



Knox Regional Communications

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County Commissioner's Meeting Communications Report – June 01, 2004

MAY 2004

- 3rd TRIAD Blood Drive in Camden
- 4th Attended Department Heads' Assoc. Meeting
- 5th Knox EMA Exercise Planning Meeting
- 5th Haz Mat Operations Level Training
- 6th Attended Knox County TRIAD meeting
- 7th Attended County Officials Workshop in Augusta
- 8th Haz Mat Operations Level practical and test
- 11th Attended County Commissioners' monthly meeting
- 12th Every 15 Minutes Program – “The Accident”
- 12th Attended Knox County Local Emergency Preparedness Meeting
- 13th Every 15 Minutes Program – “The Funeral”
- 14th Every 15 Minutes Program – “The Trial”
- 17th Attended Knox Dispatch Advisory Board Meeting
- 18th Attended National Emergency Number Assoc. Meeting – Oxford RCC
- 21st Conducted Senior staff training on Emergency Operations Center Procedures
- 22nd Attended the Camden First Aid Safety Fair
- 26th Several members attended training for L.E. on Autism
- 27th Knox EMA Exercise Planning Meeting
- 28th Congrats to Jeff Northgraves appointment as Interim Airport Manager!

As I sit here going over thoughts for this months report, I can't help but think of all the critical incidents going in our country that we view every night on the evening news. It has gotten to the point that it is easy to take these major events for granted.

There are the floods, California's wildfires, the recent rash of 200+ tornados in 24 hrs, shootings, homicidal domestic violence and major auto accidents to name a few.

Every one of these events, regardless of size, began at the local level and involved the dispatchers in the 9-1-1 communications center. How effectively the incident is managed

in the initial phase of the incident is largely determined by how prepared the dispatch center is to handle such a serious incident.

In today's world of finger pointing and liability touting lawyers looking to make a fast dollar, dispatch centers must be proficient in all aspects of their job. That can only be accomplished through in-service training. One of the key components of any major incident will be communications and coordination. The Knox Regional Communications Center is striving to improve on their abilities to handle major incidents with proficiency.

In a period of not more than 4 years ago, the phrases "Multi-jurisdictional Response", Incident Command System" and "Unified Command" had little or no meaning to communications personnel. Now, these are buzzwords for the training and preparations taking place by communications centers across the country.

You will note in the activities review for the past month, several members of the KRCC staff have successfully completed training in the Haz Mat Operations Level course. This is one small piece of a multi-piece puzzle that will enable our staff to better understand the operations of a Haz Mat incident. With this knowledge will come a better overall operation of the communications center during a haz mat incident. Key staff will understand the various steps that need to be taken and will be better able to communicate and carry out requests of the incident Commander.

Another piece of the puzzle will come with the training of specific staff in the operations of the Emergency Operations Center located in the Courthouse. The EOC staff calls for a Communications Officer, but little was known previously about the tasks of that employee. There are now specific employees that are assigned to the EOC during a "Stand-up". These employees are trained in what needs to be accomplished at the EOC to support the Dispatch Center in an event. The staff members have received training in multi-jurisdictional response, scene layout, mutual aid call-ups, interaction with FEMA and the local EMA director, as well as a chance to review the equipment in the EOC.

There has already been one tabletop exercise held to test the staff on what to do for backfill issues. More training classes are forthcoming. Members have also received a manual on the duties of the EOC Communications Center staff as well as a resource notebook. The books are to be retained by the employees in the event of deployment to the EOC.

Yet another piece of the puzzle will fit into place with the on-going Incident Command System training class of June 3rd. Asst. Chief Adam Maceli of the Rockland Fire Dept will be conducting a review of the ICS program used by many fire departments. This class helps give the communications staff a better overall understanding of fire dept operations at major events.

The Communications Center is going to bear a tremendous load during critical incidents. Dispatch staff must perform at peak levels during an incident that will be extremely stressful. The best way to handle events like this is to be prepared ahead of time.

The Public Ed unit assisted the Knox County TRIAD at a blood drive held on May 3rd in Camden. This is the second year KRCC staff has assisted with a blood drive by manning the registration table and providing information on 911. This year's donors was down slightly over last year, however there were still in excess of 60 donors.

The KRCC is meeting regularly with other key members to plan an upcoming tabletop exercise to test the public safety services of the County. Meetings were held at the Red Cross Office on Broadway due to the courthouse construction and the limited parking available at the EMA Office.

All six members of the KRCC successfully completed the Haz Mat Operations Level training on March 8th. The class completed a successful containment and overflow dam scenario at the Rockland Landfill. This was followed by a full setup of a decon unit. KRCC members were instrumental in assisting technicians in suiting up in both Level A and Level B suits. The instructors were from the Maine Fire Training Institute. They state that this was the first class they have had with communications personnel attending. They were very pleased to have them in the class and felt that all centers should be sending personnel.

Director Lothrop attended the County Officials Workshop in Augusta on May 7th. This was a very informative workshop, which demonstrated that a lot of the problems and concerns we experience, are common with our counterparts throughout the State.

One of the bigger achievements to come from this meeting is the possible restructuring of the Maine County Commissioners Association. There are sub-committees looking into the inclusion of various professional groups being recognized by the Association to provide a more useful organization to serve the various departments of county government.

The Every 15 Minutes program went smoothly. The program featured a simulated auto accident in front of the Rockland High School. The accident was to be an alcohol-related incident, which resulted in two fatalities. The program took the Junior and Senior classes through the accident, to the funeral for the students killed and to the arraignment and subsequent sentencing of the driving of the vehicle.

A Dispatch Advisory Board meeting was held on May 17th. At the meeting, a copy of the new SOP manual was presented for review. Three copies were distributed for Police, Fire and EMS to review for accuracy. The group will re-convene in a month to approve the manual and forward to the Executive Board for acceptance.

The National Emergency Number Assoc. meeting was held on May 18th at Oxford County 911 Center. Captain James Miclon, a Detective with the Oxford County Sheriff's Dept. providing a class on missing children investigations and the use of the National Missing and Exploited Children database "LOCATER". The following is a brief description of that program.

LOCATER® - The Lost
Child Alert Technology



LOCATER, Lost Child Alert
Technology Resource, is a cutting-edge
web-based program that enables law-
enforcement agencies to rapidly
distribute critical images and information
about missing-child cases.

Resource

Using a secure **LOCATER** web site, law-enforcement agencies can easily create their own missing person posters and instantly transmit them electronically to other agencies, the media, and the public via the Internet. Both sending and receiving agencies can print high quality posters for distribution at roll calls, at incident command posts, and to the community.

The **LOCATER** program is provided to law-enforcement agencies free-of-charge. This includes a security certificate to access a protected web site and help desk technical support.

Other posters titles are also available such as missing adults, wanted persons, crime alerts and reward posters. For more information, visit the [LOCATER](#) web site.

The Public Education unit attended the Camden First Aid Association Open House and Safety Fair on May 22nd. This event was held inside the bays of the CFAA building. There were several displays from various service organizations that were viewed by a good-sized crowd.

On May 26th, several members of the KRCC staff attended a seminar on Autism that was held at the Troy E Howard Middle School in Belfast. The training is geared towards the Law Enforcement community in how to recognize and investigate incidents dealing with persons suffering from autism.

And finally, I would like to congratulate Jeffrey Northgraves on his appointment to “Interim Airport Manager”. I feel Jeff is well suited for the challenge. He has great organizational and management skills in the field of aviation from his military career. He was a dedicated employee of the KRCC and was well liked by all. We wish him well in his new endeavor.