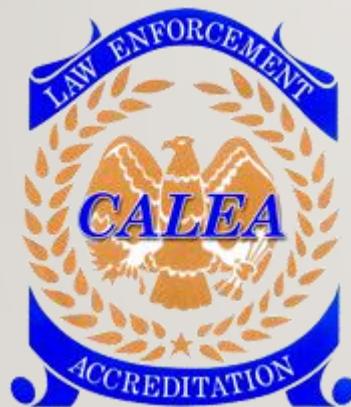


UNION TOWNSHIP COMMUNICATIONS

Pride, Progress, Professionalism



UNION TOWNSHIP COMMUNICATIONS

- Safety / Service / Uniquely Union Township
- Safety
 - Started in 1983
 - All Operators are Union Township Employees accountable to the Board of Trustees
 - Communications Division is a subsection of the Police Department
 - Live Dispatch for all calls
 - Primary Back-Up Facility for Clermont County Communications (Vice-Versa)
 - Police Officers, Fire Officers, Public Works Employees and Communications' Operators all know each other
 - Residents are encouraged to call Communications Center with any issue

UNION TOWNSHIP COMMUNICATIONS

- Safety / Service / Uniquely Union Township
- Safety
 - Continuous training for Dispatchers and Safety Service Employees
 - Ability to adapt to any situation
 - Special Events coordination
 - VIP Planning
 - Funerals
 - Parades
 - School Functions

UNION TOWNSHIP COMMUNICATIONS

- Safety / Service / Uniquely Union Township
- Service
 - Modern “State of the Art” Communication Operation
 - “Rapid SOS Software”
 - Able to triangulate cell calls (Kyle Plush)
 - “Call Works” Software
 - Cross trained employees
 - Records Management
 - Upgraded Hardware
 - Tablets in Cruisers and Fire Vehicles
 - New Call Stations in Dispatch

UNION TOWNSHIP COMMUNICATIONS

- Safety / Service / Uniquely Union Township
- Uniquely Union Township
 - Communications Operators attend Roll-Call
 - Valuable Topical Information
 - Areas of Police Concentration
 - Current Events
 - Residents / Customers know who answers calls
 - Communications Operators can direct customers to a specific person and place
 - Accident reports
 - Offense reports
 - Public Works Complaints
 - Potholes
 - Debris in roadway
 - Snow/Ice

UNION TOWNSHIP COMMUNICATIONS EMPLOYEES...

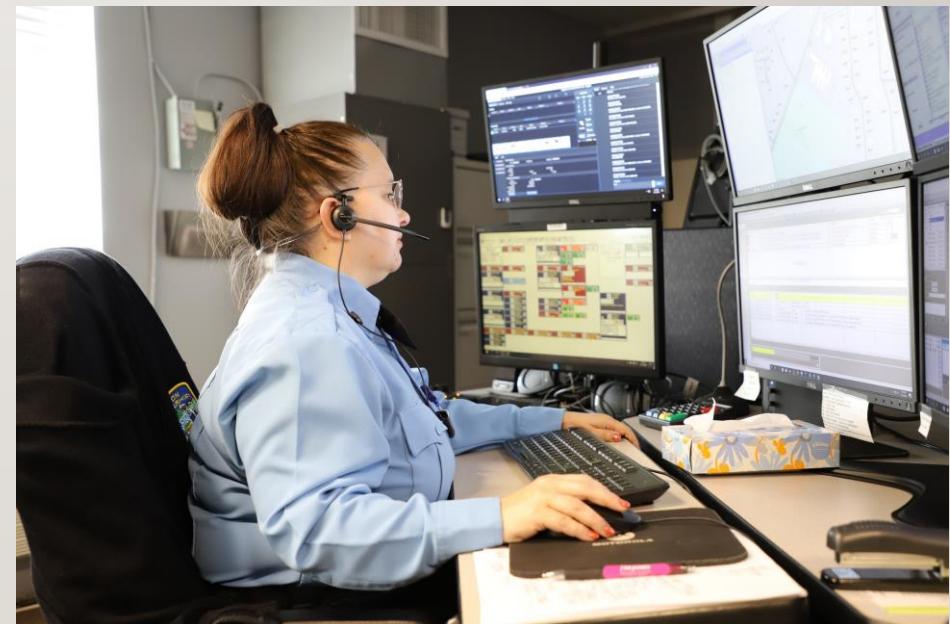
- 13 Full-time Communications Specialists
 - Dispatch Police/Fire/EMS/Public Works/Community Events
 - All cross trained in Records Management Functions
- Four-time CALEA Accredited Communications Center with Excellence
- Mandated monthly training
- No employee turnover between 2015 and 2020

UNION TOWNSHIP COMMUNICATIONS EMPLOYEES...

- Supervised by Union Township Police Department
 - Communications Leadership of Officer Grammel
 - CALEA Assessor since 2014
 - APCO Certified Instructor and Registered Public Leader (RPL)
 - Enrolled in the Certified Law Enforcement Executive Program (CLEE)
 - Dispatchers are intimately connected, and knowledgeable of the community

UNION TOWNSHIP COMMUNICATIONS EMPLOYEES...

- Staffing Levels are no less than 2 on duty at all times
- Dispatched on average 55,163 calls for service a year for the last 10 years (Excluding 2020).
 - 2020 COVID numbers reduced to 38,981
- Over 30 hours of annual training.
- All employees are APCO (Association of Public-Safety Communications Officials) trained



CLERMONT COUNTY COMMUNICATIONS

- Migrated to new Dispatch Software System in 2018
- Upgraded Towers in 2019 and 2020
- In 2019, Clermont County dispatched 58,000 non-Sheriff Office calls.
 - 2020 Clermont County dispatched 49,208 non-Sheriff Office calls.
- County is not CALEA certified, and does not meet Union Township reporting standards.
- Utilizes Locution Dispatch for Fire/EMS
 - Automated Dispatch
 - No live interaction necessary

CLERMONT COUNTY COMMUNICATIONS

- County reports that additional personnel costs to Dispatch Union Township will be \$ 738,000 annually (Addition of at least 9 employees) (Information from J. Kiskaden Supervisor)
- County may charge flat fee to Union Township
 - 2018 fee was at least \$600,000 (Based upon Information from J. Kiskaden)
 - Not based upon calls per year but additional costs to County
 - 2022 fee could be the full \$738,000
- Controlled by Clermont County Commissioners

THE COSTS (UNION TOWNSHIP CURRENT)

- 2022 Cost Estimate

| | |
|--|--------------|
| • Personnel | \$ 1,410,500 |
| • CAD/Records Management Software | \$ 37,000 |
| • APCO /Intellicomm / Training | \$ 5,000 |
| • General Maintenance Contracts/ LEADS | \$ 15,000 |
| • Call Works 911 Software | \$ 26,400 |
| • Axon Body Camera Software | \$ 49,000 |
| • 911 Call Funds from Cell Phone Surcharge | \$ (129,000) |
| • TOTAL | \$ 1,413,900 |

THE COSTS (MIGRATE TO CLERMONT COUNTY)

- Cost Estimate (Annually)

| | |
|---|---------------------------|
| • Dispatch Costs (Assumes 51,500 CFS UT & 2020 Typical Other Agency Calls, without “Airtime Component”) | \$ 648,773 to \$ 738,000 |
| • Records Management Employees (6) @ (\$108,500 each) | \$ 651,000 |
| • Continue to answer non-emergency calls 6 am to 10 pm | |
| • Manage Body Camera and records requests | |
| • Process Auto Accident and Offense reports | |
| • Process Court Documents | |
| • Process Court Notices for Officers & Supervisors | |
| • Process CALEA records | |
| • Records Management Software | \$ 25,000 |
| • LEADS Contract | \$ 7,200 |
| • Axon Body Camera Software | \$ 49,000 |
| • TOTAL | \$ 1,380,973 to 1,470,200 |
| • Capital Investment for MDT (Not included in Annual Cost) | \$ 360,000 |

OTHER CONSIDERATIONS

- Effect on Accreditation standards and ISO rating.
 - Clermont County is not accredited.
- Cost to upgrade Mobile Data Terminals (MDT) (\$5,000 per vehicle :(\$ 360,000 : 72 Vehicles))
 - Useful life of 5 years
- Fire Dispatch will be through MDT exclusively (Silent unless additional Personnel are hired)
- Loss of State 9-1-1 funding.
- Still paying for a records management system, and phone software
- Still require records clerks and dispatchers to answer non-emergency calls.
 - Estimated 6 or 7 positions to maintain phones and records.
 - Body camera records maintenance.

CONCLUSION

- Union Township currently has a “State of the Art” Communications Operation
 - Accountable to the Board of Trustees
 - Supervised by Trained Police Personnel
 - Internationally Accredited
 - Well Trained Employees
 - Focus on Safety and Service