

Board of Directors Meeting Minutes

January 21, 2008

Attendance:

Bob Lefebvre
Ron Shepard
Gary Sacco
Alan Dolloff
Jim Budway
Dave Libby
Dick Clarke (+ 1 guest)
Bill Holmes'
Matt Magill

- 1) Chief Lefebvre announced that Windham Fire Chief Charlie Hammond has been appointed to the Board as a representative of Commissioner Shaughnessy. Chief Hammond will be replacing Debbie Plummer on the board. All Board members expressed their sincere appreciation for the job that Deb Plummer has done over the years as the vice-chair of the Board.
- 2) Approval of Minutes October 15, 2007 meeting. Accepted unanimously.
- 3) Election of officers: Bob Lefebvre Chairman, Gary Sacco Vice-Chair. Both votes were unanimous.
- 4) Command View: Accepted as presented by John Moran
- 5) 2008 Budget. Bill Holmes advised the board that the budget was approved by the commissioners as recommended by the board.
- 6) New / Revised Policies
 - a. Chebeague Island: Accepted unanimously as written (New policy)
 - b. General Fire / Rescue C-100 section "m": Accepted unanimously with change of including all out of service apparatus during tone tests with an amendment to include a time frame of one week or less
 - c. Pass Down A-122: Accepted unanimously as written to include change of rebooting computers during night shift change.
 - d. Back Up Radio / MVS A-126: Accepted unanimously with change of time frames and with amendment to include Law Enforcement and Statefire channel testing.

- 7) Approval of Contract renewals. Approved Gorham, Baldwin, New Gloucester and Long Island contracts unanimously with amendment to include a letter from Bill Holmes to the Town of Gorham. The letter will detail an oversight by Bill that uses the 2000 population of the town versus the 2006 GPCOG estimate of population. The letter will include the board's vote that the new 2 year contract pricing that covers 2008 and 2009 will remain the same for 2008 however will change for 2009 to reflect the GPCOG population estimate.
- 8) Bill updated the board on communities pending / considering consolidation which included Cumberland, Yarmouth, Freeport, Sebago and Falmouth.
- 9) MICC. Bill briefed the board of his appointment to the Maine Interoperable Communications Committee. Bill said he was not confident that the committee was headed in the right direction based on the fact that a State working group had already met and developed an interoperable plan and that the CONOPS plan involved the use of 6 simplex frequencies versus repeated frequencies.
- 10) Radio / Microwave project. Bob Lefebvre, Bill Holmes and Dave Libby each addressed the board regarding this issue. They discussed their concern that the County's consultant, CSI (Ken Knight) was not delivering the product that had been recommended initially, their concern that the pricing for the project has grown to a point where the project cannot be completed as needed, their concern that the county was about to pay far too much money for 3 radio frequencies that could be purchased for dramatically less money and their concerns that Ken Knight has not been completely cooperative with this process. This conversation was very lengthy during which several board members questioned how we got to this point without prior involvement / changes to the process. Bill Holmes said that he agrees that a breakdown in communications may have led to the lack of action to this point.

Concerns expressed about the Radio / Microwave project:

- At the first several meetings, CSI led all participants to believe that the simulcasting / microwave project would involve connections to each of the communities served by the CCRCC and that at subsequent meetings they have said it does not involve other communities' connections.
- That CSI estimated the project to cost \$1.5 million, but are now saying that even \$1.7 million will not cover the project as recommended.
- That CSI is now saying that \$1.7 may not allow for the 6 to 8 tower sites originally recommended.
- That CSI now says that \$1.7 will not buy the 155mb that they said the project would provide.
- That CSI says that \$1.7 may not buy the 2 new simulcast radio channels recommended.
- That CSI has quoted astronomical prices to communities to connect to the microwave ring.

- That CSI has orchestrated an RFP for 3 radio frequencies totaling \$125,000 when we can possibly obtain 3 frequencies for just over \$1500.
- That CSI does not want to answer vendor / bidder questions at a mandatory RFP meeting.
- That CSI will not answer questions as to why the costs of the project have exceeded their initial recommendations.
- That CSI did not involve the County IT department in this process for many months after the project had begun and they had already provided recommendations.

Despite each of these concerns mentioned, the board members all agreed that this project, begun from a need to correct the antiquated Sheriff's Office radio system, is a very important project to the public safety agencies in Cumberland County and to the citizens they serve. The members emphasized their desire to see the project succeed. The board members said that because it is such an important project that they want to ensure that it does succeed and therefore feel an obligation to raise any potential red flags during the process.

As a result, the Board of Directors voted unanimously to the following:

- 1) To advise the County Commissioners and management that the County should immediately put a stop the process of purchasing the 3 radio frequencies and not pay any money until the board and technical committee have had a chance to review the issue further.
 - 2) That Board Member Dave Libby and Bill Holmes should be assigned to attend all RFP meetings and discussions on this project.
 - 3) That the Board has an opportunity to review all bids on the RFP and recommend changes / acceptance / non-acceptance of the bids to the County Commissioners.
- 11) Response Times. Bill updated the board on the analysis conducted for response times (the time it takes to answer a call and then assign / tone the call). Bill said that the initial analysis showed the calls were averaging a little over 3 minutes and that after working with the staff and simply changing some operations, the CCRCC staff had reduced the response time to between 2 and 2 ½ minutes. Bill emphasized that the CCRCC will continue to attempt to reduce the response time at the CCRCC.
- 12) Citywatch Grant request. Bill advised the board members that the CCRCC Homeland Security grant request had been denied by the State. He also told them that the issue is on next Monday's commissioners agenda as a request for approval to extend the Citywatch program for 2 years by using County CIP funding.
- 13) Microwave Connectivity Grant. (Tabled)

- 14) Citywatch PSA. Bill advised the board that Time Warner Cable has volunteered to run Public Service Announcements (PSA) on several cable channels regarding the availability to opt in a cellular number. He also told the board that these announcements would also be directed to members of the deaf community to advise them that they could opt in a cell number to receive text messaging alerts.

- 15) Community Care / Reassurance programs. Bill told the board members that the Town of Yarmouth operates a reassurance call program for citizens that may live alone and need to have contact once a day to ensure they are doing well. This program is similar to the Gorham Community Care program that the board voted not to continue at the CCRCC. Bill explained that Yarmouth would like to continue to offer the program from the CCRCC should they decide to partner with the CCRCC for services. Dave Libby said that the program was also an important program to Falmouth as they consider a potential partnership with another emergency communications center. Bill told the board that he would like to provide this service at the CCRCC. There was a considerable amount of discussion on this issue. Several members expressed concern that by taking on this responsibility it would lead to a potential large call volume with not enough staffing to do the job correctly. The board considered and discussed the fact that if the service were offered to all communities serviced by the CCRCC the number of citizens using the service could very quickly grow to 200 or more. The board members said that at this time they are inclined not to support providing the service at the CCRCC. They added however, that should the county hire “call takers” versus dispatchers and had a chance to review the call volume on the call takers that they would reconsider the program at the CCRCC. The board also said that at anytime we were provided a technological program solution that allowed for the CCRCC to receive the telephone numbers of the callers indicating that they had called into the CCRCC each day that the board would also reconsider providing this service at the CCRCC.