

CUMBERLAND COUNTY REGIONAL COMMUNICATIONS BOARD MEETING
MINUTES FROM 05-19-2008

ATTENDANCE

John Joy

Chief Robert Lefebvre

Chief Alan Dolloff

William Holmes

Donald Durrah Jr

Chief Gary Sacco

Helen Tupper

James Budway

Chief Rick Plummer

Matthew Magill

Chief Dick Clark

Chief Ronald Shepard

Peter Crichton

Captain Donald Goulett

Chief Charlie Hammond

Guests

Fairpoint Representatives

Anne Jordan – Public Safety Commissioner

Bill Diamond – State Senator

- Meeting was called to order at 1700 hours by the Chair: He explained the change in agenda to accommodate the 9-1-1 Issue.

- Chair gets a motion from Alan Dolloff to bring the 9-1-1 issue to the first item on the agenda – Motion was seconded by Gary Sacco - Vote (U)
- Meeting was turned over to Director William Holmes to advise the board of the recent failures involving the 9-1-1 system and what steps have been taken to correct the issue. In addition he explains to the board about the outages that have occurred within the past month. Director explains to board that there was an issue in transferring the lines to the back-up at SP Gray causing a significant delay. He also explains to the board about the reason why there was a public announcement put out due to the 9-1-1 outage.
- County Manager Peter Crichton address board by stating that he has a great deal of confidence in the CCRCC and the members of the board. In addition he thanks everyone for their efforts during this time period.
- Meeting was turned over to Fairpoint Representatives to explain to the issues from their point of view. John Smeed from Fairpoint apologized for the service and response during the last two outages. He explains the emergency procedures to the board and what steps his company has taken to address the issues. Fairpoint also tells board where they are with the failure at this point.

- Fairpoint explained that some of the delay in the transfer to the back-up was a result of incorrect information given to their staff reference what to transfer and that there was a delay in their office receiving the call for trouble. John Snee explains that his team has met with the Andover team reference the issue to ensure that this type of failure does not occur again. He advised the board that the following steps have been taken to expedite the transfers.
 1. Simultaneous calls to the both 9-1-1 Monitoring Centers.
 2. Hot Transfer Switch to be located in the CCRCC to allow the user to immediately busy out the trunks for quick transfer.
 3. Procedures have been established to make the transfer quicker, such as their office having their own monitoring system for the network.
- Fairpoint explained that they are still working to find the root cause of the failure. They believe that they have isolated the problem to be an Ethernet Connection time lapse issue. Although they feel they have found the issue they want to do more testing to assure that the root cause is correct before taking 9-1-1 traffic at the CCRCC.
- Al Gervinac from the ESCB (9-1-1 Bureau) advises that their office is waiting for assurances from the companies involved before they allow the transfer back to the CCRCC. He advises the board that he wants to make sure that steps have been taken to assure that this type of issue will not occur again.
- Discussion by the board to allow any questions that they may have had.
- Chief Shepard inquires if the cut off switch has been installed in any other 9-1-1 facility. Fairpoint advises that he believes there is a switch of this type at the New Hampshire PSAP.
- Helen Tupper inquires where the communications broke down between the two 9-1-1 Service Centers. Fairpoint explains that his office in Manchester was given improper information from the Andover Center. He advises that he believes there was a misunderstanding between Andover and the CCRCC.
 - Board talks about the reliability of the system. Director Holmes states to the board that perhaps an alarm would need to be installed at the CCRCC so that we can easily recognize that an outage has occurred.
 - County Manager asked Fairpoint if this type of failure has occurred at any other PSAP. Fairpoint states that they are not aware of any failure of this nature any where else within the state system. In addition Peter asks the ESCB if Fairpoint has a performance standard review. ESCB advises the board that Yes a performance review is being done at this point.
 - Board asks that ESCB how long they feel a transfer of 9-1-1 Lines should take. ESCB responds by stating that they believe 5 minutes is a very good expectation.
 - Discussion by board on the Cut off switch. ESCB advises that they see the need for the switch but they would still prefer that the CCRCC continue to deal with the Customer Service Center.
 - Fairpoint advises board that they are looking for concrete evidence to the nature of the issue before the lines are transferred back to the CCRCC.

- Fairpoint explained the training of the Verizon / Fairpoint staff. He advised that 7 additional techs were trained.
- Fairpoint acknowledges that the error(s) were theirs and that they have created new procedures to address the length of transfer time.
- Director Holmes questions the abilities of the techs and that there appears to be a need for further training. He states that it appears that the techs that are sent to the locations are not allowed or not trained in all aspects of the system. He states that their techs should be cross trained to make it easier on everyone.
- Fairpoint acknowledges the need and understands the point that the director made.

20 MINUTE RECESS

- Meeting called back to order at 1900 Hours
- Chair expresses his appreciation to William Holmes and the staff in the way the 9-1-1 failures have been handled by the CCRCC.

2. Agenda Item – Last meeting minutes

- Gary Sacco makes motion to accept minutes as written. Seconded by Ronald Sheppard – VOTE (U)

3. Cell phone 9-1-1 Discussion

- Director Holmes advises the board reference the topic. He advises board that they have several options to begin to start taking 9-1-1 Cell phone calls. He also explains to the board about the need for New Policy and Procedure governing these types of calls. He explains that it is different than receiving land line calls.
- Director Holmes introduced Bob Gasper from the ECSB to the board.
 - ESCB explained the statistical information they handed out. In addition he advises the board on the reason why they feel that we should only take on one carrier at a time. He advises that he is trying to lighten the load that has been placed on the State Police. He explains to the board about the towers versus the carriers. In addition he explains how other agencies have taken on the calls slowly so not to overload the dispatch center. In addition Bob Gasper explains that the Cell traffic tends to spike when an incident occurs. He also tells board that the original footprint of the 9-1-1 System was that the State Police RCC would be handling the cell traffic. He explains that the cell traffic is increasing everyday and would like to even the load to other PSAPS to assist in lightening the call flow to the Maine State Police in Gray.
- Director recommends to the board opting into the cellular call traffic slowly over a period of time. He would like to recommend that the CCRCC enter into the agreement by carriers and towers rather than all at once.
- Discussion by board on the issue. They were advised that it would mean an addition 17,000 calls to the CCRCC on top of the 21,000 calls they are handling

now. The board discussed the difference in service from the Maine State Police and CCRCC.

- Motion was made by Gary Sacco that William Holmes and ESCB get together and present to the board an opt-in plan with the new policy and procedure. Motion was seconded Chief Sheppard. Vote 2 Oppose (Chairman Lefebvre and Angie Mazzone) and 7 Approve.

4. BY-LAW Change

- Chair advises board of the requested by-law change governing proxy voting. He explains that it has been posted properly and that we need to vote to make the change
- Discussion by board. Don Goulet makes motion to accept the by-law change. Motion was seconded by Ronald Sheppard. Vote (U)

5. Employee of the Quarter

- Employee of the quarter was announced to the board (Donald Durrah)

6. Update reference Manager meetings regarding the CCRCC 10 percent capital improvement account

- William Holmes gave the board an update regarding the meetings he has had with local officials regarding the 10 percent capital account. He advises that the meetings went very well and that each person he spoke with understood the issue.

7. Radio RFP

- Update was given to the board reference the radio RFP. Board was advised that bids are due on June 20th. William Holmes explained that the mobile and portable radio RFP has had several bidders but they are lengthy and require explanation. He has forwarded the information to Kimball's to enter onto a spreadsheet to make it easier to understand.

8. Wireless Headsets

- Board members were given the update that the wireless headsets for the staff at the CCRCC have been ordered

9. Hiring Process – update

- Update was given to the board reference the recent hiring process.
 - Three new employee's
 - 22 applicants and 9 were interviewed.
 - Great candidates would like to hire all of them

10. Radio Frequency Sharing.

- William Holmes discussed the 2004 Kimball study recommendation reference frequency sharing. He explains the concept to the board. He said he would like the board to be thinking about the issue for further discussion at a later date.

11. Back-up 9-1-1 Center

- Board was given update reference Westbrook serving as the CCRCC back-up
- William Holmes advises board that Westbrook currently has the capabilities to tone and dispatch all the agencies we currently serve.
- William Holmes explains to board that the cost to outfit the newly installed desks at Westbrook would be approximately \$30,000 dollars a piece (2). Currently he would like to see two stations at Westbrook outfitted with our equipment to be used in the event that the CCRCC requires an evacuation.
- Motion was made by Mazzone that we give the director permission to pursue the funding for the stations and that we use Westbrook as the back-up for CCRCC. Motion was seconded by Ronald Shepard. Vote (U)

12. Freeport PD update

- William Holmes advises board of the progress with Freeport coming aboard at the CCRCC. He advises the board about a meeting at the CCRCC that is scheduled. In addition he advises board that the Town Council will be having a work shop that he will be attending.

13. Update to board reference the phone systems

- Chair advises the board about some of the problems that Bruce from facilities has been seeing regarding adding additional telephone lines at the CCRCC. He explains the need for renovations and the need to extend more phone lines into the CCRCC.

14. Grant Application process with the PSI- IC grants.

- July 1st is the due date.
- EMA Director Jim Budway explained that he believes we should work collaboratively in Cumberland County to achieve our radio interoperability needs. Jim said he sees an opportunity for communities to work together on a multi agency, multi jurisdictional grant request. It was generally agreed that a need for P25 compatible radios was one grant request that the members would like to pursue with County EMA.
- Director Holmes advises the board that he would also like to enter a grant application as well to include the workstations for the back-up facility.
- Gary Sacco makes motion that the CCRCC put together a grant application request for the work stations in Westbrook and microwave connectivity to Westbrook. Seconded by Alan Dolloff – Vote (U)

15. Motion was made Ronald Sheppard to adjourn the meeting. Seconded by Gary Sacco-
Vote (U)