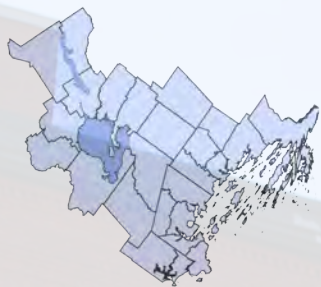


# CUMBERLAND COUNTY MAINE

## ANNUAL REPORT 2009

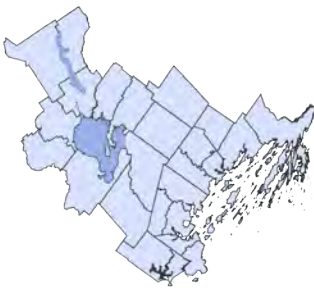






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Dear Citizens of Cumberland County:

On behalf of the Cumberland County Board of Commissioners, Richard Feeney, Chair Malory Shaughnessy, and James Cloutier, I am pleased to present our 2009 Annual Report in accordance with the provisions of Title 30-MRSA, Section 952. This report is intended to provide the reader with a better understanding of the many services of Cumberland County Government.

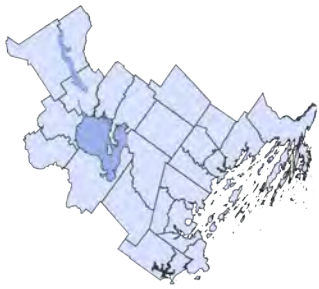
Our mission statement reads: "The County of Cumberland is committed to providing quality services to all citizens equitably, in a responsive and caring manner". In 2009, we continued to seek new ways to be a more efficient form of government, and to find better ways to serve our citizens. We have become involved with State and Federal issues impacting our county, researched potential new methods of doing business, and continually provide essential services to the taxpayers.

The following pages will provide you with a brief understanding of each department within Cumberland County Government, and their activity for 2009. Several departments also produce their own detailed annual report, all of this can be reached at our website, [Cumberlandcounty.org](http://Cumberlandcounty.org).

Sincerely,

A handwritten signature in blue ink that reads "Peter Crichton".

Peter Crichton  
County Manager



## ***History***

The County of Cumberland was incorporated in 1760, named after William, Duke of Cumberland, son of King George II.

The county is comprised of three cities: Portland, South Portland, and Westbrook and twenty-five towns: Baldwin, Bridgton, Brunswick, Cape Elizabeth, Casco, Cumberland, Falmouth, Freeport, Frye Island, Gorham, Gray, Harpswell, Harrison, Long Island, Naples, New Gloucester, North Yarmouth, Pownal, Raymond, Scarborough, Sebago, Standish, Windham, and Yarmouth. The City of Portland is the county seat.

The area of the County is 853 square miles. The population as of December 2000 is 265,612.

## ***County Commissioners***

The three commissioners are the chief elected officials of the county. Their primary role involves the approval of the county budget. This process allows the commissioners to assess county operations for both efficiency and effectiveness.

The commissioners establish these priorities when they levy a county tax on the towns and cities which are part of Cumberland County. The commissioners also provide representation on numerous boards and committees in furthering the goal of interagency cooperation.



***District 1***  
***James P. Cloutier***  
***871-8380***

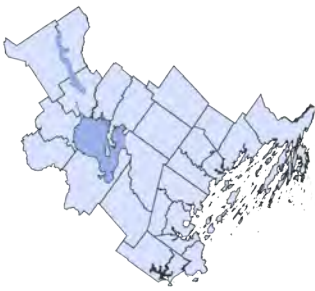


***District 2***  
***Richard J. Feeney***  
***871-8380***



***District 3***  
***Malory O. Shaughnessy***  
***871-8380***





## ***Executive Office***

These executive positions are under the office of the County Manager. The Manager coordinates the budget process with the assistance of the Assistant County Manager, HR Director and Finance Director. The County Manager provides the Commission with administration oversight of the operation and costs associated with the various service components of county government. The manager is also involved in collaborating with municipalities on opportunities to provide services more cost efficiently and effectively.

Bill Whitten, Assistant County Manager, is responsible for assisting the county manager in various aspects of county management. He also is the legislative liason for the Cumberland County Region in both Augusta and Washington, DC. He also serves as the County Economic Development and Information Director.

The Human Resources Department is responsible for recruiting and retaining the best employees for Cumberland County Government. The three Human Resources staff administers the wage and benefit program of 400 employees. The Department is responsible for the interpretation and administration of 4 collective bargaining agreements, along with the non union policies and administrative regulations. We are committed to building confidence, respect and contentment in our employees by providing employee assistance, wellness activities, blood drives, and health education programs.



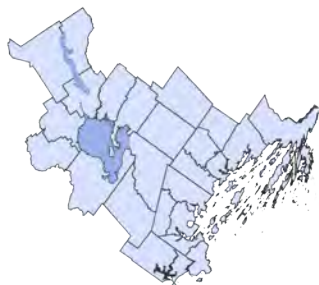
***County Manager  
Peter Crichton  
871-8380***



***Asst. County Manager  
William Whitten  
871-8380***



***HR Director  
Wanda Petersen  
871-8380***



## Community Development

**Aaron Shapiro, Director**



The Community Development program, now beginning its fourth program year is now well established as a valuable ongoing initiative of Cumberland County government. The partnership with our communities begun in 2006 has continued to expand, evolve, and strengthen throughout the past year.

### Highlights of the year:

1) Cumberland County received its 3rd allocation of HUD CDBG program funds as an “entitlement jurisdiction”. The year’s allocation of \$1,476,134 is used for community development projects and programs through a competitive application process.

2) Grants were awarded in June 2009 for community based and region-wide projects:

- Casco - Installation of kitchen at Casco Community Center - \$47,402
- Casco - Planning for public safety service with Raymond & Naples - \$15,000
- Gray - Downtown Revitalization continuation - \$200,000
- Harpswell - Housing Weatherization - \$10,000
- Harpswell - Road construction to affordable housing - \$40,000
- Harpswell - Planning for Mitchell Field marine industrial area - \$25,000

- Long Island - Community Center renovations \$19,200
- Naples - \$56,000 - Bath House at Town Beach
- Regional housing rehabilitation - \$150,000
- Scarborough - King Street storm drainage & sidewalk improvements - \$85,000
- Sebago - Food Pantry, Warming Hut - \$36,575
- Wayside Food Rescue - \$12,000
- Town of Bridgton - Set Aside Grant - \$221,368 Wayside Sewer Leach Field Reconstruction - \$186,368
- City of South Portland - Set-Aside Grant - \$491,930 Housing programs; parks; sidewalks; street improvements; & public services

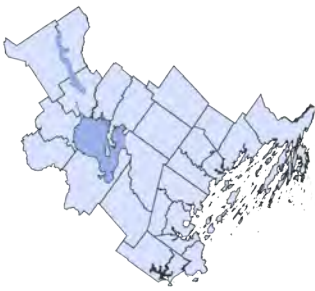
4) Among projects completed during the year, highlights include: Gorham Ecumenical Food Panty, Naples Community Center Renovations, Gray Downtown Revitalization, Steep Falls Library Renovations

5) The City of Westbrook joined as the 25th member of the Cumberland County Community Development Program.

6) Grantees for the 2010 competition were selected in the spring of 2010. Our CDBG allocation for 2010 will be \$1,849,093.

7) Donna Larson, Town Planner of Freeport served as Chair of the Municipal Oversight Committee (MOC) from September 2008 through September 2009. David Morton, Casco Town Manager now serves at the Chair. The MOC is the assembly of all 25 participating communities providing policy guidance to the program.





## **Treasurer's Office**

***Diane Gurney, Treasurer***



The Treasurer of Cumberland County is elected every four years. The Treasurers' duties involve making investments for the County, reviewing and signing accounts payable checks, and participating in the annual tax anticipation notes procedure.

## **Violence Intervention Partnership**

***Faye Luppi, Director***

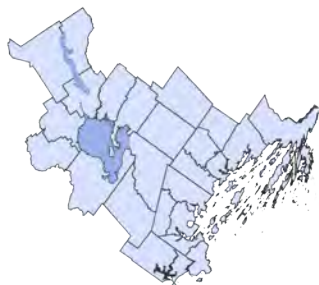


The goal of the Violence Intervention Partnership (VIP) is to coordinate a community response to domestic violence, hold offenders accountable and enhance victim safety. VIP partners include the Cumberland County District Attorney and Sheriff's Offices, Family Crisis Services, District II Police

Chiefs, the Department of Corrections, Maine Pretrial Services, Maine District Court, and State Street United Church of Christ. VIP is guided by

a community Advisory Council, and conducts outreach to our elderly, incarcerated, disabled, and refugee/immigrant populations. Current VIP initiatives include: 1) provide specialized services to elder victims; 2) work with the business community to identify best practices for addressing workplace domestic violence; 3) participate in the DV Court Case Coordination Project to coordinate civil and criminal dockets, and judicial monitoring, using a dedicated probation officer and Pre-trial Case Manager and risk assessment tools; 4) work with leaders in the refugee and immigrant communities to conduct outreach, including support for language line services, and translation of outreach materials; 5) provide outreach, advocacy and re-entry planning for incarcerated victims of domestic violence in partnership with community agencies; 6) collaborate with healthcare providers, including training for individual providers in partnership with the Physicians for Social Responsibility and the Maine CDC Safe Families initiative focusing on public health; 7) focus on stalking with continued distribution of stalking kits and translation of stalking information; 8) partner with local faith communities, including New Mainers, to increase awareness of domestic violence; and 9) collaborate with disability advocates to increase awareness about working with victims with disabilities.





## ***District Attorney's Office***

***Stephanie Anderson, District Attorney***



Dear Honorable  
County  
Commissioners,  
County Manager  
Peter Crichton  
and the citizens of  
Cumberland County:

As I begin my  
nineteenth year as  
District Attorney for  
Cumberland County,  
I am pleased to  
outline some of our  
accomplishments and

the services we have provided to the County of  
Cumberland.

We are an office of 48 persons, including 18 Attorneys, and an array of trial assistants, victim assistants, law student interns and other support staff. We are the largest District Attorney's Office in the State of Maine serving the largest population estimated at 278,559 people. Our office is organized with office administration staff and three general prosecutorial teams: Purple, Red, and Blue. Each team is led by an assistant district attorney and comprised of attorneys and staff responsible for prosecuting all the cases which arise from a cluster of assigned law enforcement agencies. We also have a Juvenile team responsible for handling all prosecutions of juvenile offenses, and a Domestic Violence unit which works within each team handling cases involving domestic violence.

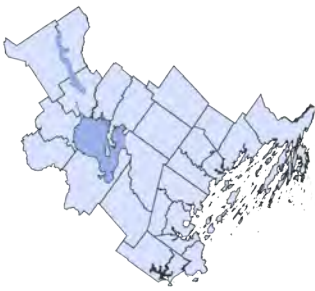
January 1, 2009 marked a monumental transformation of the Criminal Justice System in Cumberland County with the implementation of the Unified Criminal Docket. This ground breaking

restructuring eliminated the historical two-tiered criminal court and replaced it with a one-tiered system. The Unified Criminal Docket was designed to reduce redundancies which characterized the two-tier system and streamline criminal case processing. It has resulted in greater efficiencies, most notably in a substantial reduction in the issuance of witness subpoenas and officer notifications for court appearances that resulted only in attorney-judge conferences. This in turn has drastically reduced unnecessary police office appearances, allowing law enforcement executives to increase deployment of officer assets to public safety and other core police agency functions.

During this first year under the Unified Criminal Docket, my office received and processed 13,810 cases for criminal prosecution not including civil infractions, post conviction reviews, probation revocation matters and various other matters which are not calculable at this time. In addition to the large volume of cases, the prosecution of cases has become more complex, detailed and specialized requiring more in depth investigation, review and time.

Like all District Attorney Offices in Maine, our office funding mechanism is a unique hybrid of county and state sources. The attorneys are all state employees, and are paid by the state. All the other employees, plus all operating expenses are paid by the County. As with other agencies of state government, we have had to contend with the fallout from the perennial state budget crisis - most notably this year "furlough" days for the attorneys. As a result of having to do "more" with "less" every year, we recognize the value of efficiency and continue to investigate means of creating more streamlined processes to assist in processing the criminal caseload. To this end, we applied for and received a Violence Against Women Act technology grant from the State of Maine to create data exchanges / interfaces with several





major law enforcement agencies in Cumberland County. This project is scheduled to commence in the beginning of 2011, following the purchase of new serves and the upgrade of our case management and database software system. We are anticipating that these interfaces will greatly reduce the repetitive data entry that occurs in all criminal cases, as well as increase the availability of criminal history data and facilitate exchange of information by and between this office and the other District Attorney's offices, police departments, and the courts.

With diminishing resources throughout the entire criminal justice system, we have continued to develop strategies and implement programs to divert appropriate offenses and offenders away from traditional criminal case processing and into diversion programs which are offender funded. Programs we have implemented such as the Check Enforcement program, Shoplifter Alternative program and the use of Deferred Disposition agreements are designed to hold the offenders accountable, protect the interests of the victim, promote public safety and minimize the financial and personnel costs associated with criminal prosecution of cases.

During 2009, 277 checks with a face value of \$65,476.34 were referred to the Check Enforcement Program of which \$26,990.72 (41%) was collected and returned to local area merchants. There were 173 participants in the Shoplifters Alternative program which promotes positive behavior change. 96% of those participants received A & B grades on the course. The national average was 88% in 2009. Only 31 % of the participants were deemed by the course risk assessment to have a high risk of re-offending. The Deferred Disposition program had 557 participants in 2009 slightly higher than 2008. Of these participants, 298 were given community services work as part of their agreement and

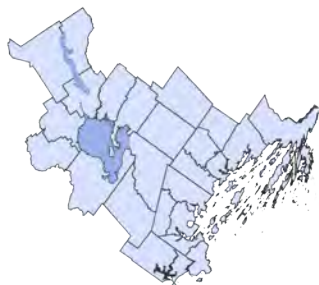
completed 11,828 total hours of service within Cumberland County. We collected \$99,183.05 of the court ordered \$133,590.00 supervision fees.

In addition to providing diversion programs, our office also collects restitution ordered by the court for victims of crimes. In 2009, there were 509 new restitution orders issued by the court. These cases do not include restitution ordered as conditions of an offender's probation which are payable through the Department of Corrections. In 2009, we collected \$438,625.87 in restitution. We currently have 1251 active restitution cases of which 969 are in default for failure to pay. Restitution is only disbursed to victims when the full amount of the restitution has been received from the defendant. Subsequently, we will often pay out more than what we have received in a given year drawing from the previously deposited amounts. In 2009, we paid \$1,340,096.57 in restitution to 582 victims.

In addition to the above responsibilities, the members of this office participate as key advisors and stakeholders in a variety of organizations and community initiatives.

We will face additional challenges in 2010. I thank the County Manager, Board of Commissioners and Budget Advisory Committee for their continued support of my staff and the initiatives that will assist us in delivering the best services possible to the people of Cumberland County.





## **Emergency Management Agency**

**James Budway, Director**



The County of Cumberland's Emergency Management Agency is responsible for carrying out the annual work program and other tasks directed to the agency by the State of Maine, Department of Defense, Veterans and Emergency Management. The mission of the Emergency

Management Agency is the coordination, preparation and carrying out of all emergency functions, except military, to minimize and repair injury and damage resulting from a disaster which exceeds local and County resources. The Emergency Management Agency's responsibility embraces active involvement in state and federally administered programs which include: Civil Emergency Preparedness, MRSA Title 37B and 42 USC 5121 et seq.

Terrorism / Weapons of Mass Destruction Hazardous Materials and Community Right to Know programming, MRSA Title 37B and PL 99-499 Title III and 40 CFR 1910.120.

Dam and reservoirs safe operation and planning program, MRSA Title 37B, chapter 21.

The activities of the Cumberland County Emergency Management Agency staff for the year 2009 are as follows:

### **EOC (Emergency Operations Center) Activations:**

- December 2008/January 2009 - Ice Storm

### **Disaster Assistance and Relief:**

In 2009 Cumberland County experienced one presidential declared disaster, an Ice Storm which took place over several days in December 2008. Municipalities and non-profit organizations state wide, received more than \$ 10,000,000 in reimbursement funding from damages associated with the Patriot's Day storm. Assistance in the form of grants and low interest loans was also made available to businesses and homeowners.

### **2009 Homeland Security Grants:**

Nearly \$ 90,000.00 was awarded through Cumberland County Emergency Management in 2009 in the form of Homeland Security Grants.

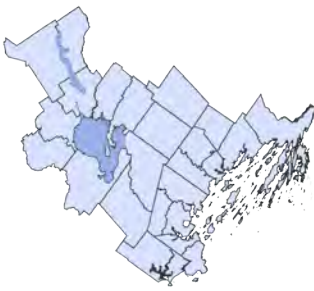
#### **Local Emergency Planning Committee Activities:**

- Received, reviewed and entered into CAMEO 100% of Tier II reports for over 100 EHS and non EHS facilities.
- Provided local responders with over \$ 20,000.00 in Hazardous Materials Training Grants through the State Emergency Response Commission and the Cumberland County Local Emergency Planning Committee.
- Sprague Energy Emergency Spill Exercise
- Mapping of EHS Facilities
- Conducted 19 Facility Plan reviews
- Conducted 7 Dam Plan Reviews

### **Exercises:**

- Eel Weir Dam Functional Exercise, Sappi Fine Paper
- Drinking Water Emergency Tabletop Exercise
- Jet Port Full Scale Exercise
- Attended 6 planning meetings
- Attended 2 Exercise workshops
- 3 Evaluation Program Review Meetings
- Participated in the State EOC Functional exercise
- Lake Region High School Table Top Exercise
- Conducted Planned Exercise Schedule for Cumberland County





### ***National Incident Management Systems (NIMS)***

- Coordinated 6 Meetings with Cities/Towns intended to promote NIMS, provided guidance.
- FY09 NIMSCAST Assessment for Cumberland County and its municipalities.
- Wrote NIMS Implementation Plan for 3 Communities
- Staff NIMS Training IS 100 - IS 800

### ***Training Provided:***

#### **Town of Casco**

- Instructed IS 100 Classroom Training
- IS 700

#### **Town of North Yarmouth**

- Instructed First Responder Awareness
- Instructed IS 100 Basic Incident Command System (12/08/07)
- Coordinated IS 700
- Modified IS 700 Power Point Classroom course for instruction
- Organized and Coordinated NIMSCAST Classroom Training provided by MEMA

### ***Staff Development Training / Courses Taken:***

- IS-005, Introduction to Hazardous Materials
- IS-120, Orientation to Community Disaster Exercises
- G-139, Exercise Design
- G-235, Emergency Planning
- IS-292, Disaster Basics
- IS-340, Hazardous Materials Prevention
- IS-700, NIMS
- IS-800, NRP
- IS-706, NIMS Intrastate Mutual Aid
- IS-250, ESF-15 External Affairs
- CDP-005, WMD/Terrorism Awareness for Emergency Responders
- MEMA - Basic Emergency Manager Certification
- EMI Emmitsburg, Maryland - E190 - ArcGIS For HazUS
- LNG/Petroleum Safety Training - Portland

- 4-day Homeland Security Exercise/Evaluation Program
- Maine Hurricane Evacuation Program in Augusta

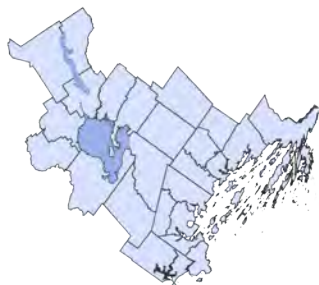
### ***Meetings:***

Coordinated, participated in or lead:

- LEPC - 9
- Local EMA Directors - 11
- Pipeline Transmission Owner / Operators
- Dam Emergency Planning Workshop
- Cumberland County ARES/RACES meetings - 10

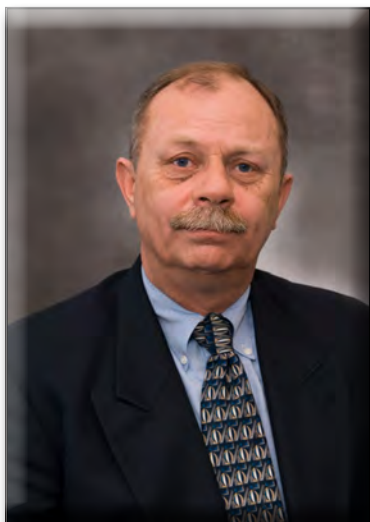
### ***Miscellaneous Activities/Projects:***

- Procured & distributed nearly 10,000 preparedness brochures, books and related Materials.
- Global Relief Technologies PDA training and development
- Management of MEMA Credentialing for Special Teams
- GIS Map production for Cumberland County Towns
- Fire Pager Grant coordination and pager programming and distribution
- Management of HAN and CityWatch Notification Systems
- Published 12 issues of the News from Down Under - The Cumberland County EMA Newsletter.
- Attended Coastal Cumberland County Evacuation/Detour Study - Phase II
- Organized and participated in the 2008 Homeland Security Grant Review Committee
- Participated in MEMA Conference calls due to severe weather, Propane Shortage, Flooding, High Winds.



## **Regional Communications Center**

**William Holmes, Director**



On behalf of the staff members of the CCRCC and our Board of Directors, I am very pleased to present to you our 2009 Year End Report. The CCRCC experienced a very busy year in 2009 and we expect to become even busier as additional communities choose to join the center.

The county initiated a Countywide Microwave Simulcast radio project more than a year and a half ago. Despite the fact that the process has taken much longer than we had anticipated, we expect to “flip the switch” on the new system within weeks. The new system has been thoroughly tested and we expect to exceed the system requirements. We are all very pleased to be able to offer this latest technology to the Sheriff’s Department and additional countywide radio frequencies for use by all public safety agencies throughout the County.

I am also pleased to report to you that the Chairman of the CCRCC Board of Directors, Bob Lefebvre, has been selected as the Cumberland County Fire Chief of the Year. We all know how hard Bob works for his agency, our agency and on behalf of all Fire / Rescue departments throughout the State.

The CCRCC is poised to begin our newest community program, 9-1-1 TEAM of volunteers, on March 29, 2010. The program is designed to have volunteers from our communities working

with the staff at the CCRCC to call seniors in our communities each morning to ensure that they are doing well.

### **Mission Statement**

The mission of the Cumberland County Regional Communications Center is to provide the citizens of Cumberland County and the Public Safety agencies we serve with the highest possible standards of Public Safety Communications Service. We accomplish this by providing well trained communications staff, updated technology and working with the communities to reach these goals.

Each Public Safety Dispatcher is trained, prepared, and committed to completing our mission with pride, professionalism and the best possible service available.

The Cumberland County Regional Communications Center shall respond to every call for assistance and service in a fast, effective manner. Effective response means the correct notification of the appropriate unit(s) the first time every time.

### **Goals and Objectives**

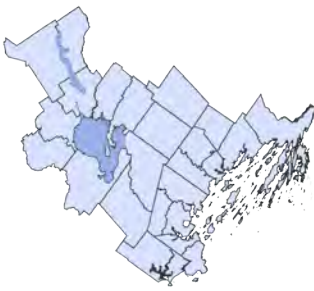
In order to provide the best level of service possible, Cumberland County Regional Communications Center will operate through a set of policies and procedures which include the department’s goals and objectives.

### **Agencies & Municipalities Served**

The CCRCC provides full emergency communications service to the following public safety agencies / communities:

- American Red Cross
- Baldwin Fire
- Casco Fire / Rescue
- Chebeague Island Fire/Rescue
- Cumberland Police / Fire / Rescue
- Cumberland County Emergency Management





#### Agency

- Cumberland County Sheriff's Office
- Frye Island Police / Fire / Rescue
- Gorham Police / Fire / Rescue
- Gray Fire / Rescue
- Harpswell Fire / Rescue
- Harrison Fire / Rescue
- Homeland Security Agents / Department of Defense
- Long Island Fire / Rescue
- Naples Fire / Rescue
- New Gloucester Fire / Rescue
- Raymond Fire / Rescue

### **PSAP - Public Safety Answering Point**

In Cumberland County, the CCRCC serves as the PSAP for 18 of the 28 communities. If you live in one of these communities and dial 9-1-1 your call will be answered at the CCRCC:

- |                    |                  |
|--------------------|------------------|
| • Baldwin          | • Harpswell      |
| • Bridgton         | • Long Island    |
| • Casco            | • Naples         |
| • Chebeague Island | • New Gloucester |
| • Cumberland       | • North Yarmouth |
| • Frye Island      | • Pownal         |
| • Gorham           | • Raymond        |
| • Gray             | • Sebago         |
| • Harrison         | • Standish       |

### **Cumberland County Microwave Radio Project**

In April of 2010, the County transitioned to a new Countywide Microwave Radio System. Installation and testing of the new system has been in the process for nearly 2 years. We are very excited to begin operations on the new system which provides an entirely new radio system for the Cumberland County Sheriff's Office, provides ample bandwidth for data transmissions and provides two additional countywide emergency frequencies for use by all 28 communities in the County during an emergency.

In addition to installing the new microwave radio system, the county was awarded a Homeland Security grant totaling more than \$350,000.00 which allows 10 of our partner communities to connect to the countywide system. Each community has the ability to install a microwave radio system to the county system in the amount of \$34,000.00.

Baldwin	Gray
New Gloucester	Harpswell
Cumberland	Gorham
Long Island	Chebeague Island
Frye Island	One TBA

### **9-1-1 TEAM**

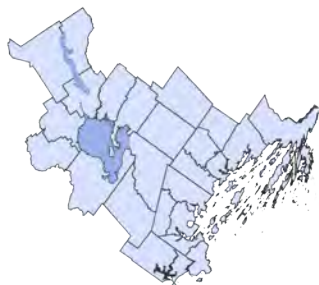
Early this year, 2010, the CCRCC established a group of Trained Elderly Assurance Members known as our 9-1-1 TEAM. The purpose of the 9-1-1 TEAM is to have a group of volunteers who are available to come to the CCRCC one morning per month for a 2 hour period to call senior citizens in our community to ensure that the seniors are doing well.

### **Enterprise Activities- Regional Communications Center**

This Enterprise/ Contract section is listed for informational purposes and is not part of the County Budget because operational expenses are offset by user charges/revenue.

The County has contracts with towns and organizations interested in securing enhanced communication service. Contracts provide for public safety and/or law enforcement response needs.

Per the Governmental Accounting Standards, "enterprise funds are to account for operations that are financed and operated in a manner similar to private business enterprises-where the intent of



the governing body is that costs of providing goods or services to the general public on a continuing basis be financed or recovered primarily through user charges". (Definition per GASB Standards)

### **Board of Directors**

- Rod Beaulieu, Town of Frye Island
- Jim Budway, Director of EMA
- Dick Clarke, Town of Long Island
- Alan Dolloff, Town of Baldwin
- Donald Goulet, CCSO Captain of CID
- John Joy, Director of CCIT
- Charlie Hammond, District 3 Commissioner's Rep
- Holly Hancock, Town of Casco
- William Holmes, Director of the CCRCC
- Dana LaPlante, Town of Harrison
- Bob Lefebvre, Chairman, District 2 Commissioner's Rep
- Dave Libby, District 1 Commissioner's Rep
- Angelo Mazzone, Town of Cumberland
- Dave Mercier, Town of Harpswell
- Galen Morrisson, Town of Gray
- Ralph Munroe, Town of Chebeague Island
- Chris Pond, Town of Naples
- Gary Sacco, Vice Chair, Town of New Gloucester
- Ron Shepard, Town of Gorham
- Bruce Tupper, Town of Raymond

### **2009 Year End Stats - Metro System**

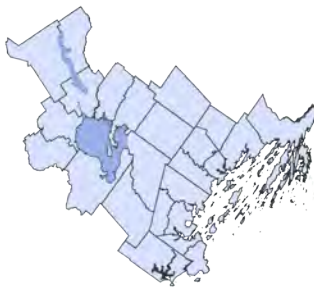
- Entered Stolen Articles : 60
- Entered Stolen Boats : 11
- Entered Stolen Guns : 29
- Ill's Criminal History Checks : 666
- Entered Stolen License Plates : 1
- Entered Missing Persons : 48
- Entered Stolen vehicles : 39
- Wanted Person NCIC : 234
- Teletypes Sent : 2958
- Maine Criminal History Checks : 504
- Maine Wanted Person : 588
- Bail Conditions Entered : 8
- Protection Orders: 534
- Arrest Tracking Numbers Issued : 1334

### **Annual Statistics by Town/Agency**

Town	# of Total Incidents
Baldwin Fire	68
Casco Fire & Rescue	653
Chebeague Island Fire	98
CCSO	32,662
Cumberland Fire & Rescue	1,192
Cumberland Police	12,343
Frye Island Fire	22
Frye Island Police	186
Gray Fire	1,054
Gorham Fire & Rescue	2,549
Gorham Police	19,725
Harpswell Fire	464
Harrison Fire	106
Long Island Fire	65
Naples Fire & Rescue	777
New Gloucester Fire	492
Raymond Fire & Rescue	698
<b>Total Incidents</b>	<b>73,154</b>







## Daily Call Center Overview

From: 01/01/2008 00:00:00  
To: 12/31/2008 23:59:59

### Call Data Totals

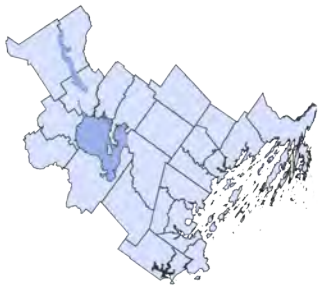
Day	All Calls	Inbound										Outbound		
		Overall			Land Line			Wireless			Hit			
	Total Count	Total Answered	Total Abandoned	% of All Calls	Total Answered	Total Abandoned	% of Inbound Calls	Total Answered	Total Abandoned	% of Inbound Calls	Total Count	% of Inbound Calls	Total Count	% of All Calls
Sunday	2759	2219	155	86.0%	1338	139	62.2%	881	16	37.8%	0	0.0%	385	14.0%
Monday	2918	2457	148	89.3%	1536	142	64.4%	921	6	35.6%	0	0.0%	313	10.7%
Tuesday	2756	2316	155	89.7%	1497	143	66.4%	819	12	33.6%	0	0.0%	285	10.3%
Wednesday	2893	2375	176	88.2%	1449	162	63.2%	926	14	36.8%	0	0.0%	342	11.8%
Thursday	2926	2424	168	88.6%	1525	157	64.9%	899	11	35.1%	0	0.0%	334	11.4%
Friday	3036	2471	177	87.2%	1624	170	67.7%	847	7	32.3%	0	0.0%	388	12.8%
Saturday	3077	2589	166	89.5%	1545	157	61.8%	1044	9	38.2%	0	0.0%	322	10.5%
	20365	16851	1145	88.4%	10514	1070	64.4%	6337	75	35.6%	0	0.0%	2369	11.6%

## Daily Call Center Overview

From: 01/01/2008 00:00:00  
To: 12/31/2008 23:59:59

### Call Data Averages

Day	All Calls	Inbound											Outbound	
		Overall			Land Line			Wireless			Hit			
	Average Count	Average Answered	Average Abandoned	% of All Calls	Average Answered	Average Abandoned	% of Inbound Calls	Average Answered	Average Abandoned	% of Inbound Calls	Average Count	% of Inbound Calls	Average Count	% of All Calls
Sunday	53.1	42.7	3.0	88.0%	25.7	2.7	62.2%	16.9	0.3	37.8%	0.0	0.0%	7.4	14.0%
Monday	56.1	47.3	2.8	89.3%	29.5	2.7	64.4%	17.7	0.1	35.6%	0.0	0.0%	6.0	10.7%
Tuesday	53.0	44.5	3.0	89.7%	28.8	2.8	66.4%	15.8	0.2	33.6%	0.0	0.0%	5.5	10.3%
Wednesday	55.6	45.7	3.4	88.2%	27.9	3.1	63.2%	17.8	0.3	36.8%	0.0	0.0%	6.6	11.8%
Thursday	55.2	45.7	3.2	88.6%	28.8	3.0	64.9%	17.0	0.2	35.1%	0.0	0.0%	6.3	11.4%
Friday	58.4	47.5	3.4	87.2%	31.2	3.3	67.7%	16.3	0.1	32.3%	0.0	0.0%	7.5	12.8%
Saturday	59.2	49.8	3.2	89.5%	29.7	3.0	61.8%	20.1	0.2	38.2%	0.0	0.0%	6.2	10.5%



## Registry of Deeds

**Pamela E. Lovley, Register of Deeds**



In February of this year, the Registry introduced an updated, enhanced version of our website. Our customers have been very pleased to be able to search documents or plans for free and then be able to view the document or plan for free. Copies of these records are available at the price per copy

as specified on our fee schedule. The website address is the same - [www.mainelandrecords.com](http://www.mainelandrecords.com).

The Maine Revenue Service is planning to roll out it's first ever electronic Real Estate Transfer Tax Declaration form. The benefits of electronic filing of this form is to provide a fast, convenient paperless process to complete and file Real Estate Transfer Tax Declarations, it will facilitate complete and correct forms and will provide faster access to records by Registries, Municipalities, Maine Revenue Services staff and the public. Cumberland County Registry of Deeds has been chosen to participate in the testing process.

The Registry processed 78,028 documents and 478 plans this year. Revenues generated by the Registry of Deeds for 2009 totaled \$7,927,011. From this amount the Registry transferred \$5,344,567 to the State, which represents 90% of the transfer tax collected. The County's 10% share of this tax was \$593,840. Other revenues collected include \$1,550,967 in recording fees,

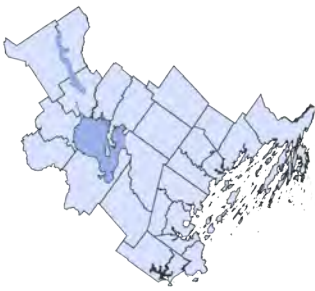
and \$135,791 in copy fees and \$111,624 in miscellaneous collections.

In accordance with Chapter 503, Sec 1.33 MRSA §752, the State gave the Registries of Maine authority to collect a \$3.00 surcharge for each document recorded. Our surcharge collections totaled \$190,221.

I am proud of our knowledgeable, courteous and friendly staff and commend them for their hard work and dedication to the citizens of Cumberland County.







## Registry of Probate

**Hon. Joseph Mazziotti**

**John B. O'Brien, Register of Probate**



The greatest challenge of 2009 was adjusting to the loss of one full time Clerk II position in the Probate Office. Work loads were adjusted and everyone pitched in to assure that the smooth operation of the office continued without changing the excellent customer service of which we are so proud. This was achieved despite a slight increase over 2008 in the total number of new cases filed. We received a total of 1,796 new filings, including 1,105 formal and informal estates, 280 guardianships of minor children and incapacitated adults, 267 name changes, and 144 adoptions.



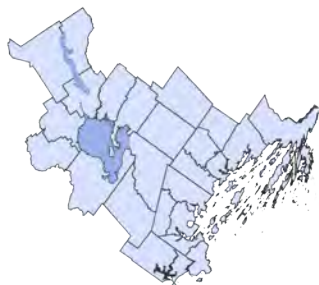
The Cumberland County Registry of Probate is serving as one of two counties statewide involved in a pilot program under the Guardianship Task Force. The goal of the program is to consider alternatives to full guardianship of incapacitated adults. A revised Court Visitor form has been developed, seeking to elicit information that will assist the Judge in determining whether full

guardianship is necessary, or if there are ways of meeting the needs of a protected person that are less restrictive.

Judge Mazziotti has been appointed by the Chief Justice to serve on a statewide committee charged with reviewing probate policies and procedures and making recommendations to achieve greater consistency and uniformity among the Counties. Another statewide Committee is reviewing forms and investigating the possibility of electronic filing of probate petitions. Again, Cumberland County has been tapped as one of the pilots when this process begins in 2010.

The probate staff consists of elected officials Joseph R. Mazziotti, Judge of Probate and John B. O'Brien, Register of Probate. Barbara Gauditz is the Deputy Register. Judith Lavoie is the Legal Secretary who coordinates the Judge's schedule and court calendar and processes adoption and name change petitions. Clerks JoAnne Clemons, Mary Graffam, and Jeff Kimball share the work of processing formal and informal estates, claims against estates, closing statements, guardianship and conservatorship petitions, and the numerous requests for certified copies of wills and various other documents.





## Sheriff's Office

**Sheriff Mark N. Dion**



It is with great pleasure that I present this annual report for the Sheriff's Office.

The information contained therein is representative of the work being accomplished day to day by the Deputies, Corrections Officers and civilian staff who make up this agency. Their accomplishments

are in large part, the foundation for what we commonly refer to as public safety. Our quality of life depends on the often unrecognized contributions made by these men and women.

I want to thank you for the support that we have received in the work we do. Our success could not be realized without the dedication, interest and involvement provided to us by individuals, communities and various elected and appointed government officials.

As we move forward to engage the challenges of the future we will continue to stay true to the ideal: "First, to Serve."

### Patrol Unit

Patrol Deputies responded to 33,075 calls for service in 2009. This number does not include accidents and traffic violations which number 3,912 for the year. The Division is made up of 1 Captain, 2 Lieutenants, 4 Sergeants, 28 Patrol Deputies and 2 Marine Patrol Deputies.

Thirteen municipalities in Cumberland County have established local police departments. The Cumberland County Sheriff's Office provides police services for the other fourteen (14) communities. The Sheriff's Office is responsible for patrolling 853 square miles within the county.

### Dive Team

The personnel assigned to the team strive to be prepared for any underwater emergency or investigation in, but not limited to, the waters of Cumberland County. Three of the divers have completed their Master Diver Certification. The team responded to 2 events in 2009.

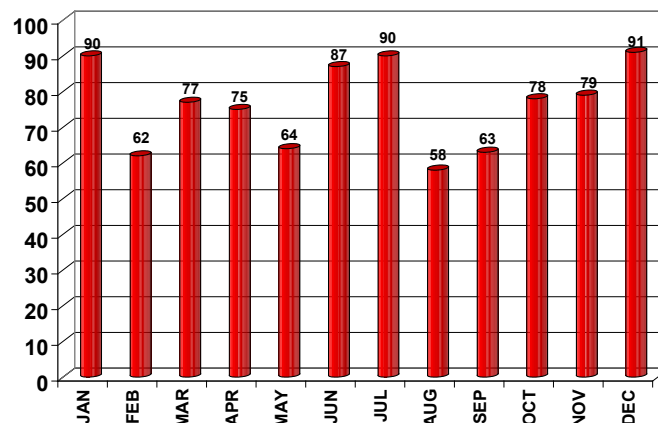
### K-9 Unit

The agency has three K-9 teams which were responsible for 11 arrests, 26 drug seizures and 3 evidence recoveries for a total of 164 calls for service. The deputies and their K-9 partners provided assistance to 11 municipal police departments, 3 counties, state police and three federal law enforcement agencies.

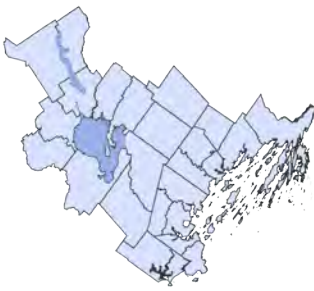
### Assigned Cases By Month:

January & July had the highest caseload assigned to detectives in 2009. This would coincide with the seasonal population growth that our County experiences each year and a rash of burglaries that occurred in January 2009.

Assigned Cases By Month







### Evidence Technician

In 2009, the Evidence Technician received 2,020 articles of evidence/property. Included with these articles were 148 work orders requesting some form of forensic processing.

### Civil Division

During 2009, the Civil Division received 9,742 process papers for service. The staff successfully served 7,269 papers.

### Jail

The Cumberland County Jail is the state's only adult detention facility to have achieved accreditation from the American Correctional Association and the Commission on Correctional Health Care on three distinct audit cycles. Our staff has also met stringent standards established by the US Marshal's Service and the Immigration Customs Enforcement agency within the Department of Homeland Security as they apply to the incarceration of Federal detainees.

With an authorized strength of 192 corrections officers, the jail functions as a full service correctional facility housing minimum, medium and maximum security offenders. Under the direction of the Maine Board of Corrections, the jail will also be responsible for the care, custody and control of state prisoners assigned to the facility for the last two years of their sentence.

### Trustee Labor

This year, 72 inmates qualified for trustee work assignments. Their activities were directed toward kitchen, laundry, grounds, and maintenance.

Hours worked:	157,680
Value of work performed:	\$1,419,120

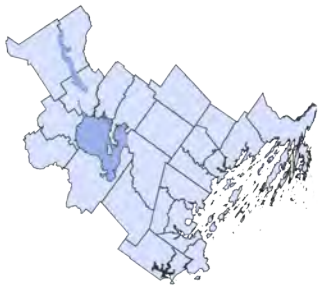
This year, 506,145 meals were served and cost an average of \$.96 a meal.

### Community Corrections Program

Community Services Program is staffed by two Community Services Officers and supplemented by inmates who have been granted pre-release status worked throughout Cumberland County to save communities several thousand dollars on various projects. The total estimated savings of this work is \$573,500.00. Total number of hours per community for 2009:

Portland	46,240
South Portland	1024
County of Cumberland	1064
Standish	320
Cape Elizabeth	376
Sebago Lake Chamber of Commerce (Camp Sunshine)	144
Falmouth	536
Westbrook	256
Raymond	320
Casco	256
Cumberland	1200
Brunswick	256
Scarborough	48
Pownal	920
Total Hours	46,240





## Facilities Department

**Bruce Tarbox, Director**



On behalf of all employees in the Facilities Department, I am pleased to offer this report. I express my appreciation to the dedication and professionalism of my staff. Their achievement and quality of work has saved the county financially again for 2009.

The facilities department is responsible for the maintenance and improvement of Cumberland County government's physical infrastructure, which consists mainly of the following facilities:

- Courthouse Complex - 228,950 sq. ft.
- The 338 vehicle spaces Cumberland County Parking Garage
- Cumberland County Parking Lot - 44 spaces
- Surface Lot adjacent to garage - 9 spaces
- The Cumberland County Jail - 142,000 sq. ft.
- The Law Enforcement Center (LEC) - 11,800 sq. ft.
- The Community Corrections Center (CCC) - 10,000 sq. ft.
- Emergency Management Agency (EMA) - 7,000 sq. ft.
- Communications Center (RCC) - 6,600 sq. ft.

These county owned facilities consist of seven buildings in six different locations including Windham. The Facilities Department also maintains the county's fleet of 100 vehicles, several storage buildings, parking lots and grounds including sidewalks and entranceways.

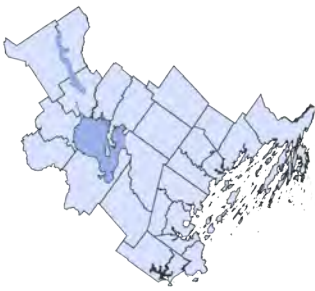
The Facilities Department also assists with the communication and data requirements of the County District Attorney's and Sheriff's offices in communities such as Bath, Brunswick, Bridgton, Standish and Gray.

In addition to maintaining the previously stated facilities, special projects completed in 2009 were:

- Installed Microwave Structures and systems for the county wide radio system in Harpswell, Harrison and Casco.
- Renovated the Law enforcement Center with new carpeting, paint and shelving
- Continued with request for control problems at the Courthouse for the HVAC Siemens automation control system.
- Repaired vandalized broken glass at Main entrance to Courthouse
- Repaired drainage issues around foundation of Courthouse
- Installed galvanized chain fence at the jail
- ADA work around the Courthouse completed through reimbursable grant
- Worked to complete application for Energy Efficiency Grant for \$630,000 +/-
- Relocated books in Deeds office for safer storage







## Finance Department

**Vic Labrecque, Director**



This department prepares the annual budget and maintains all accounting functions for the County's \$40 million budget, including accounts payable, accounts receivable and payroll. The department has received national recognition annually for its governmental accounting

practices. A copy of the 2009 budget is located on page 18 of this annual report. For a copy of the complete budget, please go to [www.cumberlandcounty.org/finance](http://www.cumberlandcounty.org/finance) and download the 2009 Budget.

## Information Technology Department

**John Joy, Director**



2009 was a very busy year for the IT Department. In addition to the daily tasks of maintaining the highest quality of service for our 3 campuses, our IT Staff made great strides in updating our existing equipment, finding more efficient ways to do daily tasks and continue to further their education to

meet today's demanding IT needs. The following is a list of the items that we completed over the year:

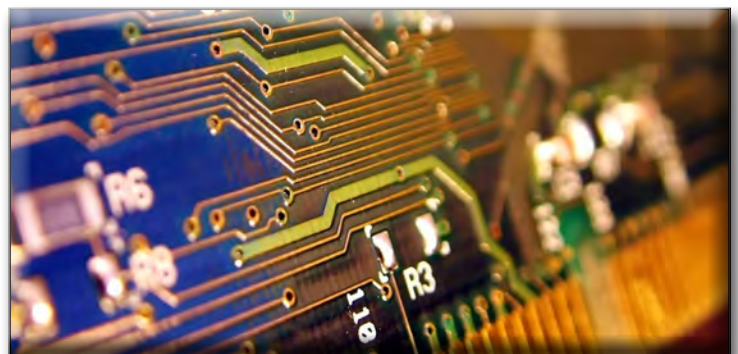
- Installed new software for the CCRCC called I Am Responding - Which allows responders to notify dispatch that they are responding to calls via their cell phones.
- Installed new pc's in the jail
- Installed 7 new servers around the county.
- Installed an XMatch Fingerprint machine in the Jail's Intake Dept.
- Installed a new evidence module with barcode scanner for the CCSO Evidence Technician to keep inventory of all evidence in our possession.
- Created new paging software to work in conjunction with the PageGate system in our CCRCC that allows automatic paging from the Dispatcher from our CAD system.

### Leaders in Our Country

In October, John Moran participated on the IJIS Public Safety Data Interoperability Project in Washington DC as a committee member.

### Training

In 2009, Aaron Gilpatric, Angela Berube-Gray & John Moran all took a CompTIA Network Certification classes. Aaron also took a CCNA Cisco Certification Class, Angela completed a Flash CS5 class, and John Moran got his A+ Certificate.





# COUNTY OF CUMBERLAND: BUDGET 2009

DEPARTMENT	2008 ADOPTED BUDGET	2008 YEAR END EST.	2009 BUDGET REQUEST	Dollars over 2008	Mgr Cuts from Request	2009 MGR RECOMM	2009 BAC Recommend	2009 Adopted Budget	% Increase over 2008	Tax Impact
Emergency Mgmt Agency	308,748	301,748	351,627	42,879	10,462	362,089	362,089	362,089	17.3%	0.43%
District Attorney	1,342,866	1,342,811	1,426,585	83,774	(41,235)	1,385,350	1,385,350	1,385,350	3.2%	0.42%
Treasurer	13,485	33,541	36,048	22,563	(344)	35,704	35,704	35,704	164.8%	0.22%
Facilities	1,771,801	1,707,588	1,983,960	212,159	(403,033)	1,580,867	1,580,867	1,580,867	-10.8%	-1.90%
Registry of Deeds	910,544	811,484	948,564	38,020	(137,905)	810,659	810,659	810,659	-11.0%	-1.00%
Registry of Probate	513,011	509,936	551,669	38,658	(63,369)	488,300	488,300	488,300	-4.8%	-0.25%
Finance	334,112	332,988	352,468	18,356	(9,237)	343,231	343,231	343,231	2.7%	0.09%
Communications	919,439	927,331	1,134,201	214,762	(122,811)	1,011,390	1,011,390	1,049,390	10.0%	0.92%
Executive-Admin	541,128	522,583	560,104	18,976	57,908	618,012	618,012	618,012	14.2%	0.77%
Executive-Garage	78,197	78,147	82,766	4,569	(1,466)	81,301	81,301	81,301	4.0%	0.03%
Information Technology	381,366	334,466	585,334	203,968	(9,054)	576,280	576,280	576,280	51.1%	1.94%
Human Resources	259,477	253,667	270,506	11,029	(7,744)	262,762	262,762	262,762	1.3%	0.03%
Sheriff-Admin	1,020,149	1,019,020	992,214	(27,935)	(95,820)	896,394	896,394	896,394	-12.1%	-1.23%
Sheriff-Law Enforcement	3,174,966	3,294,281	4,026,713	851,747	(368,305)	3,658,408	3,658,408	3,620,408	15.2%	4.82%
Sheriff-Civil	282,371	283,044	276,078	(6,293)	(1,770)	274,308	274,308	274,308	-2.9%	-0.08%
Debt Service	2,270,000	2,270,000	2,225,000	(45,000)	20,301	2,245,301	2,245,301	2,245,301	-1.1%	-0.25%
Debt Interest- Bonds	427,300	427,300	339,394	(87,906)	24,340	363,734	363,734	363,734	-14.9%	-0.63%
Debt Expense - TAN Loans	189,700	189,700	190,500	800	-	190,500	190,500	190,500	0.4%	0.01%
Grants	135,904	139,981	139,981	4,077	(4,077)	135,904	135,904	135,904	0.0%	0.00%
Human Services	194,659	194,659	200,499	5,840	(5,840)	194,659	194,659	194,659	0.0%	0.00%
Pension Life- Retirees	1,500	1,500	1,500	-	-	1,500	1,500	1,500	0.0%	0.00%
Contingent Account	40,000	40,000	40,000	-	-	40,000	40,000	40,000	0.0%	0.00%
Sal./ Ben./ Term. Pay	3,300	3,300	3,300	-	-	3,300	3,300	3,300	0.0%	0.00%
Unemployment Insurance	25,000	25,000	25,000	-	-	25,000	25,000	25,000	0.0%	0.00%
Referendum and Public Info	50,000	50,000	50,000	-	-	50,000	50,000	50,000	0.0%	0.00%
Federal Grant Contracts	70,000	70,000	70,000	-	(70,000)	-	-	-	-100.0%	-0.70%
BAC RECOMMENDS UNDEFINED CUTS										
Total Expenditure Summary	15,259,023	15,164,075	16,864,011	1,604,987	(1,229,059)	15,634,952	15,634,952	15,634,952	10.52%	15.99%
Change		(94,948)		1,604,987	(1,229,059)	375,929	0			
DEPARTMENT	2008 ADOPTED BUDGET	2008 YEAR END EST.	2009 BUDGET REQUEST	Dollars over 2008	Mgr Cuts from Request	2009 MGR RECOMM	2009 BAC Recommend	2009 Adopted Budget	% Increase over 2008	Tax Impact
Tax Calculation	2006 Budget	2007 Budget	2008 Budget	2009 BUDGET REQUEST	2009 MGR RECOMM	2009 BAC Recommend	2009 Adopted Budget	Percent Impact from 2008 Budget		TAX Impact
COUNTY										
Total Estimated Expenditures	29,809,866	30,773,043	15,259,023	16,864,011	15,634,952	15,634,952	15,634,952	375,929	2.46%	1.74%
Total Estimated Revenues	(9,197,219)	(9,497,219)	(4,820,878)	(4,660,469)	(4,673,669)	(4,673,669)	(4,673,669)	147,209	-3.05%	0.68%
Designated Surplus	(1,300,000)	(1,000,000)	(400,000)	(400,000)	(350,000)	(350,000)	(350,000)	50,000	-12.50%	0.50%
Tax Revenue Required	19,312,647	20,275,824	10,038,145	11,803,542	10,611,283	10,611,283	10,611,283	573,138	5.71%	2.65%
Net Dollar Change				\$ 1,765,396	573,138	573,138	573,138			
Percent from 2008				17.59%	5.71%	5.71%	5.71%			
								2716/20099:47 AM		



# COUNTY OVERVIEW: Revenue and Expenses from all Sources

## COUNTY OF CUMBERLAND: BUDGET 2009

Tax Calculation	2005 Budget	2006 Budget	2007 Budget	2008 Budget	2009 BUDGET REQUEST	2009 MGR RECOMM	2009 EAC Recommend	2009 Adopted Budget
Total Estimated Expenditures	28,796,132	29,809,866	30,773,044	31,765,919	33,370,907	32,141,848	32,141,848	32,141,848
Total Estimated Revenues	(8,086,501)	(9,197,219)	(9,497,219)	(9,752,172)	(9,591,763)	(9,604,963)	(9,604,963)	(9,604,963)
Designated Surplus	(1,800,000)	(1,300,000)	(1,000,000)	(400,000)	(400,000)	(350,000)	(350,000)	(350,000)
Tax Revenue Required	18,909,631	19,312,647	20,275,825	21,613,747	23,379,144	22,186,885	22,186,885	22,186,885

2.65%

## COUNTY OF CUMBERLAND: Enterprise Funds 2009

### Enterprise Funds:

The County has contracts to provide services beyond the basic services provided by the County. See the Enterprise section of the budget for details.

Budget	2009 Budget
Total Estimated Expenditures	Enterprise
Total Estimated Revenues	Enterprise
Tax Revenue Required	\$0.00

## COUNTY OF CUMBERLAND: Grants and other Funds 2009

### Grants and Other Funds:

The County receives Grants from other Federal agencies for special programs and services. Funds are also received from inmate commissary funds and from the Department of Corrections for other services

Budget	2009 Budget
Total Estimated Expenditures	Grants and Other
Total Estimated Revenues	Grants and Other
Tax Revenue Required	\$0.00

## COUNTY OF CUMBERLAND: Summary Budget from all Sources 2009

### Summary Overview

This is a presentation of all dollars that come into the County, regardless of source.:

Budget  
Enterprise  
Grants

Budget	2009 Budget
Total Estimated Expenditures	36,095,180
Total Estimated Revenues	(13,558,295)
Designated Surplus	(350,000)
Tax Revenue Required	\$ 22,186,885



# CUMBERLAND COUNTY MAINE

