



## MAINE E9-1-1 COUNCIL

May 9, 2023

Honorable Mark Lawrence, Senate Chair  
Honorable Stanley Paige Zeigler, Jr, House Chair  
Energy, Utilities and Technology Committee  
100 State House Station  
Augusta, Maine 04333

**Re: An Act Regarding E-9-1-1 Public Safety Answering Points**

Dear Senator Lawrence and Representative Zeigler:

The E911 Council provides this letter in support of LD 1828, An Act Regarding E-9-1-1 Public Safety Answering Points (PSAPs). The E-9-1-1 Council is a 17-member advisory council representing a broad spectrum of public safety and public policy interests, that provides advice and assistance to the Emergency Services Communication Bureau (the Bureau).

At our March 7, 2023, meeting, prior to the publishing of the actual legislative document, our membership voted unanimously to support the legislation as drafted (attached) authorizing an additional 9-1-1 PSAP upon findings. We urge the Committee to recognize the legislation as immediately necessary for the preservation of the public peace, health and safety, and urge you to pass the **emergency legislation**. This action is necessary to ensure access to emergency services for several towns within Kennebec County that may be without PSAP services as of July1, 2023.

Specifically, the Council unanimously recommends the following:

1. The Bureau may authorize the establishment of a PSAP upon a finding that an additional PSAP is necessary to ensure public safety and access to E-9-1-1 services by individuals.
2. A PSAP shall provide the Bureau with notice at least one year prior to discontinuing service to any municipality unless the Bureau authorizes a shorter period for

notification. Where appropriate, the Bureau shall notify the Department (Public Safety) of the notice received by the Bureau from a PSAP.

3. The Bureau shall conduct a study assessing whether PSAPs can be more efficiently managed to ensure stability of the system. The study must include, but is not limited to the following:
  - a. The use of incentives or subsidies provided from the E-9-1-1 surcharge established in the MRS, Title 25 §2927 that are tied to performance metrics for PSAPs;
  - b. The current level of State oversight of PSAPs and whether this level is sufficient to ensure their efficient management;
  - c. The effectiveness of making the Department of Public Safety the default entity responsible for providing E-9-1-1 services when there is a change in a PSAP's service area; and
  - d. The challenges faced by PSAPs with hiring and retaining employees and what methods could be employed to assist PSAPs with staffing obstacles.

Again, we ask the legislature to adopt this bill to ensure continued and sustainable E-9-1-1 services to the people of Maine.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin J. Chabot', with a stylized flourish at the end.

Kevin J. Chabot, Ed.D.  
E911 Advisory Board Acting Chair  
*Representing Maine Chiefs of Police*