

KNOX COUNTY COMMISSION

Regular Meeting

Tuesday – March 9, 2010 – 8:00 a.m.

The regular meeting of the Knox County Commission was held on Tuesday, March 9, 2010, at 8:00 a.m., at the county courthouse, 62 Union Street, Rockland, Maine. Executive Assistant Constance Johanson was present to record the minutes of the meeting.

Commission members present were: Anne Beebe-Center, Commissioner District #1, Richard L. Parent, Jr., Commissioner District #2, and Roger A. Moody, Commissioner District #3.

County staff present included: County Administrator Andrew Hart, Sheriff Donna Dennison, Finance Director Kathy Robinson, Airport Manager Jeff Northgraves, Communications Director Linwood Lothrop, Patrol Administrator Tim Carroll, and Executive Assistant Constance Johanson.

Also present were: Lawrence Nash of Union and Eric Belley of Knox-Waldo Regional Economic Development Council (KWRED).

Regular Meeting – Agenda **Tuesday – March 9, 2010 – 8:00 a.m.**

- I. 8:00 Meeting Called To Order**
- II. 8:01 Executive Session**
 - 1. Convene in Executive Session to discuss a Personnel Matter Pursuant to 1 M.R.S.A. §405(6)(A).
- III. 9:00 Public Comment - Public Comment during other portions of the meeting will only be granted by permission of the chair.**
- IV. 9:15 Consent Items**
 - 1. Approve Consent Items as Presented:
 - a. Approve Agenda - Non Agenda Items Only Permitted if Emergency in Nature.
 - b. Approve Minutes of Regular Meeting of November 10, 2009.
 - c. Approve Minutes of Special Meeting – Work Session of February 23, 2010.
 - d. Approve Minutes of Special Meeting of March 4, 2010.
 - e. Accept Monthly Written Departmental Reports.
 - f. Approve Reserve Withdrawals.
 - g. Approve Budget Line Transfers.
- V. 9:20 Action Items**
 - 1. Act on Approval of Consent and Assignments for Hangar #13 from Geoffrey Parker to Andy Rowe, and for Hangar #17 from Gavin Woelfel to Dale Flint (J. Northgraves).
 - 2. Act on Approval of Reclassification of Airport Security Supervisor from Exempt to Non-Exempt, and Approve the Updated Job Description to Reflect that Change (J. Northgraves).
 - 3. Set Mil Rate for 2010 (A. Hart, K. Robinson).
 - 4. Act on 2010 Membership Payment to EMDC (R. Moody).
 - 5. Act on Amendment to Section 2.5 Temporary Employees of the County of Knox Personnel Policy (A. Hart).
- VI. 9:30 Discussion Items**
 - 1. Discuss Kimball Report for Optimum PSAP Reconfiguration Assessment (L. Lothrop).
 - 2. Update on Organizational Study (A. Hart).
 - 3. Discussion of the MCCA By-laws Amendment (R. Moody).
- VII. 9:45 Other Business**
- VIII. 9:50 Adjourn**

I. Meeting Called to Order

Commission Chair Anne Beebe-Center called the March 9, 2010 regular meeting of the Knox County Commission to order at 8:06 a.m.

II. Executive Session

- 1. Convene in Executive Session to discuss a Personnel Matter Pursuant to 1 M.R.S.A. §405(6)(A).

- A motion was made by Commissioner Roger Moody go into executive session pursuant to 1 M.R.S.A. §405(6)(A) to discuss a personnel matter. The motion was seconded by Commissioner Richard Parent. A vote was taken with all in favor.

The executive session convened at 8:07 a.m.

- A motion was made by Commissioner Richard Parent to come out of executive session. The motion was seconded by Commissioner Roger Moody. A vote was taken with all in favor.

The executive session concluded at 8:58 a.m.

Commissioner Anne Beebe-Center asked that the regular meeting reconvene. The March 9, 2010 regular meeting of the Knox County Commission reconvened at 9:05 a.m.

III. Public Comment

Commission Chair Anne Beebe-Center asked for public comment.

Lawrence Nash, a resident of the Town of Union, said that he was here to speak about the Charter and the mistake that he felt was made last fall during the budget proceedings. He referred to Section 3. (d.) which is incorporated herein for informational purposes.

Section 3. ELECTION; ELIGIBILITY; TERM.

- d. Vacancies.** The office of any member of the Budget Committee shall become vacant when that member ceases to be registered to vote in the County, or for any of the reasons mentioned in Section 5 of Article III of this Charter. Entry into active military service, whether voluntary or involuntary, shall be deemed to create a vacancy. A majority of budget committee members shall fill any vacancy on the committee by appointment for the balance of the unexpired term, subject to confirmation by the County Commission. The person appointed to fill the vacant office must be from the same municipality or unorganized territory as the person vacating the office.

Mr. Nash explained that during the 2010 budget process, a person from the Town of Cushing was appointed to fill the vacant seat representing District #8, which he considered a violation of the Charter. The Charter clearly states that the person appointed to fill the vacancy must be from the same municipality as the person vacating the office. There was a candidate put forward from the Town of Thomaston who was not appointed to fill the vacancy.

The vacancy on the budget committee representing District #8 was created when the sitting member left the area. A letter of resignation was not necessary and the vacancy should have been filled by a resident of Thomaston.

The budget committee erred in appointing the candidate from Cushing. The appointed candidate from Cushing was not sworn in and the budget committee should have appointed the candidate from Thomaston. Mr. Nash asked that the commissioners rectify the situation and fill the vacancy before the next budget season begins.

Commissioner Anne Beebe-Center asked if there were any questions or comments.

Commissioner Roger Moody commented that he needed to read the Charter and give some thought to the points that Mr. Nash made.

County Administrator Andrew Hart explained that he was in the process of addressing this issue. He reminded the commissioners that the chair of the budget committee sent out copies of the statute regarding filling a vacancy on the budget committee. The statute states that the person appointed to fill a vacancy must be from the same district as the person vacating the office. The statute is referenced below for informational purposes.

§751. Knox County budget committee

- D.** A vacancy occurring on the budget committee must be filled by the committee, subject to confirmation by a majority of the county commissioners, for the balance of the unexpired term. The person appointed to fill the vacant office must be from the same district or unorganized territory as the person vacating the office.

A candidate from the Town of Cushing, also in District #8, was put forth by the town. In accordance with the state statute, that candidate was appointed to the budget committee last fall. Mr. Hart contacted legal council to determine whether the Charter or the state statute takes precedence in the matter of

filling a vacancy on the budget committee. The legal opinion is that the Charter prevails, therefore a resident of Thomaston should be appointed to the budget committee to represent District #8.

Mr. Hart reported that he had contacted the person from Cushing to explain the matter and that person understands issue, but has declined to run for the budget committee on the November ballot. It is expected that the budget committee will appoint a person from Thomaston at the quarterly meeting in April.

Mr. Nash said he was pleased that the issue was being addressed and announced that he was running for the budget committee seat representing District #6 in the upcoming November election.

IV. Consent Items

1. Approve Consent Items as Presented:

- a. Approve Agenda - Non Agenda Items Only Permitted if Emergency in Nature.
- b. Approve Minutes of Regular Meeting of November 10, 2009.
- c. Approve Minutes of Special Meeting - Work Session of February 23, 2010.
- d. Approve Minutes of Special Meeting of March 4, 2010.
- e. Accept Monthly Written Departmental Reports.
- f. Approve Reserve Withdrawals.
- g. Approve 2009 Budget Line Transfers.

- A motion was made by Commissioner Roger Moody to approve the consent items as presented. The motion was seconded by Commissioner Richard Parent. A vote was taken with all in favor.

Commissioner Anne Beebe-Center asked if there were any questions, or comments on any of the consent items. Commissioner Roger Moody said that he would like it noted in the minutes that he abstained from voting on approving the minutes of the regular meeting held on November 10, 2009 because he was not present at the meeting.

Reserve Withdrawals (March 9, 2010):

Contingency Expense	20000812700	\$26,000.00
Courthouse Computer	20000812660	\$1,520.00
Dispatch Renovations & Furniture	51680012635	\$7,063.23
Sheriff Vehicles	20000812770	\$2,907.41
	Total	\$37,490.64

Budget Line Transfers (March 9, 2010):

Transfer From:			Transfer To:		
Building Mnt. Heating Fuel	006005-55205	(\$100.00)	Bldg. Mnt. - Landscaping	006007-57395	\$100.00
Admin. - Auto Mileage	004004-54105	(\$174.00)	Admin. - Safety Supplies	004005-55305	\$174.00
Jail – Building Repairs	008004-54595	(\$5,607.00)	Jail - Electricity	008004-54555	\$86.00
			Jail - Inmate Medical/Dental	008004-54635	\$2,261.00
			Jail - Institutional Supplies	008005-55320	\$84.00
			Jail - Medical Prescriptions	008005-55330	\$3,164.00
			Jail - Uniforms	008005-55405	\$12.00
	Total:	(\$5,881.00)		Total:	\$5,881.00

V. Action Items

1. Act on Approval of Consent and Assignment for Hangar #13 from Geoffrey Parker to Andy Rowe, and for Hangar #17 from Gavin Woelfel to Dale Flint (J. Northgraves).

Airport Manager Jeff Northgraves explained that the hangars have been sold to these individuals and it was just a matter of completing the process to transfer the hangars to the new owners.

- A motion was made by Commissioner Richard Parent to approve the Consent and Assignments for Hangar #13 from Geoffrey Parker to Andy Rowe, and for Hangar #17 from Gavin Woelfel to Dale Flint. The motion was seconded by Commissioner Roger Moody. A vote was taken with all in favor.

2. Act on Approval of Reclassification of Airport Security Supervisor from Exempt to Non-Exempt, and Approve the Updated Job Description to Reflect that Change (J. Northgraves).

Airport Manager Jeff Northgraves gave a brief overview of the reclassification. Several county employee job descriptions were reviewed in the last 18 months in terms of whether or not the employee should be classified as exempt or non-exempt. It was found that several were classified as

exempt when they should have been classified as non-exempt. To date, two of the job descriptions under review have been changed. This is the third job description to be approved.

Mr. Northgraves reported that the job description for the Airport Security Supervisor was reviewed and several small changes were made, including the reclassification to non-exempt.

One challenge was to ensure that the employee was treated fairly in terms of the expected wages for 2010. The hourly rate has been set at \$18.42 per hour. With an estimated amount of over-time, the wages should be close to the salary that is in the 2010 budget for this position. The plan is to review the overtime and the hourly wage in four months. The employee is not happy with the situation, but understands it and is willing to accept it. Mr. Northgraves said he was drafting a letter to the employee with the explanation for him to sign.

- A motion was made by Commissioner Roger Moody to approve the reclassification of Airport Security Supervisor from exempt to non-exempt, and approve the updated job description to reflect that change. The motion was seconded by Commissioner Richard Parent. A vote was taken with all in favor.

3. Set Mil Rate for 2010 (A. Hart, K. Robinson).

County Administrator Andrew Hart explained that he had provided a chart with the taxes and dispatch fees to the commissioners for 2009 and 2010. The state valuations for 2010 were certified as of January 20, 2010. The taxes assessed to some towns were up due to property revaluations, while others were down.

The 2009 assessment was for \$6,447,800.00 and with the two percent overlay of \$128,956.00; the total tax assessment was in the amount of \$6,576,756.00. The 2010 assessment was for \$6,465,563.00 and with the two percent overlay of \$129,311.00; the total tax assessment was in the amount of \$6,594,874.00. The mil rate for 2010 has been set at 0.0008617653, which is slightly less than the mil rate for 2009, which was set at 0.0008733376.

The dispatch fees up went up for all towns because of the upgrade for the simulcast system. The end users and the municipalities supported spending the necessary funds for the upgrade.

- A motion was made by Commissioner Roger Moody to set the mil rate at 0.0008617653. The motion was seconded by Commissioner Richard Parent. A vote was taken with all in favor.

4. Act on 2010 Membership Payment to Eastern Maine Development Corporation (EMDC) (R. Moody).

Commissioner Roger Moody explained that there was a work session held on February 11, 2010 with representatives from Eastern Maine Development Corporation (EMDC) and the Economic Development Administration (EDA) on the future of Knox County's affiliation with EMDC.

The approved 2010 Knox County budget did not include an appropriation for EMDC. EMDC is in the process of reorganizing and looking at the services being provided to the counties within the organization. The counties are expected to pay a membership fee. If a county does not pay the membership fee, then some services would be provided, but other would not.

EMDC's formal budget request from Knox County for 2010 was in the amount of \$10,000.00. The four contributing counties paid 60 to 80 percent of the requested funding. It is unclear as to what EMDC would accept as a membership fee from Knox County. It is possible that the required membership fee could be as high as \$6,000.00.

It was noted that of the four counties participating as partners with EMDC, only one; Penobscot County paid the full amount requested. Waldo County has contributed funding off and on up until 2010. Knox County has consistently contributed funding to EMDC until 2010. Waldo and Knox Counties did not appropriate funds for EMDC in 2010 partly because of the focus on economic development at the local level through Knox-Waldo Regional Economic Development Council (KWRED). Eric Belley from KWRED is present at today's meeting.

EMDC was incorporated in 1967 with the six eastern counties; Washington, Waldo, Hancock Knox, Piscataquis, and Penobscot. Knox and Waldo Counties were probably oriented toward Eastern Maine at that time, but since then the economic regions have begun to reorient themselves. This has led to the current strained relationships. It appears that there are actually three economic regions, regardless of the designation of districts, which are the southern, central, and eastern portions of the state.

Lincoln, Knox, Waldo and Sagadahoc Counties tend to see themselves as the Midcoast area with similar economic needs. There have been discussions on reorganizing or redistricting to better provide for economic development that would be tailored to the specific needs of a region.

Alan Brigham of the Economic Development Administration (EDA) under the Department of Commerce (DOC) indicated that the state is interested in discussing the rearrangement of economic districts and may initiate the redistricting process to more accurately reflect the definitions of the service areas.

Commissioner Roger Moody commented that with the information presented today as background, the fact that Knox County did not pay a membership to EMDC for 2010, Alan Brigham's recommendation to pay the membership fee, and KWRED's offer to contribute funding towards the county's membership, he recommended having Eric Belley update the commission on what transpired at the last KWRED meeting.

It was noted that EMDC's board will meet on March 25, 2010 to decide on whether or not to offer services to Knox County for 2010 and into the first quarter of 2011.

Commissioner Roger Moody suggested that if the county did not pay the membership fee, it was very likely that the four participating counties would support the position that if Knox County does not pay the membership fee, the county would not receive services as befitting a non-member. It was noted that another issue affecting the decision on whether or not to pay the membership fee is that Knox County does support economic development in the area and therefore needs to be in an economic development district. The long term goal is to be in an appropriate economic district and to that end, it would seem prudent to pay the membership fee and be able to participate in the discussions and process of redistricting as suggested and supported by the EDA.

Eric Belley commented that it was unfortunate that it was not made clear during the budget process that the requested funding was in fact a membership fee and a determining factor for the types services provided. Explaining the situation in 2010, after the budget has been approved, puts the county and the businesses in the county in a precarious position. In discussions with EMDC individuals at a recent Commission meeting (February 11, 2010), the representatives admitted that they did not adequately support Knox County and the membership fee was not spelled out during the budget discussions. It appeared EDMC was busy with other economic areas in the state. Regardless of their efforts in other areas in the state, EMDC still expects Knox County to contribute funding in terms of paying a membership fee. It is still not clear what the membership fee is, what services will be provided, and what it will cost businesses in the area to utilize EMDC's services if the membership fee is not paid.

KWRED is interested in offering support to the county. There does not appear to be an exact figure for the membership fee and the deadline for being included as a member in good standing is approaching. What is clear is that KWRED wants to be able to say to businesses in the county that KWRED is committed to being the economic engine. KWRED does not want the county to be excluded from being able to receive services from EMDC and is willing to support the county by offering up to \$2,500.00 either for or towards the required membership fee.

Commissioner Anne Beebe-Center commented that her difficulty is that there are three major sources of funding for EMDC and where the money goes. One source is the EDA's funds that have to be matched by EMDC from the member counties. The EDA funding is the primary source of funding for the Complete Comprehensive Economic Development Strategy (CEDS) process, which looks at the geographical region to determine what economic projects would have an impact in the area. From all the recent discussions, a county that does not contribute to EMDC's matching fund pool for the CEDS is left out of the CEDS process, and no EDA funding is available to that county. It was noted that Knox County has been unable to get on the top priority list for projects in terms of funding. It appears that there are still a number of services would be available to Knox County even without the appropriation to EMDC.

It was noted that Waldo County has not always appropriated funds for EMDC and has not lost their vote. It came as a surprise that Knox County would lose its vote because of not contributing funds to EMDC in 2010. Appreciation was expressed to Eric Belley regarding KWRED's offer to assist Knox County with its required membership fee for EMDC.

Commissioner Anne Beebe-Center reported that she was on the EMDC board for six years and never heard anything about a mandatory membership fee. Admittedly, there have been some changes in the administration, but Commissioner Anne Beebe-Center stated that she questioned the legality of excluding the county from EMDC and the loss of a member's vote because of not contributing funds to EMDC. She suggested obtaining more information before March 25th.

Commissioner Roger Moody suggested asking EMDC directly. Commissioner Anne Beebe-Center agreed and stated that she was in contact with the legislative representatives because of their knowledge of federal funds to the EDDs.

Commissioner Roger Moody said he had contacted EMDC and asked for a copy of the CEDS report for the six counties. The report was 109 pages with mostly general information and very little specifics. It did list the projects in Knox County, which are Rockland's Fish Pier, the Campus of Many Flags, and the Ocean Institute. He offered to e-mail the document to anyone if they are interested.

Commissioner Roger Moody reported that he also asked EMDC for a copy of the grants distributed over last 5 years to this area. There were none in 2009. In 2007 there was \$821,000.00 in grant monies distributed, which were mostly SBA loans and are available from commercial banks and other agencies. There were loans from the EDA, which were processed through EMDC in the 1990's, but then these loans began to drop off significantly in latter years.

Commissioner Anne Beebe-Center commented that with the CEDS process there were three projects in Knox County; the Rockland Fish Pier, the Campus of Many Flags, and the Ocean Institute, but the decision on the priority of which projects receive the most funding is on a regional basis. Although these are listed as regional projects, they are not high on the priority list for financial support.

Eric Belley reported that when the membership issue was discussed at the February 11th Commission meeting, he asked Alan Brigham of the EDA what exactly was meant by "a member in good standing". Alan Brigham had recommended that the county be a "member in good standing". The answer was basically "pay the fee". It was not a matter of services provided or economic development; it was "pay the fee". To be at the table for the state discussions on the redistricting the Economic Development Districts (EDDs) in the state is important.

Commissioner Anne Beebe-Center agreed that Knox County does not want to be left out of the discussions on restructuring the EDDs in the state. She asked if the discussions had started. Mr. Belley explained that before the restructuring process could begin, the issues with Lincoln County and its EDD had to be resolved. Lincoln County is still in mediation, but it was expected that there would be a resolution in the next few months.

Commissioner Richard Parent asked if the restructuring process will continue or not in light of this being a gubernatorial election year. The governor has to sign off on the creation of any new EDD so it could be this governor or it would have to be the newly elected governor.

It was noted that a special meeting needed to be held before March 25th. Tuesday, March 23rd was suggested. A special meeting was scheduled for Tuesday, March 23, 2010 at 2:00 p.m. to vote on the EMDC membership issue. Commissioner Anne Beebe-Center said that she expected to have information back from the legislative delegation by then. It was suggested that a representative from KWRED should be present at the scheduled special meeting.

5. Act on Amendment to Section 2.5 Temporary Employees of the County of Knox Personnel Policy (A. Hart).

County Administrator Andrew Hart explained that there was some discussion in the latter part of December on filling vacant patrol positions. The two patrol supervisors are now on military leave, but those positions can only be filled on a temporary basis because the employees are expected to return. The deputies that are acting as patrol supervisors will return to their status of patrol deputies when the two employees on military leave return. In the meantime, there are two patrol vacancies, which can only be filled on a temporary basis because of the upward and downward movements associated with those on military leave. Section 2.5 of the Personnel Policy addresses temporary full time employees. The language has been amended and the commissioners are being asked to approve the change.

- A motion was made by Commissioner Richard Parent to approve the amendment to section 2.5 Temporary Employees of the County of Knox Personnel Policy. The motion was seconded by Commissioner Roger Moody. A vote was taken with all in favor.

The approved language in the Personnel Policy is included herein for informational purposes:

2.5 TEMPORARY EMPLOYEES

Temporary employees may be hired for a limited period subject to the approval of the County Commissioners not to exceed 12 months. Temporary employees may be entitled to holiday pay proportionate to the hours worked during their regular work week. If a temporary employee is required to work a holiday, in addition to holiday pay (as written herein), the temporary employee shall be paid at

time and one-half for all hours worked on the holiday. Such employees are not entitled to any other benefits, though the Commission may, on a case by case basis, consider approval of benefits to be paid to temporary full-time employees, and will be paid an hourly wage prorated from the approved compensation scale.

VI. Discussion Items

1. Discuss Kimball Report for Optimum PSAP Reconfiguration Assessment (L. Lothrop).

Communications Director Lothrop distributed copies of an overview of the Kimball Report. The Kimball Report is 80 pages long.

The Kimball Report's overview is outlined below with along with Communications Director Lothrop's additional comments and explanations.

Consolidation History:

- In 2003 a legislative bill passed to reduce the number of Public Safety Answering Points (PSAPs) from 48 to between 16 and 24.
- The result of the legislation was that there are currently 26 PSAPs in the state.
- Of the 22 PSAPs that did close, 17 kept their dispatching functions, which is a key part of the overall study.
- While the 2003 reduction did reduce the overall cost to the state and was successful in its mission of reducing the cost of 9-1-1 services, a more complex and fragmented system was created.
- The PSAP reduction created six (6) key issues, which are as follows:
 1. The separation of 9-1-1 call-processing and dispatch functions.
This affects the flow of information, which then becomes fragmented. It allows for the transfer of a call from one dispatch center to another one. This results in the "loss of the Big Picture" because a dispatcher is unable to ask or answer questions directly. The dispatch center is the first responder. Call taking and dispatch functions are intertwined and when they are separated, it really creates problems.
 2. The transfer of 9-1-1 calls and absence of key E9-1-1 features in dispatch only centers.
When the call is answered in one county, they have the ability to ask the caller for all pertinent information. Once the calls is transferred, if it is not done properly, then the ability to obtain information such as the Automatic Number Identification (ANI) which is the caller's phone number and Automatic Location Identification (ALI) which is the caller's address is lost.
 3. Routing of wireless 9-1-1 calls.
Department of Public Safety (DPS) maintains four (4) PSAPs that answer approximately 74 percent of all wireless calls. There were 356,745 wireless calls last year, which was 55 percent of all 9-1-1 calls. More than a third of the calls are transferred which creates the risk of dropped calls. This problem creates the same type of call transfer issues as outlined in key issue #2. The most important issue is the delay of service response.
 4. PSAP rate shopping.
The definition of rate shopping is the act of seeking out a less expensive and/or improved quality of service from one PSAP to another. This may increase the number of 9-1-1 transfers. This creates a disjointed provision of service as other communications centers were undercutting the costs and taking transferred calls. Reference was made to the last two pages of the overview, which are a diagrams of the disjointed services provided. *These are inserted at the end of the overview.*
 5. Cost shifting.
The network is currently smaller than in 2003. The municipal costs went up while the state's cost went down, which is not the intent, nor the desired effect of the consolidation project.
 6. Lack of collaboration between Emergency Services Communications Bureau (ESCB), Department of Public Safety (DPS), county and local agencies. Basically, no one is talking to each other.

Kimball Report Opinion:

The State, through the ESCB, has a responsibility for the following:

1. Providing the citizens of Maine with a 9-1-1 system that balances cost efficiencies with public safety service.
2. Recognizing that the PSAP functions are only one component of the larger emergency communication system, which includes dispatch.
3. Recognizing that decisions regarding the configuration of emergency communications systems must be based on both, call-taking and dispatch functions, rather than cost factors alone.
4. Proactively planning for technology that will quickly become the new "standard of care" in the 9-1-1 industry – the "Next Generation 9-1-1" which would allow calls from any device

being answered and responded to. The current fragmented system was built on 1968 technology.

PSAPs:

The dispatch-only sites and fully consolidated centers have a responsibility for the following:

1. Providing 9-1-1 and dispatch services at the local level that are as efficient and consistent as possible. Knox County does not transfer calls out, but the county does receive transferred calls. This issue is supposed to be addressed by creating regional service centers, but the regions have not been established at this time.
2. Recognizing the Next Generation 9-1-1 (NG 9-1-1) will change emergency communications service delivery. Dispatch-only sites will not be able to receive the benefits of the new NG 9-1-1 technology with their existing equipment.
3. Understanding that there is a “cost” associated with operating individual dispatch-only sites; not only the financial costs, but also in terms of the types of service that can be provided.
4. Each time a call must be transferred, a service delay occurs.

It is important to note that service delivery starts with the time a citizen dials 9-1-1 to the time the emergency responders arrive at the scene; whether it be police, fire or emergency medical services (EMS).

Optimal PSAP Configuration:

1. A 15-17 PSAP configuration as recommended by the Kimball Report.
2. Provides best opportunity for migration to a system that balances cost, service levels and regional needs.
3. Recommendation based on PSAP and dispatch functions will be to consolidate into regional facilities where possible. It is expected that this will eliminate transferred calls and the resulting fragmentation as shown in the diagrams. Calls will be answered at the PSAP and services dispatched from that communication center.
4. Hard wired phone line calls and wireless calls would be routed directly to the appropriate regional PSAP.

To accomplish the optimal PSAP configuration, the following issues need to be specifically addressed:

1. Establishment of operating standards and quality assurance through the ESCB.
2. Consolidation studies need to be conducted for each of the 15-17 regions.
3. Study to identify costs, technological, and operational needs for each region.
4. Existing PSAPs become new regional centers that will require collaboration and oversight between all participants.
5. Full consolidation studies may not be needed if there are mutual aid and interoperability arrangements with the neighboring centers in place.

Kimball Report Recommendations:

1. Maintain current 26 PSAP configuration for the duration of the existing Fairpoint contract, which expires in 2012.
2. The ESCB and local municipalities should work collaboratively to identify service level issues and solutions as found in the Office of Program Evaluation and Government Accountability Report and known as the OPEGA Report.
3. Studies conducted to assess the feasibility of consolidate PSAP and dispatch functions as much as possible.
4. Develop a plan for future migration to 15-17 PSAPs statewide. These PSAPs must be regionally located.
5. The ESCB should offer incentives to local municipalities to consolidate dispatch functions in each regional PSAP.
6. Full consolidation study conducted to include all aspects of emergency communications.
7. PSAP rate shopping should be addressed via regulation through a capped structure fee and restrictions on how often service can be shifted among PSAPs.
8. Wireless calls to be routed directly to the appropriate PSAP for processing. Major rerouting to occur after final PSAP configuration is reached.

ESCB Scope of Authority Recommendations:

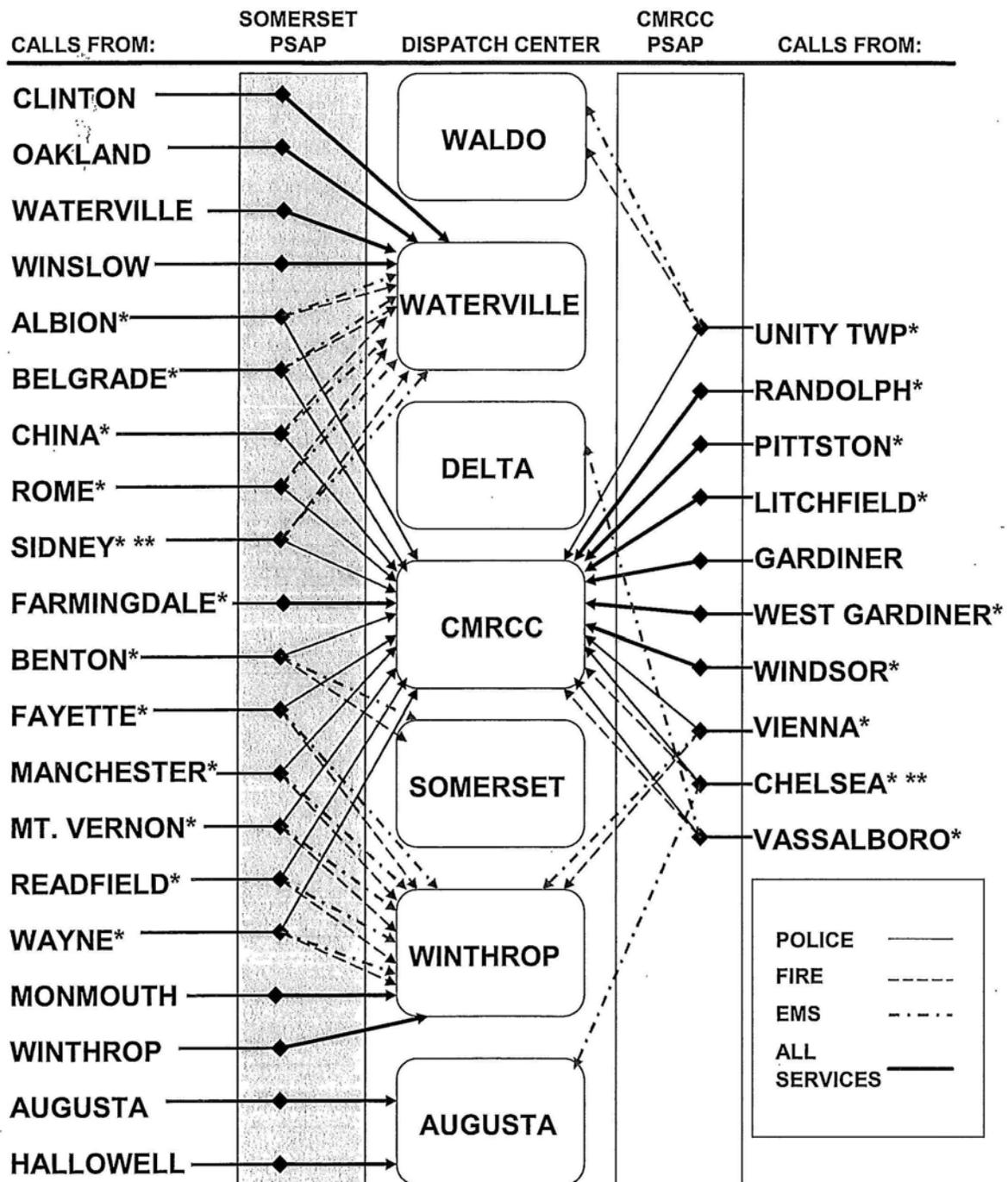
1. Amend 25 M.R.S.A. §2926 (1) to make it clear that the Bureau is responsible not only for the implementation and management of E9-1-1, but also for adopting rules to enhance public safety in Maine through the statewide E9-1-1 system.
2. Amend 25 M.R.S.A. §2926 (2)(A) to clarify the ESCB’s authority to make the final determination about which PSAP will serve specific communities.

ESCB Incentives for Consolidation Recommendations:

1. ESCB should adopt a policy position favoring the consolidation of PSAP and dispatching functions into regional centers and then support consolidation initiatives through its grant program.
2. The ESCB should budget a certain amount to be distributed to PSAPs as grants to study, plan, and execute consolidation.
3. 25 M.R.S.A. §2927 (8) should be amended to give the ESCB authority to adopt rules establishing and governing a consolidation incentive grant program.

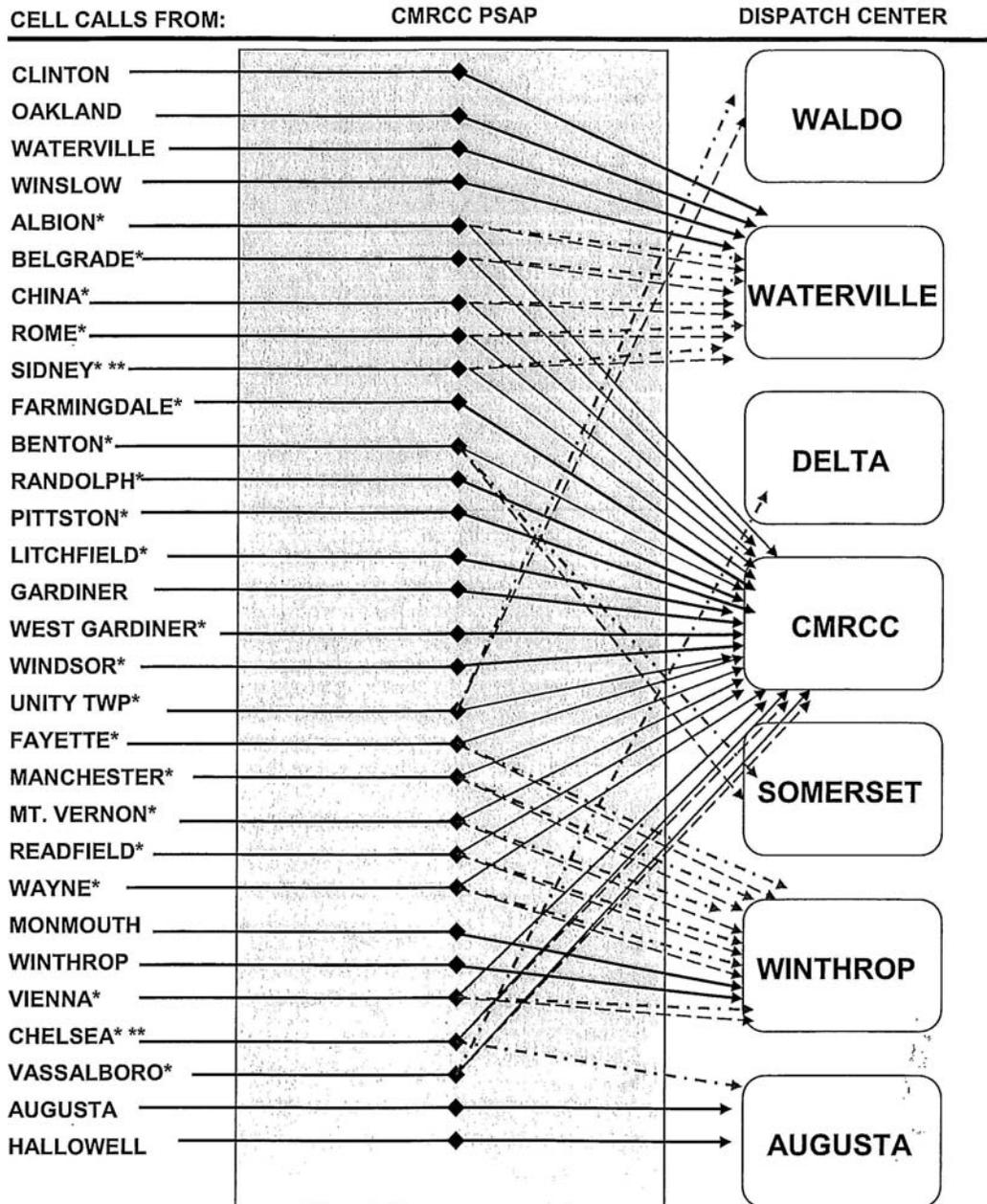
Emergency Communications in Kennebec County

Figure 2. Diagram of ECCs Handling Landline Calls Originating from Kennebec County Municipalities



*These municipalities' law enforcement services are provided by the Maine State Police and Kennebec County Sheriff's Office.
 **Depending on the emergency location, Fire or EMS calls from these municipalities may be handled by one of two different dispatch centers.
 Source: Developed by OPEGA based on data provided by the PUC and confirmed by the ECCs.

Figure 3. Diagram of ECCs Handling Cell Phone Calls Originating in Kennebec County Municipalities
 Note: The legend shown with the landline diagram on the facing page also applies to this diagram.



*These municipalities' law enforcement services are provided by the Maine State Police and Kennebec County Sheriff's Office.
 **Depending on the emergency location, Fire or EMS calls from these municipalities may be handled by one of two different dispatch centers.
 Source: Developed by OPEGA based on data provided by the PUC and confirmed by the ECCs.

Knox County is the eighth busiest PSAP in the state as of 2009. There is no way of knowing what the future will bring as to the regionalization of the Knox County Communication Center, but with that call volume, it is not likely that Knox County will be absorbed by another PSAP. There is no further information on the regionalization project at this time.

Maine Emergency County Communication Association (MECCA) drafted a letter to the members of the Maine Utilities Commission stating that the consensus of their membership was that there are already regions created in the state. There are 10 stand alone PSAPs that provide dispatch services for their counties; covering 80 percent of the state. Copies of the letter were distributed.

Communications Director Linwood Lothrop reported that he was taking copies of the Kimball Report along with the overview, and copies of the MECCA's letter to the Maine Utilities Commission to the Executive and Advisory Board meeting tomorrow.

Commissioner Anne Beebe-Center asked if the Kimball Report will actually drive any change or will it end up on a shelf. Director Lothrop responded that the state spent \$300,000.00 on the study and he doubted that nothing would come of it. The 9-1-1 system needs a jump start to get its fragmented system fixed and eliminate the problem of dropped calls. It is expected that the legislature will act on it because of the urgency to provide better service.

It was noted that there was an independent study on Kennebec County's dispatch services because of complaints of poor service that was conducted by the Office of Program Evaluation and Government Accountability and known as the OPEGA Report. The OPEGA Report came out with similar conclusions and recommendations as the Kimball Report.

Commissioner Richard Parent asked who asked made the decision on how to proceed; the legislature or the Utility and Energy Commission. Director Lothrop responded that it was unclear at this time because communication services fall under the Utility and Energy Commission's jurisdiction, but it is not a body that really deals with dispatch issues. There have been discussions on having communication services return to being overseen by the Public Safety Committee. The change to fall under the guidance of the Utility and Energy Commission was done to avoid losing the surcharge money to the state's general fund. If the dispatch returns to being overseen by the Public Safety Committee, then that body would be able to make the decision to move forward and implement the recommendations in the Kimball Report.

Commissioner Roger Moody asked what the assessment was on telephone lines for the 9-1-1 service. Director Lothrop reported that the fee had dropped and he thought it was \$.37 which covers the bills, but does not allow for a build up of funds. There have been discussions on funding for new regional centers and for those that have to merge and expand. Some of costs of implementing the recommendations from the Kimball Report can not just be passed along to the municipalities.

Commissioner Richard Parent commented that the county still has the space needs issue that has not been resolved. Communications Director Linwood Lothrop responded that the present conditions have to be reviewed and recognition given to how the regionalization project may change the needs for space. It is unknown at this time if Knox County will take on the responsibilities for providing services to a larger call area.

Commissioner Anne Beebe-Center asked if Knox County, because of its call volume, was likely to have other dispatch centers or PSAPs merge with Knox County. Director Linwood Lothrop responded that there was a possibility of having another county merge with Knox County, which could translate into having eight (8) workstations instead of four (4).

The timeline for implementing the recommendations from the Kimball Report was 2012, but it is expected that the Fairpoint contract will be extend for another two years. The legislative session is short and it is unlikely that the matter will be addressed at this time.

Commissioner Roger Moody asked if there was a time when the Kimball Report was just getting started when there was little communication with the counties on the project. Director Lothrop reported that the last 20 pages of the report contained interviews by those involved communication issues including the end users.

Commissioner Richard Parent commented that the sheriff reported some water damage due to the recent rain storms. He asked if the communications department had suffered any damage due to rain storms.

Director Lothrop replied that there was not any in-house water damage, but rather the storm damage was to the tower on Ragged Mountain. There is a power line that runs up to the top of the mountain. During the storm a tree blew down and knocked out the power line. Maine Public Broadcasting Network (MPBN) lost their tower. The generator that supplies backup power for the communications center's radio system went down because the batteries are old and need to be replaced. It was fortunate that MPBN decided to shut down their generator and allowed the county to use it to get the EMS radio communications back up and running.

When the simulcast system is installed, the battery backup system which is nine years old will be replaced. Currently the batteries can only supply backup for approximately two hours. New batteries in the current system would allow for 12 hours of continuous radio transmission or 24 hours of intermittent radio transmission. The power line keeps the batteries recharged. Batteries are used for a smooth and even power supply to all the radios. If there is a power strike, it should stop at the batteries and not take out the equipment. The new battery system will provide for 24 hours of continuous radio transmission and 48 hours of intermittent radio transmission.

2. Update on Organizational Study (A. Hart).

County Administrator Andrew Hart reported that a sample draft of the RFP was presented at the last work session. There are two phases to the study. It was suggested that the District Attorney's office and the jail not be included in the study.

There was a staff meeting held on March 2, 2010. One of the topics for discussion was the organizational study. The recommendation was to include all county employees in Phase 1. Even

though the jail budget was subject to approval by the Board of Corrections (BOC), there could be some efficiency measures for cost savings, which would help make the funding go further.

Assistant Jail Administrator Kathy Carver reported that there was an organizational study done of the jail approximately five years ago; known as the Gallant Study. She offered to provide the county administrator with a copy of the Gallant Study. There was a synopsis of the recommendations that came out of that report. It is expected that the D.A.'s office and the jail will be included in the organizational study.

Commissioner Anne Beebe-Center asked when the draft of the RFP for the organizational study would be ready to review. She asked if it would be done in time for the March 23rd special meeting. Mr. Hart responded that it would probably be ready by then and if approved by the commissioners, it would be sent out to bidders on April 1, 2010.

3. Discussion of the MCCA By-laws Amendment (R. Moody).

Commissioner Roger Moody commented that MCCA had some lengthy meetings, but they accomplish a large amount of work. MCCA was very active during the legislative sessions regarding county departmental issues.

Commissioner Roger Moody reported that the amended by-laws expanded the membership to include elected county commissioners and representatives from county associations, such as the Registers of Deeds Association. There were lengthy discussions on the organizations' finances. The county commissioners vote to appropriate funds for MCCA. It was thought that perhaps the additional members, the representatives from the associations, should not vote on financial matters. County commissioners are the only members that can vote on financial matters. It was noted that the changes to the by-laws were significant.

VII. Other Business

There was no other business to come before the commissioners.

VIII. Adjourn

- A motion was made by Commissioner Roger Moody to adjourn the meeting. The motion was seconded by Commissioner Richard Parent. A vote was taken with all in favor.

The meeting adjourned at 10:15 a.m.

Respectfully submitted,

Constance W. Johanson
Executive Assistant

The Knox County Commission approved these minutes at their regular meeting held on April 13, 2010.

Anne H. Beebe-Center, Chair – Commissioner District #1

Richard L. Parent, Jr. – Commissioner District #2

Roger A. Moody – Commissioner District #3