



MIAMI TOWNSHIP POLICE, FIRE & EMS COMMUNITY ENGAGEMENT SUMMARY AND ANALYSIS

Fall 2025 – Board Packet Version

EXECUTIVE OVERVIEW

Over the past several months, Miami Township conducted a robust community engagement process focused on its Police, Fire, and EMS services. This process included a community-wide survey, two public town halls (September 23 and October 20), multiple small-group discussions, and one-on-one meetings with residents and community leaders.

As Township Administrator and Public Safety Director Steve Kelly noted in his Clermont Sun op-ed, “These discussions are not just updates from Township officials; they are an opportunity for us to hear directly from our residents. The challenges ahead — growth, changing community needs, and maintaining the highest levels of service — cannot be solved in isolation.”

Across all engagement channels, residents consistently voiced confidence in Miami Township’s public safety professionals, appreciation for service quality, and a desire for continued transparency regarding funding and staffing needs.

METHODOLOGY & PARTICIPATION SUMMARY

The community engagement initiative was designed to ensure representation across age groups, neighborhoods, and senior-living facilities. Engagement methods included:

- Online survey (164 responses collected between August and October 2025)
- Two public town halls held at the Miami Township Civic Center and Ohio Valley Voices
- Thirteen small-group and one-on-one meetings with community partners and residents
- Outreach to senior-living facilities and the Citizens Police Academy Alumni Association (CPAAA)

This multi-pronged approach ensured a mix of quantitative and qualitative data to guide future planning.



SURVEY FINDINGS & ANALYSIS

Police Department Services

Residents expressed overwhelming confidence in their Police Department, with 96% rating performance as Excellent or Good. Respondents highlighted professionalism, visibility, and responsiveness as hallmarks of Miami Township's police services.

- **Overall Performance**

Rating	Count	Percent
Excellent	136	84%
Good	20	12%
Fair	4	2%
Poor	1	1%

- **Top Strengths**

Strength	Count	Percent
Community presence and visibility	128	18%
Approachability and friendliness	118	17%
Professionalism	114	16%
Response time	108	15%
School safety presence	76	11%



- **Areas for Improvement**

Area	Count	Percent
Staffing levels	29	20%
School safety presence	17	12%
Community presence and visibility	16	11%
Use of technology	13	9%
Crime prevention	12	8%

Nearly half of respondents interacted directly with the Police Department in the past year. Of those, 84% rated their experience as Excellent, and another 12% rated it Good. Comments described officers as respectful, compassionate, and visible in the community.

Fire & EMS Services

Fire and EMS services earned exceptionally high marks across all categories. Every respondent rated service as Excellent or Good, reflecting deep community trust and appreciation for the department's professionalism and care.

- **Overall Performance**

Rating	Count	Percent
Excellent	146	91%
Good	14	9%



- **Top Strengths**

Strength	Count	Percent
Professionalism, care, and compassion	110	14%
High quality medical care	106	14%
Response times	104	14%
Fire response and suppression	86	11%
Public education/community outreach	85	11%

- **Areas for Improvement**

Area	Count	Percent
Staffing levels	22	18%
Other (facility-related comments, equipment)	20	16%
Facility maintenance/upgrades	14	12%
Vehicles, equipment, and technology	12	10%
High quality medical care (maintain)	11	9%

Residents who interacted with Fire/EMS reported universally positive experiences. 92% rated their encounters as Excellent and 8% as Good, noting compassion, professionalism, and quick response as key attributes.



Public Safety Finances

- **Funding Awareness Summary**

Question	Summary
Familiarity with funding sources	59% somewhat or very familiar
Awareness of property tax levies	75% aware
Believe Township is fiscally responsible	77% strongly/somewhat believe
Feel adequately informed about budgets	66% have some or full information

While residents largely trust fiscal stewardship, many expressed interest in additional education on levy structure, funding cycles, and how resources are distributed across departments. Continued use of the website, newsletters, and public briefings was encouraged.

TOWN HALL & RESIDENT FEEDBACK

Both September and October town halls received unanimous positive feedback. Participants rated the sessions 5/5 for helpfulness and transparency. Comment cards and discussions revealed both gratitude and curiosity from attendees.

Common remarks included: “Great job—very informative,” “Thank you for your service,” and “Keep up the excellent work.” Residents also asked thoughtful questions regarding staffing, law enforcement consistency, and the potential impact of future tax changes.

ONE-ON-ONE & SMALL GROUP INSIGHTS

From August through October 2025, township staff met with individual residents and community groups including Ron Burke, Jeff Baumgarth, Brian and Karen Wikoff, John Rademacher, the CPAAA Board, and senior-living facilities such as AHEPA, Fieldchase, St. Marks, Arbors of Milford, and Pinebrook.



Key findings from these discussions included:

- Strong pride in local first responders
- Concerns about maintaining staffing levels with community growth
- Appreciation for proactive communication and outreach to senior residents
- Support for continued public engagement on fiscal planning

KEY COMMUNITY THEMES

1. Service Quality and Trust – Police, Fire, and EMS are viewed as highly professional and community-oriented.
2. Sustainability and Staffing – Residents support maintaining service levels as the township grows.
3. Transparency and Communication – There is strong interest in continued financial transparency and two-way communication.

NEXT STEPS: COMMUNITY ACTION TEAM (CAT)

The Community Action Team will be formed with engaged residents willing to donate their time and efforts to synthesize the data that has been collected. This group will meet in November and December 2025 to analyze feedback, evaluate staffing and budget realities, and provide recommendations to the Board of Trustees. This group's responsibility is to translate resident input into actionable strategies.

CONCLUSION & REFLECTION

This engagement process demonstrates Miami Township's commitment to listening and transparency. Residents expressed deep pride in their public safety services, trust in township leadership, and a collective desire for sustained excellence. These findings provide a strong foundation for future planning and decision-making.