

Inter-Agency Cooperation Group

Camden PD – Rockland PD – Rockport PD – Thomaston PD – Knox County (KRCC, DA, Sheriff, Admin/IT)

A meeting of the Inter-Agency Cooperation Agreement Group Committee took place on Thursday, January 5, 2012 at 10:00 a.m. in the Knox County Commission Hearing Room.

Committee members in attendance: Knox County Administrator Andrew Hart; KRCC Director Linwood Lothrop; Chief Bruce Boucher, Rockland PD; Chief Kevin Haj, Thomaston PD; and Knox County Sheriff Donna Dennison. (Committee members not in attendance: Chief Randy Gagne, Camden PD; Knox County DA's Office Secretary Kelly Perry; and Chief Mark Kelley, Rockport PD.)

Others in attendance: Knox County Technical Support Specialist Mike Dean; KRCC Supervisor Stephanie Gibbs; KRCC Supervisor Sandi Stauffer-Freeman; and Knox County Executive Office Administrative Assistant Candice Richards.

AGENDA

Thursday – January 5, 2012 – 10:00 a.m.

- I. 10:00 Meeting Called To Order by Committee Chair**
- II. 10:05 Discussion Items**
 - 1. Vote in Officers for 2012
 - 2. I.T. (Mike Dean)
 - 3. Data Standards & Alert Codes (Stephanie Gibbs)
- III. 10:50 Other Business**
- IV. 11:00 Adjourn**

I. Meeting called to order

Chair Chief Kevin Haj called the meeting to order at 10:30 a.m.

II. Discussion Items

1. Vote in Officers for 2012

CHAIR

- A motion was made by Chief Bruce Boucher for Chief Kevin Haj to serve as the Board's Chair in 2012. The motion was seconded by KRCC Director Linwood Lothrop. Chief Haj declined.
- A motion was made by Chief Kevin Haj for Chief Mark Kelley to serve as the Board's Chair in 2012. The motion was seconded by Chief Bruce Boucher. Both the motion and second were withdrawn.
- **A motion was made by Chief Bruce Boucher for Chief Randy Gagne to serve as the Board's Chair in 2012. The motion was seconded by Chief Kevin Haj. A vote was taken with 3 in favor. The motion therefore passed.**

Members that voted in favor: 3

K. Haj, L. Lothrop, B. Boucher

Members that voted against: 0

None.

Members that did not vote in any form: 1

D. Dennison

VICE-CHAIR

- **A motion was made by Chief Kevin Haj for (himself) to serve as the Board's Vice Chair in 2012. The motion was seconded by Chief Bruce Boucher. A vote was taken with 3 in favor. The motion therefore passed.**

Members that voted in favor: 3

K. Haj, L. Lothrop, B. Boucher

Members that voted against: 0

None.

Members that did not vote in any form: 1

D. Dennison

SECRETARY

It was stated that administrative assistant Candice Richards would continue serving as the Board's secretary in 2012.

TREASURER

- **A motion was made by Chief Kevin Haj for DA Secretary Kelly Leland to serve as the Board's Treasurer in 2012. The motion was seconded by Chief Bruce Boucher. A vote was taken with 3 in favor. The motion therefore passed.**

Members that voted in favor: 3

K. Haj, L. Lothrop, B. Boucher

Members that voted against: 0

None.

Members that did not vote in any form: 1

D. Dennison

2. I.T.

New Modules

Technical Support Specialist Mike Dean explained that the County has a lot happening this year: 4 new modules for the database – Geobase, Premise, Hazmat and Pin Mapping (ABL). Premise and Hazmat are in place and Dispatch is already putting information in as it comes up. Geobase is going to take quite a bit of work to get up and running. The County is going to need a \$1,500 software package just to get the maps up to date. It will take six weeks of work to get it going but he doesn't have that much time to devote to the project so the Board needs to figure out who is going to do it. Spillman recommends using dispatchers to do the work since they are the ones most familiar with the layouts, as well as what they need, more than anyone else.

Chief Haj asked if this was going to supplement the information he sends over to Dispatch with addresses, etc. TSS Dean responded that it's similar to Google Earth and you'll be able to click on a

business and see all sorts of Premise information, what hazardous materials they have on site, etc. It's the information usually coming over on paper.

Dispatch Supervisor Stephanie Gibbs asked if there could be a tutorial given so that everyone is trained on how to enter that information the same way. TSS Dean explained that the problem is that a dispatcher had taken upon himself to play with it – he was not supposed to use it like it was all set to go.

KRCC Director Linwood Lothrop felt that he could have used some direction from the Board about how Dispatch is going to use the module. It should come back to the Board for direction on how they want to begin using it once the module was in place since it was the Board that requested it. Supervisor Gibbs commented that the County needs to minimize the messes by getting clear up front of how the software will be used and how to input the information.

TSS Dean suggested that perhaps the Board should set policy before ordering the software. Chief Haj responded that the Board can't set policy without knowing what is going to be happening with the software.

TSS Dean said that from now on he won't activate any software until the Board authorizes it to avoid similar future problems. Administrator Hart commented that he didn't think this was TSS Dean's fault – the dispatcher shouldn't have been playing with the software. He felt that something should be said to the dispatcher so that next time it's clear that dispatchers need to go through the supervisors rather than taking it upon themselves to start entering information.

TSS Dean stated that Spillman will come and start training on Geobase in March and let the Board know what needs to be done to get ready to implement the Geobase. There will be 6 weeks to get it done and then Spillman will come back to give additional training.

Supervisor Gibbs commented that the work needing to be accomplished in those six weeks is perfect for night shift dispatchers to do. The supervisors just need to make sure the dispatchers know what they're doing so it's all done correctly.

TSS Dean said that he would talk to a couple other counties who have already done the Geobase to see what processes they've gone through and what they had for failures and successes.

On Call

TSS Dean said that he needed to define what an emergency is because he is getting paged at all hours of the night for minor things like a screen flickers, someone can't remember their password, or a computer is acting "funny". He said that if the person can email, he would rather they email him about the problem and expect a response from him the next business day unless it is truly impacting business. The County is going to be contracting out periodically for backup and we don't want them getting minor calls. TSS Dean said that he is getting burnt out just being on call all the time because he has no back up. As long as the person has internet access and can send an email, everything is going to be considered next business day except for emergencies like when Dispatch or Jail stations are not working that HAVE to be working.

Chief Boucher asked TSS Dean to come up with some examples of what qualifies as an emergency. Supervisor Gibbs commented that Dispatch had a flow chart that showed just that but it's so out of date that it doesn't even match what procedure is being followed now. Currently dispatchers are sending TSS Dean an email if it's not an emergency and he usually responds within a couple hours at most anyway.

TSS Dean said that bottom line, an emergency is when no one can connect. If your pc is the only one that cannot connect, it's not an emergency – it's a pc problem. Emails go to his phone so he gets the message fairly quickly anyway. He is up late and up early. Generally as soon as he gets a message he responds unless it says to not worry about it until tomorrow. Chief Boucher said that's pretty straight forward. Supervisor Gibbs commented that when dispatchers send emails they are as detailed and as specific as possible. Chief Boucher asked if the emails were being sent through Spillman. TSS Dean said to not send emails through Spillman because he doesn't have Spillman up all the time. Instead, send emails to mdean@knoxcountymaine.gov.

Administrator Hart commented that the County is reworking the IT department and trying to come up with a solution so TSS Dean can take time off from work and not be on call all the time. It hasn't gone as fast as it should but it's being worked on.

TSS Dean added that it would be helpful to him to know what the agencies think of as emergencies because while he feels like he knows what an emergency is, he doesn't use the equipment the same way the agencies do. He said that if he were made aware that something specific would be considered an emergency, he might be able to come up with a way to mitigate the emergency so that it never happens in the first place.

PD Firewalls

The next major project is updating/replacing the police department firewalls. They were old when installed in the first place and need to be updated. TSS Dean said that he would like to change the remote access at the same time so that all of the cruisers remote in to the PD office and then get to Spillman that way instead of remoting into the Sheriff's Department. It will incur costs for each of the PD's because they will have to purchase their own encryption keys, one for each laptop that needs remote access. The State keeps dinging us for having such out of date firewalls and they may eventually cut off our access.

Chief Boucher asked TSS Dean to price out the equipment and network needs and send him the info because he is in the middle of his budget cycle and needs the information so he can build it into his budget.

TSS Dean said that replacing the firewalls will get us started with mitigating a lot of the communication issues the PD's have with connecting with the Sheriff's department. Chief Boucher suggested that TSS Dean should set up standards based on what the State requires and it would be the responsibility of the department to meet those standards to get access. The County isn't buying the laptops or modems for the PD's, so why would the County buy the PD firewalls? Chief Haj asked TSS Dean to make a recommendation of what firewall they should get (model, etc.).

TSS Dean said that the issue that will have to be resolved is at what level Knox County will have access to the configuration within the standards. This is why Knox owned the firewall - to make sure it's all configured the same way so we don't end up with each vendor configuring things differently. Even if you have the standards and give it to the contractor, they could still do things their own way anyway.

Chief Boucher commented that the police departments just need to be told that if they want access to the system, there are specific standards for equipment and configuration, etc. If a contractor goes rogue and does it their own way, the Board shuts them down. TSS Dean commented that it will still be up to Knox to provide the configuration since Knox is the agency requiring it. Chief Haj said that this would take the burden off the County as far as ownership.

Chief Boucher suggested that TSS Dean present the Board with both what equipment they should get and the prices. If the bids come in cheaper, so much the better. TSS Dean said that he would get pricing together and then the Board could decide what to do from there.

3. Data Standards & Alert Codes – Stephanie & Sandi

Supervisor Gibbs explained that she had distributed these drafts a year before, but nothing has been done to the document since. Dispatch supervisors have been training dispatchers but officers are still doing things their own way and that's becoming a problem because there ends up being duplicate records, etc. She said that it would be really helpful if the officers could receive the same training as the dispatchers receive every couple of years. New people coming in is a perfect time to train others who also need it. It's not currently part of the limited access training, but could very easily be made part of it. For new people it takes about 2 hours, but for recertification it is more like 20 minutes to a half hour. She said that dispatch supervisors try to be flexible in how often training is provided to avoid departments having to pay overtime to send their officers to training. She said that she would like the officers to get the same kind of training as the dispatchers on the basic data entry stuff to have standardization.

Sheriff Dennison commented that her new FTO's spend time in the dispatch and jail to learn about what everybody is doing. She suggested to Chief Boucher that his officers could come shadow Knox employees.

Supervisor Stauffer-Freeman commented that the County needs to make sure each agency agrees that this is how we're going to go about training people so there isn't some confusion about who is being told what to do and who can have access.

Chief Boucher recommended that the draft be emailed out to everyone to review again.

KRCC Director Lothrop commented that the Board needed to adopt the document in its current form as a living document and update it as the needs change. Supervisor Gibbs asked everyone to make or suggest changes to a single person to change the document and then come back to the Board for approval. Chief Boucher stated that the Board will adopt the document at the next meeting as a living document and changes can be made later if needed.

Supervisor Gibbs commented that she thought that she and Supervisor Stauffer-Freeman could very easily put together a 45 minute training for new people.

III. Other Business

Next meeting agenda

1. Approve data standards document
2. Price guide from mike for firewall

Fire Modules

Bruce Boucher said that he had been asked about the Sub-committee and how they were doing with this. Not much has changed in the past year. There has been no more input or questions about whether the Board is going to do anything more on that. He said that he hasn't talked to Barry Norris for more than 6 months so he suggested that unless there's any more interest in it, the Sub-committee won't do anything else with it.

Linwood Lothrop commented that the County has the modules but it's not available to the end users. The Board has already met half of the goals by acquiring the software. Dispatch can supply the information to the end users instead of them having access to it themselves.

IV. Adjourn

- Bruce Boucher motioned to adjourn; Kevin Haj seconded; a vote was taken with all in favor.

Meeting adjourned 11:47 a.m.

Respectfully Submitted,

Candice Richards
Administrative Assistant
Inter-Agency Cooperation Group Recording Secretary