

**KNOX COUNTY DISPATCH ADVISORY COMMITTEE
MEETING AGENDA FOR
19 June 2013**

Arthur Kiskila – Chairman
Clarence Keller - Vice Chair
Ray O. Sisk – Secretary

- Call to Order at
- Attendance and Introductions
- Approval of Committee Minutes summary of 20 March –and- 25 April (Attached)

OLD BUSINESS

- Radio Project Update – Review Timeline

NEW BUSINESS

- 2014 Budget Draft Discussion
- I Am Responding – Spillman Upgrade (Attachment)
- Fire – EMS & Spillman (Attachments)
- Nextgen 9-1-1 Update
- Incident Follow-up Apr 25 thru Jun 19 (Attachment)
- Personnel Changes (~~Attachment~~)
- EMD Codes (Attachment)
- Other
- Next Meeting Date
- Adjournment

KNOX COUNTY DISPATCH ADVISORY COMMITTEE

*Arthur Kiskila-Chairman
Clarence Keller-Vice-chair
Ray O. Sisk-Secretary*

03/20/2013 Knox Dispatch Advisory Committee Meeting

Meeting was called to order by Arthur Kiskila @ 4:00 PM. This meeting was held in the County Commission Meeting Room.

Those attending meeting:

Linwood Lothrop	Knox RCC Dir.	Adam Miceli	Rockland Fire/EMS
Donna Allen	Admin Assist to EMA Dir.	Arthur Kiskila	Cushing FD/EMA
Ray Sisk	Knox County EMA Dir.	Barry Norris	Union Fire
Stephanie Gibbs	Knox RCC, Supervisor	Kevin Soule	Union FD
Frank Ross	Owls Head Fire Chief/EMA	Clarence Keller	Hope FD/EMA
Scot Sabins	Union Fire/EMS	Ed Grinnell	Warren Fire
Chris Farley	Camden Fire/EMA	Tom Johnston	Washington Fire
Mike Dean	Knox County IT	Jamie Leo	Thomaston Fire
Kevin Benner	Friendship	Justin Hills	CFAA
Tag Wybrow	Spillman	Carrie Adams	Rockland Fire

Reminder to all – to do the 10 minute checks on fire calls.

Introductions were given: Tag Wybrow- Spillman & Perry Koger - Spillman

There was a demonstration on Spillman System software products, which took most of the meeting.

After the demonstration of the Spillman System there were several issues that were brought up.

- Friendship reception is very poor. Tom said that the bottom line is that the new system have the new tower installed on Benner Hill before the new system can be turned on. Tim Polky thought that it would be better to keep the system as is and wait until the new system up and running.
- Having some problems with the minitor 5's going off in the middle of the night. There is a fix for that (software) which is available on line.
- Can we be provided a timeline on progress?
 - ❖ Nothing has been done on Coggins, just got the construction permit, the town permit will be in hand tomorrow (March 21, 2013). Work should start on April 1, 2013. A temporary trailer will be placed on Vinalhaven at the new tower as we need to keep the old tower site working until we can move it. The building will move later when the mud dries up enough to get the building foundation poured. The trailer will be used until that happens.
 - ❖ Benner Hill is depending on the new tower for the microwave.
 - ❖ The land owner has an issue with the right away and some other things and family is involved. The county is working through attorneys to straighten out the issues which involve damage to the road due to mud.
 - ❖ Tenants Harbor's new equipment is hung on the tower, needs to get a shack and the new equipment in there and that would be ready to fire up when the rest of it is.

- By-laws – need to get the by-laws going in the right direction. The Executive Board needs to meet with the County Administrator and Lawyer to see what the holdup is. The Executive Board must get back with this committee on the status of the by-laws within 30 days.
- Need to know what the uniform way of following up on complaints would be.
- Formal written complaint process needs to be outlined in the by-laws.
- **Next Meeting:**
The next meeting will be held on April 25, 2013 at 4:00 PM at 301 Park St. This will be a follow up on the By-Laws.

Adjournment

Barry Norris made the motion to adjourn and Tom Johnston seconded the motion. All were in favor. The meeting ended at 5:30 PM.

KNOX COUNTY DISPATCH ADVISORY COMMITTEE

*Arthur Kiskila-Chairman
Clarence Keller-Vice-chair
Ray O. Sisk-Secretary*

04/25/2013 Knox Dispatch Advisory Committee Meeting

Meeting was called to order by Arthur Kiskila @ 4:00 PM. This meeting was held at 301 Park St. Knox County EMA.

Those attending meeting:

Linwood Lothrop	Knox RCC Dir.	Adam Miceli	Rockland Fire/EMS
Tim Polky	St. George FC/EMA Dir.	Arthur Kiskila	Cushing FD/EMA
Ray Sisk	Knox County EMA Dir.	Kevin Benner	Friendship
Polly Wood	Warren EMS	Kevin Soule	Union FD
Frank Ross	Owls Head Fire Chief/EMA	Clarence Keller	Hope FD/EMA
Scot Sabins	Union Fire/EMS	Ed Grinnell	Warren Fire
Chris Farley	Camden Fire/EMA	Tom Johnston	Washington Fire
Andrew Hart	County Administrator	Jamie Leo	Thomaston Fire

- Tom Johnston reported on the following:
Vinalhaven's trailer is out there set and ready. They will be setting phones for the pads for the building. SPA should be out there next week to inspect the microwaves and do some aliment. Most equipment on Ragged is set up. Coggins Hill has the building and generator set on it ready for Active to go and put their equipment in. Tenants Harbor building should go in sometime next week with power hook up and ready to go. Figuring on power backup either backup battery or generator. Benner Hill reached an agreement with surrounding landowners, road owners on Monday. Hopefully have the paper work in hand on 4/26/2013 where we can get SPA started on the site next week. Once we get on that site we can move ahead. Tom said that they are looking at testing out the system by June 1, 2013 and in operation on the 15th. There was discussion on what Tom reported. It was asked about if the system will work as well as before the system was for the HAM Radio side. Tom said that he didn't know of any changes that would affect but he will check on it.
- Linwood discussed outages. One outage was due to the link between Ragged and Lenfest Tower, which has been the caused by the last 2 outages. Nobody really knows what the cause was. Once the new system comes on all that will be obsolete. One outage was caused by a tech doing repair work. An operator error occurred using the City Watch program to make this notification, the initial outage info was only sent to personnel having cell text/email addresses.
- Chief Grinnell had a problem about being dispatched to the wrong locations. Discussed 1- EMS call – Dispatch problem (120 Beechwood St) and 2- call (fire) was dispatched to wrong location.
- Tom Johnston had a question about the procedure on a grass fire. At what point does Dispatch contact forestry? Director Lothrop said that notification is made upon agency request-not automatically.
- By-Laws update- Report
After Chris Farley gave a short report from the Executive Board meetings of March 9th and 18th there was discussion and suggestions about the by-laws. After the Executive Board review what the County Attorney reported it was decided to rewrite the by-laws. There were several suggestions on how and what should be included in the by-laws such the original by-laws were written prior to the County going to a Charter government.

➤ **Next Meeting:**

The next meeting will be held on June 19, 2013 at 4:00 PM at 301 Park St.

Adjournment

A motion to adjourn and seconded that the meeting be adjourn. All were in favor. The meeting ended at 5:30 PM.

Quote and Purchase Addendum

Quoted Date: May 21, 2013 Quote Number: QUO-03240-B7V3F2
Quote Expiration Date: June 30, 2013 Prepared By: Tag Wybrow

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff to ensure a smooth upgrade transition.

Included in Quote

- Rip and Run

Package Quote

\$8,050

The Customer's signature below constitutes its agreement to purchase the licenses, products and/or services according to the terms quoted by Spillman within this document. This document shall serve as an addendum to the Purchase Agreement previously entered into between the Customer and Spillman. The terms and conditions of the Purchase Agreement, as well as the related License Agreement and Support Agreement, shall apply to the items quoted herein.

Your estimated 2nd-year Spillman maintenance will be: \$979

Knox County Sheriff

Customer Name

Authorized Signature

Date

Print Name and Title

ATTACHMENT "A"



EMERGENCY REPORTING™

FIRE / EMS RECORDS MANAGEMENT

Sales Rep:	Lee Kleve
Order Received:	
Support Rep:	
Referral Code:	
Account Created:	
DoD 0 GSA 0 Partner:	SPILLMAN

CAD ORDER FORM

Package offer valid from 5/6/2013 for 30 days

Agency Name:	Knox Regional Communications Center
Physical Address Line 1:	62 Union Street
Address Line 2:	Rockland , ME, 04841
County:	KNOX
Phone:	(207) 594-0429 x118
Fax:	
Billing Address (if different from above):	
FDID:	Various (17)
EMS ID:	
Customer Type:	NEW
Department Type:	VOLUNTEER
Start Date:	

CAD Brand/Provider: SPILLMAN 6.1+
CAD Version:
Provider Contact Information
Contact Name:
Phone:
Email:
Dispatch Contact Info:
Contact Name:
Phone:
Email:

Package Description: CAD Link	Year 1 Initial Fee:	Year 2 Maintenance Fee:
CAD Interface Type: WEB SERVICES DIRECT		
Interface Fees:	\$2,500.00	\$1,000.00

Year One Fee: \$2,500.00

Ongoing Yearly Maintenance Fee: \$1,000.00

Special Contract Terms: _____

Print Name: _____ Direct Phone: _____

Signature: _____ Title: _____ Date: _____

****Billing Frequency is Yearly**

— Confidential —

Scan completed form and return by email to: orders@emergencyreporting.com, or fax to 1.866.929.6157

ATTACHMENT 'A'



EMERGENCY REPORTING™

FIRE / EMS RECORDS MANAGEMENT

Sales Rep:	Lee Kleve
Order Received:	
Support Rep:	
Referral Code:	
Account Created:	
DoD 0 GSA 0 Partner: SPILLMAN	

PACKAGE ORDER FORM

Package offer valid from 5/6/2013 for 30 days

Agency Name:	Knox Regional Communications Center
Mailing Address Line 1:	
Mailing Address Line 2:	, ME,
County:	KNOX
Phone:	(207) 594-0429 x118
Fax:	
Billing Address (if different):	
FDID:	Various (17)
EMS ID:	
Customer Type:	NEW
Department Type:	VOLUNTEER
NFIRS Export Recipient (Email):	
Start Date:	

Package Description:	Set Up/Initial Fee:	Annual Cost:	Monthly Cost:
FIRE; CAD LINK	\$12,733.00		\$99.00
Package Add Ons:			
Google Maps Integration			
TOTALS	\$12,733.00		\$99.00

Added Fees	
Training Fee†	\$8,500.00
Import Fee*	
Report Fee**	
FEE TOTAL	\$8,500.00

17	x	\$99.00	=	\$1,683.00	X12	\$20,196.00	+		+	\$12,733.00	+	\$8,500.00	=	\$41,429.00
# Licensed Stations		Cost		Monthly Total		Yearly Cost		Vision Yearly		Set Up Fees		Other Fees		Grand Total Year 1



- Confidential -

Scan completed form and return this portion by email to: orders@emergencyreporting.com, or fax to 1.866.929.6157

Quote and Purchase Addendum

Quoted Date: January 15, 2013 Quote Number: QUO-02393-B0W0N3
Quote Expiration Date: March 31, 2013 Prepared By: Tag Wybrow

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff to ensure a smooth upgrade transition.
- **Training** – All applicable training costs are included, whether training is conducted onsite, over the web, or using Spillman's training database. Note that some products do not require training.

Included in Quote

- ERS Fire Interface

Package Quote

\$15,758

The Customer's signature below constitutes its agreement to purchase the licenses, products and/or services according to the terms quoted by Spillman within this document. This document shall serve as an addendum to the Purchase Agreement previously entered into between the Customer and Spillman. The terms and conditions of the Purchase Agreement, as well as the related License Agreement and Support Agreement, shall apply to the items quoted herein.

Your estimated 2nd-year Spillman maintenance will be: \$2,161

Knox County Sheriff

Customer Name

Authorized Signature

Date

Print Name and Title



ATTACHMENT "B"

Linwood Lothrop <llothrop@knoxcountymaine.gov>

Fwd: Emergency Reporting

2 messages

Michael Dean <mdean@knoxcountymaine.gov>
To: Linwood Lothrop <llothrop@knoxcountymaine.gov>

Wed, May 22, 2013 at 8:13 AM

Linwood what are your thoughts?

----- Forwarded message -----

From: "Keith Doepp" <keith@emergencyreporting.com>
Date: May 21, 2013 10:00 PM
Subject: Emergency Reporting
To: "mdean@knoxcountymaine.gov" <mdean@knoxcountymaine.gov>
Cc:

Hi Michael,

My name is Keith Doepp and I am the Northeast Region Sales Rep for Emergency Reporting. I know you have been working with Lee Kleve on a county deal but I was informed by Lee that has fallen through. Our plan now at ER is to go after each FD individually. Lee mentioned to me that you like our system. Would it be possible for you to send me a contact in Knox County that I can call on to set-up a time to come demo our system at a Chief's meeting or would you be that person? I feel Chief's meetings are the best way to introduce our product to the county and the FD's that are in them.

Thank you very much for any help you can provide and I look forward to hearing from you.

Best Regards,

Keith Doepp

Northeast Region Sales

Emergency Reporting

Cell:516.443.9710

US:866.773.7678 x147

Fax:866.929.6157

keith@emergencyreporting.com

www.emergencyreporting.com

STILL NEEDED
SPILLMAN UPGRADE INTO \$15,758

Incident Follow-up For Period

25 April thru 19 June 2013

There were ten (10) incidents reviewed during this period.

The following topics were identified as needing review and/or formal action:

1. Listening Skills

2. Response Protocol Review:

- **Flagged record for 81 New County Rd, Rockland – Others?**
- **EMS Response to Schools**

3. Policy – SOG Changes

- **EMS Staging**
- **Dispatch Caller Instructions**
- **Dispatch Announcements (Auto Response Alarm Assignments)**

Follow-up Actions

- 1. Review calls with dispatchers – make sure proper listening techniques are being used. Stress need for accuracy. Provide additional training where applicable.**

- 2. Periodic review of known flagged records for accuracy by both the responsible agency and dispatch.**

Review policy on response to schools by EMS for Fire incidents.

- 3. EMS Staging – discuss with Advisory Board for one policy**

Caller Instructions – SOG updated to guard against sending a caller into a dangerous environment to gain added information

Dispatch Announcements – Canned message for Fire and EMS announcements to better gain uniformity Examples attached.

6/13/13

County of Knox Mail - Response Determinant Codes



Stephanie Gibbs <sgibbs@knoxcountymaine.gov>

Response Determinant Codes

6 messages

Stephanie Gibbs <sgibbs@knoxcountymaine.gov>

Wed, Jun 5, 2013 at 4:55 PM

To: Justin Hills <justin@camdenfirstaid.org>, Charles Jordan <cjordan@ci.rockland.me.us>, Adam Miceli <amiceli@ci.rockland.me.us>, Scot Sabins <scot.a.sabins@gmail.com>, Rusty Barnard <intermagic1@hotmail.com>, Cushing EMS <CushingEMS@aol.com>, Pat Dougherty <pattied@roadrunner.com>, warrenems@gmail.com, plundholm@townofinalhaven.org, brown.a.april@gmail.com, acedavis4@yahoo.com
Cc: Linwood Lothrop <llothrop@knoxcountymaine.gov>

Hi All,

Just touching base with you regarding the use of the determinant descriptors being used in the initial dispatching of EMS calls

I had hoped to be able to start using them June 1st., but waited to hear back from anyone regarding classes or changes to the guidelines for dispatching individual agencies.

Since I've gotten no requests or changes, I am assuming that everyone is all set with the us beginning to use them.

Below is an example of how the tones will be going out. We will be starting them on Sunday June 9th.

" Thomaston Ambulance respond to 124 Booker St, Apt 24 for an 89 yo female who has fallen, complaining of hip pain 17-A-1, Thomaston Ambulance respond to 124 Booker St., Apt 24 for an 89 yo female who has fallen, complaining of hip pain 17-A-1. Cross street between Clark St and Thomas Ave., Knox Clear".

If you decide that you would like some training for your department or want to update what we have on file for your agency, please call - or send me a message and I will get back to you as soon as possible.

I will be out of town for the weekend beginning tomorrow, but will return any messages on Monday.

Thanks!

Stephanie

Stephanie Gibbs, Supervisor
Knox Regional Communications
[207-593-9132](tel:207-593-9132)

Rockland EMS:

- A- ambulance to respond non-emergency may or may not have ALS on board depending on staffing.
- B- ambulance to respond emergency (confirm with duty officer that ALS is available or needs to be requested if called for)
- C- ambulance to respond at the ALS level emergency (if ALS is not immediately available start the closest ALS)
- D- ambulance and extra crew (ambulance or squad) emergency (if ALS is not immediately available the closest ALS will be started)

Anytown Volunteer EMS (for A+B level calls tone, wait 3 min. if no licensed personnel re-tone, wait 3 more minutes, then start M/A, For C+D calls start M/A 3 min after first tone, then re-tone)

- A- ambulance to respond non-emergency (after 3 min. if no response tone again, after another 3 min start M/A)
- B- ambulance to respond emergency (dispatch to secure where ALS will come from if needed: call Anytown Medics first, if unavailable secure closest M/A ALS)
- C- ambulance to respond emergency (if no ALS signs on within 3 min start closest M/A ALS)
- D- ambulance to respond emergency (if no ALS signs on within 3 min start closest M/A ALS)



Lie# 90-10767

EMD MEDICAL FIELD RESPONDER GUIDE

The Field Responder Guide™ provides Determinant Code interpretation reference for field use during response, and for completing incident reports. This spiral-bound 5" x 3" flipbook has a water/tear-proof cover and convenient incident tabs.



[▶ MORE](#) [\(prd_advmed_frq_more\)](#) [▶ FOR PRICING](#) [\(store\)](#)

WWW.prioritydispatch.n
800-363-9127

OTHER PRODUCTS

The cardset delivers the Medical Protocol in a durable, 18" x 10" flip-file format with individual protective card pockets. The cardset allows dispatchers to quickly move through Case Entry and Key Questioning. Determinants clearly display...



[▶ MORE](#) [\(emd_cardset_info\)\(aqua_evolution\)](#)

The QA Guide™ is a spiral bound 7 1/2" x 5 3/4" full-color flipbook that provides...



[▶ MORE](#) [\(emd_qa_guide\)\(emd_field_responder_guide\)\(emd_cardset_info\)](#)

The Case Entry Pad provides a convenient format for taking case notes during...



[▶ MORE](#) [\(emd_case_entry_pad\)\(emd_case_entry_pad\)\(emd_cardset_info\)](#)



SAMPLES OF MEDICAL FIELD RESPONDER GUIDE™

3	ANIMAL BITES / ATTACKS	1-4
D-1	Unconscious or Arrest	
D-2	Not alert	
D-3	DANGEROUS body area	
D-4	Large animal	
D-5	EXOTIC animal	
D-6	ATTACK or multiple animals	
B-1	POSSIBLY DANGEROUS body area	
B-2	SERIOUS hemorrhage	
B-3	Unknown status (3rd party caller)	
A-1	NOT DANGEROUS body area	
A-2	NON-RECENT injuries (≥ 6hrs)	
A-3	SUPERFICIAL bites	
4	ASSAULT / SEXUAL ASSAULT	1-4
D-1	Unconscious or Arrest	
D-2	Not alert	
D-3	Abnormal breathing	
D-4	DANGEROUS body area	
D-5	Multiple victims	
B-1	POSSIBLY DANGEROUS body area	
B-2	SERIOUS hemorrhage	
B-3	Unknown status (3rd party caller)	
A-1	NOT DANGEROUS body area	
A-2	NON-RECENT injuries (≥ 6hrs)	

9	CARDIAC OR RESPIRATORY ARREST / DEATH	9-12
Suspected Workable Arrest		
(NOT BREATHING/INEFFECTIVE BREATHING):		
E-1	Not breathing at all	
E-2	Breathing uncertain (agonal)	
E-3	Hanging	
E-4	Strangulation	* (to be selected from Case Entry only)
E-5	Suffocation	
E-6	Underwater	
D-1	INEFFECTIVE BREATHING	
(discovered during Key Questioning only)		
* (select only when bridging from other Chief Complaint protocols)		
B-1	OBVIOUS DEATH (unquestionable)	
B-2	EXPECTED DEATH (unquestionable)	
10	CHEST PAIN	9-12
D-1	SEVERE RESPIRATORY DISTRESS	
D-2	Not alert	
D-3	Clammy	
C-1	Abnormal breathing	
C-2	Cardiac history	
C-3	Cocaine	
C-4	Breathing normally ≥ 35	
A-1	Breathing normally < 35	

27	STAB / GUNSHOT / PENETRATING TRAUMA	25-28
D-1	Unconscious or Arrest	
D-2	Not alert	
D-3	CENTRAL wounds	
D-4	Multiple wounds	
D-5	Multiple victims	
B-1	NON-RECENT (≥ 6hrs) single CENTRAL wound	
B-2	Known single PERIPHERAL wound	
B-3	SERIOUS hemorrhage	
B-4	Unknown status (3rd party caller)	
A-1	NON-RECENT (≥ 6hrs) PERIPHERAL wounds	
28	STROKE (CVA)	25-28
C-1	Not alert	
C-2	Abnormal breathing	
C-3	Speech or movement problems	
C-4	Numbness or tingling	
C-5	STROKE history	
C-6	Breathing normally ≥ 35	
B-1	Unknown status (3rd party caller)	
A-1	Breathing normally < 35	

[BACK](#) (emd field responder guide)