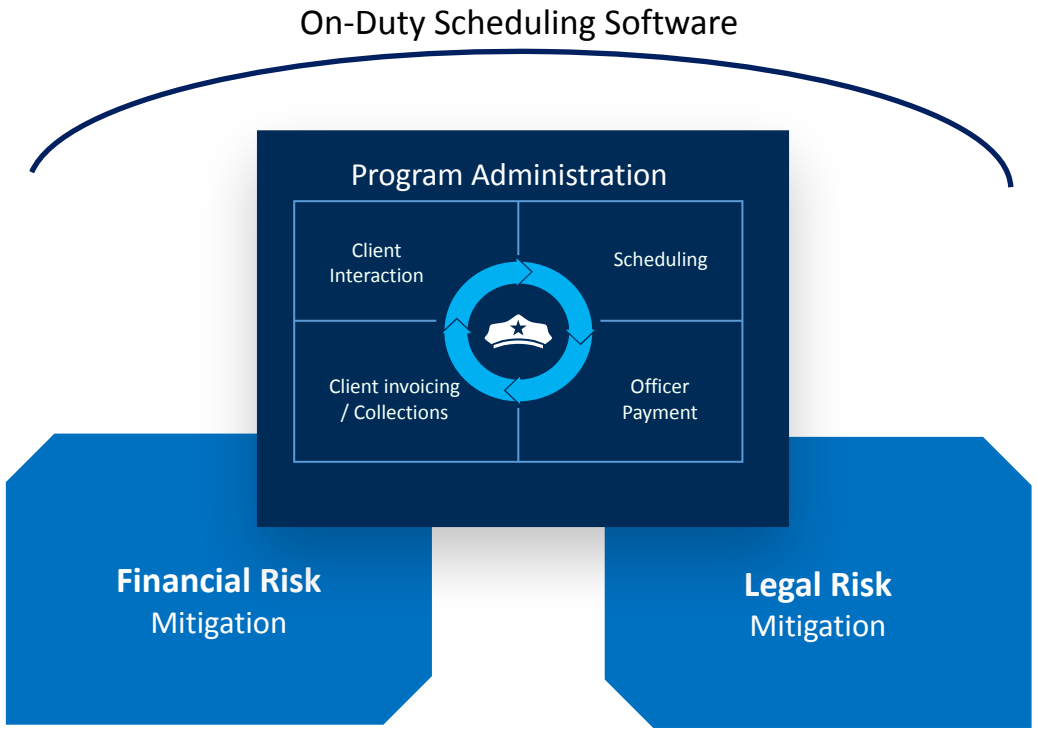
INTRODUCTORY PRESENTATION

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:

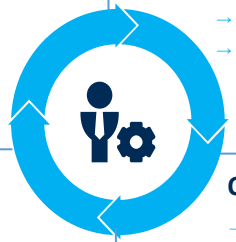
Overview and Components

Client Interaction

- 24/7/365 customer Inquiry response via dedicated account team
  - Rates/ rules
  - Information required for scheduling
- New client on-boarding
  - COI collection
  - Terms and conditions agreement
- Portal for recurring customers
- Ensure all details fit agency rules
- Two-way feedback loop

Scheduling

- Detail view/sign-up without scheduling conflicts for Officers in app & 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.)



Client Invoicing / Collections

- Our problem
- Questions/disputes handled through us
- We finance payroll float/accept credit risk

Officer Payment

- Directly from us or through City payroll
- IRS required tax forms if through us
- 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...

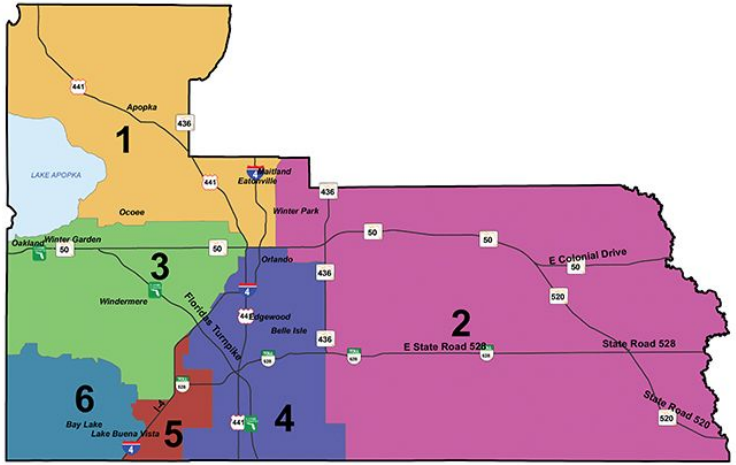
- Rates and rate rules (i.e., differences by time of week, title, type of detail, etc.)
- If there are any detail types or prior customers which are off-limits
- Which Officers can work which detail types
- Cancellation, detail transfer, “split-job” and other day-to-day policies
- Monetary flow matters:
  - 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 we should be aware of
- Who our liaison will be
- Disciplinary actions we need to report on

... we customize our process to accommodate...

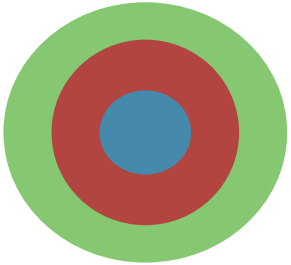
- Create a “landing page” for your agency for our operations staff; assign specific account reps to the agency.
- Incorporate the rates, rate rules, scheduling rules, specific client information and any other pertinent information into our infrastructure.
- Incorporate scheduling rules into the scheduling 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 which must be run parallel initially.

Program Administration:

Customization Example 1: District Detail Fills



Filling Details by District



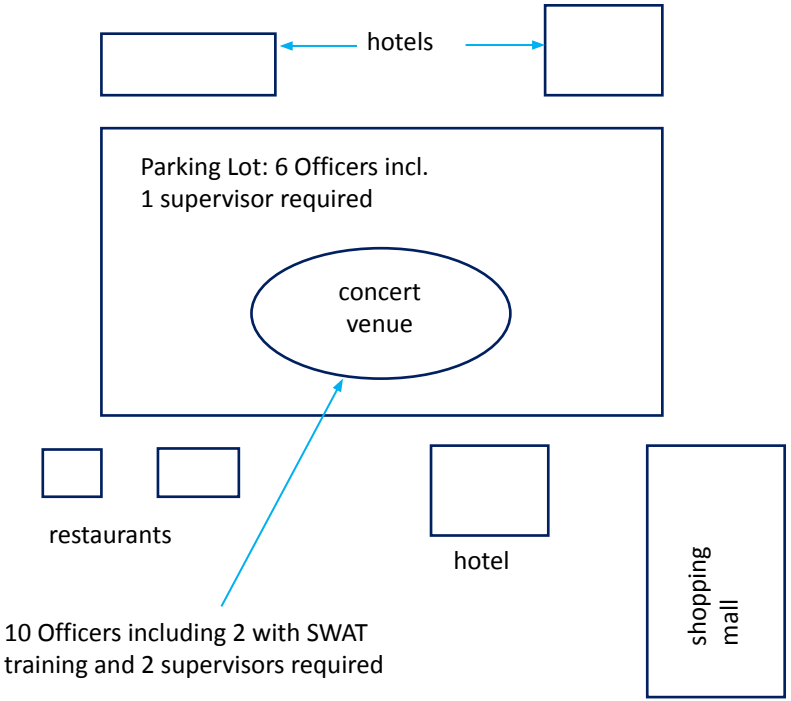
Details can first be offered to Officers in the “home” district followed by the “next” neighboring district, etc.

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 which 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:

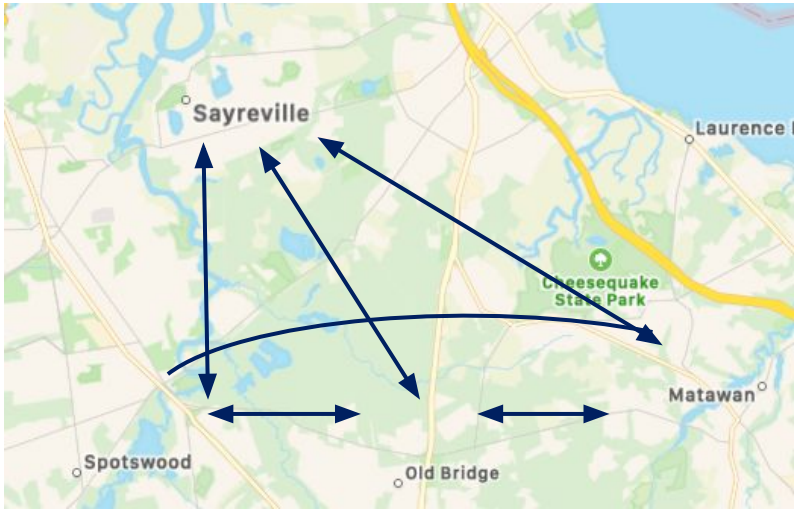
Customization Example 3: Overflow Detail Handing

Outgoing Overflow

Sayreville has more details than they can fill:

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

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



Incoming Overflow

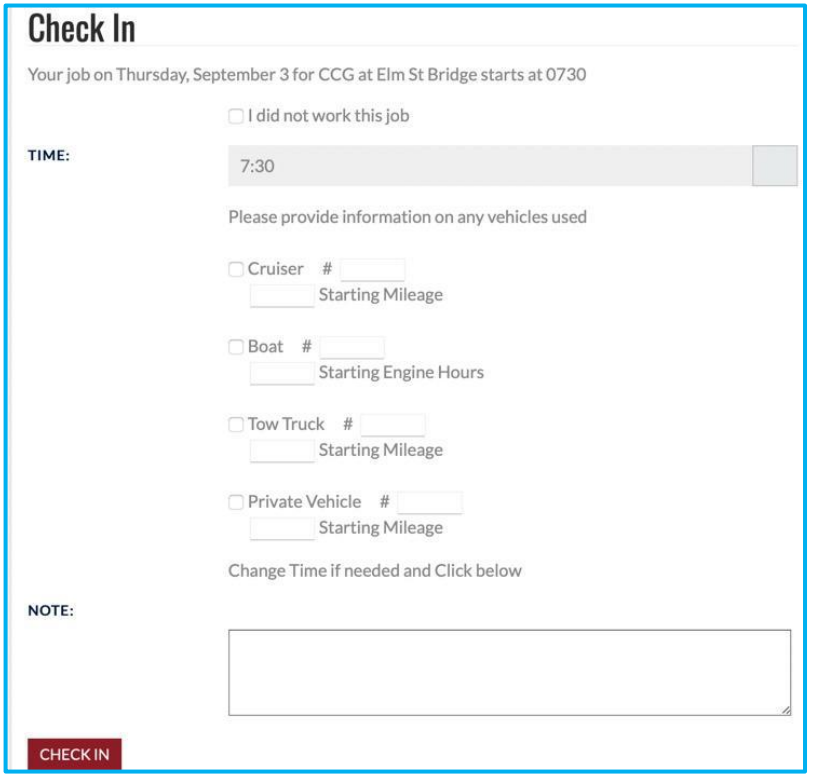
Spotswood has more details than they can fill:

They call the EDS Sayreville account team and request officers.

EDS posts the details, Officers work, we pay the Officers and invoice the appropriate vendor.

Program Administration:

Customization Example 4: Portal and invoice customization



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 different ordering 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 detail “auto-splits” for details over 8 hours.
- creating unique reports which 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. Worker's 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.

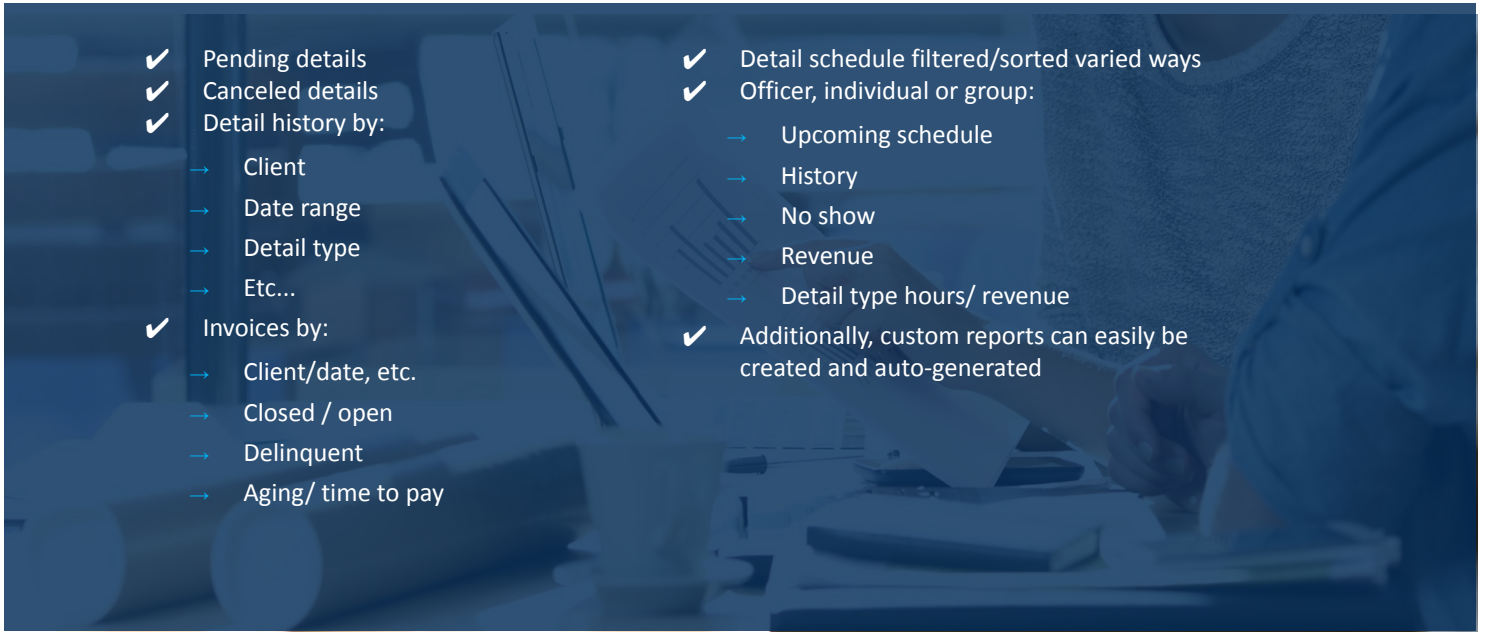
Indemnification

- ✔ No conflict of interest; we represent your best interest – not your vendors

Reporting, Feedback and Maintenance

A wide variety of reports are available to Officers and agency leadership. Reports can be accessed/ created online individually as needed, or pre-selected reports can be emailed to the correct individuals on an on-going 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 (bi-lingual if need be; 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- 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

- ✔ $7M of customized liability insurance; worker’s compensation insurance if needed, at cost, with no vendor indemnifications

- ✔ No cost to agency; you manage, we administer

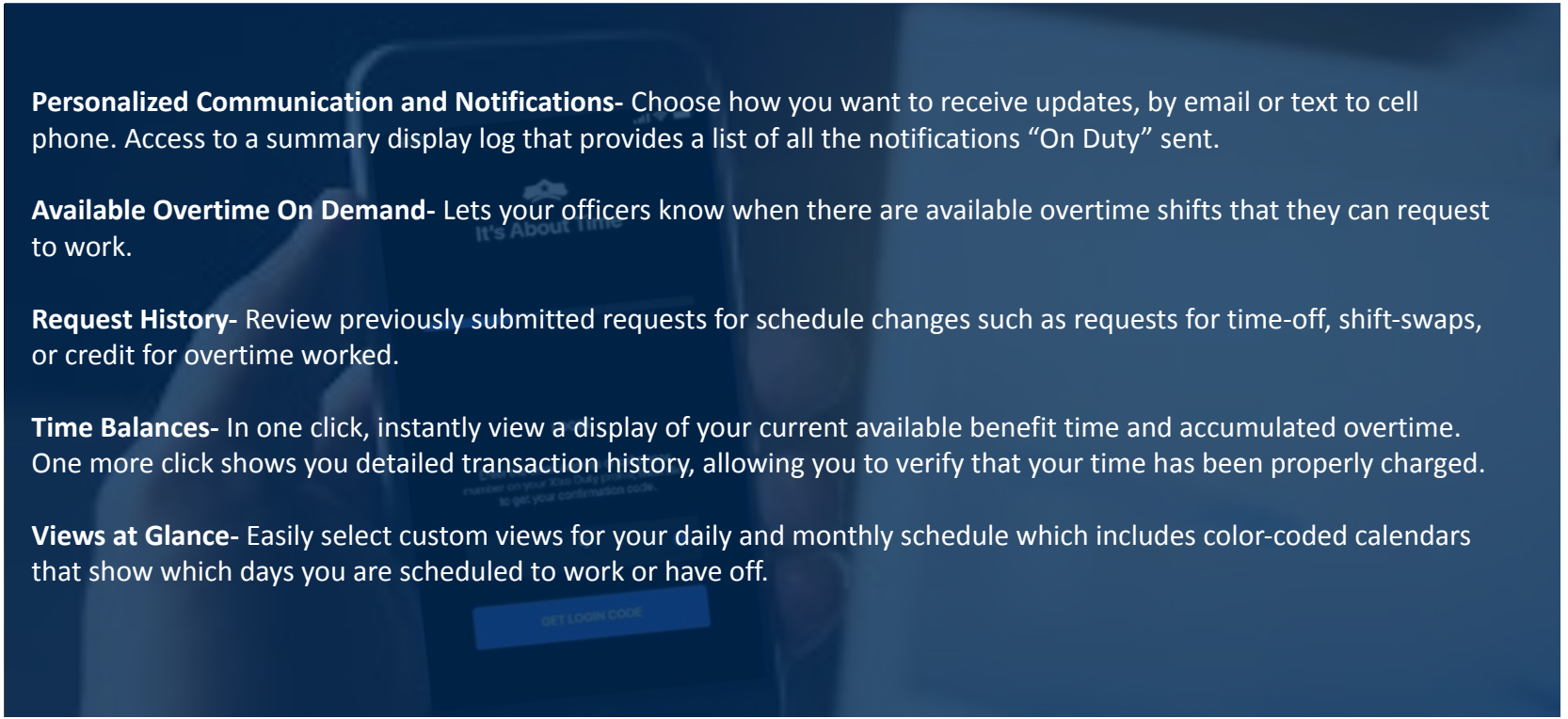
- ✔ certain detail types can be handled without cost

Appendix

1. On Duty Software / Program detail pages
2. Program cost summary / example
3. Program activity flow pages
4. Management background
5. Company background
6. Contact information

On-Duty Scheduling Software

FEATURES & BENEFITS



Personalized Communication and Notifications- Choose how you want to receive updates, by email or text to cell 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 you 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 which includes color-coded calendars that show which days you are scheduled to work or have off.

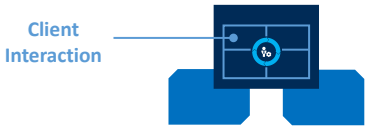
On-Duty Scheduling Software

FEATURES & BENEFITS *(Cont.)*

- **Timecards & Automatic Schedule Updates-** View the number of hours worked or used benefit time during your pay period to ensure that your time has been accurately recorded for payroll. On Duty updates your timecard automatically when your schedule changes.
- **Full Roster Schedule Views-** See who's working when. Helpful when planning shift swaps with fellow staff.
- **Request Schedule Changes-** Submit time-off requests and 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 of all the employees that report to you.
- **Compliance Management-** On Duty's timecard validation tool reviews each timecard for compliance with your organization's policies plus identifies issues such as under-reporting of time, use of benefit time that is 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

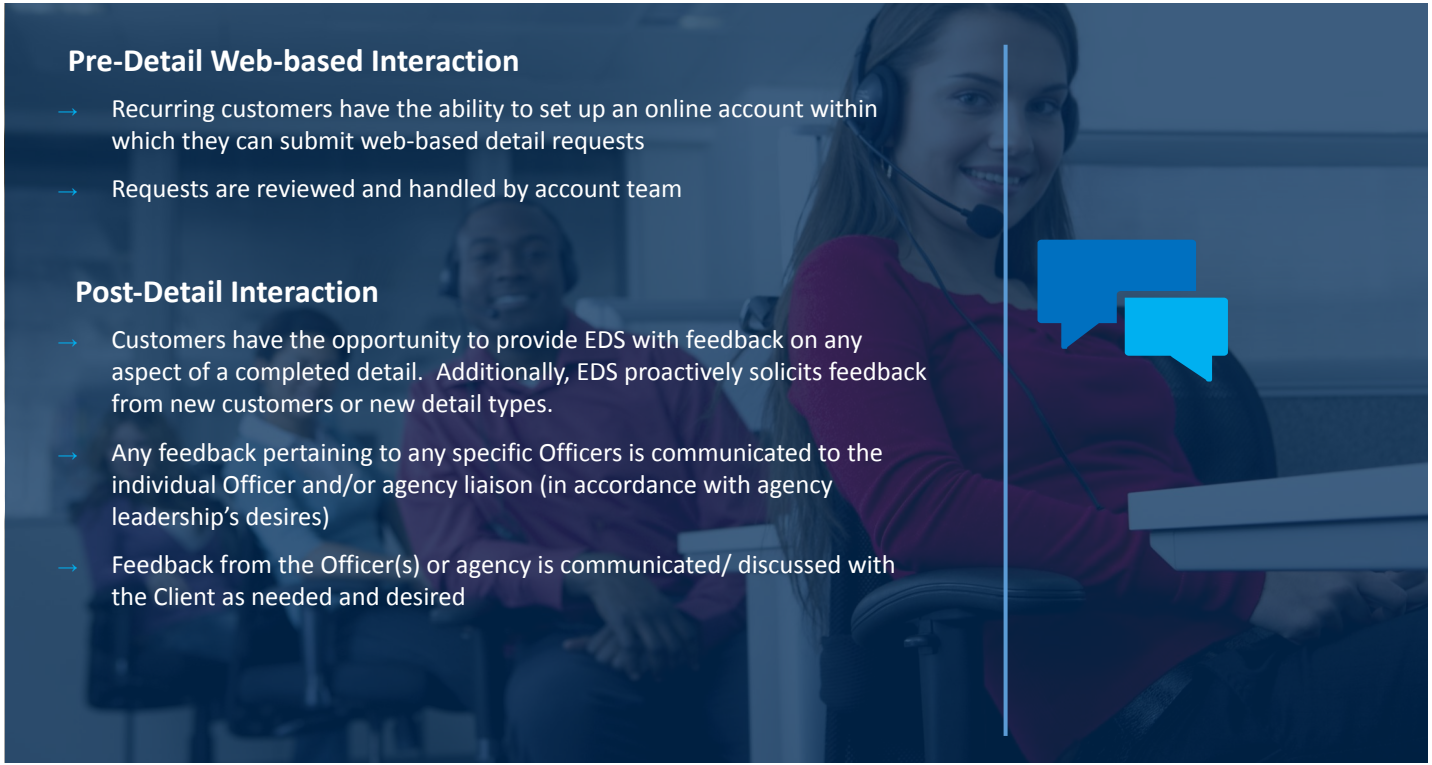


Pre-Detail Phone or Web-based Interaction

- Client calls or emails 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, client history - all on-screen before call is answered
- Repeat client details (e.g., same thing as last month ...) can be auto-populated making for very efficient client call or email
- "Gray area" requests are escalated to designated agency liaison on an as needed or batch mode for guidance

Program Administration:

Day-to-Day: Client Interaction *(continued)*



Pre-Detail Web-based Interaction

- Recurring customers have the ability to set up an online account within which they can submit web-based detail requests
- Requests are reviewed and handled by account team

Post-Detail Interaction

- Customers have the opportunity to 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

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 also 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 which contains all pertinent information including 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
3/1/2017	**wednesday**							
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
3/2/2017	**thursday**							
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
3/3/2017	**friday**							
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	City Overtime
3/4/2017	**saturday**							
1830	2200	3.50	$32.00	500 Foot Homer	1	City of Cincinnati		City Overtime
3/5/2017	**sunday**							
1830	2200	3.50	$32.00	500 Foot Homer		City of Cincinnati	Shields, Tyler	City Overtime
3/6/2017	**monday**							
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
3/7/2017	**tuesday**							

Program Administration:

Day-to-Day: Scheduling

Schedulling

Detail Confirmation and Review

- → Officers receive reminder email/text prior to detail
- → Officers have ability to sign-in/out via computer or mobile confirming detail attendance
- → Department leadership can view real-time on-line reports of detail prior, present and future schedules customized by any time period and filtered by client, Officer, detail type and several of methods

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
Grand Totals				***Sum***			***Sum***
				9.00			***$3,832.00***

Program Administration:

Day-to-Day: Officer Payment

Officer Payment

- → Officers are paid either through the current agency process or directly from 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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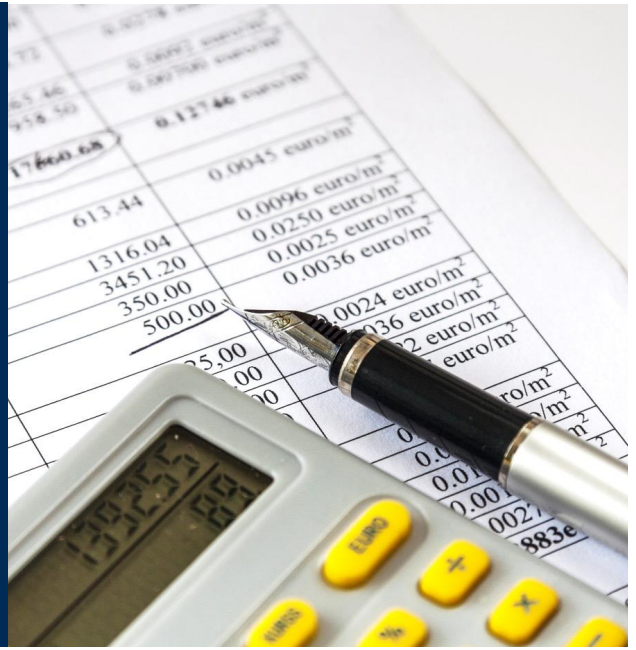
Program Administration:

Day-to-Day: Client Invoicing and Collection

- → 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 who, in turn, pays agency or Officers directly.
- → Delinquent Customers are not the agency's problem, but EDS will involve agency leadership when appropriate.

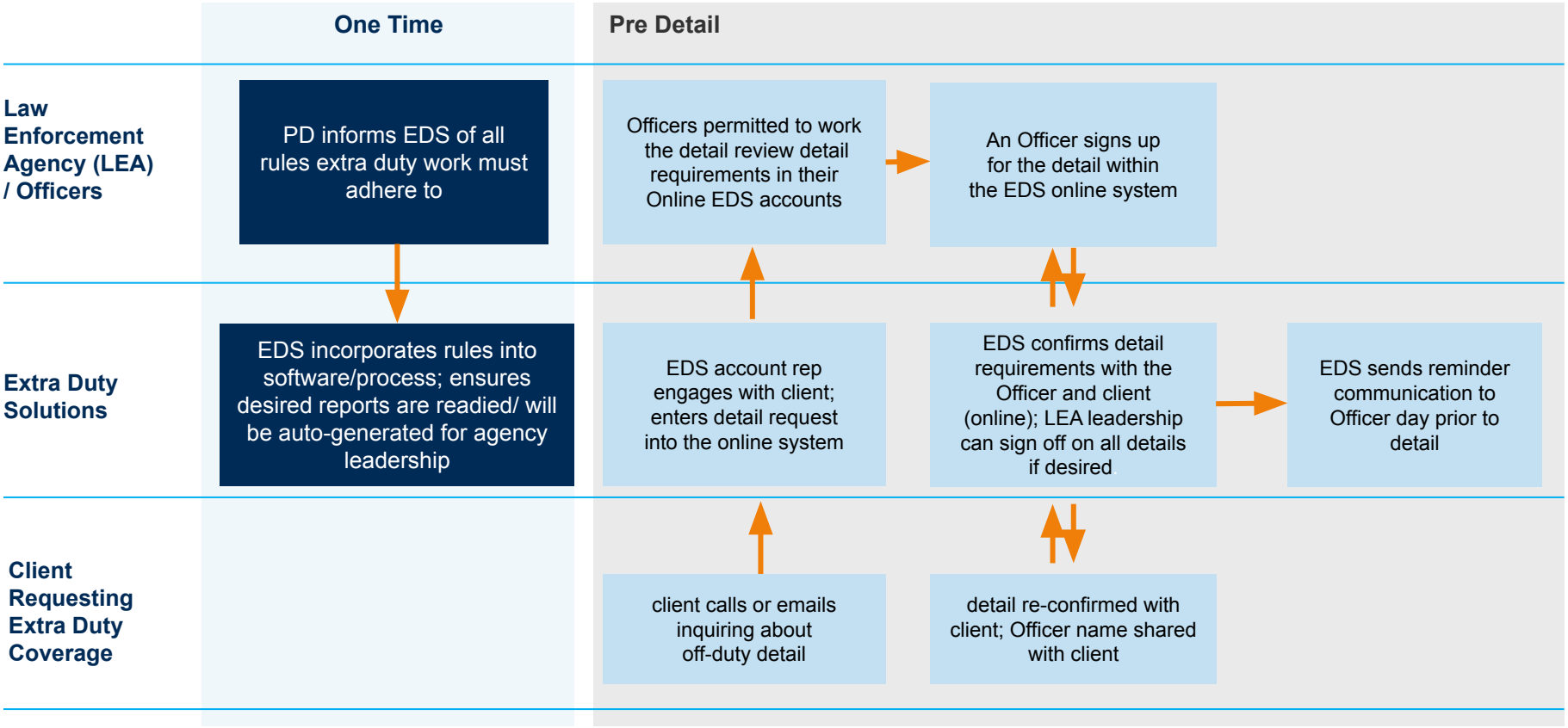


Cost Savings Example & Potential:

Major City Example

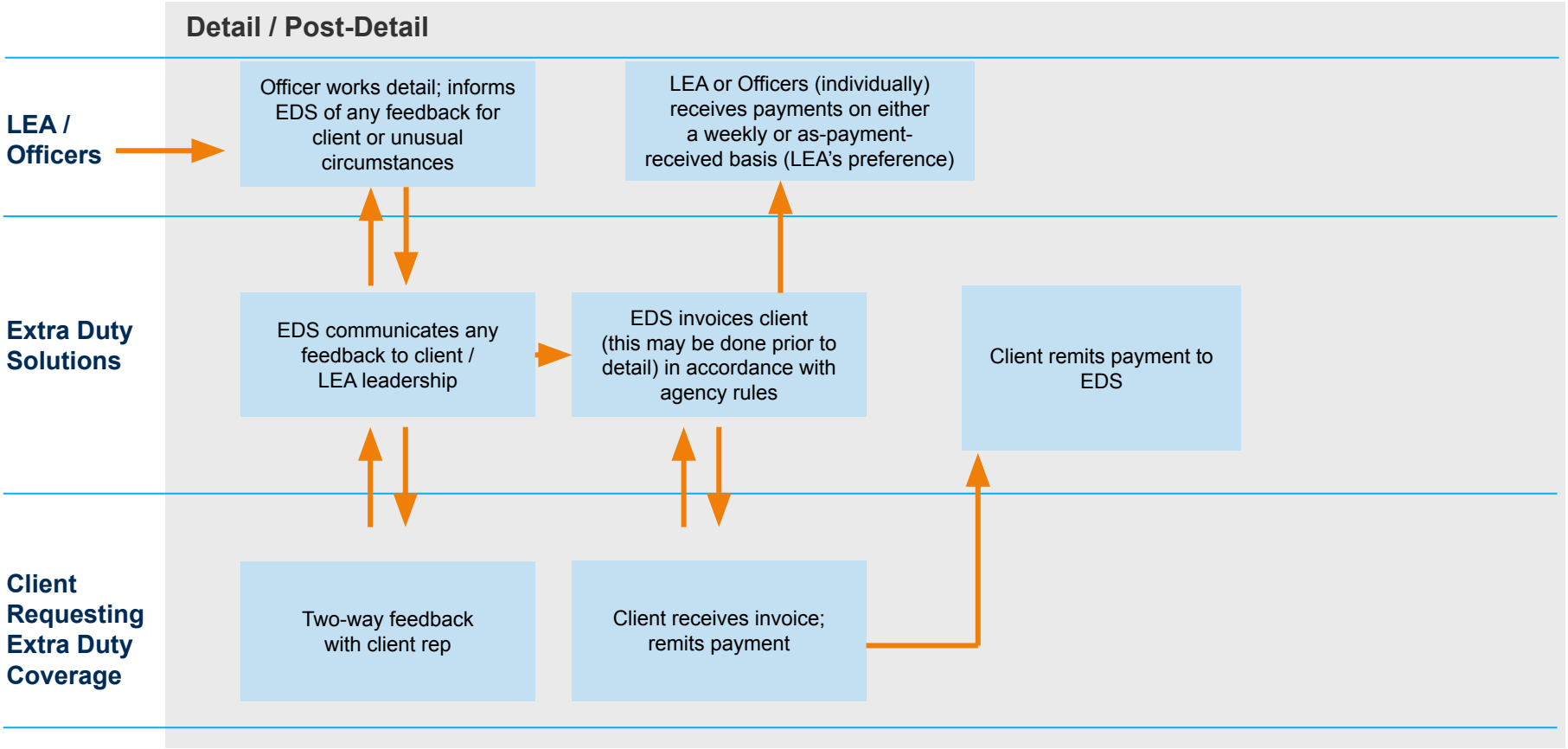
Headcount cost savings	$1,100,000	Reduced 11 FTEs to 2; including overhead multiplier
Float cost savings	$ 200,000	$22M program with 55 day ave. AR turn and 6% capital cost
Bad debts cost savings	$ 500,000	Calculated 2.3% of invoiced amounts are never collected upon
Uncollected city admin fees	$ 200,000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

Engagement Workflow

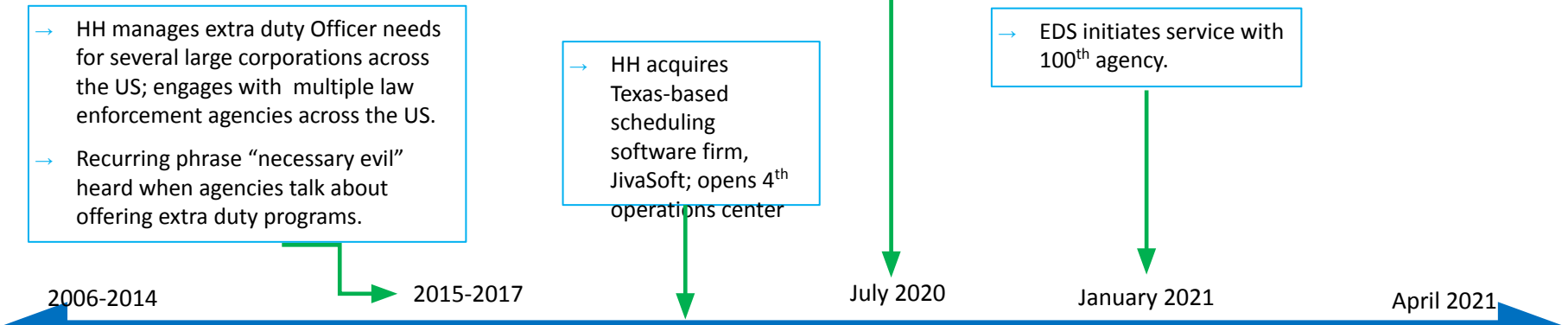


Engagement Workflow:

Continued



History



- HH manages extra duty Officer needs for several large corporations across the US; engages with multiple law enforcement agencies across the US.
- Recurring phrase "necessary evil" heard when agencies talk about offering extra duty programs.

- HH acquires Texas-based scheduling software firm, JivaSoft; opens 4th operations center

- EDS surpasses $50M in annualized officer payroll.

- EDS initiates service with 100th agency.

- EDS founders engage with multiple Police Departments across the US for executive protection, factory and logistics security needs.
- "Free advice" to numerous corporate security professionals.

- HH expands infrastructure, creates EDS subsidiary to work for law enforcement agencies extra duty programs:
  - First LEA client starts 1/16; two years later EDS is in 9 states.
  - In 2017 Corporate work is shuttered; corporate customers are handed off to security firms to avoid conflicts of interest.

- EDS reveals industry-leading officer app with combines on- and extra-duty schedules and interaction in one interface.

Contact Information

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