

MAINE STATE LEGISLATURE

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STATE OF MAINE 9-1-1 STUDY COMMISSION

LEGISLATIVE REPORT

PREPARED FOR THE

MAINE LEGISLATURE

MARCH 1987

Prepared Pursuant to Private and Special Laws of 1985, Chapter 114
by the Greater Portland Council of Governments, Penobscot Valley
Council of Governments and the County of York.

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STATE OF MAINE 9-1-1 STUDY COMMISSION Legislative Report

1. INTRODUCTION

The State of Maine 9-1-1 Emergency Telecommunication Study Commission was initiated from state legislation approved April 18, 1986. L. D. 2255 - An Act to Study Establishment of An Emergency 9-1-1 System in Heavily Populated Areas originated from separate studies in York, Cumberland, and Penobscot Counties on the 9-1-1 telecommunication system concept. The county studies also recommended L. D. 1047 - An Act Establishing a Statewide Emergency 9-1-1 Telephone System (Appendix One) in March 1986 to be further examined. L. D. 1047 was subsequently tabled following the legislature's review of the county reports.

The Public Utilities Committee of the state legislature is the committee overseeing L. D. 2255. The purpose of the study is to examine the feasibility of a computerized enhanced 9-1-1 system in highly populated areas in the State of Maine. Members of the Study Commission (Figure One) were appointed as outlined in L. D. 2255 (Appendix Two) from the county government in York County, and from the Cumberland, and Penobscot Counties' Council of Governments.

Minutes of each Commission meeting are attached as Appendix Three. The Statewide 9-1-1 Study Commission has met in Augusta since November, 1986 with technical staff as appointed by the legislature (Figure Two) and with the New England Telephone 9-1-1 representatives. The Study Commission has received tremendous assistance from the staff and the New England Telephone Company in its research and analysis on the feasibility of implementing 9-1-1 in the three most highly populated counties of Cumberland, York, and Penobscot, Maine. The New England Telephone Company also provided funding assistance to the Committee for attendance at a National 9-1-1 Conference.

The enclosed report examines 9-1-1 in the following sections: (1) background of 9-1-1 Emergency Telecommunication systems, purpose, their capabilities, and types; (2) the problems of basic 9-1-1 systems versus enhanced 9-1-1 systems in Maine; (3) the feasibility of enhanced 9-1-1 system implementation in the highly populated areas of Maine; (4) recommendations and conclusions by the Commission.

The Commission's report is contained within two separate documents. The first document is the commission's report to the Public Utilities Committee of the Maine Legislature and the second document is the background materials used by the Commission in researching its report.

FIGURE ONE

Members to the Statewide 9-1-1 Study Commission

1. York County - Lionel Lamontagne, York County CEP Director
2. Cumberland County - Samuel Allen III, Former Communication Director, City of Portland
3. Penobscot County - Leon Cote, President, Penobscot Valley Council of Governments

Alternate Members

1. Cumberland County - Philip McGouldrick, Fire Chief, South Portland
2. Penobscot County - Donald Meagher, Executive Director, Penobscot Valley Council of Governments

Ex-Officio Member

1. Androscoggin County - Richard Grondin, Superintendent of Fire Alarms, City of Lewiston

Commission Officers

Chairman - Samuel Allen III
 Vice Chairman - Donald Meagher

FIGURE TWO**Staff to the Statewide 9-1-1 Study Commission**

1. Public Utilities Commission - Richard Darling
2. Department of Public Safety - Walter R. Chapin, Jr. and Ralph Folsom, State Police
3. Greater Portland Council of Governments - Jonathan L. Carter
4. New England Telephone Company -
 - (1) Peter Beal and Gail Skelton of Maine NET 9-1-1 Services Office
 - (2) Alton Warren, Jr. - NET External Affairs
 - (3) Bruce Larsen - NET Engineering Division
 - (4) John E. Keegan and Thomas Whelan, Emergency Number Services - NET Boston

A. 9-1-1 The Number and Its History in the United States and Maine

The concept of a National Emergency Number is not new. In 1937, Great Britain implemented such a system with 9-9-9 as the number, followed by Belgium with 9-0-0, Denmark with 0-0-0, and Sweden with 9-0-0-0.

1967 -- The President's Commission on Law Enforcement and Administration of Justice recommended that a "single number should be established" for reporting emergencies to the police.

1968 -- The American Telephone and Telegraph Company (AT & T) announced that the three digit number 9-1-1 was being made available nationwide as an emergency telephone number.

1973 -- The Office of Telecommunications Policy of the Executive Office of the President, issued bulletin number 73-1, entitled "the National Policy for Emergency Telephone number 9-1-1", which recognized the benefits of 9-1-1, encouraged the nationwide adoption of 9-1-1, and established a federal Information Center on 9-1-1.

1985 -- Introduction of LD 1047 in the Maine House of Representatives, "An Act Establishing a Statewide Emergency 9-1-1 Telephone System".

1986 -- Passage of LD 2255 signed by Governor Brennan 4/18/86 "An Act to Study Establishment of an Emergency 9-1-1 System in the Heavily Populated Areas".

-- Notification of a Study Commission 11/3/86

-- Commission members and alternates were sworn in at the first meeting held 11/13/87. Members were appointed from Cumberland and Penobscot Counties through the respective Council of Governments, and York County through the county commissioners. In addition to the appointees, several other governmental agencies and the telephone company including representatives from Androscoggin County, New England Telephone Company, the Public Utilities Commission, and the Maine State Police have been working with the study commission to ensure a representative overview of the feasibility of 9-1-1/E-9-1-1 in the State of Maine.

B. Basic 9-1-1 in Maine

There are fifteen localities in Maine (see Figure Three) that have implemented basic 9-1-1. The most recent has been the City of Brewer. The value of 9-1-1 in Maine to date has not been evaluated. Both large and small communities in Maine have invested in basic 9-1-1.

The major problem occurs with basic 9-1-1 systems when located in overlapping jurisdictional telephone exchange areas. There is an increasing receipt of calls from a portion of a different community not located on the 9-1-1 system. An additional problem which compounds the first problem is the intense marketing a 9-1-1 community undertakes with its citizens. For example, in Portland, all public safety vehicles advertise the 9-1-1 number. Citizens working in that community but living in a surrounding community are also indirectly marketed. Those communities emergency number are a seven digit number, however, they may live within an overlap 9-1-1 Portland calling exchange. If those persons have an emergency, most likely they may call 9-1-1. The call will go through, but it will go to the 9-1-1 community's dispatch. Delays may occur if the caller or dispatcher fails to ask for the full address. (No computer address identification exists with basic 9-1-1).

This scenario did actually happen in Topsham where neighboring Brunswick has 9-1-1. A military family living in a trailer in Topsham had a fire and dialed 9-1-1. A delay incurred in the appropriate emergency response. A fatality resulted from the fire. It is hard to evaluate if that delay played in the fire fatality. As a result of that fire and other similar incidences, L.D. 1047 was introduced in 1985 to establish a mandatory statewide enhanced 9-1-1 system.

The proposed L.D. 1047 would have forced the entire state of Maine to implement enhanced 9-1-1. However, in many parts of Maine, basic 9-1-1 can work well and is an economic alternative to enhanced 9-1-1.

The 9-1-1 Study Commission recommends that the state regulate basic 9-1-1 and prevent basic 9-1-1 implementation in areas of overlapping telephone exchanges in multiple municipal jurisdictions unless it can be shown not to cause a conflict.

C. The National Enhanced 9-1-1 Perspective

Nationally 9-1-1 in all forms have been around since the 1960's. Enhanced 9-1-1 began being used in the late 1960's and has emerged in more than fifty-four (54) governmental entities from statewide coverage to county and multiple counties to large cities. A listing of enhanced 9-1-1 by location is provided in Document Two with a 9-1-1 State Resource Guide indicating the state 9-1-1 legislation in affect within the United States. As of July 1986, 31 states including the District of Columbia had 9-1-1 legislation. The "guide" also indicates how the 9-1-1 system was financed and copies of legislation have also been included in Document II which accompanies this report.

FIGURE THREE
Inservice Basic 911 System Sites in Maine

Location

1. Bar Harbor
2. Boothbay Harbor
3. Brewer
4. Brunswick
5. Camden
6. Lewiston/Auburn
7. Lisbon
8. Portland
9. Rockland
10. Sanford
11. Skowhegan/Madison
12. S. Berwick
13. Waterville Region (Fairfield/Oakland)
14. Wiscasset
15. Yarmouth

2. WHY A 9-1-1 SYSTEM

A. Benefits

The 9-1-1 Emergency Telecommunications has developed over the years as a national standard three digit telephone number to request emergency public safety services in a geographic telephone number exchange. The number 9-1-1 has been proven an easy number to remember. Local governments around the country including fifteen in Maine have worked with their local telephone companies and state governments (where necessary) to implement 9-1-1 for their communities.

A primary consideration is the severe conditions surrounding emergencies. Citizens react to emergency situations in many different ways. They often ignore prepared plans of action in the excitement. How a person reacts also depends upon whether he is making the call to report a situation for his neighbor, himself, a complete stranger, or a family member.

Consider the situation in which a citizen discovers his neighbor's house on fire. He may very systematically look up the number for the fire department and give very precise information as to the location. Take the same person suddenly finding his own home on fire; he panics. He cannot remember the fire department number nor can he find his telephone directory. Even if he did find the number for the fire department, he forgets to tell his address or cannot remember his address. A person's speech also tends to speed up and become garbled when he is excited. Documented cases show people have been known to black out or suffer mental blocks under severe stress. We cannot alter the psychological reactions of people to emergency situations, but 9-1-1 certainly decreases the obstacle of having to remember the proper telephone number to call.

There are many actual cases that can be cited all across the country where 9-1-1 or E-9-1-1 have been instrumental in saving lives. Cases where a person calling does not know where they are and need help. Cases where injuries do not allow a person to communicate but allow only enough time to get one call out for help. Cases where not enough information can be received before a person either drops the telephone or just hangs up. The time has come, with society becoming more mobile, to consider the most effective way for the public to communicate with the public safety services in the most efficient way.

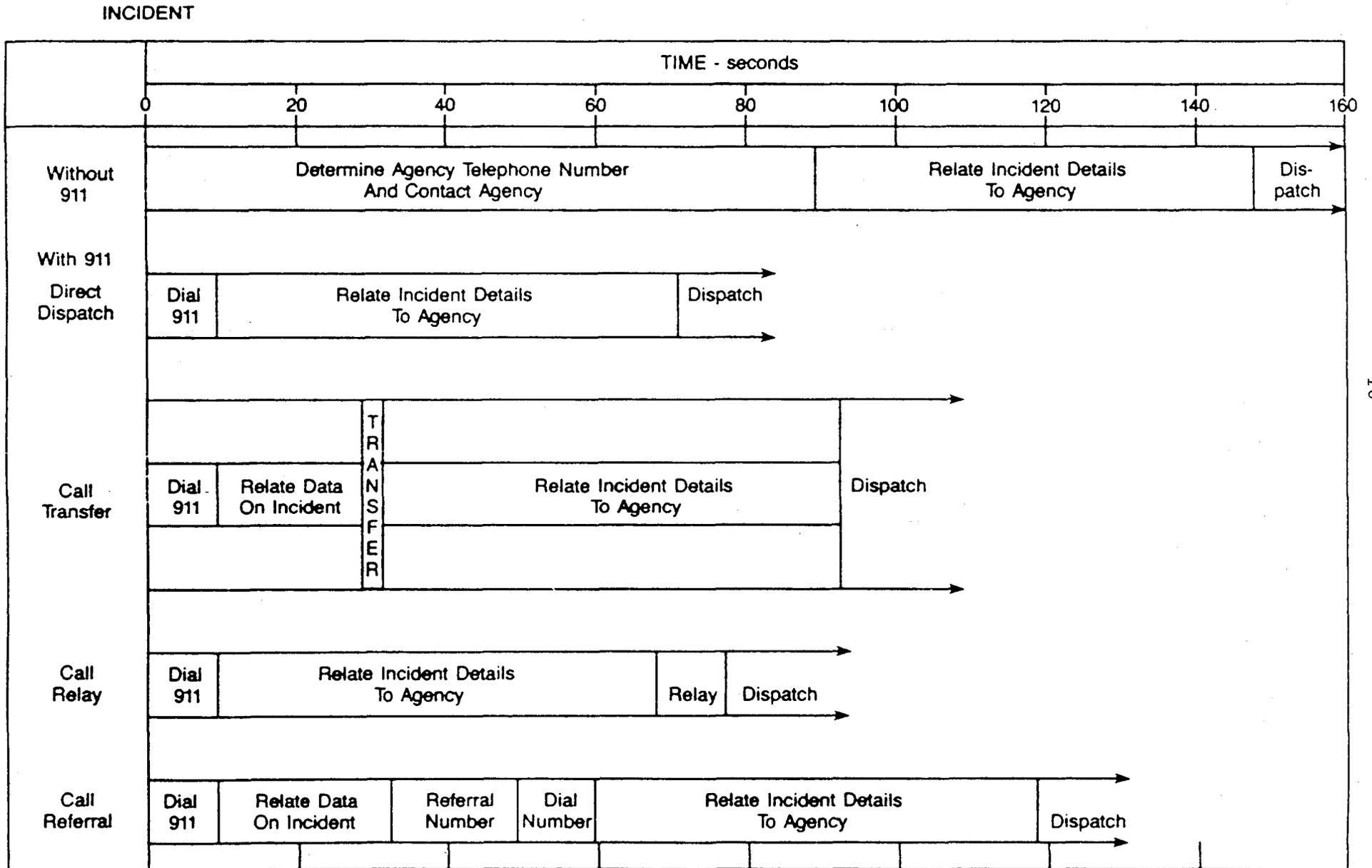
This is through the use of one easy number to remember and universal anywhere in the State of Maine.

Besides being an easily remembered number, 9-1-1:

- 1) is a number that can be readily dialed by everyone;
- 2) is becoming recognized as the Universal emergency number throughout the United States. The United States Congress is presently reviewing National 9-1-1 Legislation which allows a funding mechanism to local municipalities using Housing and Community Development Act funds and has passed a resolution designating September 11, 1987 as "9-1-1 Emergency Number Day" (See Document II);
- 3) it reduces the time involved in reporting an emergency. Figure Four graphically illustrates the comparison of an average response time for conventional and 9-1-1 operations as a result of a Stanford Research Institute Study in 1976;
- 4) allows a mobile society one emergency numbers to remember instead of individual emergency number in each community. This is especially important in a state like Maine that has a large number of out-of-state tourists travelling throughout the state;
- 5) may provide insurance reduction/advantages by having 9-1-1 service;
- 6) may provide in suitably equipped central offices, coin free dialing of 9-1-1 from public pay phone; and
- 7) benefits to public safety and other emergency agencies:
 - response time
 - coordination
 - data collection and analysis
 - increased public confidence
 - possible cost savings
 - increased emergency service(s) efficiency

FIGURE 5 R

Comparison of Average Response Time For Conventional and 9-1-1 Operations
 (Stanford Research Institute Study June 1976)



B. How Does 9-1-1 Work

There are many different types of emergency 9-1-1 systems that can be implemented. The differences are in the features specified when purchasing the 9-1-1 system. As features are added to a 9-1-1 system, the cost of that system increases. Existing 9-1-1 systems in Maine are known as basic 9-1-1 systems implemented to cover a single community. Fifteen basic 9-1-1 emergency systems have been implemented in Maine. A basic 9-1-1 emergency system is restrictive in its capabilities and cannot be used without major problems in large highly populated areas.

Basic 9-1-1 emergency telephone service has been utilized in Camden, Maine since 1968. It was the first in the state and the second in the United States. Since that time 14 other communities (Figure Three) have joined in the use of 9-1-1, with more in the planning or implementation stages. This form of 9-1-1 service routes emergency calls to a single answering point based on the exchange area from which the call originated. A mis-match of municipal and telephone exchange boundaries causes most of the municipalities that have basic 9-1-1 service to be unable to provide service to all of their residents. Many municipalities are prevented from establishing basic 9-1-1 service because they share telephone exchanges with others that already have 9-1-1 service. Those municipalities having service are also obligated to take calls for surrounding communities and then transfer the information by normal seven-digit calling, or by radio, to the proper community. This type of service is time consuming and could prove detrimental to the calling party in need of help.

Enhanced 9-1-1 (E-9-1-1) service overcomes the limitation of basic 9-1-1 service by routing 9-1-1 calls to the appropriate answering point based on geographic location from which the call originated. The public safety answering point (PSAP) would be provided with valuable location information about the calling party, resulting in quicker response times, and reduced loss of life and property, and the capability to identify the origin of false emergency calls.

Telephone communication technology has developed an enhanced 9-1-1 emergency telephone system for large, highly populated areas. The E-9-1-1 systems as they are known, utilize computer data base development and switch technology to provide a region, county or very large community of at least a 100,000 population with a centralized 9-1-1 system. Below the threshold of 100,000 the cost of implementation and

maintenance is economically infeasible. Figure Five illustrates a typical E-9-1-1 configuration. (Appendix Four contains a glossary of E-9-1-1 terms.)

The Enhanced 9-1-1 (E-9-1-1) system is a computerized emergency telephone system employing, Selective Routing (SR), Automatic Number Identification (ANI), and Automatic Address Location Identification (ALI) features.

Selective routing overcomes limitations of the basic 9-1-1 service by directing each call, regardless of its origin, to the PSAP designated by the community. When 9-1-1 is dialed, the call initially goes to the local telephone exchange office where its ANI is generated and transmitted with the voice call to the proper PSAP. The computerized data for address and number identification would be transmitted by data link at the same time the caller is giving information for the emergency. Computer information may or may not be local depending on the type of system installed, however, the voice communication is always on a local level. A tandem office computer is used to retrieve the proper routing information required for the telephone switching equipment to direct the calls to the proper location. When the call is answered at the PSAP, the ANI is displayed and is used in the retrieval of the ALI from the centralized computer data base. The ALI is displayed at the PSAP, allowing the call answerer to determine the location of the emergency even if the calling party is unable to communicate or is unfamiliar with the location.

One button fixed transfer, one button selective transfer and the manual speed dialing capabilities at each PSAP will allow for the transfer of 9-1-1 calls to pre-designated secondary dispatch points. This is used where a community does not have its own dispatch facilities, and where combined communications are used for several communities. Other features include forced disconnect, alternative, and default routing. The data base used for selective routing and ALI will be developed by the telephone company's service records, along with the input from the municipalities which will be updated on a daily basis by the telephone company.

Both basic 9-1-1 and E-9-1-1 do the same thing for citizens with emergencies. Simply dialing 9-1-1 from a phone will contact the caller with emergency public safety services. Basic 9-1-1 works effectively and most efficiently in a community where the telephone number exchange(s) is contained entirely within that 9-1-1 community. As explained earlier

The Enhanced 9-1-1 System

Typical Call Routing

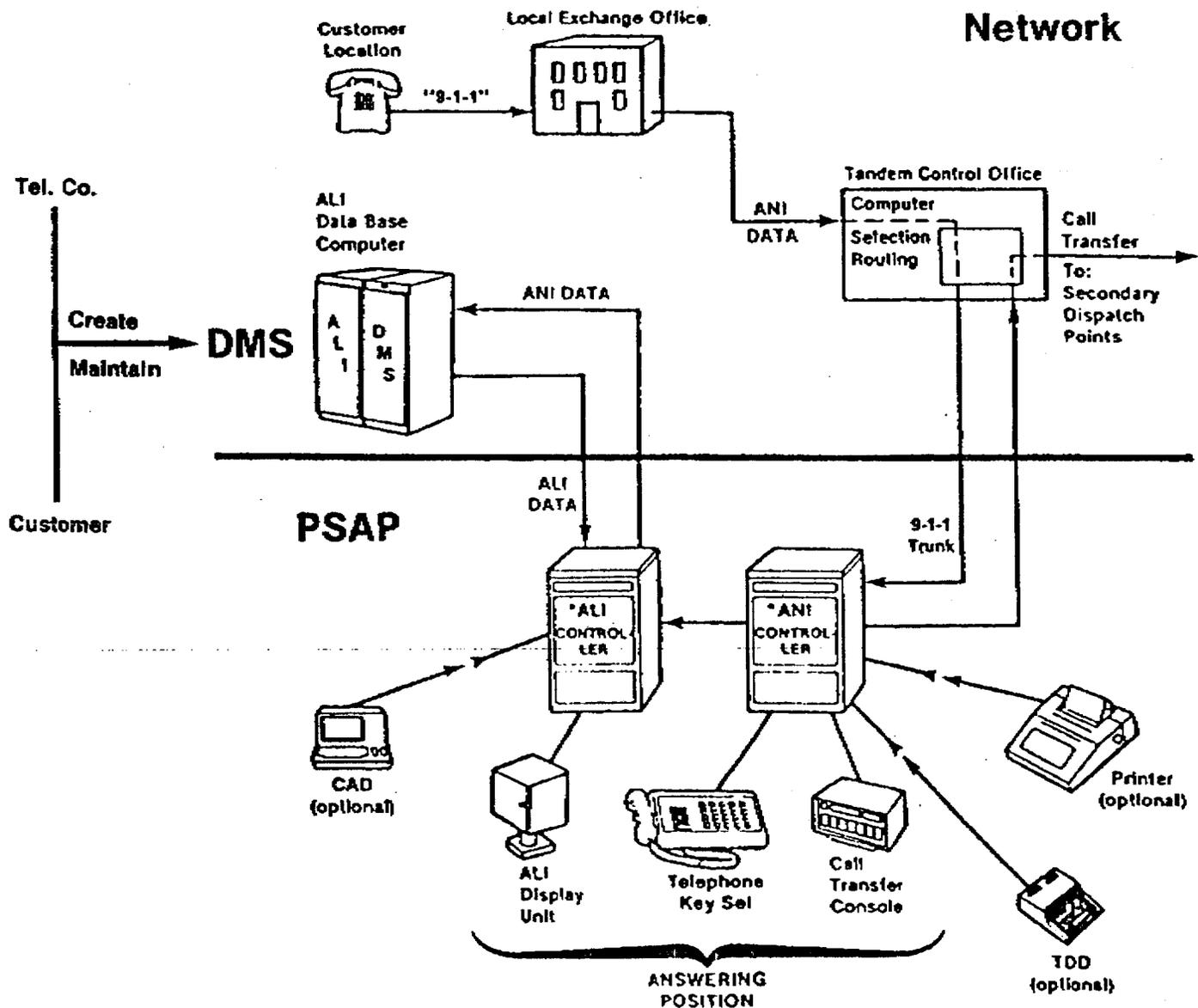


FIGURE FIVE

in the report, basic 9-1-1 has some severe problems which the commission makes several recommendations to the legislature to prevent basic 9-1-1 "accidents" from occurring.

Enhanced 9-1-1 is much more expensive to implement over basic 9-1-1 systems. That is why nationally a rule of thumb population of over 100,000 in a specified geographic location has been developed to use as a threshold for enhanced 9-1-1 implementation and is the reason only the counties of Cumberland, York, and Penobscot is under consideration presently for enhanced 9-1-1 per L.D. 2255.

Another system that is now available is a Stand Alone Location Information (SALI) system. This system provides for address location after a person calls for help, and the emergency complaint taker or dispatcher asks for a telephone number which is then fed into a local data base. There are drawbacks to this system because it is difficult to keep the data base current. They do, however, provide useful information if kept current through assistance from the phone company.

3. ENHANCED 9-1-1 IN MAINE

A. Implementation in Cumberland, York, and Penobscot Counties

1. Description of the Systems

Overview

The following system configuration is one example which would provide complete enhanced 9-1-1 service (E-9-1-1) for the counties of Cumberland, York, and Penobscot. The E-9-1-1 would be equipped with display devices at the Public Safety Answering Points (PSAPs) for Automatic Number Identification (ANI) and Automatic Location Identification (ALI). Selective routing would be employed to eliminate the mismatch of municipal and telephone company exchange boundaries. Calls to 9-1-1 would be directed to the appropriate PSAP based upon the address of the calling party.

The selection of PSAP locations is a complicated process which ultimately is decided by the municipalities and public safety agencies involved. The configuration option which has been proposed does not reflect mutual aid arrangements or other established emergency services coordination among the several municipalities. The proposed PSAP designations undoubtedly will be subject to many suggestions and changes.

The Study Commission requested the New England Telephone Company examine the counties of Cumberland, York, and Penobscot for E-9-1-1 cost and PSAP locations based on communities with populations greater than 5,000. The following is the result of NET's study.

Cumberland and York Counties

The two counties would function as a single system with primary PSAPs in the following locations:

Cumberland

- | | |
|---------------|-------------------|
| 1. Brunswick | 7. Scarborough |
| 2. Cumberland | 8. South Portland |
| 3. Falmouth | 9. Standish |
| 4. Freeport | 10. Westbrook |
| 5. Gorham | 11. Windham |
| 6. Portland | 12. Yarmouth |

York

- | | |
|--------------|----------------------|
| 1. Berwick | 6. Old Orchard Beach |
| 2. Biddeford | 7. Saco |
| 3. Eliot | 8. Sanford |
| 4. Kennebunk | 9. South Berwick |
| 5. Kittery | 10. Wells |

Penobscot County

Penobscot would function as a separate system with primary PSAPs in the following locations:

- | | |
|------------|-----------------|
| 1. Bangor | 5. Minniscocket |
| 2. Brewer | 6. Old Town |
| 3. Hamden | 7. Orono |
| 4. Lincoln | |

See Appendix Five for further demographic and geographic analysis.

2. **Estimated Charges in 1987 Prices**

	<u>S & E</u>	<u>Monthly</u>	<u>Liability</u> ¹
York & Cumberland	\$1.5 M	\$125 K	\$4.5 M
Including Penobscot	1.8 M	200 K	6.0 M

Cumberland and York²

	<u>S & E</u>	<u>Monthly</u>	<u>Liability</u>
Network related	\$375 K	\$ 75 K	\$2,550 K
Common equipment	825 K	25 K	300 K
Terminal equipment	300 K	25 K	1,650 K
Total ³	1,500 K	125 K	4,500 K

Including Penobscot

	<u>S & E</u>	<u>Monthly</u>	<u>Liability</u>
Network related	\$450 K	\$100 K	\$3,350 K
Common equipment	950 K	50 K	350 K
Terminal equipment	400 K	50 K	2,300 K
Total	1,800 K	200 K	6,000 K

¹ Liability is defined as recovery of investment if the system is stopped.

² Source: New England Telephone Company

³ Estimated Total does not include telephone company's line charges.

3. Necessary State and Local Government Planning

The Commission recommends that the state continue to explore 9-1-1/E-9-1-1 service in Maine through the following planning concept:

- (1) A Steering Commission be authorized and appointed at the state level to oversee Technical Committees appointed within each county going to 9-1-1 service. The Steering Commission appointees would be made up of elected officials, citizens, and from state departments and regulatory commissions.
- (2) A Technical Committee appointed by each county going to a 9-1-1/E-9-1-1 system by the County Commissioners. Representation should be from the state and local Fire Service, Police Service, Emergency Medical Services, Telephone Company representatives, local government elected representative, a County Commissioner, a Town Manager, a Legislator, a citizen, and interest group representatives. The Technical Committee shall be staffed by a member of the regional planning organization in the county examining 9-1-1 service.

Functions:

The Steering Commission's function would be to oversee the actions of the Technical Committee from each county. Each counties' Technical Committee shall develop a plan to implement their 9-1-1/E-9-1-1 service to the Steering Commission for approval. The Steering Commission shall be responsible in holding public hearings on the proposed plan submitted by the Technical Committee.

Each plan submitted should contain minimum information on: (1) system design; (2) schedule of implementation; (3) cost to municipal entities and the subscriber; (4) letters from the municipalities in the highly populated counties of 100,000 and from the county commissioners should be considered.

4. COMMISSION FINDINGS

After considerable discussion of ideas and facts presented by the Telephone Company, the commission's findings are as follows:

A clear need that all citizens of the State of Maine be able to rapidly summon help in an emergency situation has long been recognized. A communications system which is immediately available and easy to use can help meet this need. A person should be able to call police, fire, rescue, and other emergency aid promptly within a particular community. A system which is uniform statewide will enable a citizen to do this easier.

For several years, numerous governmental commissions, legislative bodies, private organizations, and citizen groups have recommended the establishment of a single, nationwide emergency number to meet this need for improved communications. The 9-1-1 concept provides a single number which is easy to remember and to use. The United States Government and telephone companies have supported this concept, and have taken steps to implement it. Since 1968, over 200 communities with a combined population of 20 million have adopted and demonstrated the true value of the 9-1-1 emergency telephone number concept.

There is now a growing number of Maine communities wanting to convert to 9-1-1, but they are being held back because of telephone boundaries not coinciding with geographic boundaries. This problem can be overcome with the technology of enhanced 9-1-1 (E-9-1-1). The commission believes that:

1. E-9-1-1 is feasible and could be installed in the highly populated counties on a county by county level two years following signing with the telephone company a 9-1-1 contract.
2. Combined or consolidated communications centers should not be recommended. If communities wanted to combine for cost or efficiency reasons, it would be at their own decision and the future technical committee would help formulate that type of implementation.

3. PSAP's should include ANI and ALI information as well as single button transfer of calls. Most facilities would have selective routing of calls based on the area originating the call going to the dispatch facility responsible.
4. It was determined that several of the rural counties would not meet the population requirements to make E-9-1-1 financially feasible unless some type of regional combining could be accomplished, they would, however, be well suited for basic 9-1-1 service.
5. Another major problem for all communities is the lack of address numbering or identification. Large areas of the state including urban areas do not have house numbers which are vital to the E-9-1-1 system and also have major implications on basic 9-1-1 systems. This problem would have to be addressed early on in the implementation stages by the technical committees.
6. Financial funding to establish and maintain an entire state system for 9-1-1/E-9-1-1 may be a major taxpayer expense and will have to be addressed by the Legislature. There are many different ways to fund various parts of the program. Ideas on this will gladly be given to the Public Utilities Committee, but the final decisions must come from that committee to the Legislature for action.
7. The 9-1-1 Study Commission recommends that the state regulate basic 9-1-1. This is meant to force planning of basic 9-1-1 in areas where telephone exchanges are in conflict with municipal boundaries.
8. The Commission further recommends state legislation provide for selective routing to be provided statewide. This will allow considerable flexibility in the planning process for each county and allow individual communities wishing to purchase enhanced features to the E-9-1-1 county system to do so separate from the overall statewide implementation. Selective Routing is a feature that if mandated statewide may reduce the costs of 9-1-1/E-9-1-1 as layed out in this report.

5. CONCLUSION

The 9-1-1 Study Commission suggests the Maine legislature continue towards the goal of Statewide 9-1-1/E-9-1-1 service in the state by examining other state's legislation to determine the most economic way to finance 9-1-1 services in Maine.

E-9-1-1 service is recommended for implementation in the heavily populated counties of Maine but with local approval and much more examination. Basic 9-1-1 service is recommended where telephone boundaries and community boundaries coincide in the rural sections of Maine. The cost of 9-1-1 and E-9-1-1 system installation and maintenance is high but may be desirable to local communities as it may bring greater public safety efficiencies and effectiveness in the delivery of those services.

Finally, the Study Commission wishes to thank the Public Utilities Committee of the Maine Legislature in pursuing the concept of 9-1-1 in the State of Maine and to the New England Telephone Company for their professional technical assistance.

alb.J2

APPENDICES

and coordinate the implementation of enhanced 9-1-1 service in the State. The Public Utilities Commission in consultation with telephone companies, municipalities and public safety agencies shall establish technical and operational standards for the establishment of public safety answering points which utilize enhanced 9-1-1 network features in accordance with this chapter on or before June 30, 1986. Municipalities shall comply with these standards in the design, implementation and operation of public safety answering points.

§2775. Forwarding of requests

A public safety agency which receives a request for emergency service outside of its jurisdiction shall promptly forward the request to the public safety answering point or public safety agency responsible for that geographical area.

§2776. Information

A telephone company shall forward to any public safety answering point or other answering point equipped for enhanced 9-1-1 service the telephone number and street address of any telephone used to place a 9-1-1 call. Subscriber information provided in accordance with this section shall be used only for the purpose of responding to emergency calls or for the investigation of false or intentionally misleading reports of incidents requiring emergency service. No telephone company or agents of a telephone company may be liable to any person who uses the enhanced 9-1-1 service established under this chapter for release of the information specified in this section or for any failure of equipment or procedure in connection with enhanced 9-1-1 service.

STATEMENT OF FACT

The purpose of this bill is to require the implementation of a statewide 9-1-1 emergency services' telephone network.

1523022085

Legislative Document No. 1047

H.P. 738 House of Representatives, March 13, 1985

Referred to the Committee on Utilities. Sent up for concurrence and ordered printed.

EDWIN H. PERT, Clerk

Presented by Representative Swazey of Bucksport.

Cosponsored by Representative Chonko of Topsham, Senator Baldacci of Penobscot and Representative Weymouth of West Gardiner.

STATE OF MAINE

IN THE YEAR OF OUR LORD
NINETEEN HUNDRED AND EIGHTY-FIVE

AN ACT Establishing a Statewide Emergency
9-1-1 Telephone System.

Be it enacted by the People of the State of Maine as follows:

35 MRSA c. 187 is enacted to read:

CHAPTER 187

9-1-1 TELEPHONE SYSTEM

§2771. Definitions

As used in this chapter, unless otherwise indicated, the following words have the following meanings.

1. Automatic location identification. "Automatic location identification" means an enhanced 9-1-1 service capability that enables the automatic display of information defining the geographical location of the telephone used to place a 9-1-1 call.

2. Automatic number identification. "Automatic number identification" means an enhanced 9-1-1 service capability that enables the automatic display of the 7-digit number used to place a 9-1-1 call.

3. Enhanced 9-1-1 service. "Enhanced 9-1-1 service" means a service consisting of telephone network features and public safety answering points provided for users of the public telephone system enabling those users to reach a public safety answering point by dialing the digits 9-1-1. This service directs 9-1-1 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated and provides the capability for automatic number identification and automatic location identification features.

4. Private safety agency. "Private safety agency" means any entity, except a municipality or a public safety agency, providing emergency fire, ambulance or medical services.

5. Public safety agency. "Public safety agency" means a division of a municipality or the State which provides fire fighting, law enforcement, ambulance, medical or other emergency services.

6. Public safety answering point. "Public safety answering point" means a facility, operated on a 24-hour basis, assigned the responsibility of receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services, or transferring or relaying emergency 9-1-1 calls to other public safety agencies. A public safety answering point is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located or other participating jurisdictions.

7. Selective routing. "Selective routing" means the method employed to direct 9-1-1 calls to the appropriate public safety answering point based on the geographical location from which the call originated.

§2772. Statewide system

1. Statewide service required. Every telephone company providing service within the State shall provide, not later than December 31, 1985, selective routing, automatic number identification and automatic location identification features.

2. Public safety answering points. Each municipality shall, not later than December 31, 1986, establish and operate a public safety answering point which utilizes enhanced 9-1-1 network features.

3. Multiagency or multijurisdictional answering points. No provision of this chapter may be construed to prohibit or discourage in any manner the formation of multiagency, multijurisdictional or regional public safety answering points. Any public safety answering point established pursuant to this chapter may serve the jurisdiction of more than one public agency or a segment of the jurisdiction of a municipality.

§2773. Transmission of requests

1. Transmission of requests to agencies. Each public safety answering point shall be capable of transmitting requests for law enforcement, fire fighting, medical, ambulance or other emergency services to a public or private safety agency that provides the requested services.

2. Processing of requests from physically disabled. Each public safety answering point shall be equipped with a system approved by the Public Utilities Commission for the processing of requests for emergency services from the physically disabled.

3. Devices connected to telephone network. No person may connect to a telephone company's network any automatic alarm or other automatic alerting device which causes the number 9-1-1 to be automatically dialed and provides a prerecorded message in order to directly access emergency services, except for a device approved by the Public Utilities Commission and required by a physically disabled person to access a public safety answering point.

§2774. Administration

APPENDIX TWO
L.D. 2255

APPROVED

APR 18 '86

BY GOVERNOR

CHAPTER

114

E & S LAW

STATE OF MAINE

IN THE YEAR OF OUR LORD
NINETEEN HUNDRED AND EIGHTY-SIX

NOV-3 1986

H.P. 1601 - L.D. 2255

AN ACT to Study Establishment of an Emergency
9-1-1 System in Heavily Populated
Areas.

Be it enacted by the People of the State of Maine as follows:

Sec. 1. Findings. A preliminary study in one part of the State has found that a 9-1-1 system has tremendous potential to provide and bring forth efficiencies to municipal public safety department emergency response and public access to public safety assistance in emergency situations.

The preliminary study found that the 9-1-1 system is nationally recognized and is presently in use by about a dozen communities in Maine.

The preliminary study found that a computerized enhanced 9-1-1 service is now available which can solve some of the problems with using standard 9-1-1 in heavily populated areas.

Sec. 2. Study commission established; sunset. A 9-1-1 study commission is established to study the issues relating to implementation of a 9-1-1 emergency telephone service in heavily populated areas of the State. The 9-1-1 study commission shall be composed of 3 members: One designated by the Greater Portland Council of Government, one designated by the York County Commissioners and one designated by the Penobscot Valley Council of Governments. Vacancies shall be filled by the appointing authority. Members shall serve without compensation. Staff assistance

shall be provided by the member agencies. Technical assistance shall be provided by the Public Utilities Commission and by the Department of Public Safety. The commission shall be dissolved March 1, 1987.

Sec. 3. Report. The 9-1-1 study commission shall report to the Legislature by January 1, 1987, on the feasibility and desirability of a mandatory 9-1-1 in the heavily populated areas of the State.

Sec. 4. Funds. The 9-1-1 study commission may accept funds from public or private organizations or individuals to carry out the purposes of this Act.

Sec. 5. Appropriations. The following funds are appropriated from the General Fund to carry out the purposes of this Act.

1986-87

9-1-1 Study Commission

All Other

\$3,000

These funds are to be divided into 3 equal grants to be used by the Greater Portland Council of Governments, the York County Commissioners and the Penobscot Valley Council of Governments for expenses in carrying out the study authorized by section 2 and preparing the report required by section 3.

In House of Representatives, 1986

Read twice and passed to be enacted.

..... Speaker

In Senate, 1986

Read twice and passed to be enacted.

..... President

Approved 1986

..... Governor

APPENDIX THREE
Commission Proceedings

Statewide 911 Committee
Meeting Minutes of November 13, 1986
9:00 A.M. - Room 120, State House, Augusta, ME

Present

Samuel Allen III - Greater Portland Council of Governments - Appointee
Phil McGouldrick - Greater Portland Council of Governments - Alternate
Leon Cote - Penobscot Valley Council of Governments - Appointee
Don Meagher - Penobscot Valley Council of Governments - Alternate
Pete Lamontagne - York County - Appointee

Staff and Guest

Jon Carter - Greater Portland Council of Governments
Al Warren III - New England Telephone - Lobbyist
Peter Beal - New England Telephone - 911 Coordinator
Tom Whelan - NYNEX - 911 Coordinator
Lt. Ralph Folsom - State Police - Communications
Richard Darling - Public Utility Commission

1. Jon Carter facilitated the meeting and the members and staff introduced themselves. The background of the members was indicated as follows:

GPCOG Appointment

1. Samuel Allen III - Director of Communications - City of Portland

PVCOG Appointment

2. Leon Cote - President of Penobscot Valley COG and
Council Chairman, Town of Old Town

York County Appointment

3. Pete Lamontagne - York County Civil Emergency Preparedness Director

GPCOG Alternate

4. Philip D. McGouldrick - South Portland Fire Chief

PVCOG Alternate

5. Don Meagher - Executive Director, Penobscot Valley Council of Governments

2. Swearing-in of Committee Members:

Pete Lamontagne, a Dedimus Justice swore in the Committee members and alternates except for himself. Staff was also sworn-in. Official forms from the Secretary of State's Office would be requested for the Committee to verify the swearing-in ceremony. Mr. Lamontagne will be sworn in by the next meeting.

3. Background 911 Work-to-date:

Al Warren III discussed L.D. 2255 and its background which he indicated was authored by himself. Funding of \$3,000 covered in L.D. 2255 was to be divided three equal ways between the three appointing agencies.

Al was asked why the legislation was geared to highly populated areas only. He indicated that the interest and economy of scale in order to implement the enhance 911 system was within the three most highly populated areas of Cumberland, York and Penobscot Counties with each over 100,000 population. Androscoggin and Kennebec Counties may also fit into the criteria.

A general discussion followed on 911 capabilities versus Enhanced 911 with Tom Whelan, New England 911 Representative from NYNEX. He indicated in other areas of the country where 911 and E911 have been implemented, it is usually on a regional or County level basis. Tom has compiled a binder of legislation from other states where 911 and/or E911 has been placed into law. (He gave a copy of the binder to Jon Carter for the Committee's use.)

Tom Whelan indicated E911 financing has been accomplished through a number of mechanisms from (1) rate payer, (2) bonding, (3) local community property taxes, (4) State general fund and (5) a mixture of the above. An example of financing may take the form of the State purchasing the equipment with the local communities picking up the cost of local answering/Public Safety Answering Points (PSAPs) based on their need for equipment.

Peter Beal of New England Telephone indicated when questioned on New England Telephone's equipment capabilities to handle E911 that by 1992 all New England's Telephone switches will be enhanced to electronic switching. That will allow implementation of E-911 or 911 on the New England Telephone Systems in Maine. Private telephone companies have either modernized or will by 1992.

Tom Whelan told the Committee that E911 equipment takes anywhere between 18-24 months from purchase to be received. He further explained to the Committee the components of an E911 system.

Richard Darling of the PUC gave the Commission's perspective on financing a statewide and/or regional 911 system in Maine. The PUC would not favor a plan where the rate payer financed the equipment.

5. Committee Direction and Work Plan

The Committee discussed their overall goals and objectives for the 911 Committee over the next few months.

First, members requested Jon Carter write to the Public Utilities Committee of the legislature to request an extension of time to submit a Committee report to the legislature from January 1986 per L.D. 2255 to March 1987.

Second, the Committee following discussion developed the goal of:

To provide access to enhanced 911 statewide over a specified period of time starting with the highly populated counties/regions in Maine.

Objectives:

1. For the State to provide, on a voluntary basis, incremental access by local governments or regions to enhance 911 systems starting with the most populated areas first over a period of five years.
2. Provide the Public Utility Committee with a finalized report outlining proposed legislation by the 911 Committee disbandment date of March 1987.

Work Plan

The 911 Committee members, after discussion, developed the following short-term work plan:

1. Conduct a Cost Benefit Analysis of implementing enhanced 911.
 - (a) Analysis of cost figures on implementing 911 vs. E911 statewide and by highly populated counties (Cumberland, York, Penobscot, Kennebec and Androscoggin).
 - (b) Graph Telephone Company Exchanges
 - (c) Graph New England Telephone Company planned telephone equipment upgrade schedule.
2. Examination of 911 and E911 technology and how it has been used nationally.
 - (a) System design - PSAP, Options and manpower allocation.
3. Examination of other State-adopted 911 legislation to develop a matrix showing:
 - (a) Financing mechanism
 - (b) Regulatory Authority
 - (c) Equipment logistics and options
 - (d) System management and ownership

Statewide 911 Committee Minutes
Meeting of November 13, 1986
Page 4

4. Committee report contents to include:

- (a) Committee's Study and Analysis Work
- (b) Cost of implementing 911 in highly populated areas of Maine and Statewide
- (c) Proposed draft legislation to include financing options, cost, implementation and schedule, regulatory responsibilities, system responsibilities and management.

Assignments and information requests for next meeting to be held on December 5, 1986 in Augusta.

- 1. Write to Public Utilities Committee for extension of time - Jon Carter.
- 2. Write to both COG's in Kennebec and the COG in Androscoggin Counties inviting non-voting representation on the 911 Committee - Jon Carter.
- 3. Request by Chief McGouldrick to PUC and/or New England Telephone of map illustrating electronic telephone switches, proposed schedule and location of switch upgrades and telephone exchanges with telephone company jurisdiction.

Jon Carter agreed to have GPCOG develop the maps if information is sent to him.

- 4. Request by Mr. Lamontagne to New England Telephone of the cost to implement E911 in the highly populated areas of Maine.
- 5. Election of Committee Chairman and Vice-Chairman.

After much discussion:

- A. Mr. Cote nominated and Mr. Lamontagne seconded Mr. Samuel Allen III for Chairman. Vote unanimous.
- B. Mr. Samuel Allen III nominated and Chief McGouldrick seconded Don Meagher for Vice-Chairman. Vote unanimous.

Meeting adjourned at approximately 11:30 A.M.

Respectfully submitted,

Jonathan L. Carter

911 Attendance Sheet

November 13, 1986

<u>Name</u>	<u>Address</u>	<u>Phone</u>
Donald Meagher	Penobscot Valley COG 10 Franklin Street, Bangor	942-6389
Thomas M. Whelan	245 State Street, Room 9-1-1 Boston, MA 02109	617-574-1575
Peter C. Beal	New England Telephone 1 David Farm Road, Portland	761-5794
Lionel Pete Lamontagne	York County Appointee Box 399, County Court House Alfred, ME	324-1578
Jonathan L. Carter	GPCOG staff to 911 233 Oxford Street, Portland	774-9891
Ralph Folsom	Maine State Police 36 Hospital Street, Augusta	289-2155
Samuel N. Allen III	Cumberland County Appointee Director of Communications 109 Middle Street, Portland	775-6361, ext. 207
Phil McGouldrick	21 Concord Street South Portland, ME	Res. 772-8299 Bus. 799-3311
Leon H. Cote	28 Cooper Street Old Town, ME PVCOG Appointee	827-2110
Dick Darling	State House Station 18 Augusta, ME 04333	289-3831
Al Warren	New England Telephone 1 Davis Farm Road, Portland	797-1188

STATEWIDE 911 COMMITTEE

Minutes of Meeting
Held on 12/5/86

Members and Staff Present

1. Ch. Sam Allen III (GPCOG)
2. Phil McGouldrick (GPCOG)
3. Leon Cote (Penobscot)
4. Don Meager (Penobscot)
5. Pete Lamontagne (York)
6. Richard Grondon (Androscogin)

Staff and Guest

Gail Skelton - New England Tel.
Peter Beal - New England Tel.
Jon Carter - GPCOG
Lt. Folsom - State Police
Tom Whelan - NYNEX
Richard Darling - PUC

(1) Acceptance of Minutes

Motion by Phil and Don to Accept as written.
Vote 4-0 in favor.

(2) Discussion of Representative-Elect Harriet Ketover's Request

Sam told the Committee he spoke with Representative Elect Ketover and made her aware the Committee was not ready to give her guidance on 911 legislation.

The Committee discussed broadening the geographic area for membership of the Committee. Jon indicated that he has invited, per Committee request, both Androscogin and Kennebec participation.

Pete thought the legislation mandated the Committee focus in on highly populated areas only. Requested interpretation/intent from Public Utilities Committee. Sam and Jon will investigate for next meeting.

Tom Whelan addressed the need to start in the highly populated areas first and then spread slowly to other counties.

Consensus was to look at the highly populated counties per the legislation.

3. Review of materials requested from Tom Whelan and New England Telephone.

Tom Whelan spoke on the status of their research. The engineering services division of New England Telephone for Maine, located in Manchester, NH is working on Committee's request. They will provide the Committee:

1. PSAP Locations
2. One time cost and Annual Cost
3. Equipment upgrade needed

Gail indicated that Androscoggin County would be the next study area with Kennebec being fifth.

Population: PSAP Primary Location

Cumberland - Municipalities of 10,000+ = 7 PSAP

Penobscot - Municipalities of 10,000+ = 2 PSAP

York County - Municipalities of 10,000+ = 4 PSAP

Primary PSAP - Where the phone call is first received and dispatched or transferred. Display devices.

Secondary PSAP - Localize - No devices.

Tom handed out information - (Enclosed). Portland's switch can handle York/Cumberland Counties. Cost will be provided. Also primary PSAP exchange answering authority/jurisdiction. Local decision on primary PSAP. Cost goes up with larger PSAP locations. 5.3 people per PSAP.

Tom indicated independent telephone companies are easily worked into the 911 implementation for New England Telephone Company to base engineering work on.

Sam requested consensus on PSAP Population Base of 10,000 and 5,000 for York, Cumberland, Penobscot and Androscoggin (later). Committee agreed to look at only towns with 5,000 population primarily and municipalities with both 5,000/10,000 if possible.

Sam requested the methodology of the cost for PSAP locations and Lt. Folsom asked cost per PSAP to be explained more fully at next meeting.

The Committee members discussed the need to meet the intent of LD2255 by writing a report of the Committee's work to date for the legislature by the January 1, 1987 deadline. Both Jon Carter and Sam Allen III will pursue an extension of time for the Committee to respond to the legislature with a formal report of its work. The progress report will be written by the Chairman and sent to Committee members for comment.

Adjourned at 11:30 A.M.



Greater Portland Council of Governments
233 Oxford Street · Portland, Maine 04101 · (207) 774-9891

STATEWIDE 911 COMMITTEE
Meeting of February 2, 1987

Maine Municipal Association Complex - 9:30 a.m.

Present

<u>Name</u>	<u>Jurisdiction</u>
Jon Carter	GPCOG (Staff to 911)
Peter C. Beal	N.E. Telephone
Gail Skelton	N.E. Telephone
Sam Allen, Chairman	City of Portland/GPCOG - Cumberland
Don Meagher	PVCOG, Bangor
Leon H. Cote	PVCOG, Bangor
Richard Grondin	Supt. Fire Alarm, Lewiston
Walter R. Chop (sic.)	State Police
John E. Keegan	NET
Bruce Larsen	NET
Phil McGouldrick	South Portland/COG
Al Warren	NET
Frank Dinsmore	Bangor Fire Dept., 289 Main Street
Thomas Placella	Bangor Police Dept.
Rep. Harriet Ketover	Portland

Absent

Pete Lamontagne

Sam Allen, Chairman of the 911 Committee, convened the meeting and welcomed the members of the Committee and guests. Those in attendance were asked to introduce themselves. Sam mentioned that the Greater Portland Council of Governments has expended its \$1,000 issued by the State under the legislation for Committee clerical work. He hoped that if surpluses occur in the other two Committee member agencies with their \$1,000, a sharing of those funds with GPCOG would be appropriate. Finally Sam described the 911 conference in Columbus, Ohio on February 23 and 24, 1987 and indicated that he would be attending on behalf of the committee.

1. Acceptance of Minutes from the December 1986 Meeting.

Following review of the December 5, 1986 meeting, Leon Cote moved that the minutes of that meeting be accepted, seconded by Phil McGouldrick. Vote: Unanimous.

3. Presentation of New England Telephone Report on Information Requested by 911 Committee

Sam Allen discussed with the Committee the information requested from New England Telephone Company of the following:

- Cost to implement E-911 in the three-county region of Maine with PSAPs in towns with 5,000 or more population;
- Ongoing costs;
- Cost by county; and
- Schedule of 911 implementation.

Gail Skelton, New England Telephone, presented the data New England was able to research and develop. Copies of their report were passed out. Gail introduced John Keegan from the Boston regional 911 office of New England Telephone. As Gail presented the report, she accepted many questions on the information. Both she and John Keegan answered the Committee's questions.

The Committee members were pleased with the report which presented only cost estimates and not exact 911 costs. Members requested further analysis in breaking down: (1) individual New England county costs for 911; (2) the common statewide 911 equipment cost; and (3) description with graphic of how the system would work in regards to internal call handling on the New England system.

Gail discussed with the Committee an estimated schedule for implementation of the three counties by 1989, the tri-county region by 1991 and available in the remaining parts of State by 1995.

4. Next Steps - The 911 Committee Should Examine

The Committee discussed at length what the Committee report should cover and at what degree of detail. Members agreed that the report should state the issue of 911 fragmentation (i.e., problems with increased standard 911 implementation) and should not recommend any specific financing options, except to list them. Agreement was also reached that the report should stay strictly on 911 in the counties of Cumberland, Penobscot, and York with limited discussion on statewide implementation.

The members determined that enough information was now available to start the report to the legislature. The New England Telephone representatives indicated the additional information requested would be forwarded as quickly as possible and before the next meeting. Jon Carter and the Chairman will prepare a draft report for the Committee to review and discuss.

Next Meeting: March 4, 1987

Adjourned 1 p.m.

9:30 AM - MMA Facility, Augusta Maine

March 4, 1987

911 STUDY COMMISSION MEETING

Present

- | | |
|-------------------------------|-----------------------------|
| 1. Sam Allen III, Chairman | GPCOG Commssion |
| 2. Richard Grondin | Lewiston Fire Alarm |
| 3. Rep. Harriet Ketover | Portland |
| 4. Gail Skelton | N.E.T. |
| 5. Walter R. Chapin, Jr. | State Police |
| 6. Leon Cote | Penobscot Valley COG |
| 7. Don Meagher, Vice Chairman | Penobscot Valley COG |
| 8. Pete Lamontagne | York County |
| 9. John Keegan | N.E.T. |
| 10. Bruce Larsen | N.E.T. |
| 11. Peter Beal | N.E.T. |
| 12. Jon Carter | Commission Staff from GPCOG |
| 13. Chief Phil McGouldrick | GPCOG |

1. Meeting Minutes

February 4, 1987 minutes accepted by Leon Cote and seconded by Don Meagher as amended. Vote: Unanimous.

2. Report on the National 911 Conference

Sam Allen spoke on the National 911 Conference attended by Al Warren, Rep. Ketover, and Sam Allen in Ohio. The first issue addressed by the conference was the liability issues involving 911. Training was vital as a lack of it will lead to increase law suits.

A second issue addressed at the conference was 911 implementation. (A handout was given to attendees.)

Harriet Ketover gave her views of the Ohio meeting. Emphasized training again as it related to liability and also the stress factor. She spoke on the rural factor relating to 911. In rural areas, surcharges in Ohio was used as seed money. Implementation is done in rural areas on a county by county basis using only a few primary PSAPs.

Sam spoke on Ohio's experience where several private telephone companies were involved with the selective routing system. Use of third party data base software and development companies is increasing nationally.

Harriet mentioned two (2) national bills being promoted on 911. Both proposed using H.U.D. Community Development funds. 15% of the H.U.D. funds may be used locally for 911. These funds would have to follow H.U.D. regulations such as low to moderate income guidelines.

Other issues of importance brought up at the Ohio meeting were: (1) handicap issues; (2) pay phones; (3) integrity of 911 system, i.e., uniformity of the system preventing hybrid systems or multiple dialing numbers; and (4) marketing of 911 to the public.

General Discussion

Don Meagher spoke on issues he has that (he feels) Penobscot County would want answered before the committee should totally endorse the 911 system.

Leon Cote spoke on scope of the Commission indicating that perhaps the Commission is beyond the intent of legislature.

Pete Lamontagne spoke on the need for more answers before he could recommend it to York County.

Sam Allen asked for guidance from the Commission in what to submit to the legislature. Pete spoke on all the hidden cost that are probably involved with 911.

Don suggested: (1) to outline the N.E.T. data received; (2) indicate problems with existing 911 in Maine; (3) what the

next steps with 911 might be suggested; and (4) issues with 911.

The Commission has asked Rep. Ketover to discuss with the Chairman of the Public Utilities Committee what he is looking for in the Commission's report.

3. New England Telephone Report (Report Handout)

John Keegan presented N.E.T.'s supplemental report.

Network Cost - Highest because of trunking
Equipment Cost - Local
Common Equipment Cost - Data, N.E.T.

4. Selective Routing was discussed by the commission and found that it could be implemented without the need for ANI and ALI displays. This will place 911 capability in all communities without the cost of the expensive features, which can be picked up on a local level or combined PSAPs.

5. Next meeting: March 24, 1987 at 9:30 A.M. in the M.M.A. Conference Room, Augusta, Maine.

Adjourned 12:30 P.M.

J2
3/5/87

APPENDIX FOUR

911 SERVICE

GLOSSARY OF TERMS

AUTOMATIC CALL DISTRIBUTOR (ACD)--Equipment used to distribute large volumes of incoming calls in approximate order of arrival to call answerers not already working on calls, or to "store" calls until call answerers become available.

AUTOMATIC LOCATION IDENTIFICATION (ALI)--A system capability that enables the automatic display of information which defines the geographical location of the telephone used to place the 911 call.

AUTOMATIC NUMBER IDENTIFICATION (ANI)--A system capability that enables the automatic display of the seven-digit number of the telephone used to place the 911 call.

BASIC 911 SYSTEM--A telephone system which automatically connects a person dialing the digits "911" to an established PSAP through normal telephone service facilities.

CALLED PARTY HOLD--A telephone system feature that enables the 911 call answerer to maintain a connection through the telephone system's switching facilities, even if the 911 caller has hung up his telephone.

CALL REFERRAL METHOD--The 911 call answerer at the PSAP provides the calling party with the telephone number of the appropriate agency or organization who is responsible for providing the requested service.

CALL RELAY METHOD--The 911 call is answered at the PSAP where the pertinent information is gathered and then the call answerer relays that information to the appropriate public safety agency for further action.

CALL TRANSFER METHOD--The PSAP call answerer determines the appropriate responding agency and transfers the 911 caller to that agency.

CENTRAL OFFICE--Sometimes called a wire center; a switching unit in a telephone system; the smallest subdivision with the telephone system which has relatively permanent geographic service boundaries.

CENTRAL OFFICE IDENTIFICATION--When a PSAP serves more than one central office and these central offices are all connected to the PSAP through direct trunks, it is usually possible for the PSAP to identify the central office that forwards each 911 call.

CONTRACT SERVICES--Services which one agency agrees, under written contract, to provide another agency.

CONTRACT SVCS--(See CONTRACT SERVICES).

CNTY--County.

DIAL TONE FIRST--A telephone system feature that enables a caller to dial "911" or "0" for operator on pay telephones without depositing any money.

DIRECT DISPATCH METHOD--911 call answering and radio dispatching functions are both performed by the same PSAP personnel.

DIRECT PROGRESSIVE CONTROL--A type of dial telephone switching in which the dialed digits control the electromechanical switches (e.g., Step-by-Step or XY) to activate the connection through the apparatus; the switches used remain connected for the length of the call.

DIRECT TRUNKING--A telephone system design which will assure that a telephone line connection has no intermediate switching points between the originating central office and the PSAP.

DISPATCH CENTER/RADIO DISPATCH CENTER (RDC)--The location from which a public safety agency's mobile units are dispatched.

DMS--Digital Multiplex System: A central office with programmable telephone switching logic.

EAX--Electronic Automatic Exchange: A central office with programmable telephone switching logic.

EMERGENCY CALL--A telephone request for services which requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property, and such other situations as are determined by local custom and policy.

EMS--Emergency Medical Services.

ESS--Electronic Switching System: A central office with programmable telephone switching logic.

EXCHANGE--A defined geographical area, served by one or more central offices, in which the telephone company furnishes service.

FORCED DISCONNECT--A telephone system feature that allows the PSAP to break or disconnect a telephone connection and thereby avoid caller jamming of the incoming 911 lines.

IDLE CIRCUIT TONE APPLICATION--A telephone system feature which applies a distinctive tone to the 911 call answerer to indicate that the calling party has hung up. This tone may indicate whether the calling party has hung up before or after the PSAP answers.

IMPLEMENTATION--Activity between development or functional specifications and commencement of operations.

JOINT POWERS AGREEMENT--An understanding, negotiated between all agencies who will participate in a 911 system, that specifies in writing the role, responsibilities, and benefits of each participating agency.

LE--Law Enforcement.

LEAA--Law Enforcement Assistance Administration, U.S. Department of Justice.

MULTIBUTTON TELEPHONE SET--An instrument that has the capability of multiple line terminations. Each line is accessed by depressing an associated button (key).

MULTIJURISDICTIONAL SYSTEM--A system providing 911 service to more than one political entity.

MULTI-STAGE PROCEDURE--The individual answering 911 calls at the PSAP does not normally dispatch vehicles.

911 CALL--Any telephone call that is made by dialing the digits 9-1-1.

911 CALL ANSWERER--The answerer of a 911 call.

911 CENTER--Sometimes called a PSAP; the initial answering location for 911 calls.

911 SYSTEM--A system which automatically connects a telephone, on which the digits 9-1-1 have been dialed, to an established PSAP.

ONE-STAGE PROCEDURE--The same individual answers 911 calls and dispatches vehicles.

OPERATING--911 service is offered to a community and the public is calling the PSAP by dialing 911.

PBX--Private Branch Exchange: A telephone switchboard with many stations not individually identifiable to the telephone company's switching network.

PLANNING--Activity up to and including development of functional specifications.

PRIVATE LINE--A telephone line which is used only for communication between two points, and which does not connect with the public telephone system.

PSAP--Public Safety Answering Point: Sometimes called a 911 center; the initial answering location of a 911 call.

RINGBACK--A telephone system feature, usually available on circuits equipped with "Called Party Hold," that enables the 911 call answerer to

ring the telephone used to place a 911 call immediately after the caller has hung up.

SELECTIVE ROUTING--A telephone system feature that enables all 911 calls originating from within a defined geographical region to be answered at a predesignated PSAP.

SR--(See SELECTIVE ROUTING).

STEP-BY-STEP--Any type of electromechanical switches used in switching equipment where the (dial) pulses cause vertical and/or horizontal movement of contact switches to select and connect the input to an output line; generally two to four "stages" of switches are used in a local office connection.

STORED PROGRAM SWITCH--(See EAX or ESS).

SWITCHHOOK STATUS INDICATION--Allows the PSAP to monitor, by means of supervisory lamps, the status of a calling party being held. Indicates whether the calling party is still connected, is on hold, or has disconnected.

TANDEM TRUNKING--An arrangement where a telephone line connection has one or more intermediate switching points that are required or permitted (usually on a controlled dial pulse basis) before reaching the final destination (called) party.

TELCO--Telephone company.

WIRE CENTER--(See CENTRAL OFFICE).

**APPENDIX FIVE
COUNTY DEMOGRAPHIC DATA**

Population Ranking Order*

Cumberland	215,789
York	139,666
Penobscot	137,015
Kennebec	109,889
Androscoggin	99,657
Aroostook	91,331
Oxford	48,968
Somerset	45,028
Hancock	41,781
Washington	34,963
Knox	32,941
Sagadahoc	28,795
Waldo	28,414
Franklin	27,098
Lincoln	25,691
Piscataquis	<u>17,634</u>
	1,124,660

* Ranking of Counties by 1980 census figures

Area Ranking Order

Aroostook	6,453 Square Miles
Piscataquis	3,770
Somerset	3,633
Penobscot	3,258
Washington	2,528
Oxford	1,980
Franklin	1,789
Hancock	1,522
York	989
Kennebec	879
Cumberland	853
Knox	851
Waldo	724
Androscoggin	495
Lincoln	457
Sagadahoc	<u>250</u>
	30,431