

Knox Regional Communications Center Executive Board

**Wednesday
September 23, 2015
3:00 p.m.**

A meeting of the Executive Board of the Knox Regional Communications Center took place on **Wednesday, September 23, 2015 at 3:00 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; Francis Brandon, North East Mobile Health Services (EMS); and Knox County EMA Director Ray Sisk and Ruston Barnard, Rockland Fire/EMS. **Members absent:** *Thomaston Police Chief Kevin Haj.*

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

I. 3:00 Meeting Called To Order

II. 3:01 Action Items:

1. Approve 2016 Operating Budget Draft
2. Approve Incident Time Clock SOG
3. Approve Radio SOG 2.3 Staging
4. Approve Radio SOG 5.0 MAY DAY Modification
5. Approve Utility Problems/Wires Down SOG
6. Approve Modified EMS Safe Word SOG to Include Fire Service

III. 2:35 Discussion Items:

1. Current 2015 SOP Updates – future approval process
2. Letter to Appleton Selectmen – Concern about Monitor Tests/IAR

IV. Other Business

V. Adjourn

I. Call to Order

The meeting was called to order by Chair Chris Farley at 3:05 p.m.

II. Action Items

1. Approve 2016 Operating Budget Draft.

Director Lothrop briefly went over a write-up he had provided to the County Commission and the Budget Committee to explain his justification for the additional dispatcher position. He compared the KRCC to five other county's staffing levels:

Center	Dispatchers	Supervisors	Assist. 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	-----

Comparing Knox County's staffing level to these other counties shows that Knox is below the average number of employees of counties of similar size. The KRCC is doing almost twice the workload with

less staff. Director Lothrop's goals and objectives call for the addition of a dispatcher in 2016 and a supervisor in 2017. The workload on the Center and its staff continues to grow. The other factor to take into consideration not always reflected in the numbers is the increase in traffic caused by major events in the County. This includes ramping up staff to handle additional call volumes for the Blues Festival, Maine Lobster Festival, 4th of July Celebration, Boats, Homes and Harbors Show, Union Fair and the Antiques Festival. The KRCC is also faced with an increasing number of law enforcement details which require additional staffing to cover all the radio traffic. This includes seat belt details, OUI enforcement details and safety check roadblocks.

EMA Director Ray Sisk asked if the business of the center is a deterrent to potential employees. Director Lothrop said it might be because they think the KRCC is so busy that it's too much pressure. Right now the KRCC has seven dispatchers and so are down three. Two have been hired but have not actually started yet, and it takes months to get them ready to work on their own. The Board encouraged Director Lothrop to approach the staff about being willing to try rotating shifts as a way to try and hire additional people since additional employees can help carry the work load. Director Lothrop asked that the Executive Board to attend budget meetings to support him in convincing the Commission and the Budget Committee. One of the issues that is occurring because of the lack of enough staff is that the supervisors are working as dispatchers because there aren't enough dispatchers. That means that supervisors can't supervise or do the required reports they're supposed to do. The supervisors can't do evaluations of the employees if they haven't had a chance to watch the employees work. The Board asked Director Lothrop to add to his write-up what the supervisors are unable to get done at the current staffing level because they're acting as dispatchers

- Craig Cooley motioned to approve the 2016 operating budget of \$1,046,080. Adam Miceli seconded the motion. Motion and second withdrawn.

Administrator Hart commented that he would get the final draft of the budget to the Board next week and they will vote by email after they have seen the final figures.

- Adam Miceli motioned that upon receipt of the budget draft each board member will email their vote on the budget to the rest of the board. Motion withdrawn.
- Craig Cooley motioned to approve a budget not to exceed \$1,04,080. Adam Miceli seconded it. A vote was taken with all in favor.
- Craig Cooley motioned to approve Option A: ProQA Interface \$23,900. Adam Miceli seconded the motion. A vote was taken with all in favor.
- Craig Cooley motioned to approve Option B IP Remote Antenna Monitor \$5,700. Rusty Barnard seconded the motion. A vote was taken with all in favor.
- Ray Sisk motioned to approve Option D Fleet SYNC ANI \$4,200. Craig Cooley seconded the motion. A vote was taken with all in favor.

2. Approve Incident Time Clock SOG.

- Francis Brandon motioned to approve the Incident Time Clock SOG. Ray Sisk seconded the motion. A vote was taken with all in favor.

3. Approve Radio SOG 2.3 Staging.

- Craig Cooley motioned to approve the Radio SOG 2.3 Staging. Adam Miceli seconded the motion. A vote was taken with all in favor.

4. Approve Radio SOG 5.0 MAY DAY Modification.

- Adam Miceli motioned to approve the Radio SOG 5.0 MAY DAY modification. Craig Cooley seconded the motion. A vote was taken with all in favor except Francis Brandon who abstained.

5. Approve Utility Problems/Wires Down SOG.

- Ray Sisk motioned to approve the Utility Problems/Wires Down SOG. Craig Cooley seconded the motion. A vote was taken with all in favor as amended.

6. Approve Modified EMS Safe Word SOG to Include Fire Service.

- Francis Brandon motioned to approve the modified EMS Safe Word SOG to include Fire Service. Craig Cooley seconded the motion. A vote was taken with all in favor except Ray who voted against.

III. Discussion Items1. Current 2015 SOP Updates – future approval process.

Director Lothrop explained that he was working to make the review process for the Standard Operating Procedures and policies simpler. The SOP subcommittee reviewed them all over 9 months. Any major changes the Board reviewed as action items to vote on.

- Adam Miceli motioned to approve those SOP's collectively as they exist. Ray seconded. A vote was taken with all in favor.

Copies of the entire SOP manual will still be sent to everybody once Administrative Assistant Richards has converted them all over to a new format.

2. Letter to Appleton Selectmen – concern about Monitor Tests/IAR.

Administrator Hart explained that he hadn't emailed the letter to everyone until today because the Appleton Selectboard didn't meet until last night. The letter explained that the radio monitoring was addressed in the SOG and was included in the training but Appleton didn't have representation at either meeting. The information was put into writing to make sure everyone in Appleton got the exact same information. It was a selectman that had made the original request for information.

IV. Other Business**V. Adjourn**

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

Meeting adjourned at 4:48 p.m.

Respectfully submitted,

Candice Richards
Administrative Assistant