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Emergency Services Communication Bureau

2004 Annual Report

Prepared for:
Joint Standing Committee on Utilities and Energy
Senator Philip L. Bartlett II, Co-Chair
Representative Lawrence Bliss, Co-Chair

By:
State of Maine
Maine Public Utilities Commission
Emergency Services Communication Bureau
January 31, 2005



John Elias Baldacci
Governor

STATE OF MAINE
Emergency Services Communication Bureau
15 Oak Grove Road, Room B-132
Vassalboro, Maine
04989-3201



Albert E. Gervenack
Director

January 27, 2005

Senator Philip L. Bartlett II, Co-Chair
Representative Lawrence Bliss, Co-Chair
Joint Standing Committee on Utilities and Energy
122nd Legislature
Augusta, Maine, 04333

Re: FY04 Legislative Annual Report

Dear Senator Bartlett and Representative Bliss:

The Emergency Services Communications Bureau (Bureau) is pleased to submit the FY04 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 25 MRSA §2927, Sub-§ 5:

“Legislative annual report. The bureau shall report annually, before February 1st, 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. Recommendations for amending existing and enacting new law to improve the E9-1-1 system.”

The report also includes the following:

- Status Report current through November 2004
- FY04 and FY05 budget vs. actual expenses
- Recommended budget for FY06 surcharge
- List showing location of activated PSAPs
- Sample of PSAP call volume statistics
- Wireless implementation status list
- List of incomplete 9-1-1 addressing by municipality

We are pleased to report that all of Maine's 48 PSAPs are online and actively receiving enhanced 9-1-1 wireline and Phase I wireless emergency calls. The system continues to perform extremely well, and the rapid response made possible by the system has proven invaluable in dealing with many life threatening medical and public safety emergencies throughout the state.

Over the last 12 months, the Bureau has made great strides in all areas of system development, implementation, community addressing, communications and technical support for our constituencies.

Although 99.96 percent of the population now has wireline Enhanced 9-1-1, there are still a number of ongoing issues. Four key focus areas are:

- Wireless 9-1-1 Phase II location, including mapping implementation;
- PSAP reduction and regional PSAP network design;
- Municipal completion of addressing; and
- Future E9-1-1 program funding with the introduction of VoIP technologies.

If you have additional questions about the program, please contact me directly at 877-8052.

Sincerely,



Albert E. Gervenack, Director
Emergency Services Communication Bureau

cc: Thomas Welch, Chairman, Public Utilities Commission
Dawna Hannan, Chairman, E9-1-1 Advisory Council

Enhanced 9-1-1 Status Report

Current through November 30, 2004

Overview:

2004 saw substantial progress toward the Bureau's goal of bringing the public safety benefits of enhanced 9-1-1 to wireless customers. The Bureau teamed with each of the seven cell phone providers in Maine and successfully activated Phase I wireless E9-1-1 (Enhanced 9-1-1) service statewide. This first step provides the address of the cell tower where the call was received and the phone number of the caller. In addition, three wireless carriers have implemented Phase II, which provides all the same information as Phase I plus the latitude and longitude of the caller within accuracy requirements set forth by the Federal Communications Commission's (FCC) Report and Order 92-104.

The E9-1-1 system, for both wireline and wireless customers, continues to perform with great reliability. The very high volume of emergency calls handled by E9-1-1, and the lives and property saved and crimes solved attest to the value and public acceptance of the system for Maine's citizens.

The Bureau also continued to work towards the goal, established by the First Regular Session of the 121st Legislature, of reducing the number of PSAPs from 48 to between 16 and 24. (25 MRSA §2926, sub-§2-A).

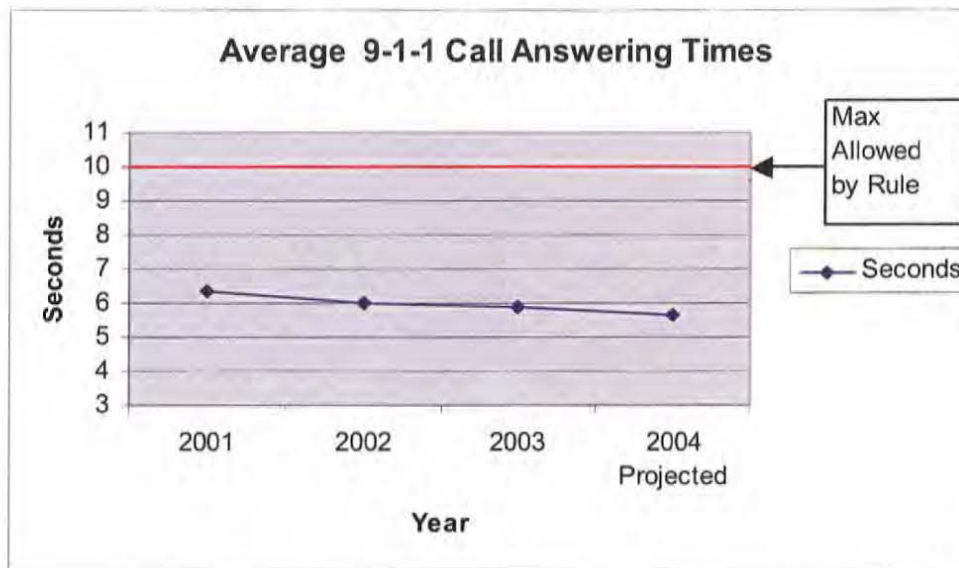
The Bureau's continued technical support has proven crucial in allowing a significant increase in the number of towns that have completed the process of converting fully to the addressing system needed to provide the maximum benefit of the E9-1-1 system. With full addressing, PSAPs can automatically 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.

The Bureau continued to provide PSAP call taker/dispatcher training courses for new hires, supervisors and system administrators, and undertook several public education efforts to help the public (both children and adults) use the system correctly. The courses focused both on how to use, and how NOT to use, the system.

Information about Enhanced E9-1-1 is available on the Bureau Web page at www.maine911.com.

Major Accomplishments:

- PSAPs: Emergency call answering times have continued to improve. Last year, call takers answered calls on average in 5.7 seconds. This is significantly better than the 10-second average required by the Bureau's rules.



- **Wireless Activation: (Attachments 5 & 7)**

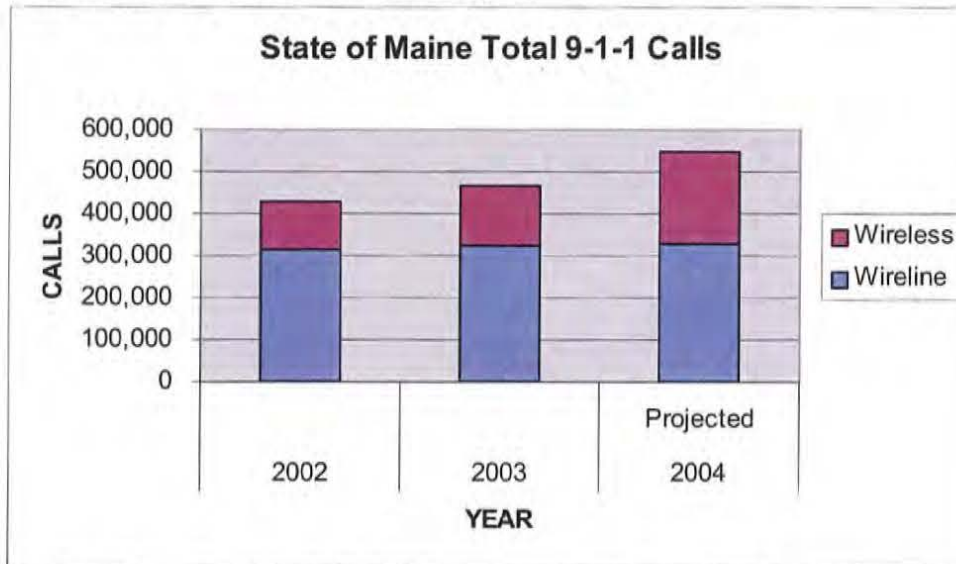
Phase I: FCC rules require that wireless Phase I calls provide the emergency call taker with the caller's phone number and address of the tower delivering the call. During 2004, the Bureau deployed wireless Phase I service with all of the seven wireless carriers authorized to conduct business within the State of Maine (United States Cellular Corporation (U. S. Cellular), Rural Cellular Corporation (RCC)-Unicel, AT&T Wireless, Verizon Wireless, Sprint, Nextel and T-Mobile). This process involved live field calls testing statewide for over 2,200 antenna sectors for correct routing and associated information.

Phase II: FCC rules for Phase II require the same information as Phase I with the addition of the caller's location, typically latitude and longitude coordinates. Phase II location is commonly determined using either a handset with GPS (global positioning system) or network (triangulation) methodology.

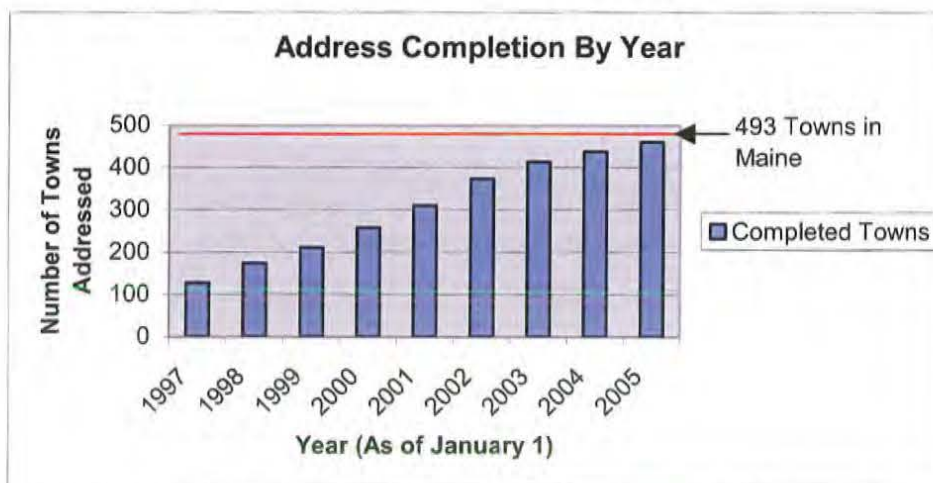
Currently, Phase II has been deployed throughout the Sprint, Nextel and US Cellular service areas in Maine. Phase II activation for the other carriers is expected to be completed by fall of 2005. Similar to Phase I, Phase II deployment requires additional live field call testing from each of the over 2,200 antenna sectors to verify correct location information is being received at the call taker workstation. Carriers are adding new cellular towers on a sometimes-weekly basis, so the ESCB's validation work will continue.

In addition to the work described above, the Bureau is conducting a Phase II mapping pilot in Lincoln County to test the computer and location accuracy of the various carrier location technologies. Phase II will provide the call taker a more specific location (50 meters to 150 meters depending on technology) of the caller's location automatically on a computer map. This information is essential for a timely emergency response to the caller's request for help.

Providing accurate location information for wireless customers has become increasingly important to Maine customers. The following graph shows the dramatic increase in Cellular 9-1-1 calls over the last three years; by contrast, there has been very little change in the number of wireline calls for help.

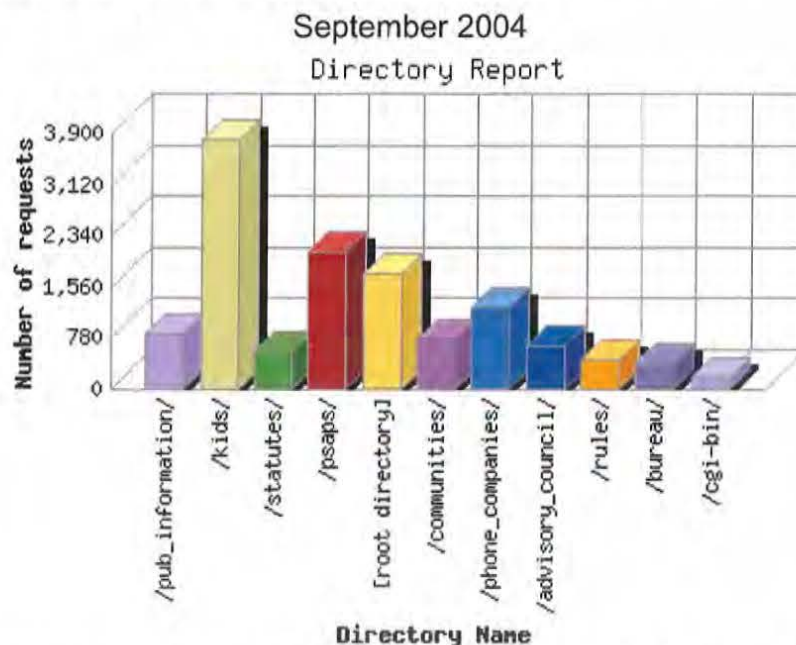


- Addressing and Database:** With the valuable assistance of outside technical support provided by the Bureau, virtually all Maine towns have now completed addressing. Of the 30 municipalities remaining (out of 493 towns), most are small and many will still require intensive one-on-one assistance to finish. Additionally, there are about 90 townships that are yet to be addressed. These two groups represent about 32,000 people without E9-1-1 addresses (attachment 8).



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. The Bureau plans regional workshops in 2005 for Addressing Officers to help towns understand and carry out their on-going responsibilities.

- **Improved communications with customers and constituents:** The Bureau continues to make an effort to keep the public safety community and general public informed. Most recently the website was expanded to include requirements, of the Bureau, on the wireless carriers as the Bureau moves into wireless activation, and a table showing the availability of 9-1-1 service for each carrier. The Bureau also continued its education program to enhance awareness of the availability of E9-1-1 and to ensure proper use of the system. Specific steps taken include the following:
 - “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.
 - 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 number of persons accessing the web page and the continued popularity of the kid’s page as it received nearly 3,900 requests in September 2004 (400 more than September 2003), two years after activation. The kid’s page receives more than double the number of requests then and other of our web page.



The web site features ten cartoon characters (developed for Maine E9-1-1) that invite kids to learn about the state's emergency system. Included are puzzles and games that reinforce key E9-1-1 messages. All materials can be printed from the web site.

The Bureau recently began revising www.maine911.com to make it more useful to its customers. More timely information for public safety personnel interested in training and more news on wireless 9-1-1 are two examples of changes in progress.

- The Bureau continues to meet regularly with the Maine Chiefs of Police, Maine Sheriffs, Maine Fire Chiefs Associations, Emergency Medical Services providers,

county EMA directors, and the State Deaf Advisory Council to ensure a strong liaison with the public safety community and other stakeholders. Together with the Bureau's participation in conferences, workshops and seminars, including the annual Maine Municipal Association convention and the Maine County Commissioners convention, these contacts provide the opportunity to distribute materials and information to hundreds of participants.

- Bureau staffers are members of and regular participants in the state chapter of the National Emergency Number Association (NENA), the largest professional association in the state, representing emergency communications managers and call takers. The Bureau assists in the planning and execution of the Maine chapter's annual conference and training seminars.
 - 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 and facilitates periodic discussion group meetings with PSAP managers, supervisors and trainers on a wide range of topics.
 - All state highway emergency *77 signs have been replaced with emergency 9-1-1 signs (attachment 6). *77 was been disabled by all cellular carriers and markings removed from all state police vehicles.
- **Network:** The Maine Enhanced 9-1-1 network continues to perform very reliably. Verizon continues to improve network end office to tandem E9-1-1 circuits and physical diversity. This improves the overall reliability of emergency call routing in cases of unplanned interruptions throughout the network.

Androscoggin, Oxford and Sagadahoc County PSAPs added additional call taker positions in 2004 to accommodate increased call volumes. The City of Westbrook constructed a new fire/police facility that required the relocation of the call taking equipment.

- **Training:** Initial training for newly hired PSAP call takers consists of a 2-day equipment and certification course, which must be completed within 90 days of assignment. Following the state's initial implementation schedule, during which over 750 students were trained, the ESCB has continued to offer the certification course monthly for approximately 8-10 students, with over 1200 call takers having 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 offered a 40-hour pilot program in March 2004, which will be further expanded to meet state and national best practices.
- The Bureau added a workstation for training on MagIC statistical software to the lab and a one-day course on the software's use. The Bureau also offers a 4-hour refresher training for PSAP administrators upon request.

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. As an example, in the fall of 2004, the Bureau offered a one-day seminar on 9-1-1 Liability attended by over 80 students, representing over 50 different agencies.

- The Bureau continues to host specialized training in Emergency Medical Dispatch (EMD), certifying dispatchers in the protocols to coach callers in managing serious medical emergencies while the ambulance is in route. As of the end of 2004, 33 of the 48 PSAPs have adopted such life-saving EMD protocols.
- **Removal of Two-Party Lines in Verizon Territory:** The Bureau encouraged Verizon to remove support for all two-party telephone lines in its operational territory as a public safety item. Two-party lines do not provide the PSAP with the correct address for the calling party, as the computer does not know which subscriber is calling 9-1-1. The PUC approved the Verizon request to convert these customers to single party service in September 2004. Because no new two-party lines had been installed for many years, few customers were affected.

Issues for 2005:

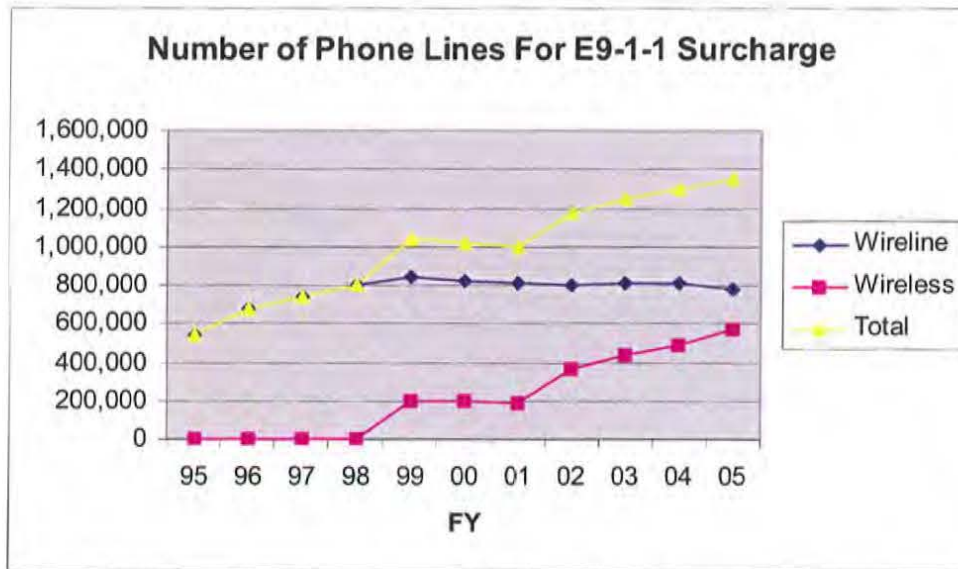
- **E9-1-1 Contract (Verizon):** The Verizon E9-1-1 contract expires the second quarter of FY06. The event requires the Bureau to determine how to move forward during FY05. The Bureau, in consultation with the Bureau of Purchases, will evaluate available options to continue this important emergency service. As part of the planning, the final and eventual total number and location of PSAPs will be a critical factor in negotiations (25 MRSA 2926,sub§2-A.)

- **Penobscot County Court Decision:**

The City of Bangor filed a court case against Penobscot County stating that it should not be required to pay for the County Communication Center in its county tax assessment because the city does not utilize the function or service. The court ruled in the city's favor.

The County filed an appeal that is scheduled to be heard in mid January 2005. The ESCB will be watching closely for the impact on PSAP staffing, call answering times, and other consolidation efforts around the state should the county appeal fail.

- **Program funding:** The Bureau is nearing the end of the implementation phase of E9-1-1, with the main focus now on completing wireless deployment. The Bureau's goal is to complete all initial deployment by year-end 2005. Thereafter, the primary focus will be on maintaining the operational integrity of the system, and ensuring that the public and service providers have all the training and information they need to obtain E9-1-1's public safety benefits. Absent unexpected costs, the Bureau believes that the current surcharge level will produce sufficient revenues, when combined with the Bureau's existing balance, to enable the Bureau 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 call taking -- its share of the costs required for participation in Enhanced 9-1-1. This issue was subsequently resolved when Penobscot County agreed to fund local call taking costs at the county level and to eliminate the cost allocation formula.

Unfortunately, Lincoln refused to give up local dispatch and would not guarantee the county PSAP 24/7 call taker 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.

The outcome of the City of Bangor/Penobscot County Communication case may impact further the status of the Town of Lincoln participation in the regional PSAP.

PSAP consolidation: Under the law passed in the most recent legislative session, the Bureau must, to the extent possible, reduce the number of PSAPs in Maine from 48 (the current number) to between 16 and 24. To gather information for the Bureau to determine how to achieve the reduction, the Public Utilities Commission initiated Docket 2003-859, Inquiry Into the Reduction of Public Safety Answering Points. The Notice of Inquiry has generated numerous comments from current PSAP stakeholders, public safety officials, and other interested people.

Communities in several areas, including Cumberland, York, Androscoggin and Penobscot Counties, have engaged consultants to conduct consolidation studies. The

Commission has held five regional meetings to informally discuss consolidation progress and future consolidation plans.

PSAP call volume statistics (for FY02) reveal 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 call taking and dispatch operations are consolidated 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. (Attachment 4)

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 during the first half of 2005. As expected, consolidation has been controversial. 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 the coordination of PSAP consolidation with issues raised by new radio frequency allocations by the Federal Communication Commission.

- **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 is complete, there is significant work to be done at the local and state levels, and by the telephone companies, to increase the accuracy of local addressing changes. Many towns now see the value of this database and are actively working to increase the timeliness and accuracy of the database.
- **Database Quality Efforts:** The Bureau started a major project in March 2004 to scrub the database records with the help of Verizon database management staff and the Maine Office of GIS (MEGIS). The process involves comparing the street address ranges created by E9-1-1 addressing with the street address ranges currently in the 9-1-1 database. The differences are resolved between the municipality and the local exchange carrier. This effort has increased the percentage of numbered records in the database from 91.2 to 94.05 percent in eight months. At the same time, MEGIS is using the information to update community maps for wireless E9-1-1 deployments. The project will continue in 2005.
- **VoIP - Voice Over Internet Protocol:** VoIP enables people to use their computer internet connection as the transmission medium for placing and receiving telephone calls, including 9-1-1 calls, rather than by using traditional wired telephones that connect to the PSTN (Public Switched Telephone Network) or cellular or wireless telephones.

VoIP service raises difficult questions for 9-1-1. For example, a VoIP provider (and subscriber) may be able to avoid the E9-1-1 surcharge because the subscriber may not have a connection to which the surcharge attaches. Consequently, as more VoIP telephones are placed in use the amount of surcharge revenue generated to support the state 9-1-1 system will decrease, potentially necessitating a surcharge increase. More importantly, subscribers currently using VoIP are unlikely to obtain the public safety benefits of the system, because the computer being used as a telephone communicates no

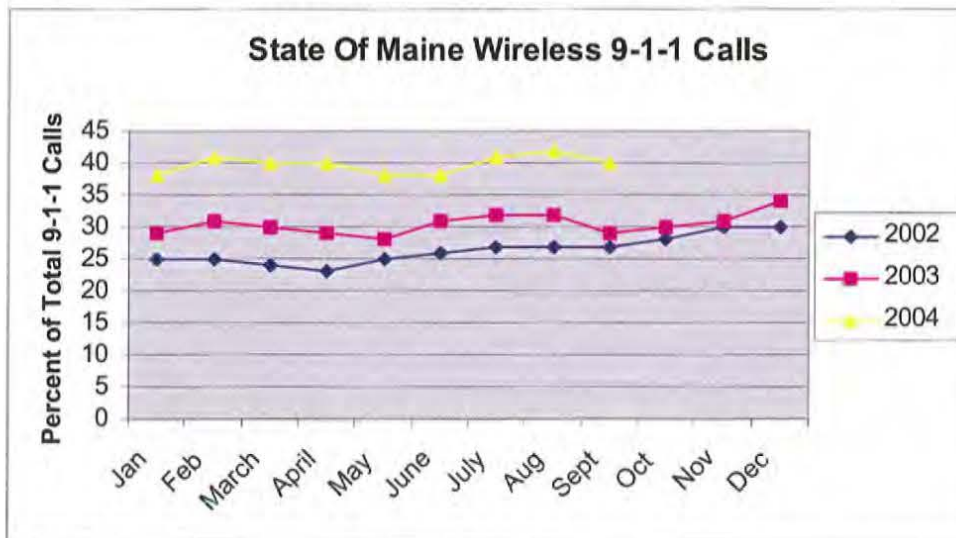
name, call back telephone number, address, and police, fire, or medical routing information concerning the caller.

- **Wireless Phase II (location identification):**

The next step for E9-1-1 in Maine is to make Wireless Phase II Mapping available at the PSAP workstation. This function will allow the call taker to automatically approximate the location of the wireless (or wireline) caller using the latitude and longitude along with the Phase I data from the cell phone.

The Bureau has successfully implemented mapping for Phase I and Phase II (and wireline) at the Lincoln County PSAP. Phase II request letters for statewide implementation have been mailed to all seven wireless carriers. The Bureau maintains an implementation status list of carriers on our WEB Page at www.maine911.com/phone_companies/wireless.html . For carriers to meet the Federal Communications Commission (FCC) implementation time lines, the Bureau expects carrier Phase II implementation to be complete by fall 2005. Mapping implementation will become an intergraded function of the new Verizon E9-1-1 contract.

The chart below shows the dramatic increase in 9-1-1 call volume from wireless telephones.



- **Telephone book publishers' compliance:** This issue relates to the listing of old emergency numbers (pre 9-1-1 activation) 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 numbers listed as "emergency numbers".
- **Telephone companies' database compliance:** The Bureau has had difficulty getting some telephone companies to process on a timely basis 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 the companies' responsibilities through rulemaking in 2005. On the positive side, the Bureau, working with the telephone companies individually, has been successful in reducing the number of address error reports and increasing the accurately numbered records in the E9-1-1 database.

- **Comprehensive Training:** In Maine, E9-1-1 dispatchers are the only public safety employees without minimum training standards. Unlike all other public safety employees (police, fire, EMS, corrections), who must complete a mandatory basic training academy, dispatchers are typically trained "on-the-job." Using recent legislative authority, the Bureau plans 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 use 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 investigates individual complaints by the calling public when there is a suggestion that the E9-1-1 systems fail to meet public expectations at the Telephone Company and/or PSAP level.

- **Training:** As the Bureau enters into a new contract period, which will involve new PSAP call answering technology; the training staff must prepare to re-train all current PSAP call takers (700-800) in new software and hardware functionality.
- The Bureau is collaborating with the Maine Emergency Management Agency to design and deliver regionally, a one-day course for emergency dispatchers on WMD/Haz-Mat and Incident Command Awareness in early 2005.
- The Bureau recently began revising www.maine911.com to make it more user-friendly to site visitors. More timely information for public safety personnel interested in training and more news on wireless 9-1-1 are two examples of changes in progress.
- The Bureau filed the appropriate paper work with the Secretary of State identifying that the Bureau is engaged in the rule making process as part of the PSAP consolidation PBX rules, and overall review and numbering of current bureau rules.

A. Use of funds for FY04 and planned expenditures for FY05

- **FY04 Expenditures (Attachment 1):** FY04 expenses were less than budgeted for the following reasons:
 - General operations. The purchase of dispatch training consoles was delayed due to a slower than expected co-purchasing process with the Maine State Police.

- STACAP. STACAP to the general fund was significantly less than originally budgeted.
- Technology and Minor Equipment. The purchase of items to be used in conjunction with the console hardware described above was also delayed.
- Also noted was the major increase in personnel health insurance.

B. FY05 Planned Expenditures (Attachment 2): Expenditures are on track with the budget for FY05.

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

The E9-1-1-surcharge revenue collected for FY04 was \$7,949,135. This includes accrued interest minus a payment of \$20,826 moved to the General Fund.

The E9-1-1 surcharge revenue collected for FY05 through September 30, 2004 was \$2,696,468.

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 account and is tracked within the State MFASIS accounting system. Periodic reports on revenues and expenditures are available from the state budget office or the Public Utilities Commission accounting office.

The Bureau believes that the current \$.50 surcharge, together with existing funds, will generate sufficient revenues to cover the costs of the Verizon contract and the ongoing operational expenses of the program for FY06 (attachment 3). Statutory expenses (25MRSA § 2926, 2927) other than the Verizon contract include technical assistance for community addressing, E9-1-1 call taker and dispatcher training, payment to local exchange carriers (LEC) for address database development, database maintenance, system quality assurance, public education, and Bureau operating costs. The 9-1-1 system also pays into the state universal service fund (approximately \$86,560) and the school and library fund (approximately \$29,640).

Future Surcharge

Since the formation of the FY04/05 biennial budget, the number of wireless subscribers has dramatically increased (page 7). This increase has enabled the Bureau to maintain the current \$.50 surcharge to fund a portion of the program.

The Bureau recommends continuing the \$.50 surcharge for FY 06.

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 Pre-Paid wireless telephones and cards are required to submit the E9-1-1 surcharge.

Future legislation:

- The Federal Communications Commission has determined that the use of VoIP (voice over internet protocol) for dial tone and for calling 9-1-1 is not a telephone service, and thus these users do not pay the E9-1-1 surcharge to support the statewide program. Unless the VoIP providers are willing to pay the surcharge on an optional basis (as part of a possible package at the federal level that keeps them free from regulation), other ways of funding the services the Bureau provides may eventually have to be found.

Attachment	1	FY04 Budget vs. actual expenses
Attachment	2	FY05 Budget vs. year to date expenses
Attachment	3	Proposed budget FY06
Attachment	4	PSAP list
Attachment	5	Statistical data A. Total system E9-1-1 calls
Attachment	6	Public Education A. Highway sign update
Attachment	7	Wireless implementation schedule
Attachment	8	9-1-1 Addressing incomplete by town

Attachment 1

**EMERGENCY SERVICES COMMUNICATION BUREAU
FY04**

Cat	Title	Allotted	Expended	Encumbered
Personnel				
3210	Limited Period Full Time	227,041	264,103	
3284	Other Leave			
3410	Project Regular			
3612	Premium OT			
3616	Retro Lump			
3621	STP RC/RT			
3631	Longevity	624	1,551	
3901	Health Insurance	41,623	114,562	
3905	Dental Insurance	1,352		
3906	Workers' Comp Insurance	9,165		
3908	Employer Retiree Health	18,054		
3909	Employer Retirement Admin	1,343		
3910	Employer Retirement Cost	19,087		
3911	Employer Group Life	842		
3912	Employer Medical Cost	3,301		
3960	Retirement Unfunded Liability	14,548		
	Subtotal	336,980	380,216	
All Other				
4000	Prof. Services, Not By State	6,690,388	6,869,833	
4100	Prof. Services, By State	500	2,280	
4200	Travel Expenses, In State	1,584	414	
4300	Travel Expenses, Out of State	12,441	7,548	
4400	State Vehicle Operations	500	107	
4500	Utility Services	0	107	
4600	Rents	20,088	13,689	
4700	Repairs	1,200	1,793	
4800	Insurance	2,796	10,404	
4900	General Operations	258,688	21,112	
5000	Employee Training	5,495	14,437	
5100	Commodities - Food	550	0	
5300	Technology	449,281	248,668	
5400	Clothing		421	
5500	Minor Equipment	55,800	3,003	
5600	Other Supplies	6,960	8,796	
8511	Trans To General Fund STACAP	172,294	45,420	
	Subtotal	7,678,565	7,248,033	
	Total	8,015,545	7,628,250	

Attachment 2

EMERGENCY SERVICES COMMUNICATION BUREAU
FY05

Cat	Title	Allotted	YTD/10-31 Expended	Encumbered
Personnel				
3195	Attrition	(4,033)		
3210	Limited Period Regular	256,944	70,027	
3280	Vacation Pay		4,941	
3281	Holiday Pay		1,956	
3282	Sick Pay		1,303	
3611	Standard OT		25	
3621	STP RC/RT	246	76	
3631	Longevity	1,204	384	
3901	Health Insurance	56,409	17,327	
3905	Dental Insurance	1,433	444	
3906	Workers' Comp Insurance	5,207	1,520	
3908	Employer Retiree Health	30,682	8,682	
3909	Employer Retirement Admins	1,303	417	
3910	Employer Retirement Cost	20,306	6,508	
3911	Employer Group Life	903	288	
3912	Employer Medical Cost	3,565	1,064	
3960	Retirement Unfunded Liability	17,542	6,061	
	Subtotal	380,701	121,023	
All Other				
4000	Prof. Services, Not By State	6,239,532	2,109,079	360,354
4100	Prof. Services, By State	26,300		
4200	Travel Expenses, In State	8,323		
4300	Travel Expenses, Out of State	12,485	5,882	
4400	State Vehicle Operations	16,646	29	
4600	Rents	62,423	5,266	
4700	Repairs	4,163	0	1,454
4800	Insurance	2,756	375	
4900	General Operations	87,005	4,774	
5000	Employee Training		14,912	
5300	Technology	751,646	2,062	10,000
5500	Minor Equipment	8,323	1,170	
5600	Other Supplies	12,485	2,295	
8511	Trans To General Fund STACAP	72,074	21,331	
	Subtotal	7,304,161	2,167,175	
	Total	7,684,862	2,288,198	371,808

Attachment 3

E911 FUND

BUDGET 06

PERMANENT FULL TIME	3110	
LIMITED PERIOD FULL TIME	3210	256,944
PROJECT FULL TIME	3410	
Premium Overtime	3412	
RETRO LUMP SUM	3616	
LONGEVITY PAY	3631	1,555
HEALTH INSURANCE	3901	56,409
DENTAL INS	3905	1,433
WORKERS' COMP INSURANCE	3906	5,207
EMPLOYER RETIREE HEALTH	3908	30,682
EMPLOYER RETIREMENT ADMINI	3909	1,303
EMPLOYER RETIREMENT COSTS	3910	20,306
EMPLOYER GROUP LIFE	3911	903
EMPLOYER MEDICARE COST	3912	3,565
RETIREMENT UNFUNDED LIABILITY	3960	17,542

PERSONAL SERVICES>>		380,701
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PROF SERVICES, NOT BY STATE	4000	8,026,630
PROF SERVICES, STATE	4100	26,000
TRAVEL EXPENSES, IN STATE	4200	1,584
TRAVEL EXPENSES, OUT STATE	4300	12,485
STATE VEHICLES OPERATIONS	4400	500
UTILITY SERVICES	4500	0
RENTS	4600	17,606
REPAIRS	4700	4,163
INSURANCE	4800	3,127
GENERAL OPERATIONS	4900	87,005
EMPLOYEE TRAINING	5000	23,000
COMMODITIES -FOOD	5100	0
COMMODITIES -FUEL	5200	0
TECHNOLOGY	5300	751,646
MINOR EQUIPMENT	5500	55,800
OTHER SUPPLIES	5600	17,110
TRANS TO GEN FUND STACAP	8511	86,081

ALL OTHER>>		9,112,737
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BUILDINGS	7100
EQUIPMENT	7200

CAPITAL>>

9,493,438

TOTAL EXPENDITURES

Maine PSAPs by

Attachment 4

<i>County</i>	<i>PSAP 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 State Police Gray Westbrook PD Windham PD Yarmouth PD
<i>Franklin</i>	Franklin County SD
<i>Hancock</i>	Hancock County RCC Bar Harbor PD
<i>Kennebec</i>	Augusta PD Gardiner PD Kennebec County SD State Police Augusta Waterville PD
<i>Knox</i>	Knox County RCC
<i>Lincoln</i>	Lincoln County 9-1-1
<i>Oxford</i>	Oxford County RCC
<i>Penobscot</i>	Bangor PD Penobscot County RCC State Police Orono

Piscataquis

Piscataquis County SD

Sagadahoc

Sagadahoc County

Somerset

Somerset County RCC

Waldo

Waldo County RCC

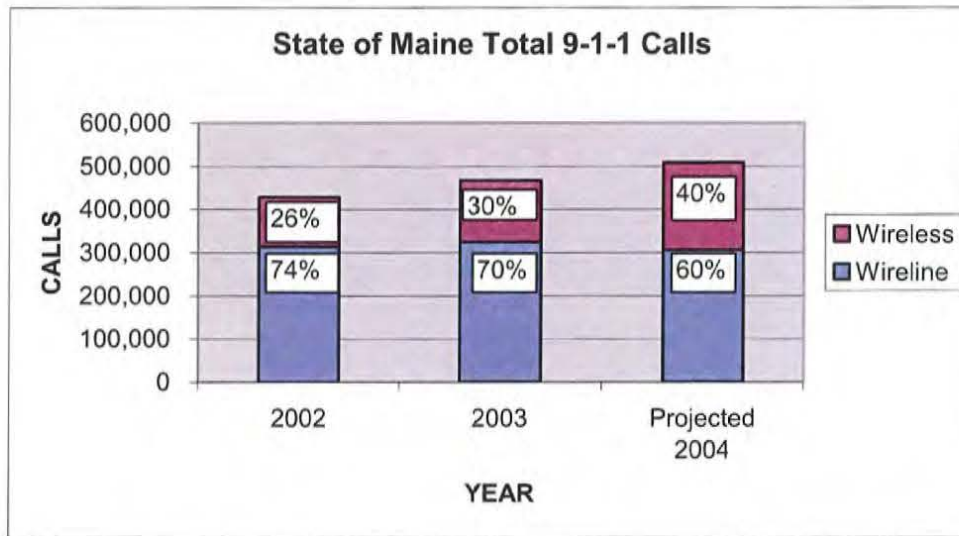
Washington

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 5



Attachment 6



Attachment 7

Wireless Implementation

Phase I:

Company	Letter Date	Geographic Area	Status
US Cellular Corporation	September 24, 2003	Statewide	Activated Statewide
Unicel/Rural Cellular Corporation	September 24, 2003	Statewide	Activated Statewide
AT&T Wireless	November 10, 2003	Statewide	Activated Statewide
Verizon Wireless	November 26, 2003	Statewide	Activated Statewide
T Mobile	January 12, 2004	Statewide	Activated Statewide

Phase II

Company	Letter Date	Geographic Area	Status
US Cellular Corporation	September 24, 2003	Lincoln County	Activated
Unicel/Rural Cellular Corporation	September 24, 2003	Lincoln County	Pending
Sprint PCS	November 10, 2003	Statewide	Activated
AT&T Wireless	July 7, 2004	Statewide	Pending
Nextel	July 22, 2004	Statewide	Activated
US Cellular Corporation	August 10, 2004	Statewide (except Lincoln County)	Activated
Verizon Wireless	September 1, 2004	Statewide	Pending
T Mobile	September 23, 2004	Statewide	Pending

Attachment 8

Incomplete 9-1-1 Addressing by Municipality as of December 28, 2004¹

Brighton Plantation
Brooklin
Chester
Codyville Plantation
Cranberry Isles
Crawford
Dixfield
East Machias
Eustis
Frenchboro
Gardiner
Harrington
Isle Au Haut
Kingsbury Plantation
Machias
Medway
Mercer
North Haven
Penobscot
Pittsfield
Pittston
Rangeley Plantation
Sedgwick
Starks
Tremont
Vinalhaven
Waltham
West Forks Plantation
Woodville

¹Includes all towns that have either not started addressing or not progressed far enough through the e911 addressing process to have reached the post office for processing. It does not include unorganized townships.