

# KNOX COUNTY DISPATCH USER GROUP

*Chris Farley – Facilitator  
Ray O. Sisk -Secretary*

3/19/15 Knox Dispatch User Group Meeting

Meeting was called to order by Arthur Kiskila@ 4:00 PM then taken over by the Facilitator, Chris Farley. This meeting was held at 301 Park St. Knox County EMA. Those attending meeting:

Linwood Lothrop	Knox RCC Dir.	Arthur Kiskila	Cushing FD/EMA
Francis Brandon	NEMHS	Clarence Keller	Hope FD/EMA
Pat Dougherty	South Thomaston	Adam Miceli	Rockland Fire
Chris Farley	Camden Fire	Donna Allen	Knox County EMA AA
Kevin Soule	Union Fire	Helen Darmara	Cushing EMS
Rusty Barnard	Thomaston Fire	Andrew Blanchard	Cushing
Craig Cooley	Rockport PD	Bryan Calderwood	South Thomaston Fire

A motion was made by Craig Cooley and seconded by Adam Miceli to approve the 12/17/14 minutes. All were in favor.

## **OLD BUSINESS:**

- **Ragged Mountain Antenna Project:**

The project is on hold due to the weather issues. Linwood is meeting with Bruce Markus on April 9 to discuss the plan to move forward.

Ragged Mountain to Vinalhaven is down and has been for about a month. It hasn't really affected any area except the Lincolnville Beach area and certain parts of Camden up in the Hope area. There was an issue with the microwave on Vinalhaven, they have replaced parts on Ragged Mountain with no avail so isolated that the problem is out on Vinalhaven. They have ordered the parts of what they think the problem is so that they don't have to go back and order the parts when they get out there. That should be taken care of with the week or so.

## **NEW BUSINESS**

New Coggins Hill frequency – Mobile TX 154.7250N P/L 162.2

RX 159.3000N P/L 162.2 is up and running as of 2/6/15- Anything out of SP Augusta will be broadcast and analog over that frequency so that you can monitor State Police transmission. You can pick up a mike and talk directly to the State Police if you need to.

- **TERT (Telecommunicator Emergency Response Taskforce)**

This is a State wide effort in conjunction with MEMA. It is designed for is to provide mutual aid to PSAPS. We can respond in state or out of state depending on the need. TERT involves providing qualified communications personnel to work in another PSAP and requires coordination among PSAP's, mutual aid consortiums and Emergency Management Agencies from different municipalities, states and regions. The TERT members' skill sets should match those of the requesting agency. There are 4 of the dispatchers have taken the training for this. They are Robert Coombs, Jerrett Dinsmore, John Gamage and Linwood. There are 34 that make up the Maine TERT and 24 that are certified Director Level and Response Supervisor Level. That means that if something happens here we can call upon those to help out.

- **Legislation Update**

- There was an issue of displacing the word Emergency on a 7 digit number for a Ambulance Service out of Lewiston/Auburn area. They tried to develop their own codes to override the Lewiston/Auburn Dispatch Center for an emergency which is a violation to Title 25 Display off 9-1-1. The law really didn't spell it out specifically so the legislation clarified it. They also imposed a \$500.00 civil penalty violation that went thru and passed at a workshop last week.

- There has been a bill that has not be released yet, calling for the use of the 5 cent surcharge reduction to be maintain and use to provide police and fire protocols similar to the EMD program. Adam and Linwood attended a free class and Linwood went to all 3 days and got certified in all 3 protocols. Adam went to 2 days for the User Group to see if these protocols for Fire and EMS would be a good fit for this area. It was determined by them attending the meeting but by the State NEMA chapter that the Fire protocols were within the consistency with the fire service needed, they would feed our organizations and efforts locally and from the newest person right up to the top to provide that level of consistency on a fire process that we need. The down side again requires response codes. Adam also spoke on this. The NEMA of Maine which makes up all the PSAP's and other dispatch centers voted unanimously to support the Legislation and offer testimony to support Fire Protocols only. The PD's are very cumbersome and need a lot of work to be adopted in our agency. It would be to hard to push both at the same time.

- **Fire Protocols**

Fire and EMS protocols that were sent out for review back in November. Agencies were asked to review the documents for completeness and report back by the December Advisory Board Meeting that all were in order.

Since that time we have started building the response plans in the computer and have been noticing some inconsistencies that we would like to verify will all.

I have attached a brief overview from Dispatcher Coombs outlining our concerns.

Please review the document and attached Fire and EMS protocols for accuracy and report back to me in writing that either change have been made (and provide documentation) or indicate that the current protocol is accurate.

We were especially concerned in areas where one agency will appear more than once in various alarm levels. We also get a lot of complaints about EMS did not automatically respond to fire calls. Please make sure that these special responses are noted on your protocol.

Also please review any automatic upgraded alarm assignments for businesses, etc. We have identified a couple of automatic upgrades for businesses that no longer exist. These types of response are attached to the business name/address so that when entered into CAD it will automatically assign the elevated alarm assignment.

Dispatcher Robert Coombs brief overview outlining our concerns:

1. Fire Departments need to look at all there alarm assignments. I am having departments that change an alarm, but do not change a later alarm that has the same department again.

2. Automatic aid calls. Chimney fires, CO alarms, school alarms, and other type calls that you want to have more than just your agency responding to. This includes reviewing automatic EMS response needs.

3. EMS departments please take a look at your mutual aid departments and make sure they are up to date and correct

4. EMS departments also need to advise when they want automatic assistance on calls. Example your agency has a code do you want Fire to assist as well. Please review your automatic response to certain fire calls as well.

Make sure that you talk with the chiefs of the department that you want to have on your mutual aid call to make sure you all agreed on the mutual aid that will work with your department.

There was much discussion on this issue. Spellman Response Plan theatrically the program is written so that dispatch can tell you what you are taking to the call.

In terms that if dispatch doesn't get it back by the time you want it that is when we got back to the newly adopted b-laws which is seems that everyone needs to review them as well as the policy which the executive is responsible to work with the nonconforming committees.

Bobby will be attending the Fire Chiefs meeting in April to assist with any question that may arise during this process. I would like to have it done so at the June Advisory Board meeting we can finalize it and be all updated.

### **9-1-1 Location Accuracy FCC Roadmap to the Future**

Problem: Increased cell phone use has created a lack of a dispatchable address. People today are more accustomed to grabbing their cell phone to make a call than to pick up a wire line phone. Current cell phone technology does not provide accurate address locations.

January 29, 2015 the FCC adopted an order to implement a roadmap to the future for implementing improved wireless caller location accuracy. This roadmap was the result of four major cell phone carriers along with NENA and APCO coming up with the best possible solution to provide caller location accuracy.

#### Goals

- Provide a dispatchable location
- Provide testing in realistic environment
- Verify accuracy with real world performance (not company testing)
- Take advantage of technology and innovation in consumer market

The system will improve on X-Y coordinates for horizontal location accuracy of wireless calls.

The system will also develop Z-axis solution to measure vertical location accuracy.

This will provide a dispatchable location to the PSAP by CMTS the provider.

The roadmap calls for accuracy within 50m on 80% of calls within 6 years.

The roadmap also calls for the development of a National Emergency Address Database (NEAD).

The roadmap calls for initial testing and implementation in the top 25 cellular market areas (CMA's) within the first 6 years, with the top 50 CMA's added within 8 years.

For example, the 1<sup>st</sup> 2 months of 2550 9-1-1 calls and out of that 1406 were wireless for 55% wireless out of all our calls. There was discussion on the cell phone issue.

- **Technology Woes**

Everyone is moving to wireless. Wireless network for 9-1-1 is IP which is wireless. We have issues when it comes to dealing with the public, they use wireless phones. The need to have battery backup available during power outages because your land line phone automatically works, wireless devices don't. So our efforts in the future have to go to identifying these issues with the public so you need a batch of batteries available for your wireless devices when you need 9-1-1 the most during a power outage.

The other side is the PSAP's themselves would have to be prepared to provide power sufficient to run all the equipment that is used to answer the 9-1-1 calls. If any of the equipment then we lose 9-1-1. The newest trend out there today for kids is signal jamming.

- **Bureau of M/V Update – Temp. Lic.**

Linwood spoke about the Temp. Lic. the License is 3" wide 10" long; it is a handheld printout that is issued instantly after your driving test by the DMV. This is to support a federal rule that has to do with requirements of commercial drivers be able to document their information nationwide that has been documented on a computer base format. State of Maine implementing it a piece at a time, starting with the temporary license.

- **Policy Compliance and I.A.R.**

We do have the new policies and SOG's in place and we really need to use I Am Responding. I know that there are a couple of agencies that are still complying with that. Linwood sent a letter to those agencies explaining the program and that fact the executive board is authorized to use that and that they need to comply. It is designed to cut down on radio communications and a backup to the radio system. If there is big disaster failure he can dispatch calls thru I Am Responding. The main emphasis has to be keeping people off the radio. Sometime to improve communications we have to talk less. There was discussion on the I Am Responding and how well it works. We can also update the Chief Officer.

EMS is based on I Am Responding and if we don't hear then 3 minutes later you are re-toned and 2 minutes after that you have mutual aid even if you didn't want it. We need to keep the primary repeater channel free of traffic.

Let us use the tools that the Executive Board voted and authorized and put in place. Under the new by-laws if we don't get to that compliance level that we are looking for and expect then we do have teeth in these new SOG's that we need to deal with Chief for the compliance thru education, identifying the problem and if that doesn't work then we get hold of the municipality to seek that level of compliance. We have put serious thought and time into these programs. If there is non-compliance and not taken care of then it will go forward to the Executive Board.

We do offer to go out to go over the SOG's, Policy and Procedures and SOG's.

## **Miscellaneous Item**

As Justin Hills has left the EMS service his position on the Executive Board must be filled. Craig Cooley nominated Francis Brandon, Northeast Mobile Health to represent EMS on the Executive Board and Adam Miceli second the motion. All were in favor. Frank had some concern about the EMD codes, he would like to have a brief description of the call.

## **County Administration Comments.**

No County Administration Comments.

- **Next Meeting:**

The next meeting of the User Group T/B/D

### **Adjournment**

A motion to adjourn was made by Craig Cooley and seconded by Frank Blanchard. All were in favor. The meeting ended at 5:05 PM.

Respectively Submitted:

Donna Allen,

Pro Teim Secretary