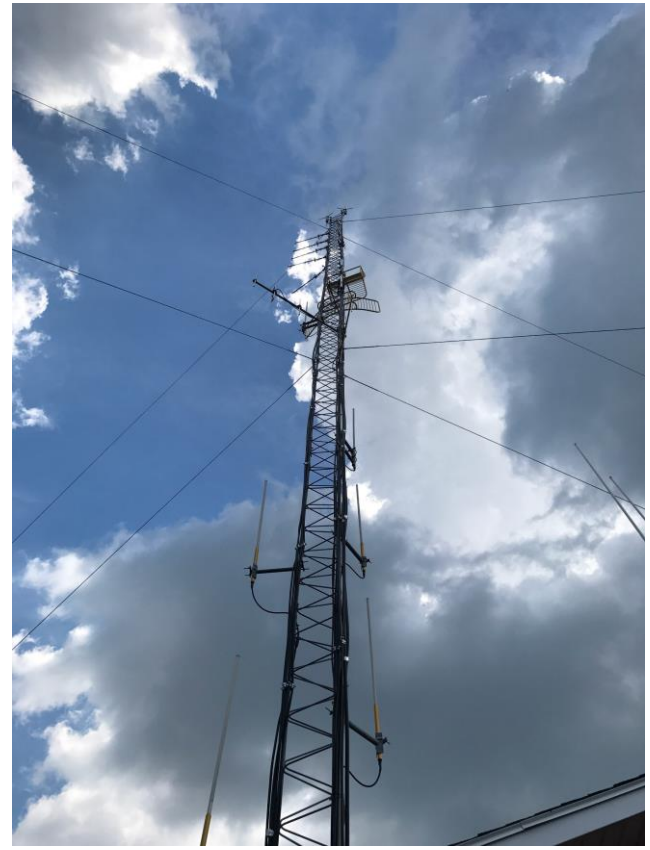
Penobscot Regional Communications Center

Integrity **Compassion**

Professionalism **Team Spirit**

The Penobscot Regional Communications Center serves as an Enhanced 911 Public Safety Answering Point (PSAP) and Dispatch Center providing a critical communications link between the Emergency Services personnel (Police, Fire, and Ambulance) and the citizens of Penobscot County. We will carry out our mission providing the highest level of customer service possible, utilizing the core values of Integrity, Compassion, Professionalism and Team Spirit.



Penobscot RCC was the busiest Public Safety Answering Point in the State of Maine in 2019

In 2019

911 calls – 63,830

Business Line Phone Calls – 289,301

Radio Traffic 1,523,360

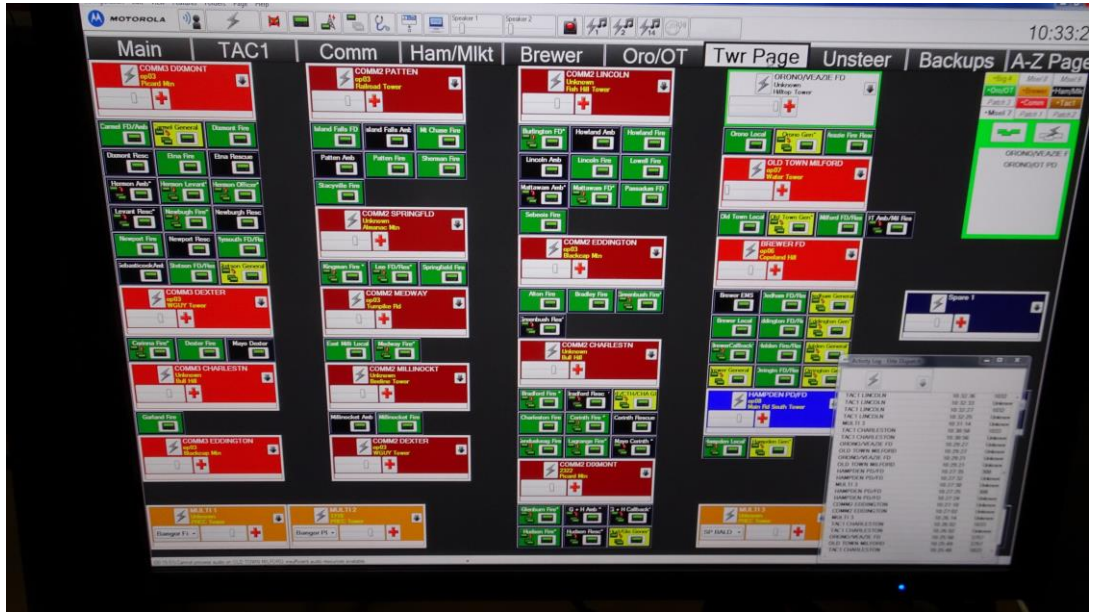
PRCC is responsible for dispatching for 65 agencies

Primary PSAP responsibility for Penobscot County and Landlines In Aroostook County – Total Population 225,795

Penobscot RCC Mission Critical Radio Communications System Upgrade

- In 2004 – 7 years after the implementation of Regional Dispatch, Penobscot County Commissioners hired a consulting firm to look at the issues revolving around Land Mobile Radio (LMR) Communications in our coverage area.

Penobscot RCC Mission Critical Radio Communications System Upgrade

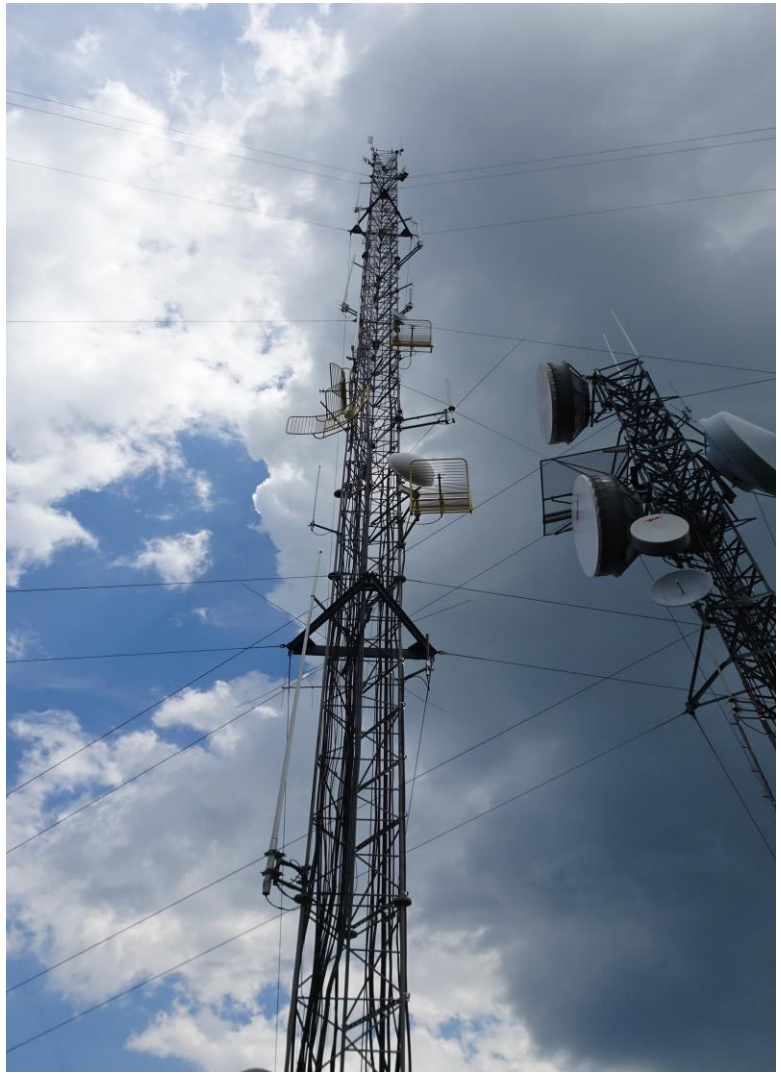


That study revealed –

1. Poor Coverage
2. Interference
3. Unreliable Paging
4. Complete loss of communication on occasion

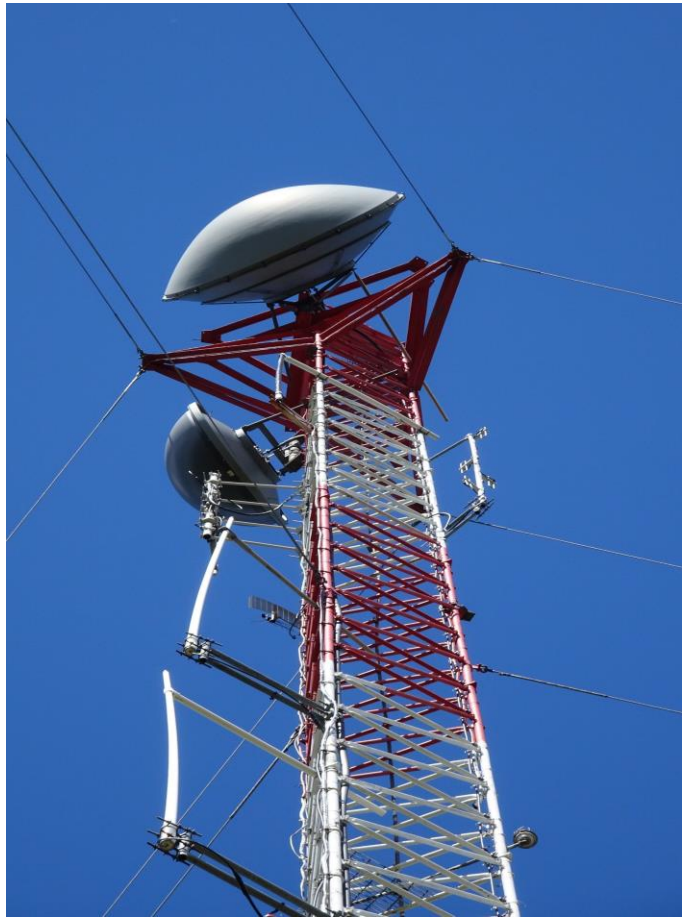
Penobscot RCC Mission Critical Radio Communications System Upgrade

- The estimated cost to fix the system in 2004 was $26,725,376.00
- This project WAS NOT completed. It was determined the cost of the project was too great to afford



Penobscot RCC Mission Critical Radio Communications System Upgrade

- In 2017, Penobscot County hired an independent consultant to do a study on our Land Mobile Radio (LMR) system.
- The study was to determine the most fiscally responsible solution for Penobscot County while still improving the coverage and reliability of the system
- 10 end user agencies participate in the Radio Upgrade Committee



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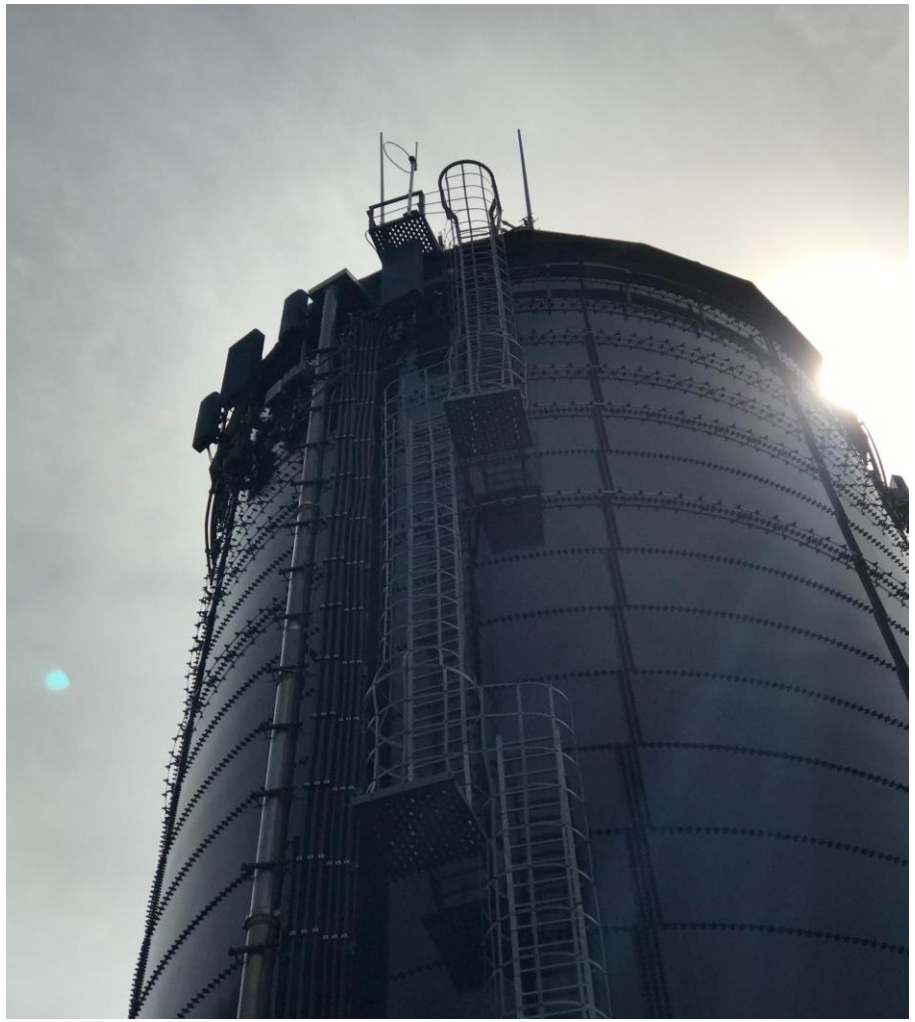


Penobscot RCC Mission Critical Radio Communications System Upgrade

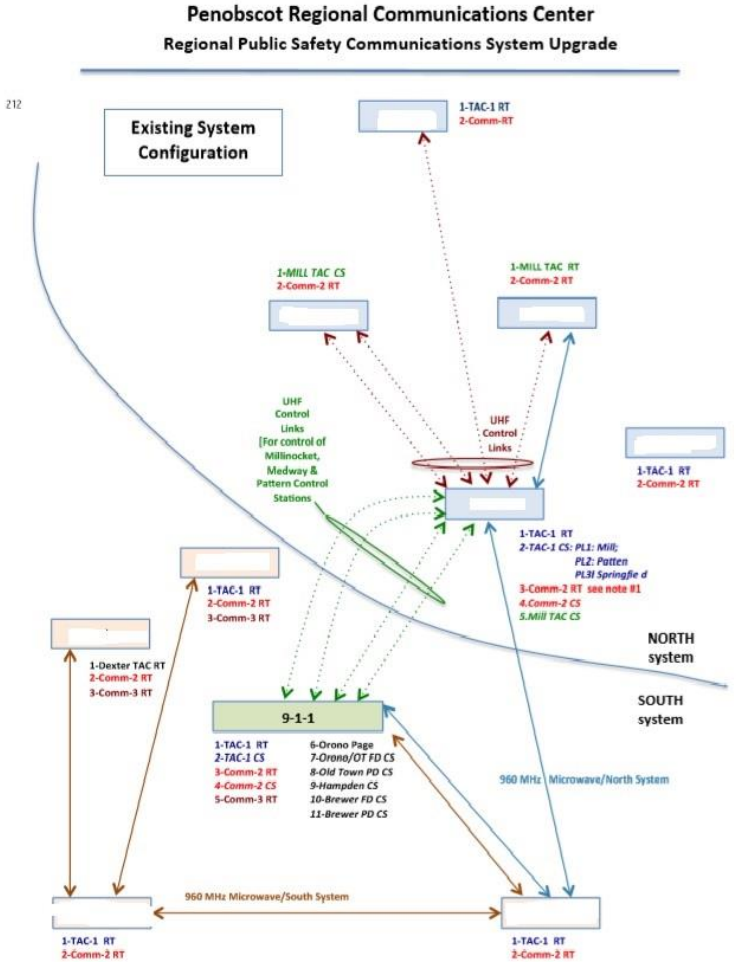
- Penobscot County utilizes a combination of analog repeaters with microwave hops to communicate between tower sites.
- Microwave Radio made by GE was discontinued as of December of 2012.
- Kenwood Analog Repeaters were discontinued as of September of 2017.

Penobscot RCC Mission Critical Radio Communications System Upgrade

- Since they are no longer manufacturing compatible equipment for our system, we are faced with purchasing equipment from 3rd party suppliers and/or on auction sites such as eBay.

Penobscot RCC Mission Critical Radio Communications System Upgrade

- No redundant backup of the microwave system
- No system alarm to notify of an outage
- Receiver/Transmitter sites are not “simulcast” meaning responders may have to manually switch between towers while responding to an incident



Penobscot RCC Mission Critical Radio Communications System Upgrade

- Penobscot County is going to bond on July 14, 2020 for $6,000,000.00 to upgrade the equipment of our emergency communications infrastructure.
- The current system being utilized by our agency is no longer viable. It is time to fix this problem

"When an emergency is at its worst, communication needs to be at its best."

PENOBSCOT REGIONAL COMMUNICATIONS CENTER
911

MAKING SURE THAT WHEN YOU CALL FOR HELP, HELP WILL ARRIVE