

Maine

Is



President Franklin D. Roosevelt designated October 12 as Columbus Day, and images of Columbus are pervasive throughout the U.S. Capitol complex, including those upon the main door to the Rotunda. See <http://xroads.virginia.edu/~CAP/COLUMBUS/col2.html>.

Technology

A publication featuring the Information Services technology of Maine State Government

Piloting BIS' Address Validation Web Service

By MICHAEL FRANCOEUR

An Address Validation Web service – a first for the Bureau of Information Services (BIS) – offers a common interface that applications throughout Maine State government can use to quickly and accurately validate address information. It is based on Maine's E9-1-1 system.

What is a "Web service"? Generally, Web services allow applications to communicate with each other electronically, thereby facilitating B2B (Business to Business) and B2C (Business to Consumer) transactions. By providing the network architecture that seamlessly connects applications, Web services have the potential to transform the world's computer systems into a global data center.

Technically "Web services" are the latest network architecture that enables the seamless integration of applications across local and wide area networks, Intranet, or Internet, using:

- SOAP (Simple Object Access Protocol <http://www.w3.org/TR/2003/REC-soap12-part0-20030624/>),
- WSDL (Web Services Description Language <http://www.w3.org/TR/wsdl/>),
- UDDI (Universal Description, Discovery, and Integration <http://www.uddi.org/about.html>), and
- XML (eXtensible Markup Language).

Web services expose applications core business methods (functions, procedures) for use by external applications, without compromising their basic security. All this is accomplished without changing code in the underlying, existing applications that are being connected.



As a widely accepted protocol, or format, for transmitting data from one application to another, XML is at the heart of the architecture. SOAP is the transport mechanism; WSDL is the document describing the Web service and its interfaces; and UDDI are the public/private registries cataloging the Web services that are publicly available for applications to use. Private UDDI registries exist, but are only available to trusted users. - continued on page 2 -



Mobular and eMarketing: Delivering Maine's Tourism Wonders by E-mail

By MIKE GOLDBERG

Through a unique and innovative partnership between technical and travel experts, Maine has become the first State to deliver its full-color tourism and travel brochure by e-mail. From the shores of Acadia National Park to the wilderness of Aroostook County, prospective tourists can search and navigate the wonders of Maine directly within their e-mail.

Mobular Technologies, Inc. and eMarketing, a travel and tourism marketing company, have teamed to enable tourists, travel agents, and others to receive and circulate the Maine Tourism Association's print brochure in Mobular's mobileBrochure format, an easy-to-navigate, completely searchable format that can be sent directly to any e-mail address in seconds.

High-quality, comprehensive tourism brochures capture the best a state has to offer from the point of view of scenery, tourist attractions, accommodations, and activities. They are produced, however, at a unit cost that can exceed several dollars and require several days to deliver by U.S. mail. Their electronic counterparts, large PDF documents, frequently travel poorly via e-mail, take a long time to download, and can be difficult for an end user to navigate.

"It is clear that the Internet is becoming a favorite tool of prospective travelers

- continued on page 2 -

IN THIS ISSUE:

Piloting BIS' Address Validation Web Service .. 1	Challenge	5
Mobular and eMarketing - Tourism by E-mail 1	Did You Know	5
Here to Help - BIS' Customer Support Center 3	Who You Gonna Call?	6
Virus Attacks	ISPB Approves BIS FY04 Rates	6
New Maine Orthophotography Available 4	Get Moving to Safeguard Your Health	7
	Nicki Bistras - Addressing You for E9-1-1	8

Address Validation Service, cont.

By using all these layers, it is possible for applications to query, discover, and invoke Web services programmatically, as needed. The architecture makes a Web service's technology implementation irrelevant, and allows any application/platform/operating system to use its business methods.

What is BIS' Address Validation service? This service provides applications with a tool for validating a Maine street address utilizing the State's name and address database developed by the Office of Geographic Information Systems for Maine's E9-1-1 system. Via this service, applications have access to address information that is maintained daily for the E9-1-1 system. Latitude and longitudinal data, and the standard Maine state geocode can also be obtained for an address.

Why use it? This service provides a valuable tool for validating not only the road name for a given town, but also the address range of the road. For example, the address "443 Oak Street" for Oakland would return a valid response, whereas the address "521 Oak Street", would not, since 521 is outside the address range of Oak Street in Oakland. The status information returned would contain specific information pertaining to addressing problems. These could include:

- Given town is invalid,
- Street name is not valid for the given town, and
- Address range is not valid for the given street and town.

Address "invalid responses" would be handled in accordance with agency business rules governing addresses. Possible outcomes are 1) prevent entry of a flagged address, 2) accept the address as given, or 3) accept the address as given, but flag it for review. For the latter, a "New Address" method can be invoked that would allow the E9-1-1 staff to research and verify the new address for inclusion into the E9-1-1 database.

The Address Validation service can be incorporated into an application using any one of the following means.

- 1) Utilizing the service via discovery made on one of the UDDI registries and invocation of the WSDL document detailing the interfaces. NOTE: The latest J2EE (Java 2 platform, Enterprise Edition) or .NET IDE's (Integrated Development Environment) makes this simple to implement.
- 2) Incorporating a "Stub" file, which invokes and manages the service.
- 3) For agencies not quite ready to utilize Web services, the service is available via SQL invocation to all Relational Database Management Systems (RDMS).

The service can be incorporated into on-line applications to validate an address at the point of data entry, or the service can be invoked in batch

mode to validate or flag addresses in bulk data runs. These are tasks for information technology development and/or support staff, as this requires access to back end applications.

BIS is looking to pilot this service for the remainder of 2003, and is seeking agencies to try this service (without cost), and provide feedback. We hope to offer the Address Validation service in the January 2004 timeframe, and once in production, it will require a fee. Participating pilot agencies will have input as to the fee model, and it will be approved by the Information Services Policy Board prior to implementation. Resulting funds will be applied to the cost of providing the service, and for the ongoing maintenance of the E9-1-1 database.

Please contact Michael Francoeur (by e-mailing michael.francoeur@maine.gov) for further information on how to become a pilot agency. If your agency needs help with Web services development, or you have ideas for Web services that you'd like to see offered, please contact either Valton Wood or Michael Francoeur.

Mobular and eMarketing, cont.

to plan, research, and orchestrate a vacation," said Mike Goldberg, President of e-Marketing. "This fact, combined with the value of the printed travel brochure, means that states interested in generating tourism revenue need to figure out how to integrate the immediacy and self-service aspects of the Web and e-mail with the traditional value provided by their print brochure. Until Mobular, there really was no effective way to do this."

Mobular Technologies' mobile *Brochure* provides a platform upon which the existing PDF or electronic travel brochure file is converted into a fully searchable, navigable e-mail message. While Maine has implemented this platform for the travel and tourism guide, any document can be converted to Mobular format.

"The travel industry has many of the same information distribution challenges as other industries that we've worked in," noted Sam Kaye, VP of Sales for Mobular. "The basic problem stems from having resources in one format, such as print, that need to be efficiently repurposed for e-mail distribution. Whether you are a state looking to boost tourism, a cruise line looking for passengers, or a golf resort trying to fill tee times, the mobile *Brochure* solution has great applicability."

"The mobile *Brochure* has a large number of uses within the travel industry, and is well positioned to grow with Maine's needs," commented Goldberg. "E-mail has been increasingly embraced by travel agents, for example, with nearly 90% of American Society of Travel Agents (ASTA) offices using e-mail. Now, instead of having to receive the brochure from the State and mail it to prospective clients, a travel agency can send it directly to the client via e-mail, saving the state and the travel agency time and money."

The 2003 Maine Tourism and Travel Guide mobile *Brochure* is available on-line at <http://www.mainetourism.com>, and was introduced by Governor John Baldacci earlier this year at a press conference. From a simple interactive web-form, anyone can immediately send the mobile *Brochure* to any e-mail address.

For more information about Mobular, visit <http://www.mobular.com>. Information about e-Marketing can be obtained by e-mail, at mgoldberg@travelagentpromos.com.

Here to Help You: Bureau of Information Services' Customer Support Center (CSC)

When you experience trouble with a State computer, or phone system, your first response should be either to call 624-7700, or visit the CSC's Intranet Status Page <http://inet.state.me.us/bis/csc/dailystatus.htm>, which lists current outages (of networks, server, application) and provides relevant notes.

What happens when you call the Customer Support Center's line at 624-7700? You are given a voice menu option. If you press "one" on your phone pad, you will hear the CSC's voice message. If there are any issues concerning data transmission across the State's network you can hear about it. This message is updated hourly unless there is an outage, when updates are made more frequently.

If you choose phone option "two", you speak with a CSC staff person. Any issues that you report will be handled in a prompt and courteous fashion. Many times we solve problems directly over the phone. If this isn't the case, we direct problems, via a problem ticket to Bureau technical staff who can address the problem. Option "four" forwards the call directly to the Maine Automated Child Welfare Information System (MACWIS) application help desk.

As an additional service, the CSC plans to regularly contribute a "PC Genie" column in this publication. The monthly topic will be based upon calls, and frequently asked questions (FAQs). FAQs are listed <http://inet.state.me.us/bis/faqs/index.html> on the CSC Intranet site, and we encourage you to review them often. For example, have you been wondering about computer viruses¹?

Here are a couple of FAQs and their responses.

My e-mail has been flooded with notes telling me I have a virus. What should I do? First, it's important to understand that it's not the virus that is generating this e-mail. The antigen generated by the anti-virus software sent you this information. The antigen is informing you that a virus has been located on your desktop.

When I checked my e-mail, a message appeared informing me that a virus was found. What should I do about it?

The anti-virus software on your machine is informing you that a virus has been found and will ask you what you want to do about it – delete the infected file or clean it. The safest option is to delete it. If it is absolutely necessary for you to view this file, select the "clean" option. All computers infected with a virus should be reported to your computer security personnel.

If a virus has infected your computer via e-mail or other means, it may:

- 1) replicate until all free space on your hard drive is occupied. (When this happens your computer will not be able to store or execute any files or applications.);
- 2) send a copy of itself to all the addresses in your e-mail distribution list;
- 3) reformat your disk drive and delete all of your files and programs; and
- 4) reduce network security allowing hackers to remotely access your computer or the State's network.

¹ A computer virus is an unwanted executable file that is designed by the hacker to replicate itself and avoid detection by appearing as a legitimate application.

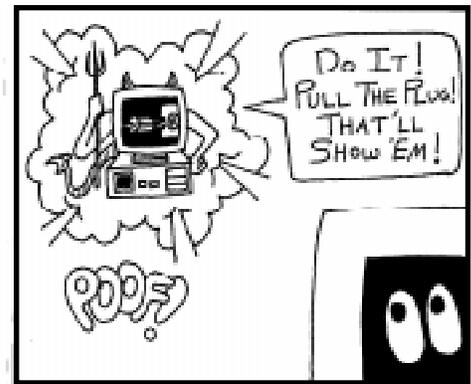
VIRUS ATTACKS

To help protect your home PC against the existing virus variants, it is important to install the Critical Windows Updates and Service Packs. These patches can be found on the Windows Update page. If you select Tools, Windows Update while in Internet Explorer, a scan will be done of your machine and you can download the patches at that time. Other than this you can go to www.microsoft.com and click on Windows Update.

These viruses affect Microsoft Windows NT 4.0, NT 4.0 Terminal Services Edition, Windows 2000, Windows XP and Windows Server 2003.

If you have Windows 2000 or XP you can enable Automatic Updates to keep your system more secure. You enable the automatic feature in Windows 2000 by going to Control Panel and clicking on the Automatic Updates icon. For Windows XP, right click on My Computer and go to Properties. Then click on the Automatic Updates Tab.

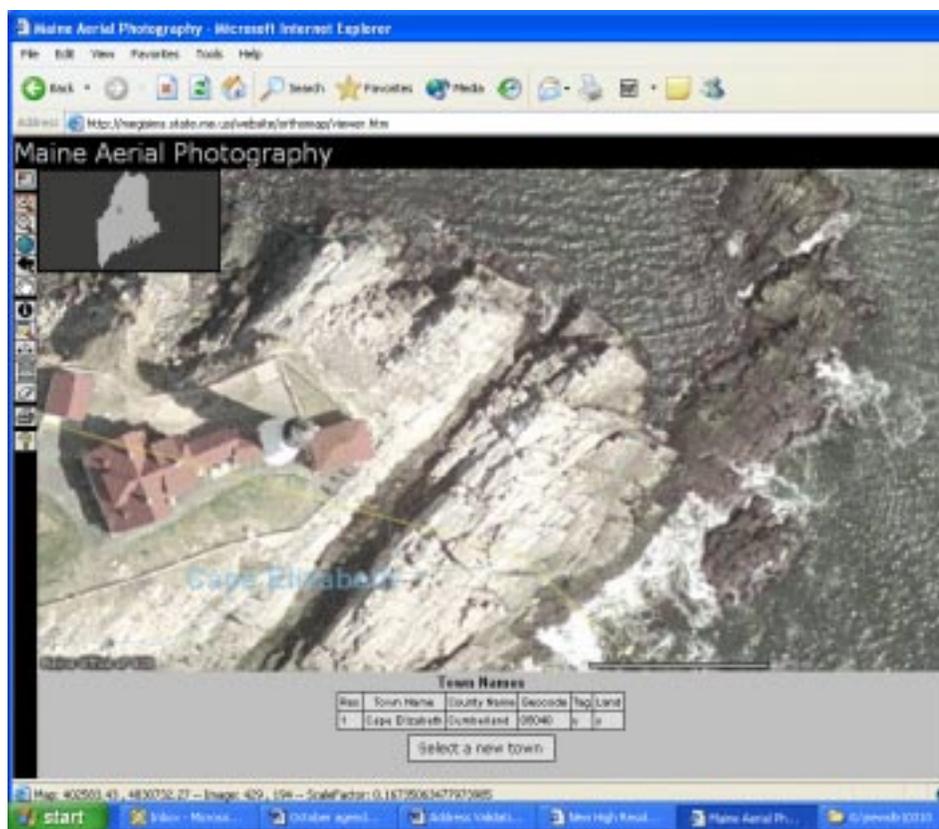
These instructions do not contain everything that can be done to protect your machine, but is meant for assistance only. Documentation on the Microsoft website should be read to ensure proper execution.



New Maine Orthophotography Available

By DAVID KIROUAC

The Maine Office of GIS (MEGIS) has completed loading all of the available high-resolution color digital orthophotography¹ into an Oracle database located at the Bureau of Information Services. In addition, all of the available U.S. Geological Survey black and white digital orthophotography (DOQs) have also been loaded into the Oracle database.



Can you identify this famous Cape Elizabeth tourist destination?

The current color orthophotography, which was paid for by the Maine GeoLibrary Board, totals about 700 Gigabytes (GB) of data, and the current black and white orthophotography totals about 100 GB of data. The orthophotography can be directly accessed by state agencies over the Wide Area Network using ArcGIS software. (For more information on the high resolution imagery see "New High Resolution Orthophotography", http://www.state.me.us/newsletter/may2003/new_high_resolution_orthophotogr.htm.)

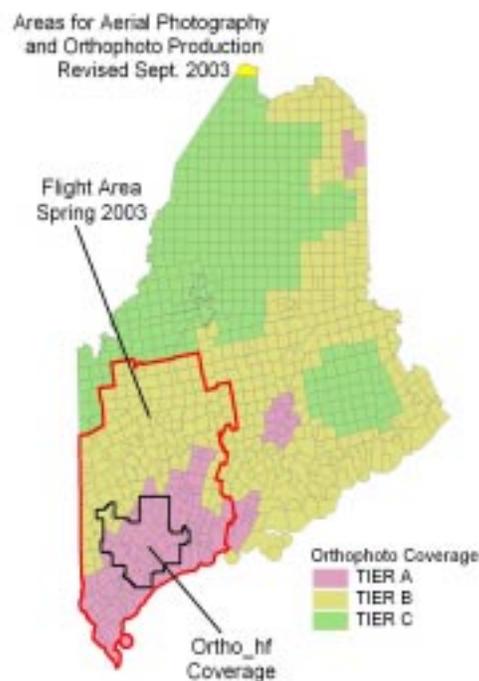
Internet Viewer To make the imagery more widely available, an Internet ArcIMS mapping project has been created that gives users the ability to view the imagery with an Internet browser. Users can zoom in to any location in Maine for which imagery exists, and view an area up close. Want to see your house or measure the distance from one place to another?

To use the viewer go to <http://megisims.state.me.us/website/orthomap/viewer.htm>. GIS users who have ArcMap software can add the Internet viewer to an ArcMap project (add megisims.state.me.us as an Internet server and selecting the "orthomap" project) and use the imagery as a reference to update existing data, or to screen digitize new data.

MrSid Images MrSid versions of the orthophotography were created to make the orthophotography available as a free download from the MEGIS Data Catalog, <http://megis.maine.gov/catalog/catalog.asp>. To create files small enough for the average user to download (10 MB per MrSid image), the images were cut into 1km square sections and compressed using MrSid software. Processing was completed by the Department of Environmental Protection (MDEP).

New Orthophotography Additional orthophotography will be added to the database, the Internet mapping

viewer, and to the MEGIS Data Catalog as the new images become available. For example, MEGIS expects to receive the remaining black and white orthophotography located in the extreme northwest section of Maine that is not currently in the MEGIS database from the US Geological Service in late 2003. In addition, MEGIS is expecting to receive the color images in the Spring 2003 Flight area (see below graphic), excluding areas covered by the current color imagery (Ortho_hf Coverage area), in late 2003, and the rest of Tiers A and B in late 2004.



David Kirouac is a Senior Programmer Analyst at the Maine Office of GIS where he is responsible for the GIS database. If you are interested in learning more you can contact him by e-mail at David.Kirouac@maine.gov.

¹ Unlike a standard aerial photograph, relief displacement in orthophotos has been removed, so that features are displayed in their true ground position. This allows for the direct measurement of distance, areas, angles, and positions. Also, an orthophoto displays features that may be omitted on a standard map. Source: Land and Mapping Services, Clearfield, PA 16830.

Examples of Current Use of Maine Orthophotography

FROM MIKE SMITH, SENIOR DATABASE ANALYST, MDEP

The Maine Department of Environmental Protection (MDEP) has found the black and white USGS DOQs and ORTHO_HF color imagery to be invaluable for locating features precisely, and has used them in numerous GIS projects. Specific examples include the following.

- MDEP staff use locations that are apparent in the photos to check CAD (Computer Automated Drawings) and GPS (Global Positioning Systems) data provided by contractors, and to enhance existing GPS data. These data have saved staff tens of thousands of dollars in time that would otherwise be spent trying to locate features on topo maps and then GPS them in the field.
- MDEP staff use these photos as a baseline for documenting changes in the recent past, such as alterations to land or water bodies which are not permitted.
- MDEP staff has used these photos to derive more precise estimates of watershed imperviousness and to calibrate landcover-based models.
- MDEP staff has used these photos to obtain more precise locations of boat ramps to assist with invasive aquatic plant management.

FROM JON LIBBY, TRANSPORTATION PLANNING ANALYST, MDOT

The Maine Department of Transportation's (MDOT) staff has already used orthophotos to:

- Ensure accuracy of Global Positioning System (GPS) data for maintenance of base data layers,
- Digitize roads that have not had GPS gathered and where road features are easily distinguishable,
- Help with location reference and to enhance maps produced by TRIM and other units within MDOT, and
- Perform quality assurance and checking of current road network and make changes where line work is poorly digitized. Feature Level Metadata Standards established by both MEGIS and MDOT are used as guidelines for base map maintenance from the imagery.



BY LESTER DICKEY

Challenge

A teacher has a total of 16 new pieces of chalk. When a chalk piece reduces to 1/4 of its original size, it gets too small for her to hold for writing and hence she sets it aside. But she hates wasting things and so, when she realizes that she has enough of these small pieces, she joins them with chalk glue and uses the new piece. If she uses one chalk piece each day, how many days would the 16 chalk pieces last?

For an extra challenge, but no pizza, what if she started with 30 pieces of chalk? How much unusable chalk would she have left?

Please e-mail **Lester Dickey** with your answer and your name, phone number, and the organization for which you work. Or call **Barbara Buck** at **624-9501**. The winner will be drawn from all the correct entries and will receive a **FREE** donated pizza, either from **CJ's Pizza** or from the **EDOC Cafeteria**. All answers must be in no later than the **14th** of the month.

Last month's challenge brought 28 submissions, with 26 being correct answers. The winner, chosen by random drawing, is **Lars Rydell** of the **DAFS Commissioner's Office**.

The answers to last month's Challenge: The incorrect figure is the 9,300 square miles. This would be an area approximately 96 miles on a side, less than the state of New York. The correct area should be larger by at least a factor of 10, but probably closer to a factor of 50.



© DID YOU KNOW?

Many of you have ideas or questions that you share with large distribution groups. This is a great way of sharing information, however, many complain that they do not want to be part of the ongoing discussions. This especially happens when people respond using the Reply All, rather than replying directly to the originator. One way to provide a communications media, but allow only those that want to participate, is to use a Discussion Forum.

The Bureau of Information Services (BIS) offers a Discussion Forum service on the BIS Intranet at <http://inet.state.me.us/bis>. Select the Discussion Forum tab on the left to register. To start a forum send an e-mail to Peter Bossie: peter.p.bossie@maine.gov. He will open the forum and then users can post replies to the discussion.

New License Plates for State Vehicles

September 17 Governor John E. Baldacci and Secretary of State Dan A. Gwadosky unveiled a new license plate for state vehicles that features Maine's award-winning web portal: www.Maine.gov. The www.Maine.gov plate will gradually replace existing state vehicle plates in the coming years. The older plates – which say "Maine" across the top and "State" across the bottom - will be phased out as vehicles are retired from state service. "This license plate is a low-tech, common sense initiative for a high-tech purpose," said Governor Baldacci.

Who You Gonna Call? Maine's Emergency Notification System

By GINNIE RICKER

As you may have previously read in the May 2003 MIST newsletter, a team was created to work on the Alert Network Project. This project was initiated as a means to reduce the State's reaction time in addressing broad-based emergencies. The Maine Emergency Management Agency (MEMA) and Bureau of Information Services (BIS) partnered to automate this process.

The team has been working hard over the summer to initiate, validate, identify issues and execute the system. We have successfully tested with several large groups of individuals. During our testing we developed a single name for this system, to accommodate the current partnership and planning for any other agencies that may request to utilize this system: State of Maine's Emergency Notification System.

A recent test included notification of 64 individuals. Within one hour, the system made 164 attempts to contact individuals. Of the 164 attempts, 26 people were qualified by the system (meaning the system received a response from the individual), and anyone that was not at their desk during the test received a voicemail message on their phone. Within the first minute of activation all 64 individuals received an Internet e-mail to their work address. There are, of course, ways to decrease the delivery time, and each scenario will be developed based on the need and expected actions required.

Some of the benefits anticipated with this new system are the ability to:

- Notify appropriate personnel within minutes,
- Report and track status of attempted contacts,
- Utilize existing communication devices (cell phones, work pager, etc),
- Eliminate the need for manual calling trees in the event of an emergency,
- Place outbound and receive inbound calls simultaneously, and
- Provide the same message to all recipients.

Although the system has provided an opportunity to automate critical notifications and warnings, it still does not replace the need for human intervention. When setting up an event within the system, it is still important to identify the following: What do we need to communicate? To whom do we need to communicate? What action is expected? An authorized individual needs to manage the event in order to ensure proper communications throughout the event cycle.

We are nearing the end of this project. At its final stage, we will have a closure meeting to discuss and document lessons learned throughout this project. We will also be submitting a "wish list" to the vendor identifying items that we think would further enhance their product.

Ginnie Ricker, BIS Customer Support Program Manager, has been the Project Manager assigned this project. She would be happy to answer any questions you may have with regards to this project. Team members included: Don Loud and Stephanie Parker (BIS), and Lynette Miller and Joe Grimmig (MEMA). Many other individuals assisted throughout the project.

ISPB Updates Accessibility Standards and Approves FY04 BIS Rates

By MARY N. CLOUTIER

Following a presentation by Mary Silva of the Office of the Chief Information Officer, the Information Services Policy Board (ISPB) adopted an updated Web and Program Accessibility Standard on September 18. New language was added pertaining to the use of audio on State Websites. In addition PDF documents are not recommended for agency sites, since they are not text based.

As part of the rate setting presentation Chief Information Officer, Dick Thompson outlined his Information Technology (IT) initiatives for the coming year. These include:

- Enhancing project management by 1) establishing a full-time coordinator within the CIO's office, 2) developing enterprise standards, 3) identifying and publishing best practices and providing oversight and guidance to information technology (IT) projects;
- Strengthening governance models by re-codifying IT policies and standards. This effort will establish an IT policy management framework, review compliance with IT policies/standards, and maximize flexibility to support business functions;
- Drafting an IT planning policy which will be aligned with the budget planning process, and
- Revisiting the IT strategic planning process by reviewing agency strategic plans, and updating the State's strategic plan, and IT architecture (Gartner "brick" methodology.)

Following a presentation by Bureau of Information Services (BIS) Director Dick Hinkley, which explained the rate setting process, and highlighted changes from FY 03, the ISPB unanimously adopted the proposed rates for FY 04. BIS has several key enterprise initiatives which complement the goals of the CIO and ISPB. These include E-government, the GeoLibrary, enterprise-wide applications (e.g. MS Time and Attendance system), migration to open systems printing, and enhanced network security and services.

In addition, during FY04 the Bureau's Production Services Division will work to establish an alternate/recovery data center. When operational, this BIS-managed facility will provide 2,000 square feet to house key applications in a secure, climate controlled environment. This facility will also be equipped with adequate networking bandwidth to support communications.

As part of its Homeland Security initiative, BIS has partnered with the Maine Emergency Management Agency to purchase and install an alert notification system. For additional information, see the article authored by Ginny Ricker elsewhere in this issue.

In summary, eight rates have been reduced - including long distance telephone rates which have dropped to 6 cents/minute. Although two rates increased, BIS customers are anticipated to pay \$385,000 less in FY 04 than they did in FY 03.

For details see the ISPB's meeting minutes: <http://www.state.me.us/policybd/mtng2003.htm>.

Get Moving to Safeguard Your Health

BY MARY N. CLOUTIER

Just 150 minutes of walking a week - ten minutes at break time, after work or with your family/friends - can prevent complications of diabetes like heart disease, blindness and stroke.

You could have Type 2 diabetes and not know it. I was diagnosed three years ago, via a blood test, and I had no symptoms. Although I spend hours each week immobile in front of a computer, I only score a 7 on the below risk factor questionnaire. Five of my points come from answering yes to #3!

- 1) Is your weight equal to or above that listed in the chart?
YES (5 points) _____
- 2) Are you under 65 and do you get little or no exercise during a usual day?
YES (5 points) _____
- 3) Are you between 45 and 64 years old?
YES (5 points) _____
- 4) Are you 65 years old or older?
YES (9 points) _____
- 5) Are you a woman who has had a baby weighing more than nine pounds at birth?
YES (1 point) _____
- 6) Do you have a sister or a brother with diabetes?
YES (1 point) _____
- 7) Do you have a parent with diabetes?
YES (1 point) _____

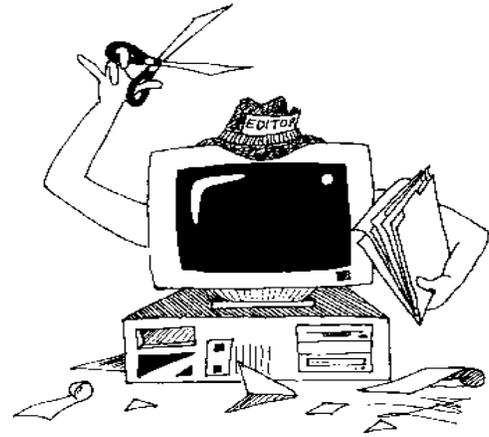
TOTAL POINTS _____

(If you scored 10 points or more on the above questionnaire, contact your doctor.)

The Move More Diabetes Project is designed to help people with Type 2 diabetes and those at risk to be physically active. The project provides support and resources like walking maps and pedometers. If you receive medical care in either the Waterville (call 872-1789) or Augusta (call 624-4325) area, you may participate in the project. To find out more, you will be put in contact with a local Community Mover, who can help by providing a free pedometer and walking log sheets, suggesting walking paths, and by "being there" to encourage you to Move More!

Regular physical activity (which includes house/yard work) can also help prevent many other diseases and help people already living with conditions such as: cardiovascular disease, high blood pressure, high cholesterol, osteoarthritis, osteoporosis, back problems, and depression. I invite you to visit the website of the Maine Governor's Council on Physical Fitness, Sports, Health and Wellness (<http://www.mainephysicalactivity.org/>). It includes recommendations for physical activity levels, links to resources such as Move and Improve, and listings of Maine events and activities.

Get moving ... stay healthy ... your friends and family need you for years to come.



Nicki Bistras, cont. from page 8

screen will also show a map depicting the location. Turn by turn driving directions can be brought up with a keystroke when necessary. Over the next year and a half, ESCB expects to roll out this technology across the state.

The Address Validation Web Service described elsewhere in this issue by Michael Francoeur is also dependent upon the same E9-1-1 roads data. According to Nicki, "In order for PSAP mapping, Address Validation Services, and any other applications to succeed, the E9-1-1 roads data needs to be kept as current as possible; accuracy and completeness is imperative to their success. Therefore much credit needs to go to our maintenance team for their ability to work with any of the 500 Addressing Officers in the state that have changes to make. I'm so excited to see the fruits of our labor become a vital piece of such innovative and valuable applications."

Nicki, her husband Bob, and two cats live in Readfield, where she enjoys tending her flower gardens, but admits to having a few tomato and cucumber plants, too. She has a gym membership where she does step aerobics, kick-boxing, and boot camp. Dance has also been a part of her life: ballet, tap, jazz, and clogging. She has even performed on a cruise ship! Her latest pursuit is an architectural drawing and design class this fall, indulging a long-held fascination with the subject.

To get more information about E9-1-1 or MEGIS, see the website: <http://megis.maine.gov> or ESCB's website at <http://www.maine911.com>.

This chart shows unhealthy weights for people 35 years or older.

Height	Weight
4' 10"	129
4' 11"	133
5' 0"	138
5' 1"	143
5' 2"	147
5' 3"	152
5' 4"	157
5' 5"	162
5' 6"	167
5' 7"	172
5' 8"	177
5' 9"	182
5' 10"	188
5' 11"	193
6' 0"	199
6' 1"	204
6' 2"	210
6' 3"	216
6' 4"	221

Nicki Addresses You – For E9-1-1, That Is!

By **JANEY BARTON & NICKI BISTRAIS**

What's an address got to do with E9-1-1? Nicki Bistrais is one person you can ask.

Born in Burlington, VT, and reared in Shelburne, Nicki worked her way through Champlain College, where she earned an A.S. in Computer Information Systems. Working for several companies in various capacities, she has done many things including the following:

- ordering and managing inventory of computer hardware and software,
- creating databases and training people to use them,
- developing a materials library for a design/build construction company as a technical coordinator, and
- building hundreds of custom insurance forms as an applications programmer.

In 1996, she began working for Kelly Temporary Services as a geographic information system (GIS) cartographer in what was to have been a one and a half year job to help finish the E9-1-1 addressing for the state. The Maine Office of Geographic Information Systems (MEGIS) provides this service under an agreement with the Emergency Services Communication Bureau (ESCB), which was previously a part of the Department of Public Safety but has recently become a part of the Public Utilities Commission (PUC).

As the task of addressing became more involved, and the potential of the resulting GIS data set was realized, a vision of a statewide database containing intersection to intersection address ranges developed. Likewise, Nicki's role on the project continued to evolve. In September 1997, she took on the role of a GIS coordinator and was subsequently hired by the State. In 2000, she was promoted to a programmer/analyst position as the project manager. She currently manages a group of five cartographers. Nicki says, "We are very close to realizing the vision, at least for the populated areas of the state. At present, ap-



proximately 98% of the citizens of Maine have street-style addresses. That's not bad considering participation was not mandated and much of the work was done by volunteers at the town level!"

The 911 team is currently preparing the E9-1-1 roads data for storage in ArcSDE (a "gateway" software allowing GIS software to work directly with spatial data that is managed in Oracle) and for release on the MEGIS website. An interactive status map showing the availability of the data can be found on the site at: <http://megisims.state.me.us/website/e911stat/viewer.htm>. They are also producing an atlas-style map book for each town to facilitate data maintenance. Each town has a designated Addressing Officer (AO) that is responsible for submitting update forms to MEGIS and the telephone companies, whenever new roads go in, are extended, or otherwise changed. Nicki says "The map books are very popular with the AO's. It is just so much easier to use than previous map styles we've used."

What's next? Since the spring of 2003, ESCB has had a pilot mapping application running at the Lincoln County Emergency Communications Center to facilitate locating 911 callers. Now, not only will an address show on a screen in the public safety answering point (PSAP), but another

- continued on page 7 -

TRANSITIONS

TECHNOLOGY PERSONNEL CHANGES IN YOUR AGENCY?

SEND NOTICES TO mary.cloutier@maine.gov TO HAVE THEM POSTED HERE.

Beverly Wrigley retired from the Bureau of Information Services, with 45 years of State service effective September 1. **Barbara Michaud**, formerly of the Board of Property Tax Review, assumed this Clerk Typist III position effective September 29.

Marsha Merryman of the Bureau of Information Services, Development Services Division, accepted a position at the Department of Labor effective September 8, 2003.

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