



## DISPATCH CONSOLIDATION BEGINS

During the development of the Fiscal Year 2010 Budget for the Town of Cape Elizabeth a decision was made to consolidate our current Dispatch Center with Portland.

On June 29, 2009 at 10 am all non-emergency telephone calls to the Cape Elizabeth Public Safety Building will be answered by an auto attendant and if needed forwarded to a Public Safety Clerk or a Portland Dispatcher. Emergency calls, as they have been for sometime now, will be answered by a Portland Dispatcher promptly without any direction through the automated system.

**The Non-Emergency number is 767-3323 and the Emergency Number is always 9-1-1.**

Starting July 1, 2009 a Public Safety Clerk will be on duty at the Cape Elizabeth Police Station from 8 am to 4 pm seven days a week. After 4 pm should someone come to the Cape Elizabeth Police Station there will be a dedicated telephone in the vestibule, which will be a direct line to a Portland Dispatcher.

The Public Safety portion of the Police Department and the Fire Department responding to your calls will not change. Should our assistance be needed these Departments will be there for you.

What will change is the answering of non-Public Safety questions that had been asked of the Dispatchers before. It is the hope of Public Safety that the automated system, Town Website, and the Cape Line (767-2273) will be utilized by citizens in answering these non-Public Safety questions.

**Again, Non-Emergency line is 767-3323 and the Emergency number is 9-1-1.**

Should you have a question please feel free to contact me by telephone, 767-3323 Ext. 223 or email [neil.williams@capeelizabeth.org](mailto:neil.williams@capeelizabeth.org).

Sincerely,  
Chief Neil R. Williams  
Cape Elizabeth Police Department