

Emergency Call Handling Costs of Five Maine Counties

	PSAP Dispatch	Per Capita	Operating Budget	Staff	2002 911 Calls	Per Call
Androscoggin (pop. 103,793)		\$17.49				
Androscoggin Cty SD	PSAP		\$222,490	8 FT/3 PT	6,504	
Lewiston/Auburn 911	PSAP		1,400,000	24 FT	24,427	
Lisbon	PSAP		80,000	4 FT/1 PT	1,565	
Turner Rescue	Dispatch		1,992	2 FT	—	
Livermore Falls PD	Dispatch		110,921	4 FT	—	
			<u>\$ 1,815,403</u>		<u>32,496</u>	\$55.87
Cumberland (pop. 265,612)		\$23.10				
Brunswick PD	PSAP		\$ 244,418	7 FT	5,392	
Cape Elizabeth PD	PSAP		224,364	4 FT/4 PT	1,604	
Cumberland Cty RCC	PSAP		644,000	11 FT/4 PT	9,582	
Cumberland PD	PSAP		187,459	4 FT/3 PT	1,491	
Falmouth PD	PSAP		300,383	5 FT	1,907	
Freeport PD	PSAP		216,323	4 FT/ 4 PT	1,591	
Gorham PD	PSAP		257,000	7 FT/5 PT	2,872	
Portland PD	PSAP		1,500,000	26 FT	39,020	
Scarborough PD	PSAP		604,531	10 FT/1 PT	4,521	
South Portland PD	PSAP		379,000	12 FT/6 PT	5,658	
Westbrook PD	PSAP		361,515	8 FT/7 PT	5,972	
Windham PD	PSAP		285,000	7 FT	3,205	
Yarmouth PD	PSAP		321,785	4 FT/3PT	2,155	
Bridgton PD	Dispatch		150,256	4 FT/3 PT	—	
Raymond	Dispatch		148,131	4 FT/4 PT	—	
Naples FD	Dispatch		171,363	5 FT/2 PT	—	
Standish	Dispatch		140,000	3 FT/6 PT	—	
			<u>\$ 6,135,528</u>		<u>84,970</u>	\$72.21
Kennebec (pop. 117,114)		\$10.18				
Augusta PD	PSAP		\$ 350,000	8 FT	10,975	
Gardiner PD	PSAP		146,000	4 FT/3 PT	2,656	
Kennebec Cty SD	PSAP		259,588	9 FT/1 PT	9,679	
Waterville PD	PSAP		294,000	7 FT	8,948	
Winthrop	Dispatch		142,833	4 FT/3 PT	—	
			<u>\$1,192,421</u>		<u>32,258</u>	\$36.97
Oxford (pop. 54,755)		\$14.31				
Oxford Cty RCC	PSAP		\$ 432,818	12 FT	16,291	
Rumford PD	Dispatch		203,000	4 FT/4 PT	—	
Rumford FD	Dispatch		148,000	4 FT	—	
			<u>\$ 783,818</u>		<u>16,291</u>	\$48.11
Waldo (pop. 36,252)		\$15.74				
Waldo Cty RCC	PSAP		\$ 570,480	13 FT/6 PT	5,887	\$96.90

ABBREVIATIONS: RCC (regional communications center); PD (police dept.); SD (Sheriff's dept)

NOTE: The numbers presented in this table are intended to be used *only* as a *general* guideline for determining the cost of PSAP/dispatch operations. As noted in the article, some of the operating budget information is an estimate. PSAP/dispatch centers that are independent operations (e.g., Lewiston-Auburn 911 and Waldo County) gave us complete operating budgets (all fringes, administrative overhead, fuel, etc.) whereas many of the PSAPs/dispatch centers that are part of a public safety department gave us estimates that tended to understate the full cost.