

LEWISTON/AUBURN 9-1-1 COMMITTEE

MINUTES

Date: Thursday, February 19, 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, Chief Michael Bussiere, Patricia Mador, Esq., Dr. Tammie Willoughby, Councilor Leroy Walker
- B. Staff: Director Phyllis Gamache, Systems Manger Drew McKinley, Secretary Kristal Goff
- C. Absent: Finance Director Heather Hunter, Councilor Donald D'Auteuil

2. OPEN SESSION:

- A. Meeting called to order at 8:00 a.m. –
 - i. Motion made by Councilor Walker to accept minutes from January 30, 2015.
 - ii. Seconded by Chief Crowell.
 - iii. Motion passed.
- B. Director's update –
 - i. *Personnel* –
 - 1. Kyle Jandreau has passed his background investigation and his start date will March 12, 2015. He will be filling the vacant TC4 Supervisor position.
 - ii. *ASO Back-up PSAP* –
 - 1. The state is looking to lighten the call load for MSP-Gray and has looked to LA 911 as the back-up PSAP in the event ASO dispatch is overloaded or down.
 - 2. Sheriff Samson is on board to have LA 911 as their primary back-up.
 - 3. This will be a mutual aid service requiring no system upgrades.
 - 4. LA911's back up PSAP will remain MSP- Gray.
 - iii. *Phone System Issues* –
 - 1. It has recently been discovered there is an issue with the 911 phone system in the schools.
 - 2. Some 911 calls from the Auburn schools are going to the switchboard operator at Auburn City Hall.
 - 3. ANI/ALI information in the VOIP phones aren't updated which raises some concerns locating a person who needs help.
 - a. There was recently a call placed from the Norway Savings Bank Arena that displayed Ingersoll Area as the address of the emergency in the ANI/ALI data.

- i. These inaccuracies are due to phones being unplugged and/or moved to other locations without IT making appropriate ANI/ALI updates for the user.

4. A new project to identify and fix these issues ASAP is in progress.

C. Financial Report –

- i. Currently expenditures should be at 63% and the Center is at 55%, coming in under budget.
- ii. Motion made by Councilor Walker to accept the financial report.
 1. Seconded by Chief Roma.
 2. Motion passes.

D. System's Manager Update –

- i. *911 Calls*
 1. Last meeting it was asked how many 911 calls are received for the town of Poland and how many EMD calls are taken from Lewiston residents.
 - a. 600 total 911 calls/year for Poland
 - b. 5,000 EMD calls/year for Lewiston.
- ii. *Motorola Billing*
 1. Each department has a certain number of radios and each department's usage determines how many blocks we pay for.
 2. Moving forward, Systems Manager McKinley needs each department to provide the number of radios they're using (bought/disposed of) to accurately bill each year.
 3. Currently the Center is covering a majority of the Motorola bill.
- iii. *Strafford County Sheriff's Department*
 1. Systems Manager McKinley is hosting representatives from Strafford Co. Sheriff's Dept. They are looking to see how our operations go from an IMC standpoint to better improve their own operations, as well as our virtualized software and back up environment.

E. Budget Discussion –

- i. *End of FY14 the fund balance was at 240k*
- ii. *Prioritized purchases based on request from last meeting:*
 1. Phone upgrade – \$12,000
 2. UPS (Battery) – \$8,000
 3. Digitizer – \$8,500
 4. HVAC – \$21,000
 5. Remote support – \$5,800
 6. Data recovery – \$7,000
 7. Thin client – \$2,100
- iii. Motion made by Ms. Mador, Esq. to accept prioritized list.
 1. Seconded by Chief Roma.
 2. Motion passed.

F. Next Committee meeting to be scheduled after negotiations.

G. Motion to adjourn made by Chief Crowell at 0833.

- i. Seconded by Chief LeClair.
- ii. Motion passed.