

**Cumberland County Regional Communications Center**  
**(CCRCC)**

**Board of Directors meeting May 11, 2009**

Attendance:

Bob Lefebvre  
Gary Sacco  
Jim Budway  
Rick Plummer  
Dana Laplante  
Bill Holmes  
John Joy  
Holly Hancock  
Dick Clarke  
Alan Dolloff  
John Moran  
Angelo Mazzone

Meeting called to order by the chair at 1705

- 1) CCRCC 2008 year End reports handed out.
- 2) **Approval of minutes of the April 6, 2009 meeting**. Motion to approve by Angelo Mazzone, seconded by Rick Plummer. Approved unanimously.
- 3) **Pagegate update by John Moran**. John told the board that he has installed auto page via Spillman to each department served by the CCRCC. All departments reported that the system is working very well. Several board members including Chief Lefebvre and Chief Plummer commended John Moran for his efforts. They said that the work John has done to support the CCRCC has been outstanding and has made the job of the CCRCC staff much easier. John Moran saved the County more than \$10,000.00 by creating yet another computer software program that ensures the delivery of critical services to the public safety agencies in Cumberland County.
- 4) **“I Am Responding” update**. John Moran provided financing quotes from the company to the board members. Several members, including Chief Sacco, said that the product appears to work very well, however they need more time to review the program.

5) **Citywatch Update.** John Moran briefed the board members on newly demonstrated Citywatch computer software that is recommended by Citywatch. According to both John Moran and John Joy, the software is far more capable than the current program and should be purchased by the County. They also indicated that this software is designed to eliminate the current problems we have with some messages only being received partial form. Board members agreed that Bill Holmes should have the software installed at the CCRCC. Board members also instructed Bill to schedule 3 meetings throughout the County that would allow all communities to be briefed on the updates and capabilities of:

- Auto page via Pagegate
- I Am Responding software
- Citywatch

6) **Cell Phone update.** Bill advised the board that the State ESCB will be providing the CCRCC with the technology to receive cell calls at the CCRCC sometime next month. Bill reminded the board that in an attempt to manage the call volume, the CCRCC will begin to receive cell calls from only one vendor and from only one region. After an analysis of the effect of the call first phase of cell call volume, we can manage future growth.

7) **Frequency sharing committee.** Chief Plummer, Chair of the Committee, advised the board that the committee had their first meeting today. Chief Plummer highlighted several committee recommendations:

- This project will be voluntary only. No communities will be mandated to share radio frequencies.
- The goals of the program will be to realize short and long term success with frequency sharing.
- Short term goal is to find smaller partnerships for sharing frequencies within 1-2 years.
- Long term goal, several years, is to determine if / when all agencies could share a common dispatch channel. However, the board was reminded that no agency will be 'required' to participate in sharing radio frequencies.
- The County will soon have 2 new Countywide frequencies for use and we could also use current frequencies as assigned talk around channel.
- Bill was assigned to conduct further research, other than that already provided by Chief Plummer, regarding other communities' experiences with frequency sharing.
- The committee will meet one hour before each regularly scheduled board meeting.

- 8) **Employee of the Quarter.** Bill advised board members that Ryan Dennett has been selected as the CCRCC Employee of the Quarter for Jan-Mar 2009. Bill said that Ryan's supervisors have been very pleased and impressed with Ryan's work on the MWM / NCIC validation process and that Ryan has been very helpful to the supervisory staff over this period.
- 9) **Alert tones on recalls.** Board members said that they are pleased with the change to no tone recalls.
- 10) **Long Island meeting.** Chief Clarke advised the board that he would like to once again host a board meeting on Long Island this summer and would get back to the board on a date for the meeting.
- 11) **New Business.** Chairman Lefebvre said that he was very disappointed to see a recent article in the newspaper that gave the appearance that the CCRCC had not been doing a good job for public safety agencies. The article involved complaints from Kennebec County public safety agencies about the State of Maine dispatch center in Augusta. The news reporter combined that story with historical news about the Fairpoint 9-1-1 issues experienced by the CCRCC. By combining the two stories, the story gave the appearance that the CCRCC was also included in an investigation by State officials. Both Bill and Bob have talked with County Manager Peter Crichton about this issue. Peter attempted to get the newspaper to run a correction however was unsuccessful. A motion was made by Angelo Mazzone to draft a letter to all Town / City managers in Cumberland County to point out that the news story was inaccurate and that the CCRCC was not involved in any review of services by the State. Seconded by Dana Laplante, voted unanimously.
- 12) Meeting adjourned at 1850.