

MAINE STATE LEGISLATURE

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ERRATA:

**The letter of transmittal
to the following report
indicates that the report was
authorized by PL 1987, c. 52.
The report was actually authorized
by Resolve 1987, c. 52.**

CHAIRMAN



COMMISSIONERS
Cheryl Harrington
David H. Moskovitz

STATE OF MAINE
PUBLIC UTILITIES COMMISSION
242 State Street
State House Station 18
Augusta, Maine 04333-0018
(207) 289-3831

December 1, 1987

The Honorable John Kerry, Senate Chairman
The Honorable Harry Vose, House Chairman
Joint Standing Committee on Public Utilities
State House - Room 105-B
Augusta, Maine 04333

Dear Senator Kerry and Representative Vose:

Enclosed is a copy of the report of the 9-1-1 Study Commission pursuant to Chapter 52 of the Public Laws enacted by the first session of the 113th Maine Legislature. In accordance with that Law, the report recommends a policy for the State of Maine regarding the implementation of a statewide 9-1-1 emergency number system. The report also includes, for your consideration, draft legislation to implement the recommended policy.

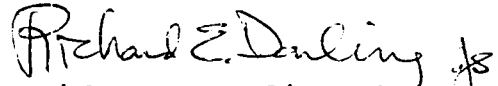
There is one major omission from the report. As of this date, we have been unable to obtain the final cost estimates for implementing a statewide 9-1-1 system. This is due to the fact that the Commission discussed several alternative methods of implementing 9-1-1 throughout the state and decided on our final recommendation in late October. The final system configuration was discussed with representatives of the New England Telephone Company in early November. The engineering staff from NET voiced a desire to deliver an estimate of the total system costs, to include both installation and operating costs, as accurately as possible. The Commission agreed that accurate estimates delivered after the December 1, 1987 report deadline were preferable to inaccurate cost estimates delivered "on time". Thus, we submit this report without cost estimates. We project that the estimates will be available by December 21, 1987. As soon as these estimates are available, we will forward them to you.

Honorable Kerry and Vose
December 1, 1987
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On behalf of the 9-1-1 Study Commission, I urge you to consider the recommendations in this report favorably. We believe that a statewide enhanced 9-1-1 system will improve emergency service response in Maine, saving lives and averting property damage. The cost of this system will be high, but, we believe, affordable. We would be happy to meet with you and the members of the Committee at your convenience to discuss this report and any aspects of 9-1-1.

Please contact me if you have any questions or comments.

Sincerely,


Richard E. Darling, Chairman
9-1-1 Study Commission

RED/jca

Enclosures

cc: Members of the Joint Standing Committee on Public Utilities
Members of the 9-1-1 Study Commission
Commissioners Harrington and Moskovitz
Haven Whiteside
Interested Parties

Report to
The Joint Standing Committee on Public Utilities
of the 113th Maine Legislature

The 9-1-1 Study Commission

Richard E. Darling, Chairman

Introduction:

113th Maine Legislature created the 9-1-1 Study Commission to "review the findings and recommendations of the previous commission [which had been created by the 112th Maine Legislature to study the use of the 9-1-1 emergency telephone number in Maine], consider the economic and technical problems involved in implementing 9-1-1 including such factors as cost, the allocation of cost, safety and other benefits, the need for selective routing and the choice of enhanced or basic 9-1-1 service, appropriate timetables for installation, and the special needs of rural and urban areas, and to make findings and recommendations concerning the appropriate State policy with respect to 9-1-1 and mechanisms for meeting and implementing that policy." This report represents the work of the Commission and answers the questions posed in the enabling legislations. It includes recommendations for a statewide policy on 9-1-1 and proposes legislation to implement that policy.

The 9-1-1 Study Commission held its first meeting on July 30, 1987, and met six additional times before issuing this report. In addition, two sub-committees were formed, one to address technical issues and one to address the location of Public Safety Answering Points (PSAPs) throughout the state. These sub-committees met several times and reported their findings to the Commission. This report contains, as Appendix A, a listing of the Commission members, and minutes of the full Commission meetings.

The major recommendation of this report is that the State of Maine should have a coordinated, statewide Enhanced 9-1-1 (E-9-1-1) system in place and operating by July 1, 1993. This system should allow any person in the state to access a public safety answering point where trained personnel can assess his or her emergency and dispatch the proper emergency service to assist the caller. This system must be universal so that any person, regardless of where he or she lives or works will get the same level of response regardless of where or when they dial 9-1-1.

This report is intended to provide the Joint Standing Committee on Public Utilities with the findings of the Commission which form the basis of the Commission's recommendation for a statewide 9-1-1 policy and implementation. The members of the Commission are ready to provide the Committee with any additional information required to explain our recommendations.

Overview:

The concept of a universal, easily remembered emergency telephone number has become more and more necessary as local telephone operators have been replaced by automatic switching and operator services located far away from the caller. In the early days of telephony, all calls were placed through a local operator who many times knew everyone in town by his or her voice and could easily identify an emergency call and inform the local authorities quickly. With the advent of automatic switching, the role of the local operator diminished and operator functions were centralized. This development means that, in most cases, the operator will not know the caller and will not be able to readily contact the emergency service providers. In most cases today, when a caller dials "0" the operator who answers will be in another city, if not another state. In fact, many customers of alternate carriers such as MCI or Sprint will have their dial "0" calls intercepted by operators several states away. To get one's local police, fire or ambulance service, they must determine from where that person is calling, dial the number of the appropriate service, and connect the person with that service. Thus, the familiar procedure of dialing "0" in an emergency, is no longer practical.

The concept of 9-1-1 was proposed as an alternative to dialing "0". Dialing 9-1-1 put the caller in touch with a local police, fire or ambulance dispatcher who could determine the nature of the emergency and send the appropriate service. 9-1-1 was promoted as a universal

emergency number which would eventually be used nationwide so that anyone, no matter where he was, could use that number to contact a local emergency response agency. 9-1-1 has been used throughout the nation. Seventeen communities in Maine now have 9-1-1 service. However, there have been problems with Basic 9-1-1 service. The term "Basic 9-1-1" refers to a system where dialing 9-1-1 from any telephone in a local exchange area connects the caller with a single Public Safety Answering Point (PSAP). The PSAP is intended to be a point where a trained person can intercept the emergency call, dispatch the appropriate emergency service, and, if necessary, render assistance over the phone while the emergency unit is en route. Unfortunately, that PSAP may be located in a different municipality than the one from which the call is being placed. Thus, if there are two 22 Main Streets in two communities sharing the same telephone exchange, the message "I live at 22 Main Street and my house is on fire" may not get the proper response. An unfortunate incident in Topsham a few years ago pointed out this problem. While Basic 9-1-1 has saved many lives in many communities across Maine and the Nation, there are problems which must be recognized and solved.

In the mid 1970's, as computer controlled telephone offices became more universal, the concept of Enhanced 9-1-1 (E-9-1-1) evolved. Telephone companies developed techniques for automatic number identification to allow proper billing of long distance telephone calls. That capability in the computer controlling the telephone central office was linked to another computer in which was stored a location identi-

fication record for each telephone number. When a 9-1-1 call is placed, the computer controlling the switch in the central telephone office automatically identifies the number and routes the call to the proper PSAP. The location identification data from a second computer is then sent directly to that PSAP. The location and any other information provided by the customer is displayed on a screen at the emergency dispatch position. Thus, the person answering the call knows the number and location of the telephone from which the call is being placed. Even in situations where the caller is unable to provide the location of the emergency or the nature of the emergency, the emergency service dispatcher knows where the emergency is and can send a unit to that location. Most communities where E-9-1-1 has been implemented show a measurable improvement in response to real emergencies and a noticeable decline in crank calls. Both of these factors improve the overall performance of the emergency service agencies.

The topic of 9-1-1 and E-9-1-1 have been discussed for many years by the Legislature and by various committees created at the State and local levels. This Commission, as noted before, was created to carry on the work started by another Study Commission created by the 112th Maine Legislature. That Commission had been created to look at the potential for providing E-9-1-1 in Maine's three most populous counties, York, Cumberland and Penobscot. Its findings gave some preliminary costs for implementing full E-9-1-1 in communities of over 5,000 population in those counties. That Commission also found "a clear

need that all citizens of the State of Maine be able to rapidly summon help in an emergency situation", and that "(A) system which is uniform statewide will enable citizens to do this easier." In its final recommendations, the previous Commission suggested that, "the Maine Legislature continue toward the goal of Statewide 9-1-1/E-9-1-1 service in the state..." The present 9-1-1 Study Committee is made up of the following individuals representing the organizations and agencies set forth in the legislation.

Richard Darling	PUC Staff
Rep. Harry Vose	Maine House of Representatives
Rep. Harriet Ketover	Maine House of Representatives
Sen. Edgar Erwin	Maine Senate
Joel Shifman/William Black*	Maine Office of the Public Advocate
Capt. Ralph Folsom	Maine Department of Public Safety
D. Dwight Dogherty	Town Manager, Pittsfield, ME (MMA)
Samuel Allen III	Previous Commission
Al Warren	Telephone Utilities (NET)

In addition, the Commission allowed four individuals to attend the meetings and participate in discussions as non-voting members.

Stuart Ferguson	Maine Committee on Aging
David Brown	Maine Emergency Management Agency
Richard Grondin	Lewiston-Auburn 9-1-1 System
Lt. Art Roy	Maine State Police

* Mr. Shifman joined the Staff of the Maine PUC on November 3, 1987. Mr. Black was appointed by the Public Advocate to fill the remainder of Mr. Shifman's tenure on the Commission.

There were also several members of the Maine Public Utilities Commission Staff who participated in the meetings of the Commission and the preparation of this report.

Joe Sukaskas

Kelly Allen

Grant Siwinski

Jean Abbott

Glen Goodnough

Jesse Seegmiller

Using the previous Commission's work as a basis and the legislation establishing this Commission as a guideline, the present Commission looked at the feasibility of Statewide 9-1-1 service. As noted in the introduction, the mandate of the Legislature to this Commission was broad.

The formal duties of the Commission appear to end with the delivery of this report to the Joint Standing Committee on Public Utilities. However, the members of the Commission will assist, in any way possible, the Joint Standing Committee on Public Utilities and the Legislature as they consider the recommendations and proposed legislation presented herein. We will also assist, wherever possible, in the implementation of those recommendations should they be formally adopted.

Present Status of Emergency Services in Maine:

The Commission surveyed the State Police and the sixteen County Emergency Management Agencies (formerly Civil Emergency Preparedness Agencies), sheriffs and/or other responsible county officials and obtained a list of the municipal and County organizations which dispatch their own or other Police, Fire or Ambulance services. A total of 74 municipalities and the 16 county Sheriff offices dispatch police services in the State. The State Police maintain four communications centers covering the entire state and dispatch some local emergency services as well as its own troopers. Another twenty municipalities have local police departments which are dispatched by another department. There are an additional 56 municipalities and two private firms (Maine Yankee and the Georgia-Pacific Company) which dispatch fire services. There are an unknown number of private ambulance services in the State; However, most are dispatched through an existing Police or Fire department. This is also true for all of the public ambulance services. There are, therefore, at least 148 known entities in the State of Maine which dispatch one or more police, fire or ambulance service. A list of those municipalities is attached to this report as Appendix B.

As of December, 1987, there are fifteen municipalities in Maine where 9-1-1 service is currently being offered. A list of these municipalities is appended to this report as Appendix C. All of these 9-1-1 systems are Basic 9-1-1 only and, as has been noted there are pro-

blems in areas such as Portland where local telephone exchange boundaries do not coincide with municipal boundaries. The level of professionalism and sophistication of the dispatch centers in Maine varies greatly. The State Police, many of the counties and some of the larger municipalities have highly sophisticated communications centers with well trained, professional staff. On the other end of the scale there are many local volunteer fire departments who are dispatched through a "red phone" system where a call to the local fire department rings several phones in the homes of the firefighters until someone answers the call and sends the fire trucks. This statement is by no means intended to demean the job done by any local dispatcher for any local police or fire department. However, it is vital that the call be answered competently and that enough information be obtained to insure that the right emergency service is dispatched. The members of the Commission believe that 9-1-1 calls should terminate only in dispatch centers which are fully staffed on a 24 hour basis. This will better ensure that the 9-1-1 calls are handled properly and that the public will be provided with the best possible service.

Problems Identified by the Commission:

The Commission identified a number of problem areas during the four months of meetings and discussions. These are listed below with a recommended solution given for each.

1. Municipal Boundaries which are not coterminus with Exchange Boundaries

As has been discussed before, there are many municipalities in Maine which are served by more than one telephone exchange. Conversely, there are many telephone exchanges which serve more than one municipality. This situation can and has posed serious problems when a person in one municipality dials 9-1-1 and is intercepted at a PSAP in another town. Unless the person making the emergency call and the PSAP staff know that the call is being intercepted in a town different from the point of origin, improper dispatching can occur. Even when everything works well and the caller identifies his location properly, there may be undue delays in dispatching the appropriate service. The Commission's primary recommendation is that a statewide Enhanced 9-1-1 system be implemented which will allow, at a minimum, selective routing of all 9-1-1 calls to the appropriate PSAP which will dispatch the emergency services for the municipality from which the call originates. If implemented, this selective routing system will virtually ensure that any 9-1-1 call placed from any

telephone in Maine will reach the proper PSAP which can dispatch the proper emergency service agency to respond appropriately.

2. Access to 9-1-1 from Coin Operated Telephones

There is a concern that in some of the rural parts of the state, coin operated phones do not offer "dial tone first". That is, emergency and other no cost calls cannot be made without using a coin. This problem will be alleviated throughout the state by the end of 1992. By that date, all central telephone offices in Maine will have been converted to electronic switching which will allow dial tone first for all coin operated telephones. In addition, the Maine PUC has adopted rules for all coin operated telephones which require that any coin telephones must allow access to 9-1-1 without a coin.

3. The Cost of E-9-1-1

As the previous Commission concluded, the cost of E-9-1-1 is high. The New England Telephone Company estimates the total cost of installing E-9-1-1 on a statewide basis to be \$_____. This includes the development of the switching and network systems, the development of the Automatic Number/Location Identification data base, and the installation of 92 PSAPs in various State, county and municipal locations throughout the state. Normally, costs such as these are borne in part by an up-front payment and in part by annual or monthly installments. The Commission determined that if the State funds the

total "up-front" cost of establishing the statewide E-9-1-1 system, the cost of maintaining and operating the system will be much more reasonable and could be funded through a very modest increase in local telephone rates and charges. We believe this is the only feasible way to pay the cost of a statewide E-9-1-1 system.

4. Dispatcher Training

Many of the dispatchers in Maine operate on a part-time basis. During the hours that the dispatcher is not on-duty, emergency calls are handled by a "Red Phone" system or another agency. There are problems associated with terminating E-9-1-1 calls in part-time or voluntary dispatch centers. These include availability of qualified personnel, the expense of equipping all the stations on a "Red-Phone" system for E-9-1-1, and the possibility that an emergency call would not be intercepted properly. There is also some question as to the training of the people answering the "Red Phone". The Commission recommends that all E-9-1-1 calls in Maine terminate in a PSAP staffed on a 24 hour basis by trained professional personnel. The Commission further recommends that the Department of Public Safety examine its current dispatcher training curriculum and expand and/or modify that curriculum for training E-9-1-1 personnel. That recommendation will give all municipal, county and state emergency service dispatchers an opportunity to be properly trained regarding the E-9-1-1 system.

5. Access to the E-9-1-1 system by the handicapped

Handicapped citizens might have difficulties using the E-9-1-1 system. An example might be the inability of a mute person to convey the nature of an emergency. It was suggested that the use of the unused "*" and "#" keys in the pushbutton phone might help solve this problem. It was also suggested that agencies who work with the handicapped, such as Ingraham Volunteers, be asked to give advice on this subject. The Commission recommends that the agency charged with implementing the statewide E-9-1-1 system work closely with handicapped groups to ensure that the system be as easy as possible for them to use. We also recommend that the handicapped be educated in the use of the system and any special features incorporated into the E-9-1-1 system to assist them.

6. Language problems

There is a significant portion of the population in Maine whose primary language is not English. This might pose a problem for E-9-1-1 operators who are not themselves bi-lingual. The Commission recommends that steps be taken in the planning of the statewide E-9-1-1 system to ensure that translators or bi-lingual operators be available in those areas of the state most likely to have this problem. This situation has been handled effectively in other areas of the country having similar language barriers.

7. Legal Liability Problems

There was concern expressed by representatives of the telephone industry about its liability for failure of the E-9-1-1 system. The Commissioners believe that the telephone companies should not be held totally harmless for any liability, especially if that liability involves malfeasance or gross neglect. The Commission did feel, however, that the telephone companies should not be held liable for any action for which they would not normally be considered liable under the present system. It was pointed out on several occasions that 9-1-1 is only an alternate telephone number. All emergency service agencies in Maine currently use the telephone to receive emergency calls. The implementation of E-9-1-1 simply provides a universal emergency number for all emergency calls. It in no way changes the liability of any party in the emergency services network.

There have been a number of articles reviewed by the Commission regarding the liability of municipalities, counties and State agencies when using 9-1-1 or E-9-1-1 systems. The Commissioners again expressed the opinion that the use of 9-1-1 as a universal emergency telephone number does not change the liability of the emergency services agency, whether it be at the municipal, county or State level. The implementation of an Enhanced 9-1-1 System may, in fact, decrease the potential for liability by routing emergency calls to the proper response agency and providing automatic number and location identifiers. The local emergency response agency still bears

the full responsibility of properly responding to the emergency call regardless of whether that call comes via 9-1-1 or regular telephone lines.

8. Party Lines

Many areas of the state still have four-party service available to their customers. Automatic Number Identification (ANI) will not work on four party systems. Thus, the Automatic Location Identification (ALI) part of E-9-1-1 would not be available for those customers. The Commission believes this to be a small problem which exists, but which is very limited. We recommend that an extra effort be made to educate multi-party line customers on the use of the E-9-1-1 system so that they will realize the ALI features are not available for their lines and that they have to provide more information than customers who have that feature available.

9. Rural Location Identification

There are many towns in Maine in which the houses and businesses have no street addresses. Thus, the development of the automatic location identification data base will be a problem in those areas. In many of the rural towns, the fire department has designated the streets and roads in the town as fire roads. In some cases that identification extends to individual driveways. The Commission believes that this problem must be solved at the local level. This is one reason

for recommending that the implementation of the statewide E-9-1-1 system be delayed until 1993. That will allow local municipal officials and State officials to work together to develop an accurate data base for every municipality in the state. The Commission also recommends that adequate funds be budgeted for this task and that the burden not be placed entirely on the municipalities.

10. Local Jurisdiction

There may be local jurisdictional disputes in many cities and towns in Maine as to which agency should have the ultimate responsibility for dispatch and where, therefore, the local PSAP should be located. The Commission recognizes that these situations may exist, but believes that they are local problems which demand local solutions. It therefore proposes that the policy of the State be that each municipality designate one PSAP for all emergency calls and that any intra- municipal jurisdictional disputes be resolved at the local level.

Recommendations of the Commission:

The Commission makes the following recommendations to the Joint Standing Committee on Public Utilities and to the Legislature as a whole:

1. The Legislature should establish a policy that there will be statewide E-9-1-1 capability by July 1, 1993. This date was chosen because by that date all local telephone exchanges will have been converted to electronic switching. Electronic switching is not necessary for E-9-1-1 service, but implementation of E-9-1-1 in electronic offices is usually quicker and cheaper. The five-year time frame also allows the local governments adequate time to decide where their primary PSAP will be located and how to pay for any local costs which might be incurred through implementing the E-9-1-1 system.

2. The Department of Public Safety should establish, at each of its four communications centers in Scarborough, Augusta, Orono and Houlton, a PSAP having fully enhanced 9-1-1 capability to act as the primary PSAP for those towns choosing to use one of the Department's PSAPs and to act as a back-up for local PSAPs when those local PSAPs cannot handle the volume of traffic or when they are disabled by natural or other disasters. Each municipality must choose a location within that municipality or a regional, county or State PSAP to serve as that municipality's primary PSAP location. Local, regional or county PSAPs must be staffed on a 24 hour basis.

3. The initial costs of establishing the statewide E-9-1-1 system, including switching and network costs, the cost of providing local, regional, county, and/or State PSAPs, and the cost of creating a statewide E-9-1-1 ALI data base should be paid for through an appropriation in the amount of \$_____ from the general fund (Alternative: through a bond issue in the amount of \$_____). The ongoing costs of operating and maintaining the telephone switching and network equipment will be paid through an increase in rates or fees charged to local telephone customers. The costs of staffing and maintaining the local, regional, county, and State PSAPs will be the responsibility of the municipalities, counties and or State agencies operating those PSAPs.

4. The Department of Public Safety should be designated as the agency of State Government responsible for implementing the statewide E-9-1-1 system. The Department should be assisted by a 9-1-1 committee made up of representatives from the following agencies and organizations:

- One member from the staff of the Public Utilities Commission
- One designee of the Commissioner of Public Safety.
- One elected or appointed official representing a municipality.
- One local Police Chief
- One local Fire Chief
- One County Sheriff
- One representative from New England Telephone
- One representative from the Telephone Association of Maine
- Three at-large representatives of the public

The committee should oversee and assist the Department of Public Safety in the implementation of the E-9-1-1 system. It would help promote the system throughout the state and work with the local or county committees established to work out the details of implementation at the local and county levels. The committee would also provide annual reports to the Legislature on the progress of the implementation of the system.

5. A schedule for the implementation of the statewide E-9-1-1 system should be established which will give the Department of Public Safety adequate flexibility to complete the tasks necessary to ensure implementation while providing some fairly strict time constraints to ensure that the municipalities and counties complete their assigned tasks in a timely manner. The Commission suggests the following schedule:

Statute establishing Statewide E-9-1-1 effective	- June 1988
9-1-1 Committee Established	- September 1988
Bond Issue Approved by voters (if necessary)*	- November 1988
Establish Regional or County Committees	- January 1989
Meet with Municipal Officials	- Throughout 1989
Establish local PSAP locations	- by July 1, 1991
Collect data for ALI data base	- 1989 - 1991
Begin establishing primary PSAPs	- January 1992
System fully operational	- July 1, 1993

* Should the Legislature choose to fund the statewide 9-1-1 system through a bond issue, approval by the voters would be necessary.

APPENDIX A.

Minutes of the Commission's Meetings

MINUTES
9-1-1 STUDY COMMISSION
JULY 30, 1987

CALL TO ORDER The first meeting of the 9-1-1 Study Commission was held at the Maine Public Utilities Commission. Richard Darling, Chair, called the meeting to order at 10:05 a.m.

INTRODUCTIONS Richard Darling introduced the members, staff, and interested parties. Those attending were:

Members:

Richard Darling	Samuel Allen	Dwight Dogherty
Ralph Folsom	Joel Shifman	Al Warren
Edgar E. Erwin		

Staff/Interested Parties:

David Brown	Joseph Sukaskas	Kelly Arata-Allen
Grant Siwinski	Richard Kania	Art Roy*

*(Alternate for Ralph Folsom)

PURPOSE Richard explained that this study commission is charged with reviewing the recommendations of the previous commission. He asked Sam Allen, a member of that commission, to give a summary of their findings.

Sam clarified that the extent of their findings was based on a set deadline and that several interim reports were included along with the final report. He gave the following highlights of the previous commission's findings:

1) The commission was formed based on legislation that was passed in 1986. The commission met with the Legislature to oppose the proposed 111/222/333 system, suggesting the 9-1-1 system. The objective was to study the forming of a 9-1-1 system for the State of Maine.

2) The system would eventually be federally funded to defer cost. The NENA (National Emergency Number Association) has a publication that lists procedures by states that have implemented the 9-1-1 system.

3) There might be a problem if every community was to go with the system, resulting in a rapid implementation. It would be more feasible to systematically incorporate a central dispatch center. The Enhanced 9-1-1 system was suggested for the larger populated areas.

4) It was not the commission's intention to force any community to enter the 9-1-1 system, giving up their local system. It was suggested that selective communities be used, thereby giving the small communities the choice of which selective community would serve their area.

DISCUSSION OF
THE WORK OF
PREVIOUS
COMMISSION

Sen. Erwin inquired if the system could handle the tracing of incoming calls or party line situations. Sam explained the the 9-1-1 system would not have the capabilities to do this but the Enhance 9-1-1 system would give the opportunity to trace the phone number of incoming calls and automatically list an address. The large communities might include this in their system, but it would be an option, unless purchased by the community at large. Some communities would not go to the expense of including it. An address file (SALLY) offered and updated by the community would be an alternative.

Joel Shifman suggested that the address file could be easily updated in a data base. Al Warren stated that a data base update would need to be through a state-wide process. Sam advised that a couple of problems with implementing through the phone company would be the political boundaries and the costs. This would require 24 months to implement.

One drawback to a central control is the question of who would have jurisdiction, the fire chief or the police chief? Sam stated that the State of Rhode Island has only one dispatch center for the entire state. Al Warren stated he had access to some simulated tapes on this topic. Dick Darling accepted the offer and thought it a good idea for the commission to view these.

Dick stated that the committee should go over the technical issues. He asked if the system has the capabilities to interface with the "red phones". Al advised that the central data base for Maine would be Sarycuse, New York or Cambridge, Massachusetts.

Sam advised that when the State of Connecticut installed the system they encountered a problem where there was more than one instance where house numbers were duplicated on a single street. Ralph advised that the community designee would have to go about renumbering rural areas. Sam stated that the technical aspect is very important and all problems will get the needed attention. This could be started on a county level with individual communities signing up and those holding out would be forced to do it. The system can be introduced at this level or side-stepped with the technical people deciding how it would be implemented.

Dick Darling suggested that Al get possible approaches, maybe on a state-wide radio system. Ralph stated that the Commission can decide on the approach, but the rural areas would need a local option. He stated one possibility would be to go through the State Police, who are now dispatching volunteer fire departments and emergency services. Let the rural areas know that by a certain date they will have to make a choice from a list of options, showing the cost of each. If one central system is offered, the selective option which is cheaper is more preferable. Ralph added that it is a question of the need verses the expense. The State Police has not experienced any wide-range trouble of.

DISCUSSION
(CONT'D)

David Brown informed the commission that in 1972 a similar system was adopted by a Maine town and is working very well. Communities can band together for an emergency plan. There are plans to piggyback with EMA who does have the higher echelon to appoint a director for such a plan. He offered assistance were relative to community planning. The 9-1-1 system can be a big service in major emergencies.

SCHEDULE

Dick Darling advised that this commission should carry on the work by the previous committee, addressing both the political and technical approach. Meetings will be held every two weeks.

He suggested that at the next meeting the commission view the tapes mentioned by Al Warren and discuss the possibilities from a technical standpoint before trying to discuss the political approach. Sam suggested that committees be assigned certain issues to consider during the two week period between meetings and report on their findings at each meeting.

The next Study Commission Meeting is scheduled for August 13, 1987 at 10:00 a.m. at the Public Utilities Commission.

ADJOURNMENT

The 9-1-1 Study Commission adjourned at 11:30 p.m.

MINUTES
9-1-1 STUDY COMMISSION
August 13, 1987

CALL TO ORDER The 9-1-1 Study Commission met on August 13, 1987, at the Maine Public Utilities Commission. Richard Darling, Chair, called the meeting to order at 10:05 a.m.

INTRODUCTIONS Introductions were made among members, staff, and interested parties. Those attending were:

Members:

Richard Darling	Edgar E. Erwin	Dwight Dogherty
Ralph Folsom	Harriet Ketover	Joel Shifman
Harry Vose	Al Warren	

Staff/Interested Parties:

Jean C. Abbott	Kelly Arata-Allen	Art Roy
Jesse Seegmiller	Grant Siwinski	Joseph Sukaskas

The Chairman advised that Sam Allen and David Brown had previous commitments and were unable to attend today's meeting.

NET TAPES

The Commission viewed the video tapes supplied by Al Warren. One tape taken from network television was a portion of a 1985 20/20 program, showing interviews with people who actual used the 9-1-1 system. The second dealt with simulated situations and covered information on the technical side of the system.

The two tapes depicted the usefulness of the 9-1-1 system, the degree of increase in response time through the enhanced system, and the human element in the decision making process.

ISSUES/
ASSIGNMENTS

Dick Darling advised the Commission that the areas of concern dealt with the technical issues of the equipment, what we want to recommend for action on the state level; and the political issues on the local level. He pointed out that this Commission should work towards making 9-1-1 universal. Dick stated the need to know how best to approach local implementation - through state police, sheriff's office, local police, fire department or ambulance crew. It is the Commissions responsibility to learn what is available and what works best, specially in rural areas.

ISSUES/
ASSIGNMENTS
(Cont'd)

Al Warren stated that one Public Safety Answering Point (PSAP) services the entire State of Rhode Island with professional people manning the system. It is unknown if this setup is sufficient as Rhode Island has not implemented the entire system yet. He added that the State of Connecticut will be going state-wide but with more than one PSAP. Joel Shifman questioned the feasibility of tying into a system in rural Maine. The answer was to connect into a growing PSAP.

Dick Darling suggested that the Commission focus on bringing everything together as a whole - including political issues and community boundaries. He asked if members were ready to assign issues to committees. The Commission felt additional general information was needed before moving on to that step. Discussion followed.

Harry Vose questioned the role of the Legislature. Al Warren answered that the Legislature plays an integral part, having the authority to give the State the go-ahead, deciding issues of financing, and enforcing policies to protect communities and phone companies from law suits due to failure of the system.

Rep. Vose stated that the Commission should list the various system options, the time frame involved to implement these options one section of the state at a time, the cost of each option, and the bottom-line meaning to rate payers. It was established that Maine would need more than one PSAP. Al Warren suggest that Maine consider one point per 10,000 population. Sam Allan advised that Rhode Island financed their system through a bond issue on a state-wide basis. Joel Shifman inquired if it would not be cost effective to tie into established systems, such as the State Police. He suggested considering already existing givens. Rep. Ketover stated that it would be beneficial to consult with Rhode Island in terms of studying their legislation on 9-1-1 and possibly touring their dispatch center.

Rep. Vose asked that Al Warren supply figures from the telephone company for the next meeting. Al stated that the figures would pertain to Cumberland and York County system only. Dick Darling advised that the Commission should try to get the involvement of Continental and the independent companies, such as Lincolnville, Standish, and Camden. He stated he would approach this at the August 21, TAM meeting. Dwight Dogherty stated that communities may have to handle their local control center through one of the various breakdowns available, perhaps each using a different service within the State - county, state, DOT, telephone company, regional planning commissions, or district courts to name a few.

ISSUES/
ASSIGNMENTS
(Cont'd)

Ralph Folsom stated that the real issue is getting the system to the people. The only systems we have knowledge of is in the urban areas. Getting effective coverage of cities is fairly well set up. The reason for selective routing would be to handle the rural areas. He added that recommendations are needed on coverage of those areas. This Commission needs to look at and make recommendations in the rural areas in order to get cost figures for those areas.

Joe Sukaskas suggested that the State Police system could work as the main PSAP. Perhaps using the four dispatch centers - Scarborough, Augusta, Orono, and Houlton as a base for selective routing to local centers. The rural areas could decide at their town meetings who they would use as their local central system. Sen. Erwin stated that whether the centers were set up by city, town, or village, the Commission still needs to look at the whole State and needs to have something to offer these communities.

Dick Darling advised that the Commission list, on a town to town basis, the organizations that handle the emergency calls for each community and, working from the bottom up, identify a public service organization, State Police or County Sheriff, for those municipalities who don't make a choice so someone will answer a 9-1-1 call. Rep. Vose stated he would like to see State Police connected to these lines as they are State wide and already have dispatch set up to cover the whole State. It was suggested that Michael Mooz from Ohio or David Yardel of Oregon be contacted for information on methods of approach.

NENA MEMBERSHIP

Dick Darling advised that he will take the necessary steps for Maine to join NENA.

Dick stated that a resolution is being drafted asking that Governor McKernan proclaim September 11th (9-11) as National 9-1-1 Day.

EXPENSE
ACCOUNTS

The Chairman explained that the Commission had the funds to cover expense accounts for Commission business. Expense Vouchers were distributed to the members.

In answer to questions on Committee funding, the Chairman advised that \$10,000 from NET has been broken down with \$6,745 for Commission expense and \$3,255 to Legislators expense.

NEW BUSINESS

Dick Darling stated he would work on a geographic overlay map showing implementation of the 9-1-1 system throughout the State with cluster hosts and remotes, the feasibility of having 9-1-1 answered by the four State Police dispatch centers, the cost of an additional PSAP for a single town, and the implementation of a database with suggestions of how to amass and maintain such a service.

The Commission will meet again at the office of the PUC on August 27th.

ADJOURNMENT

The 9-1-1 Study Commission adjourned at 11:50 p.m.

MINUTES
9-1-1 STUDY COMMISSION
August 27, 1987

CALL TO ORDER The 9-1-1 Study Commission met on August 27, 1987, at the Maine Public Utilities Commission. Richard Darling, Chairman, called the meeting to order at 10:05 a.m.

INTRODUCTIONS The Chairman introduced members, staff, and interested parties to Stuart Ferguson (Maine Committee on Aging), who requested to attend our meetings. Mr. Ferguson stated that he felt this Commission would be of great importance to the elderly. In attendance were:

Members:

Richard Darling	Sam Allen	Dwight Dogherty
Ralph Folsom	Harriet Ketover	Joel Shifman
Harry Vose	Al Warren	

Staff/Interested Parties:

Jean Abbott	Kelly Arata-Allen	Jesse Seegmiller
Grant Siwinski	Stuart Ferguson	

DISCUSSION OF ISSUES Dick Darling distributed a draft summary of issues for the Commission to focus attention on when assigning committees to specific areas of study.

Rep. Ketover requested that minutes be mailed to members at least a week prior to the next scheduled meeting to insure that members receive them before each meeting.

Joel Shifman stated that the necessity remains to distinguish between political realities and technical differences. He suggested that the Commission contact Bruce Larson, Cost Engineer for New England Telephone, to speak before this Commission.

Sam Allen advised that Item #1 on the summary of issues be eliminated and that the Commission use select routing which has the capability to switch into Enhance 9-1-1. He stated a strong feeling on the opportunities available through this in the future.

Al Warren stated that if a provision is made that select routing will be the main basis, and have everyone go select routing, you gain the opportunity to build on it. He added that the Commission should not make a distinction between the two. The study should state the fact that 9-1-1 in the State of Maine will be select routing.

MOTION: Sam Allen moved that the Commission in further reference to "9-1-1" will in fact mean the "Enhance 9-1-1" system.

The Motion was seconded by Rep. Vose and carried unanimously.

DISCUSSION
OF ISSUES
(Cont'd)

Al Warren stated that it would take approximately two years for all communities to be able to access the 9-1-1 system.

Al Warren stated that in reality the Commission is getting into the matter of who answers the telephone and needs to decide what agency would handle this. He added that with "one button transfer" there would be a minimum of time delay with the call going immediately to the proper agency.

Discussion followed on public referendum to accept the system. Rep. Vose advised the Commission to avoid the word "mandatory" in the referendum question or any statements referring to 9-1-1. Sam Allen inquired if there were a hold-out by communities because of financial reasons (with the majority of State in favor of the system), would it mean the communities voting for the system would financially help the other communities?

Sam Allen advised that the best way to handle the matter would be for the Commission to bring in speakers with expertise in this field. Joel stated that if rate payers were required to support the system, the public would never like the idea.

Al Warren stated that the expense of the system would depend on the number of PSAPs installed throughout the State. He added that if based on population there could be more than one PSAP per 15,000 people or only one for every 20,000 people. Joel advised that everyone would want their own system if the cost were included in implementation figures. He advised that towns might be dissuaded if there were a charge to install their own PSAP.

Dick Darling reported that the previous commission recommended the State install 29 PSAPs located in three counties at a cost of \$1,800,000, with a monthly maintenance fee of \$200,000, or one dollar per line per month. Ralph Folsom advised the Commission to keep in mind that the figures are outdated and will be higher than those quoted.

Al Warren advised that NET will have installation of digital completed by 1992.

The Chairman stated that he would like the Commission to work toward the 9-1-1 system having the ability to reach all citizens of Maine. Sam Allen mentioned an incident where a local fire department receives 9-1-1 calls direct and the caller is then asked to dial another number if their emergency is not of a fire nature. He stated that this approach defeats the purpose of the emergency number and that the issue needs to be addressed.

DISCUSSION
OF ISSUES
(Cont'd)

Rep. Vose suggested that the Commission make the decision that necessary equipment to be paid for by a bond issue and additional cost be paid by a rate increase. Joel Shifman suggested a bond issue that would include an annuity fund. Joel added if that were not agreeable then either an "Emergency Budget Fund" could be set up, or an independent agency could handle the database maintenance. He stated that something is needed to keep basic rates from going up.

MOTION: A motion was made to direct the Chairman to appoint a committee to study the cost feasibility, how best to implement it including an option, and the required number of PSAPs.

It was suggested that the PSAPs question be decided by a separate committee.

After some discussion, the motion was withdrawn.

COMMITTEES

The Chairman appointed a committee made up of Sam Allen, Joel Shifman, Al Warren, and himself to study the cost feasibility of the 9-1-1 system. He assigned this committee to check with NET and the independent companies for figures on the cost of implementing the 9-1-1 system by December 31, 1992 and to meet with Bruce Larson to solicit his help in researching the matter. Stuart Ferguson volunteered to be on this committee.

Rep. Vose suggested contacting Sen. Twitchell of the Joint Standing Committee on Taxation, and Sen. Pearson and Rep. Carter who are on the Appropriation Committee for input.

The Chairman assigned a committee to study the PSAPs question for successful State coverage. Assigned to this committee were Ralph Folsom, Dwight Dogherty, David Brown, and Richard Darling.

NATIONAL 911
EMERGENCY
NUMBER DAY

Richard Darling distributed copies of a draft letter to Governor John R. McKernan requesting a proclamation recognizing National emergency Number Day. The members approved the draft letter and recommended it be sent to the Governor.

ADJOURNMENT

The third meeting of the 9-1-1 Study Commission adjourned at 12:05 p.m. The Commission is scheduled to meet again on October 8th, at 10.00 a.m., in the Public Utilities Commission Hearing Room.

MINUTES
9-1-1 STUDY COMMISSION
October 8, 1987

CALL TO ORDER The 9-1-1 Study Commission met on October 8, 1987, at the Maine Public Utilities Commission. Richard Darling, Chairman, called the meeting to order at 10:05 a.m.

INTRODUCTIONS The Chairman informed the members that Bruce Larson, Mike McCluskey and Peter Riley of New England Telephone are on today's agenda. They will present options available with figures and suggestions for installing the 9-1-1 system in the State.

Members Present:

Richard Darling	Sam Allen	Dwight Dogherty
Ralph Folsom	Edgar Erwin	Harriet Ketover
Joel Shifman		

Staff/Interested Parties:

Jean Abbott	Kelly Arata-Allen	David Brown
Glen Goodnough	Art Roy	Jesse Seegmiller

COMMISSION
SCHEDULE

Dick Darling suggested the following schedule for committee and Commission meetings for the next six weeks.

October 16th 9:00 a.m.	Committee on PSAP/Dispatch centers
October 22nd 9:00 a.m.	Technical Committee meeting
October 30th 9:00 a.m.	Full Commission Meeting to outline the 9-1-1 Commission Report to the Legislature.
November 9th 9:00 a.m.	The initial draft report mailed to members for additions/ deletions
November 30th 9:00 a.m.	A redraft mailed for final approval of the 9-1-1 Commission membership.
December 1st 9:00 a.m.	Report submitted to the Legislature.

NET COST
INFORMATION

Bruce Larson, Engineering District Manager of Construction Planning presented for consideration a modeled network consisting of three options: #1 - 1 PSAP; #2 - 4 Dispatch Locations; #3 - 16 Dispatch Locations at County Seats. Bruce explained that the first option would probably locate the control switch in Lewiston with calls directed to the PSAP (connected, hopefully, to an automatic location indicator [database dip]) which would transfer the call to the preassigned department serving that location. Bruce explained that this would be an out-of-pocket capital cost. He added that the common cost to modify the control switch would run about a quarter of a million dollars. According to Bruce, trunks would be connected to the control switch at a base cost of \$1.2 million dollars (\$930,000 for trunk-

NET COST
INFORMATION
(Cont'd)

ing and central office modifications, \$275,000 for the control office modifications). He stated that four PSAPS might handle coverage for the State, adding that the larger the number of PSAPS the better the efficiency. A point to consider would be the manpower necessary for dependable coverage, keeping in mind that there are trained dispatchers currently on payroll, limiting the number of additional manpower needed in certain areas of the State. The common cost and position cost would be approximately \$30,000. Bruce gave the following breakdown per position:

Control Switch	1	4	16
Positions/Trunks	34	52	111
Cost	\$440,000	\$760,000	\$2,200,000

Mike McCluskey, District Manager, Rates and Tariffs, stated that the first major cost would be the database center; the control maintenance cost covering trunk growth and database would run approximately \$620 per thousand. Mike advised that 2.6 to 2.5 people would be needed per operation position to have adequate coverage. He advised that the Commission should look at regionalization.

DISCUSSION
OF NET
INFORMATION

Sam Allen pointed out that the Commission should define specific direction to enable NET to supply detailed information. Ralph Folsom questioned the possibility of using secondaries. Bruce stated that the charge of a PSAP would be \$11,000 per position and that using secondaries would be less. Dick Darling advised that a decision is needed on the number of PSAPS and secondaries furnished at the State's expense. With this information NET would then be able to work out realistic figures.

Through discussion the Commission agreed that there should be some form of control point and that the Commission prepare such control through legislation. This legislative document should state up front that 9-1-1 will be State controlled, enabled by law, and implemented by the county of coverage. Each community would be given the option of a local center consisting of either 1 PSAP (supplied at the State's expense, or a number of additional PSAPS at the expense of the community) or contacting another department to handle their emergency coverage (choosing between neighboring community, sheriff's department, or the state police). The communities will be instructed to select their option by a certain date in 1992.

It was also agreed that the Commission model the implementation of the 9-1-1 emergency system after the State of Connecticut, where they formed a state commission to oversee the system. An outline should be drawn up and followed step-by-step. At this point the Commission could contact the city councils/town selectmen informing them that the Commission would like to present information on 9-1-1 at their next meeting. It was suggested that a representative from the Commission attend the next MMA meeting to explain the 9-1-1 Study. Information is needed from every

DISCUSSION
(CONT'T)

one in general before the Commission can begin to draft legislation.

REPORT TO
THE LEGIS-
LATURE

Harriet Ketover stated that in six weeks' time the Commission cannot meet with a lot of people, prepare the bond issue, and write legislation. She suggested that the Commission prepare something broad enough to cover the intentions of the Commission, asking for an extension to the end of February, 1988, and present it to the Legislature by October 21st. Sen. Erwin stated that our Report to the Legislature could state the Commission's progress to date when asking for the extension. Rep. Ketover stressed the fact that this should be ready for the October 21st special session. Sen. Erwin advised he would talk to leadership.

ADJOURNMENT

The Commission adjourned at 12:20 p.m.

MINUTES
9-1-1 STUDY COMMISSION
October 30, 1987

CALL TO ORDER The 9-1-1 Study Commission met at the Maine Public Utilities Commission on October 30, 1987. Richard Darling, Chairman, called the meeting to order at 9:10 a.m.

Members Present:

Richard Darling	Sam Allen	Dwight Dogherty
Harriet Ketover		

Staff/Interested Parties:

Jean Abbott	Stuart Ferguson	Glen Goodnough
Richard Grondin	Jesse Seegmiller	Joe Sukaskas

OUTLINE OF
COMMISSION'S
REPORT

Dick Darling distributed for discussion an outline of the Commission's Report to the Legislature. A list of municipal (local/county) dispatch centers plus the four State Police centers were included with the outline. The Chairman stated that the fire department dispatch centers are to be added to this list.

DISCUSSION

The Commission agreed that the report should give an overview of the study, the existing status of emergency services in the State, and existing 9-1-1 coverage. The members then discussed the various problems that may be encountered in the implementation of 9-1-1 and which should be addressed in the report. The consensus was that the report should cover the following problem areas:

Coin Phones	Cost	Education	Handicapped
Jurisdiction	Language	Legal	Party Lines
Training			

The first problem discussed was the territorial boundaries of a dispatch center. The solution was to have the individual community select their own coverage. Another problem to be faced was that of indemnification on the part of the phone company. The Commission agreed that the phone company would not be at fault, but only up to a certain point. (Such as missing information from the database, which would be a case of neglect.) It was agreed that 9-1-1 access from pay phones should be available on a coin-free basis. Suggestions for dealing with emergency calls from the handicapped included seeking advice from Ingraham Volunteers, as well as broaden the capabilities of the asterisk key by assigning specific code numbers for the handicapped to use to alert specific services in individual emergencies.

DISCUSSION
(Cont'd)

The Commission agreed the report should be kept simple, have the legislation read "Enhanced" 9-1-1, and show a capability date of July, 1993. The members felt that this would coincide with NET's scheduled completion of digital conversion and give the Commission time to coordinate with municipalities through town meetings so they could budget accordingly.

The Commission agreed that the State would fund the installation of the system through means of a bond issue or from General Fund appropriation. Each municipality would be responsible for funding its own ongoing operating and personnel costs, along with any additional positions they required. The telephone companies' operating costs and database upkeep would be funded through a monthly charge to customers based on the amount needed to do the job. When a customer relocates a service charge would be added to the installation charge to cover costs of entering the address change on database.

Based on the advantages of the 9-1-1 system, the members did not see a problem with a 6-7 million dollar bond issue needed to implement the system. Members felt that an Oversight Committee (consisting of a representative from the various state departments involved, telephone companies, and the municipal offices throughout the State) should be appointed; with regional or county committees established following passage of the bond issue. The Commission also believed that a Steering Committee should be set up to ensure that an implementation schedule was followed. In discussion an alternative to Public Safety Answering Points was mentioned where the 16 counties would be assigned primaries rather than the four State Police centers. If the the State Police centers were used, it was desired that all four be tied into Chemtrak.

At this point the Chairman stated he would draft a report based on discussion.

ADJOURNMENT

The Commission adjourned at 11:40 a.m. The next meeting of the 9-1-1 Study Commission will be held at the Public Utilities Commission on November 20th, at 9:00 a.m.

MINUTES
9-1-1 STUDY COMMISSION
November 20, 1987

CALL TO ORDER The 9-1-1 Study Commission met at the Maine Public Utilities Commission on November 20, 1987. Richard Darling, Chairman, called the meeting to order at 9:20 a.m.

Members Present:

Richard Darling	Sam Allen	Bill Black
Dwight Dogherty	Ralph Folsom	Al Warren

Staff/Interested Parties:

Jean Abbott	Kelly Allen	Glen Goodnough
Richard Grondin	Jesse Seegmiller	Joe Sukaskas

DRAFT REPORT Dick Darling distributed for discussion proposed legislation and draft copies of the Commission's report to the Legislature. In reviewing the report, the Commission members went over it page by page giving their suggestions for changes. The Chairman stated that a final draft of the report would be completed and mailed to the membership at the close of business (November 20, 1987). He added that members should review the final draft as soon as possible and submit any comments by November 30th. Dick advised that on December 1, 1987, the final report will be mailed to the Joint Standing Committee on Public Utilities.

ADJOURNMENT The Commission adjourned at 11:30 a.m. The next meeting of the 9-1-1 Study Commission will be announced at a later date.

APPENDIX B

Listing of Counties and Municipalities
which dispatch emergency services

Rank	COUNTY	POPULATION DENSITY	Rank	COUNTY	POPULATION
1	Cumberland	258.57	1	Cumberland	226,300
2	Androscoggin	201.68	2	York	153,100
3	York	150.27	3	Penobscot	138,150
4	Kennebec	119.59	4	Kennebec	112,400
5	Sagadahoc	115.25	5	Androscoggin	100,600
6	Knox	92.80	6	Aroostook	88,500
7	Lincoln	60.09	7	Oxford	50,000
8	Penobscot	39.83	8	Somerset	46,950
9	Waldo	39.13	9	Hancock	44,100
10	Hancock	26.05	10	Knox	34,800
11	Oxford	23.38	11	Washington	34,300
12	Franklin	16.95	12	Sagadahoc	30,200
13	Aroostook	13.14	13	Waldo	29,500
14	Washington	12.38	14	Franklin	28,950
15	Somerset	11.69	15	Lincoln	28,150
16	Piscataquis	4.35	16	Piscataquis	18,000
		36.54			1,164,000

	MUNICIPALITY	COUNTY	NOTE	POPULATION	
*	Auburn	Androscoggin	(2)	23,128	(100,600)
	Durham	Androscoggin		2,074	
	Greene	Androscoggin		3,037	
	Leeds	Androscoggin		1,463	
	Lewiston	Androscoggin	(1)	40,481	
	Lisbon	Androscoggin	(1)	10,000	
	Livermore	Androscoggin		1,826	
	Livermore Falls	Androscoggin	(1)	3,572	
	Mechanic Falls	Androscoggin		2,616	
	Minot	Androscoggin		1,631	
	Poland	Androscoggin		3,578	
	Sabattus	Androscoggin		3,081	
	Turner	Androscoggin		3,539	
	Wales	Androscoggin		862	
	Allagash	Aroostook		448	
	Ashland	Aroostook	(1)	1,886	
	Blaine	Aroostook		922	
	Caribou	Aroostook	(1)	9,916	
	Ft. Fairfield	Aroostook	(1)	4,376	
	Ft. Kent	Aroostook	(1)	4,826	
*	Houlton	Aroostook	(4)	6,766	(88,500)
	Limestone	Aroostook	(1)	8,719	
	Madawaska	Aroostook	(1)	5,282	
	Presque Isle	Aroostook	(1)	11,172	
	Van Buren	Aroostook	(1)	3,557	
	Washburn	Aroostook	(1)	2,028	

	MUNICIPALITY	COUNTY	NOTE	POPULATION	
	Baldwin	Cumberland		1,000	
	Bridgton	Cumberland	(1)	3,521	
	Brunswick	Cumberland	(1)	17,366	
	Cape Elizabeth	Cumberland	(1)	7,838	
	Casco	Cumberland		2,243	
	Cumberland	Cumberland	(1)	5,284	
	Cundy's Harbor	Cumberland			
	Falmouth	Cumberland	(1)	6,853	
	Freeport	Cumberland	(1)	6,200	
	Gorham	Cumberland	(1)	10,101	
	Gray	Cumberland		4,344	
	Harpswell	Cumberland		3,796	
	Naples	Cumberland		1,833	
	New Gloucester	Cumberland		3,180	
*	Portland	Cumberland	(2)	61,572	(226,300)
	Pownal	Cumberland		1,250	
	Raymond	Cumberland		2,251	
	Scarborough	Cumberland	(3)	11,347	
	Sebago	Cumberland		974	
	South Portland	Cumberland	(1)	22,712	
	Standish	Cumberland	(1)	5,946	
	Westbrook	Cumberland	(1)	14,976	
	Windham	Cumberland	(1)	11,282	
	Yarmouth	Cumberland	(1)	7,500	
	[Kimball]	Cumberland		---	
	[U. S. M.]	Cumberland	(1)	---	
	Avon	Franklin		475	
	Carrabassett Vly.	Franklin		107	
	Carthage	Franklin		434	
	Coplan Plt.	Franklin		111	
	Dallas Plt.	Franklin		146	
	Eustis	Franklin		582	
*	Farmington	Franklin	(1)	6,730	(28,950)
	Jay	Franklin		5,068	
	Madrid	Franklin		178	
	New Vineyard	Franklin		607	
	Phillips	Franklin		1,092	
	Rangeley	Franklin		1,025	
	Sandy River Plt.	Franklin		50	
	Weld	Franklin		435	
	Wilton	Franklin		4,382	
	Bar Harbor	Hancock	(1)	4,124	
	Bucksport	Hancock	(1)	4,345	
*	Ellsworth	Hancock	(2)	5,179	(44,100)
	Mt.Desert/NE.Hbr.	Hancock	(1)	2,063	
	Southwest Harbor	Hancock	(1)	1,855	

	MUNICIPALITY	COUNTY	NOTE	POPULATION	
*	Augusta	Kennebec	(3)	21,819	(112,400)
	Belgrade	Kennebec		2,043	
	Gardiner	Kennebec	(1)	6,485	
	Oakland	Kennebec	(1)	5,162	
	Waterville	Kennebec	(1)	17,779	
	Winthrop	Kennebec	(1)	5,889	
	Camden	Knox	(1)	4,584	
	Cushing	Knox		795	
	Friendship	Knox		1,000	
	Hope	Knox		730	
	North Haven	Knox		373	
	Owl's Head	Knox		1,633	
*	Rockland	Knox	(2)	7,919	(34,800)
	Rockport	Knox	(1)	2,773	
	So. Thomaston	Knox		1,064	
	St. George	Knox		1,948	
	Thomaston	Knox	(1)	2,900	
	Union	Knox		1,569	
	Vinalhaven	Knox		1,211	
	Warren	Knox		2,566	
	Washington	Knox		954	
	Boothbay & Harbor	Lincoln	(1)	4,404	
*	Wiscasset	Lincoln	(2)	2,832	(28,150)
	[Maine Yankee]	Lincoln		---	
	Norway	Oxford		4,042	
*	Paris / So. Paris	Oxford	(2)	4,168	(50,000)
	Rumford	Oxford	(1)	8,240	
*	Bangor	Penobscot	(1)	31,643	(138,150)
	Brewer	Penobscot	(1)	9,017	
	E. Millinocket	Penobscot	(1)	2,372	
	Hampden	Penobscot	(1)	5,250	
	Lincoln	Penobscot	(1)	5,066	
	Millinocket	Penobscot	(1)	7,567	
	Old Town	Penobscot	(1)	8,422	
	Orono	Penobscot	(2)	10,578	
*	Dover-Foxcroft	Piscataquis	(1)	4,323	(18,000)
	Greenville	Piscataquis		1,839	
*	Bath	Sagadahoc	(2)	10,246	(30,200)
	Topsham	Sagadahoc	(1)	6,431	
	Fairfield	Somerset		6,113	
	Pittsfield	Somerset	(1)	4,125	
*	Skowhegan	Somerset	(2)	8,098	(46,900)

	MUNICIPALITY	COUNTY	NOTE	POPULATION	
*	Belfast	Waldo	(2)	6,243	(29,500)
	Baileyville	Washington	(1)	2,188	
	Calais	Washington	(1)	4,262	
	Eastport	Washington	(1)	1,982	
	Indian Twnshp.	Washington	(1)	880	
*	(Machias)	Washington	(1)	2,458	(34,300)
	[Georgia-Pacific]	Washington		---	
*	(Alfred)	York	(1)	1,890	(153,100)
	Biddeford	York	(1)	19,638	
	Buxton	York		5,775	
	Kennebunk	York	(1)	6,621	
	Kennebunkport	York	(1)	2,952	
	Kittery	York	(1)	9,314	
	Ogunquit	York	(1)	1,492	
	Old Orchard Beach	York	(1)	6,291	
	Saco	York	(1)	12,921	
	Sanford	York	(1)	18,020	
	South Berwick	York	(1)	4,046	
	Wells	York	(1)	9,500	
	York	York	(1)	8,465	
	[Sacopee]	York		---	
	{Somersworth NH}	{York}		---	

- * Indicates County Seat - Location of County Sheriff Dispatch Center
- Municipalities in (parentheses) indicate no municipal dispatch
- Populations in (parentheses) indicate COUNTY populations
- Municipal populations are 1980 census data from the
Maine Municipal Association;
- County populations are 1985 estimates from the
Maine Department of Human Services

NOTE (1) Indicates 1 PSAP in the Municipality

(2) Indicates 1 Municipal PSAP and 1 County PSAP

(3) Indicates 1 Municipal and 1 Dept. of Public Safety PSAP

(4) Indicates 1 Municipal, 1 County, and 1 DPS PSAP

no note Indicates 1 Fire and/or Rescue PSAP

Municipal and County PSAP's are Secondary PSAP's

Department of Safety PSAP's are Primary PSAP's

One Answering Position will be provided at each Secondary PSAP.

Primary PSAP's will have the following Answering Positions

Scarborough	5	Augusta	5
Orono	4	Houlton	4

APPENDIX C

Municipalities currently providing 9-1-1 service

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

APPENDIX D

Recommended Legislation
to Implement
Statewide Enhanced 9-1-1 Service

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CHAPTER _____

E-9-1-1 Telecommunications System

1. The Department of Public Safety shall establish an E-9-1-1 Committee by September 1, 1988. The E-9-1-1 Committee shall be responsible for overseeing the development and implementation of a state-wide emergency service telecommunications system having enhanced 9-1-1 network features. The Department of Public Safety shall promulgate rules and regulations as necessary to implement the state-wide emergency service telecommunications system.

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

A. "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.

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

C. "Basic 9-1-1 service" means a telecommunications service which automatically connects a person dialing the digits "9-1-1" to an established public safety answering point through normal telephone service facilities.

D. "Enhanced 9-1-1 network features" means those features of selective routing which have the capability of automatic number and location identification.

E. "Enhanced 9-1-1 service" means a service consisting of telecommunications network features and public safety answering points provided for users of the public telecommunications 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.

F. "Municipality" means any town, city, county, plantation or unorganized township or other specially designated public safety facility.

G. "Public safety answering point" means a facility possessing basic or enhanced 9-1-1 network features, operated on a twenty-four 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.

H. "Qualifying municipality" means any municipality with a public safety coordination and/or dispatch position operated and staffed on a 24-hour basis.

I. "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.

3. The 9-1-1 Committee shall be composed of 11 members:

1) one designated by the Public Utilities Commission; 2) one designated by the Department of Public Safety; 3) one designated by the Maine Municipal Association; 4) one designated by the Maine Police Chief's Association; 5) one designated by the Maine Fire Chief's Association; 6) one designated by the Maine Sheriff's Association; 7) one designated by the Telephone Association of Maine; 8) one designated by New England Telephone Company; and 9) three designated by the Governor to represent the public.

4. Each telephone utility, as defined in Title 35-A M.R.S.A. § 102, which furnishes local exchange service within the state shall provide, not later than July 1, 1993, selective routing, automatic number identification and automatic location identification features necessary to implement enhanced 9-1-1 services in Maine. The primary public safety answering points shall have enhanced 9-1-1 features and shall have the capacity to provide state-wide enhanced 9-1-1 services.

5. Each municipality shall cooperate with the Department of Public Safety and the appropriate telephone utilities to develop and establish a customer data base to be used to establish and operate the enhanced 9-1-1 system. Customer information provided in accordance with this Chapter 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.

6. Each municipality shall, by July 1, 1991, designate an entity that will serve the municipality as its primary public safety answering point. The designated entity may be the municipality itself, another municipality, a county, or a Department of Public Safety communication center. The State, through the Department of Public Safety, shall provide to each public safety answering point the equipment needed to provide

basic 9-1-1 service. Each public safety answering point with basic 9-1-1 capability shall be connected to a public safety answering point providing enhanced 9-1-1 service. The Department of Public Safety communication centers shall serve as the public safety answering points for the unorganized townships.

7. The emergency telecommunications system shall be funded in the following manner:

A. The establishment of four public safety answering points with enhanced 9-1-1 network features co-located with existing Department of Public Safety communication centers and the establishment of one public safety answering point in each county and in each qualifying municipality shall be paid for by a General Fund appropriations commencing in the 1988-89 fiscal year of \$_____. [Alternate: A bond issue approved by the voters of Maine in the amount of \$_____.]

B. The ongoing operation and maintenance costs associated with the public safety answering points incurred by telephone utilities shall be paid for by ratepayers as an addition to basic rates in an amount to be approved by the Public Utilities Commission.

C. The ongoing costs incurred by telephone utilities in setting up and maintaining a customer data base and the trunking and switching costs associated with effectively using that data base shall be paid for by ratepayers as part of the one-time basic telephone service installation charge to be approved by the Public Utilities Commission.

D. The dispatching and labor costs associated with operating the public safety answering points shall be paid for by the jurisdiction responsible for the operation of those public safety answering points.

E. The costs associated with operating the 9-1-1 Committee shall be paid for by the State through additional general fund appropriations to the Department of Public Safety.

8. No telephone utility or agents of a telephone utility shall be liable to any person who uses the E-9-1-1 emergency telecommunications system established under this Chapter for release of the information specified in this section or for any failure of equipment or procedure in connection with the operation of the E-9-1-1 emergency telecommunications system unless a telephone utility negligently performs its duties and responsibilities as set forth in this Chapter.