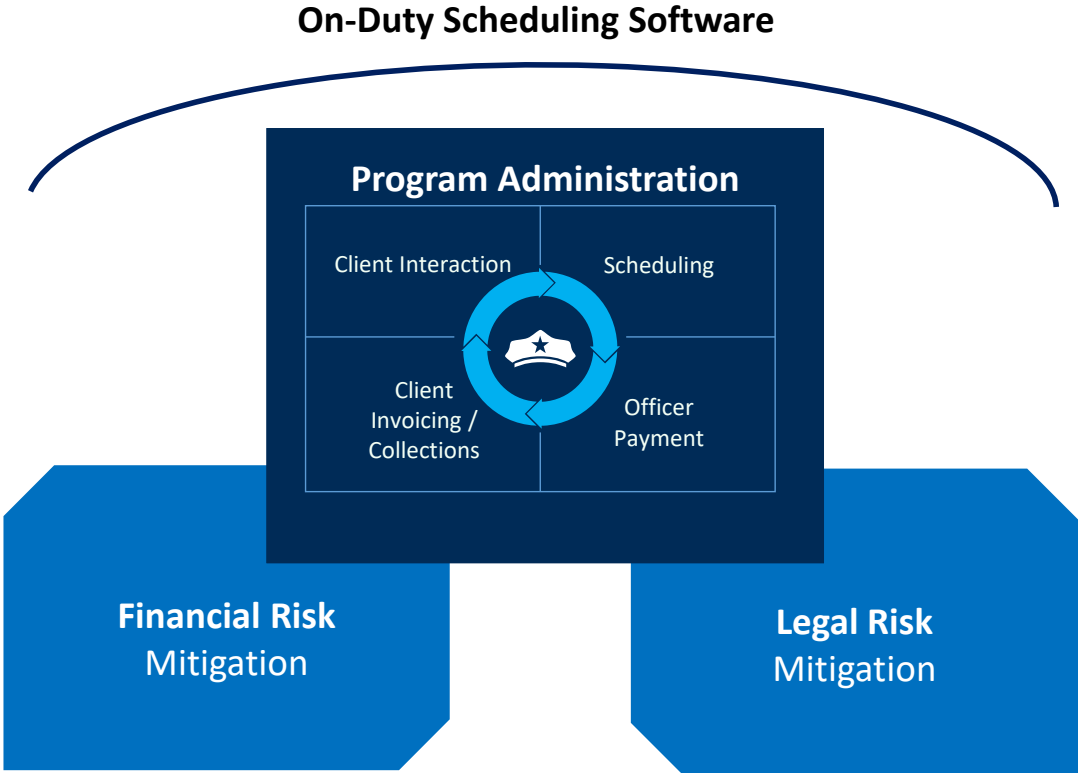




**INTRODUCTORY PRESENTATION**

# What We Do

Extra Duty Solutions administers extra-duty programs for law enforcement agencies. We handle the administrative burden and mitigate the risk associated with such programs.



# Program Administration

## Overview and Components

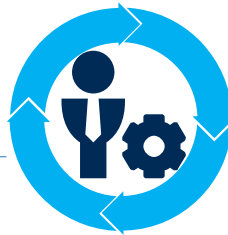


### Client Interaction

- 24/7/365 customer inquiry response via dedicated account teams
  - Rates/rules
  - Information required for scheduling
- New client onboarding
  - COI collection
  - Terms and conditions agreement
- Customer portal
- Ensure all details fit agency rules
- Two-way feedback loop

### Client Invoicing/Collections

- Our problem
- Questions/disputes handled through EDS
- EDS finances payroll float/accepts credit risk



### Scheduling

- Detail view/sign up without scheduling conflicts for officers in app and portal
- Department rules govern assignment protocols/never deviated from
- Checks/balances: confirmation emails with maps embedded, check-in calls, reminder emails, etc.
- Fully compatible with internal coordinator roles
- Highly customizable officer experience (i.e., pay or comp time, miles driven, etc.)

### Officer Payment

- Directly from EDS or through City payroll
- IRS-required tax forms if through EDS
- Payment options:
  - Same schedule as on-duty pay; or
  - Counter to on-duty weeks, weekly, etc.
- City admin/cruiser fees paid on same schedule

# Program Administration

Initial Set Up and Knowledge Transfer



## We learn from you...

- Rates and rate rules (i.e., differences by time of week, title, type of detail, etc.)
- If there are any detail types or prior customers that are off limits
- Which officers can work which detail types
- Cancellation, detail transfer, “split-job,” and other day-to-day policies
- Monetary flow matters:
  - flow path from customers to officers
  - timing of officer payments
  - client non-payment escalation process (if applicable)
- Go-forward reporting/touch-base plan
- Specific client information EDS should be aware of
- Who the agency liaison will be
- Disciplinary actions EDS needs to report on

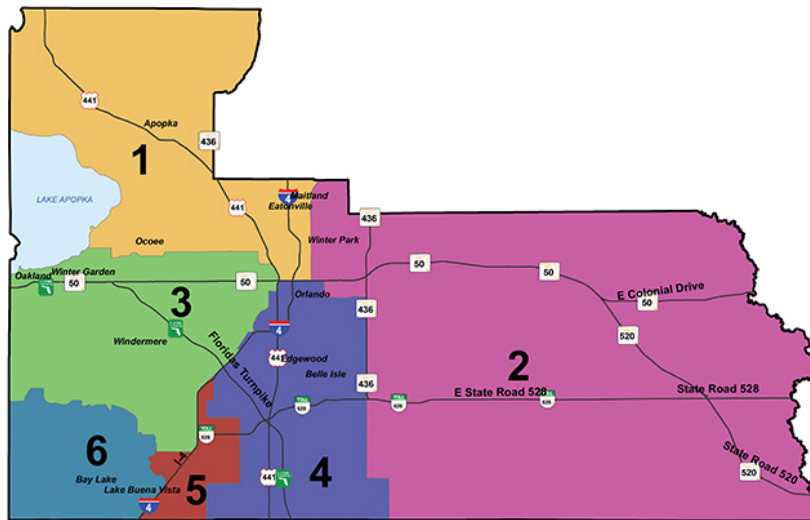


## We customize our process to accommodate...

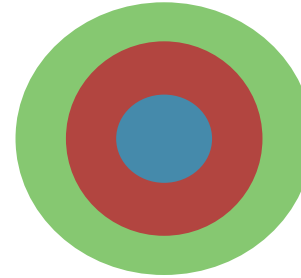
- Create a “landing page” for your agency for EDS operations staff; assign specific account reps to the agency.
- Incorporate the rates, rate rules, scheduling rules, specific client information and any other pertinent information into our infrastructure.
- Incorporate scheduling rules into the scheduling software/process. Capture officers’ phone/email information for scheduling and confirmations.
- Set up payroll processing and/or link into agency’s current payroll system.
- Create reporting cycle; finalize report content/specifics with agency leadership.
- Run side-by-side tests and plan rollover of any aspects of agency’s current processes that must be run parallel initially.

# Program Administration

Customization Example 1: District Detail Fills



## Filling Details by District



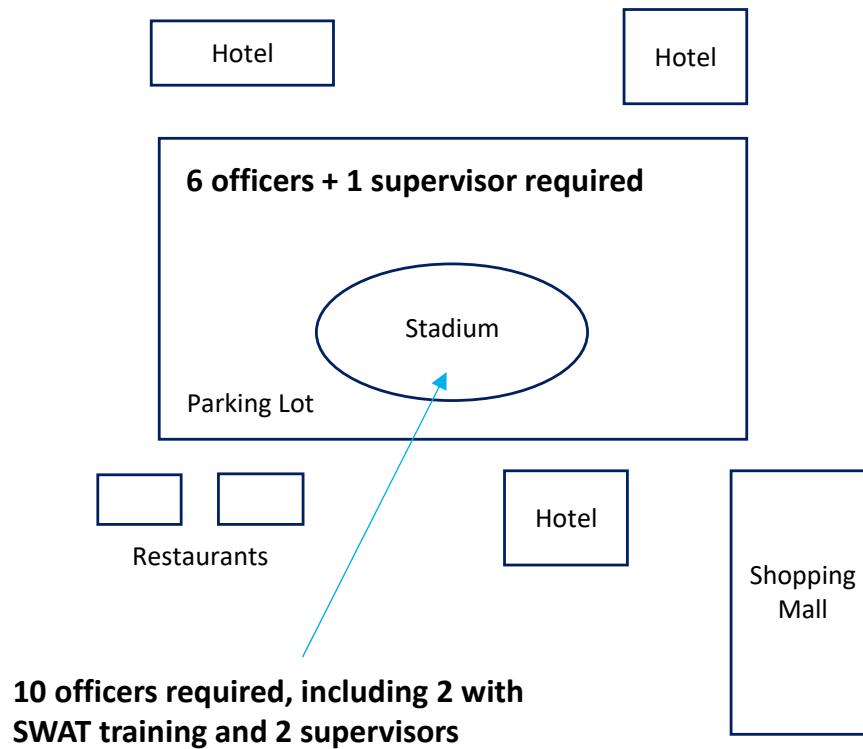
Details can first be offered to officers in the “home” district, followed by the “next” neighboring district, etc.

District fills can be overlaid with rank, specific certifications, etc.

A detail could be open to sector 6 command SROs, followed by sector 5 command SROs, followed by sector 3 command SROs, followed by sector 6 command non-SROs, etc.

# Program Administration

Customization Example 2: X-Vendor Event Fills



## Event Designations

Repeating events that generate detail needs from multiple proximate vendors and require various skill sets to properly staff (e.g. K9 certification, SWAT, etc.) can be “ring-fenced” and saved. The next event can then be refined and populated from the prior event’s template.

# Program Administration

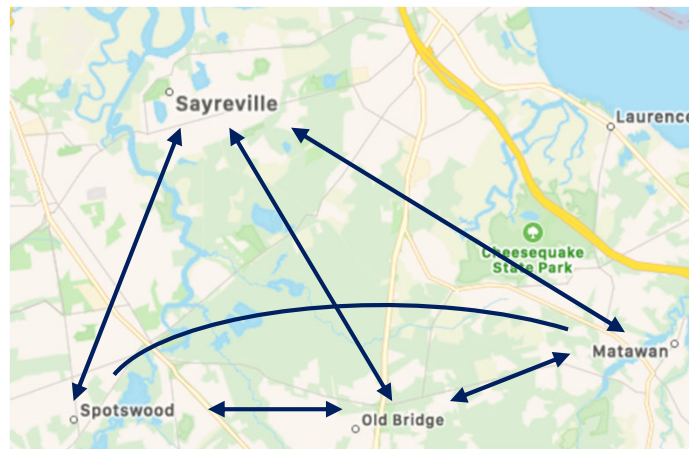
Customization Example 3: Overflow Detail Handing

## Outgoing Overflow

Sayreville has more details than they can fill:

Neighboring agency or EDS posts openings for the overflow in a neighboring agency.

Officers work details; EDS pays neighboring agency and invoices the vendor.



## Incoming Overflow

Spotswood has more details than they can fill:

They call the EDS Sayreville account team and request officers.

EDS posts the details, officers work, EDS pays the officers and invoice the appropriate vendor.

# Program Administration

Customization Example 4: Portal and Invoice Customization

## Check In

Your job on Thursday, September 3 for CCG at Elm St Bridge starts at 0730

I did not work this job

TIME:

7:30

Please provide information on any vehicles used

Cruiser #   
 Starting Mileage

Boat #   
 Starting Engine Hours

Tow Truck #   
 Starting Mileage

Private Vehicle #   
 Starting Mileage

Change Time if needed and Click below

NOTE:

CHECK IN

This agency utilizes boats, tow trucks and private vehicles, in addition to cruisers.

EDS customized the officer portal and made the engine hour information and costs flow through to the vendor invoice for transparency.

Other customizations have included:

- using multiple rotation lists in a different order, depending on the day within the detail award process.
- enabling officers to limit the total number of details they are awarded in a given time period.
- enabling “auto-splits” for details over 8 hours.
- creating unique reports that are auto-emailed to a preset mailing list.



# Risk Mitigation

## Financial

- ✓ EDS absorbs the payroll **Float**: EDS pays officer/City and collects from customers.
  - No waiting
  - No cost or budgeting issues
  - No pursuing customers to pay
- ✓ EDS accepts **Credit Risk**
  - EDS accepts loss if client doesn't pay
  - Officers/City are paid/remitted, regardless of collections timing
- ✓ If EDS makes a mistake, we pay.

## Legal

- ✓ Liability insurance and additional umbrella protection. Workers' compensation insurance, if needed.
  - Waiver of subrogation included
  - EDS insurance is primary, regardless of payment method
- ✓ Customized insurance focused on extra duty:
  - Damage to premises, assault and battery, automobile, network security data and privacy breach, theft and crime/cybercrime coverage.

## Indemnification

- ✓ No conflict of interest; EDS represents the agency's best interest, not the vendor's

# Reporting, Feedback & Maintenance

A variety of reports are available to officers and agency leadership. Reports can be accessed and/or created online as needed, or pre-selected reports can be emailed to individuals on an ongoing basis (i.e., weekly/monthly report collections).

## Report Examples

- ✓ Pending details
- ✓ Canceled details
- ✓ Detail history by:
  - Client
  - Date range
  - Detail type
  - Etc...
- ✓ Invoices by:
  - Client/date, etc.
  - Closed/open
  - Delinquent
  - Aging/time to pay
- ✓ Detail schedule filtered/sorted varied ways
- ✓ Officer, individual or group:
  - Upcoming schedule
  - History
  - No show
  - Revenue
  - Detail type hours/ revenue
- ✓ Additionally, custom reports can easily be created and auto generated

# Summary

- ✓ Heavy experience with complex programs:
  - Road-job intensive programs
  - Cross agency job fills
  - Regions within agency
  - More rates than officers
  - Vendor onboarding requirements
  - Engagement with internal coordinators + City permitting
  - Multi-vendor recurring events
  - OPRA information requests
- ✓ Account management sophistication:
  - Dedicated account team (bilingual if needed; agency veto power)
    - No night/weekend outsourcing
  - Vendor portals 24/7
  - One team; not a call center
  - Account teams split across 2 of 4 operating centers with disaster preparedness/recovery safeguards
  - Fully functional with internal coordinator roles
- ✓ Highly customizable officer software and payroll cadences
- ✓ On-duty software real-time integration:
  - preclude “double dipping”
  - enforce “total hours worked” rules
  - one look/feel; ease of use
  - one app for both on duty and extra duty
- ✓ No conflict of interest; we are an agent of your agency only – we are not an agent of your vendors
- ✓ No allegations of unfairness
- ✓ Customized liability insurance; workers’ compensation insurance provided if needed, at cost, with no vendor indemnifications
- ✓ No cost to agency; you manage, EDS administrators
- ✓ Certain detail types can be handled without cost

# Appendix



Pgs. 13 - 14

On-Duty Software

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Pgs. 14 - 20

Program Administration

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Pg. 21

Program Cost Example

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Pgs. 22 - 23

Engagement Workflow

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Pg. 24

Company Background

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Pg. 25

Contact Information

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# On-Duty Scheduling Software

## Features and Benefits

**Personalized Communication and Notifications** - Choose how you want to receive updates, by email, text, or phone. Access to a summary display log that provides a list of all the notifications “On Duty” sent.

**Available Overtime On Demand** - Lets your officers know when there are available overtime shifts that they can request to work.

**Request History** - Review previously submitted requests for schedule changes, such as requests for time off, shift swaps, or credit for overtime worked.

**Time Balances** - In one click, instantly view a display of your current available benefit time and accumulated overtime. One more click shows a detailed transaction history, allowing you to verify that your time has been properly charged.

**Views at Glance** - Easily select custom views for your daily and monthly schedule that includes color-coded calendars that show which days your officers are scheduled to work or have off.

**Timecards & Automatic Schedule Updates** - View the number of hours worked or used benefit time during a pay period to ensure that your time has been accurately recorded for payroll. On Duty updates timecards automatically when an officer’s schedule changes.

# On-Duty Scheduling Software

## Features and Benefits

**Full Roster Schedule Views** - See who's working and when. Helpful when planning shift swaps with fellow staff.

**Request Schedule Changes** - Submit time-off requests, overtime requests, or special duty assignments. View pending request statuses in real time and get instant notifications once a request has been approved or denied. Allows multiple time-off codes for a single day or shift.

**Manage Employee Requests** - View and respond to all submitted employee requests.

**Customized Schedule Views for Supervisors** - Access real-time schedules for all the employees that report to you.

**Compliance Management** - On Duty's timecard validation tool reviews each timecard for compliance with your agency's policies. It also identifies issues such as under-reporting of time, use of benefit time not available in the employee's time bank, or use of restricted codes.

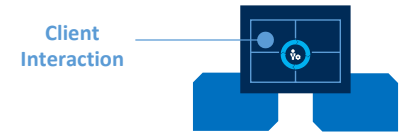
**Training Tracker** - Track training and certification expirations.

**Staffing Levels** - Track hourly minimum staffing levels.

**Shift Bidding** - A highly flexible module enabling officers to bid for active-duty shifts on an as-needed basis.

# Program Administration

Day to Day: Client Interaction



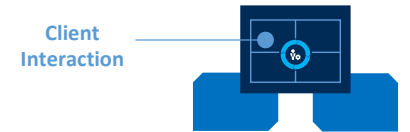
## Pre-Detail Phone or Web-Based Interaction

- Client calls or emails to initiate a detail request
- The agency's dedicated account team fields the request. Each agency has at least one primary and one secondary (backup) account rep. EDS does not utilize a random call center approach.
- Call coverage is 24/7/365, with pooled account team members working during the off hours. 94% of calls are answered by the end of the second ring.
- Account teams have all rates/rules/local map, if needed, and client history, all on screen before each call is answered.
- Repeat client details (e.g., same thing as last month...) can be auto-populated, making for very efficient client calls or emails.
- "Gray area" requests are escalated to designated agency liaison as needed or via batch mode for guidance.
- Recurring customers can set up an online account within which they can submit web-based detail requests.
- Requests are reviewed and handled by account team.



# Program Administration

Day to Day: Client Interaction



## Post-Detail Interaction

- Customers can provide EDS with feedback on any aspect of a completed detail. Additionally, EDS proactively solicits feedback from new customers or new detail types.
- Any feedback pertaining to any specific officers is communicated to the individual officer and/or agency liaison (in accordance with agency leadership's desires).
- Feedback from the officer(s) or agency is communicated/discussed with the client, as needed and desired.





# Program Administration

Day to Day: Scheduling

Scheduling



## Detail Posting and Sign Up

- EDS account reps enter pertinent information into the scheduling portal: location, date, times, detail expectations, client, etc.
- “Open detail” notification is posted in accordance with agency rules.
- Postings can be viewed upon sign on by individual officer and/or “pushed” to officers via email and/or text (officer’s choice) in the event of last-minute needs.
- Officers sign up according to agency rules (i.e., new details can be offered by tenure, date of last extra-duty engagement, all at once, etc.).
- Officers signing up for details are verified against agency rules (e.g., have not signed up for more than 20 hours of extra-duty work that week, etc.) and informed via email/text of their assignment that contains all pertinent information, including an expandable map.
- Details can be assigned by EDS to officers based on time-slots, if desired.

## Schedule of All Jobs

Start	End	Hours	Rate	Location	Unfilled	Employer	Assigned to	Job Type
<b>3/1/2017 wednesday</b>								
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
<b>3/2/2017 thursday</b>								
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
<b>3/3/2017 friday</b>								
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
1830	2200	3.50	\$32.00	500 Foot Homer		City of Cincinnati	Arias, Brenda	Standard City Overtime
<b>3/4/2017 saturday</b>								
1830	2200	3.50	\$32.00	500 Foot Homer	1	City of Cincinnati		City Overtime
<b>3/5/2017 sunday</b>								
1830	2200	3.50	\$32.00	500 Foot Homer		City of Cincinnati	Shields, Tyler	City Overtime
<b>3/6/2017 monday</b>								
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
<b>3/7/2017 tuesday</b>								

# Program Administration

Day to Day: Scheduling

Scheduling



## Detail Confirmation and Review

- Officers receive reminder email/text prior to detail.
- Officers have ability to sign in/out via computer or phone, confirming detail attendance.
- Department leadership can view real-time online reports of detail prior, present, and future schedules customized by any time period and filtered by client, officer, detail type, etc.

### Employer Job History

Cincinnati Reds										
Division	Date	Job ID	Location	Openings	Filled	Start	End	Inv #	Inv Date	Paid
<Parent Company>	5/05/2016	4,352	1001 North Fourth Street	1		12:00	16:00			
<Parent Company>	5/03/2016	4,351	Great American Ballpark - Gate C	23		18:00	23:00			
<Parent Company>	2/17/2013	2,319	1001 North Fourth Street	4		10:00	14:00			
<Parent Company>	1/14/2011	936	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/13/2011	934	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/12/2011	932	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/11/2011	930	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/10/2011	928	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/09/2011	926	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/08/2011	938	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/07/2011	935	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/06/2011	933	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/05/2011	931	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/04/2011	929	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/03/2011	927	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/02/2011	925	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/01/2011	937	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	11/02/2010	912	1001 North Fourth Street	20		18:30	23:30	31		Yes
<Parent Company>	11/02/2010	913	1001 North Fourth Street	3		18:30	23:30	31		Yes

### Off Duty Cost Estimate

Cincinnati Police Department

Employer:	Cincinnati Reds	From:	5/1/2016	Through:	5/15/2016			
Location	Date	Starts	Ends	Hours	Rate	Openings	Cost	
Great American Ballpark - Gate C	5/3/2016	6:00 PM	11:00 PM	5.00	\$32.00	23	\$3,680.00	
1001 North Fourth Street	5/5/2016	12:00 PM	4:00 PM	4.00	\$38.00	1	\$152.00	
<b>Grand Totals</b>					<b>Sum</b>		<b>Sum</b>	
					<b>9.00</b>		<b>\$3,832.00</b>	

# Program Administration

Day to Day: Officer Payment



- Officers are paid either through the current agency process or directly by EDS
- EDS handles all IRS-related documentation, if applicable



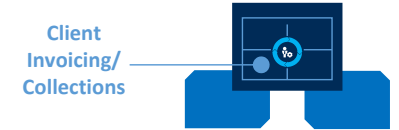
## Statistical Profile of Jobs and Employers

From:	1/1/2016	Through:	5/15/2016
Total Officers:			616
Active Officers:			616
Inactive Officers:			
Active Employers:			16
Permanent Employers:			4
One-Time Employers:			12
Employers Authorized for Vehicle:			3
Permanent Employers with Jobs in Date Range:			1
One-Time Employers with Jobs in Date Range:			6
Vehicle Authorized Jobs in Date Range:			
One-Time Jobs in Date Range:			203
One-Time Hours Worked in Date Range:			354
One-Time Officers Working in Date Range:			43
Permanent Jobs in Date Range:			15
Permanent Hours Worked in Date Range:			21
Permanent Officers Working in Date Range:			3
Total Hours Worked in Date Range:			375
Officer No Shows in Date Range:			
Officer-to-Officer Job Transfers in Date Range:			
Employer Job Cancellations in Date Range:			
Total Paid to Officers In Period:			\$6,752.00
Total Jobs Requested in Date Range:			4
Officers Requesting Jobs in Date Range:			4

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# Program Administration

Day to Day: Client Invoicing and Collections



- Rates are set by agency; customers are invoiced according to agency timing requirements: prior to detail, day of detail, week of, etc., or after completion.
- Customers can be invoiced via hardcopy or PDF email.
- Customers pay EDS which, in turn, pays the agency or officers directly.
- Delinquent customers are not the agency's problem, but EDS will involve agency leadership when appropriate.

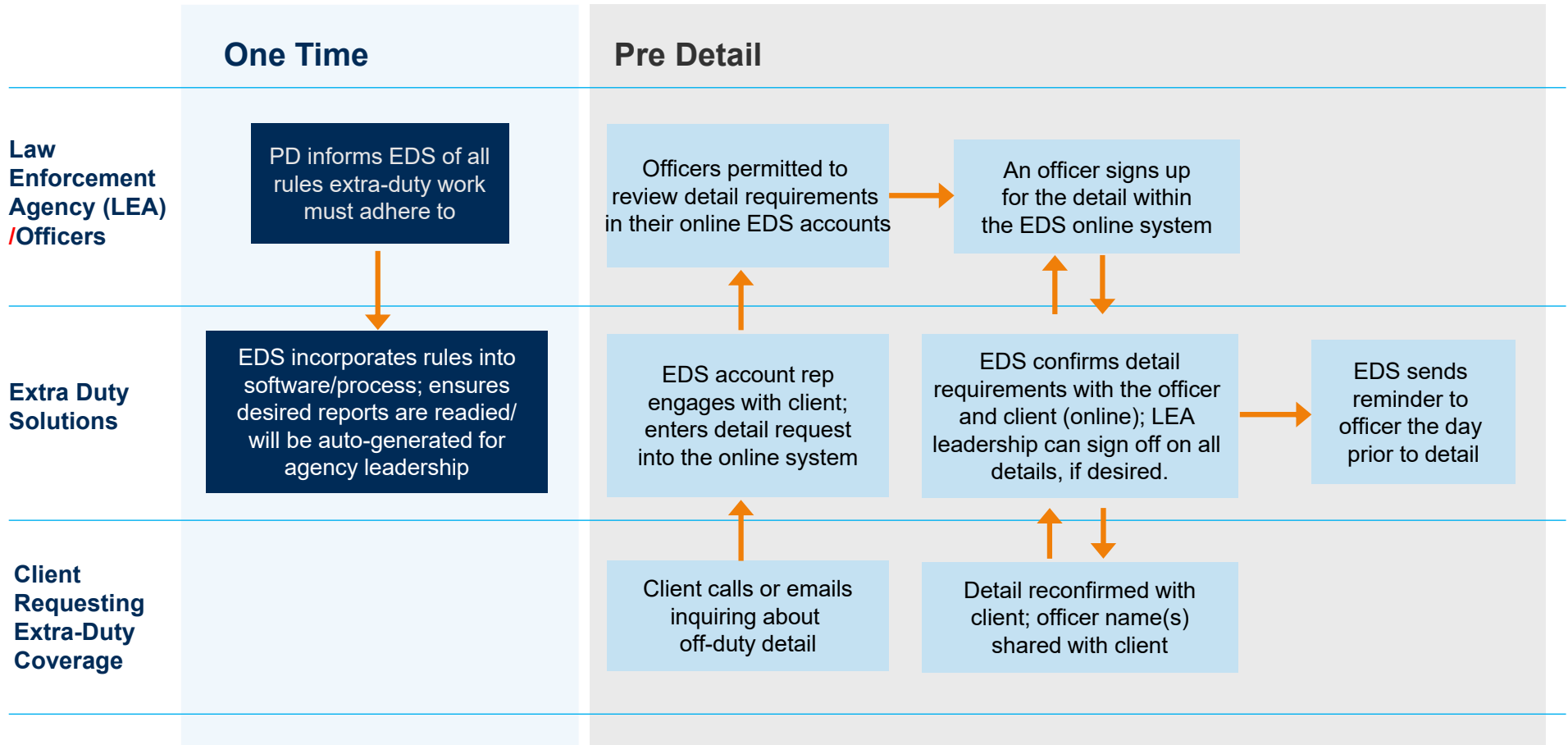


# Cost Savings Example & Potential

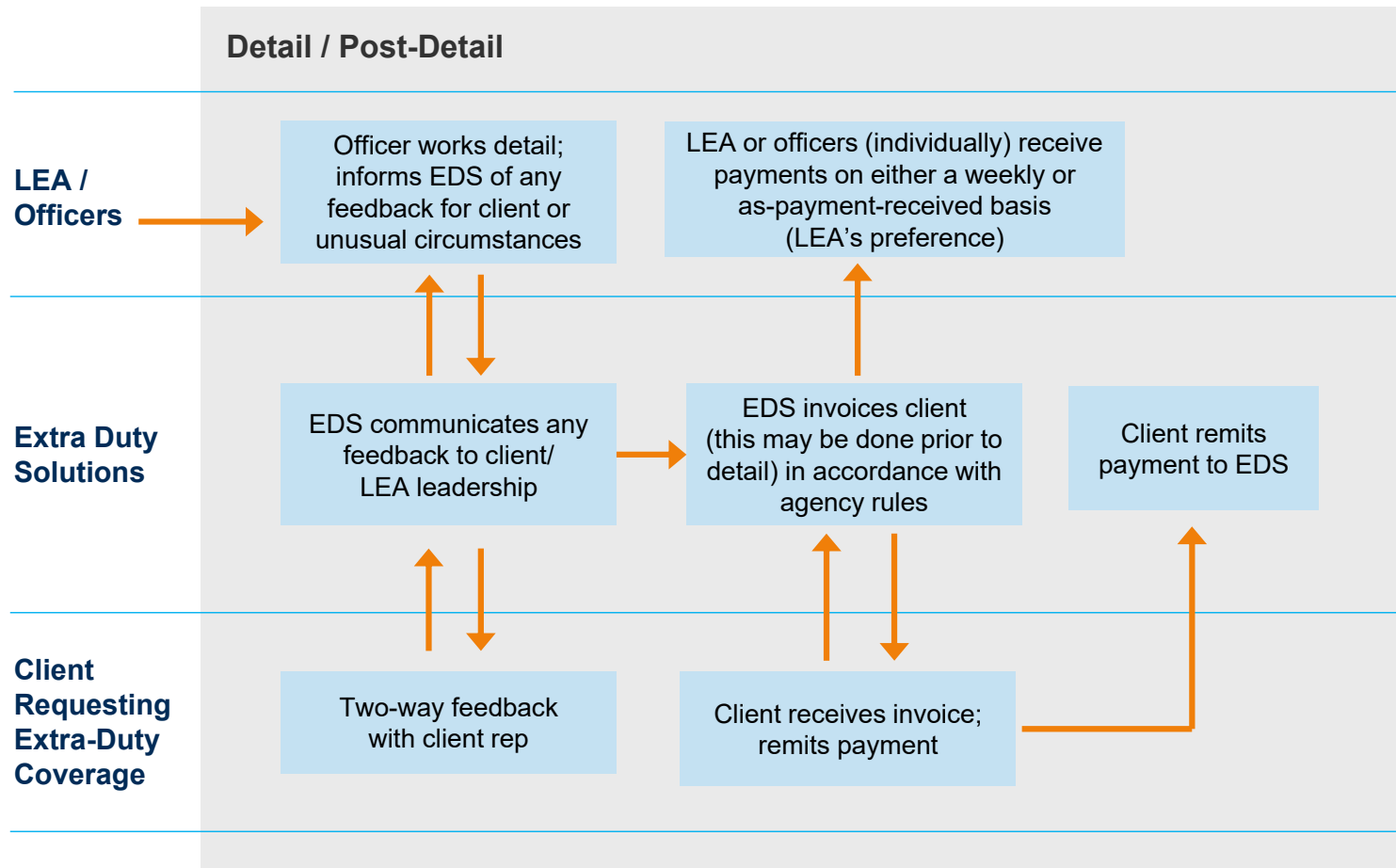
Major City

Headcount cost savings	\$1,100,000	<i>Reduced 11 FTEs to 2; includes overhead multiplier.</i>
Float cost savings	\$ 200,000	<i>\$22M program with 55-day average, AR turn and 6% capital cost.</i>
Bad debt cost savings	\$ 500,000	<i>Calculated 2.3% of invoiced amounts are never collected upon.</i>
Uncollected city admin fees	\$ 200,000	<i>Estimated 10% of details are unknown to the City and admin fees never enter City bank accounts.</i>
<b>TOTAL</b>	<b>\$2,000,000</b>	<i>Does not include workers' comp savings (approx. \$880k), greatly enhanced liability insurance for City/officers, or payroll processing costs and labor.</i>

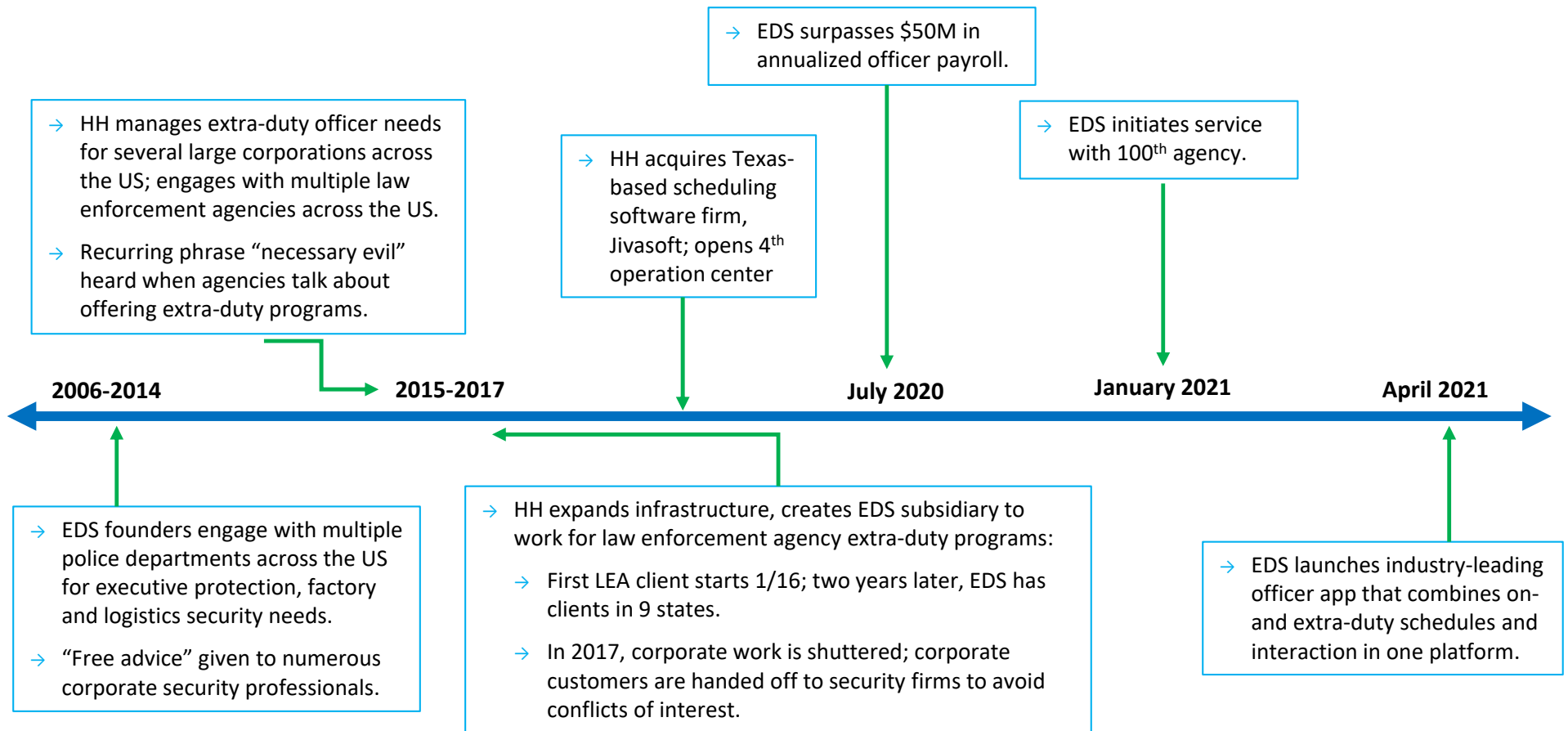
# Engagement Workflow



# Engagement Workflow



# History





# Contact Information

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Website

[www.extradutysolutions.com](http://www.extradutysolutions.com)

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Phone

203-202-3991

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Email

[info@extradutysolutions.com](mailto:info@extradutysolutions.com)

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**CONNECT WITH US ON SOCIAL MEDIA!**



@ExtraDutySolutions



@ExtraDutySolved

