



130th MAINE LEGISLATURE

FIRST REGULAR SESSION-2021

Legislative Document

No. 1306

H.P. 962

House of Representatives, March 30, 2021

**An Act To Include Crisis Response Services in Emergency Services
Offered through the E-9-1-1 System**

Reference to the Committee on Energy, Utilities and Technology suggested and ordered printed.

A handwritten signature in cursive script that reads "Robert B. Hunt".

ROBERT B. HUNT
Clerk

Presented by Representative MORALES of South Portland.

1 **Be it enacted by the People of the State of Maine as follows:**

2 **Sec. 1. 25 MRSA §2921, sub-§3-A** is enacted to read:

3 **3-A. Crisis response services.** "Crisis response services" means the services offered
4 to individuals experiencing mental health emergencies, emergencies relating to a substance
5 use disorder or other emergencies for which fire, emergency medical or police services are
6 determined not to be required.

7 **Sec. 2. 25 MRSA §2921, sub-§5**, as enacted by PL 1987, c. 840, §3, is amended to
8 read:

9 **5. Emergency services.** "Emergency services" includes fire, police, ambulance,
10 rescue and crisis response services and other services of an emergency nature identified by
11 the commissioner.

12 **Sec. 3. 25 MRSA §2921, sub-§6-A**, as enacted by PL 1993, c. 566, §2, is amended
13 to read:

14 **6-A. Private safety agency.** "Private safety agency" means a private entity that
15 provides fire, emergency medical or security or crisis response services.

16 **Sec. 4. 25 MRSA §2921, sub-§6-B**, as enacted by PL 1993, c. 566, §2, is amended
17 to read:

18 **6-B. Public safety agency.** "Public safety agency" means a state, county or municipal
19 government entity that provides or has the authority to provide fire, emergency medical or
20 police or crisis response services.

21 **Sec. 5. Emergency Services Communications Bureau; report.** In
22 consultation with the Department of Public Safety and the E-9-1-1 Council, established in
23 the Maine Revised Statutes, Title 5, section 12004-I, subsection 74-A, the Public Utilities
24 Commission, Emergency Services Communications Bureau shall develop protocols and
25 procedures necessary to ensure the efficient dispatch of crisis response services, as defined
26 in Title 25, section 2921, subsection 3-A, under the State's E-9-1-1 system, which may
27 include measures for the training of dispatch staff in the provision of crisis response
28 services. On or before December 1, 2021, the Emergency Services Communications
29 Bureau shall submit a report to the Joint Standing Committee on Energy, Utilities and
30 Technology outlining protocols and procedures necessary to ensure the efficient dispatch
31 of crisis response services under the State's E-9-1-1 system and including any
32 recommendations, including proposed legislation, necessary to implement such protocols
33 and procedures. After reviewing the report, the joint standing committee may report out
34 related legislation to the Second Regular Session of the 130th Legislature.

35 **SUMMARY**

36 This bill amends the law regulating the provision of emergency services under the
37 State's E-9-1-1 system by including crisis response services as part of those emergency
38 services to be offered to individuals experiencing mental health emergencies, emergencies
39 relating to a substance use disorder or other emergencies for which fire, emergency medical
40 or police services are determined not to be required. It also directs the Public Utilities
41 Commission, Emergency Medical Services Communications Bureau to develop protocols
42 and procedures necessary to ensure the efficient dispatch of such crisis response under the

1 E-9-1-1 system and to submit a report on or before December 1, 2021 to the Joint Standing
2 Committee on Energy, Utilities and Technology outlining protocols and procedures and
3 including any recommendations needed to implement those protocols and procedures.
4 After reviewing the report, the joint standing committee may report out related legislation
5 to the Second Regular Session of the 130th Legislature.