



DATE: May 7, 2019

CATEGORY: Consent

DEPT.: Police

TITLE: **Training and Quality Assurance Contract with IXII Group, Inc. – Authorize Professional Services Agreement**

RECOMMENDATION

Authorize the City Manager to execute a new training and quality assurance contract with IXII Group, Inc., for \$211,200 for the period of June 1, 2019 through December 31, 2020.

BACKGROUND

The Police Department operates a 24-hour, 7-day-a-week Emergency Communications Center (ECC). The ECC provides critical Emergency Medical Dispatch and other Emergency Communications functions to first responders and citizens from the community.

The Fiscal Year 2018-19 Police Department budget includes limited-period funding for a Communications Training Supervisor, which is currently vacant due to difficulty identifying well-qualified candidates. The Police Department has used a consultant (currently IXII Group, Inc.) to provide training and Emergency Medical Dispatch Quality Assurance (EMD QA) in the absence of a Communications Training Supervisor. IXII Group has provided the appropriate expertise in training staff and providing EMD QA. Due to the increased hiring of new dispatchers and the ongoing need for EMD QA, the use of a consultant to train staff remains necessary until Communications Center leadership positions are sufficiently staffed.

ANALYSIS

Staff has evaluated the needs of ECC training and EMD QA and recommends funding an agreement in the amount of \$211,200 for the time period of June 1, 2019 through December 31, 2020. IXII Group, Inc., will provide two 24-hour Professional Staff Training Officer Courses, EMD QA services for a period of 12 months and 16 weeks of oversight of the communications training program, in addition to providing direct

training to new dispatchers. Staff is also requesting an additional period of services, with prior written approval by the City, such as additional weeks of oversight of the communications training plan and/or additional months of EMD QA if such services are determined to be necessary.

An overview of the recommended funding is shown below:

16 Weeks Oversight Communications Training Program:	\$ 96,000
Two (2) 24-hour Communications Training Officer Courses:	6,000
EMD QA services for a period of 12 months:	<u>20,000</u>
Total:	\$122,000
Additional Services (upon City approval)	
Overseeing Communications Training Program (per week):	\$ 6,000
EMD QA services (per month):	<u>2,000</u>
Total (not to exceed):	<u>\$ 89,200</u>

FISCAL IMPACT

The contract will be funded from salary savings in the Police Department's existing operating budget.

ALTERNATIVES

1. Do not approve new contract.
2. Provide other direction to staff.

PUBLIC NOTICING – Agenda posting.

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