



EMERGENCY SERVICES COMMUNICATION BUREAU

Briefing for the Energy, Utilities and Technology
Committee by the Maine Public Utilities
Commission By

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Emergency Services Communication Bureau

- Created in 1993 as a Bureau under the Dept. of Public Safety
- Moved under the PUC in September 2003
- Currently has a staff of 5
- Charged to implement and manage statewide enhanced 9-1-1 system



Funding

- Surcharge on wireline, wireless (cellular) and VoIP phone bills of \$0.45 per line/per month. Prepaid wireless is assessed \$0.45 at point of sale
- Each February PUC/ESCB makes a recommendation to the Committee on the recommended surcharge level
- Statutes specify allowable costs from the surcharge
- Last session the legislature provided General Fund dollars instead of a surcharge increase to cover the costs of running two systems during NG9-1-1 migration
- PUC will submit a report on revenue and expenses of the E9-1-1 Fund as part of the PUC budget process



About Maine's Enhanced 9-1-1 System

- Routes 9-1-1 calls to the correct emergency call answering center, called a Public Safety Answering Point (PSAP), based on address information
- Handles wireline, wireless and VoIP calls for service
- Address information is displayed for the PSAP call taker
- Plots the call on a map, particularly helpful with wireless Phase II calls where you only get the approximate location in terms of latitude/longitude
- Statewide system uses a common network and database; one service provider
- There are currently 26 PSAPs
- Most of the State had E9-1-1 by September 2001



Public Safety Answering Points (PSAPs)

- PSAP: Initial answering place of a 9-1-1 call
- Every town needs to have an associated PSAP to answer its 9-1-1 calls
- Staffing and facilities costs are born by the PSAP so serving as a PSAP is voluntary
 - Surcharge does not pay these costs
 - Most PSAPs assess towns for PSAP services and these rates are set by the PSAP itself
- ESCB (surcharge) is responsible for the E9-1-1 equipment at PSAPs and training of call takers



Responsibility of ESCB

- Manage Contract for E9-1-1 services with FairPoint
 - Network
 - Statewide Database
 - 9-1-1 equipment at PSAPs
 - Maintenance of all components
- Other
 - Training Of all PSAP calltakers on 9-1-1 equipment, Emergency Dispatch Protocols, specialized issues such as TTY call handling, and Basic Dispatcher Training
 - Public Education
 - Community Addressing & Database Maintenance
 - GIS 9-1-1 Road Network to support mapping at PSAPs
 - Technical Support to PSAPS
 - Quality Assurance at PSAPs
 - E911 Database Quality Assurance



Quality Assurance Program

- February 2010 OPEGA identified a need for improvement in standardized protocols and Quality Assurance of PSAPs
- P.L. 2009, Chapter 217 required Bureau to establish a program
- Report recommended expanding the EMD protocols to include police and fire
- PUC bill this session would authorize a pilot project



PSAP Consolidation--History

- At the direction of the Legislature, PUC completed a consolidation of PSAPs from 48 to 26 in February 2008 to meet statutory requirement (25 M.R.S.A 2926 2-A)
- Consolidation effort was in concert with an equipment refresh that included mapping software that plots the location of 9-1-1 callers.
- Of the 22 closed PSAPs, 18 continued to operate dispatch only services
 - 10 continue to operate dispatch services today



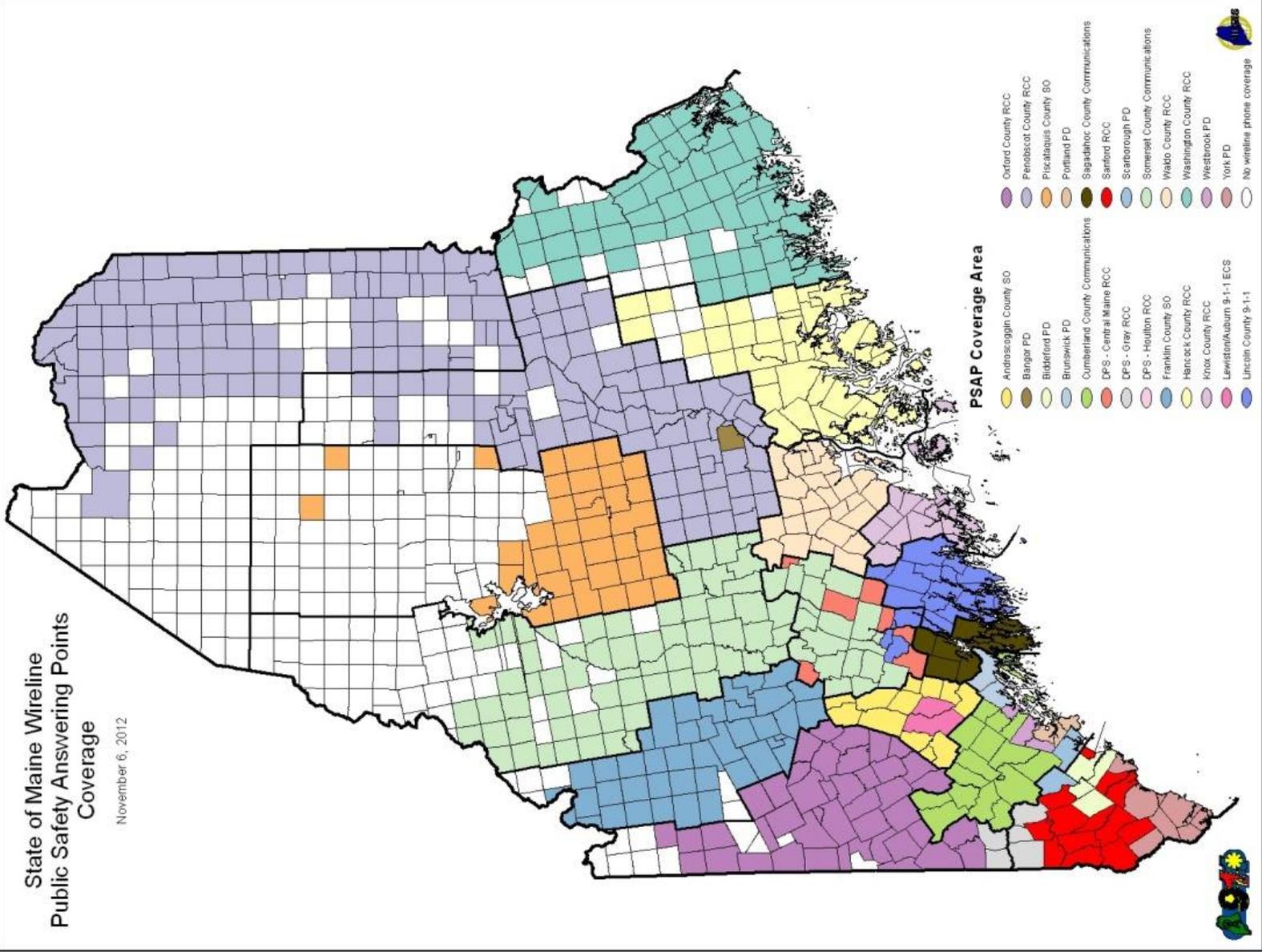
PSAP Consolidation

- At the request of the Committee, the PUC produced an Optimum PSAP Reconfiguration Assessment (Feb. 2010)
- Published an implementation plan to achieve the optimum PSAP configuration (Nov. 2010) recommending a 15 – 17 regional PSAPs
- Bill last session was voted out “ought not to pass”



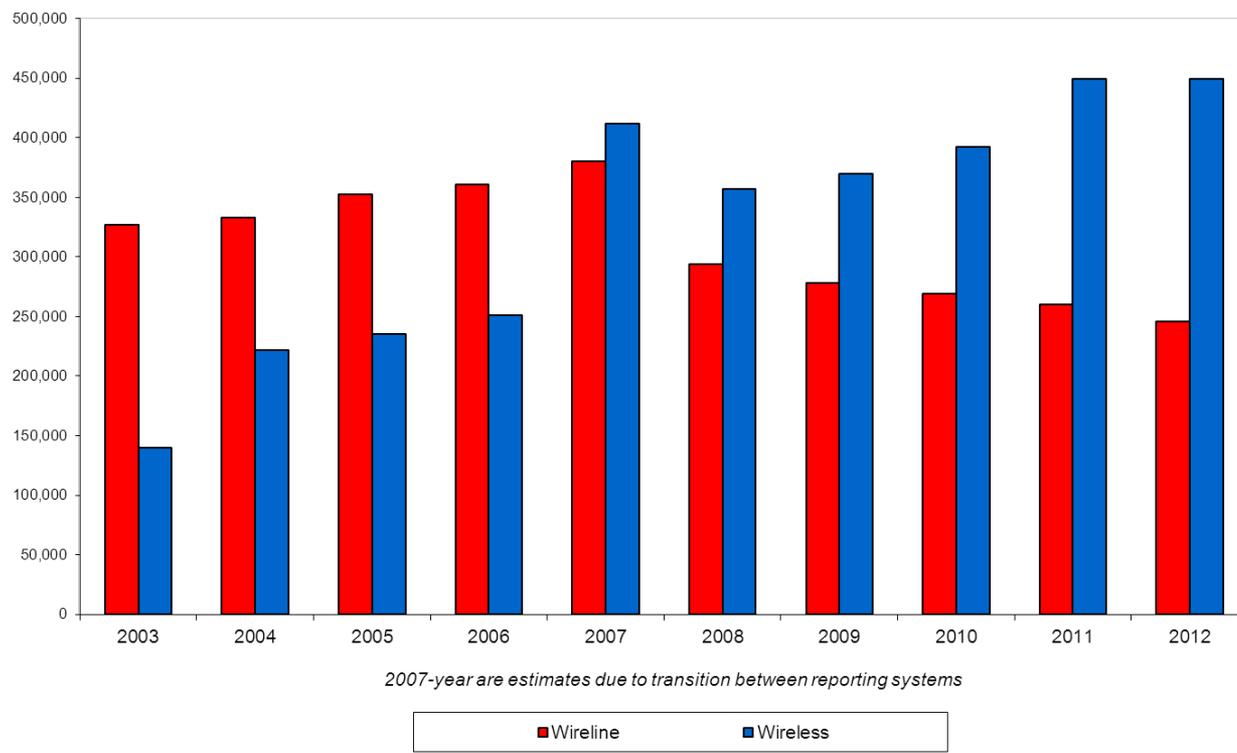
State of Maine Wireline
Public Safety Answering Points
Coverage

November 6, 2012





Number of 9-1-1 Calls Made from Wireline and Wireless Phones





Cell Call Reroute Process

- Committee last session sent letter to Commission requesting we continue to redirect wireless calls to the PSAP most likely to dispatch the call
- In 2012, approximately 88,000 9-1-1 calls were redirected from DPS PSAPs to the county or municipal PSAPs
- Currently, 25 of 26 PSAPs now receive some wireless calls directly
- Goal is to complete process to the extent that a PSAP is willing to accept the additional call volume by January of 2014



Future of 9-1-1

- Next Generation of 9-1-1
 - Capable of accepting additional technologies requests for help like text messaging, automatic crash notification systems, and video
 - Moves away from call delivery on a telephone facilities based network to an IP Network
 - Establishes the framework for public emergency communications in a wireless, mobile society



NG9-1-1 RFP

- Current contract due to expire October 2013 and equipment is at the end of its useful life
- Commission issued RFP for NG911 system in August 2011, initial award issued January 2012 but was invalidated by an appeals panel. Second award issued in June 2012. Award was appealed and invalidated in November 2012. Third award issued in November to FairPoint; there was no appeal
- Commission expects to conclude contract negotiations in the first quarter of 2013



NG 9-1-1 Funding

- Commission bill last session included a proposed surcharge increase to pay for NG911
- Legislature approved about \$3.7 million in a general fund appropriation
- As part of this process, some additional funding for NG911 is in the Governor's biennial budget
- Currently, PUC expects the money appropriated last year and the amount in the upcoming biennial budget bill to cover the cost of implementing NG911 but this could change as we go through the contract negotiations and implementation process



Text to 9-1-1

- Enabling wireless text messages to 9-1-1 will substantially improve accessibility to emergency services, particularly for people with hearing or speech disabilities
- Complete solution in conjunction with NG9-1-1 still several years away
- FCC NPRM in process would require a bounce back message by June 2013 and interim solution available by May 2014
- Maine is Verizon Wireless' beta site for its text messaging interim 9-1-1 solution.
 - Project will begin in early 2013.
 - Once fully tested, a public education effort will announce its availability and guide consumers on its appropriate use.
 - Only Verizon Wireless customers will have the ability to send text messages to 9-1-1
 - Hope to work with other carriers to implement interim solution ahead of required dates



Questions?

More information on E9-1-1 Program:



www.maine911.com