

# UNION TOWNSHIP COMMUNICATIONS

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Pride, Progress, Professionalism



# UNION TOWNSHIP COMMUNICATIONS

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- 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

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- 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

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- 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

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- 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...

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- 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...

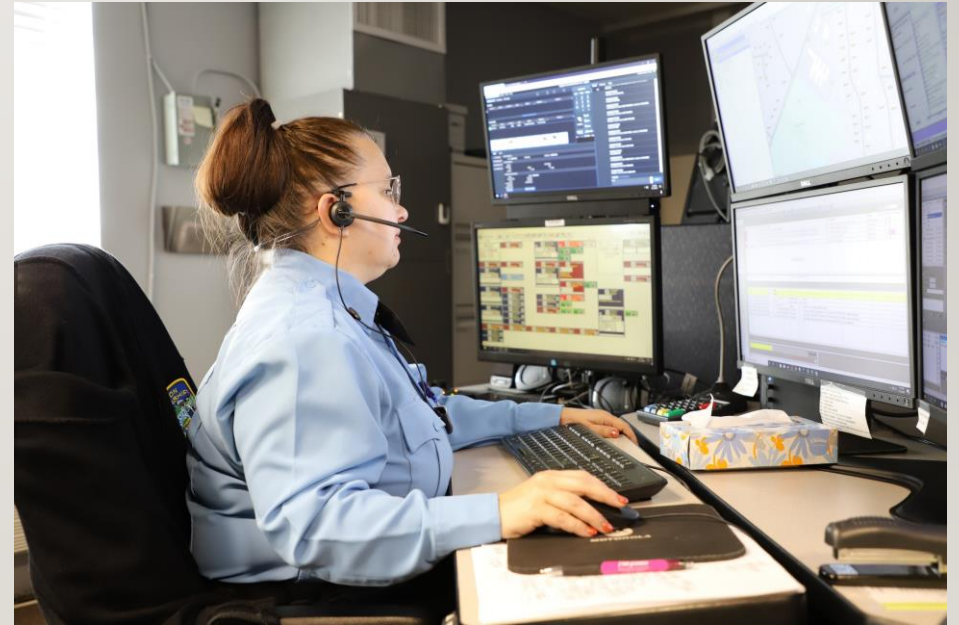
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- Supervised by Union Township Police Department
  - Communications Leadership of Officer Grammel
    - CALEA Assessor since 2014
    - APCO Certified Instructor and Registered Public Leader (RPL)
    - Enrolled in the Certified Law Enforcement Executive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

# UNION TOWNSHIP COMMUNICATIONS EMPLOYEES...

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- 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

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- 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

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- 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)

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- 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)

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• 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

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- 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

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- 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