

Knox Regional Communications Center

Executive Board

Wednesday
September 16, 2015
2:30 p.m.

A meeting of the Executive Board of the Knox Regional Communications Center took place on **Wednesday, September 16, 2015 at 2:30 p.m.** in the Knox County Emergency Management Agency Office.

Executive Board members in attendance: Adam Miceli, Rockland Fire/EMS; Camden Fire Chief Chris Farley; Craig Cooley, Rockport Police Department; Francis Brandon, North East Mobile Health Services (EMS); and Knox County EMA Director Ray Sisk. **Members absent:** *Thomaston Police Chief Kevin Haj, and Ruston Barnard, Rockland Fire/EMS.*

Others in attendance: Knox Regional Communications Director Linwood Lothrop, Knox County Administrator Andrew Hart, and Administrative Assistant Candice Richards.

I. 2:30 Meeting Called To Order

II. 2:31 Action Items:

1. Approval of Board Minutes of June 24, 2015

III. 2:35 Discussion Items:

1. Review 2016 Operating Budget Draft
2. Review proposed Incident Time Clock Draft
3. Review proposed SOG 2.3 Staging Draft
4. Seek comment on proposed change to MAY DAY SOG Sec. 5
5. Review proposed Utility Problems/Wires Down Draft
6. Discussion – EMS Safe Word Draft
7. Discussion – Excess Radio Traffic

IV. Other Business

V. Adjourn

I. Call to Order

The meeting was called to order by Chair Chris Farley at 2:32 p.m.

II. Action Items

1. Approval of Board Minutes of June 24, 2015.

- Craig Cooley motioned to approve the minutes. Francis Brandon seconded the motion. A vote was taken with 4 (Adam Miceli, Chris Farley, Craig Cooley, and Francis Brandon) in favor and 1 (Ray Sisk) abstention.

III. Discussion Items

1. Review 2016 Operating Budget Draft.

Director Lothrop noted that he had met with Administrator Hart and Finance Director Kathy Robinson that morning and a few changes had been made. He briefly went over them:

- Tower rental line increased by \$416 because of an addition error.
- Personnel services include an additional dispatcher position starting June 1 of 2016 so it's only a partial year cost. Based the need for that on the call volume.
- Telephone line put down \$1,000.

- Radio repairs and equipment went up because of the console software maintenance fees which the County has no control over.
- Requested funding capital items from undesignated account (total of \$32,590). The remote IP monitor allows the County to keep tabs on the towers without having to go there to resolve a problem. ProQA software determines EMD vs. Fire software so it is handled seamlessly for the dispatchers.

5-Year Capital Plan

Project Name	Description	Priority (H, M, L)	2015	2016	2017	2018	2019	2020	Total
IP Radio Project	Dual Mode Operation	M			\$5,000				\$5,000
Remote Monitors	IP RF Monitor (VNL)	H		\$5,700					\$5,700
Computers	Replace Workstations	L			\$8,000				\$8,000
Battery Backup	Replacement Ragged	L				\$8,000			\$8,000
Replace Laptops	Replace 2 laptops	H		\$2,400					
ProQA Software	Interface FD-EMS-LAW	H		\$23,090					\$23,090
Fleet SYNC ANI	Radio ID	H		\$4,200					\$4,200
Reptr Replace	Sch replacement	M						\$24,000	\$24,000
Add. Staff	Supv/Dispatcher	H		\$33,305	\$59,706				\$93,011
			\$0	\$68,695	\$72,706	\$8,000	\$0	\$24,000	\$171,001

2017

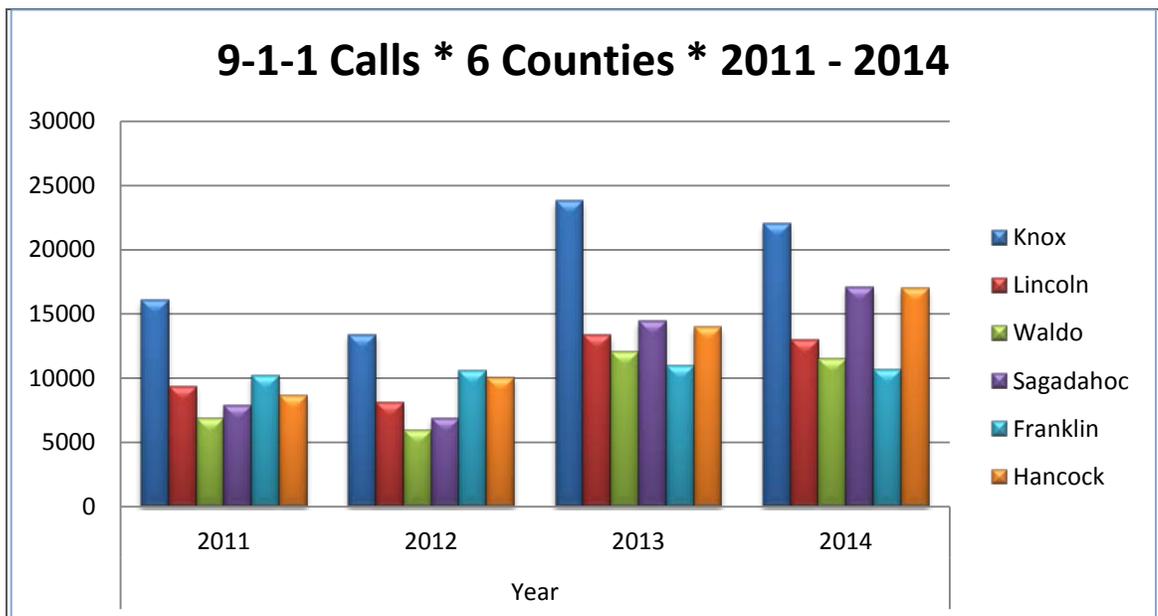
- \$5,000 IP Radio Project put that in there after talking to Bruce Marcus. Our operation needs to be dual mode so our radio equipment can operate in analog and digital. I just put that \$5,000 to start the conversation because we are going to need to switch entirely to digital operation and we really don't want to wait until it's mandatory by the FCC. We need to start planning out.
- \$8,000 6 workstations need to be replaced because of lifespan
- Additional supervisor position

2018

- \$8,000 Benner Hill and Ragged Mountain replacing battery backups

2020

- \$24,000 Repeater site replacement should be done starting in 2020 because of life span (one tower at a time)



Staffing Levels for Waldo, Sagadahoc, Lincoln, Franklin, Hancock and Knox Counties:

Center	Dispatchers	Supervisors	Assistant Dir.	Director	Call vol. diff.
Waldo	13	3	0	1	91% less than KRCC
Sagadahoc	11	4	0	1	28.99% less than KRCC
Lincoln	11	4	1	1	71.31% less than KRCC
Franklin	9	2	0	1	54% less than KRCC
Hancock	8 (+ PT's)	0	0	1	47% less than KRCC
Knox	10	2	0	1	----

There was a discussion about why the additional dispatcher position was in Director Lothrop’s budget proposal column but not in the county administrator’s. Administrator Hart explained that even if he supports the idea of the position, in theory, he doesn’t support it in the budget because he wants to be consistent in not supporting new positions like in past years. He also felt there would be more of a chance of the request being discussed if there was a difference between the department manager’s column and the administrator’s column. Director Lothrop and members of the Executive Board expressed skepticism that the differences between the columns resulted in more discussion, and felt that the administrator not supporting the position in his budget is counterproductive. Director Lothrop asked the Executive Board to be active in their support of the additional dispatcher position since the administrator said he doesn’t support it. Administrator Hart noted that it was up to the Commission and Budget Committee to decide whether or not to fund it.

Director Lothrop explained that he wanted to keep at least 20% undesignated fund balance to cover expenses unplanned for expenses and repairs. He noted that he had tried in the past to budget large expenses over several years but it would get cut every year by the Budget Committee. He asked the Executive Board if he was meeting the goals and objectives for the KRCC and taking the Center in the right direction. Chief Farley asked the Board members their opinion – they all said yes.

2. Review Proposed Incident Time Clock Draft.

Director Lothrop explained that the only change is the “all other fire responses” section. Consensus was that the language matches what was discussed at the last meeting.

3. Review Proposed SOG 2.3 Staging Draft.

The consensus was that everyone approved of the final draft as written.

4. Seek Comment on Proposed Change to MAY DAY SOG Sec.5.

5. The consensus was that everyone approved of the final draft as written.

6. Review Proposed Utility Problems/Wires Down Draft.

7. The consensus was that everyone approved of the final draft as written.

8. Discussion – EMS Safe Word Draft.

Director Lothrop explained that he had met with Rusty Barnard after the last meeting when the Board had discussed using the “10-74” to ask for help since that’s something law enforcement already uses. The Board had been given a draft of the policy. Director Lothrop said that he and Rusty had discussed the KRCC volunteering to do training because the safe word should not be used 10-74 lightly. No one outside the Executive Board has seen this policy draft yet. The wording of the policy is as follows:

EMS Code Word for Emergency Law Enforcement Assistance

PURPOSE

The purpose of this procedure is to establish the **Code Word “10-74”** for EMS Providers to request emergency law enforcement assistance when being confronted by an attacker. The purpose of the

policy is to spell out the distinct difference between a patient and an attacker and set parameters for when the code word is to be used. Examples of situations this would apply to:

- Being held against your will – not allowed to leave safely
- Threatened with a weapon (firearm, knife, etc)
- Aggressive Attacker - active/eminent threat of assault on provider

POLICY

It shall be the policy of the Knox RCC that EMS Providers utilize the code word “10-74” when confronted with a violent, hostile or aggressive situation with or without a weapon, that requires immediate law enforcement assistance to prevent personal injury.

PROCEDURE

Upon receipt of a “10-74” request KRCC will immediately dispatch the request to all units preceded by the Law Enforcement Alert Tone. The closest unit, regardless of jurisdiction, will be required to respond and provide a scene size-up as soon as possible.

The consensus was that everyone approved of the final draft as written.

9. Discussion – Excess Radio Traffic.

A few different issues were discussed.

Union Fair

Director Lothrop wanted to discuss something that had occurred during the Union Fair that he thought the Board should be aware of. The KRCC had Incident Dispatchers working a detail at the fair. While at the fair, the dispatchers were approached by representatives from Union Fire and were asked why the County was putting command decisions on someone who was not an incident commander. It turned out that Union Fire staff had changed someone’s radio number so that one of their staff could use a specific radio, but that radio number was assigned to the Incident Commander. This meant that the Incident Dispatchers were unknowingly putting a command decision on someone not qualified to do it. KRCC staff look at car numbering (i.e.: 1, 2, 3) so there is no confusion over who is in command. Because a Union Fire staff member was using the radio assigned to the Incident Commander, Union Fire was giving KRCC dispatchers hell because they’re saying they aren’t the incident commander but still wanted to use that radio. It also turned out that the Union Fire Chief was on scene but he was in a fire truck and Dispatch was completely unaware that he was even there.

Adam Miceli commented that if the individual firemen don’t know incident command structure to know who is in command, then that’s a problem. Apparently Union “car 3” was the first one on scene and gave an initial size-up but there wasn’t a change of command until it was switched to Hope “car 2” a lot later on. The individual using that designation was not happy that command was pushed over to him. Francis Brandon stated that those types of issues are the fault of the responding agencies, not the KRCC dispatchers. Administrator Hart asked how it gets corrected if it’s not a County issue. Chris Farley explained that it was an internal issue and that it is up to the agency chief to correct his people and make sure they understand the Incident Command structure.

Chief Peasley’s Concern/Complaint

Chris Farley said that the Board should discuss Rockport Fire Chief Peasley’s concern relating to some excess radio traffic by multiple agencies during a structure fire at 414 Payson Road in Union on August 4, 2015. The incident prompted Communications Director Lothrop to send written notification to all agencies involved, along with copies of the audio recordings for their review. Board members expressed interest in providing training to the units that responded to that call so that this sort of thing will not happen again. The problem is, the individual departments need to be willing to do the training but they do not always agree that they *need* training and don’t respond to the offer. Adam Miceli suggested making the offer to provide training and if the departments won’t do it, the Executive Board will send a letter to the Select Board of that municipality. Chris Farley noted that the Board has always made the officer to go and train departments. It was noted that Director Lothrop had sent a letter to Chief Peasley addressing his concerns. The By-Laws state that the Board starts with the fire chief to try

to resolve issues. If the chief won't let his staff do the training, the Board will have to take things to the next level of town officials. Director Lothrop noted that he had not heard back from any of the fire chiefs after sending out the letter but he had not specifically asked for a response. Craig Cooley suggested doing a follow-up letter with a deadline date to respond and the Board will schedule training dates. The rest of the Board agreed.

Appleton Fire Department Issue

Director Lothrop explained that the Appleton Fire Chief says that Appleton is unable to use I Am Responding. He said that KRCC staff have gone in and looked at their I Am Responding to look for issues. Appleton has since started using it and training has been scheduled. Originally Appleton had refused the County's offer of training. Director Lothrop said that the best method is to notify the KRCC when the department is conducting a monthly training session so that the KRCC can come do a monitor test to make sure everyone's pagers are working while they're all in the same room. Administrator Hart commented that he also told Appleton Selectman Scott Wiley that he needs to talk to the Executive Board if there are issues.

IV. Other Business

SOP's

Director Lothrop noted that KRCC staff have been reviewing the SOP's for the past nine months and will go to the Users Group for review but that he wanted to present a copy to the Executive Board chair to look at. Some of it is just formatting changes and some it is wording changes that you need to review and give your blessing to. Everyone except Cooley wanted a copy in PDF via email and Cooley wanted a hard copy so they passed him the one copy Linwood had brought with him. Farley suggested putting this as a discussion item on the next agenda.

V. Adjourn

- Craig Cooley motioned to adjourn. Adam Miceli seconded the motion. A vote was taken with all in favor.

Meeting adjourned at 3:47 p.m.

Respectfully submitted,

Candice Richards
Administrative Assistant