

Knox Regional Communications Center Users Group

Thursday
April 7, 2016
4:00 p.m.

A meeting of the Users Group of the Knox Regional Communications Center took place on **Thursday, April 7, 2016 at 4:00 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; Jesse Thompson, Union Fire/EMS; and Knox County EMA Director Ray Sisk; and Rockland PD Deputy Chief Chris Young. **Members absent:** *Ruston Barnard, Rockland Fire/EMS.*

Users Group members in attendance: Arthur Kiskila, Cushing FD/EMA; Clarence Keller, Hope FD/EMA; Jamie Leo, Thomaston; Edward Grinnell, Warren Fire; Francis Brandon, North East Mobile; Katie Weitman, North East Mobile; Bryan Calderwood, South Thomaston Fire; Pat Dougherty, Ambulance Service Director; David Stone, Appleton Fire Chief; Phil Meunier, Washington Fire Chief; Helen Darmara, Cushing Rescue Chief; and Kevin Soule, Union FD/EMA. *Note: There were a few more meeting attendees than this but not everyone signed in.*

Others in attendance: Knox County Commissioner Roger Moody, Knox Regional Communications Director Linwood Lothrop, Knox County Administrator Andrew Hart, Administrative Assistant Candice Richards, Knox County Commission Chair Roger Moody, Dispatcher Robert Coombs, Washington Selectman Tom Johnston, Bruce Marcus of Marcus Communications, and Maria Brancaccio-Fleet of Marcus Communications.

- | |
|---|
| I. 4:00 Meeting Called To Order |
| II. 4:01 Action Items: <ol style="list-style-type: none">1. Approval of Users Group Minutes of September 16, 2015 and January 20, 2016 |
| III. 4:05 Discussion Items: <ol style="list-style-type: none">1. Presentation and Demonstration of Digital Radio Capabilities (Bruce Marcus)2. U.S. Cellular / Messaging Issues3. Fire Protocols This Fall4. Open House April 16th5. Other Business |
| IV. Adjourn |

I. Call to Order

The meeting was called to order by Chair Chris Farley at 4:06 p.m.

II. Action Items:

1. Approval of Users Group Minutes of September 16, 2015 and January 20, 2016.
 - Clarence Keller motioned to approve the minutes. Craig Cooley seconded the motion. A vote was taken with none opposed.

III. Discussion Items:

1. Presentation and Demonstration of Digital Radio Capabilities (Bruce Marcus).

Bruce Marcus of Marcus Communications introduced showed a PowerPoint/video presentation that explained about the various new types of digital equipment and how they work. He had provided six

radios that can be borrowed to try them out. The County's infrastructure already has the capability to work with digital radios. Mr. Marcus showed two coverage maps, one of the current coverage with existing equipment, and the projected coverage with digital equipment. There was a significant improvement reflected in the second coverage map.

There was some concern that when the KRCC switches to digital, none of the analog radios currently being used will work. Mr. Marcus said that that was true, but a total conversion is years down the road. In the meantime, when agencies replace radios, they should buy dual mode that does both rather than analog equipment because it will be useless in the future. When asked if mutual aid will come in on analog, Mr. Marcus said yes and that users won't have to switch between analog and digital because the equipment scans everything.

Director Lothrop explained that the County is going to have to switch to digital anyway when it's mandated and the idea behind today's presentation was simply to get everyone thinking ahead and getting comfortable with the technology. The County already has the infrastructure in place that will correct dead-spot issues in some of the outlying areas. He asked everyone to try out the radios and see what they think, and then let him know if they have questions. He asked that anyone borrowing the radios to sign them out so he will know where they are, and to only keep the equipment for about a week or so in order for every agency to try them out that wishes to.

Chris Farley reminded everyone that the KRCC will not move forward until everyone was ready.

2. U.S. Cellular / Messaging Issues.

Director Lothrop said that he had passed on to U.S. Cellular the issues that some individuals were having with receiving messages through IAR. U.S. Cellular came and did an onsite visit with Union's Fire Chief. U.S. Cellular will also be coming down to run some additional tests to try and fix the issues. A few meeting attendees commented that there are some similar issues with Verizon as well.

3. Fire Protocols This Fall.

Fire protocols were approved at the state level and legislation is being drafted that will hopefully go into effect this summer. Director Lothrop expected training to start this October.

4. Open House April 16th.

The KRCC open house was scheduled in conjunction with telecommunicators week, which is recognized nationally. The Open House is from 1 – 3 p.m. at the Public Safety Building. A variety of public safety vehicles will be on site for visitors to see and there will be food. There will be different displays for people to look at, and if the weather permits it, there will be a LifeFlight helicopter. Everyone is welcome.

5. Other Business.

Telecommunicator's Week

At the Regular Commission meeting on April 12th, the Commission will be approving a proclamation for telecommunicator's week and Director Lothrop will introduce all of the dispatchers to the commissioners. Director Lothrop said that everyone is welcome to attend.

Washington Fire Chief Change

Tom Johnston noted that he is no longer representing the Town of Washington on the Users Group as Washington's Fire Chief. Now that he has been elected a selectman, the Town of Washington has a new fire chief: Phil Meunier.

Director Lothrop's Performance Evaluation

Administrator Hart explained that the County started doing employee performance evaluations in 2015, and after Director Lothrop had his first one done, he had requested that the Executive Board be involved in the process to get their feedback as well. For the 2016 evaluation, the Executive Board did

reviews of the Director through survey monkey, which were reviewed by Administrator Hart, the Executive Board, and Director Lothrop to discuss comments and questions. The process seemed to work well.

Set date for next meeting
October 19th at 4:00 p.m.

IV. Adjourn

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

Meeting adjourned at 5:20 p.m.

Respectfully submitted,

Candice Richards
Administrative Assistant