

# MAINE STATE LEGISLATURE

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# Emergency Services Communication Bureau



## A n n u a l R e p o r t

**Prepared for:**

**Joint Standing Committee on Utilities and Energy**

Senator Christopher G. L. Hall, Co-Chair

Representative Lawrence Bliss, Co-Chair

**By:**

State of Maine

Department of Public Safety

Emergency Services Communication Bureau

January 31, 2003



STATE OF MAINE  
DEPARTMENT OF PUBLIC SAFETY  
**EMERGENCY SERVICES COMMUNICATION BUREAU**  
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January 31, 2003

Senator Christopher G. L. Hall, Co-Chair  
Representative Lawrence Bliss, Co-Chair  
Joint Standing Committee on Utilities and Energy  
121<sup>st</sup> Legislature  
Augusta, Maine 04333

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Re: FY02 Legislative Annual Report

Dear Senator Hall and Representative Bliss:

The Emergency Services Communication Bureau (Bureau) is pleased to submit the FY02 Annual Report, a comprehensive review of the financial and legislative program for Maine Enhanced 9-1-1.

This report is filed in accordance with the provisions of Title 25, §2927, Sub-§ 5:

“Legislative annual report. The Bureau shall report annually, before February 1<sup>st</sup>, to the joint standing committee of the Legislature having jurisdiction over utilities and energy matters on;

- A. Planned expenditures for the year and use of funds for the previous year;
- B. The statewide E9-1-1 surcharge collected under this section;
- C. Recommended statewide E9-1-1 surcharge for the coming year; and
- D. Recommendation for amending existing and enacting new law to improve the E9-1-1 system.”

The report also includes the following:

- Status Report through 2002
- FY02 and FY03 budget vs. actual expenses
- Recommended budget for FY04/05 surcharge
- List showing location of activated PSAPs
- Sample statistical data

We are pleased to report that all of Maine's 48 PSAPs are on line with Enhanced 9-1-1 and are actively receiving emergency 9-1-1 calls. The system continues to perform extremely well and has proved critical in the rapid response of many life threatening medical and public safety emergencies throughout the state.

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APR 1 2003

Over the past 12 months, the Bureau has made strides in all areas of the system by activation of Aroostook County, planning for activation of Hancock County, increased public education and activation of the Bureau "Kids" web page, continued technical support of community addressing, and PSAP technical support through PSAP moves and changes, and database accuracy and quality assurance.

Although 98 percent of the population now has Enhanced 9-1-1 (2003) available at their home phone (wireline) there are still a number of ongoing challenges. Key areas include:

- Secure adequate program funding and the override the sunset provision that reverts the surcharge from \$.50 to \$.32. The FY02/03 budget was based on an annual surcharge of \$.72. The Bureau anticipates a request for program funding at \$.66 including wireless startup costs.
- Wireless (cellular) location implementation.
- The completion of municipal addressing.
- Final activation of Hancock County
- The Town of Lincoln participation.

Should you have additional questions about the E9-1-1 program, please contact me directly at 877.8052.

Sincerely,



Albert E. Gervenack, Director  
Emergency Services Communication Bureau

# Enhanced 9-1-1 Status Report

## Current through December 31, 2002

### Overview:

This has been a milestone year for Enhanced 9-1-1. Service is available to 98% of the state and continues to perform with great reliability. Both the general public and public safety community have readily adapted to the system. This is clear from the volume of emergency callers and the number of positive stories about how 9-1-1 has helped to save lives and solve crimes throughout Maine.

Also last year, major inroads were made with Maine's deaf and hard of hearing community. As a result, the Bureau was honored, at a ceremony in the Blaine House, in September for its efforts to incorporate their needs in the new 9-1-1 equipment and calltaker training.

Maine's decision to continue with addressing technical support was crucial to the significant increase in the number of towns that have completed the process. The heart of the system, addressing enables PSAPs to automatically locate the 9-1-1 caller and respond to emergencies more quickly and efficiently. It is one of the most important public safety benefits.

The initial wave of PSAP calltaker training was completed and courses continue for new hires, supervisors and administrators. A number of public education efforts were undertaken to help the public (both children and adults) use the system correctly. These efforts have been strongly supported by Maine's 48 PSAPs, which deal with improper use of 9-1-1 on a regular basis. Communication about Enhanced 9-1-1 through the Bureau Web page, updates, and newsletters, and public education programs continued during the year with its constituencies.

### Major Accomplishments:

- **Network:** As part of the Bureau's quality assurance program, an independent consultant was hired to conduct a system evaluation and a variety of performance tests of the Enhanced 9-1-1 network. The evaluation was completed in September 2002. It concluded that Maine's system is well designed and complies with the operating procedures and standards provided in the state's contract with Verizon.
- **PSAPs:**
  - The Bureau actively facilitated the resolution of Enhanced 9-1-1 service in Aroostook and Hancock counties. These counties initially delayed implementation until they could adequately fund local 9-1-1 calltaking, a requirement to participate. Aroostook contracted with Maine State Police Houlton and Hancock is renovating a new regional communications center, which will handle their emergency calls. Bar Harbor continues to operate as the PSAP for Mount Desert Island.
  - MagIC Enterprise, a premier research and management information reporting system for 9-1-1 has been installed and users trained at all PSAPs. Maine is one of two locations in the United States to use MagIC Enterprise technology, which helps PSAPs

track calls and manage resources more effectively. Additionally, it allows the Bureau to collect system call statistics in order to analyze system reliability and compliance with PSAP calltaking standards.

- The Bureau and Verizon have verified that the equipment configuration for 9-1-1 is standard for all PSAPs. Final certification is underway with completion expected by spring 2003.
- System wide call answering times are below the 10-second requirement (ESCB Rules 16.574, Chapter 1, §3.1.A) of answering 90% of 9-1-1 calls within 10 seconds. (Attachment 5B)
- **Wireless pilot mapping project:** Since April 2002, Lincoln County PSAP has been testing a new mapping software program that will enable calltakers to locate wireless emergency calls with longitude/latitude coordinates. Today, in the case of wireless, if a 9-1-1 caller does not know his/her location, it is difficult and sometimes impossible for the calltaker to dispatch emergency services. A wireless caller could be anywhere -- in a field, on a mountain or a road that can't be identified. The Bureau selected this PSAP because every town within the county had completed addressing and the PSAP was willing to participate in the pilot program. The next step is to select a wireless company that will participate and attempt to utilize the maps for actual 9-1-1 calls to meet current FCC requirements.
- **Addressing technical support:** The decision to continue with outside technical support was critical to the significant increase in the number of Maine towns that have completed addressing. Of the 75 communities remaining (out of 500 towns), most are small and many will still require intensive one-on-one assistance to finish.

Communities that have completed addressing must now switch gears to maintaining their addressing system. This includes adding addresses, adding new roads and correcting addresses that have been identified as inaccurate in the 9-1-1 database. The Bureau will hold several regional workshops for addressing officers to help towns understand their on-going responsibilities.

- **Improved communications with customers and constituents:** The Bureau continues to issue press releases and provide regular newsletters, special updates and web site news in an effort to keep the public safety community and general public informed. Also, the Bureau began an education program to make the general public aware that 9-1-1 is available and to ensure proper use of the system:
  - "How To Use Maine's New 9-1-1 System" (public information brochure): This easy-to-read brochure explains the benefits of Enhanced 9-1-1, how to use the system properly and a description of 9-1-1 emergencies. The brochure was distributed by Maine PSAPs and the Bureau and is also available online at [www.maine911.com](http://www.maine911.com) . It will be updated in second quarter 2003 to reflect Enhanced 9-1-1 service in Aroostook and Hancock counties.

- [www.maine911.com/kids](http://www.maine911.com/kids) (kids web site): The Bureau launched its new interactive kids web site during the summer 2002. Ten cartoon characters (developed for Maine 9-1-1) invite kids to learn about the state's new emergency system. Included is a series of puzzles and games that reinforce key 9-1-1 messages. All materials can be printed from the web site.
- Adult and student curriculums: There are new curriculums that were developed by the Bureau for parents, teachers and PSAP educators. Both curricula explain 9-1-1 and reinforce public safety messages. PSAPs acknowledged that adult education is critical since many 9-1-1 calls are non-emergencies.
- 9-1-1 Hero program: This new program allows PSAPs to recognize children for making heroic 9-1-1 calls in their communities. 9-1-1 heroes will be recognized at a statewide event and be eligible for the national hero program.
- PSAP workshop: In summer 2002, the Bureau conducted two one-day workshops for PSAP coordinators. It charted a course and outlined the steps needed to implement and publicize a public education program for adults and elementary school children. Additionally the Bureau developed a complete kit of materials that make it easy for coordinators to start. More than 30 different PSAPs were represented. Also the Bureau introduced the Red E. Fox curriculum, a national program that teaches young kids about 9-1-1.
- Strong and continued liaison with public safety community and system stake holders by participation in Maine Chiefs of Police, Maine Sheriffs, Maine Fire Chiefs Associations, with Emergency Medical Services providers, and with membership on the State Deaf Advisory Council. Providing a regular opportunity to update their membership.
- **Training:** The Bureau's training facility expansion was completed in the fall. It adds four new 9-1-1 workstations to allow a total of 10 students. Initial calltaker training is (a 2 day equipment and certification course) complete and new hire training continues monthly at approximately 20 students. Over 850 calltakers have attended to date. In addition, approximately 75 supervisors have been trained in "system administration". New courses were offered including management training for PSAPs and local dispatchers. The Bureau has also completed a proposed core curriculum to address future minimum mandatory training requirements.
- **Legislation:** It was a quiet legislative session for the Bureau. There were no bills filed other than an "error and omissions" bill regarding telephone company participation in Enhanced 9-1-1.

## Challenges:

- **E9-1-1 Contract (Verizon):** The Verizon E9-1-1 contract expires the second quarter of FY06. The event requires that the Bureau make a determination on how to proceed into the future for E9-1-1 during FY04/05. The Bureau, in consultation with the Bureau of Purchases, will evaluate available options to continue this important emergency service. At that time, the number and location of PSAPs will be reviewed along with the overall system costs.
- **Program funding:** In 2004, there will be a significant program-funding shortfall unless the legislature rescinds a sunset provision that reduces the telephone surcharge from \$.50 to \$.32 prior to the close of the 121<sup>st</sup> session. Current expenses clearly show that \$.32 will not cover the \$5 million annual cost of the Verizon Enhanced 9-1-1 contract and other ongoing Bureau costs including maintenance, operating, and addressing technical support costs.
- **Town of Lincoln refuses to participate in Enhanced 9-1-1:** Currently Lincoln and towns that share its telephone exchange (794) are the only communities in Maine that do not participate in Enhanced 9-1-1. Local control issues and politics continue to prevent residents from the public safety benefits of Enhanced 9-1-1. Today, it is still unclear when the town plans to request activation.

History: Initially, Lincoln town leaders refused to fund local 9-1-1 calltaking, its share of costs required for participation in Enhanced 9-1-1. This issue was subsequently resolved when Penobscot County agreed to fund local calltaking costs at the county level and eliminate the cost allocation formula.

Unfortunately, Lincoln refused to give up local dispatch of emergency services and would not guarantee 24/7 dispatch coverage. This created an enormous liability issue for the county PSAP that would be answering Lincoln's 9-1-1 calls and not have a way of getting services dispatched.

- **PSAP consolidation:** A current review of PSAP call volume statistics for (the first full-year of operation) has already revealed minimal emergency call activity at several municipal locations (Attachment 5A). The Bureau will continue to monitor and evaluate this situation as well as conduct a comprehensive review of all PSAP 9-1-1 activity and costs. The Bureau believes that consolidation may net savings for the state and many municipalities if their calltaking and dispatch operations move to the county or a regional PSAP. This would eliminate redundancy of service and duplicative county and municipal taxes needed to support the current systems. In Cumberland County for example, there is one county and 12 municipal PSAPs servicing these communities.

Historically, politics and local control decisions largely determined the number of PSAPs in Maine. The goal is to continually assess changes that may be required to ensure an efficient, cost-effective and reliable system.



*It should be noted that elimination of PSAPs presumes there are other PSAPs willing and able to take additional emergency calls. The Bureau has no legislative authority to order PSAPs to take calls from PSAPs that may be eliminated.*

- **Municipal addressing:** The Enhanced 9-1-1 ALI Database contains over one million telephone records. Although the initial load of addresses was completed, there is significant work to be done at the local and state levels and telephone companies to increase the accuracy of local addressing changes. Many towns now see the value of this database and are actively working on the problem. The Bureau hopes to emphasize the issue through workshops in 2003. There are still about 75 municipalities and 92 townships that have not completed addressing of properties.
- **Wireless (includes cellular) connectivity and location identification:** The Federal Communications Commission (FCC) has resolved many of the disputes between the cellular industry, vendors, and local governments. The most critical FCC decision was the allocation of costs between wireless companies and PSAPs. Essentially the ruling said that: 1) wireless companies are responsible for all costs relating to the upgrades of the wireless towers and telephone number database, 2) system must show that funding is in place six months prior to the activation date to ensure the PSAP will be able to accept and process the telephone number data from the wireless latitude and longitude coordinates and of the new system. (Current equipment is capable of accepting and processing this information)

The current FCC implementation deadline for wireless Enhanced 9-1-1 has been extended to December 2005. In preparation, the Bureau will fund a consultant to provide the framework and assistance to start implementing wireless Enhanced 9-1-1 during FY03/04. Cellular call volumes are shown in attachment 5D.

A Phase I & II wireless mapping trial in Lincoln County is expected to start testing in the 4<sup>th</sup> quarter of FY03.

- **Compliance by Telephone Directory Publishers':** It is an ongoing struggle to ensure that publishers comply with the new laws governing how emergency number information should be printed in telephone books. Without additional staff and penalties there is little state leverage to enforce publishers to comply with the law. The issue is complicated by towns that fail to request telephone listing changes despite numerous notification and requests from the Bureau.
- **Compliance by Telephone Companies':** A similar struggle exists with some telephone companies and their difficulty in processing timely address changes for the 9-1-1 database. Without an accurate 9-1-1 database, the system's public safety benefits are significantly diminished.
- **Multi-Line Telephone Systems (MLTS) equipment upgrades needed to improve safety at multi/campus/facilities:** Maine would be a national leader with passage of this proposed legislation, which requires multi facility/campus businesses and organizations to upgrade their MLTS equipment such as Centrex and PBX systems, and establish

addresses for every telephone extension. Currently, most MLTS equipment is unable to identify an address of individual telephone extensions. These upgrades are critical so that emergency responders can be dispatched to the correct location of the 9-1-1 caller from multi-story and satellite campuses. For most businesses, schools and hospitals the corporate location or main campus address is in the 9-1-1 database. Likewise, most hotel 9-1-1 addresses are the front desk number, not individual room extensions.

There have been a number of incidents where police have awakened hotel guests in the middle of the night to locate a 9-1-1 caller who was unable to identify his/her room number. In other incidents emergency services were sent to a headquarters building and not a satellite location where the 9-1-1 call actually originated.

- **Comprehensive Training:** In Maine 9-1-1 dispatchers are the only public safety employees that are without minimum training standards. Unlike all other public safety employees (police, fire, EMS) who complete a mandatory basic training academy, dispatchers are typically trained "on-the-job". The Bureau proposes to develop and deliver a comprehensive basic training academy course for all newly hired emergency dispatchers. Additionally, we plan to provide annual "in-service" continuing education programs.
- **Quality Assurance (QA):** Although implementation is only half complete (wireline portion) the Bureau must expand PSAP audit and monitoring activities for quality assurance compliance in the quality of call answering and timely notification of emergency responders.

#### **A. Planned expenditures for the year and use of funds for the previous year**

- **FY02 Expenditures (Attachment 1):** FY02 expenses are less than budgeted for the following reasons:
  - The 9-1-1 program is a multi-year implementation process and revenue is held in a dedicated, interest bearing, reserve fund. As a result, all committed contractual expenses do not show on the encumbered side of the budget ledger as you might expect, as they are multi-year obligations.
  - The 4000 category expenditures are less than budgeted due to delayed Verizon billing for the management information system, MagIC.
  - The 4100 category is over budget due to a re-categorization of the Bureau attorney.
  - The 4900 category is less than budget due to a delay in promoting public education. A delay in activation of both Aroostook and Hancock Counties delayed this component of the program and as did prohibitions on spending due to the state budget problems..
  - The 5000 category is over budget due to an unanticipated high calltaker turnover rate at the PSAPs. PSAP calltaker training classes and certification are required to operate Enhanced 9-1-1 equipment.
  - The 5500 category is less than budgeted due to a delay in the purchase of equipment to enhance and expand calltaker training requirements, 25§2926.(2B).

- **FY03 Planned Expenditures (Attachment 2):** As anticipated, expenditures are on track.

**B. Enhanced 9-1-1 Surcharge Collected:**

The 9-1-1 surcharge revenue collected for FY02 was \$6,636,246.78

The 9-1-1 surcharge revenue collected for FY03 through October 31, 2002 is \$2,565,246.49

The following data shows past surcharge implementation dates and surcharge level:

**E9-1-1 Surcharge History**

August 1, 1994	\$.02 (wire line only)
August 1, 1996	\$.20 (wire line only)
August 1, 1998	\$.32 (includes wireless)
September 18, 1999	sunsetting
April 10, 2000	\$.32 reinstated
September 21, 2001	\$.50

**C. Surcharge Recommendation:**

Surcharge revenue is held in a special interest bearing dedicated reserve account and is tracked within the State MFASIS accounting system. Periodic reports are available from the state budget office or the Department of Public Safety accounting office as to revenues and expenditures.

After careful review of the projected revenues and expenses, it is clear that the current **\$.50 surcharge will not cover** the costs of the Verizon contract and the ongoing operational expenses of the program for the FY04/05 biennium. Statutory expenses (25 § 2926, 2927) other than the Verizon contract include technical assistance for community addressing, 9-1-1 calltaker training, payment to local exchange carriers (LEC) for address development, database maintenance, system quality assurance, public education, Bureau operating costs, and the school and library fund.

As explained earlier, the enactment of a sunset provision of the 9-1-1 surcharge to \$.32 in 2003 will create a significant revenue shortfall, and will not even cover the \$5 million annual cost obligation of the Verizon 9-1-1 contract. Continued system funding must be resolved prior to this projected revenue shortfall.

The FY02/03 budget requires a system cost of \$.72. This is \$.22 more than the current \$.50 surcharge, which is being subsidized by dedicated reserve funds in the amount of \$3,500,000.

### **Future Surcharge**

In the 121<sup>st</sup> Legislative Session, the Bureau will request an increase in the surcharge from \$.50 to \$.66 (for FY04/05) to cover maintenance and system operating costs, including the estimated PSAP startup cost for wireless (cellular) Enhanced 9-1-1 implementation.

### **D. Amendments to Existing or Enacting New Legislation:**

- The Bureau intends to submit three pieces of new legislation during the first session of the 121<sup>st</sup> Legislature.
  - A bill to remove the sunset provision that would allow the monthly telephone surcharge to revert back to \$.32 and establish the current surcharge charge at \$.66. It is critical that this bill become effective 90 days after adjournment to ensure there is no loss of operating funds.
  - A bill to direct businesses that use PBX and Centrex type phone systems to upgrade their equipment for individual station location and phone number when system replacement is required. The typical lifecycle associated with business equipment is seven years. The purpose of this bill is to ensure that calltakers dispatch emergency services to the correct location of multi-story buildings (e.g., hotels) and multi-campus facilities (e.g., schools, hospitals, businesses). Most times, the 9-1-1 address displayed is the headquarters and emergency services are often dispatched to the wrong location.
  - A bill to clarify the intent, of Enhanced 9-1-1 law regarding the withdrawal of counties and municipalities from the 9-1-1 program (25§2926 50).

### **Future legislation:**

- Conduct a review and evaluate the fairness of the legislative 9-1-1 surcharge cap of 25 lines per telephone customer. The result from the 25 line cap is that residential customers subsidize most Maine industrial and commercial telephone users. We believe that lifting the cap could generate over \$600,000 per year.
- Ensure that telephone book listing for emergency services is 9-1-1 and replaces any existing 7-digit telephone numbers.
- Increase the penalty for stealing or removing street signs.
- Work to require removal of “warm dial tone” when service is terminated for any reason.

Attachment	1	FY02 Budget vs. actual expenses
Attachment	2	FY03 Budget vs. year to date expenses
Attachment	3	Proposed budget FY04/05
Attachment	4	Activated PSAP list
Attachment	5	Sample statistical data A. November 2002 Total Calls By PSAP B. System wide average call answering times C. First year total system 9-1-1 calls D. Percentage of wireless to total wireline 9-1-1 calls

**Attachment 1**

**EMERGENCY SERVICES COMMUNICATION BUREAU  
FY02**

Cat	Title	Allotted	Expended	Encumbered
<b>Personnel</b>				
3210	Limited Period Full Time	226,294	235,306	
3284	Other Leave			
3410	Project Regular			
3612	Premium OT		16	
3616	Retro Lump		128	
3621	STP RC/RT		196	
3631	Longevity	624	624	
3901	Health Insurance	36,835	37,355	
3905	Dental Insurance	1,269	1,232	
3906	Workers' Comp Insurance	8,785	10,080	
3908	Employer Retiree Health	15,204	15,339	
3909	Employer Retirement Admin	1,316	1,370	
3910	Employer Retirement Cost	19,061	19,801	
3911	Employer Group Life	840	796	
3912	Employer Medical Cost	3,290	3,303	
3960	Retirement Unfunded Liability	13,955	14,531	
	Subtotal	\$327,473	\$340,078	\$0
<b>All Other</b>				
4000	Prof. Services, Not By State	6,868,243	5,422,515	312,431
4100	Prof. Services, By State	500	19,436	
4200	Travel Expenses, In State	4,746	1,099	
4300	Travel Expenses, Out of State	12,441	5,415	
4400	State Vehicle Operations	500	178	
4500	Utility Services	0	46	
4600	Rents	20,050	28,972	
4700	Repairs	1,200	255	
4800	Insurance	2,796	784	
4900	General Operations	575,890	23,947	6,979
5000	Employee Training	5,495	51,766	
5100	Commodities - Food	550	13	
5300	Technology	850,543	951,108	
5500	Minor Equipment	329,549	8,444	
5600	Other Supplies	10,564	7,158	1,292
8511	Trans To General Fund STACAP	196,682	25,122	
	Subtotal	\$8,879,749	\$6,546,259	\$320,702
	<b>Total</b>	<b>\$9,207,222</b>	<b>\$6,886,336</b>	<b>\$320,702</b>

## Attachment 2

EMERGENCY SERVICES COMMUNICATION BUREAU  
FY03

Cat	Title	Allotted	YTD/10-31-03 Expended	Encumbered
<b>Personnel</b>				
3210	Limited Period Full Time	227,041	81,377	
3284	Other Leave			
3410	Project Regular			
3612	Premium OT			
3616	Retro Lump			
3621	STP RC/RT		80	
3631	Longevity	624	216	
3901	Health Insurance	41,623	13,661	
3905	Dental Insurance	1,352	411	
3906	Workers' Comp Insurance	9,165	2,680	
3908	Employer Retiree Health	18,054	6,697	
3909	Employer Retirement Admins	1,343	417	
3910	Employer Retirement Cost	19,087	6,839	
3911	Employer Group Life	842	295	
3912	Employer Medical Cost	3,301	1,140	
3960	Retirement Unfunded Liability	14,548	5,219	
	Subtotal	\$336,980	\$119,031	0
<b>All Other</b>				
4000	Prof. Services, Not By State	6,690,388	3,134,596	155,494
4100	Prof. Services, By State	500		
4200	Travel Expenses, In State	1,584	539	
4300	Travel Expenses, Out of State	12,441		
4400	State Vehicle Operations	500	76	
4500	Utility Services	0		
4600	Rents	20,088	3,309	
4700	Repairs	1,200	9,434	
4800	Insurance	2,796	546	
4900	General Operations	258,688	12,687	711
5000	Employee Training	5,495	26,889	
5100	Commodities - Food	550	40	
5300	Technology	499,281	272,860	
5500	Minor Equipment	55,800		1,991
5600	Other Supplies	6,960	4,739	
8511	Trans To General Fund STACAP	172,294	27,605	
	Subtotal	\$7,728,565	\$3,493,321	\$158,196
	Total	\$8,065,545	\$3,612,352	\$158,196

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Attachment 3

E911 FUND	Budget's Proposal			
			BUDGET 04	BUDGET 05
PERMANENT FULL TIME	3110			
LIMITED PERIOD FULL TIME	3210		256,944	248,415
PROJECT FULL TIME	3410			
Premium Overtime	3412			
RETRO LUMP SUM	3616			
LONGEVITY PAY	3631		1,555	3,110
HEALTH INSURANCE	3901			
DENTAL INS	3905			
WORKERS' COMP INSURANCE	3906			
EMPLOYER RETIREE HEALTH	3908			
EMPLOYER RETIREMENT ADMINI	3909			
EMPLOYER RETIREMENT COSTS	3910			
EMPLOYER GROUP LIFE	3911			
EMPLOYER MEDICARE COST	3912			
RETIREMENT UNFUNDED LIABILITY	3960			
			127,260	137,818
PERSONAL SERVICES>>			385,759	389,343
PROF SERVICES, NOT BY STATE	4000		7,851,981	7,477,690
PROF SERVICES, STATE	4100		20,000	20,000
TRAVEL EXPENSES, IN STATE	4200		1,346	1,346
TRAVEL EXPENSES, OUT STATE	4300		11,736	11,736
STATE VEHICLES OPERATIONS	4400		200	200
UTILITY SERVICES	4500		0	0
RENTS	4600		17,606	17,586
REPAIRS	4700		295	345
INSURANCE	4800		3,127	3,127
GENERAL OPERATIONS	4900		231,921	230,871
EMPLOYEE TRAINING	5000		10,049	10,049
COMMODITIES -FOOD	5100		0	0
COMMODITIES -FUEL	5200		0	0
TECHNOLOGY	5300		593,399	446,308
MINOR EQUIPMENT	5500		55,800	2,900
OTHER SUPPLIES	5600		17,110	5,110
TRANS TO GEN FUND STACAP	8511		25,400	25,400
ALL OTHER>>			8,839,970	8,252,668
BUILDINGS	7100			
EQUIPMENT	7200			
CAPITAL>>				
TOTAL EXPENDITURES			9,225,729	8,642,011



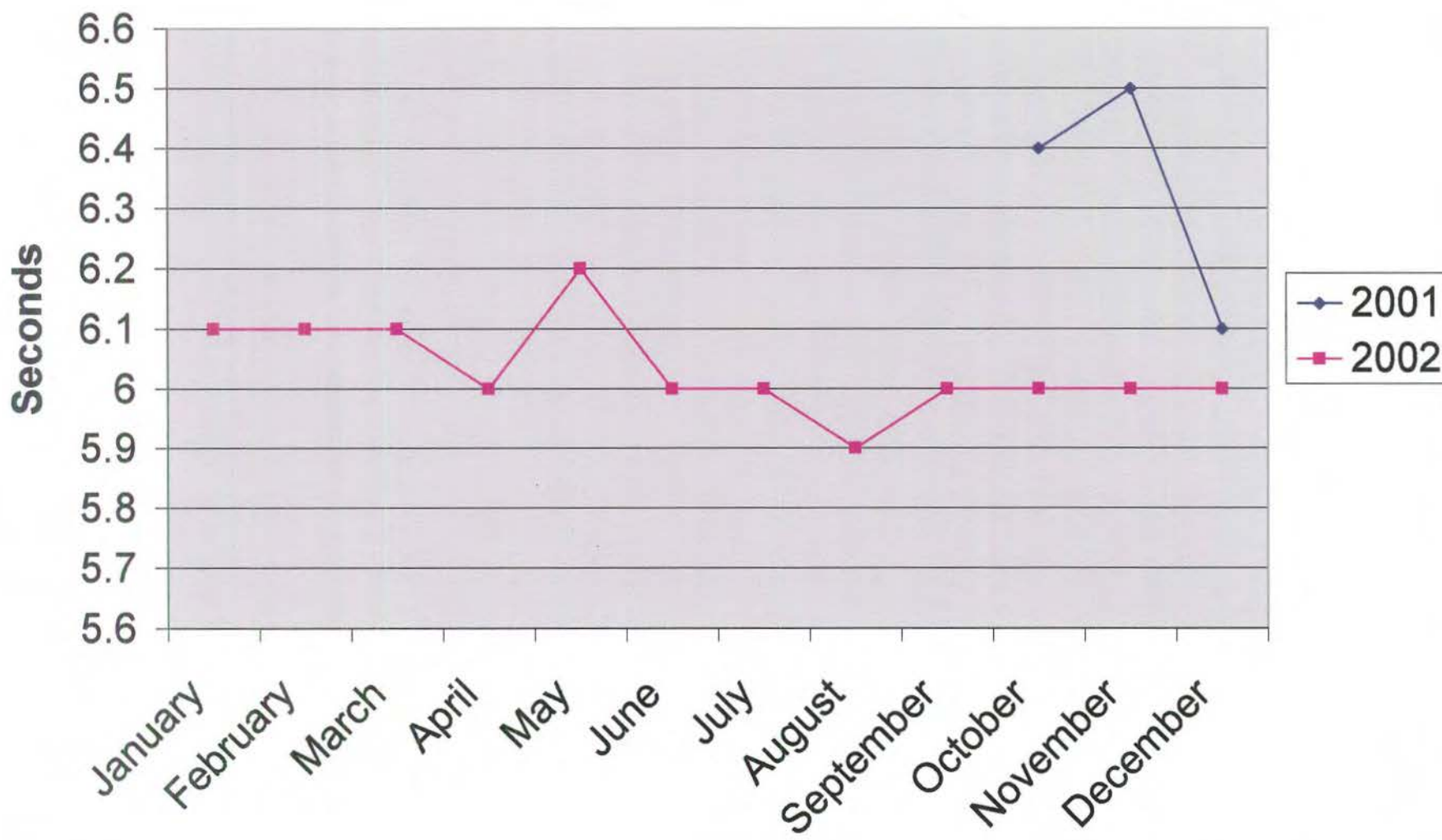
## *Maine PSAPs by*

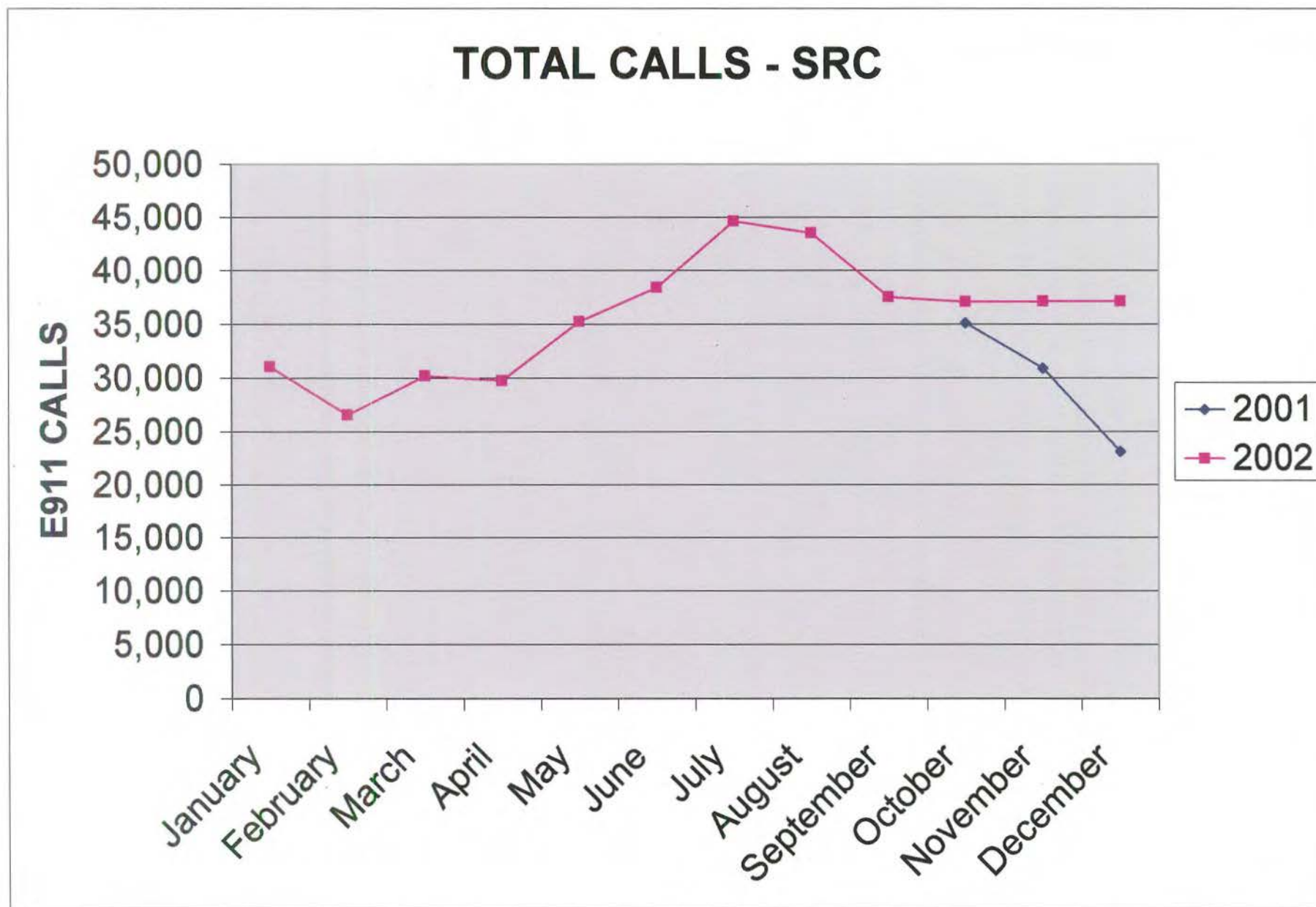
<i>County</i>	<i>PSAP Activated</i>	<i>PSAP Not Activated</i>
<i>Androscoggin</i>	Androscoggin County SD Lewiston/Auburn 911 Lisbon PD	
<i>Aroostook</i>	State Police Houlton	
<i>Cumberland</i>	Brunswick PD Cape Elizabeth PD Cumberland County SD Cumberland PD Falmouth PD Freeport PD Gorham PD Portland PD Scarborough PD South Portland PD Westbrook PD Windham PD Yarmouth PD	
<i>Franklin</i>	Franklin County SD	
<i>Hancock</i>		Hancock County 1 <sup>st</sup> Q 2003
<i>Kennebec</i>	Bar Harbor PD  Augusta PD Gardiner PD Kennebec County SD Waterville PD	
<i>Knox</i>	Knox County RCC	
<i>Lincoln</i>	Lincoln County 9-1-1	

<i>County</i>	<i>PSAP Activated</i>
<i>Oxford</i>	Oxford County RCC
<i>Penobscot</i>	Bangor PD Old Town PD Penobscot County RCC <u>Town of Lincoln</u> NO PLANS
<i>Piscataquis</i>	Piscataquis County SD
<i>Sagadahoc</i>	Sagadahoc County
<i>Somerset</i>	Somerset County RCC
<i>Waldo</i>	Waldo County RCC
<i>Washington</i>	Washington County SD
<i>York</i>	Biddeford PD Kennebunk PD Kennebunkport PD Kittery PD Old Orchard Beach PD Saco PD Sanford PD South Berwick PD Wells PD York County Communications York PD

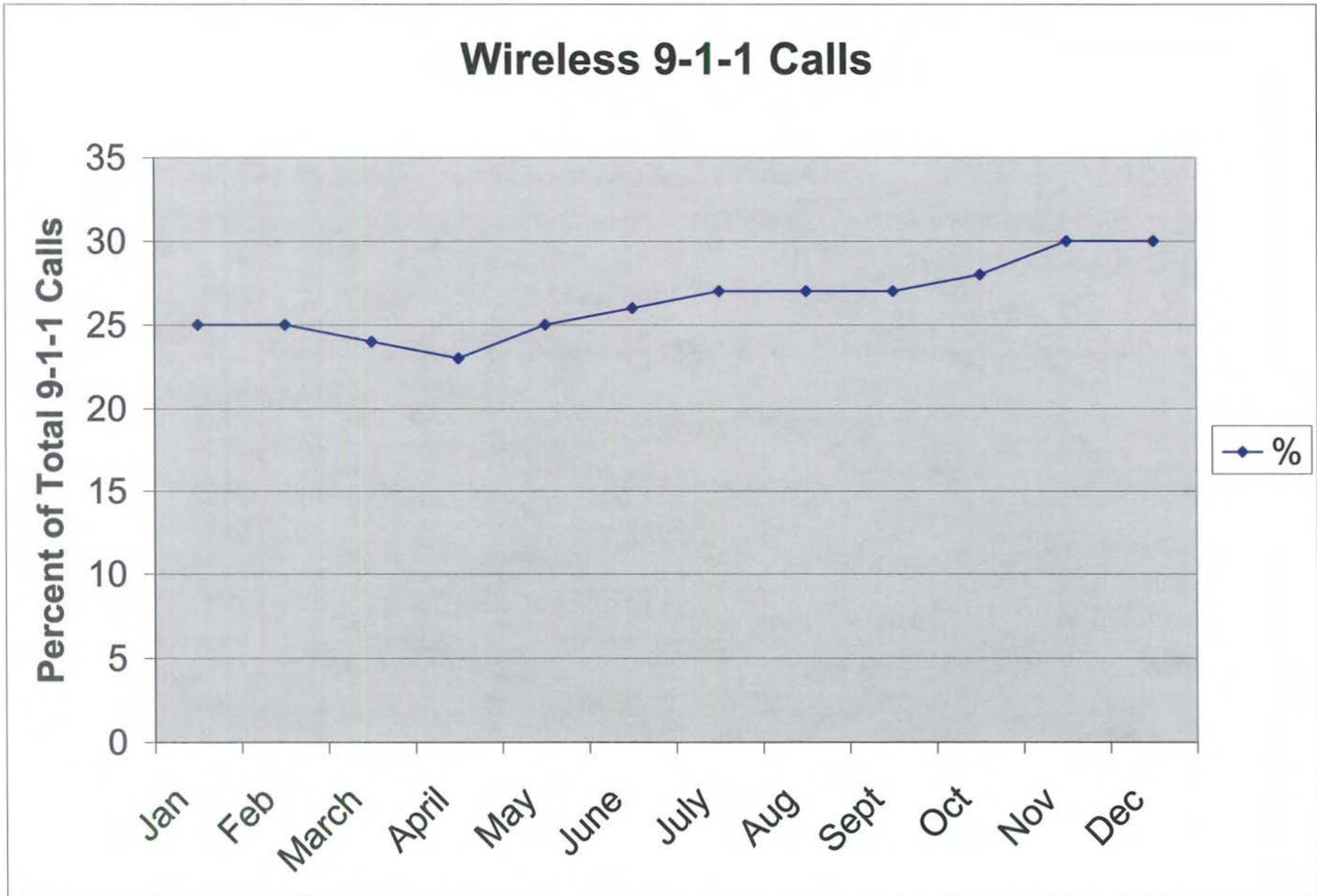


### Average Call Answer Times





### Wireless 9-1-1 Calls



Data Source: ESCB, State Police, Verizon