

LEWISTON/AUBURN 9-1-1 COMMITTEE

MINUTES

Date: Thursday, August 20, 2015
Time: 0800
Location: LEWISTON/AUBURN 9-1-1, 552 Minot Avenue Auburn, Maine 04210

1. ROLL CALL:

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

2. OPEN SESSION:

- A. Meeting called to order at 08:05 a.m. –
 - i. Motion made by Chief LeClair to go into executive session at 08:05 a.m.
 - ii. Seconded by Ms. Mador, Esq.
 - iii. Motion passed.
- B. Regular session begins at 08:30 a.m.
 - i. Motion made by Chief LeClair to accept minutes from July 16, 2015.
 - ii. Seconded by Councilor Walker.
 - iii. Finance Director Hunter and Chief Crowell abstained.
 - iv. Motion passed.
- C. Financial Report by Finance Director Hunter –
 - i. The fund balance for FY15 was at \$419k, leaving the unreserved fund balances at \$270k.
 - ii. \$50k of the signal saturation study is being funded by Homeland Security and needs to added back to the \$270k fund balance.
 - iii. Systems Manager McKinley notes that he might be able to get a discounted rate for the HVAC replacement.
 - iv. Motion made by Councilor Walker to accept the financial report.
 - v. Seconded by Chief Crowell.
 - vi. Motion passed.
- D. Director's Report –
 - i. *Personnel*
 - 1. New hire Christian Swanholm is doing well.
 - 2. Telecommunicator interview is scheduled for tomorrow.
 - 3. Currently have three aggressive candidates.
 - ii. *DHHS Committee*

1. Director Gamache has accepted an invitation to serve on a DHHS Center of Disease Control committee.
- iii. *CALEA*
1. On-site assessment was from July 19 -22, 2015 and everything went fairly well.
 2. Positive remarks to note: extremely professional, knowledgeable and friendly staff; agency lives up to mission and value statement; protocol compliance is high; goals and objectives, liability reports and promotional process is great; excellent quality assurance program, and promotional process; 911 performance measure exceed national standards; internal investigations were well done.
 3. Areas needing attention: risk evaluations; training committee needs to be reinstated and expanded.
 4. Issues addressed on-site: Missing and Exploited Children directive needed reworking and training deficiencies addressed; rater evaluations for interviews were reworked to include rating scales.
 5. Major concern needing immediate attention: The Contingency Action Plan for the Center does not actually meet the needs of the Center. Currently developing a better plan to implement and test prior to October 16, 2015.
 - a. Major issues to overcome: lack of an adequate back up location to move operations into in the event of a catastrophic failure at the 9-1-1 Center.
 - b. County dispatch also is in search of a backup location.
 - c. Backup location to consider is EMA's room in Lewiston Central Fire – this may also be of interest to County dispatch as they are in need of a backup location.
- iv. *RFP*
1. The RFP for the signal saturation study went live last week.
 2. Seven vendors expressed interest.
 3. Wednesday the Center will be hosting a technical presentation for interested vendors.
 4. Ms. Mador, Esq. strongly suggests that language be added (if not already included) to the RFP to protect the confidentiality of the information contained.
- v. *LPD DA Project*
1. The call transfers for discovery review are going very well.
 2. The Center has modified the request for recordings form to reflect the changes.
- E. Postponed the Systems Manager Report due to an emergency 9-1-1 phone system issue and adjourned early.
- F. Chief LeClair makes a motion to adjourn at 09:07 a.m.
- i. Motion accepted by Chief Crowell.
 - ii. Seconded by Councilor Walker.
 - iii. Motion passed.