



131st MAINE LEGISLATURE

SECOND REGULAR SESSION-2024

Legislative Document

No. 2278

S.P. 993

In Senate, March 25, 2024

**An Act to Require Public Safety Answering Point and Dispatch
Center Cost Reporting and to Direct the Formation of a Staffing
and Recruiting Stakeholder Group**

Reported by Senator LAWRENCE of York for the Joint Standing Committee on Energy,
Utilities and Technology pursuant to Public Law 2023, chapter 186, section 3.

A handwritten signature in black ink, appearing to read 'D M Grant'.

DAREK M. GRANT
Secretary of the Senate

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

2 **Sec. 1. 25 MRSA §2921, sub-§4-A** is enacted to read:

3 **4-A. Dispatch center.** "Dispatch center" means an emergency communications center
4 that receives 9-1-1 calls from a public safety answering point rather than receiving the calls
5 directly.

6 **Sec. 2. 25 MRSA §2921, sub-§4-B** is enacted to read:

7 **4-B. Emergency communications center.** "Emergency communications center" has
8 the same meaning as in Title 17-A, section 509, subsection 1.

9 **Sec. 3. 25 MRSA §2923-C** is enacted to read:

10 **§2923-C. Cost reporting**

11 **1. Reporting requirements.** Annually, on a date prescribed by the bureau by rule, a
12 public safety answering point and dispatch center shall each provide the bureau with a
13 report of the costs incurred by the public safety answering point or dispatch center for the
14 provision of enhanced 9-1-1 services.

15 **2. Rules.** The bureau shall adopt rules to implement this section. The rules must
16 establish requirements for the report provided by a public safety answering point and
17 dispatch center pursuant to subsection 1, including, at a minimum:

18 A. The manner by which the report must be submitted to the bureau;

19 B. The specific cost components for the provision of enhanced 9-1-1 services to be
20 included in the report; and

21 C. The date by which the report must be submitted.

22 Rules adopted pursuant to this subsection are routine technical rules pursuant to Title 5,
23 chapter 375, subchapter 2-A.

24 **Sec. 4. 25 MRSA §2927, sub-§3-E** is enacted to read:

25 **3-E. Quality assurance review support.** The bureau shall contract with one or more
26 3rd-party vendors, using revenues in the E-9-1-1 fund, to provide quality assurance review
27 in accordance with rules adopted pursuant to subsection 3-C, paragraph A and Title 32,
28 section 85-A, related to the provision of emergency medical dispatch services and
29 answering fire 9-1-1 calls by public safety answering points.

30 **Sec. 5. Public safety answering point staffing crisis stakeholder group.** The
31 Public Utilities Commission, Emergency Services Communication Bureau shall convene a
32 stakeholder group to develop a coordinated 9-1-1 staffing and recruiting effort for all public
33 safety answering points. The bureau shall ensure that there is stakeholder representation
34 from state, county and municipal public safety answering points. On or before February
35 21, 2025, the bureau shall submit to the joint standing committee of the Legislature having
36 jurisdiction over utilities and energy matters a report that includes any recommendations,
37 including suggested legislation as necessary. The committee may report out a bill related
38 to the report to the 132nd Legislature in 2025.

39 **Sec. 6. Appropriations and allocations.** The following appropriations and
40 allocations are made.

1	PUBLIC UTILITIES COMMISSION		
2	Emergency Services Communication Bureau 0994		
3	Initiative: Provides funding for contracted services to conduct quality assurance reviews.		
4	OTHER SPECIAL REVENUE FUNDS	2023-24	2024-25
5	All Other	\$0	\$100,000
6			
7	OTHER SPECIAL REVENUE FUNDS TOTAL	\$0	\$100,000
8	Emergency Services Communication Bureau 0994		
9	Initiative: Provides funding for one Staff Development Specialist IV position and		
10	associated costs.		
11	OTHER SPECIAL REVENUE FUNDS	2023-24	2024-25
12	POSITIONS - LEGISLATIVE COUNT	0.000	1.000
13	Personal Services	\$0	\$88,656
14	All Other	\$0	\$16,571
15			
16	OTHER SPECIAL REVENUE FUNDS TOTAL	\$0	\$105,227
17			
18	PUBLIC UTILITIES COMMISSION		
19	DEPARTMENT TOTALS	2023-24	2024-25
20			
21	OTHER SPECIAL REVENUE FUNDS	\$0	\$205,227
22			
23	DEPARTMENT TOTAL - ALL FUNDS	\$0	\$205,227

24 **SUMMARY**

25 This bill is reported out by the Joint Standing Committee on Energy, Utilities and
26 Technology pursuant to Public Law 2023, chapter 186, section 3. It does the following.

27 1. It requires each public safety answering point and dispatch center to annually
28 provide a report to the Public Utilities Commission, Emergency Services Communication
29 Bureau on the costs they incur for the provision of enhanced 9-1-1 services.

30 2. It requires the bureau to contract with one or more 3rd-party vendors, using revenues
31 in the E-9-1-1 fund, to provide quality assurance review related to the provision of
32 emergency medical dispatch services and answering fire 9-1-1 calls by public safety
33 answering points.

34 3. It requires the bureau to convene a stakeholder group to develop a coordinated 9-1-1
35 staffing and recruiting effort for all public safety answering points. The bureau must ensure
36 that there is representation on the stakeholder group from state, county and municipal
37 public safety answering points. The bureau must submit a report to the joint standing
38 committee of the Legislature having jurisdiction over utilities and energy matters including
39 any recommendations.

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4. It provides funding to the bureau to hire one additional staff member.

FISCAL NOTE REQUIRED

(See attached)



131st MAINE LEGISLATURE

LD 2278

LR 3169(01)

An Act to Require Public Safety Answering Point and Dispatch Center Reporting and to Direct the Formation of a Staffing and Recruiting Stakeholder Group

Fiscal Note for Original Bill
Committee: Energy, Utilities and Technology
Fiscal Note Required: Yes

Fiscal Note

	FY 2023-24	FY 2024-25	Projections FY 2025-26	Projections FY 2026-27
Appropriations/Allocations				
Other Special Revenue Funds	\$0	\$205,227	\$208,309	\$212,894

Fiscal Detail and Notes

This bill includes ongoing allocations of \$105,227 to the Public Utilities Commission (PUC) starting in fiscal year 2024-25 for one Staff Development Specialist IV position and associated costs. The bill also includes ongoing allocations of \$100,000 to the PUC beginning in fiscal year 2024-25 for contracted services to provide quality assurance reviews. Additional costs to the Department of Public Safety to participate in a stakeholder group are expected to be minor and can be absorbed within existing budgeted resources.