

LEWISTON/AUBURN 9-1-1 COMMITTEE

MINUTES

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Date: Thursday, December 17, 2015  
Time: 0800  
Location: LEWISTON/AUBURN 9-1-1, 552 Minot Avenue Auburn, Maine 04210

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1. ROLL CALL:

- A. Present: Chief Paul LeClair, Chief Frank Roma, Deputy Chief Brian O'Malley, Finance Director Heather Hunter, Pat Mador, Esq, Dr. Tammie Willoughby, Chief Phil Crowell, Councilor Leroy Walker
- B. Staff: Director Phyllis Gamache, Systems Manager Drew McKinley, Secretary Kristal Goff
- C. Guest: Deputy City Administrator Phil Nadeau
- D. Absent: Chief Michael Bussiere, Councilor Donald D'Auteuil

2. OPEN SESSION:

- A. Meeting called to order at 08:03 a.m.
  - i. Motion made by Ms. Mador, Esq. to move into Executive Session.
  - ii. Seconded by Dr. Willoughby.
  - iii. Motion passes.
- B. Regular session called to order at 08:18 a.m.
  - i. Chief LeClair entertains a motion to approve the Collective Bargaining Agreement.
    - 1. Ms. Mador, Esq. moves to accept the language of the contract, subject to union approval, authorizing the Director to sign including any non-substantive changes as noted in the summary.
    - 2. Seconded by Chief Roma.
    - 3. Motion passes.
  - ii. Finance Director Hunter makes a motion to approve the minutes from 11/12/15.
  - iii. Seconded by Ms. Mador, Esq.
  - iv. Motion passes.
  - v. *Financial Report*
  - vi. The medical exams line item is over budget because of series of "Fitness for Duty" exams.
  - vii. Insurances are high, but everything that needs to be paid has been paid.
  - viii. Communication Equipment is on the higher end but that is due to approved purchases from the fund balances. We are looking at ways to reflect the approved purchases without appearing over budget. Secretary Goff will be meeting with Finance Director Hunter directly following today's meeting to discuss.
  - ix. The joint agencies need their budget submitted by 1/22/16.
    - 1. Motion made by Finance Director Hunter to accept the financial report.
    - 2. Seconded by Deputy Chief O'Malley.
    - 3. Motion passes.

C. *Director's Report*

- i. Freda Keyser has been rehired after returning from Colorado. Her husband has recently been discharged from active duty. She is taking calls and doing very well. She needs a few license recertifications but will otherwise be “plug-and-play” within 10 days.
- ii. New hire, Erin Griffin, comes to us with no dispatch experience. She is the daughter of LPD officer Patrick Griffin.
- iii. Timothy Lare has been promoted to TC4 Supervisor.
- iv. With Tim Lare’s promotion comes the need to hire for a TC3. Currently, two internal candidates have expressed interest.
- v. EMD protocols are currently used by the Center for medical calls. They are scripted and employees are not allowed to deviate from those scripts. One hundred calls per month are reviewed by the EMD Quality team. These protocols can stymie a season dispatcher but are useful to less experienced dispatchers.
- vi. Fire protocols will be incorporated by the end of next year. Standardization can be good, but some believe the protocols slow down the process. We don’t currently have a choice on whether or not we implement them.
- vii. Police protocols will soon be coming down the pipeline.
  - 1. Chief Crowell requests that Director Gamache send the language on the police protocols.

*D. RFP Discussion*

- i. Director Gamache is currently working with Jack Hart, the consultant from TUSA. She is concerned that if we go with a broad RFP, vendors might find it too labor intensive. Director Gamache suggests taking UHF completely off the table and move forward with an advanced, simulcast VHF system RFP. This should still slightly improve building saturation.
  - 1. Chief LeClair supports this suggestion.
  - 2. Deputy Chief O’Malley asks if that is the direction the Center moves, will we be able to eventually move to UHF?
    - a. Director Gamache replied that we may still need to do another upgrade in the future. In the past, it is a 3-5 year window if the FCC standards change that we are required to follow suit. Shelf-life of this system is most likely shorter than the 20 year system we are currently updating; it’s unlikely the Center will go another 20 years without a major upgrade.
  - 3. Director Gamache requests a motion to move forward with a VHF system RFP.
    - a. Deputy Chief O’Malley makes a motion.
    - b. Seconded by Dr. Willoughby.
    - c. Motion passes.

*E. Systems Manager Update*

- i. IMC upgrade will be occurring in the next few weeks. It will require a little downtime at 4 a.m. one morning.
  - 1. The upgrades that are taking place are at no cost.
- ii. Budget requests for FY17 will be submitted to Director Gamache.
- iii. Marty Fournier has taken a new position as Director of ASO. He’ll be starting Monday.
  - 1. L/A 911 isn’t sure what kind of impact this change will have on the Center.
    - a. There has been discussion of a new CAD system.

- b. Systems Manager McKinley will be doing a “Meet and Greet” with Director Fournier.
  - iv. ASO is still being billed for service fees and licensing. No anticipation of any changes for data sharing. Jail records will need to be maintained.
  - v. Keystone is now backed up on a new server. We will be billing out portions of the cost.
  - 1. Finance Director Hunter asks if we bill agencies for storage, redundancy, upgrades, etc?
    - a. Systems Manager McKinley isn’t sure how we would bill that.
    - b. Chief Crowell suggests that with all the changes the ASO has had, and the fee structure for dispatch they already have in place, we need to make sure those funds are coming from the fees.
    - c. Finance Director Hunter suggests a joint agency agreement be drawn up with ASO for upgrades and services.
      - i. Chief LeClair and Director Gamache will make an appointment to meet with the Administrator.

F. *Public Comment*

- i. Secretary Goff remarks that Director Gamache and Accreditation Manager Goff attended the November CALEA conference. The Center has been reaccredited with no conditions. Our next on-site will be December 2017. We will not be switching to PowerDMS until after that on-site.
- ii. Next meeting will be Tuesday, January 26, 2016. Election of Officers will take place at that time.

G. Adjournment at 08:58 a.m.