

LEWISTON-AUBURN 911 COMMITTEE

MINUTES

Date: Thursday, May 18, 2023

Time: 0800

Location: Administrative Conference Room, Lewiston City Hall

Roll Call:

Present- Chief Robert Chase, Chief David St. Pierre, Chief Mark Caron, Lewiston City Administrator Heather Hunter, Councilor Leroy Walker, and Councilor K. Lee Clement.

Not Present- Chief Jason Moen, Auburn Representative Patricia Mador, Esq., and Citizen-at-large Michel Lajoie

Staff- Director Tim Hall, IT Director Drew McKinley, and Operations Manager Mark Cayer

Secretary- Katie Gallant

Guest(s)-

Meeting called to order by Lewiston Auburn 911 Director, Timothy Hall at 07:58.

Approval of Minutes:

- Motion to approve the April 20, 2023, meeting minutes was made by Councilor Clement. Seconded by Chief St. Pierre.
- All in favor. Motion passes.

Executive Session:

- No executive session.

Financial Report:

FY 2023 YTD Budget Report

- Director Hall reviewed the FY 2023 year to date budget report with the Committee.
- IT Director McKinley was able to make a new contact at Consolidated Communications and it appears that the requested changes will be made soon.
- A motion to accept the FY 2023 year to date budget report was made by Chief Chase. Motion seconded by City administrator Hunter.
- All in favor. Motion passes.

FY 2020 Capital Budget Review

- Director Hall anticipates that the Capital project will end with an approximate \$440,000 surplus.

Director's Report:

Staffing Update

- Director Hall would like to recognize the Supervisors, Line Dispatchers, and Operations Manager for the the endless hours they have been working to cover vacancies and absences.
- Of the three new hires, one has been signed off training as of May 11th, and the other two will be signed off on the 22nd. That plus the rehire of a previous employee will bring us close to normal staffing.
- Another dispatcher trainee will start next week and we have selected an external candidate for the open Senior Supervisor position who will also begin training next week.
- City Administrator Hunter asked Director Hall to extend the board's appreciation to the employees.
- There is currently three line dispatcher vacancies and one supervisor vacancy. Funding for the line dispatcher positions is frozen until January 2024.

Poland Contracts

- Director Hall informed the Committee that Poland has included the proposed Contract costs in their municipal budget. The town will vote on the budget in June but he does not anticipate any problems.
- A motion to accept and sign the Poland PSAP and Dispatch Service Contracts was made by City Administrator Hunter. Motion seconded by Chief Chase.

- All in favor. Motion passes.
- Motion amended by City Administrator Hunter to include language in the Contracts that there would be continued payment for and delivery of services, for one year after notification to the 9-1-1 Bureau, in the event that a new contract could not be settled and/or either party desires to no longer continue Contracted services.

EF Johnson Contract Changes

- There has been a development with the Radio Project where the portable radios supplied by EF Johnson are not compatible with the GPS System software. As the GPS System was included as a feature in the contract, EF Johnson has presented two solutions. They will either:
 - Refund what was paid for the GPS solution in the amount of \$40,000. Or,
 - Replace the Police and Fire departments' portables with a new model that has GPS capability.
 - With this option, we will keep the current portable radios but surrender the remainder of the 10 year Viking Shield warranty on all of said portable radios. We are currently 3 years into the warranty period. The average cost of repair is \$500. The mobile radios will continue to have the 10 year Viking Shield warranty.
 - The new portable radios will come with a 5 year warranty, battery, charger, and speaker mic.
 - Any unopened accessories purchased through EF Johnson will be able to be returned and exchanged for new compatible accessories.
 - Chief Chase stated that there would be additional costs associated with installation of the new radios in the emergency services vehicles and would it be possible to extend the spend-down date of the departments' accessory funds?
 - City Administrator Hunter agreed that it would be beneficial to keep the account open until all expenses are covered.
- Director Hall mentioned that EF Johnson would like to have the final acceptance signed with the change order, completing the Radio Project.
 - City Administrator Hunter said she was hesitant to sign a final acceptance before we knew if the new radios would work as well as the original radios and before we received all of the replacement radios and accessories. She questioned if the change order was still enforceable after the final acceptance was signed.

- Director Hall assured the committee that each department had been given a radio and they have been testing for the past week or so. He also stated that he would review the change order to ensure that it would be carried through after the final acceptance was signed.
- City Administrator Hunter made the motion to accept the change order of replacement radios provided that the supplemental agreement doesn't sunset with the final agreement. Motion seconded by Chief Chase.
- All in favor. Motion passes.

Emergency Legislation

- Director Hall informed the Committee that in light of Somerset County discontinuing PSAP services to all agencies outside of that county the 9-1-1 Bureau has brought forth legislation to allow Waterville to become a PSAP. Also in that legislation, there is regulations that require PSAP's to give the 9-1-1 Bureau one-year's notice when ending service contracts. Failure to do so will result in a \$50 per day penalty.
 - City Administrator Hunter made an amendment to the motion regarding the Poland contracts.
- The 9-1-1 Bureau has included that they would like to conduct a study to see if PSAP agencies are being run efficiently. Director Hall did not know what that would entail.

9-1-1 Phone Issue

- On Tuesday evening, May 9th, it was noticed that an abnormal amount of callers who called into 9-1-1 were unable to hear the call takers. This did not affect every caller but did occur at every station. The issue was reported to Consolidated Communications. After approximately 24 hours and multiple calls to Consolidated and to the State Bureau it was determined that the phone service provider, Lumen, who provides service for T-Mobile and various VoIP users, was experiencing some interface issues affecting the Lewiston Auburn 911 Center and the Franklin County RCC. During that time all callers were contacted and appropriate services were provided. The issue has been resolved.

IT Director's Report

Radio Project Update

- IT Director McKinley requested Capital Project funds not to exceed \$1,000 to purchase a laptop dedicated for the use of Radio System software upgrades.
- Motion made by Chief Chase. Seconded by Councilor Walker.
- All in favor. Motion passes.

Operations Manager's Report:

- No report.

General Discussion:

- N/A

Next meeting:

- The next meeting will be June 15, 2023 in the Community Room at Auburn City Hall.

Public Comment:

- No public comment.

Adjournment:

- Motion to adjourn made by Chief Chase. Seconded by Councilor Walker.
- Meeting adjourned at 08:35.