

**TO:** Honorable Mayor Rines, Members of the City Council & City Manager  
**FROM:** E. Patrick Gilbert, CSD  
**DATE:** January 12, 2006  
**RE:** Regional Dispatch with Central Maine Regional Communications Center (CMRCC)

This is a continuation of an item from the January 5, 2006 Council Agenda. As promised we would like to bring you up to date as to what has happened since the meeting on the 5<sup>th</sup> and what is left to be done, and a date when dispatching services will be completely transferred to the Central Maine Regional Communications Center (CMRCC).

What's been done to complete the transfer of service to CMRCC:

- On Friday January 6, 2006 City Staff ordered the radio transmitters, the Zetron fire alert system and the building security system (the door locking mechanism). Also ordered was the Camera system which will monitor the lobby area, booking room, and the outside entryway. The Ringdown phone system was also ordered which will enable direct communication from the Public Safety Lobby to CMRCC.
- January 6<sup>th</sup> The City Manager sent a letter to the affected unions giving them the opportunity to present possible impacts to working conditions that they feel may arise
- On Tuesday, January 10, 2006 City Staff and the City's radio technicians met with CMRCC personnel and supervisors as well as their radio technicians to discuss the details of the installation of the radio equipment, the Fire alert system and their monitoring of the security camera equipment. Further, discussions were held as far as the details of integrating our Fire and Police dispatching needs into their operation for a smooth transition and minimal disruption or deviation of daily operations for our frontline personnel. At the conclusion of the meeting the Gardiner Public Safety Departments were asked to furnish all policies, procedures, rosters and schedules etc. to CMRCC by the 16<sup>th</sup> of January 2006. This will allow CMRCC to set up their system to accommodate our needs.
- Remaining dispatch employee remains as transitional dispatcher/receptionist till June 30, 2006

What's left to be done to complete the transfer of service to CMRCC:

- Furnish CMRCC the Police and Fire Departments procedural guides by January 16, 2006

- Unions requested to respond to City Manager's letter as soon as possible, and issues will be resolved as necessary
- All radio equipment and Zetron system installed and tested by February 10, 2006
- Security system and cameras installed and tested by February 10, 2006
- Non emergency departments are making alternate arrangements for alarms and notification of problems to be in place for services that were previously provided by Gardiner Dispatch and will not be provided by CMRCC (Water District, Wastewater and Public Works). This will effect alarms and after hour calls for services, such as sewer backups, pump failures etc. These changes will be in place no later than February 13, 2006.
- We anticipate the complete transfer of dispatch services to occur no later than February 13, 2006.