



Knox Regional Communications

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

Where has the summer gone? As I write this month's report, it is the first day of school for children in Rockland! Wow!! It seems like we were just enjoying the Blues Festival and the Lobster Festival in-between the rash of emergencies.

The last sign of the end of summer occurred with the closing of the Union Fair on Saturday the 28th. The Public Education Unit finished up with a long list of contacts interested in providing public education to several civic groups as well as many local schools within the county.

There is even talk of having the booth become more involved in the operations of the fair next year by providing emergency radio communications for the fairground security and Union Ambulance crews working there.

Public Education Coordinator Bryan Calderwood experienced a visitor to the public ed booth who was suffering from chest discomfort. After providing her a seat, he summoned the Union Ambulance crew to the booth to treat her.

There is a lot of talk at the public sessions in regard to the upcoming Palesky Bill and its' impact on government. People are concerned over how the bill will affect services in the area. Although we do not have the answers, we are emphatic to their concerns and stand ready to continue to serve the municipalities as best we can.

The Knox RCC will be supporting the efforts of the Maine Chapter of NENA as we prepare for the Maine County Commissioners Conference in September. We will have members of the KRCC, who are also NENA members, in attendance at the conference. We will be staffing a communications display and promoting the various aspects of combined services offered through Knox, and other counties across the state.

The Maine NENA will also have our president, Rob Morris of Sagadahoc County, sit on a panel discussion on improving the County Commissioners Association to include department heads of the various divisions that make up county government. We support the efforts to change the association to recognize and support all the various entities.

- 2nd Dir. Lothrop called for Traverse Jury
- 3rd Attended Department Heads Assoc. meeting
- 4—8 Maine Lobster Festival
- 5th Attended Dept. of Transportation meeting on Camden tree cutting project
- 10th Attended County Commissioners monthly meeting
- 13-15 Antique show at Union Fairgrounds
- 13-15 Maine Boats & Harbors Show in Rockland
- 16th Attended tabletop exercise planning meeting (EMA)
- 17th Attended Maine NENA Conference Committee meeting
- 17th Attended 9-1-1 Managers Workshop
- 17th Attended 9-1-1 Council meeting
- 19th Met with Coastal Communications to review several project updates
- 20th Met with EMA Director ref to radio equipment requests for North Haven
- 22nd Union Fair starts – Public Education Team present
- 23rd Met with Radio Repair and Thomaston Officials to review tower on Watts Hall
- 25th Attended Union Meeting – initial contract negotiations session
- 30th Attended tabletop exercise planning meeting (EMA)

On Monday, August 2nd, Director Lothrop was summonsed for Traverse Jury. Most of the day on Monday was spent in jury selection for six cases to come before the Knox Superior Court. Director Lothrop was not called for any of the cases and was released from further duty at the conclusion of the day.

The Maine Lobster Festival kicked off on Wednesday, August 4th. As usual, there was a record-breaking crowd in attendance. Overall, the festival went without any major incidents. There was a small problem at the very start of the festival involving some navy personnel, which was quickly taken care of.

The Coast Guard ship “Eagle” arrived in the city on Friday noon. There were many boats present that followed the ship into port. The Coast Guard, Rockland Police and Marine Patrol were all present to provide enforcement if needed. The KRCC was in direct radio contact with all parties.

The KRCC has been in attendance with meetings held by the DOT in preparation of the upcoming Route 1 tree-cutting project in Camden. There are several demonstrators that have voiced opposition to the project and plan to picket the area, similar to the activities that occurred last year on route one in Warren. The KRCC is preparing for a multi-jurisdictional coordination effort for response to assist Camden PD for any incidents occurring as a result of the tree cutting.

The annual Maine Antiques Festival was held on the Union Fairgrounds during the weekend of the 13th to 15th. There were in excess of 350 vendors present. There were no major problems arising from the event.

Coinciding with the Antiques Festival was the Maine Boats and Harbors show in Rockland. This event is getting larger every year as the popularity of the show grows.

One of the major selling points of this festival is the “in-the-water” boat show. This allows larger vessels to be part of the show, offering tours from the public landing floats. This requires increased security issues for local law enforcement, as well as increased traffic congestion due to the growing number of attendees.

During this weekend, the KRCC was busy tracking the path of hurricane Charlie. The storm was reduced to a tropical depression by the time it reached Maine. The KRCC works in conjunction with the EMA office in tracking hurricanes and other major storm activities. Anything that appears to be threatening to our area requires immediate emergency broadcasts to all public safety officials, followed by timely updates on the changing status of the storm.

There was a 9-1-1 Managers group meeting held at the Emergency Services Communication Bureau on the 17th. During this meeting, several PSAP managers were asked to help deliver blocks of instruction on the topic of Quality Assurance programs. Director Lothrop provided a block of instruction on the QA cards mailed to citizens that have called the KRCC on 9-1-1. There were a total of six PSAP managers that were asked to participate in the training.

In the afternoon, there was a State 9-1-1 Council meeting at the ESCB office. The following is a brief overview of the topics discussed at the meeting.

There will be a call-taker training class on August 24 & 25 at the ESCB. To date, there has been in excess of 600 call-takers trained on the use of the 9-1-1 Maars-view telephone equipment. A four-hour refresher training class will be forthcoming in the use of the Magic software, which is used to produce statistics on call volumes.

AT&T has recently sent out a letter to most all of the PSAP managers in the state announcing Voice Over Internet Protocol (VoIP) service. AT&T apparently got the list of state PSAP managers from the National Emergency Number Association PSAP registry web page.

The letter tells of the proposed startup of VoIP service and is asking the PSAP managers receiving the letter to call or write AT&T with a seven-digit telephone number to route 9-1-1 calls to. The Maine ESCB Office has urged all PSAP managers to not respond to the request. The Maine ESCB is the point of contact for telephone companies to negotiate the delivery of 9-1-1 calls to the system.

To date, there is no indication as to what type of data will be available for PSAPs. Maine ESCB and the national NENA do not support delivery of emergency 9-1-1 calls to anything other than a 9-1-1 line. There are also stringent requirements that specific ANI/ALI information be delivered as well as caller location information.

A VoIP 9-1-1 call can not be delivered to a 9-1-1 line at this time. The caller could be anywhere in the world, so proper location information will not be available. There is still uncertainty as to what extent ANI/ALI information will be available as well.

One of the main stumbling blocks in dealing with the new VoIP service is the fact it is considered a data provider, not a telecommunications provider, therefore, it is not regulated by the Public Utilities Commission or the FCC. There is legislation presently being worked on to address this problem.

This type of service has a major effect on surcharges that support the operation of the 9-1-1 system. You can not identify the origin of a VoIP 9-1-1 call, therefore, how do you assess a user surcharge?

Several members from Maine attended the annual National APCO Conference held in Montreal in August. Director Al Gervenack of the ESCB attended and reports that APCO has a new project that will study staffing levels of dispatch centers nationwide. The study will product a standard matrix on staffing levels as well as looking at what causes turnover in centers. There is a \$400,000 grant to conduct the study through the University of Denver.

As a result of the Manager's Group meeting held this morning, the ESCB is looking at the possibility of requiring mandatory PSAP quality assurance standards for all PSAPs in 2005.

The ESCB has asked Plant Equipment to provide a demo on the Vesta call-taking equipment the state is looking at requesting in the contract renewal for 2005.

The new equipment will host more than 10 operator positions. The new Dept of Public Safety central dispatch center proposed for Augusta will have 27 operator positions. The new Vesta equipment also features an automated call distribution feature.

The KRCC handled 2,894 Police, 158 Fire and 468 EMS calls for service in August 2004 for a total call volume of 3,520.

In August 2003, the KRCC handled 2,887 Police, 165 Fire and 447 EMS calls for a total call volume of 3,499.

Year to date figures are as follows:

2003	2004
Police: 19,881	Police: 20,651
Fire: 1,050	Fire: 1,225
EMS: <u>2,899</u>	EMS: <u>3,109</u>
23,830	24,985

Upcoming Training Issues

September 15

A railroad safety class will be sponsored by the Maine Eastern Railroad for all Public Safety Employees in the County. The class will start out at the Rockland Fire Station with a video and review of various handouts covering the assortment of equipment and engines used by the railroad.

The class will then adjourn to the railroad yard on Park Street for a hands-on class on the safety features of the various locomotives and equipment. The new equipment has head-end power that produces 480 volts of electricity through all the cars. Emergency responders need to know of the emergency shut-offs for the power as well as fuel lines, oil reservoirs, etc. A review of contact information and emergency notification procedures will also be gone over.

September 21

The Knox EMA Tabletop Exercise will be conducted at the Owls Head Town Office. Several key personnel of the KRCC will be tested on their ability to coordinate the communications function of a simulated multi-jurisdictional unified command response.

September 22

Knox Dispatch Advisory Group meeting will be held at the Knox EMA Office

Week of September 27 (date to be announced)

Knox RCC in-service dispatch training class

As always, any member of the public safety entities we dispatch for are welcome to attend the training classes.