

AGENDA

ITEM

6. a.

CLINTON BOARD OF SELECTMEN
TUESDAY, SEPTEMBER 11, 2007
6:30 P.M.
SELECTMEN'S ROOM, TOWN OFFICE

MINUTES

CALL TO ORDER: Chairmen Jeffrey Towne called meeting to order at 6:30 p.m.

PLEDGE OF ALLEGIANCE: Chairmen Jeffrey Towne led the Pledge of Allegiance.

SELECTMEN PRESENT/QUORUM: Chairmen Jeffrey Towne, Vice Chair Steve Hatch, Randy Clark, Chester Nutting, and Joseph Massey. Also present Town Manager James Rhodes, Deputy Town Clerk Holly Stebbins.

COMMENTS/ QUESTIONS FROM THE PUBLIC CONCERNING MATTERS NOT RELATED TO ITEMS ON THE ADGENDA. THE BOARD'S RULES OF PROCEDURE HAS IMPOSED A 15 MINUTE TOTAL TIME LIMIT.

ACTION ITEMS:

- a. Approval of Selectmen's Minutes - August 29, 2007
Randy moved board approve minutes from August 29, 2007 meeting.
Second by Steve, 5-0 vote yes.
- b. Board confirmation of the Town Manager's appointment of Andrew Hill as Chief of Police.
Randy moved board confirm the Town Manager's appointment of Andrew Hill as Chief of Police. Second by Steve, 5-0 vote yes.
- c. Board confirmation Code Enforcement Officer appointment.
Randy moved board confirm the Town Manager's appointment of Robert G. Sharkey as Code Enforcement Officer. Second Steve, 5-0 vote yes.
- d. Board approval of Town Garage Advisory Committee Organizational and Directive Document.
Randy moved board approve the Organizational and Directive Document for the Town Garage Advisory Committee. Second by Chet, 5-0 vote yes.

Discussion Items:

- a. Agenda items for Board of Selectmen and Library Board of Trustees Joint Workshop on September 25, 2007.
 1. Receive Account ledgers for Brown Trust and Gibson Trust.
 2. Transfer existing Library controlled accounts to Capital Reserve account for Library equipment.

SUPPLEMENTS AND ABATEMENTS:

Randy moved Board approve supplement for map 006-048-f in the amount of \$495.90, Second by Chet, 5-0 vote yes.

Randy moved Board approve supplement for map 006-008 in the amount of \$269.70, Second by Chet, 5-0 vote yes.

Randy moved Board accept supplement for map 001-045 in the amount of \$624.95, Second by Chet, 5-0 vote yes.

Randy moved Board approve supplement for map 022-009 in the amount of \$147.90, Second by Chet, 5-0 vote yes.

Randy moved Board accepts abatement number 17 in the amount of \$495.90, number 18 in the amount of \$50.75, number 19 in the amount of \$188.50, number 20 in the amount of \$281.30, number 21 in the amount of \$188.50, number 22 in the amount of \$256.65, Second by Chet, 5-0 vote yes.

Town Manager's Report:

a. Expense / Revenue Report.

See Attached Expense / Revenue report.

b. See Attached contract for PSAP services at a rate of \$2.50 per capita, for a total bill of \$8350.00. Joe Massey is looking into pricing thru Skowhegan Dispatch.

c. Library request for \$50.00 cash to be used for a petty cash fund to pay for postage was pulled from the warrant for additional information.

OLD / NEW BUSINESS: NONE

WARRANT:

Randy moves board accept warrant # 17 in the amount of \$137,048.24. Second by Chet, 5-0 vote yes.

NEXT AGENDA ITEMS:

DOT speed limit on Mutton Lane and Battle Ridge Road.

PSAP Contract with Department of Public Safety.

Auditor opinions on Petty Cash Funds.

Policy concerning Referendum Procedures.

EXECUTIVE SESSION:

Randy moved Board enter into Executive Session pursuant to 1 M.R.S.A. 405 § (6)(A) to discuss a personnel matter. Second by Joe, 5-0 vote yes.

Randy moved Board exit Executive Session. Second by Chet, 5-0 vote yes.

ADJOURN:

Chet moved to adjourn, Second by Randy 5-0 vote yes, 9:05 pm.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Holly Stebbins". The signature is fluid and cursive, with a large loop at the beginning and a long tail extending to the right.

Holly Stebbins
Deputy Town Clerk

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ITEM

6. b.

Selectmen's Office

MUNICIPALITY OF CLINTON

September 25, A.D. 2007

To **Jane L. Beecher** of Clinton the County of Kennebec and the State of Maine: There being a vacancy in the position of **Planning Board Regular Member**, the Selectmen of the Municipality of Clinton do, in accordance with the provisions of the law of the State of Maine, hereby appoint you as a Regular Member of the Planning Board within and for the Municipality of Clinton, such appointment to be effective from September 26, 2007 until June 30, 2009.

Given under our hand this 25th day of September, 2007.

By The Board of Selectmen of Clinton, Maine

STATE OF MAINE

County of Kennebec

_____, 2007

Personally appeared the above named Jane L. Beecher who has been duly appointed by the Selectmen as a Planning Board Regular Member in said Municipality, and took the oath necessary to qualify her to discharge said duties for the term specified above according to law. Before me,

Municipal Clerk

**This Certificate and the Certificate of Oath shall be returned
to the Municipal Clerk for filing.**



TOWN OF CLINTON

COMMITTEE LETTER OF INTENT

DATE: 9-14-07

NAME: JANE L. REECHER

PHONE: 426-0984

ADDRESS: 1107 HILL ROAD
CLINTON, ME 04927

COMMITTEE OR BOARD OF INTEREST:

PLANNING

PLEASE INDICATE WHY YOU WOULD LIKE TO SERVE, AND ANY PREVIOUS BOARD OR COMMITTEE EXPERIENCE:

I AM INTERESTED IN SERVING ON THE PLANNING
BOARD TO CONTRIBUTE TO MY COMMUNITY. I AM
CONCERNED THAT WHILE SOLID VALUES REMAIN A
STRONG PART OF CENTRAL MAINE (INCLUDING CLINTON)
THAT THERE BE FLEXIBILITY AND GOOD DEVELOPMENT
PRACTICES. I AM AN ACTIVE MEMBER/BREEDER OF
AOPA (ALPACAS) AND COOPWORTH SHEEP REGISTRY (CSR).
I HAVE WORKED ON SEVERAL CIVIC COMMITTEES IN MAINE
(BANGOR AREA C. 70'S + 80'S); R.I., MD. AND DE. BEFORE
MOVING/SETTLING BACK IN MAINE.

AGENDA

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6. c.



John Elias Baldacci
Governor

STATE OF MAINE
Department of Public Safety
104 State House Station
Augusta, Maine
04333-0104



Anne H. Jordan
Commissioner

August 24, 2007

Dear Town Manager,

On Thursday, August 2, 2007, the Maine Public Utilities Commission (PUC) held a deliberation hearing on Docket No. 2006-365, to decide on the single Public Safety Answering Point (PSAP) for Kennebec County. This was the result of a Legislative Rule change to 25 M.R.S.A, Section 2926(2-A), which directed them to reduce the total number of PSAPs from 48 to 26 in the state.

On August 14, 2007, the PUC issued their Order designating Central Maine Regional Communications Center (CMRCC) at the Department of Public Safety (DPS), in Augusta, as the single PSAP for Kennebec County.

At a Maine Communications Policy Board Meeting, a representative of the PUC's Emergency Services Communications Bureau (ESCB) informed us that Verizon will no longer support the equipment that is located in PSAPs that are being decommissioned as a result of the above-mentioned Order. Because of this Order Augusta, Waterville and the Kennebec County Sheriff's Department will no longer provide PSAP service as of October 1, 2007.

As the sole PSAP for the Kennebec County area, DPS is preparing to provide services for those communities that wish to partner with us. In preparation I have enclosed the Department's contract for your review. This contract is for PSAP services only, and the fee in this contract is based on a scale of \$2.50 per capita as reported in the 2000 census for your community.

Should your community request DPS to provide both PSAP and dispatch services, the fee for this service will be adjusted. The fees were developed by the Emergency Communications Policy Board Budget subcommittee and presented to the Board for discussion, where they were accepted by a Board vote.

If you have any questions in regard to this information, please feel free to contact me at 624-7001.

Sincerely,

Cliff Wells, Director
Consolidated Emergency
Communications Bureau

Offices Located At:
Central Maine Commerce Center
45 Commerce Drive
Augusta, Maine

AGREEMENT

BETWEEN

STATE OF MAINE, DEPARTMENT OF PUBLIC SAFETY

AND

TOWN OF CLINTON

This Agreement is between the State of Maine, Department of Public Safety, with a mailing address of 104 State House Station, Augusta, Maine 04333-0104 (“Department”) and the Town of Clinton, with a mailing address of 27 Baker Street, Clinton, Maine 04927 (“Town”), hereinafter referred to jointly as the “Parties”.

WHEREAS, the Town has an obligation to provide Public Safety Answering Point Services; and

WHEREAS, the Town wishes to contract with the Department for the provision of PSAP Services; and

WHEREAS, the Department is willing to provide PSAP Services:

NOW THEREFORE, in consideration of the premises and the covenants set forth herein, the parties agree as follows:

1. The Department agrees to furnish to the Town all qualified personnel, facilities and materials necessary to provide Public Safety Answering Point Services as set forth in Attachment A to this Agreement (“Project”). For the purposes of this Agreement, the term “PSAP Services” means services described in rules adopted by the Maine Emergency Services Communication Bureau (“ESCB”) as amended. A copy of the ESCB rules as in force on the date of this Agreement is attached hereto as Attachment “B” and is incorporated herein by reference.

2. The Department shall provide to the Town:

a. A quarterly statistical report of PSAP Services using the standard reporting tools specified by the ESCB and the Department;

b. Transcripts of 9-1-1 calls received in connection with the performance of PSAP Services under this Agreement, upon the request of the Town;

c. Copies of tapes of radio calls received in connection with the performance of services under this Agreement, upon the request of the Town (for court and investigative purposes); and

d. Copies of any notices from the ESCB that PSAP Services failed to meet the standards established by the ESCB.

3. The Town shall pay to the Department an annual fee for dispatch and PSAP Services in the amount of \$8,350.00, which is payable to the Department fifteen (15) days after the Town's receipt of an invoice from the Department. The Department shall invoice the Town annually.

4. The term of this Agreement shall be twelve (12) months commencing October 1, 2007 and ending September 30, 2008. The Town may extend the term of the Agreement on the same terms and conditions for an additional twelve (12) month period by giving the Department written notice of such request sixty (60) days prior to the expiration of this Agreement. Any extension of the term of this Agreement must be approved by both parties in writing as an amendment to the Agreement and must set forth the terms and conditions of such extension, including, but not limited to, without limitation any change in the annual charge for PSAP Services.

5. This Agreement may be terminated by either party for convenience by notifying the other party in writing of the termination six (6) months prior to the date of termination. In the event of such termination, the Parties agree to work together to ensure continuation of PSAP Services.

6. The Department and the Town shall each appoint a Project Administrator.

7. The Parties shall comply with all applicable state and federal laws, rules and regulations in performance under this Agreement.

8. The Department shall maintain all books, documents, records and other materials, in whatever form, pertaining to this Agreement and retain such books, documents, records and other materials during the term of this Agreement and for such period of time as required by the Maine Archivist and the accounting and auditing practices of the State of Maine. The Department shall make the books, documents, records and other materials available for inspecting and copying in accordance with the provisions of the Maine Freedom of Access Act.

9. This Agreement shall be governed by the laws of the State of Maine.

10. The Town may request changes in the work ("Change Request") to be performed by the Department. A Change Request shall be in writing and submitted to the Department's Project Administrator. Within fifteen (15) days of receipt of a Change Request, the Department shall provide to the Town's Project Administrator a written statement indicating whether the Change Request has a price or schedule impact. If there is a price or schedule impact, the statement shall include a description of the estimated price increase or decrease and any impact on schedule. In the event the Parties agree to the Change Request, they shall attempt to negotiate in good faith the terms and conditions for implementation of the Change Request. A Change request shall not be effective unless memorialized in writing and signed by both Parties.

11. The Town's Project Administrator shall have responsibility for coordinating the performance of PSAP Services by the Department, including, but not limited to:

- a. Reviewing written planning documents prepared by the Department;

- b. Being available to the Department Project Administrator during normal business hours for consultation and decision making;
- c. Forming a PSAP Advisory Sub-Committee (“Advisory Sub-Committee”) that will be responsible for providing advice to the Maine Communications Policy Board regarding PSAP Services (optional); and
- d. Scheduling and attending regular meetings of the Advisory Sub-Committee.

12. The Department’s Project Administrator shall have responsibility for coordinating the performance of PSAP Services with the Town, including, but not limited to:

- a. Preparing written planning documents that set forth PSAP Services tasks in detail;
- b. Being available to the Town Project Administrator during normal business hours for consultation and decision making;
- c. Attending meetings of the Advisory Sub-Committee if formed;
- d. Supervising Department personnel involved in providing PSAP Services; and
- e. Ensuring that PSAP Services are performed in accordance with ESCB and Department standards.

13. The Parties acknowledge that during performance of this Agreement they each may be exposed to or acquire confidential information. Subject to the requirements of federal and State law, the Parties agree to hold such information in strict confidence and not to copy, reproduce, sell, assign, license, market, transfer, give or otherwise disclose such information to third parties or to use such information for any purpose other than for the

provision of PSAP Services. The Parties shall advise each of their employees, agents and representatives of their obligations to keep such information confidential. The Parties shall use reasonable efforts to assist each other in identifying and preventing any unauthorized use or disclosure of such information. Without limitation of the foregoing, the Parties shall make reasonable efforts to advise each other immediately in the event that either learns or has reason to believe that any person who has had access to such information has violated or intends to violate either the terms of this Agreement, or applicable law and will reasonably cooperate in seeking injunctive relief against any such person. Nothing in this Section 13 shall prohibit disclosure of public records or other information by either party when such disclosure is permitted by Maine's Freedom of Access law, 1MRSA sec. 401 *et seq.* or by court order. Responses to requests for public records related to this contract shall be made jointly and cooperatively by the Parties. The terms of this Section 13 shall survive the expiration or termination of this Agreement.

14. In the event of any dispute arising during the term of this Agreement concerning performance of the work under the Agreement, either party shall serve notice of such dispute on the other party and the Commissioner of Public Safety. The Commissioner shall decide the dispute, reduce the decision to writing and serve a copy on both parties. The Commissioner's decision shall be final, unless either party seeks relief under applicable law.

15. The Parties shall not be deemed to have waived any provision of this Agreement unless expressed in writing and signed by the waiving party. The Parties agree that they shall not assert in any action relating to the Agreement that any waiver occurred between the Parties that is not expressed in writing. The failure of any party to insist in any one or more instances upon strict performance of any of the terms and provisions of the Agreement, or to exercise an option or election under the Agreement, shall not be construed as a waiver or relinquishment for the future of such terms, provisions, option or election, but the same shall continue in full force and effect, and no waiver by any party of any one or more of its rights or remedies under the Agreement shall be deemed to be a waiver of any prior or subsequent rights or remedy under the Agreement.

16. The Department shall have the right to terminate this Agreement in the event of a material breach or default by the Town of its obligations hereunder that is not cured within thirty (30) days from the date of receipt by the Town of written notice of such breach from the Department. If the breach or default, by its nature, cannot be cured within such thirty (30) day period, then the Town shall have such additional time (not to exceed thirty (30) additional days) as may be necessary to cure the breach or default, provided the Town has exercised reasonable efforts and taken appropriate action to begin cure of the breach or default within the initial thirty (30) day cure period.

17. The Town shall have the right to terminate this Agreement in the event of a material breach or default by the Department of its obligations hereunder that is not cured within thirty (30) days from the date of receipt by the Department of written notice of such breach from the Town. If the breach or default, by its nature, cannot be cured within such thirty (30) day period, then the Department shall have such additional time (not to exceed thirty (30) additional days) as may be necessary to cure the breach or default, provided the Department has exercised reasonable efforts and taken appropriate actions to begin cure of the breach or default within the initial thirty (30) day cure period.

18. This Agreement is subject to available budgetary appropriations and shall not create any obligation on behalf of the Town in excess of such appropriations. In the event insufficient funds are appropriated to fund this Agreement, or if funds are deappropriated, the Town shall immediately notify the Department of such action. The failure of the Town to meet its obligations under this Agreement as a result of insufficient funding may be deemed by the Department as a breach of this Agreement.

19. The Department shall be excused from its performance obligations under this Agreement if the Department's provision of PSAP services are prevented by act of God, act of war, riot, fire, explosion, flood or other catastrophe, or any other event beyond the control of, and that could not reasonably be foreseen or avoided by, the Department.

20. The invalidity or unenforceability of any particular provision or part thereof of this Agreement shall not affect the remainder of said provision or any other

provisions, and this Agreement shall be construed in all respects as if such invalid or unenforceable provision or part thereof had been omitted.

21. This Agreement contains the entire agreement of the Parties with respect to the matters addressed therein. This Agreement may not be amended except upon the express written agreement of the Department and the Town.

22. In the event of any litigation between the Parties with regard to the Agreement, each party shall be responsible for its own expenses, costs and attorney fees.

WHEREFORE, the Parties have caused this Agreement to be executed by their duly authorized representatives on the date set forth below.

Dated: _____

DEPARTMENT OF PUBLIC SAFETY

By: _____

Title: _____

Dated: _____

TOWN OF CLINTON

By: _____

Title: _____

SPECIFICATIONS OF SERVICES TO BE PERFORMED

The Department agrees to provide the Town with Emergency Communication services for appropriate service providers. These include, but are not limited to, Fire, Rescue and Animal Control.

- A. Provide adequate facilities, equipment and personnel to carry out the purposes stated in the PSAP standards of the State of Maine.
- B. Provide call answering, which shall include but not be limited to all emergency and non-emergency calls for service.
- C. Provide dispatching service, which shall include but not be limited to dispatching personnel and equipment for emergency and non-emergency calls for service, dispatching for all on-going incidents, as well as coordination of all support services as deemed appropriate by the Incident Commander and/or authorized agency personnel.
- D. Ensure that all the calls for service are dispatched to the appropriate service providers for the Town.
- E. Provide all services in the most cost effective and efficient manner possible.

65 PUBLIC UTILITY COMMISSION

625 EMERGENCY SERVICES COMMUNICATIONS BUREAU

Chapter 1: STANDARDS FOR ESTABLISHING A STATEWIDE ENHANCED 9-1-1 SYSTEM

SUMMARY: This chapter outlines the standards, specifications, and procedures to establish a statewide Enhanced 9-1-1 system pursuant to 25 MRSA § 2926.

§1. Definitions.

1. **Automatic Location Identification (ALI):** A system capability that enables an automatic display of information defining the geographical location (e.g., a street address) of the telephone used to place a 9-1-1 call.
2. **Automatic Number Identification (ANI):** A system capability that enables the automatic display of the seven-digit number of the telephone access line used to place a 9-1-1 call.
3. **Central Office (or End Office):** A facility in which customer lines are joined to switching equipment that routes local and long distance voice and data transmissions to other customer lines, or to trunks connected to other switches.
4. **Computer-linked Communication Center (CLCC):** A facility equipped, at an agency's own expense, with ALI/ANI display and print out capability. It receives a 9-1-1 call only when it is transferred from a PSAP and dispatches emergency services to the caller.
5. **Continuous Logging Recorder:** A device that records both sides of a conversation on each incoming 9-1-1 call and contemporaneously documents the year, date and time of each recorded event.
6. **Emergency Services Communication Bureau (Bureau):** The state agency authorized by the Maine Legislature to develop, establish, and manage the statewide Enhanced 9--1-1 system in Maine.
7. **Emergency Service Zone (ESZ):** A defined geographical territory consisting of a specific combination of law enforcement, fire, and emergency medical service coverage areas.

8. **Enhanced 9-1-1 (E-9-1-1) Service:** An emergency telecommunications service that automatically displays a caller's location and telephone number on a screen at a call answering center. This service uses the caller's location, not telephone exchange, to direct a call to the appropriate call answering center.

9. **Forced Disconnect:** A telephone feature that allows a PSAP to break or disconnect a telephone connection and avoid caller jamming of 9-1-1 lines.

10. **Foreign Exchange:** A service that provides local service from a central office that is outside the customer's local calling area.

11. **Host-Remote:** The relationship between conventional central office switching equipment and a Remote Switching Unit (RSU) in another facility which usually has limited capability and may not be able to function independently if connecting links from the host office are interrupted.

12. **Host Switch:** A high-capacity switching system that provides, via interoffice trunks, control functions and services to one or more distant, lower capacity switches (remote switches).

13. **Instant Playback Recorder:** A device that allows for the instant playback of the audio portion of the last 9-1-1 call.

14. **Master Street Address Guide (MSAG):** The computerized geographical file that consists of all roads and address ranges within the E-9-1-1 system area. This database is the key to the selective routing capability of E-9-1-1 calls and requires constant updating after the initial file is established.

15. **Public Safety Answering Point (PSAP):** A facility equipped to receive ANI/ALI and assigned the responsibility of initially receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services or transferring the calls to other public or private safety agencies for dispatch.

16. **Remote Switch:** A switching system located at a distance from its host switch. If the Host-Remote connection is severed, the remote switch can only switch calls between customer lines directly connected to it, and cannot provide functions and services that are delivered from the host switch.

17. **Service Provider(s):** The vendor or vendors selected by the Emergency Services Communication Bureau to provide the network, routing capabilities, databases, and equipment necessary to operate a statewide E-9-1-1 system.

18. **Tandem Switch:** A switching system that routes voice and data transmissions between central offices and between central offices and interexchange carriers' points of presence (POPs). No customer lines, switched or private (dedicated), are connected to a tandem switch, only trunks from other central offices and POPs.

19. **TDD:** A telecommunications device for the deaf that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people.

20. **Uninterruptible Power Supply (UPS):** A device designed to provide a continuing source of power without regard to the interruption or loss of commercial power.

§2. Network design specifications.

1. Central Office.

A. **Modification of central offices.** E-9-1-1 modifications in central offices should be coordinated with general central office upgrades where practical and where such coordination does not significantly effect E-9-1-1 system implementation or operation. In designing and scheduling central office upgrades, telephone companies shall: (1) consider the goal of performance and reliability of the E-9-1-1 system of utmost importance, (2) take E-9-1-1 growth in Maine into consideration, and (3) reduce as much as possible the cost of providing voice and data switching and transmission services to the E-9-1-1 system.

B. **Network upgrade schedules.** Telephone companies shall provide notice to the Bureau of central office upgrades that could affect E-9-1-1 service or performance.

C. **Host-Remote central offices.** In host-remote central office arrangements, telephone companies shall, where feasible, provide emergency re-route solutions for any potential central office failure.

D. **9-1-1 digit recognition.** Provisions in the network shall ensure that only calls in which all three digits (9-1-1) are dialed shall enter the 9-1-1 system. The network shall also prevent large dialing sequences which contain the subsequence 9-1-1 from entering the 9-1-1 system.

E. **Foreign exchange service.** Telephone companies shall allow access to 9-1-1 from intrastate foreign exchanges. The network shall route the 9-1-1 call to the PSAP serving the caller's location.

F. **Forced disconnect.** The E-9-1-1 system shall be engineered to allow for forced disconnect of 9-1-1 calls placed to all PSAPs to prevent blockage of 9-1-1 lines.

G. **Coin-free dialing.** Each telephone company owner of a coin telephone in Maine shall convert all their coin or coinless telephones to dial-tone-first capability to allow 9-1-1 calls to be made without first inserting a coin or paying any other charge.

2. Network Trunking.

A. Grade of service. The number of incoming E-9-1-1 trunk lines to each PSAP shall be based upon a grade of service of P.01. A P.01 grade of service means that not more than one 9-1-1 call in 100 will receive a busy signal during the average busiest hour. The size of the served population and the 9-1-1 call volumes experienced by a PSAP will determine actual trunking levels. The Service Provider shall submit network performance reports to the Bureau annually, based upon Bureau requirements.

B. Minimum trunking requirements. There shall be a minimum of two dedicated incoming 9-1-1 trunks at each PSAP. The Service Provider, in cooperation with the Bureau and PSAPs, shall conduct a telephone traffic study of all existing basic 9-1-1 and seven-digit emergency numbers to assist in determining the proper amount of E-9-1-1 trunks. The Service Provider shall also be responsible for designing the network of the E-9-1-1 system to ensure that the network is adequately trunked to achieve P.01 grade of service on an incoming and transfer basis.

C. System routing diversification. The Service Provider shall ensure that the routing of 9-1-1 calls through the network and ALI information through the data link network shall be diversified as much as possible.

D. Default and alternate routing. The Service Provider, in cooperation with the Bureau, shall design the E-9-1-1 network to allow for default and alternate routing capabilities.

3. Ensuring system reliability.

A. Network protection. To prevent the widespread loss of E-9-1-1 service, the Service Provider shall work towards eliminating any single point of failure that could compromise the reliability of the network. The Service Provider shall endeavor to maintain E-9-1-1 network integrity, minimize the probability of system degradation and failure, and minimize the negative effects of degradation or failure should it occur.

B. Contingency re-route. The Service Provider, in conjunction with the Bureau, shall work towards ensuring network integrity to minimize the probability of E-9-1-1 system failure and providing options for restoring E-9-1-1 service in the event of interruption.

§3. Minimum Public Safety Answering Point requirements.

1. Call answering and call transfer performance standards.

A. Call answering. Ninety percent of all 9-1-1 calls received by a PSAP shall be answered in 10 seconds or less.

B. Call transfer. Ninety percent of all transfers from a PSAP to dispatching centers shall be initiated within 15 seconds from receipt of call.

2. Administration.

A. PSAP Coordinator. Each PSAP shall designate an individual to serve as its PSAP Coordinator for all issues involving E-9-1-1 service and the Bureau.

B. Call handling procedures. Each PSAP shall work with the public safety providers served by the PSAP to establish call handling procedures. Each PSAP shall review these procedures regularly with the Bureau.

C. Back-up arrangements. Each PSAP shall have written backup arrangements in place, for both its primary and secondary backup PSAP sites, in the event that its dispatch capability is compromised and its calls must be rerouted and handled by either one of these sites.

D. 24-hour operation and staffing. Each PSAP shall operate and have call answering staff on duty 24 hours per day, seven days per week.

E. Discrepancies. Each PSAP shall constantly compare the ALI information from the database with information supplied by the caller to identify discrepancies. Errors shall be documented and forwarded to the Bureau for correction in a manner prescribed by the Bureau.

F. Seven-digit telephone numbers. Each PSAP shall maintain, at its own expense, at least one unpublished telephone number to allow for administrative purposes associated with the PSAP. Each PSAP shall also maintain, at Bureau expense, one seven-digit emergency telephone number to be published in the white pages of the telephone book as a backup to dialing 9-1-1. This number will also be used for the receipt of incoming emergency calls transferred to the PSAP by other PSAPs for certain alternate and default routing arrangements.

G. PSAP security. All access to a PSAP shall be secured to prevent entry by the public or unauthorized persons.

H. Data security.

(1) Caller information provided during a 9-1-1 call shall be used only for the purpose of processing an emergency call and subject to existing statutory limitations on such information.

(2) The Bureau shall establish personnel security clearance standards for PSAPs to protect the confidentiality of ANI and ALI data. These criteria may include:

(a) A state and national III record check by fingerprint identification.

(b) A review of state and national arrest and fugitive files.

(c) Disqualification for PSAP employment if any criminal record, employment history, or character issue so warrants.

(3) The physical layout of a PSAP shall insure that no unauthorized individual is able to view ANI/ALI information.

I. Records retention. All voice and TDD recordings of incoming 9-1-1 calls shall be retained for a minimum of 30 days. It is recommended that such materials be retained for a minimum of 60 days.

3. Training. Within 90 days of assignment, all call answering personnel shall be trained at Bureau expense in the following areas:

A. Training on the proper operation of Bureau-provided PSAP equipment.

B. Training on the proper handling of incoming 9-1-1 emergency calls.

4. Equipment.

A. Telephone equipment. Each PSAP shall have telephone equipment that ensures system and functional compatibility with the network. All telephone equipment shall have the following features:

(1) **Barge-in capability:** To allow a PSAP operator to enter a call without the original call taker having to do anything.

(2) **Monitoring capability:** To provide for the monitoring of incoming emergency calls for supervisory and training purposes.

B. Continuous logging equipment. Each PSAP shall provide and run continuously a logging recorder that will record both sides of a conversation on each incoming 9-1-1 call, and contemporaneously document the year, date and time of each recorded event.

C. Instant playback recorders. Each PSAP shall provide and run an instant playback voice recorder capable of recording the voice conversations for each answering position.

5. Facilities.

A. Emergency power provision. Each PSAP shall have an emergency power generator capable of providing for the essential power requirements of the facility to ensure continuous operation for a minimum of twenty-four hours during commercial power outages. Sufficient fuel should be available for 12 hours operation at full load, at any time, on two hours notice. If a source of supply is not reliable or readily available, or if special arrangements must be made for refueling as necessary, a supply sufficient for 24 hours operation at full load shall be maintained. (NFPA 1221)

B. Uninterruptible power supply. Each PSAP shall provide uninterruptible power supply (UPS) capability on all critical pieces of the system, particularly the telephone system itself. (The Bureau shall provide UPS on all Bureau-provided 9-1-1 equipment.) UPS equipment will ensure that emergency calls in progress and subsequent calls will not be interrupted during commercial power fluctuations and outages. The UPS shall supply uninterruptible power for a minimum of 30 minutes to allow for manual or automatic transfer from the public service AC power to localized auxiliary AC power.

6. Standards for Computer-linked Communication Centers.

A. Computer-linked Communication Center. A Computer-linked Communication Center (CLCC) shall receive the same caller name, number, and emergency service provider information received at the PSAP as the call is transferred from the PSAP to the CLCC. A CLCC will directly dispatch the appropriate service based on the needs of the caller.

B. CLCC operating standards.

(1) **Training.** Call answering personnel shall be trained at CLCC expense in the following areas:

(a) Training on the proper operation of PSAP equipment purchased at CLCC expense.

(b) Training on the proper handling of incoming 9-1-1 emergency calls.

(2) **Data security.** Each CLCC shall provide protection and confidentiality for ANI and ALI data as described under Subsection 2, Paragraphs G and H of this section.

(3) **Records Retention.** All voice recordings and TDD records of incoming 9-1-1 calls shall be retained for a minimum of 30 days. It is recommended that such materials be retained for a minimum of 60 days.

§4. Public Safety Answering Point Sites.

1. Compliance. Public Safety Answering Point sites shall comply with the PSAP standards set forth in Section 3, Subsections 1 through 5.

2. PSAP Sites.

A. Minimum PSAP Designation. There may be at least one PSAP designated in each County.

B. Total Number of PSAPs. As of October 15, 2007, the Bureau will support with funds collected by the surcharge authorized in 25 M.R.S.A. § 2927, no more than the following number of PSAPs: 5 in Cumberland County; 3 in York County; 2 in Androscoggin County; 2 in Penobscot County; and 1 each in all other counties in the State. The State Police PSAPs in Gray and Orono shall not be included in these limits.

C. Consolidation.

(1) **Ten calls or Less.** Any municipal PSAP existing as of July 1, 2005 that answered on average less than 10 calls per day for the time period January 1, 2004 – December 31, 2004 must file a plan with the ESCB no later than July 1, 2006 describing how it plans to consolidate with another entity taking greater than 10 calls per day, no later than October 15, 2007, unless it chooses the option in Section 4.2.D.

(2) **Consolidation in Androscoggin, Cumberland, Hancock, Kennebec, and York Counties.** For those counties in which PSAPs must be consolidated to reach the limits specified in section 4(2)(B) of this rule (Androscoggin, Cumberland, Hancock, Kennebec, and York), plans shall be submitted to the ESCB no later than July 1, 2006 reflecting agreements that have been reached to bring about that consolidation.

(3) **State Police Consolidation.** The State Police shall file a report no later than July 1, 2006 reflecting agreements that it has reached for consolidating its PSAPs.

(4) **Use of Consolidation Savings.** The Bureau may dedicate up to 25% of the funds saved from eliminating PSAPs, for use by any PSAP consolidating PSAP and dispatch functions for improved interoperability.

(5) **Implementation.** The Bureau shall accept any consolidation plans meeting the requirements stated in C (1-3) above. If plans meeting these requirements are not submitted, the Bureau shall determine which PSAPs will continue to receive financial support from the 911 surcharge funds.

D. Locally-funded PSAPs. Any PSAP receiving fewer than 10 calls per day as described in Section 4.2.C (1) or a PSAP no longer receiving surcharge funding as described in 4.2.C (5), may continue to act as a PSAP if it reimburses ESCB all costs associated with PSAP status. Such election must be made no later than July 1, 2006, with reimbursement to begin October 15, 2007.

§5. Technology for system network, Public Safety Answering Point equipment, and database requirements.

1. Technology for system network. The technology for the system network shall include the features of redundancy, fault tolerance, diversity of facilities to the maximum extent practical, and other features as defined in Section 2.

2. Public Safety Answering Point equipment. The Bureau shall provide each PSAP with the following at no charge:

A. Equipment.

- (1) Automatic telephone number identification (ANI) display capability.
- (2) Automatic location identification (ALI) display capability.
- (3) Call detail information reporting capable of identifying, at a minimum, the caller's ANI, the trunk number to the PSAP, the call taker position at the PSAP, the time the call is answered, transferred or terminated, and the duration of the call.
- (4) Call record management system.
- (5) Printer for call detail information.
- (6) 30-minute uninterruptible power supply (UPS) on Bureau-provided equipment.
- (7) TDD communications capability with record printout.

B. Interface capabilities. Essential Bureau-provided equipment shall have the capability to interface with existing call logging and instant playback recording devices.

C. Maintenance. The Bureau shall provide ongoing maintenance on all Bureau-provided equipment.

3. Database requirements. The database shall be constructed to be redundant and fault tolerant and shall include safeguards to insure the security of the data.

§6. Procedures for developing and maintaining address and routing databases.

1. Address and Routing Database Development.

A. Physical addresses. Each municipality participating in the E-9-1-1 system shall provide the Bureau with a list of accurate physical addresses for all published residential and business telephone subscribers and coin-telephones within its municipal boundaries. These addresses shall be linked with corresponding telephone numbers in telephone companies' customer service databases.

B. Master Street Address Guide. Each municipality participating in the E-9-1-1 system shall provide the Bureau with accurate road names, number ranges, and emergency service zones (ESZ) for the purpose of creating the Master Street Address

Guide (MSAG). The MSAG shall be used to route 9-1-1 calls to the proper PSAP and display the correct ANI/ALI information.

2. Address and routing database maintenance.

A. Municipal maintenance. After establishment of the MSAG, each municipality participating in the E-9-1-1 system shall continue to verify the accuracy of the routing information contained in the MSAG and to advise the Bureau, on an as-occurred basis, of any changes in road names, the establishment of new roads, changes in address numbers used on existing roads, closing and abandonment of roads, changes in police, fire, emergency medical service or other appropriate agencies, jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new communities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.

B. Routing database maintenance. The Service Provider shall make every reasonable effort to update the MSAG and routing databases on a daily basis so that the number of records "not found" shall not exceed one percent of the total number of database lookups per quarter.

§7. Procedures for cooperation and coordination with telephone utilities and municipalities for implementation.

1. Municipal Coordinator. Each municipality participating in the E-9-1-1 system shall designate an individual to serve as their Municipal Coordinator for all issues involving the development and maintenance of address information for the E-9-1-1 addressing and routing databases.

2. Database maintenance. Each Municipal Coordinator shall notify the Bureau and Service Provider of any changes, deletions and additions to the MSAG on an as-occurred basis. The Service Provider shall update the MSAG within 24 hours of notification by a municipality. Each municipality shall review the MSAG yearly, at a minimum, to ensure accuracy of the data and the emergency service zones.

3. Discrepancy reporting. Telephone companies and the Service Provider shall work with the Bureau to develop a format for PSAPs to report inaccuracies of ALI information and the misrouting of 9-1-1 calls. The format shall allow for a description of the problem, appropriate corrective action or information, and proper verification by the appropriate PSAP Coordinator.

4. Trouble reporting. Each PSAP call taker shall fill out a trouble report when a call is found to have erroneous database information. The information shall be forwarded through the PSAP Coordinator to the Bureau, the Service Provider, and the telephone companies in a format established by the Bureau.

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