

COUNTY OF KNOX

KNOX REGIONAL COMMUNICATIONS CENTER POLICY

Effective January 1, 2015

A. AUTHORITY AND ORGANIZATION

1. As authorized by Title 30-A, Section 453, M.R.S.A., the Knox County Board of Commissioners hereby establishes the Knox Regional Communications Center (KRCC).
2. The KRCC is established as a department of Knox County as authorized by the Article IV, Section 6, Changes in Departments or Offices, of the Knox County Charter.
3. Pursuant to Title 30-A, Section 453, M.R.S.A., the County Commissioners, after consulting with municipal officers or their appointed representatives, are responsible for setting policies governing the communications center.
4. Pursuant to Title 30-A, Section 453, M.R.S.A., the County Commissioners shall appoint the Director of the Knox Regional Communications Center who is responsible for carrying out their policies, and who is responsible for carrying out adopted County rules, regulations, and standard operating guidelines.
5. The KRCC shall provide communication services for all County departments, including the sheriff's department, county civil emergency services, any county or municipal rescue or ambulance services, and any county or municipal fire departments or municipal police departments. It may also provide communications for public safety or emergency services for which municipalities have contracted with private or quasi-public providers.
6. The County Commissioners, after consulting with the KRCC director and the County Administrator, may enter into an agreement with a municipality under section Title 30-A, Section 107, M.R.S.A. to provide specific communications for municipal law enforcement functions, including dispatching of municipal units, in return for payment for these services.
7. The KRCC shall serve as the E-911 Public Service Answering Point for Knox County municipalities.

B. KNOX REGIONAL COMMUNICATIONS CENTER (KRCC) ROLE AND RESPONSIBILITIES

1. The KRCC is established to provide personnel, equipment, facilities, and any other items needed to establish and maintain the proper functioning of its public safety communications responsibilities.
2. The KRCC shall, where possible, consolidate existing discrete public safety communications functions located in Knox County, taking advantage of economies of scale and technologies.
3. It will encourage the creation of standardized operating guidelines and procedures for use among the entities it serves; when necessary, it will act in accordance with procedures set forth by the public safety authority of any public safety jurisdiction it serves.

C. COMMUNICATIONS DIRECTOR

1. The KRCC Communications Director is a Department Head within the Knox County government structure.
2. The KRCC Communications Director's responsibilities shall be as contained in the job description for the position, as developed by the County Administrator and approved by the County Commissioners.

3. The Communications Director shall consult and coordinate with the KRCC Executive Board in the development and revision of KRCC operating procedures, rules and regulations, and standard operating guidelines, while maintaining compliance with adopted County policies and state and federal statutes.
4. The KRCC Communications Director shall consult and coordinate with the KRCC Executive Board in the development of the KRCC annual operating and capital improvement budgets.
5. The KRCC Communications Director shall serve as a non-voting, ex-officio member of the Executive Board.

D. KRCC EXECUTIVE BOARD AND USER GROUP

1. A KRCC Executive Board and User Group shall be created to:
 - a. Maximize both effectiveness and efficiency relative to the delivery of services from KRCC to the jurisdictions it serves;
 - b. Enhance communication between the KRCC and the jurisdictions it serves, and assist with conflict resolution;
 - c. Serve as a sounding board for the municipalities;
 - d. Collect feedback on KRCC performance from jurisdictions served;
 - e. Advise the KRCC on the needs and policies of the municipalities; and
 - f. Advocate to the jurisdictions served relative to KRCC on approved policies and procedures for unified service.
2. The Executive Board will set standard operating guidelines for dispatch services.
3. The Executive Board has the authority to enforce compliance with standard operating guidelines with public safety and town officials.
4. The Executive Board and User Group will be organized and governed by By-Laws approved by the Knox County Commission, in accordance with paragraph F. 1. of this Policy.

E. COUNTY ADMINISTRATOR

The role of the County Administrator shall be as provided for in Article IV, Section 2 of the Knox County Charter, and by the County Administrator's job description, as approved by the County Commissioners. The County Administrator will serve as a non-voting, ex-officio member of the Executive Board.

F. COUNTY COMMISSIONERS

1. The County Commissioners shall adopt By-Laws governing the role and responsibilities of the KRCC Executive Board in consultation with the County Administrator, the KRCC Communications Director, and the KRCC Executive Board.
2. The Commissioners shall periodically address the needs of, and receive reports from, the Communications Director and the KRCC Executive Board.
3. The KRCC's annual operating budget shall be developed by the Communications Director in consultation with the KRCC Executive Board, with input from the User Group, and shall be reviewed by the County Administrator and Budget Committee prior to the Commissioners' review.
4. The Knox County Commissioners shall serve as the KRCC funding authority.

G. KNOX COUNTY BUDGET REVIEW AND ADOPTION PROCEDURES

The Knox County Budget Committee and County Commissioners shall review the annual KRCC operating budget submitted by the County Administrator and the KRCC Director, per Article V, Sections 5.b. and 5.c., Budget Review, of the Knox County Charter, and will receive approval pursuant to the provisions of Article V, Section 5.d. of the County Charter.

Approved January 13, 2015 , Knox County Board of Commissioners