



LOWER MAKEFIELD TOWNSHIP Parks & Recreation



To: Board of Supervisors
FROM: Monica Tierney, Parks and Recreation Director
Caitlin Adams, Pool Manager
Elizabeth Lawson, Program Manager
RE: Relay communication devices
DATE: April 11, 2023

Lower Makefield Township Parks and Recreation would like to enter into agreement with Relay a company that provides communication services for the staff. Recently in the pool and the summer camps a need has emerged for the use of communication devices for emergency situations or to communicate whereabouts and movement. Staff came across a company that meets all our needs in one tiny pocket sized, durable device. The other positive is that we will be able to use this device during our special events throughout the year too.

Summer Camp:

Now that Camp LMT has expanded to two sites with varying trip days and locations it is important to provide staff with a mode of communication other than their cell phones. This communication device will not only allow staff to stay in touch with us throughout their trips and walkabouts during the day we will also be able to track their devices so we can better communicate with parents about where their camper is in route. This is also a great way to deter the use of cell phones during work hours. Managers will carry a camp phone with them for emailing parents and relaying information or for an emergency 911 call but internally all the camp leads will have a relay device with them for emergencies or other necessary internal communication throughout the day.

Pool:

“The benefit of this product to the Pool is safety. Using Relay products allows staff to have two forms of communication, which is a best practices in the industry. Having only one form of communication may open us up to risk, as a single communication method may fail. Our current EAP uses solely whistle communication. In my past year as the Aquatics Manager, I have already encountered incidents where this single form of communication has failed. Whistles may break or fall off, leaving a guard without any form of communication. There is also user error associated with whistles, as a guard may not whistle loud enough to get the attention of leadership.

An additional benefit of Relay products is improved customer service. Using Relay products will decrease the need for constant whistle communication at the Pool. Guards will be able to use the radio at their location to alert leadership to a non emergency issue, such as a request for water or a patron

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question. This will provide a more relaxed atmosphere for patrons at our facility. Enhanced communication will also increase customer service at the Gates. Leadership will be able to answer questions and concerns in a more efficient and timely fashion. " Caitlin Adams

The one final feature that I want to highlight is the ability to translate. In the event we have communication difficulty with a parent, patron or staff this device has a translation feature that will allow staff to have a pocket sized translator.

Attached is a YouTube video that talks a little about how the device works. [\(88\) Welcome to Relay - YouTube](#)

CC:

David Kratzer, Township Manager

Park and Recreation Advisory Board

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