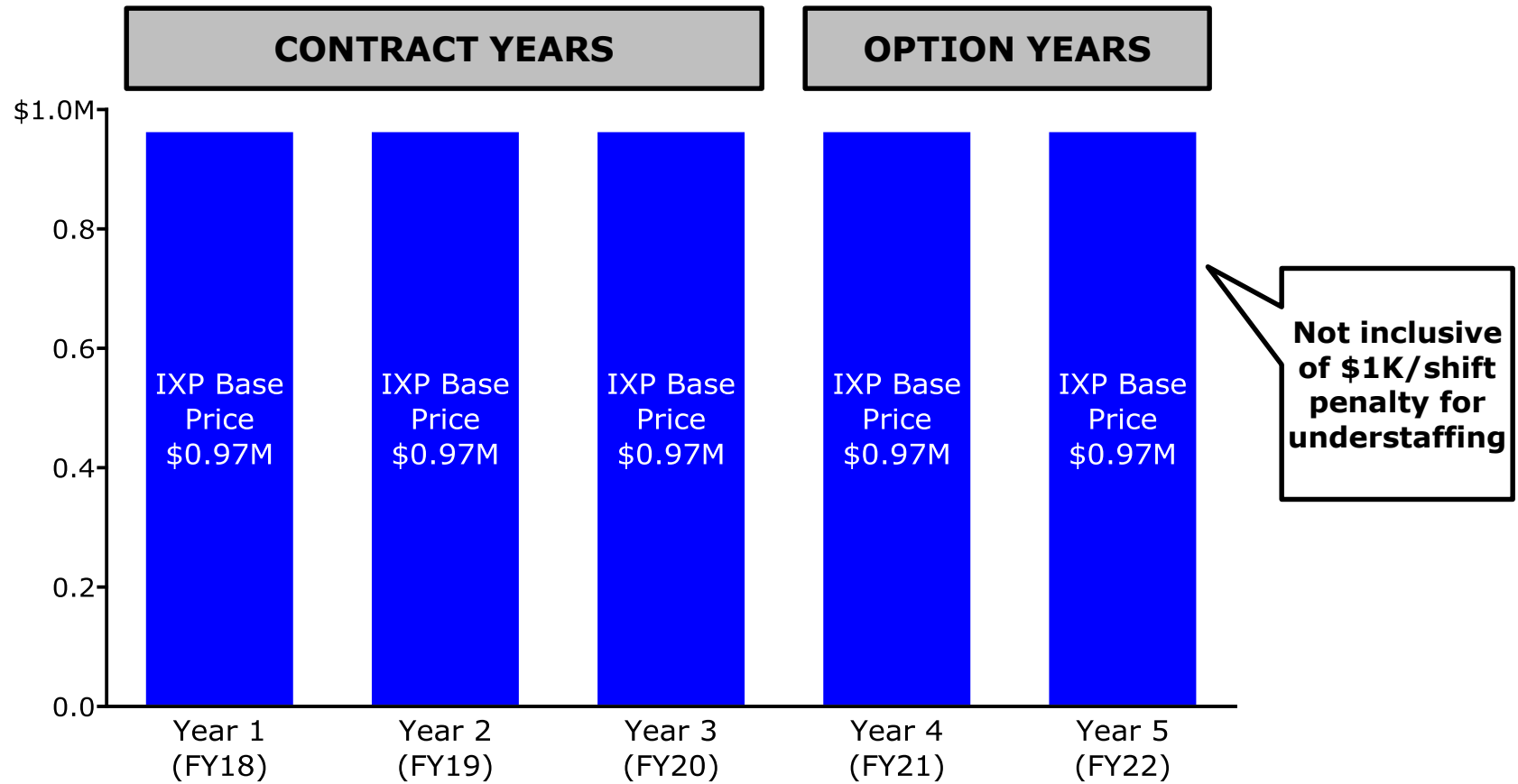
TPD call volume: ~25k emergency calls/year + ~70k other dispatch actions/year

DEPARTMENT	DISPATCH TYPE	BENEFITS	OPERATIONAL PERFORMANCE	FINANCIAL PERFORMANCE
Danbury, CT (60k calls/year) 	<ul style="list-style-type: none"> Managed by IXP Previously had been staffed in-house by police and fire 	<ul style="list-style-type: none"> Consolidated police/fire/EMS dispatch Returned police officers and firefighters to street 	<ul style="list-style-type: none"> Response times reduced; agencies originally covered own dispatches, creating time lapses from transfers 	<ul style="list-style-type: none"> \$2.6M p.a. cost to town 37 dispatchers (~\$70K per dispatcher)
Lawrence Township, NJ (45k calls/year) 	<ul style="list-style-type: none"> Managed by IXP Previously understaffed & backfilled with on-duty officers 	<ul style="list-style-type: none"> Police officers back on the street Cost savings Professional dispatchers 	<ul style="list-style-type: none"> Improved level of service for public and dept. including higher call quality 	<ul style="list-style-type: none"> \$1.1M in savings over 5 years
9-1-1 Authority Sandy Springs, GA (400k call/year) 	<ul style="list-style-type: none"> Designed and managed by IXP Previously had been separate cities, staffed in-house by police and fire 	<ul style="list-style-type: none"> Consolidated dispatch a more efficient model Financial predictability and improved services 	<ul style="list-style-type: none"> Improved call response time Two new cities signed on 	<ul style="list-style-type: none"> 17% reduction in operations cost 15% reduction in tech implementation cost
South Shore Regional Emergency Communications Center 	<ul style="list-style-type: none"> Civilian offsite, union Project consolidating 4 towns Utilized IXP consulting for development of center, transition, and training 	<ul style="list-style-type: none"> More efficient staffing model 	<ul style="list-style-type: none"> Consolidated multi-municipality dispatch Efficiency gained from staffing multiple towns together 	<ul style="list-style-type: none"> More predictable costs for municipalities Able to utilize state grants due to regionalization of dispatch



IXP has proposed 0% growth over life of contract, below MBTA revenue growth

Annual Contract Costs

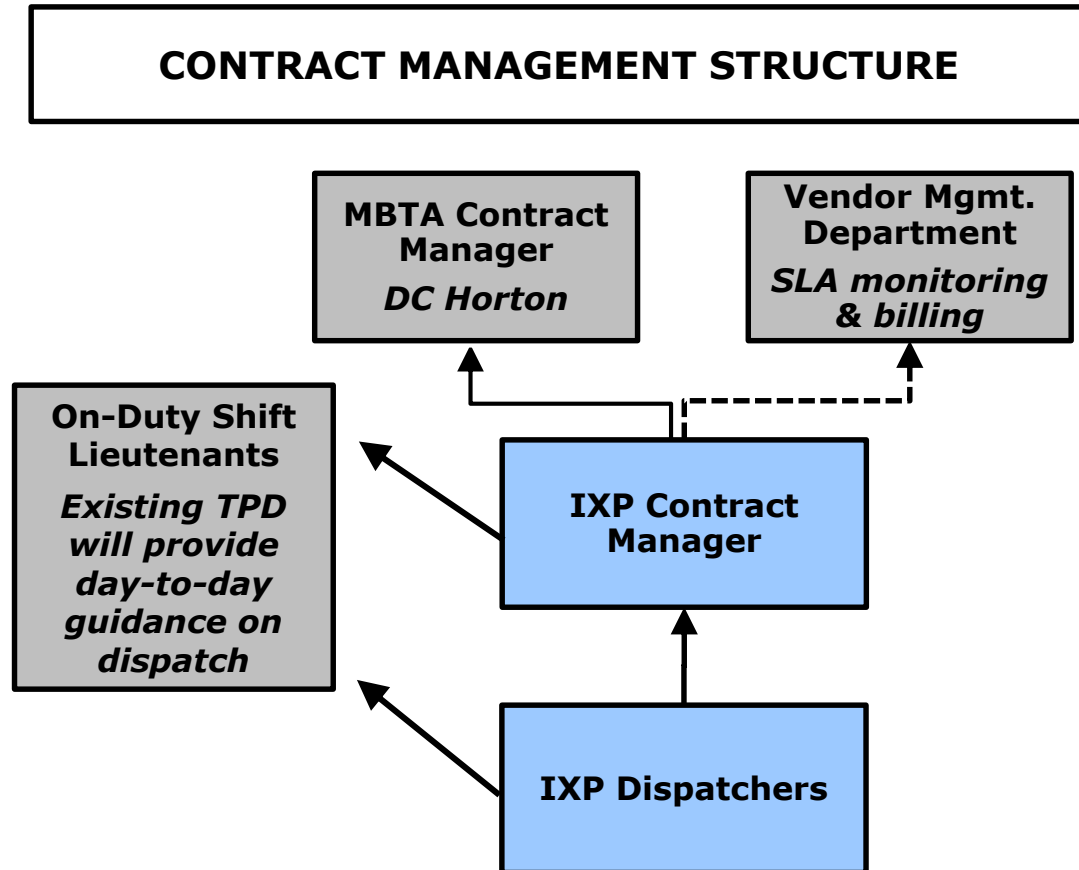




Contract management strategy

MBTA contract management team will actively supervise the services provided:

- Daily monitoring of performance
- Daily staffing levels, to enforce \$1K per shift penalty for understaffing
- Review of calls by Contractor to ensure quality of dispatch services
- Monthly reports on staffing levels and performance
- Monthly meeting to review performance, service level agreements and penalty payments
- Quarterly and Annual review processes





Appendix



IXP attracts and retains quality employees through competitive benefits package

- ✓ Medical and Dental Coverage
- ✓ Paid Time Off (PTO)
- ✓ Short and Long Term Disability Coverage
- ✓ 401k with employer match contribution
- ✓ Life Insurance/Accidental Death and Dismemberment Coverage
- ✓ Quarterly IXPY award for outstanding performance (includes bonus and recognition)
- ✓ Yearly bonus program that rewards top performance measurements
- ✓ Career advancement and success based on performance measurements
- ✓ Recognition through activities during Telecommunicators Week observances
- ✓ Spot bonus/shift recognition for outstanding performance during critical incidents



Lawrence Township IXP 9-1-1 Dispatch Staff



60 Day Transition Plan

Dispatch responsibilities fully transferred to IXP by mid-November

- **Policies & procedures finalized – ~15 days** (*Overlaps with recruiting*)
 1. Gather, review & update existing policies & procedures
 2. Review and finalize SOPs with TPD
 3. Customize IXP call taking guide for TPD
- **Recruiting, testing, & hiring complete – ~30 days**
 1. Post job openings and receive responses
 2. Applicant testing, interviews, & background checks
 3. Prepare and send offer letters and new hire packets
- **Training IXP employees – ~20 days**
 1. Develop New Hire Training Manual
 - Policies & Procedures, Mission Statement & Code of Ethics
 2. IXP delivered training and certifications:
 - 911 Telecommunicator, 911 PALLAS/VESTA,
 - Emergency Medical Dispatch, CPR/AED, Active Shooter,
 - NIMS & Computer Aided Dispatch
- **Staff fully trained and ready for service – 60 days from signed contract**



Police OT has varied from budget since FY14

Stabilizing dispatch costs will help control overall OT costs

Police Overtime, FY14-FY17
Budget vs Actual

