

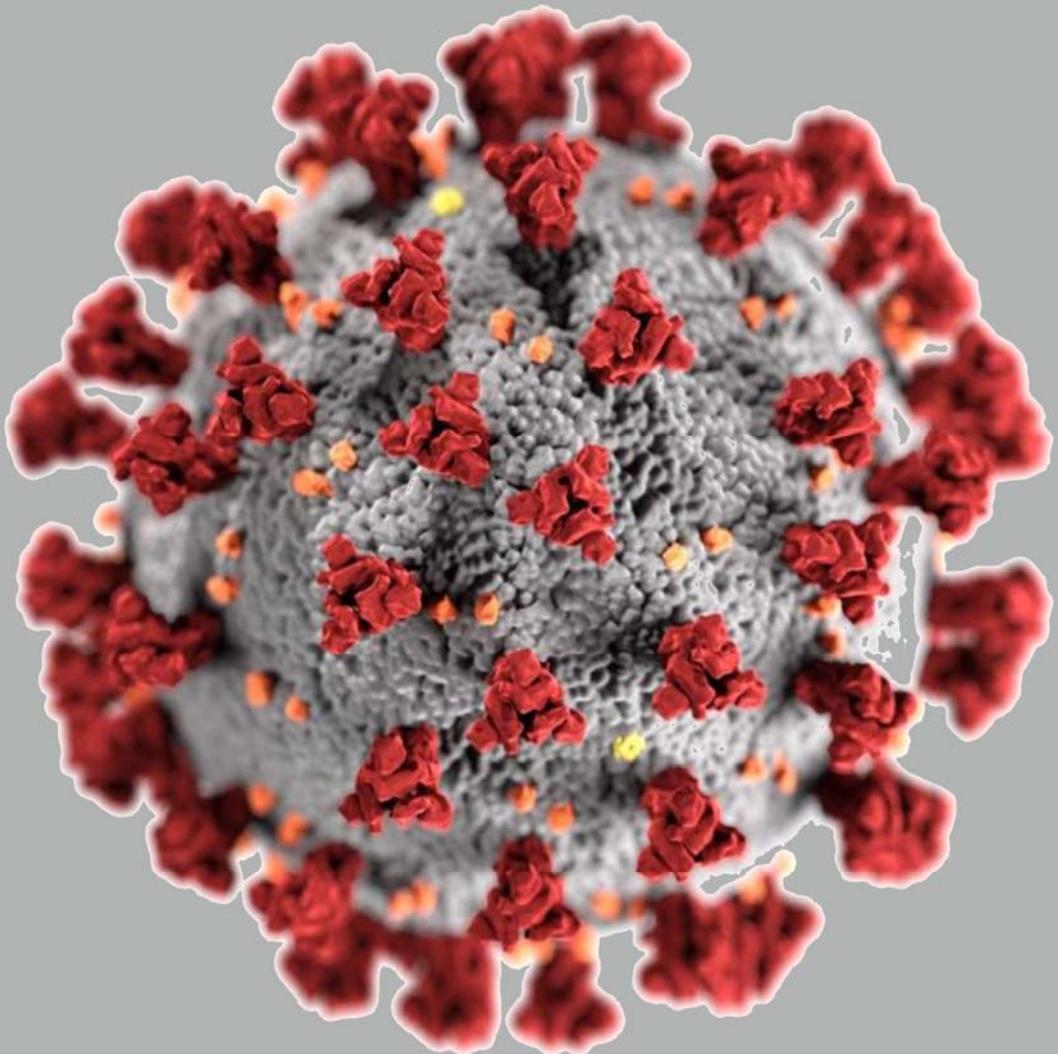
UNION TOWNSHIP

Clermont County, Ohio

Est. 1811

ANNUAL REPORT

2020



UNION TOWNSHIP

Clermont County, Ohio

Est. 1811

2020 ANNUAL REPORT

John McGraw
Robert McGee
Michael Logue

Fiscal Officer
Ron Campbell

Administrator
Ken Geis

Law Director
Lawrence Barbiere

Union Township Administration
4350 Aicholtz Road
Union Township, Ohio 45245
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UNION TOWNSHIP

Clermont County, Ohio

Est. 1811

2020 ANNUAL REPORT

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TOWNSHIP ADMINISTRATION

To the Board of Trustees:

"On behalf of the Board of Trustees, I would like to thank our customers for continuing to make Union Township one of the most livable communities in the country." This introductory remark never gets old because the employees' single purpose is to follow the Board of Trustees' direction.

During 2020, the single most remarkable event was Covid-19. The virus impacted our community and all of Clermont County, forever changing the lives of everyone. The Governor and the State Health Director ordered all residents, business owners, and employees to "stay home." The order closed schools for the year, canceled graduations and wedding receptions, delayed pool openings, modified funerals, limited visits to relatives in nursing homes and hospitals, and generally changed the lives of people in our township forever.

People learned to live without dining in a restaurant, going to a movie and shopping at a mall. For some time, many of the essential commodities of life were unavailable. Everyone tried to consolidate trips to the store, and the term "social distancing" became part of the vernacular. We all became accustomed to not shaking hands, staying six feet apart and wearing masks in public.

Some businesses never reopened. Residents lost their jobs during the closure or forever. In essence, the township stopped or slowed to a crawl and then started back up again. However, our township staff came to work every day because we are "essential services." Our Fire and Police officers answered all of the standard calls as well as dispatches related to the virus. The Public Works personnel continued to care for our roads, parks, and cemeteries. Zoning and Administrative staff worked each day operating safely and efficiently. Throughout everything, the community embodied the resiliency that makes Union Township one of the best neighborhoods in the State of Ohio.

The hope of a vaccine became a reality late in the year, and the Board of Trustees learned that nearly \$2 million in COVID funding was available. Therefore, the board decided to build a much-needed firehouse in the northwest region of the township, with the County Health District's support to distribute the COVID vaccine at that location. We plan to vaccinate as many people as reasonably possible using our facilities as distribution centers.

The Board of Trustees authorized two levies for consideration. The Police and Fire Departments had not received an increase in funding since 2009. Despite the pandemic and economic downturn, the community came out in droves for the 2020 election and overwhelmingly approved two-mill levies for each department. The new revenue will help support body cameras for the police and additional staff for both agencies.

An officer with the police department shot and killed a suspect in May. After a thorough review and investigation, the Clermont County Prosecutor's Office presented the Clermont County Grand Jury with the case. The Grand Jury returned a finding that the incident was justified and that the officer acted correctly during this event.

Union Township continues to be the focal point for development in Clermont County, both in private and public investment, with the county's largest employer and the second-largest freight broker in the country. Total Quality Logistics completed Phase II, a 130,000 square foot addition that adds value, jobs, and stability to our Ivy Pointe Commercial Office Park. Sharefax Credit Union also began constructing its new headquarters in Ivy Pointe, centralizing its administrative staff.

The public investment in roadway and infrastructure systems remains robust. Specifically, the Eastern Corridor improvements have made a dramatic and positive difference in the township.

ADMINISTRATION

The road improvements to old State Route 74 continued, and Clepper Lane is complete. The new Bach Buxton Road interchange started, with a completion date sometime in 2022.

As an organization, we always look toward improvement in customer service and the quantity of services performed. All township services are accredited. We remain the only township in the country to have a nationally or internationally accredited police, fire, communications, public works, and cemetery. Without dispute, our employees are some of the best in the country.

Our General Fund recorded a \$16.167 million balance. The total cash position for the township was more than \$25.591 million. Overall expenses totaled \$64 million for the year, with revenues at \$67 million. Our board continued to invest in the community through property acquisitions and sales.

A review of the remainder of the report will demonstrate that each department enhanced operations during the last calendar year. Please feel free to comment on the information provided. Our offices are open during regular business hours, and we certainly welcome a chance to demonstrate our commitment to our customers.

Very truly,



Ken Geis
Township Administrator

FINANCIAL POSITION

The township posted an unencumbered year-end balance for all funds of \$25.5 million.

The township General Fund ended the year with a cash balance of \$16 million. The total amount resulted from aggressive and secure economic development policies and practices established by the Board of Trustees.



ADMINISTRATION

CIVIC CENTER

Under normal circumstances, the Union Township Civic Center is open seven days a week, offering five meeting rooms and a beautiful gym to the public at no charge. Many non-profit organizations use the meeting rooms on a regular basis. From the American Cancer Society to various veterans' groups, from PTOs to Boosters organizations, and from Girl and Boy Scout groups to homeowners' associations, all are welcome and represented in the constant flow of traffic in and out of the Civic Center. Many local sports organizations use the gym on a regular basis, keeping it busy and filled throughout the week.

In addition, the Contract Postal Unit on the lower level is of great benefit to residents and businesses Monday through mid-Saturday. Completing the amenities the public can find at the Civic Center is a Cincinnati Metro Park-n-Ride, which offers service to and from downtown, and the parking lot, which was repaved in 2016, is usually filled to capacity on weekdays.

But 2020 became the year of the Covid-19 pandemic, and almost all activity ceased for most of the year. In mid-March, Governor DeWine issued a "stay at home" order that affected most business in the Civic Center. Although the township Board of Trustees, Zoning Commission and Zoning Board of Appeals continued to meet, as well as the West Clermont Local School District board, township administration limited the number of seats to 12 in Township Hall to accommodate social distancing, put in place a requirement to wear masks, and limited board meetings to one per month. A YouTube channel was created to stream the meetings live, and all these restrictions are still in place as of this writing.

As essential services, the Post Office and Zoning Department both remain open, with mandatory social distancing and mask requirements.

Once the pandemic is under control, the Civic Center will again become a hub of activity, where, in 2019, foot traffic numbered more than a quarter million visitors.

TOWNSHIP EVENTS

Annual events that mark the seasons at the Civic Center and other administration venues were canceled in 2020. Those included a Summer Concert Series at the Amphitheatre, which is also the location of a yearly formal flag-retirement ceremony hosted by the Vietnam Veterans of America, Clermont County Chapter 649. 2020 was the first year in recent history that the Lantern Lighting Ceremony at Mt. Moriah Cemetery, Police Night Out, and various educational and training events by the Fire and Police departments did not take place, among them the Citizens' Police Academy, Neighborhood Watch program, Women's Self-Defense class, and CPR and AED education. The first of two Junk Days events, hosted by the Service Department, was canceled, but the department held one in the fall, as well as the Christmas Tree Drop-Off program, which were contactless events.

PARTNERSHIPS

Providing space for the West Clermont Local School District and Clermont Senior Services Inc. was a priority for the Union Township Board of Trustees before the building was even finished in 2004. It is important to the trustees that the bridge between youth and seniors in the community be strengthened by the partnerships that exist in the Union Township Civic Center.

ADMINISTRATION

The Clermont Senior Services Inc. Learning Center is one of the most active, if not the most active, in the county.

Among the many groups utilizing the gym, the Union Township Board of Trustees is proud of its partnership with the West Clermont Youth Basketball Association, a non-profit organization coaching teams from kindergarten through 12th grade. The organization uses the Civic Center as a home base for games and practice. The partnership with the SNAPdragons organization, a non-profit providing basketball and cheerleading activities for special needs children, has been rewarding in that we have seen the steady growth of that organization, leading to its partnership with WCYBA.

Unfortunately, all non-essential activity within the Civic Center was halted in March, but administration looks forward to the time when our doors are open to all the organizations which utilize our facilities on a daily basis.

Following you will find testimonials from our Civic Center partners that underscore the success of the relationships between them and the Union Township Board of Trustees.



January 15, 2021

Dear Members of the UNION TOWNSHIP BOARD OF TRUSTEES,

West Clermont Youth Basketball Association is a non-profit youth basketball program. We are grateful to Union Township for allowing us to use the Civic Center several evenings a week and on Saturdays in early 2020 for games and practice sessions that are invaluable to our program.

During early 2020 most of our home games were at the Union Township Civic Center gym. We typically have 12-13 games each Saturday along with practices during the week. Each Saturday brings in teams from other communities such as Milford, Goshen and Mason with 60 – 100 participants per game.

During the spring and summer months we operate a Skills and Drills program that keeps kids involved in basketball during the off season and affords them the opportunity to improve their skills which did not occur this year due to the COVID-19 Pandemic.

We also operate a Kindergarten through 1st grade program which brings in the youngest possible players to our organization during the months of October and November, which did not occur this year due to the COVID-19 Pandemic.

Our registrations are down this year by at least 20 teams due to the COVID-19 Pandemic. Being able to use the Civic Center gym makes it possible for us to keep our registration fees low and makes our program affordable for many families. We take our responsibility in the community seriously so that during the season we have students come into the gym to clean the stands. These students are basketball players, Honor Society/Student Council members and some of our local Boy Scout Troops.

We value our relationship with Union Township and are proud to be part of such a great community. Your staff has been helpful in scheduling gym time for WCYBA and our special affiliate – SNAP Dragons which is our Special Needs Athletic Program.

We are looking forward to utilizing the Civic Center later this year once things return to normal. Thanks again for your generosity in giving us a place to do some good for the youth of our community!

John Schmidt and the Board of Directors of West Clermont Youth Basketball Association



January 13, 2021

To Whom It May Concern,

We, the SNAP (Special Needs Athletic Program) Dragons have used the Union Township Civic Center gym for 15 years. We feel very fortunate to have this lovely gym to use to play basketball.

Of course, due to COVID, we were not able to use the gym this year. We hope that we can play there next season, however.

We have approximately 110 players, ranging from ages 6 years old to adult. These players are divided into ability and age. We have 9 teams and 2 Special Olympic teams. Our plan is to add another Special Olympic team next season. We also have 10 cheerleaders. SNAP is a program that helps people with special needs get exercise and make friends. Most of our players have been with us for many years, if not since we first started the program. It also is a great way for parents to meet other parents to get support and advice.

We also have high school students that volunteer to assist the younger players learn skills. The students seem to enjoy working with the players and it helps them to understand that people with special needs are more like them than they may realize. We also give a college scholarship to the senior students. For this reason, SNAP is a wonderful community involvement for everyone.

We truly believe that if we did not have use of the gym, our program would not be able to continue to grow and help the athletes with special needs.

Sincerely,

Kim Shepler
SNAP Dragons Manager

ADMINISTRATION

Clermont Senior Services, Inc.
2085 James E. Sauls Sr. Drive
Batavia, OH 45103



Phone: (513) 724-1255
Fax: (513) 536-4101
info@clermontseniors.com
www.clermontseniors.com

January 15, 2021

Union Township Board of Trustees
Union Township Civic Center
4350 Aicholtz Road
Cincinnati, OH 45245

Dear Union Township Trustees,

The relationship between Clermont Senior Services and Union Township remains a rewarding alliance which benefits our community and its senior citizens. This past year began just like many years' prior, but unfortunately, the COVID-19 pandemic rapidly hampered our ability to *physically* connect and interact. With the signing of Governor DeWine's Executive Order requiring all senior centers to shutter their doors as of March 20, 2020, our staff quickly transitioned to hosting virtual gatherings.

The Lifelong Learning Center remained an essential hub for our staff to coordinate these virtual gatherings, and to connect telephonically with our participants to ensure their safety and wellbeing.

Our staff were able to coordinate the delivery of numerous virtual programs designed to mentally, physically and artistically stimulate seniors through educational topics, exercise programs, crafting and even cooking classes. While continued learning and activity is important to the older adult community, the social interaction was vital during this period of social distancing.

Senior Centers were permitted to re-open on September 21, 2020 by way of Governor DeWine's Responsible RestartOhio program. The center officially reopened on October 19, 2020, though physical attendance is still meek due, in part, to ongoing state-imposed pandemic restrictions.

We continue to value the professionalism of the Union Township staff and are very grateful for their continued support and friendship. A considerable amount of the center's success belongs to them. On behalf of our staff and Board of Trustees, I thank you for helping to improve the lives of our community's seniors and we look forward to many years of this very successful partnership with Union Township.

Sincerely,

Cindy Gramke
CEO/Executive Director

Bill DeHass
Community Services Director

Our mission is to improve the quality of life for older adults by providing a broad range of home and community based services, enabling them to remain as active and independent as possible.



ADMINISTRATION

4350 Aicholtz Road | Cincinnati, OH 45245
513.943.5000 | westcler.org | @westcler

Natasha L. Adams, Superintendent | Daniel Romano, Treasurer



WEST CLERMONT
SCHOOL DISTRICT

January 31, 2021

Union Township Board of Trustees
Union Township Civic Center
4350 Aicholtz Road
Cincinnati, OH 45245

Dear Union Township Trustees,

On behalf of the students, families, staff and community members of the West Clermont School District, we thank you for being such a committed partner with us. We know, especially after living through a global pandemic, it takes dedicated community partners working together to meet the needs of our students. You take that responsibility seriously, lead by example, and we are grateful.

Despite the challenges we face, as a district and community, we are on the rise with our courageous spirit, willingness to work hard and eagerness to think beyond what we have always done to improve the student experience every day, in every way. Our board, staff and students are so thankful for our community recognizing the district's needs and providing financial support passing our first operating levy in 16 years this past spring. We know trustees share our strong desire to invest in the future of Union Township.

This spring we will graduate the first freshman class of united West Clermont High School. These wolves have made this high school their home. They are proud of their new school, value the opportunities and have developed as learners and leaders in this state-of-the-art facility. They have a bright future ahead and will always be a special class to us. Because of your willingness to partner and be creative, we were able to provide our community a high-quality high school campus without asking taxpayers for additional revenue. We are confident that within these walls of West Clermont High School, we will continue to produce talented graduates who will change the world.

Thankfully, we have had the opportunity to collaborate on several projects throughout the years. Your involvement and support are key to everything we do at West Clermont Schools. I am grateful to be part of our community and look forward to when we can all attend events in our schools again! Together as one community, we will learn, lead and succeed!

Sincerely,

Natasha L. Adams

Natasha L. Adams
Superintendent

FIRE DEPARTMENT

To: Board of Trustees and Administrator Geis,



I am pleased to present the 2020 Annual Report for the Fire/EMS Department.

And what a unique and challenging year it has been. In addition to the thousands of fire and emergency medical runs the department makes annually, you can add in the world-wide pandemic, successfully passing a Fire/EMS levy during very uncertain times (which was the first levy requested in 11 years), and moving forward quickly to start construction on an additional fire station (Station 53, which will now include a Covid-19 Immunization Center) in the northwest area of the township, a station that has been talked about and needed for more than twenty years.

The coronavirus (Covid-19) has certainly had a huge impact on all of our lives, created a new sense of "normal," and altered daily operations within the Fire Department and Emergency Medical Services. All the employees of the Fire Department and this community have and continue to work through these challenges together every day.

We were happy to welcome back to the township our friends and colleagues from UC Air Care. Union Township Fire and EMS have partnered with Air Care for over 30 years. We have functioned as one unified pre-hospital care provider for many critically ill and injured patients to provide the highest level of care possible to them when they needed it most. These joint medical teams are highly trained, dedicated and skilled advanced medical practitioners with state-of-the-art equipment. They have been and continue to be a tremendous asset to the region. We are extremely grateful to have them located here once again.

All Fire Department employees remain committed to working with the community to navigate through these unprecedented times.

Sincerely,

A handwritten signature in black ink that reads "Stanley G. Deimling".

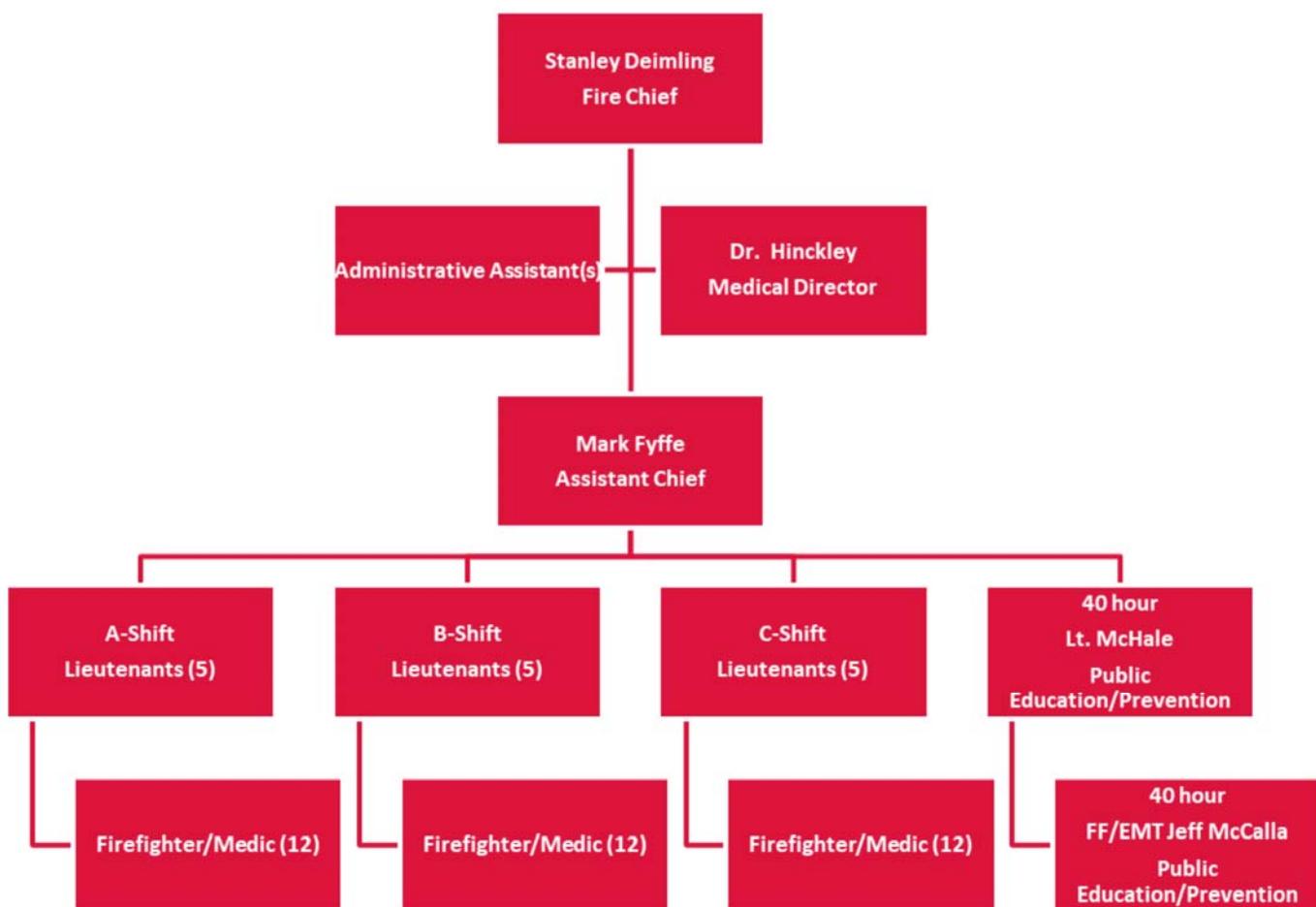
Stanley G. Deimling, EFO
Fire Chief

FIRE DEPARTMENT

Mission

It is the mission of the Union Township Fire Department, Clermont County, Ohio, to strive to be on the cutting edge of excellence by exceeding expectations in providing Life Safety Services to the community; and to promote the protection of lives, property and the environment through prevention, education, timely response, mitigation and the actions of highly trained, dedicated and motivated personnel. This mission is directed at making it a safer and healthier community.

2020 Organization Chart



FIRE DEPARTMENT

Union Township Fire Department

Proudly Serving Since

Administration

Stanley Deimling	Fire Chief	1990
Mark Fyffe	Assistant Fire Chief	1998
Lori Fyffe	Administrative Assistant	2018

Line Supervisors

Bob Cabral	Lieutenant	1990
Todd Rosenhoffer	Lieutenant	1996
Kevin Carragher	Lieutenant	1998
Steve Ruhe	Lieutenant	1999
Chris Goessl	Lieutenant	1999
Charles Caudill	Lieutenant	1999
Matt Terrell	Lieutenant	2001
Adam Dressler	Lieutenant	2001
Chris Gilpin	Lieutenant	2001
Matt Losee	Lieutenant	2001
Steve Auffart	Lieutenant	2001
Matt Green	Lieutenant	2002
Craig Forster	Lieutenant	2003
Travis Brown	Lieutenant	2004
Scott Childs	Lieutenant	2006
Matt McHale	Lieutenant	2007

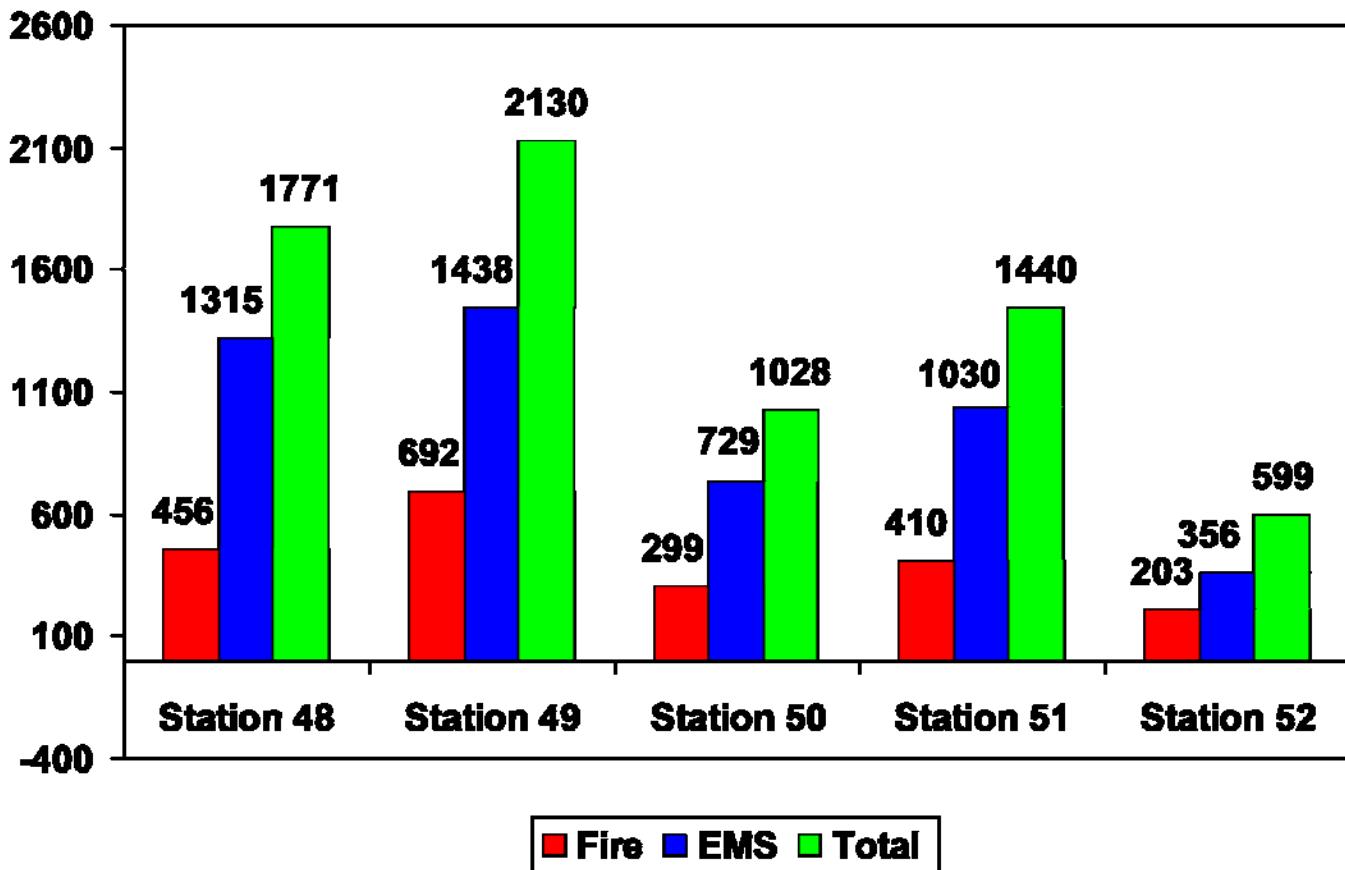
Line Personnel

Jeff McCalla	FF/EMT	1990	Shaun Honnert	FF/Medic	2006
Scott Bavaro	FF/Medic	1998	Steve Guth	FF/Medic	2006
Bruce Bellingham	FF/Medic	1998	Bill Barnes	FF/Medic	2007
Steve Long	FF/Medic	1999	Nick Luehrman	FF/Medic	2007
Chad Brinson	FF/Medic	2000	Jacob Bryant	FF/Medic	2007
Tim Stephens	FF/Medic	2001	Jeff Walters	FF/Medic	2007
Mike Smith	FF/Medic	2001	Nick South	FF/Medic	2007
Ted Cwiok	FF/Medic	2001	Ken Reardon	FF/Medic	2007
Dennis Dick	FF/Medic	2003	Chris Butler	FF/Medic	2007
Scott Fay	FF/Medic	2004	Ben Buczak	FF/Medic	2007
Rusty Huff	FF/Medic	2004	Joe Klamo	FF/Medic	2007
Lee Schrichten	FF/Medic	2004	Jessica Moening	FF/Medic	2014
Shad Ruby	FF/Medic	2005	Austin Clements	FF/Medic	2015
Jason Rooms	FF/Medic	2006	Brady Gregory	FF/Medic	2015
Greg Deems	FF/Medic	2006	John Rose	FF/Medic	2017
Franco Delzotti	FF/Medic	2006	Ryan Passet	FF/Medic	2017
Mike Radzimoski	FF/Medic	2006	Charles Ramsey	FF/Medic	2017
Jon Milligan	FF/Medic	2006	Scott Musselman	FF/Medic	2018
Charles Hyden	FF/Medic	2006	Hunter Peron	FF/Medic	2019

FIRE DEPARTMENT

In 2020, the Fire Department responded to 6,928 incidents, resulting in 9,286 vehicle responses. The following chart breaks down the call volume among our five stations. The slight decrease in run volume over 2019 was due to a combination of no longer providing fire and EMS coverage for the Village of Amelia and the decrease in EMS calls at the onset of the 2020 pandemic.

- Station 48 - 855 Ohio Pike.
- Station 49 - 718 Cincinnati-Batavia Pike.
- Station 50 - 1141 Cincinnati-Batavia Pike.
- Station 51 - 860 Clough Pike.
- Station 52 - 3873 Bach Buxton Road.



FIRE DEPARTMENT

APPARATUS / EQUIPMENT

During 2020, the Union Township Fire Department continued to update and maintain its current fleet and equipment. The Fire Department purchased a 2020 Horton Medic Unit. This purchase was made possible with Covid-19 relief money. The unit will go into service in early 2021. The medic unit has many safety features and is equipped with an LED emergency lighting package. This unit will serve the community for many years to come and allow us to provide a high level of emergency care to the citizens of Union Township.



Several new pieces of equipment were purchased in 2020 and we will highlight a few. Two (2) new Stryker Power Load systems were placed in-service. These systems use hydraulics to assist the paramedics with getting the cot into the ambulance. They can lift up to 750 lbs. The systems have decreased injuries to the paramedics and added safety for the patient. The new systems were made possible with a grant from the Ohio Bureau of Workers' Compensation. Another round of Covid-19 relief money helped the department purchase UV Lights, Clorox 360 machines, Personal Protective Equipment (PPE) and Lucas CPR machines. The UV Lights and Clorox 360 machine will help crews keep the medic units, fire apparatus and stations clean and sanitized after close contact with Covid-19. The PPE will keep the crews protected and healthy while treating patients. The Lucas CPR machines will increase our ability to deliver continual CPR to patients in cardiac arrest. All Fire Department apparatus had two (2) ballistic vests and two (2) ballistic helmets placed on them to help protect us during the event of an active shooter or any other dangerous situation that may arise. New nozzles and fire hose were purchased to update aging equipment. This will allow the firefighters to attack all different types of fires with greater efficiency.

TRAINING

Similar to other aspects of department operations, new challenges were faced in the area of training during 2020. A vast majority of regular training opportunities were either cancelled or significantly restricted due to pandemic precautions. Instead of viewing this as a setback for training, the department used this situation as an opportunity to place an emphasis on other types of training which could continue. The department chose to utilize online and company level trainings for ongoing continuing education for personnel. The outcome of focusing on training with these methods resulted in 13,296 total department training hours for 2020. This total is a 27 percent increase in total training hours from 2019. The department continued to utilize the Target Solutions Training Platform to accurately record, maintain and categorize training courses.

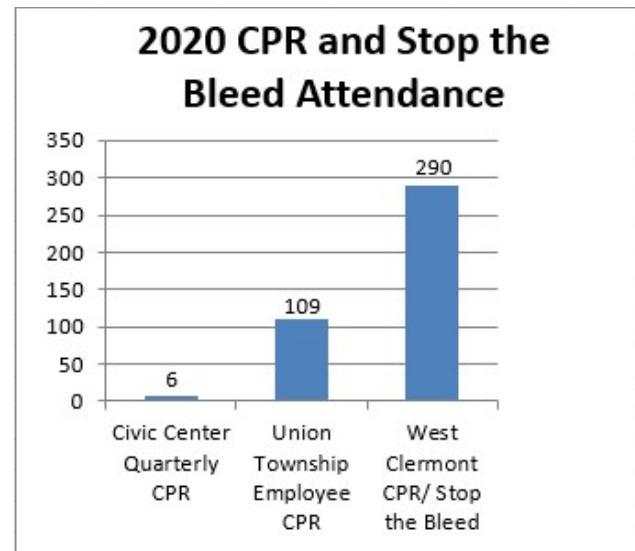
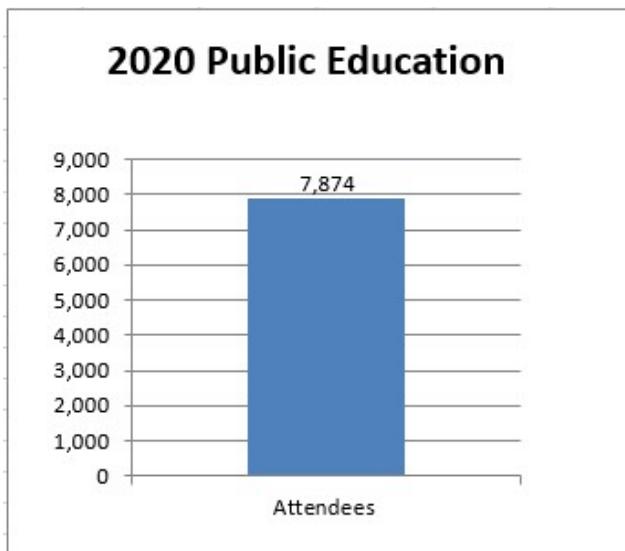
PREVENTION AND EDUCATION

Even while hampered by COVID-19, the Fire Department took every opportunity to educate the public and participate in prevention activities during 2020. The department participated in 283 Public Education events during 2020. These events included station tours, fire extinguisher training classes, cardiopulmonary resuscitation (CPR) classes, school fire drills, smoke detector installations, and car seat installations.

FIRE DEPARTMENT

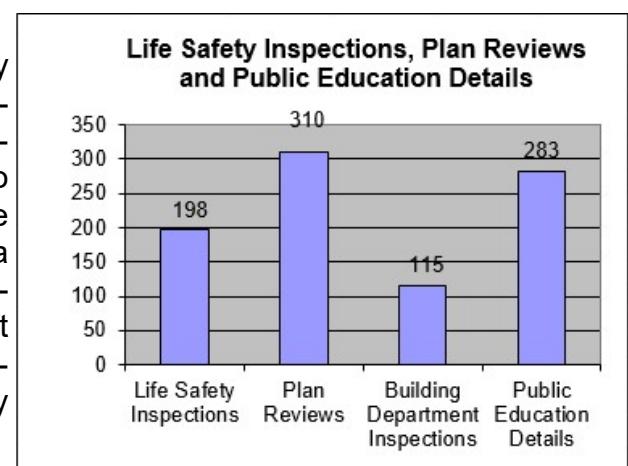
Fire prevention materials for all elementary schools were purchased and disseminated. The *You're on Fire* component of the public education program was limited to just a couple of months due to Covid restrictions. Even with so many Covid safeguards in place, the department was able to help train 290 West Clermont High School students and staff in CPR and Stop the Bleed. Due to Covid, only one public CPR class was offered in 2020.

While all members of the department play a vital role in prevention and public education, several have specialized training in specific areas. The department includes 11 life safety educators, two juvenile Firesetter intervention specialists, 16 CPR instructors, and 10 car seat technicians.



FIRE INSPECTIONS AND PLAN REVIEWS

In a typical year, the Fire Department conducts nearly 2,000 fire safety inspections for businesses in the township. Unfortunately, in 2020, conducting life safety inspections was different from any year before. In order to maintain social distancing practices, inspections were limited to 198 inspections that could be completed in a safe manner. All 52 of the department's Fire Safety Inspectors participated in continuing education throughout the year. The department also conducted 310 Plan Reviews and 115 joint inspections with the Clermont County Building Department.



HONOR GUARD

The Union Township Honor Guard started 2020 with two new goals. The goals were to participate at a Reds baseball game and to compete at the 2020 FDIC in Indianapolis. The team began drilling specifically for the FDIC competition. The team purchased an American Flag to drill casket details, as well as new matching caps for all Honor Guard Members.

Unfortunately, the COVID 19 pandemic put a screeching halt to the plans. The team had to postpone indefinitely all drills and any goals. The team is enthusiastic about what 2021 will bring. Drill will start back as soon as it is responsibly healthy to do so. FDIC is set for Aug. 19 through 24, 2021. Our competition date has not been set, but the team will be ready!

FIRE DEPARTMENT

CUSTOMER SATISFACTION SURVEYS

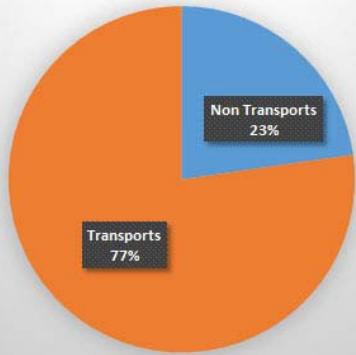
The Fire Department places great emphasis on customer satisfaction. The Customer Satisfaction Survey is one tool used to collect and analyze feedback from residents who have received our services. The surveys provide an avenue to assess the department's performance and the overall satisfaction of the customers served. The survey addresses several aspects of service, including technical skills, service delivery, and interpersonal skills

Surveys are randomly sent to recipients of emergency service, as well as non-emergency details, including public education and fire safety inspections. Upon return of the surveys, management reviews them, areas of weakness are identified, concerns are addressed and appropriate feedback is given to the personnel involved. The survey is broken down into six categories and each question receives a rating of 1 to 3; three is exceeding expectations and one is less than expected.

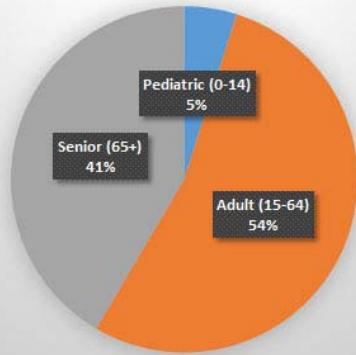
In 2020, the department sent out 180 surveys that resulted in 51 responses. The average score was 2.59. These results continue to indicate a very high level of satisfaction among those who responded.

THE YEAR IN REVIEW

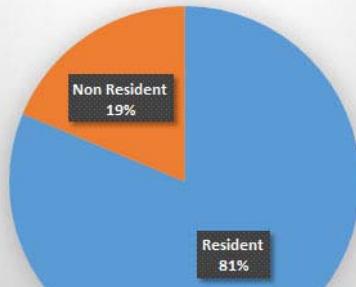
2020 Transports Vs. Non Transports



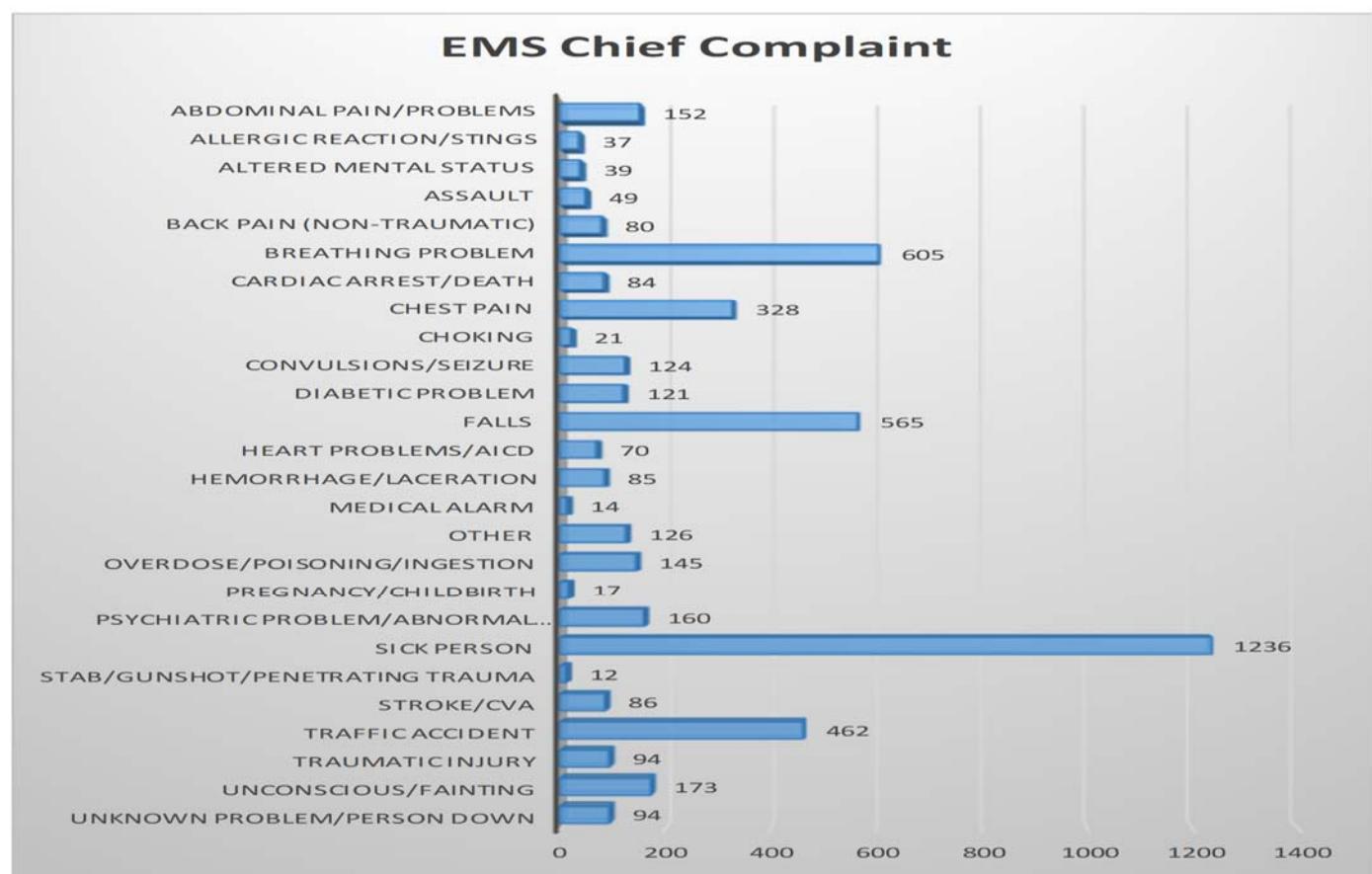
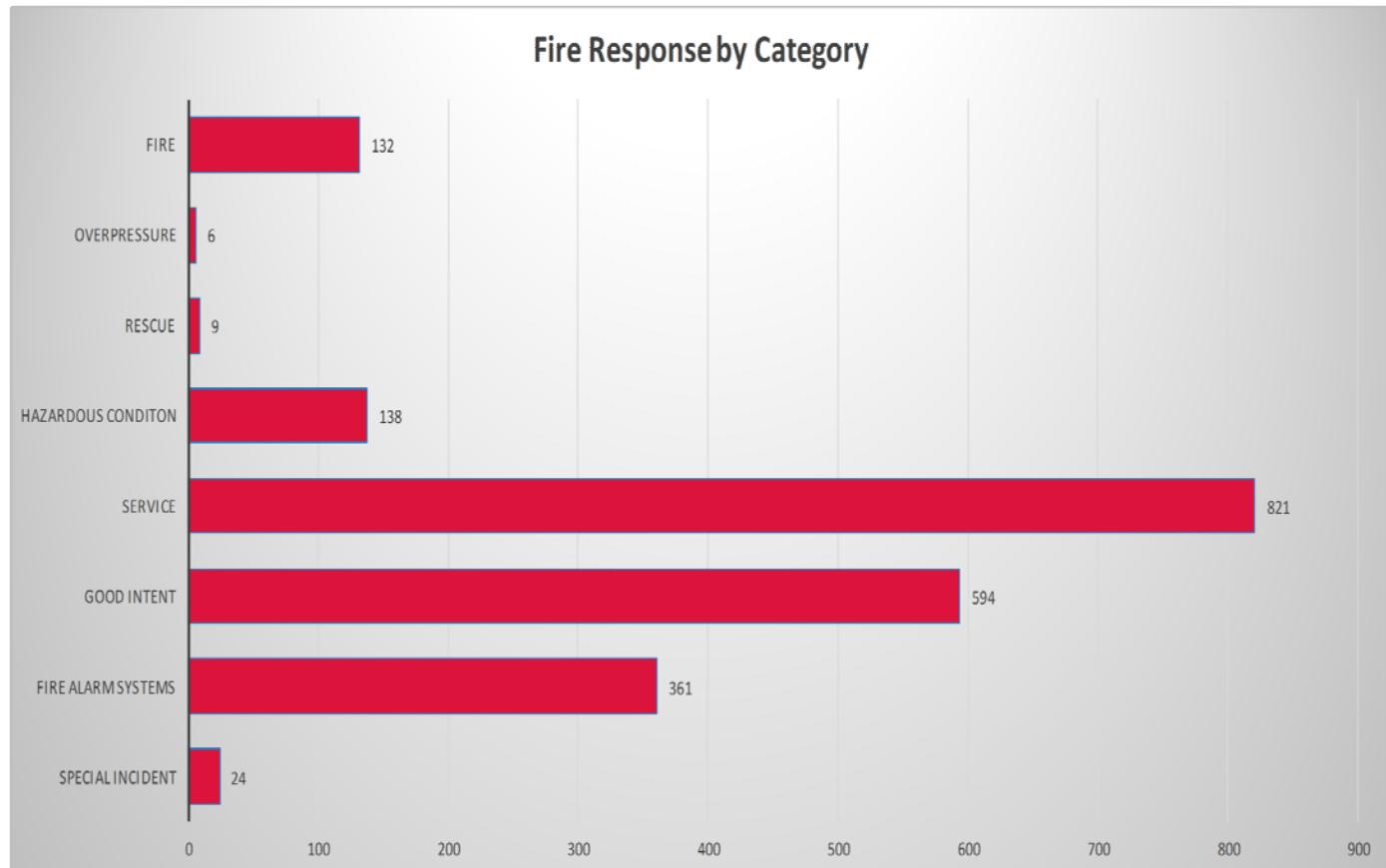
2020 Age Breakdown



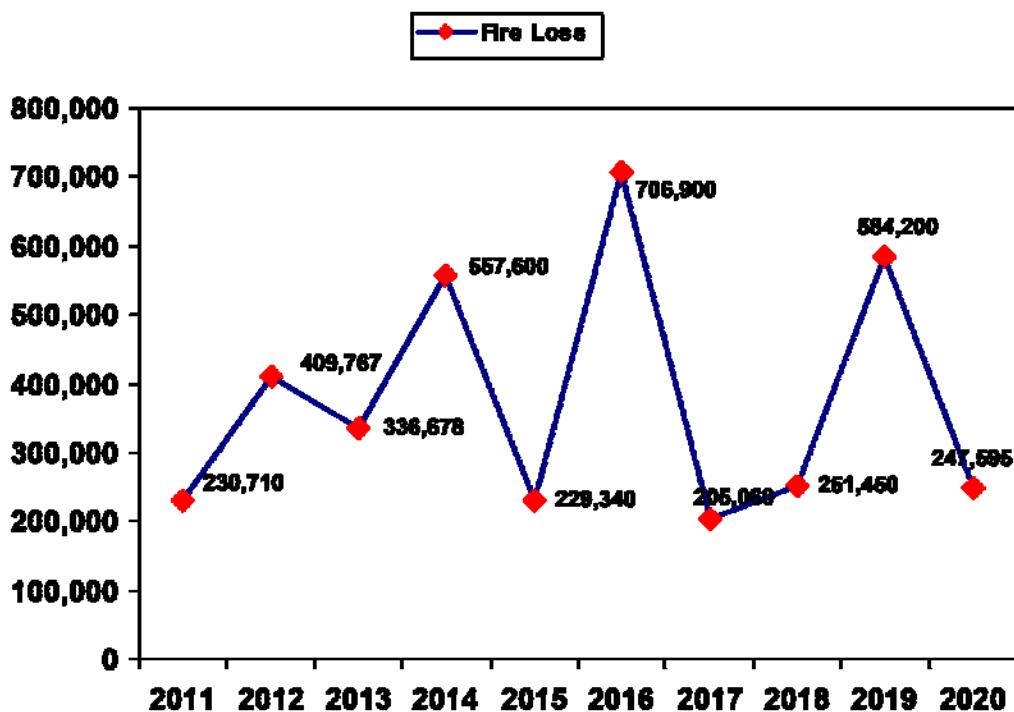
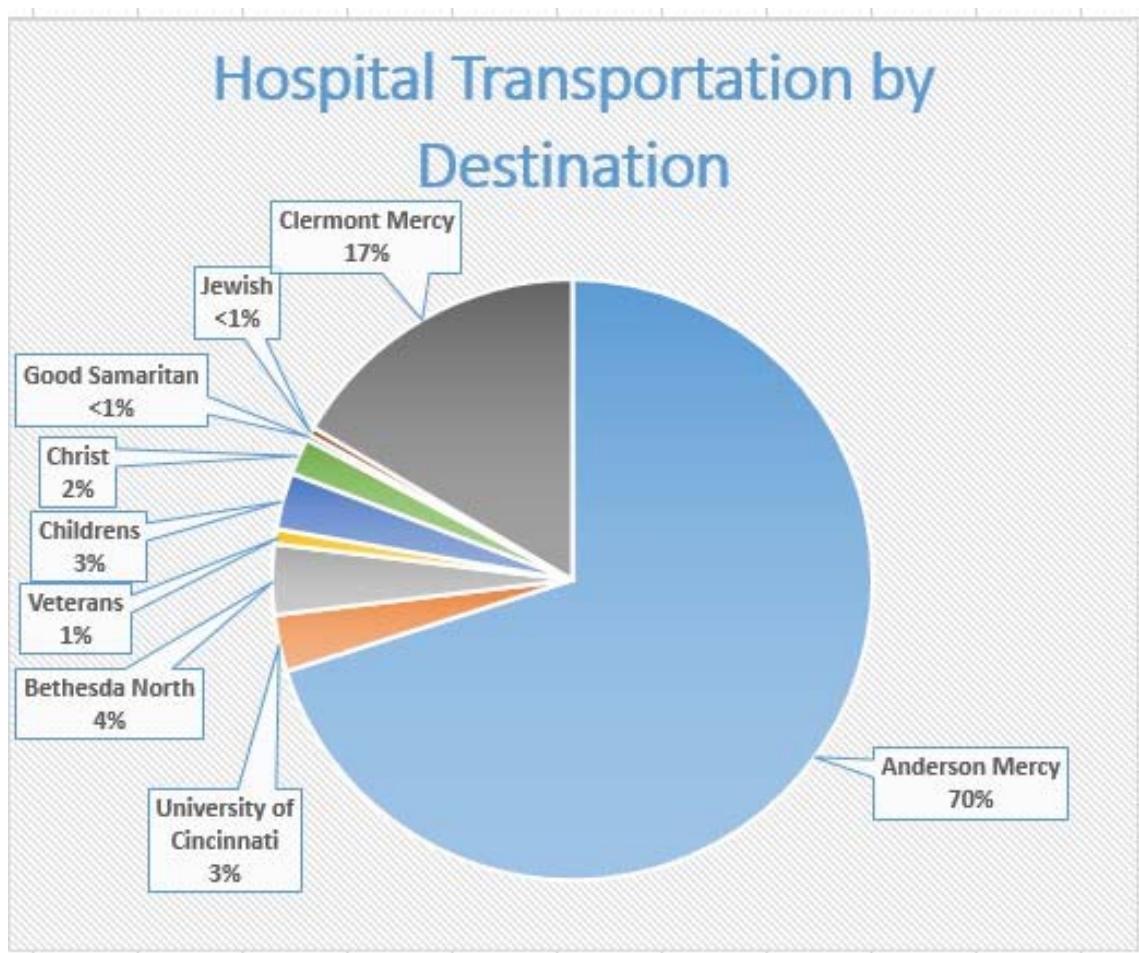
2020 EMS Resident Status



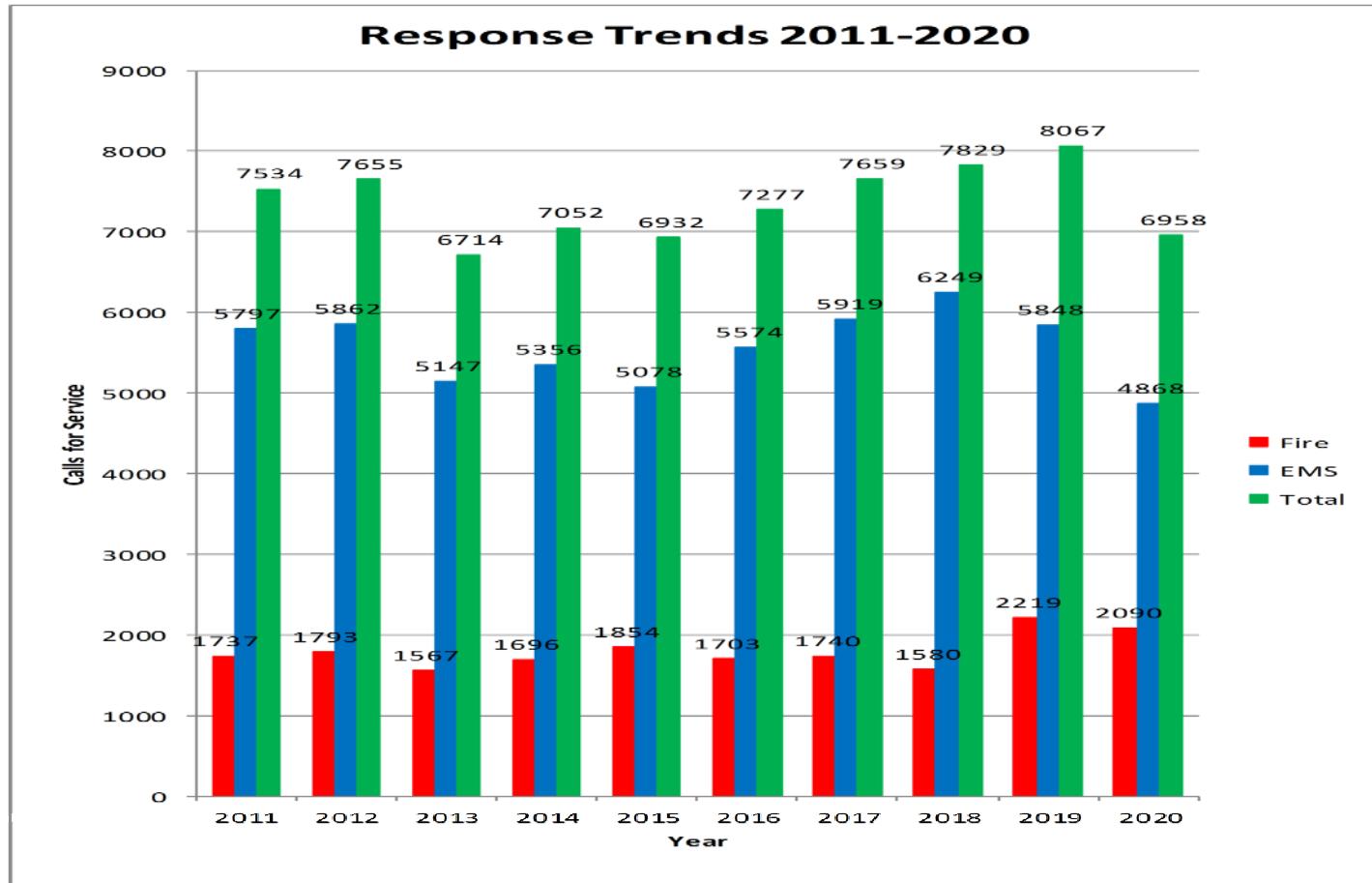
FIRE DEPARTMENT



2020 FIRE LOSS



FIRE DEPARTMENT



FIRE DEPARTMENT

SMOKE DETECTORS AND SEATBELTS SAVE LIVES!



PLANNING & ZONING DEPARTMENT

To the Board of Trustees and Administrator Geis:

It is with great pleasure that I present to you the 2020 Annual Report for the Union Township Planning & Zoning Department. While the past year was fraught with many challenges, the department staff remained committed to encouraging responsible growth while providing knowledgeable, friendly, and courteous customer service to both residents and businesses. Additional efforts have been made this year to improve quality of life through enhanced enforcement, economic development and business growth, and the removal of blight in township neighborhoods. Development activity also continued to prosper this year despite the challenges associated with the pandemic.



In 2020, commercial and residential development activity continued to show strong growth. Significant traffic enhancement projects continue to aid in moving vehicles more efficiently throughout the Eastgate area, with exciting news for future improvements at Elick and Bach-Buxton and the completion of the Clepper Lane Extension. This past year also demonstrated progress on the development of the former Glen Este High School campus, with Provision Living cutting a ribbon on its state-of-the-art independent living component. The State Route 125 corridor continues to attract reinvestment and development activity. Once again, the department has identified and eliminated blighted conditions as part of a continued effort to enhance quality of life in established neighborhoods.

Residential growth and demand remains vibrant, with strong activity seen in both the single family residential category, along with multi-family residential. While lot-inventory continues to remain low, development interest remains very strong. New mixed density single family projects that were approved in late 2019 and into 2020 will result in adding much-needed housing stock to our growing community. Critical to these continued successes are the actions, investments, and policies established by the Board of Trustees, leading to continuous positive momentum. Planning staff members remain engaged in regional transportation discussions, relative to coordinating development in conjunction with planned network enhancements by the Clermont County TID and others.

As we move forward into 2021, the Planning Department remains poised and ready to plan for and guide continued growth and prosperity within Union Township.

Very truly yours,

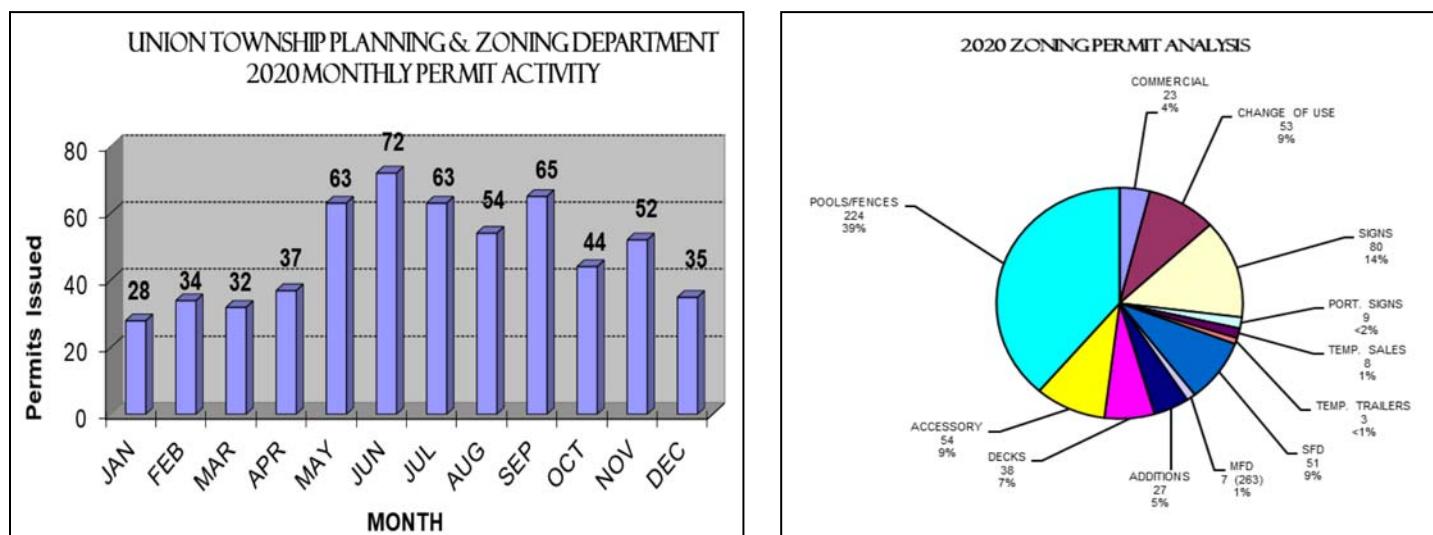
A handwritten signature in black ink, appearing to read "Cory Wm. Wright".

Cory Wm. Wright
Assistant Township Administrator
Director of Planning & Zoning

PLANNING & ZONING DEPARTMENT

ZONING ADMINISTRATION

The Union Township Planning & Zoning Department issued 579 permits in 2020, representing a numerical increase of approximately 1.1 percent over 2019 permit totals (550). The department issued 23 new commercial permits in 2020, whereas 19 commercial permits were issued in 2019. Despite the slight decline in actual commercial permits issued, analysis of commercial permit revenues indicates a larger project size based on comparing previous year revenue totals. Permit revenue declined slightly, despite an increased number of commercial projects permitted in 2020. However, 2020 permit revenue exceeded 2018 levels. Commercial changes of use/occupancy were down significantly from 2019, most probably due to the negative influences of the pandemic. Residential permit activity remains consistent in 2020, with 51 new single-family dwelling (SFD) permits issued. Single-family development has been primarily limited by a shortage in available single family lots within the township, although new developments such as Twelve Oaks and Silverstone will provide additional, much-needed housing inventory. Multi-family housing demand remained heavy in Union Township during 2020, as permits for 263 new attached multi-family units were issued. The greatest permit volume increase was in accessory permits, such as pools, decks, fences, and other homeowner projects. Notably, the department issued 224 pool permits in 2020, as opposed to 161 issued in 2019, representing a 39 percent increase in year-over-year levels. Other permit totals generally remained consistent with 2019 levels with respect to signage permits, accessory buildings, and other seasonally issued permits. 2020 did mark a steep decline in residential addition permits from previous levels (-46 percent).



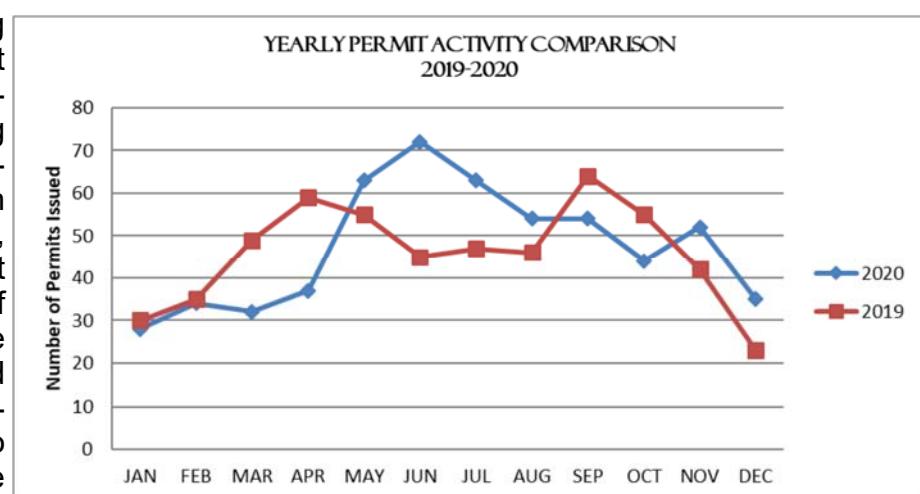
PLANNING & ZONING DEPARTMENT

ZONING ENFORCEMENT

In 2020, the Planning & Zoning Department continued enforcement gains in overall aesthetic appearance and quality of life made during the past several years. The department recorded 129 zoning violation complaints from the public in 2020, representing a nearly 12.3 percent decrease over prior year totals. Of those complaints received, more than 28.6 percent were determined to be without cause or basis. However, 119 properties were found to be in violation of the Zoning Code during 2020. The department continues to work to resolve complaints without court action, as evidenced by an exceptionally high administrative compliance rate for properties found to be in violation. Declared nuisance properties decreased slightly in 2020, with 22 nuisances declared throughout the year.

Several properties received significant removal efforts of garbage, debris, or excessive vegetation as a result of the nuisance abatement process. Furthermore, other long-standing nuisances that were also zoning violations were successfully resolved by Union Township through court-ordered intervention. Illegal signage removal efforts were consistently enhanced through an ongoing public-private contractual arrangement.

As always, public money expended for demolition will be recovered through the property assessment process. An arrangement with private contractors to abate grass and/or structure violations continues to be successful and cost-effective. The township is extremely proactive in the identification and abatement of public nuisances, taking appropriate and swift action as permitted by law to eliminate blight within the community.



ACTIVITY CATEGORY	TOTAL
Inspections	573
Complaints	129
Unfounded Complaints	37
Warning Citation	46
15 Day Noncompliance letter	48
30 Day Violation letter	24
Forward to Township Attorney	1
Resolved w & w/o action	117
Illegal Signs Removed	By Contract
Miscellaneous Issues	139
Violations Monthly Total	152
Reinspection of Violations	160
Nuisance Filed	22

ZONING VIOLATIONS & INSPECTIONS	2019	2020
Public Complaints Received	147	129
Properties in Violation	119	119
Warning Citations Issued	73	46
15 Day Noncompliance Letter Issued	32	48
30 Day Violation Letter Issued	13	24
Violations Resolved	118	117
Legal Action Pursued	1	1
Zoning Violation Follow-Up Inspections	146	160
False Complaints Received	54	37
Miscellaneous Issues	128	139
Inspections	605	573
Nuisance Abatement Actions	27	22

PLANNING & ZONING DEPARTMENT

BZA AND ZONING COMMISSION

The Union Township Board of Zoning Appeals received eight cases for consideration in 2020, with the majority of those requests consisting of variance applications. In total, the board issued approvals in seven cases. The Zoning Commission received several zoning map amendment cases and a single text amendment in 2020. The Board of Trustees reviewed three new Overlay District Applications filed in 2020, with a total of three Overlay District approvals issued in 2020.

ZONING STATISTICS 2020

Major Amendments to Approved Planned Developments heard by the Board of Trustees	2
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Minor Amendments to Approved Planned Developments resolved by Administrative Action	7
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Zoning Commission Cases

Total Number of Cases Filed	5
Zone Changes	4
Text Amendments	1
Pending	2

Final Action of the Board of Trustees

Zone Changes Approved	3
Zone Changes Pending	1
PD Major Amendments Approved	2
Text Amendments Approved	0
Focus Area Overlay Requests	3
Overlay Approvals	3
Pending	0

Board of Zoning Appeals

Total Number of Cases Filed	8
Appeals	0
Conditional Use	1
Variances	6
Approvals	5
Denials	2
Pending	1
Withdrawal	0

ECONOMIC DEVELOPMENT INITIATIVES

Despite some unprecedented challenges in 2020, Union Township has finished the year strong with the completion of several projects supportive of continued growth. In the Ivy Pointe Commerce Park, Total Quality Logistics has moved workers into their Phase II project, and the Sharefax Headquarters building is nearing completion. These projects have resulted in several million dollars of private investment for Union Township and added hundreds of jobs.

The township has seen a variety of residential developments, such as the luxury apartment complex Echelon Phase II, which will add 96 new units at their location on Gleneste-Withamsville Road. Phase 1 of the 163-unit development by Redwood Properties is set to start on Tealton Road. There has been expansion of existing multi-family complexes with both Rohling Oaks and Timber Glen Apartments adding new units. New subdivision activity continues with the Magnolia Trace, Twelve Oaks, and Silverstone developments. The opening of Provision Living at West Clermont brings the newest senior living community with independent living, memory care and assistant living facilities to the township.

PLANNING & ZONING DEPARTMENT

Hamilton Safe on Round Bottom Road has broken ground on its 180,000 square foot manufacturing facility that will add at least 200 new jobs within the township. Other new projects include General Electric Credit Union, Tire Discounters, Dollar General and Elite Athletics Sports Complex. Union Township is devoted to the economic development and the sustainability of its community. New development is constantly being implemented to promote high quality growth within the area.



PLANNING INITIATIVES

Planning staff continues to participate with the CCTID's Regional Transportation Improvement Program (RTIP) planning process. Staff also represents Union Township at the Ohio-Kentucky-Indiana (OKI) Regional Council of Governments on a monthly basis. The CCTID was busy in 2020 in coordination with the township. Clepper Lane construction was completed, just in time for the new Villas at Provision Living ribbon cutting ceremony. Work on the Old State Route 74 Widening Project and the corresponding Paul Drive extension project continued. ODOT began acquiring ROW in furtherance of the planned Elick Lane / SR 32 interchange project.

POLICE DEPARTMENT

To the Board of Trustees and Administrator Geis,

I am pleased to present the Union Township Police Department's annual report for the year 2020.

Serving as Chief of Police continues to be my honor and privilege. I am proud to serve the citizens of Union Township in this capacity.

2020 was quite a year. In March of 2020, the COVID-19 pandemic hit in full force. The pandemic made us look at how we could offer full-service policing to the community while keeping everyone safe. We were able to meet that challenge head-on with just minor interruptions in service. In November, 2020, the township had a police levy on the ballot. It was the first levy request in a decade. I am happy to say that the citizens of Union Township overwhelmingly passed the levy and supported our operation.



While remaining fiscally responsible, the department has maintained all outreach programs and special assignments to include Bike Patrol, Crime Prevention/Community Relations, Computer Forensic Unit, Honor Guard, Canine Unit, and Polygraph Unit. We are able to retain these special services due to the willingness of those assigned to incorporate them into their regular patrol duties.

The department handled a number of other high profile cases, all of which resulted in successful apprehension and prosecution of suspects.

Technological upgrades continue to be a high priority as I believe it will help us become even more effective and efficient.

As Chief, I will continue to remain committed to the people of Union Township and the men and women of this great department.

Respectfully submitted,

A handwritten signature of Scott Gaviglia.

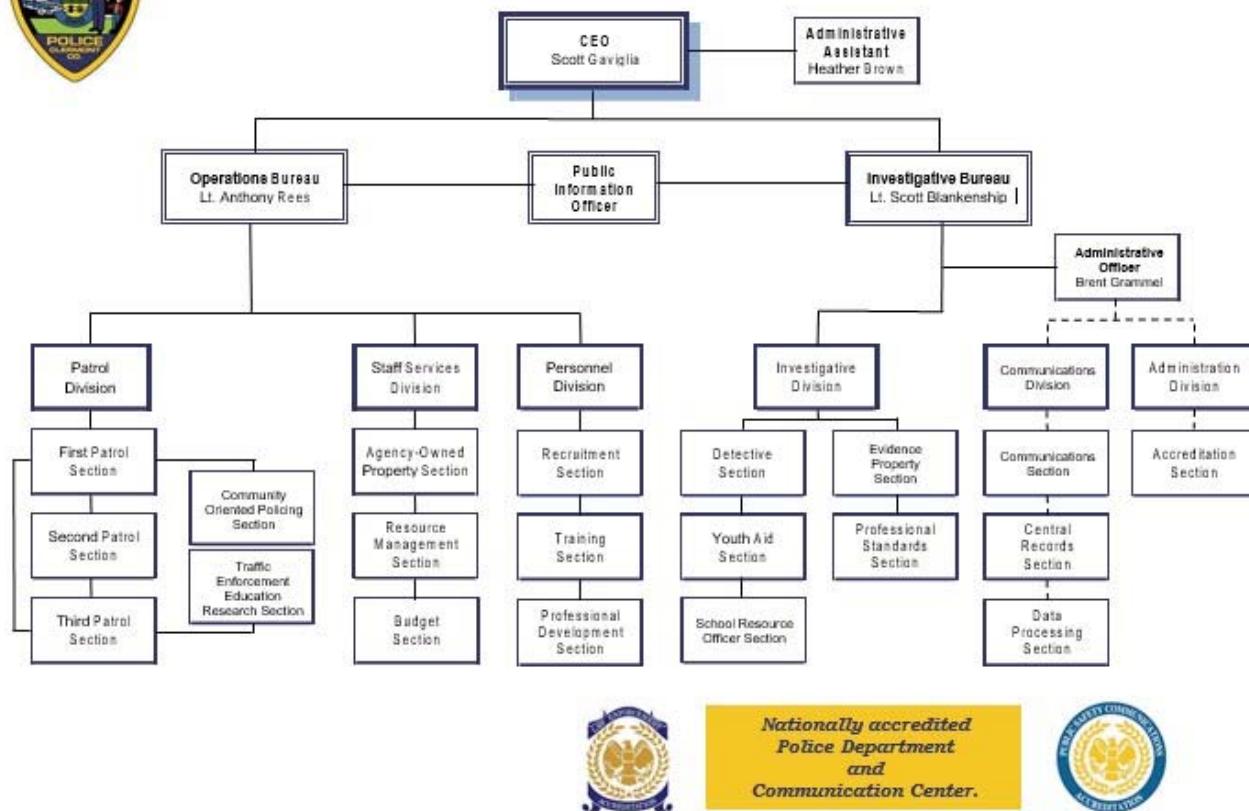
Scott Gaviglia M.B.A. CLEE
Chief of Police

POLICE DEPARTMENT



Union Township Police Department

January 2020



POLICE DEPARTMENT

UNION TOWNSHIP POLICE DEPARTMENT

2020 Sworn Officers

Officer	Serving Since	Officer	Serving Since
Chief Scott Gaviglia	1997	Officer Ryan Maynard	2014
Lt. Anthony Rees	1998	Officer Tony Metzger *	2006
Lt. Scott Blankenship	1993	Officer David Perkins	2002
Sgt. Jeff Brown	1996	Officer Keith Puckett	1999
Sgt. David Combs	1998	Officer Ben Reardon	2006
Sgt. Gregory Jasper	1993	Officer Brad Rhodes	2015
Sgt. Rick Wagner	1997	Officer Steve Seikbert *	2004
Sgt. Mike White	1996	Officer Cameron Shaw	2015
Sgt. Eric Williams	1998	Officer Alex Smith	2016
Officer Brandon Bock	2014	Officer Danielle Smith	2006
Officer Jessica Haggerty	2018	Officer Bryan Taylor ***	2007
Officer Chad Bullock	2003	Officer Dylan Torok	2016
Officer Matt Cooper	2017	Officer Mike Ventre	2003
Officer Derek Disbennett	2015	Officer Daniel Wilfert	2002
Officer Samantha Fedler	2008	Officer Richard Williams	1998
Officer Chris Godsey	2002	Officer Chris Wilson ***	2006
Officer Brent Grammel	2002	Officer Clay Zimmerman	2006
Officer Josh Greer	2019		
Officer Josh Hathorn	2005		
Officer William Hoess	2015	Detective	Serving Since
Officer Chris Holden	2006	Detective John Pavia	1999
Officer Brent James	2016	Detective Ken Mullis	2004
Officer Jeffery Joehnk	2004	Detective Josh Hines	2008
Officer Alex Koszo	2007	Detective Brandon Bishop	2002
Officer Terry Kresser	2007	Detective Joe Pangallo	2007
Officer Chad Lutson	1998		
Officer Scott Marshall	2014		

* School Resource Officer

*** Narcotics Unit

2020 Non-Sworn

Communication Specialist	Serving Since	Communication Specialist	Serving Since
C/S Julie Depuccio	1997	C/S Jason Jackson	2014
C/S Tracy Daly	1998	C/S Alison Byess	2014
C/S Nicole Hoctor	1999	C/S Jennifer West	2015
C/S Melissa Russell	2006	C/S Megan Carlson	2015
C/S Melissa Kiskaden	2007	C/S Emily Madison	2020
C/S Shannon Cox	2012	C/S Ashley Dunn	2020
C/S Jamie Robinson	2014		

Administrative Assistant

Heather Brown 1997

POLICE DEPARTMENT



MISSION STATEMENT

The members of the Union Township Police Department are committed to the principles that define democracy, including the protection of constitutional rights and equal protection under the law.

Officers of the Union Township Police Department are expected to strive for:

- making the maximum contribution to enhance the overall quality of life in Union Township;
- having the courage to always fight injustice;
- dedication to protecting the innocent and providing aid to those who cannot care for themselves;
- prevention, resistance, and elimination of crime and the fear of crime;
- fostering a relationship of genuine mutual respect with the members of the community;
- achievement of personal and professional excellence;
- the ethical, consistent and equitable exercise of police powers and discretion.

ADMINISTRATIVE STAFF



Lt. Anthony Rees commands the Operations Bureau. He is a veteran police officer with 22 years of experience, serving all with the Union Township Police Department. He has served as a police officer, investigator and patrol sergeant, as well as staff services sergeant, prior to being promoted to lieutenant in February, 2015. Lt. Rees possesses a Bachelor's degree in Criminal Justice, a Master's degree in Public Administration, is a graduate of the Southern Police Institute, and is a Certified Law Enforcement Executive (CLEE).

Lt. Scott Blankenship commands the Investigative/Administrative Bureau. He is a veteran police officer with 26 years of experience and has 22 years with the Union Township Police Department. He has served as a police officer, investigator, patrol sergeant and the investigative commander prior to being promoted to lieutenant in February, 2015. Lt. Blankenship is a Certified Polygraph Examiner and is a graduate of the Southern Police Institute.



Administrative Officer Brent Grammel has been the Communications and Records Supervisor since 2013. Officer Grammel has served Union Township for 18 years. He possesses a Bachelor's and Master's degrees in Criminal Justice. Officer Grammel has been an assessor with the Commission on Accreditation for Law Enforcement Agencies since 2014. He is currently an APCO Registered Public-Safety Leader (RPL).

Heather Brown is the Administrative Assistant to the Chief of Police. She has held that position since her hire in 1997. She continues to be a vital part of the administrative staff. Her duties are many, to include human resource responsibilities.



POLICE DEPARTMENT

2020 Crimes Reported, Traffic Enforcement, and Calls for Service

Crimes Reported	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Part 1 UCR													
Murder	0	0	0	0	0	1	0	0	0	0	0	0	1
Rape	0	1	0	4	4	3	4	2	1	2	0	1	22
Robbery	1	4	0	0	0	3	0	0	1	0	1	1	11
Assault	8	9	3	6	10	10	9	6	8	4	6	12	91
Burglary/B&E	10	7	9	2	9	2	4	2	7	8	5	6	71
Theft/Larceny	77	44	53	55	75	81	83	53	70	80	75	84	830
Auto Theft/Unauthorized Use	2	1	3	3	2	3	8	4	5	4	5	2	42
Arson	1	0	1	1	1	2	0	0	0	0	0	0	6
Domestic Violence	9	9	6	13	11	10	12	20	9	13	14	7	133
Total	108	75	84	112	115	120	87	101	111	106	113	1207	

Other Non-UCR/General*	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
DUI	16	16	13	7	9	11	19	15	15	24	11	11	167
All Other Offenses	201	99	144	104	122	174	139	212	232	192	142	194	1955
All Other Non Offenses	221	145	286	187	223	246	257	274	277	276	234	239	2865
Total	438	260	443	298	354	431	415	501	524	492	387	444	4987
Total Crimes Reports	546	335	518	382	466	546	535	588	625	603	493	557	6194

Traffic Enforcement	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Citations	186	63	96	35	60	86	121	126	128	120	95	84	1200
Warnings	377	64	133	4	8	100	185	213	260	245	153	60	1802
Traffic Stops	507	109	204	22	32	172	271	321	393	338	228	98	2695
Traffic Crashes	107	37	69	38	64	80	93	83	82	98	81	81	913
Traffic Crashes on Private	26	14	20	7	9	17	24	18	20	19	22	14	210
Total Calls for Service	4320	2271	3089	2477	2906	3304	3339	3631	3521	3537	3168	3418	38981

*includes all non-UCR and other non-criminal information reports.

POLICE DEPARTMENT

OPERATIONS BUREAU

The Operations Bureau is commanded by Lt. Anthony Rees. The Operations Bureau consists of the Patrol Division, Staff Services Division and Personnel Division. Operations is the largest agency bureau with an authorized complement of 39 employees.

The Patrol Division is the largest division of the bureau and is responsible for handling citizen calls for service, tactical response to apprehend criminals, community problem solving, enforcement of traffic laws, and investigation of traffic crashes. Citizen calls for service decreased 24 percent from the prior year, 2019. The significant drop in calls can be directly related to the disbanding of the Village of Amelia, which dispatched through our Communications Center. The year 2020 saw a decrease in the number of crime reports by officers with 6,194 total reports generated, an 18 percent decrease from the year before. Part 1 UCR Crimes (the major felony type crimes) decreased from 1,511 to 1,207, a 20 percent decrease from 2019. Most of these were for reported thefts greatly influenced by drug abuse and socio-economic factors.

The Road Patrol Section consists of three patrol shifts managed 24/7 by six patrol sergeants. Road patrol is assisted by two state-certified canine units and an investigator who overlaps first and second shifts. Three Patrol Division officers are certified Traffic Crash Reconstructionists. They are equipped with the latest technology and are capable of investigating any type of traffic crash, from a simple two-car accident to a multiple fatality. Enforcement efforts are targeted to increase public awareness of traffic laws and reduce the number of crashes. Traffic officers work closely with the Clermont County Engineer's Office in planning traffic flow as well as in identifying traffic hazards. The total number of crashes investigated in 2020 (1,123) decreased 32 percent, following a decrease the previous year as well. Road construction projects originally scheduled along the State Route 32 corridor for 2020 were halted, in most part due to the COVID-19 pandemic, and other issues with ODOT. Various circumstances such as curfews, social events being cancelled and businesses being closed decreased traffic numbers and flow in 2020. This in turn led to a decrease in accidents. The number of arrests for Operating a Motor Vehicle while Under the Influence decreased 21 percent, from 211 arrests in 2019 to 167 in 2020. This is the second straight year OVI arrests have decreased in Union Township, although the township continues to see more drug related OVI offenses.

The Crime Prevention and Public Relations Sections are considered a department-wide effort headed by Lt. Rees. Members are responsible for reaching out to the Union Township community with programs designed to inform and educate on a wide variety of subjects. Assigned personnel participate in local, state, and national organizations in order to network and keep current on trends and available programs.

Every contact with the public should be considered an opportunity to serve and educate the public. The Union Township Police Department exhibits this belief through outreach programs such as Neighborhood Watch programs, Women's Unarmed Self-Defense classes, Citizen Police Academies and Reunions, a *Police Night Out* crime prevention festival, Child Gun Safety classes, School Safety talks, Safety Trailer displays at local events, the annual "Christmas with a Cop" program, and more.



POLICE DEPARTMENT

Unfortunately, the COVID-19 pandemic significantly reduced public relations opportunities for the Police Department in 2020. Virtually all unnecessary contact with the public was cut off from March to August.

The department was able to host 12 citizen riders working on their college degrees through UC Clermont College or through an accredited police academy. Officers also attended a school career day at St. Xavier High School, as well as conducted six safety talks with youth groups and two Cub Scout tours. Lt. Rees conducted a podcast in November on the current state of affairs for law enforcement in today's society.

The Citizen Police Academy Alumni group continues to grow and participate alongside officers in various public relations events held throughout the year. CPA alumni also assist with the September Crime Stoppers Drug Take Back and Paper Shred. Unfortunately, the Citizen Police Academy, Women's Self Defense class, Child Gun Safety class, Police Night Out and Christmas with a Cop events all had to be cancelled in 2020 due to COVID-19.

Officers from the Crime Prevention Section continued to educate the township's financial institutions with Robbery Response update presentations in 2020. The continued utilization of the department Facebook page has increased the Police Department's visibility in the community. As a result, Police Department programs have also seen an increase in interest and attendance, and public tips accepted via the Facebook page have led to numerous arrests and case closures. The addition of three state certified Security Assessment officers has given the Police Department an additional resource to be able to provide our residents and business owners looking to improve security around their businesses and homes.

In keeping with the department's mission of fostering a relationship of genuine, mutual respect with the community, we continue to develop new ideas to increase positive interactions with the public. Crime Prevention officers will continue to meet new challenges head-on while remaining active within the Crime Prevention Section and still handling their primary duties of answering calls for service.

The Staff Services Division provides support services for the agency, including supervision over purchasing, requisitions, maintenance of equipment, maintenance of the fleet and upkeep of the Police Department building. The Staff Services Division also handles media releases and serves as department liaison to the media. *Agency-Owned Property and Resource Management Sections* of the Staff Services Division are responsible for all agency-owned equipment, vehicles, and facilities, to include the ordering of approved purchases, inventory, inspection, and repairs. The smooth day-to-day operation is heavily dependent on Staff Services' ability to satisfy needs. All agency-owned firearms are inspected on schedule and any repairs are performed by trained armorers and certified agency personnel. All member-issued equipment is inspected by its respective supervisor annually and they in turn report subordinates' needs to the Staff Services commander.

The Personnel Division is dedicated to the training of personnel under the direction of Lt. Rees. Training in lethal and non-lethal force and response to critical incidents far exceeds those standards set by the State of Ohio. Training requests from members directly correspond to annual evaluations, endorsed by one's supervisor and approved by a training committee. The agency takes advantage of all local, state, and federal training offers and occasionally sponsors and hosts state-provided training for other agencies at Union Township's Civic Center. In-service roll call training included immersive topics such as ethics, racial profiling, critical incident response, personal early warning systems and a multitude of others.

The agency worked hand-in-hand with the Clermont County Prosecutor's Office to provide timely and essential legal updates to department members.

In addition, the full implementation of the *Power DMS* system allowed for fluid training and communication. Union Township Police Department members completed a total of 487 hours of training in 2020, including eight hours of in-service training on Taser and Pepper Ball Systems recertification and de-escalation training, eight hours of training in firearms, and CPR training.

POLICE DEPARTMENT

The agency participates in a county-wide Special Response Team by assigning seven tactical officers and two negotiators. In addition, three officers are assigned to the Regional Dive Team and receive regular training.

Union Township offers its members a generous college tuition reimbursement that allows the agency members to continue to expand their knowledge base, and contribute to the growth of the Police Department.

The Personnel Division is also responsible for recruitment of potential sworn and non-sworn personnel. Various resources are used in the area of recruitment such as career days at local grade and high schools and the department's ride-along program serving the University of Cincinnati Clermont College internship program as well as the UC Police Academy.

The Canine Unit continues to be an integral part of the patrol function within the Police Department. Officer Dave Perkins and his canine partner, Kaos, and Officer CJ Holden and his partner, Havoc, serve as an interdiction team assisting on all traffic stops and calls for service where drugs are suspected to be involved. Both Kaos and Havoc are dual purpose canines, specializing in drug detection and article search/tracking capabilities. The Canine Unit is also utilized to search and clear buildings on all alarm drops and calls where businesses have been either broken into or found open. They are often called upon to assist in drug detection at the local high schools and occasionally do sniffs of the schools and lockers. Both canines are trained in tracking as well and are utilized in cases of missing children and autistic children who walk away from their homes, as well as missing elderly subjects suffering from dementia or Alzheimer's.



Investigative Division/Administrative Bureau

The Investigative Bureau and the Administrative Services Bureau were merged in 2014. The bureau is commanded by Lt. Scott Blankenship. The Investigative/Administrative Bureau is comprised of three Divisions; Investigation, Communications and Administrative.

The Investigation Division is made up of five sworn officers. Detectives are assigned all serious felony crimes, missing persons, and death investigations. Serious felony crimes include homicide, rape, robbery, aggravated assault, burglary, major theft or fraud, auto theft, and arson.

Also, the agency's School Resource Officers for the West Clermont School High is a unit of the Investigation Division due to the sensitive nature of the position. We continue to have two SRO's in the West Clermont High School. The SROs participate in solving criminal offenses that occur on the school campus, discipline hearings, and educating students. We continue to enjoy a terrific working relationship with the school district.



POLICE DEPARTMENT

Within the Investigation Division are the State of Ohio certified Evidence Technician, Polygraph Examiners, Computer Forensic Investigator, and Youth Aid Officer.

During 2020, investigators worked over 496 felony cases, closing about 73 (15 percent) by arrest. Of the remaining, 215 (45 percent) were closed otherwise, inactivated, or unfounded. 193 cases (40 percent) remained open and were added to the 2021 caseload.

There were 3,583 pieces of property/evidence processed through the agency's property room, managed by one custodian/detective under the auspices of the Investigation Division. This one property room custodian is responsible for preparation of court documents, transportation of evidence to crime laboratories, conducting auctions, and maintaining inventories. A full inventory is conducted once a year.

The *Polygraph Unit* performed two exams, including one for another agency, and one pre-employment exam.

Investigation Division officers receive advanced training in evidence gathering and processing, suspect interviewing, case preparation and management, and specialized homicide and sex crime investigation techniques.

The Investigation Division participated in the prosecution of several defendants wanted in connection with several breaking and entering offenses. All defendants were apprehended after weeks of investigation. Due to the quick action of the Investigative Unit, most of the property seized was returned to its owners. All investigations were brought to a close in a timely manner which led to court convictions.

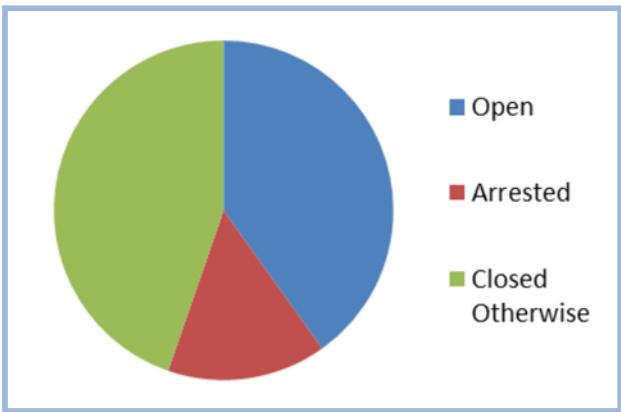
The 2020 investigative highlights included the successful conviction of an individual suspected of numerous breaking and entering cases involving local businesses.

The Administrative Bureau provides support services for the agency, including supervision of all non-sworn personnel, communications, records, accreditation, and Professional Standards Section. The Administrative Bureau has a compliment of 13 non-sworn members.

The Communications Division is managed by Administrative Officer Brent Grammel. This division consists of 9-1-1 Emergency Dispatch (one of only two centers in Clermont County, Ohio), and Data Processing. Dispatchers share data entry duties and assist Central Records. These are important support functions of the agency, utilizing 13 non-sworn employees. Communications provides 14-hour emergency dispatching of Police, Fire, and EMS services for Union Township. The section handles thousands of telephone calls each month, emergency and non-emergency in nature. 9-1-1 dispatchers are EMD & EFD certified through the Association of Public-Safety Communications Officials (APCO). The Union Township Communications Center is currently a CALEA (Commission on Accreditation for Law Enforcement Agencies) certified agency.

During 2020, the Communications Center fielded 21,818 emergency 9-1-1 calls. In addition, they received an additional 42,785 administrative calls, ranging from internal communication to public service orientation.

The Central Records Section processes all documents generated by police officers and manages a computerized records system which includes all citizen calls for service, crime reports, traffic crash reports, warrants, and contacts with persons. Document archival is accomplished through electronic imaging. Public records inquiries, court filings, and expungements are also vital functions to the Records Section. The Records Section handles and disseminates tens of thousands of documents each year generated by 58 sworn officers, in addition to the numerous requests by the general public.



POLICE DEPARTMENT

The Accreditation Section is responsible for the accreditation process. The Accreditation Manager is Administrative Officer Brent Grammel, and he is assisted by Communications Specialist Tracy Daly. Officer Grammel also serves as an Accreditation Assessor with the Commission on Accreditation for Law Enforcement Agencies (CALEA). Union Township is dedicated to the accreditation philosophy throughout its government services, to include national recognition of Police, 9-1-1 Emergency Communications, Fire, and Public Works. The Union Township Police Department and its Emergency 9-1-1 Center were reaccredited by the Commission on Accreditation for Law Enforcement Agencies in 2020. During its reaccreditation, the Police Department received the highest honors available; with distinctions of "Meritorious" and "Excellence".



In addition to accreditation, this section works closely with the Professional Standards Section in creating and revising policy and General Orders. They are also responsible for keeping employees apprised of changes to state and federal laws.

PROFESSIONAL STANDARDS AND CITIZEN COMPLAINTS

The Union Township Police Department maintains careful records of all professional standard investigations and citizen complaints. A professional standard investigation is prompted by any alleged violation of criminal or civil law or corrupt activity. A citizen complaint is a non-criminal violation of agency policy or standards of conduct. The citizen complaint program requires written documentation and supervisory involvement in every complaint received. The Chief of Police responds to every complaint in writing as to the outcome. The complaint process and statistics are available to the public, as required by CALEA standards, and monitored for early warning purposes. In 2020, there were two professional standard investigations and two citizen complaints investigated.

2020 Citizen Complaints

Exonerated	0
Not sustained	0
Unfounded	1
Sustained	1
Withdrawn	0
TOTAL	2

EMPLOYEE GRIEVANCES

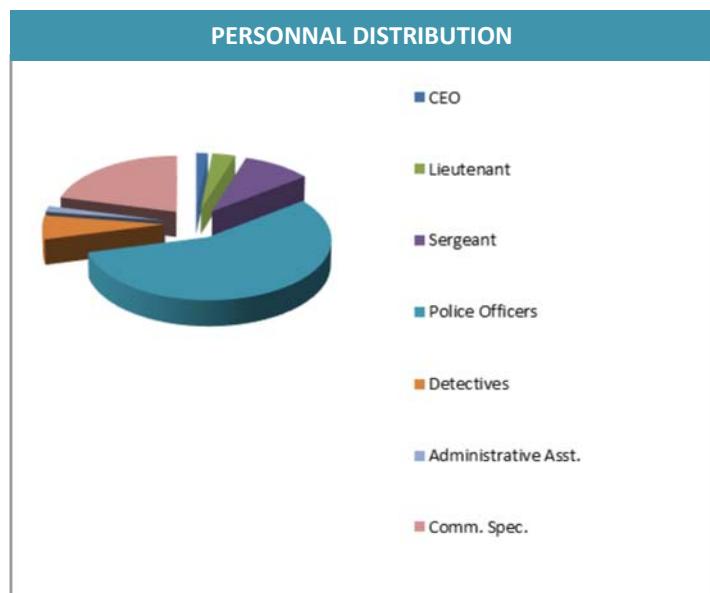
The collective bargaining process provides a grievance procedure where disagreements about the application of the collective bargaining contract between Union Township and the Fraternal Order of Police can be resolved. Negotiations to renew the 2019-2022 agreement were finalized for three years. The next negotiation will begin in 2022.

There were no grievances filed in 2020.

POLICE DEPARTMENT

PERSONNEL DISTRIBUTION

Sworn Positions	Current	Current	Current
	Male	Female	All
CEO	1	0	1
Lieutenant	2	0	2
Sergeant	6	0	6
Police Officers	32	3	35
Detectives	4	1	5
Sworn Total	45	4	49
Non-Sworn Positions	Current	Current	Current
	Male	Female	All
Administrative Asst.	0	1	1
Comm. Spec.	1	12	13
Non-Sworn Total	1	13	14
Totals	46	17	63



ACHIEVEMENTS

The Union Township Police Department recognizes that certain actions or activities performed by members of the department, whether planned or in response to emergency circumstances, should be recognized and rewarded. For that reason, the agency participates in recognition programs within, as well as outside, the department. Examples of recognition include the Agency's Annual Chief's Award, *Serving Our Community* on the Union Township police website, the Clermont County Citizens' Law Enforcement Associate Banquet, Special Presentation segment of the bi-monthly trustees' meeting, and the issuance of Letters of Commendation.

Officers Bryan Taylor and Bill Hoess were recognized at the 2020 Law Enforcement Appreciation Banquet. Officer Hoess received the Devotion to Duty award for his role in an accident with injuries in which he applied a tourniquet to a passenger on a motorcycle who sustained a serious leg injury. EMT's advised the rider may have lost her leg if not for PO Hoess's quick response and immediate action. PO Taylor received the Criminal Investigations award for his role on a multi-jurisdictional drug task force which investigated a major case resulting in thousands of dollars worth of drugs and cash proceeds from drug sales being taken off the streets.



SERVICE DEPARTMENT

To the Board of Trustees and Administrator Geis:

It is my pleasure to present the 2020 Annual Report for the Union Township Service Department.

Our department faced many challenges in 2020. With the pandemic in full swing, it has made everyone's job more challenging, including ours. Fortunately, our staff is always ready to step up and meet the needs of this growing and diverse community.

We have worked hard to ensure this pandemic doesn't keep us from moving forward, and reaching our goals. We continue to participate in several prestigious organizations, including the American Public Works Association (APWA), the National Parks and Recreation Association (NP&RA), the Ohio Turf Grass Foundation (OTGF), the International Cemetery and Cremation Funeral Association (ICCFA), and the Ohio Cemetery Association Inc. (OCAI).

In 2021 and beyond, the Service Department will continue to focus on providing tremendous core services at the best value price. The department is taking the lead role in driving Union Township toward a more sustainable future through best management practices with regards to our community's infrastructure.

As always, I welcome any recommendations or suggestions on how the Service Department can progress in providing the types of services needed and desired by our residents, business owners, and visitors to this incredible community.

Sincerely,



Matt Taylor
Service Director



SERVICE DEPARTMENT

The vision of the Union Township Service Department is “to improve and preserve the quality of life in our community by the pursuit of unparalleled services for our residents.” Union Township is the most livable community in Clermont County, Ohio, and one of the most desired destinations in the Greater Cincinnati region. All the Union Township departments, including the Service Department, work together to sustain a positive momentum for the community and the residents we serve.

The Union Township Service Department takes great pride in being the only township Public Works department in North America to be accredited through the American Public Works Association (APWA). The APWA is the authority in public works in the United States. We are extremely proud of the level of professionalism the members of our staff have achieved through their commitment to education and training.

The Union Township Service Department is comprised of four major divisions and employs 17 full-time staff members. The four divisions of the Service Department are (1) Roads, (2) Parks, Buildings and Grounds, (3) Fleet Maintenance, and (4) Cemetery.

ROADS DIVISION

The Union Township Service Department’s Roads Division is responsible for the maintenance of 131 center lane miles of public roadways. These roads range from high volume traffic roads to small cul-de-sac streets. Many of these roads have concrete curbs and gutters. The maintenance of these roads includes drainage improvements within the public right-of-way, pavement resurfacing, patching of potholes, line-striping, the treatment of roads due to snow and icy conditions, the installation and replacement of guardrails, and street and traffic control signs. All these activities work to help ensure safe road conditions for the traveling public.

The daily activities of the Roads Division are driven, and tracked through a comprehensive work order system. The Roads Division completed 386 work order requests in 2020. These requests included full-depth asphalt base repairs, patching of potholes, ditching, curb repairs, the installation of both regulatory and non-regulatory signage, the installation of new catch basins, the maintenance of existing catch basins, and many other miscellaneous items.

Additional responsibilities of the Roads Division include maintenance of the road right-of-way. This routine maintenance includes cleaning roadway ditches, repairing drainage systems, trimming trees, and mowing the grassy areas in the road right-of-way.

Annual Road Resurfacing Project

Every year, a portion of the Service Department’s budget is reserved for the annual Road Resurfacing Project. Union Township hired a private company to do an in-depth pavement analysis of all township roads. This process assigns each street a pavement rating number. The rating system takes into consideration many different characteristics for each road. The roads selected to be paved as part of the 2020 annual paving project were selected using this scientific data. In 2020, the following roads were repaved:

STREET NAME	FROM / TO
Kerr Drive	Entire Road
Winding Way	Entire Road
Stuart Lane	Entire Road
Helena Drive	Entire Road
Weil Lane	Entire Road
Glen Rose (East)	Entire Road
Kaldy Street	Entire Road
Grandview Avenue	Entire Road
Hall Street	Entire Road
June Street	Entire Road
Precision Drive	Entire Road
Lang Road	Entire Road



SERVICE DEPARTMENT

In addition to these roads being repaved, improvements were made to Bells Lane, Tina Drive, Laurel View Drive, Aston Drive, Orland Drive, Barg Salt Run Road, Woodwick Court, Holiday Drive, Happiness Lane, Silver Streak Drive, Clough Lane, Clermont Lane, McGuffey Lane, Blainfield Court, Traction Lane, Scottwood Drive, Creekstone Drive, Rumpke Road, Fisher Street, White Street, Brookfield Court, Hillview Drive, Chestnut Creek Drive, Locust Grove Court, Charwood Drive, and Wellington Drive. These improvements included full-depth asphalt base repairs, drainage, and curb repairs. These necessary repairs were made in areas where the base was beginning to fail under the road, and where areas of curbs needed replacement.



Snow and Ice Operations



A major role for the Service Department is snow and ice operations. The department is responsible for keeping 131 center lane miles of roadways clear and safe for the traveling public. In 2020, it was necessary to treat the township roads a total of six times. Each time the roads are treated for icy conditions, the usage of salt is approximately 80 tons. Approximately 500 tons of salt and more than 2,000 gallons of brine were applied to township roadways.

In addition to the roads, the Service Department takes care of all township-owned facilities as part of the snow and ice removal program. These facilities include the Civic Center's parking areas with the adjacent Park-and-Ride, the Police Department, all five fire stations, all four township parks, Mount Moriah Cemetery, and the Eastgate Professional Office Park at 4357 Ferguson Drive. The salt used to treat the township roads is stored in a salt storage dome located at Clepper Park. This structure holds approximately 1,800 tons of salt.

PARKS, BUILDINGS AND GROUNDS

The Parks, Buildings and Grounds Division of the Service Department is responsible for the maintenance, repair, and beautification of the township's four parks, buildings, township gateway areas, and the landscaping along Ivy Pointe Boulevard. The Parks Division also plays a key role in many township events such as concerts, Police Night Out, etc. The primary role of the division is the day-to-day operations of Veterans Memorial Park, Clepper Park, Mt Carmel Park, and Ivy Pointe Park.



Veterans Memorial Park

Veterans Memorial Park remains one of the most popular gathering places in Union Township. With a wide range of amenities, the park is the perfect setting for numerous events throughout the year. The 25-acre park offers all types of recreational facilities, including tennis courts, basketball courts, soccer fields, baseball diamonds, sand volleyball courts, and corn hole. A walking track, playground, fitness trail, and fishing pond add to the appeal of the park. Families and groups can enjoy sheltered and unsheltered picnic areas with grills. These shelters can be reserved by residents and not-for-profit organizations at no charge. In 2020, 137 shelter reservation requests were filled at Veterans Park.

SERVICE DEPARTMENT



Some of the many organizations that take advantage of the sports facilities are teams from the Southeast Cincinnati Soccer Association and select soccer teams, and both boys' and girls' knothole baseball teams. Many other organizations take advantage of the park, such as the Eastgate Community Church and Clermont County Senior Services.

Many local and county events are celebrated at Veterans Memorial Park and the Service Department's Parks Division keeps up with these events by making sure that all aspects of the park are operated and maintained in such a manner that our residents can be proud of.

Day-to-day maintenance includes mowing and trimming the soccer fields, baseball fields and play areas, trash removal, keeping the restroom facilities clean and in working order, dragging the baseball fields, repairing and replacing playground equipment, and pruning and mulching the landscaped areas.

Every year an effort is made by the Board of Trustees to enhance our parks. In 2020, improvements were made to the baseball fields at Veterans Park. These improvements included a complete overhaul to the infields to improve drainage and playability. Also, full-depth asphalt base repairs were performed on the parking lot.

Clepper Park

Union Township views its parks as a major attraction, providing both active and passive recreational facilities for all to enjoy, and our 50-acre Clepper Park is no exception.

With entrances from Summerside and Barg Salt Run Roads, the park offers basketball courts, soccer fields, baseball diamonds, a football field, walking track, fishing lake, and an equipped playground area. Sheltered and unsheltered picnic areas with grills and public restrooms complete the full range of facilities found at Clepper Park. All the shelters have picnic tables that are handicap accessible. These shelters can be reserved by residents and not-for-profit organizations at no cost. In 2020, 118 shelter reservation requests were filled.

These amenities are used by many organizations throughout the year. The football field is the home field for the Glen Este Youth Football League. The basketball courts are heavily used daily and many people use the track to walk, jog, and inline skate. The fishing lake is a "catch and release" operation and offers both the experienced and novice anglers a place to test their skills.

The Service Department operates and maintains Clepper Park, including repairing and replacing existing playground equipment, installing new benches and trash containers, dragging the baseball fields, mowing and trimming the soccer and football fields and play areas, trash removal, maintenance of the restroom facilities, and pruning and mulching the landscaped areas.

In 2020, the improvements that were made to Clepper Park included the baseball field renovations. These improvements included a complete overhaul to the infields to improve drainage, and playability. A large area of overgrowth was cleared and drainage was installed to form more usable space in the park. The public restrooms were renovated, including the installation of new sinks, toilets and fixtures, and a fresh coat of paint was applied to each restroom.



SERVICE DEPARTMENT

Mt. Carmel Park

Mt. Carmel Park is the township's smallest park, often being referred to as a "pocket park." It is a neighborhood park to serve the Mt. Carmel area. Mt. Carmel Park is a beautiful green space located at Dameron Lane and Ravenwood Court. This neighborhood park includes a completely equipped playground area with several benches throughout.



Ivy Pointe Park



Ivy Pointe Park is the township's newest park. This park is located on Ivy Pointe Boulevard. It is a pet-friendly park situated on just over eight acres. Ivy Pointe Park is graced with two beautiful gazebos, a paved walking trail, a pond, and a restroom facility. This park is unique in the sense that as the surrounding business district grows, the walking path from the park will eventually encompass the entire business district. The Service Department is very excited about the future development of this incredible green space.

FLEET MAINTENANCE

The Union Township Service Department employs one full time mechanic who is both ASE and EVT certified. The Fleet Maintenance Division maintains all Service, Police, and Administration vehicles. All requests for service are processed through the Fleet Maintenance Division's newly enhanced unified work order system.

The Fleet Maintenance Division filled 337 requests for service in 2020. These requests ranged anywhere from routine maintenance to major repairs. The Fleet Maintenance Division also plays a key role in maintaining the department's snow and ice control equipment.

MT. MORIAH CEMETERY



Mission Statement

To operate and maintain an historic burial ground in a park-like setting, with a commitment to preserve and honor the heritage of past generations, to serve and respect the needs of the present generation, and to provide a legacy for future generations.

SERVICE DEPARTMENT

In keeping with the mission statement of Mt. Moriah Cemetery, several major projects were completed in 2020. A major project was the ongoing restoration of the oldest markers in the cemetery. In 2019, the cemetery received a grant from the Ohio Department of Commerce to continue the monument restoration project in the year 2020. A total of 45 markers dating back to 1813 were removed, completely realigned in a row, and reinstalled. All the reinstalled markers were cleaned with a bio-degradable agent using non-abrasive equipment. In addition, approximately 18 monuments in other sections of the cemetery were restored. Some larger monuments had completely toppled off their bases. Several monuments had failing foundations. The old foundations were completely removed, new foundations were poured, and the monuments reset and resealed. This restoration project is in keeping with the cemetery's mission statement "To operate and maintain an historic burial ground in a park-like setting, with a commitment to preserve and honor the heritage of past generations."



Mt. Moriah Cemetery not only recognizes the importance of the restoration of the markers, but the preservation of the history that goes along with those buried here.

The cemetery implemented a project to download photos of every marker in the cemetery to the cemetery's website. The photos will help immensely in several ways. A family who is looking for their loved one can use the cemetery app which features an interactive memorial page of their loved one, including a photo of their marker. Not only does the app include GPS navigation to each grave, but by showing a photo of the marker, it will help in locating their loved one. In addition, when monument companies contact the cemetery office to see if a death date will need to be engraved, the photo will provide that information. Also, the photos of the markers will be a useful tool in the event that a marker is damaged. The damaged marker can be compared to the photo of the undamaged marker for necessary repairs or replacement.

A significant project in the cemetery was the replacement of old fencing. Approximately 1,900 feet of fence were replaced on the property line shared with Loda Drive. The fence was an addition to the new fence installed in 2019 in Section 2-S, and continued to the end of Section 3. The galvanized chain link fence is durable and aesthetically enhances that section of the cemetery.

In 2020, five new benches were installed throughout the cemetery. The grey granite benches were installed in front of the cemetery chapel, by the white gazebo in Section 13, and along the fence line in Section 13. These new benches will provide a place for families to rest and reflect while visiting their loved ones.

Portions of the roadway throughout the cemetery were repaved as part of the Service Department Annual Road Resurfacing Program. Full-depth asphalt base repairs were performed on 158 square yards of roadway. These repairs were mainly on the circle drive around the white gazebo in Section 13.

Mt. Moriah Cemetery recognizes a commitment to the public for the removal of hazardous trees throughout the cemetery, and the ongoing tree removal and planting project continued in 2020. Five hazardous or dead trees were removed and 13 new trees planted on the cemetery grounds. Twelve arborvitae trees were planted behind the white gazebo in Section 13, and one magnolia tree was planted in Section 5. These new trees will add to the variety of species of trees growing throughout the cemetery.

SERVICE DEPARTMENT

Many ongoing programs were continued, benefiting the overall appearance of the cemetery grounds. These programs included the planting of spring bulbs, annual flowers and rose bushes, fertilizing the grounds, mulching the landscaped areas, removing dead trees and unsightly bushes, planting new trees, and trimming the tree limbs. All these programs were performed to maintain the high standard that visitors to Mt. Moriah Cemetery have come to expect..

All these projects and events did not detract from the main business of the cemetery. In 2020, the cemetery staff prepared 239 burial sites, sold 212 new gravesites, and poured 150 monument foundations. In addition, 16 families used the Cremation Scattering Garden, and 38 columbarium niches were sold.

Mt. Moriah Cemetery is proud to be in good standing with two prestigious organizations, the International Cemetery, Cremation and Funeral Association and the Ohio Cemetery Association.

Recognizing that Mt. Moriah Cemetery is a place of serenity as well as history, the Board of Trustees implemented all improvements with a focus on providing a proper and dignified setting for both those who are buried at the cemetery and those who are paying their respects.



COMMUNITY SERVICE OUTREACH

As part of our community service outreach, the Union Township trustees sponsor Junk Collection Days twice a year, once in April and once in October. Normally, spring Junk Collection Days are held over a six day period, including a Saturday, while the fall Junk Collection Days are traditionally held over a three day period, also including a Saturday. In 2020, the spring Junk Days were cancelled due to the pandemic, but the Board of Trustees extended the fall Junk Days to include a full week. This community service provides an opportunity for the residents of Union Township to dispose of unwanted items in an environmentally sound manner. In 2020, unwanted items included 106 refrigerators, with 16 garbage trucks and 38 30-yard dumpsters filled with furniture, clothes, bicycles, electronic equipment, and lawn equipment.



As in all other years, the Union Township trustees continued to sponsor a Tree and Brush Voucher program. This program allows any township resident to drop off unwanted tree and brush debris at Bzak Landscaping free of charge. Any township resident can receive as many Tree and Brush vouchers as they need. In 2020, the Service Department issued 336 Tree and Brush vouchers.

SERVICE DEPARTMENT

Each January, the township offers free Christmas tree disposal services. Township residents can drop off their Christmas trees at the Service Department complex, located behind the Union Township Police Department, where the trees are chipped and used for mulch. In 2020, 122 Christmas trees were dropped off, and recycled.

EDUCATION AND TRAINING

Education and training are always major themes in the Service Department. In 2020, the pandemic made it challenging to travel for in-person training, but the Service Department continued to place an emphasis on education and training. Most of the education and training completed this year for department staff was done in-house by our own supervisors. Staff members completed the following training this year:

- Personal Protective Equipment training
- Ethics departmental training.
- Ergonomics training.
- Mission, Vision and Values departmental training.
- Commercial Pesticide Applicators license training
- Loader operators' training for winter operations

IN CONCLUSION

There is no question that 2020 presented challenges that we have not faced in the past, but the Service Department met every challenge, and found a way to continue to move forward. Our department has faithfully pursued excellence through continuous improvement of our operations.

From repairing township roads to the maintenance and upkeep of Mount Moriah Cemetery and the various responsibilities in between, the Service Department is proud to be the caretaker of this growing and diverse community.

Looking ahead to 2021, our goals remain the same. First, we will live up to our motto, *“Around here we don’t look backward. We keep moving forward, opening up new doors and doing new things.”*

Secondly, we will continue to strive toward our ultimate goal of becoming the most effective and efficient public works department in the nation.

UNION TOWNSHIP TELEVISION

2020 marked the 15th year that UTTV has been on the air in Union Township. Despite the facility being closed to the public for three quarters of the year because of the pandemic, local producer participation continued, and regular users continued to provide us with consistent programming. This was made possible due to a new uploading program instituted in 2018, whereby producers who didn't need to come in to borrow equipment could upload their programs directly to UTTV's system. That process remained steady in 2020.

Prior to the pandemic, local chef Rita Heikenfeld's cooking show continued its monthly tapings, and recovery coaches from the Clermont County Recovery came in to live-stream their program, *Get Clean Now*.

An important function of the department is taping township meetings, to include the Board of Trustees, Zoning Commission and Board of Zoning Appeals, as well as the West Clermont Local School District meetings, and airing them on UTTV, as well as ensuring they are uploaded to the township website. Because of restrictions at Township Hall, the venue for these meetings, UTTV worked with IT to establish a YouTube channel to live-stream meetings.

Until restrictions were put in place, UTTV continued to produce *You're On Fire*, a popular video that features firefighters presenting awards to students at Clough Pike Elementary School for academic achievement, and also produced *A Day in The Life* and another video for the Fire Department. Prior to Election Day, UTTV taped a series of PSAs for both the Fire and Police departments.

In dealing with the media and township and county residents and businesses throughout the year, UTTV considers itself a partner with the township's other departments in presenting an efficient, resourceful and helpful face of the township to our customers. We look forward to resuming the production of creative programming and presenting the many township annual events in 2021.

INFORMATION TECHNOLOGY

The Information Technology Department is charged with establishing, monitoring and maintaining Information Technology systems and services for the township's administration and internal departments. IT is responsible for services related to software, hardware, databases, web resources, networks, and enterprise systems.

Due to the coronavirus pandemic, IT had to deploy mobile devices to the township's administrative staff to allow them to work from home. In an effort to enhance security on the mobile devices, they were outfitted with up-to-date virus protection as well as multi-factor authentication. Also, in order to adhere to social distancing practices with township meetings, IT, with the help of UTTV, implemented a live stream service through YouTube. As of now, all Board of Trustees, Board of Zoning Appeals, and Zoning Commission meetings are all live-streamed on YouTube.

IT also made some connection changes in the data center which helped to improve the flow of the township's network as well as reduce the township's monthly costs.

In addition to major upgrade projects, day-to-day technical support is imperative to the smooth operation of each of the township departments. In 2020, IT opened 450 incident reports, resolving all but five of them.

