

CUMBERLAND COUNTY REGIONAL COMMUNICATIONS CENTER
BOARD MEETING MINUTES 04-06-2009

Attendance:

Chairman- Bob Lefebvre
Vice-Chair- Gary Sacco
John Moran
John Joy
William Holmes
Dick Clark
Holly Hancock
John Small
Donald Goulet
Ronald Shepherd
William Holmes
Donald Durrah
Peter Crichton
Richard Plummer
Dennis Morse
Rod Beaulieu
David Libby
Alan Dolloff
Ang Mazzone

- Meeting was called to order by the Chair at 1700 Hours
- Motion to approve the minutes as written from the January 26th meeting by Holly Hancock
Motion seconded Ang Mazzone
Vote (U)

Agenda Item 2: “I am responding” software

- John Moran of the County IT department gave a presentation to the board on the “I am responding software”
- Board had discussion on the software and would like to have the Cumberland County IT Department pursue getting a quote for the agencies at the CCRCC.

Agenda Item 3: Paging System Update

- IT Director John Joy gave an update on the paging system
- John advised the board that the IT Department did find a program that would work for the CCRCC, however during the process he also discovered that the vendor they was getting out of the paging business.
- John then advised the board that his employee John Moran has created a program that will work at very little or no cost to the users. He explained that the system appears to be able to interface with both Spillman and Pagegate.
- John Moran explained to the board how the program is still being tested but showed the board Spillman takes information from the call automatically sending to the proper agency without the dispatcher physically getting involved. He advised the board that it also would allow the CCRCC to send messages as we currently do for any special items that may need to be paged.
- Motion was made by Ang Mazzone that the IT department work further on the program and seconded by Ronald Shepherd – Vote (U)

Agenda Item 4: County Wide Microwave Update

- Director Holmes advised the board of the recent developments with the Microwave System. He explained that project should be finished by mid to late June.

Agenda Item 5: Microwave Grant Connection Update

- Director Holmes reminded the board members that if their communities wish to participate in the grant funding available to connect to the countywide system that they will need to make contact with RCM very soon to review how they are going to connect.
- Director Holmes also explained to the board some recent State decisions governing the allocation of the Grant Funds that give us some flexibility with installation.

Agenda Item 6: Alert Tones

- Ang from Cumberland addressed the board with a policy change request. He advised that his Fire Chief is requesting to eliminate the alert tones when we do recalls for the Fire Departments.
- Discussion by the board
- Ronald Shepherd made motion that the CCRCC eliminate the use of pre alerts when doing recalls for all departments.
- Motion was seconded by Ang Mazzone
- Vote (U)

- Director Holmes advises that he would like to have the change take effect on Monday 04-13-2009. Holmes also reminded the board members that this change requires a learning curve as we perform this service on every call currently.

Agenda Item 7: EMD Committee

- Director Holmes advised the board of his appointment to the state EMD committee. He explained that he requested to be part of the board so that we had some input on the recent changes that are affecting the CCRCC. He explained to the board the new EMD program, some of the program training requirements and concerns with the program such as “obvious death”.

Board members asked that the CCRCC provide more detail to the board regarding new EMD protocol and changes that might affect the CCRCC and their agencies. Bill Holmes said that he will have CCRCC EMD coordinator Matt Magill attend the next board meeting and provide an overview of the new EMD protocols.

Agenda Item 8: Bridgton Water District request

- Director Holmes advised that board the Town of Bridgton has asked for a Communications Contract Proposal. He explained that during the discussion process they asked if the CCRCC would be willing handle the Bridgton Water District call outs. Director Holmes recommended to the board that this request be granted if the Town does decide to participate in the Regional Communications Center.
- Discussion by board – Donald Goulett made a motion to allow the Director to move forward with Bridgton to include this service if they decide to come aboard at the CCRCC.
- Seconded by Alan Dolloff
- Vote (U)

Agenda Item 9: \$400, 000 Dollar Deficit discussions

- Floor was turned over to the County Manager Peter Crichton to discuss the budget issues that the County is facing.
- He explained to the board some of the issues that have caused the deficit and that the County is looking at several options to assist in managing the issue.
- He also advised the board that it does not appear that there will be any cuts to the CCRCC operations.
- The Chair also advised the board about meetings that he has been present for with the County Administration regarding potential CCRCC expansion costs if the need should arise.
- Chair recommends to the board members that when they are looking for grant funding to be mindful of any grants that the CCRCC may be able to review for revenue to assist with the expansions costs.

Agenda Item 10: Channel Sharing

- Director Holmes advised the board that in 2004, L. Robert Kimball & Associates gave us a funding formula that was based in part on our ability to achieve channel sharing with CCRCC agencies. He explained to the board that it would benefit all if we could achieve some level of channel sharing.
- Board Members discussed potential local solutions as well to assist with the channel monitoring issue. Gary Sacco recommended that we take time to speak with members of the Communications Department and local personnel to review solutions.
- Board chair suggested that a sub committee be established to work on the issue and provide recommendations to the board.
- Dick Clark made a motion to form a subcommittee to assist with the issue using dispatchers and local personal.
- Motion seconded by Rick Plummer
- Vote (u). Any interested members are asked to email the director as soon as possible.

Agenda Item 11: PSAP/EMD Charge

- Peter Crichton opened the discussion by asking what the board's thoughts would be about charging towns for EMD and PSAP services. He explained that there have been several discussions about this topic in recent months. He told the board that he has heard several opinions on the matter. He stated that it is something they are looking at to generate revenue for call taker positions.
- Bill Holmes, Bob Lefebvre and Gary Sacco met with the manager recently and recommend against charging PSAP and EMD charges for several reasons:
 - There would be only three communities effected, Standish, Sebago and Bridgton.
 - These communities already pay a County tax that supports the CCRCC.
 - Standish already contracts for 5 Sheriff's Deputies who are dispatched from the CCRCC and it would not be fair to charge them again for PSAP and EMD service.
- Dennis Morse from Raymond said he thinks that it may be time for us to involve politicians that represent the CCRCC communities to review the possibility of seeking funding assistance from the State 9-1-1 Surcharge. He explained that the CCRCC is providing a superior product but due to new restrictions and training it is beginning to cost more because of state mandates.
- Chair advises that he would like to see the figures governing the expenditures and increases in the CCRCC budget as a result of new training requirements and other related tasks.
- County Manager suggested that we make contact with the Deputy County Manager Bill Whitten who has been assigned to Augusta for some guidance on the matter.
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- The board members would like to see Cumberland County reach out to other Counties and communities for support. They feel it would be a good idea to have everyone represented during the discussions. Peter Crichton said that he will make contact with Bill Whitten for assistance with the process.
- The board members would like see our elected representatives come to the CCRCC for a tour and discussion on the issue as well.
- The Board members tabled the issue until we get information from the Deputy County Manager.
- Board members instructed Director Holmes to ascertain the amount of funds generated by the 9-1-1 monthly surcharge and an accounting of where those funds go. The board is interested in determining whether the CCRCC and other PSAPs throughout the State can obtain funding from the surcharge to support state mandates and call taker positions within the PSAP. Bill Holmes was also assigned to contact other PSAP managers throughout the state to discuss this issue and to speak collectively in support of additional funding to all PSAPs.

Board members said that they appreciate all the services provided through the CCRCC to their agencies and specifically mentioned that they appreciate the efforts of the County IT Department. The members said that the work of the IT staff has saved them considerable finances and enhanced their abilities with programs such as the automatic paging system demonstrated tonight.

- **REMINDER:** Please forward all agency patches to Director Holmes.

The Chair asked if there was any other business to come before the board. Don Goulet asked the status of 9-1-1 cellular calls being answered at the CCRCC. He said that he recalls the issue being tabled previously. Don emphasized that the CCSO would like to have the CCRCC participate in receiving 9-1-1 cell calls direct sooner rather than later.

Bill Holmes said that he would ensure the issue was placed on the agenda for the next board meeting.

Ang Mazzone made motion to adjourn
Motion seconded by Alan Dolloff
Vote (u)

NEXT MEETING SCHEDULED FOR MONDAY 05-11-2009 at 1700 Hours