

MAINE STATE LEGISLATURE

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Emergency Services Communication Bureau

2003

Annual Report

JAN 21 2004



Prepared for:

Joint Standing Committee on Utilities and Energy

Senator Christopher G. L. Hall, Co-Chair

Representative Lawrence Bliss, Co-Chair

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By:

State of Maine

Emergency Services Communication Bureau

January 2, 2004

Enhanced 9-1-1 Status Report

Current through November 30, 2003

Overview:

This has been a milestone year for Enhanced 9-1-1 (E9-1-1) as the February activation of the Hancock County Public Safety Answering Point (PSAP) made wireline E9-1-1 available to 99.6% of the state's population. The system continues to perform with great reliability. Both the general public and public safety community have readily adopted the system, as indicated by the volume of emergency calls and the number of positive stories about how E9-1-1 has helped to save lives and solve crimes throughout Maine.

The First Regular Session of the 121st Legislature provided the E9-1-1 system with a new challenge. It set a goal for the Bureau to attempt to establish a total of between 16 and 24 PSAPs. (Sec. 3. 25 MRSA §2926, sub-§2-A) Currently, there are 48 PSAPs (Old Town PSAP was eliminated in May by a vote of the Old Town Council).

In addition, this same legislation transferred the Emergency Services Communication Bureau (ESCB) from the Department of Public Safety to the Public Utilities Commission (PUC).

The Bureau and Unicel teamed up for a Phase I wireless trial and successfully implemented the service at the Lincoln County PSAP. As a result, the Bureau issued Phase I and II implementation requests to U.S. Cellular to trial their technology in Lincoln County.

The Bureau's continued technical support has proven crucial in allowing a significant increase in the number of towns that have completed the process of converting fully to the addressing system needed to provide the maximum benefit of the E9-1-1 system. With full addressing, PSAPs can automatically locate the E9-1-1 caller and respond to emergencies more quickly and efficiently. It is one of the most important public safety benefits of E9-1-1.

PSAP calltaker/dispatcher training courses continue for new hires, supervisors and system 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 E9-1-1 on a regular basis.

Information about Enhanced E9-1-1 is available on the Bureau Web page at www.maine911.com. The Bureau also publishes newsletters and provides extensive public education programs throughout the year.

Major Accomplishments:

- **DPS to PUC Transition:**

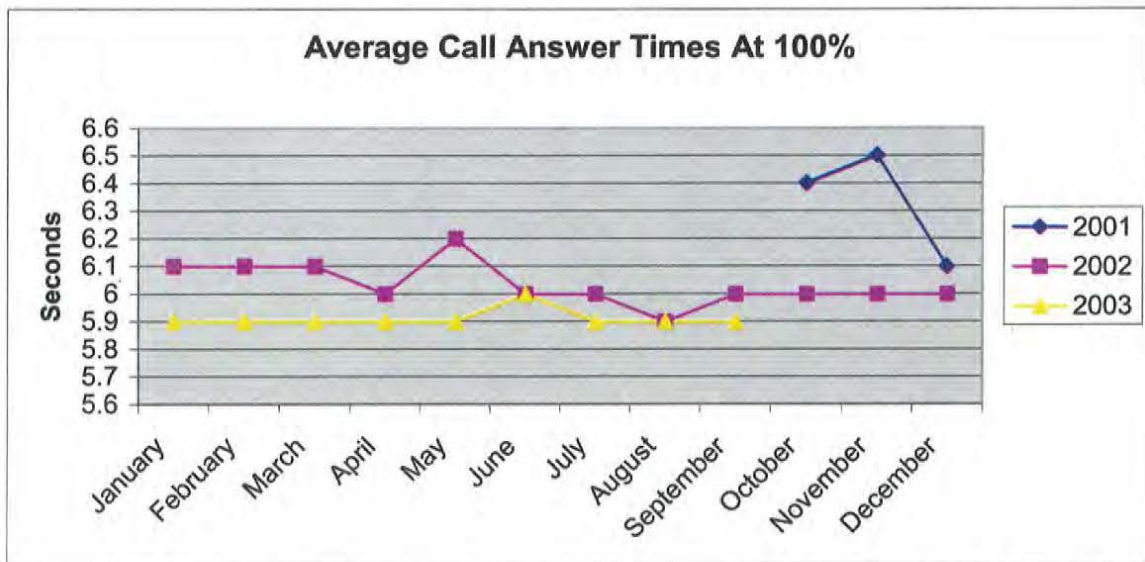
- The 121st Legislature transferred the Emergency Services Communication Bureau (ESCB) from the Department of Public Safety to the Public Utilities Commission (PUC).

- Planning allowed for a transparent transition. The Bureau did not physically relocate its office area, making the transition seamless to all of our stakeholders. Internal financial system changes were accomplished within 45 days.

- **PSAPs:**

- MagIC Enterprise, a premier research and management information reporting system for E9-1-1, has been installed and users trained at all PSAPs. Maine is one of several locations in the United States to use MagIC Enterprise technology, which helps PSAPs track calls and manage resources more effectively. Bureau staff completed training and will be utilizing Enterprise data as one of the tools in developing a PSAP consolidation plan.

- As shown below, system wide call answering times are well below the 10-second requirement (ESCB Rules 16.574, Chapter 1, §3.1.A) of answering 90% of E9-1-1 calls within 10 seconds.



- **Phase I wireless trial activation:** In June 2003, the Bureau successfully implemented Phase I wireless service with Unicel in Lincoln County. Phase I service provides the handset call back number and address of the cellular tower from which the call originated.

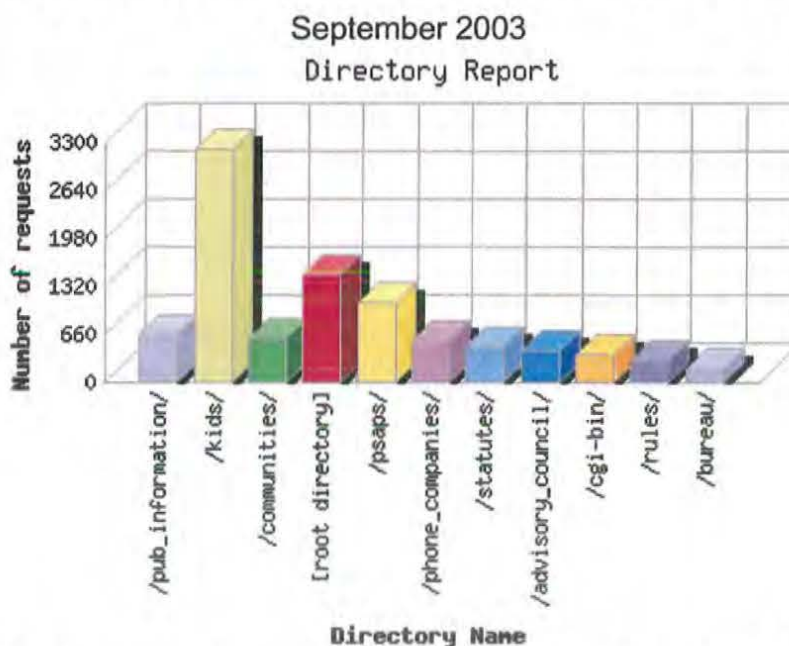
Lincoln County is the site of the Bureau's wireless pilot mapping project. The Phase I cell tower location automatically displays on a map at the PSAP providing the calltaker a visual of the general location of the caller (within 10 miles at 360 degrees). Future Phase II implementation will provide the calltaker a more specific location (approximately 50 feet) of the caller's location on the map. This information is essential for a timely emergency response to the caller's request for help.

- **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 50 municipalities remaining (out of 493 towns), most are small and

many will still require intensive one-on-one assistance to finish. Additionally, there are about 90 townships that are yet to be addressed. These two groups represent about 50,000 people without E9-1-1 addresses.

Communities that have completed addressing must now maintain their addressing systems. This includes adding addresses, adding new roads and correcting addresses that have been identified as inaccurate in the E9-1-1 database. In October, the Bureau trained Addressing Officers at the Maine Municipal Convention on the responsibilities of the position. The Bureau will hold several regional workshops in 2004 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. Most recently the website was expanded to include requirements of the wireless carriers as the Bureau moves into wireless activation. Also, the Bureau continued its education program to include awareness that E9-1-1 is available and to ensure proper use of the system:
 - “How To Use Maine’s New E9-1-1 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 E9-1-1 emergencies. The brochure was distributed by Maine PSAPs and the Bureau and is also available online at www.maine911.com. It was updated in second quarter 2003 to reflect Enhanced 9-1-1 service in Aroostook and Hancock counties.
 - www.maine911.com/kids (kids web site): The Bureau’s interactive kids web site continues to be a huge success. The graph below shows the continued popularity of the site as it received over 3,000 hits in September 2003, one year after activation.



The web site features ten cartoon characters (developed for Maine E9-1-1) that invite kids to learn about the state's new emergency system. Included is a series of puzzles

and games that reinforce key E9-1-1 messages. All materials can be printed from the web site.

- Adult power point presentation: The Bureau developed and distributed to PSAP educators a power point presentation for adults. The presentation discusses E9-1-1 and reinforces public safety messages. PSAPs can customize the presentation to meet their own needs.
- PSAP workshop: In summer 2003, the Bureau conducted 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. About 20 different PSAPs were represented. The Bureau introduced the Red E. Fox curriculum, a national program that teaches young kids about E9-1-1.
- Strong liaison with public safety community and system stakeholders continues by participation in the regular meetings of the Maine Chiefs of Police, Maine Sheriffs, Maine Fire Chiefs Associations, Emergency Medical Services providers, and the State Deaf Advisory Council. These meetings provide regular opportunities to update their membership and answer questions.
- Bi-monthly Enhanced 9-1-1 Council meetings continue to provide stakeholders with opportunities to receive updates by Bureau staff, question staff, and make program recommendations in keeping with 25 MRSA § 2925.
- The Bureau hosts/facilitates periodic discussion group meetings with PSAP managers, supervisors and trainers on a wide range of topics. There is an open exchange of ideas, information and issues by attendees.
- **Network:** The Maine Enhanced 9-1-1 network continues to perform very reliably. An example of system reliability involved a direct lightning strike at the Somerset County PSAP that required the re-routing of emergency calls to the Augusta State Police PSAP for nearly two days while damaged equipment was replaced. One of the E9-1-1 consoles continued to function after the lightning strike, however, due the extensive damage to "back-room equipment" all calls were re-routed. The network functioned as designed and Verizon personnel worked around the clock to complete repairs.

Network end office to tandem E9-1-1 circuits and physical diversity of the circuits has been significantly increased during the past year. This improves overall reliability of emergency call routing in cases of unplanned interruptions throughout the network.

- **Training:** Initial calltaker training is (a 2-day equipment and certification course) complete and new hire training continues for approximately 20 students each month. Over 900 calltakers have attended to date. Training and certification has been extended to include part-time dispatchers. The Bureau has also selected a core curriculum to address future minimum mandatory training requirements and will offer a 40-hour pilot program this fall/winter.

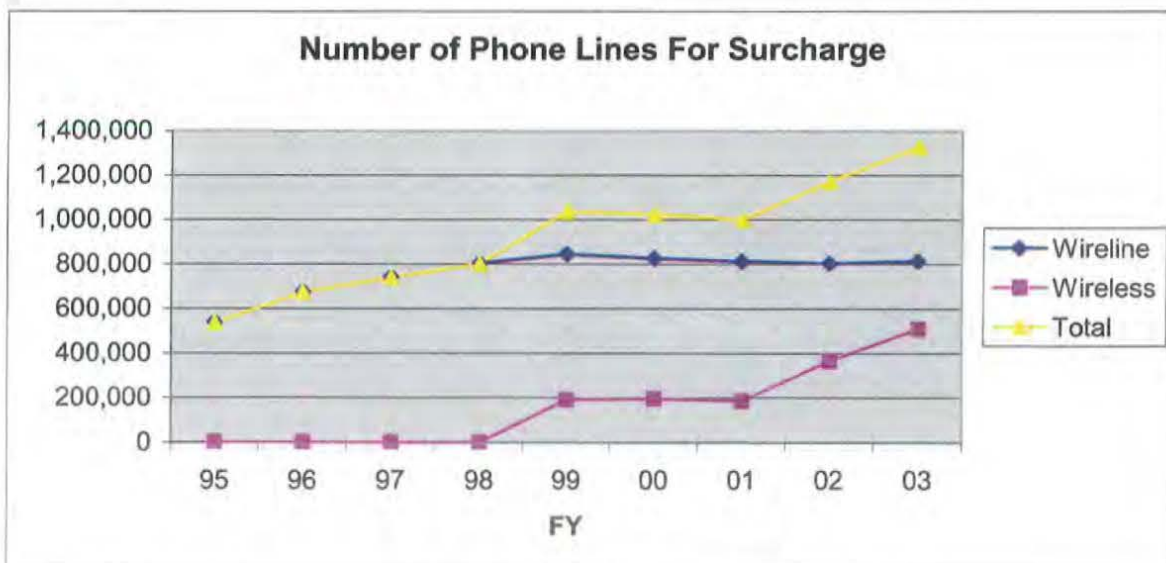
A workstation for training on MagIC statistical software was added to the lab. The Bureau offered 4-hour refresher training for PSAP administrators in the fall. Finally, the Bureau compiles and circulates a monthly listing of available dispatcher training courses in Maine. This includes both training offered by the Bureau and by outside agencies.

- **Legislation:** The Legislature passed legislation submitted by the Bureau that requires multiline telephone systems (PBX, and Centrex) to provide the end user the same level of Enhanced 9-1-1 service that non-multiline end users receive. Example of information to be required; automatic number identification signaling, station identification data, and updates to the Enhanced 9-1-1 databases. (Sec.1. 25 MRSA §2934)

The 121st session also passed the removal of the surcharge sunset, continuing a surcharge of \$.50 per telephone line to fund the system. (Sec.4. MRSA §2927, sub-1-B)

Challenges:

- **E9-1-1 Contract (Verizon):** The Verizon E9-1-1 contract expires the second quarter of FY06. The event requires the Bureau to determine how to move forward after the expiration of the current contract during FY04/05. The Bureau, in consultation with the Bureau of Purchases, will evaluate available options to continue this important emergency service. For obvious reasons, the number and location of PSAPs will be a critical input into the purchasing process.
- **Program funding:** The statewide E9-1-1 system continues in an implementation phase. Wireless E9-1-1 is the main focus of the Bureau while maintaining the operational integrity of the wireline system. The Bureau expects implementation to take approximately two years to complete. Current funding levels appear to be sufficient to complete the implementation. Significant increases in the number of cellular telephone subscribers have increased surcharge revenue available to fund the wireless implementation.



- **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. Today, it is still unclear when the town plans to request activation. In the Bureau's view, the failure of Lincoln to provide its citizens with the demonstrated benefits of E9-1-1 represents a public safety issue for that community and all persons in or visiting Lincoln.

Historically, Lincoln town leaders refused to fund local E9-1-1 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 and would not guarantee the county PSAP 24/7 calltaker coverage to receive a transferred 9-1-1 call. This created an enormous liability issue for the county PSAP, as it might not have anyone at Lincoln to answer the transferred 9-1-1 calls. The county then had no choice but to refuse to accept 9-1-1 calls from the 794 telephone exchange.

- **PSAP consolidation:** Under the law passed in the most recent legislative session, the Bureau must reduce the number of PSAPs in Maine from 48 (the current number) to between 16 and 24 by the end of the current Verizon contract (Sec. 3. 25 MRSA §2926, sub-§2-A).

A review of PSAP call volume statistics for (for FY02) revealed minimal emergency call activity at several municipal locations. The Bureau believes that consolidation may achieve 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 are one county and 12 municipal PSAPs serving these communities. (Attachment 5B)

The Bureau, using the PUC's public input and evaluation processes, will work toward the legislative objective and intends to approve a plan to meet the legislative requirement by the spring of 2004. The issues are many and complex, and include the degree of local control afforded communities, the quantification of savings from consolidation, the transition to a more consolidated system, and how to integrate any transition into the issues raised by new radio frequency allocations by the Federal Communication Commission.

- **PSAP Network Equipment:** With two-to-three years of operation at the PSAPs completed, equipment is demonstrating wear in accordance with its expected life cycle. In addition, Plant Equipment has notified Verizon that Microsoft will no longer be supporting the Windows NT operating system. This will require the Bureau to reassess PSAP equipment between now and the end of the Verizon contract. This may also pose a

short-term problem in the event that additional equipment is needed to provide additional positions at county (or otherwise consolidated) centers due to increased call volumes.

- **Emergency Stand Alone (ESA):** On occasion, a situation exists where a Local Exchange Carrier (LEC)'s central office (CO) becomes isolated from the rest of the telephone network. During this time, subscribers are able to call only other subscribers within the same telephone exchange. Plans are underway to program into each CO the seven-digit number of an alternate destination to receive emergency calls. Unfortunately, not every exchange currently has an alternate destination with 24/7 coverage and not every CO is programmable with an alternate number.
- **Municipal addressing:** The Enhanced 9-1-1 Automatic Location Identification (ALI) Database contains over 1.02 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 accuracy of local addressing changes. Many towns now see the value of this database and are actively working to increase the currency and accuracy of the database. The Bureau plans to emphasize the issue through workshops in 2004. There are still about 50 municipalities and 90 townships that have not completed addressing of properties.
- **Wireless (includes cellular connectivity and location identification):** The next step for E9-1-1 in Maine is to make the system available to wireless callers. This will be done in two phases. Phase I will route E9-1-1 calls on existing trunks to one of the four Maine State Police Communications Centers. It will provide the PSAP with the call back number and the cell tower and sector the call originated from.

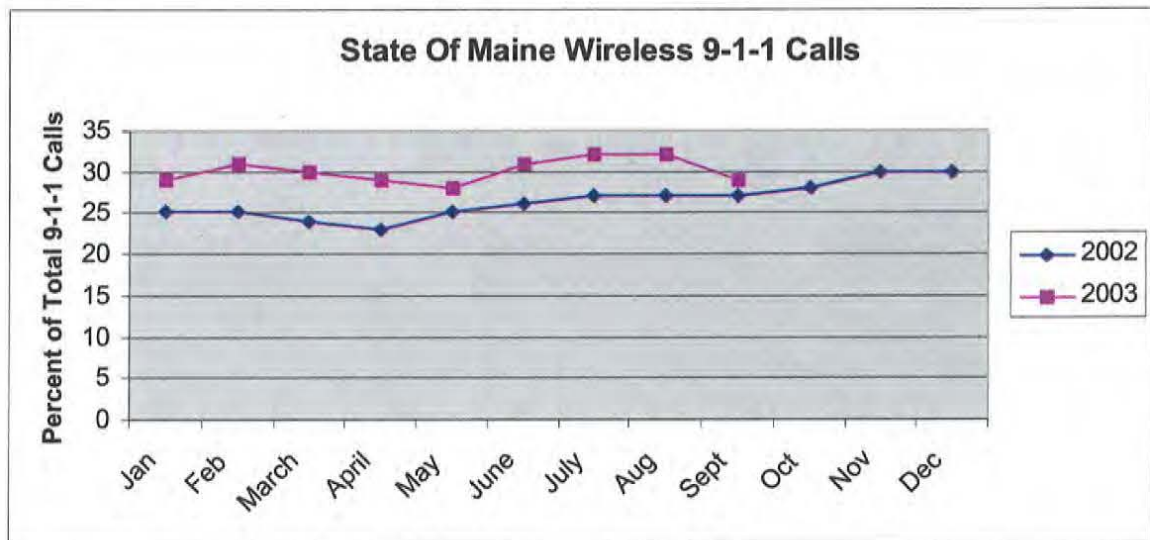
Phase II will provide the location of the caller in the form of latitude and longitude as well as all the data provided with Phase I.

In June 2003, the Bureau successfully implemented Phase I wireless service with Unicel in Lincoln County. In August, the Bureau met with all seven wireless carriers operating in Maine and established a schedule of official Phase I request letters to be mailed to carriers. In September, the Bureau mailed a letter requesting statewide implementation of Phase I to both Unicel and U. S. Cellular. In addition, the Bureau mailed official request letters to U. S. Cellular and Unicel requesting Phase II as a pilot project in Lincoln County.

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; and 2) PSAPs 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.

The current FCC implementation deadline for wireless Enhanced 9-1-1 has been extended to 2005. In preparation, the Bureau hired a consultant to provide the framework

and assistance to start implementing wireless Enhanced 9-1-1 during FY04/05. Cellular call volumes percentages are shown in below.



- **Telephone book publishers' compliance:** It is an ongoing effort to ensure that publishers comply with the laws governing how emergency number information should be printed on the inside cover of telephone books. Without additional staff and penalties there is little state leverage to enforce publishers to comply with the law.

A related issue is the listing of emergency numbers within the white pages of telephone directories by towns. Towns pay for these listings so they are the only ones who can request a change. Despite numerous notifications and requests from the Bureau, many towns still have not removed old emergency numbers. The legislature may wish to consider an amendment to the law that would allow telephone companies to change white page listings of emergency telephone numbers at the direction of the Bureau.

- **Telephone companies' database compliance:** The Bureau has had some difficulties with respect to some telephone companies in processing timely address changes for the E9-1-1 database. Without an accurate E9-1-1 database, the system's public safety benefits are significantly diminished. The Bureau plans to clarify responsibilities through rule making in 2004.
- **Comprehensive Training:** In Maine, E9-1-1 dispatchers are the only public safety employees that are without minimum training standards. Unlike all other public safety employees (police, fire, EMS, corrections) who complete a mandatory basic training academy, dispatchers are typically trained "on-the-job." Using recent legislative authority, the Bureau proposes to develop and deliver a comprehensive basic training academy course for all newly hired emergency dispatchers. Additionally, the Bureau plans to provide annual "in-service" continuing education programs.
- **Quality Assurance (QA):** The Bureau will expand PSAP audit and monitoring activities for quality assurance compliance in the quality of call answering and timely notification

of emergency responders. The Bureau will utilize the MagIC analytical software to remotely monitor statutory compliance with call answering performance standards. Additionally, the Bureau plans to offer Quality Assurance program implementation training to all PSAPs and encourage local adoption of programs as a regular part of PSAP administration.

The Bureau is available and investigates individual complaints by the calling public when the E9-1-1 systems fail to meet public expectations at the Telephone Company and PSAP level. These activities are outside the normal E9-1-1 area of responsibility but in many cases, the Bureau is the only entity of recourse for the general public.

- The ESCB filed the appropriate paper work with the secretary of state identifying that the Bureau is engaged in the rule making process.

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

- **FY03 Expenditures (Attachment 1):** FY03 expenses are more than budgeted for the following reasons:

- The increase in the expended column was due to the activation of the Hancock County PSAP (includes monthly Verizon costs, electrical installation, and contract validation review), School and Library surcharge, and a partial payment of the "MagIC" management information system for the network and PSAP hardware/software. Final MagIC payments were held back until system acceptance.

- Professional services-by State and Technology increase was due to a larger than expected amount of addressing activity at the community level which required maintaining the current staffing level at OGIS. In addition work was started on the pilot Wireless Phase I mapping project at the Lincoln County PSAP.

- Training expenses were more than expected due to PSAP calltaker turnover greater than expected and the need for PSAP administrative refresher training.

- **FY04 Planned Expenditures (Attachment 2):** Expenditures are on track with the budget for FY04.

- Since the formation of the FY04/05 biennial budget, the number of wireless subscribers has dramatically increased over prior years. With this increase in wireless subscribers, the ESCB was able to maintain the current \$.50 surcharge to fund a portion of the program. The proposed budget for FY04 requires \$.66 with the \$.16 difference allocated from the reserve account.

Implementation continues in FY04 with an estimated \$600,000 obligation payment for MagIC. The Bureau expects this invoice during the third quarter with a \$75,000 final invoice in late 4th quarter.

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

The E9-1-1-surcharge revenue collected for FY03 was \$7,897,268. This includes accrued interest minus a payment from accrued interest of \$126,277 removed by the legislature to the General Fund.

The E9-1-1 surcharge revenue collected for FY04 to September 30, 2003 is \$1,638,885.

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 Public Utilities Commission accounting office as to revenues and expenditures.

After careful review of the projected revenues and expenses, it appears that the current \$.50 surcharge will 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, E9-1-1 calltaker and dispatcher training, payment to local exchange carriers (LEC) for address database development, database maintenance, system quality assurance, public education, Bureau operating costs, universal service fund, and the school and library fund.

While the total cost of operating the Bureau and the state-funded portion of the E9-1-1 system is approximately \$.66, the Bureau has access to sufficient dedicated reserve funds (\$1,338,166) to permit the Bureau to operate for FY04/05 at the current \$.50 surcharge

Future Surcharge

The Bureau recommends continuing the \$.50 surcharge for FY 04/05.

D. Amendments to Existing or Enacting New Legislation:

Existing legislation: The Bureau plans to submit amended legislation during the 122nd Legislative Session to clarify that all calls to a PSAP from wireline or wireless E9-1-1 or

from the published alternate emergency telephone number are defined as emergency E9-1-1 calls when received at the PSAP.

Future legislation:

- Work to ensure the telephone book listing for emergency services is 9-1-1 and replaces any existing, local 7-digit emergency telephone number listing.
- Allowing telephone companies to change white page listings of emergency telephone numbers to 9-1-1 at the direction of the Bureau.
- Items and areas that will be explored in the regulatory arena:
 - Work to require removal of “warm dial tone” when service is terminated for any reason
 - Work to remove all two-party (or more) telephones within Maine
 - Work toward embedding E9-1-1 customer service costs into the service providers basic rates. This process could lower the monthly surcharge.

Attachment	1	FY03 Budget vs. actual expenses
Attachment	2	FY04 Budget vs. year to date expenses
Attachment	3	Proposed budget FY04/05
Attachment	4	PSAP list
Attachment	5	Statistical data <ul style="list-style-type: none"> A. Total system E9-1-1 calls B. Total system E9-1-1 calls per day by PSAP
Attachment	6	Public Education <ul style="list-style-type: none"> a. Red E. Fox newspaper clipping

Attachment 1

EMERGENCY SERVICES COMMUNICATION BUREAU

FY03

Cat	Title	Allotted	Expended	Encumbered
Personnel				
3210	Limited Period Full Time	227,041	242,497	
3284	Other Leave			
3410	Project Regular			
3612	Premium OT			
3616	Retro Lump		10,790	
3621	STP RC/RT		235	
3631	Longevity	624	967	
3901	Health Insurance	41,623	42,819	
3905	Dental Insurance	1,352	1,232	
3906	Workers' Comp Insurance	9,165	8,040	
3908	Employer Retiree Health	18,054	22,517	
3909	Employer Retirement Admin	1,343	1,298	
3910	Employer Retirement Cost	19,087	21,000	
3911	Employer Group Life	842	863	
3912	Employer Medical Cost	3,301	3,541	
3960	Retirement Unfunded Liability	14,548	16,262	
	Subtotal	336,980	372,061	
All Other				
4000	Prof. Services, Not By State	6,690,388	7,210,886	256,331
4100	Prof. Services, By State	500	22,261	
4200	Travel Expenses, In State	1,584	978	
4300	Travel Expenses, Out of State	12,441	0	
4400	State Vehicle Operations	500	479	
4500	Utility Services	0	944	
4600	Rents	20,088	16,810	
4700	Repairs	1,200	22,992	1,454
4800	Insurance	2,796	631	
4900	General Operations	258,688	22,859	3,849
5000	Employee Training	5,495	41,779	
5100	Commodities - Food	550	40	
5300	Technology	449,281	736,320	61
5500	Minor Equipment	55,800	3,198	
5600	Other Supplies	6,960	9,654	
8511	Trans To General Fund STACAP	172,294	86,082	
	Subtotal	7,678,565	8,175,913	
	Total	8,015,545	8,547,974	261,695

Attachment 2

EMERGENCY SERVICES COMMUNICATION BUREAU
FY04

Cat	Title	Allotted	YTD/9-31 Expended	Encumbered
Personnel				
3210	Limited Period Full Time	256,944	60,850	
3284	Other Leave		7,621	
3410	Project Regular			
3612	Premium OT	1,555		
3616	Retro Lump			
3621	STP RC/RT		66	
3631	Longevity		336	
3901	Health Insurance	135,965	11714	
3905	Dental Insurance		320	
3906	Workers' Comp Insurance		1860	
3908	Employer Retiree Health		6536	
3909	Employer Retirement Admins		372	
3910	Employer Retirement Cost		5695	
3911	Employer Group Life		245	
3912	Employer Medical Cost		957	
3960	Retirement Unfunded Liability		5,062	
	Subtotal	394,464	101,634	
All Other				
4000	Prof. Services, Not By State	6,291,198	1,261,090	402,504
4100	Prof. Services, By State	20,000	0	
4200	Travel Expenses, In State	8,160	7	
4300	Travel Expenses, Out of State	12,240	0	
4400	State Vehicle Operations	16,320	11	
4500	Utility Services	0	107	
4600	Rents	61,200	4,503	
4700	Repairs	4,080	1,454	1,454
4800	Insurance	2,702	617	
4900	General Operations	85,299	5,235	704
5000	Employee Training		3,715	
5100	Commodities - Food		0	
5300	Technology	750,920	105,850	61
5500	Minor Equipment	8,160	3,003	
5600	Other Supplies	12,240	846	2,900
8511	Trans To General Fund STACAP	20,400	8,914	
	Subtotal	7,292,919	1,395,352	407,623
	Total	7,687,383	1,496,986	407,623

Attachment 3

E911 FUND

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		
<hr/> PERSONAL SERVICES>>		258,499	251,525
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	86,081	86,081
<hr/> ALL OTHER>>		8,900,651	8,313,349
BUILDINGS	7100		
EQUIPMENT	7200		
<hr/> CAPITAL>>			
<hr/> TOTAL EXPENDITURES		9,159,150	8,564,874

Maine PSAPs by

Attachment 4

County

PSAP Activated

Androscoggin

Androscoggin County SD
Lewiston/Auburn 911
Lisbon PD

Aroostook

State Police Houlton

Cumberland

Brunswick PD
Cape Elizabeth PD
Cumberland County SD
Cumberland PD
Falmouth PD
Freeport PD
Gorham PD
Portland PD
Scarborough PD
South Portland PD
State Police Gray
Westbrook PD
Windham PD
Yarmouth PD

Franklin

Franklin County SD

Hancock

Hancock County RCC
Bar Harbor PD

Kennebec

Augusta PD
Gardiner PD
Kennebec County SD
State Police Augusta
Waterville PD

Knox

Knox County RCC

Lincoln

Lincoln County 9-1-1

Oxford

Oxford County RCC

Penobscot

Bangor PD
Penobscot County RCC
State Police Orono

Piscataquis

Piscataquis County SD

Sagadahoc

Sagadahoc County

Somerset

Somerset County RCC

Waldo

Waldo County RCC

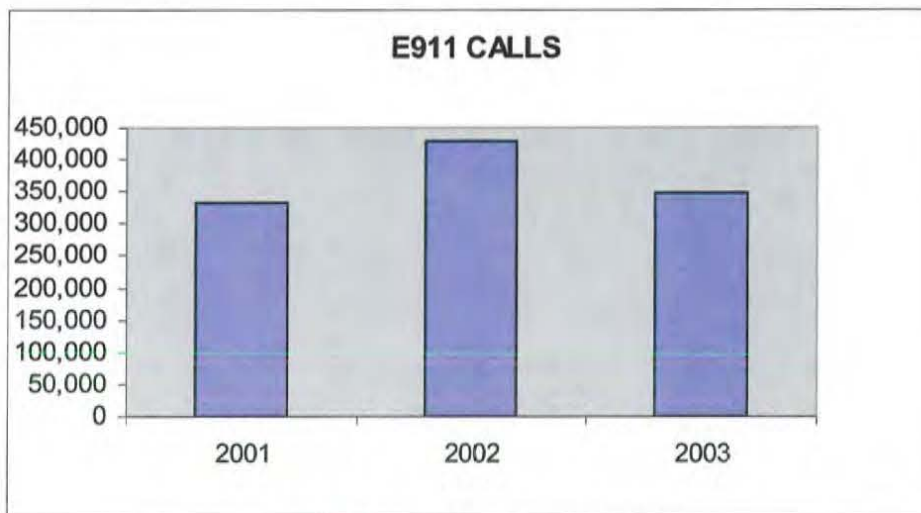
Washington

Washington County SD

York

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

Attachment 5A



As of September 2003

Attachment 5B below

PSAP	2002						2003						TOTAL	Per/Day
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Kennebunkport PD	264	154	93	91	82	99	99	97	64	63	83	145	1,334	3.65
Cumberland PD	118	145	158	129	117	108	117	79	110	126	121	139	1,467	4.02
Cape Elizabeth PD	216	165	118	142	160	109	105	98	108	104	120	119	1,564	4.28
Lisbon PD	179	157	141	124	107	104	121	124	127	120	130	130	1,564	4.28
Freeport PD	153	150	133	154	131	172	155	135	141	127	133	164	1,748	4.79
Yarmouth PD	195	159	164	169	158	167	154	125	181	132	115	171	1,890	5.18
South Berwick PD	183	135	209	147	182	136	165	130	147	153	240	142	1,969	5.39
Wells PD	264	267	189	150	146	152	115	106	129	137	137	188	1,980	5.42
Falmouth PD	187	164	152	173	194	176	150	144	182	140	174	176	2,012	5.51
Kennebunk PD	243	258	207	174	166	192	159	166	162	133	184	212	2,256	6.18
Kittery PD	230	237	227	211	197	196	196	171	153	166	188	181	2,353	6.45
Bar Harbor PD	367	316	232	261	122	144	118	97	121	180	275	265	2,498	6.84
Gardiner PD	274	229	245	209	197	207	171	196	224	171	230	208	2,561	7.02
York PD	421	381	264	234	181	224	177	167	175	186	236	275	2,921	8.00
Gorham PD	285	269	247	256	241	315	236	219	220	239	262	262	3,051	8.36
Old Orchard Beach	478	506	290	225	232	198	200	186	185	205	225	302	3,232	8.85
Windham PD	342	291	297	287	262	281	265	231	277	303	302	331	3,469	9.50
Scarborough PD	487	506	355	393	383	360	346	299	293	328	361	397	4,508	12.35
Saco PD	512	464	462	428	423	423	414	346	375	384	455	383	5,069	13.89
South Portland Comm.	539	584	490	506	472	484	448	378	476	441	468	497	5,783	15.84
Brunswick PD	519	497	418	467	497	498	461	456	473	512	514	515	5,827	15.96
Westbrook PD	563	624	553	482	526	506	483	498	519	491	592	603	6,440	17.64
Sanford PD	747	589	546	525	548	516	453	475	469	499	577	523	6,467	17.72
Biddeford PD	635	567	598	582	616	618	528	559	490	544	587	601	6,925	18.97
Waterville PD	860	850	770	735	715	728	700	655	695	730	728	813	8,979	24.60
Augusta PD	1,105	1,009	873	894	766	712	730	744	816	752	741	780	9,922	27.18
Bangor PD	1,653	1,527	1,640	1,630	1,429	1,385	1,332	1,240	1,387	1,398	1,469	1,479	17,569	48.13
Lewiston/Auburn 911	2,387	2,369	2,276	2,140	2,050	2,168	2,222	1,906	2,030	1,954	2,322	2,202	26,026	71.30
Portland PD	4,035	4,005	3,550	3,166	3,117	3,159	3,127	2,715	3,119	3,032	3,481	3,480	39,986	109.55
SP Orono	2,100	2,145	1,841	1,939	2,237	2,043	1,885	2,146	2,119	1,968	2,140	2,356	24,919	68.27
SP Augusta	3,153	3,214	2,487	2,387	2,775	2,741	2,423	2,487	2,600	2,150	2,307	3,165	31,889	87.37
SP Gray	6,742	6,402	5,614	5,954	5,716	5,803	5,269	5,125	5,555	5,442	5,868	6,442	69,932	191.59
Hancock County	0	0	0	0	0	0	0	409	320	430	375	525	2,059	5.64
Piscataquis RCC	398	400	310	303	323	320	283	319	351	288	319	312	3,926	10.76
SP Houlton	26	25	19	279	506	554	509	524	619	545	606	740	4,952	13.57
Washington RCC	565	599	428	427	519	482	423	424	477	476	490	547	5,857	16.05
Waldo RCC	630	583	453	495	507	520	482	411	446	504	525	565	6,121	16.77
Androscoggin County	633	598	537	543	569	601	497	488	491	545	575	569	6,646	18.21
Franklin RCC	648	649	603	580	587	615	571	612	609	534	566	601	7,175	19.66
Lincoln County	842	728	635	648	560	623	498	498	531	605	632	682	7,482	20.50
Sagadahoc County	878	857	676	729	674	673	628	609	652	689	710	836	8,611	23.59
York County RCC	950	910	785	678	743	717	617	627	696	679	858	860	9,120	24.99
Cumberland County	1,067	1,150	919	772	726	819	672	620	692	684	816	814	9,751	26.72
Kennebec County	987	987	790	721	881	790	787	714	861	772	831	938	10,059	27.56
Somerset RCC	1,068	1,012	813	846	927	947	818	721	857	829	896	959	10,693	29.30
Oxford RCC	1,697	1,799	1,434	1,448	1,364	1,391	1,343	1,190	1,443	1,233	1,368	1,400	17,110	46.88
Penobscot RCC	1,717	1,685	1,519	1,448	1,390	1,315	1,379	1,206	1,500	1,452	1,631	1,632	17,874	48.97
Knox County	1,888	2,023	1,611	1,618	1,519	1,480	1,537	1,369	1,496	1,591	1,672	1,646	19,450	53.29
Old Town PD	209	215	185	214	226	194	223	179	138	132	9	na	1,924	5.27
Total	44,639	43,555	37,556	37,113	37,166	37,165	34,791	33,420	36,301	35,298	38,644	41,272	456,920	

1 = County
2 = State
Police
3 = Municipal
0 = NA

Red E. Fox makes an appearance at Cushing Community School

By Fletcher Smith

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CUSHING (Oct 7, 2003): Last week, a fox was loose in the halls of the Cushing Community School.

Luckily, it was only Red E. Fox -- America's newest 9-1-1 superhero.

The seven-foot, red and white mascot teaches kids the proper way to use the 9-1-1 service and he made a well-received appearance for Beth Vickery's kindergarten and Carol Moss' first-grade class.



Sandi Freeman asks Red E. Fox to show her young audience how to dial 9-1-1. (Photos by Fletcher Smith)

In all actuality, Red E. Fox is Knox County Dispatcher Bob Coombs. Co-workers Sandi Freeman and Melissa Ribar complete Coombs' entourage.

At Tuesday's presentation, Freeman stood before a group of young children and in the most patient manner possible, explained when to call, when not to call and what to do when the 9-1-1 dispatcher comes on the phone.

Most importantly, Freeman tried to help the children recognize what constitutes a real emergency.

"If you stub your toe at home is that an emergency?" Freeman asked the children.



Raven Meklin's and Nicholas Killaran's eyes lit up when Red E. Fox came in the room.

A little girl in pink raised her hand and waved wildly.

"That isn't an emergency," she said proudly.

Freeman said most of the kids already know a lot about calling 9-1-1, but public education for the younger ones helps reinforce what they learn at home and in school.

Before Red E. Fox made his appearance, Freeman showed the children a videotape called the "Great 9-1-1 Adventure."

The cast of the adventure is made up of Red E. Fox, four puppet children, Wally Weasel, a Hollywood quiz show producer, and two talking telephones, Whirley and Buttons.

In the video, the children visit Telephone University Professor Whirley, a rotary phone with a white beard, who gives a lesson on dialing 9-1-1 on an older-type phone. Professor Buttons, a push-button phone with a California-esque accent, showed kids how to dial with a more modern phone.



Red E. Fox was ready for a hug from his biggest fans.

The team behind the production of the video predicted children ages four through seven would be captivated by the on-screen adventure.

Seven-time Emmy winner Tony Urbano Productions produced the video and Gary Powell, who has original scores such as "The Little Mermaid," "Aladdin" and "The Lion King" under his belt, wrote the score.

Aside from these credentials, what really impressed the kids was when Red E. Fox came through the door for a personal appearance.

He couldn't talk, but having him there in the school after seeing him in the video made the kids' day.

"The kids really love Red E. Fox and this presentation is such a good way to teach them about a service that could save their lives or the lives of someone they love," said Freeman. "It shows them what to do and say in case they are alone or frightened."

**** Reprinted from the Rockland Village Soup**