



MINUTES OF MEETING
RECOM Meeting
September 27, 2005
Delaware State Police



Meeting Date: September 27, 2005
Location: New Castle State Police Building
Purpose: RECOM Meeting

List of Attendees:

First Name	Last Name	Agency	Email
Joseph	Mulford	RECOM	Joseph.Mulford@state.de.us
Gene	Donaldson	DeIDOT/TMC	gene.donaldson@state.de.us
Regis	Wagner	Edwards and Kelcey	rwagner@ekmail.com

TMT Communication Working Groups:

Gene Donaldson began the meeting by giving a brief overview of the TMT Communications Working Groups function. Mr. Donaldson stated that he has already met with KENTCOM and is working to better understand how all Delaware 911 Communications Centers operate. Mr. Donaldson's goals are to improve:

- Communications from center to center
- Communications from center to field
- Finding the best ways DeIDOT can communicate with others

Mr. Donaldson mentioned that DeIDOT would be holding a statewide Communications Working Group meeting on October 25th, 2005 to aid in helping meet these goals.

RECOM Operation

Joseph Mulford stated that due to the population and the amount of calls taken at the center, RECOM has "call takers" fielding incoming calls. He noted that this is different from the other centers that have Delaware State Police and County personnel directly fielding the calls. Mr. Mulford explained that the call takers basic job is to determine:

- If the call is County or State jurisdiction
- What agency the call gets directed to (Police, EMS and or Fire Departments)
- Whether to dispatch the City of Wilmington and surrounding volunteer fire departments immediately if the incident is on-going

Mr. Mulford stated that the County and State share the same operations room. He went on to say that RECOM produces a monthly statistical report on their calls and could share this information with the Communications Working Group at the October meeting.

Needs

Both Mr. Mulford and Mr. Donaldson identified the following needs:

- A procedure on how to handle communications with different agencies in the event that the communication towers are lost, assuming this would eliminate the cellular communications and 800 MHz
- Transportation Management Center (TMC) and RECOM need to implement a "Direct Ring Down Line" to both centers
- To facilitate better communication and working relations, have tours to each of the centers