



# 131st MAINE LEGISLATURE

## FIRST SPECIAL SESSION-2023

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Legislative Document

No. 1828

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S.P. 744

In Senate, April 27, 2023

### **An Act Regarding Enhanced 9-1-1 Public Safety Answering Points**

(AFTER DEADLINE)

(EMERGENCY)

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Approved for introduction by a majority of the Legislative Council pursuant to Joint Rule 205.

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

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

DAREK M. GRANT  
Secretary of the Senate

Presented by Senator LaFOUNTAIN of Kennebec.  
Cosponsored by Representative HASENFUS of Readfield and  
Senator: HICKMAN of Kennebec.

1           **Emergency preamble.** Whereas, acts and resolves of the Legislature do not  
2 become effective until 90 days after adjournment unless enacted as emergencies; and

3           **Whereas,** an existing public safety answering point has indicated that as of July 1,  
4 2023, it will no longer provide E-9-1-1 call answering to municipalities in Kennebec  
5 County; and

6           **Whereas,** it is not sufficiently clear that the Public Utilities Commission has authority  
7 to create a new public safety answering point; and

8           **Whereas,** it may be necessary to create as soon as possible a new public safety  
9 answering point in order to ensure all people in the State have efficient and reliable access  
10 to E-9-1-1 services; and

11           **Whereas,** in the judgment of the Legislature, these facts create an emergency within  
12 the meaning of the Constitution of Maine and require the following legislation as  
13 immediately necessary for the preservation of the public peace, health and safety; now,  
14 therefore,

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

16           **Sec. 1. 25 MRSA §2923-B** is enacted to read:

17 **§2923-B. Notice of service discontinuation**

18           **1. Notice.** A public safety answering point shall provide the bureau with notice at least  
19 one year prior to discontinuing service to a municipality, unless the bureau authorizes a  
20 shorter period of time for notification. If appropriate, the bureau shall notify the department  
21 of the notice of discontinuing service received by the bureau from a public safety answering  
22 point.

23           **2. Penalty.** A violation of subsection 1 is a civil violation for which a fine of up to  
24 \$500 may be adjudged.

25           **Sec. 2. 25 MRSA §2926, sub-§2-B** is enacted to read:

26           **2-B. Exceptions.** Notwithstanding any provision of law to the contrary, the bureau  
27 may authorize the establishment of a public safety answering point on a determination that  
28 a public safety answering point is necessary to ensure public safety and access to E-9-1-1  
29 services.

30           **Sec. 3. Study; oversight of public safety answering points.** The Public Utilities  
31 Commission, Emergency Services Communication Bureau shall conduct a study assessing  
32 whether public safety answering points can be more efficiently managed to ensure stability  
33 of the system. The study must include but is not limited to the following:

34           1. The use of incentives or subsidies provided from the E-9-1-1 surcharge set out in the  
35 Maine Revised Statutes, Title 25, section 2927 that are tied to performance metrics for  
36 public safety answering point services in order to stabilize the relationships between public  
37 safety answering points and municipalities;

38           2. The current level of state oversight of public safety answering points and whether  
39 this level is sufficient to ensure the efficient management of public safety answering points;

1 3. The effectiveness of making the Department of Public Safety the default entity  
2 responsible for providing E-9-1-1 services when there is a change in a public safety  
3 answering point's service area; and

4 4. The challenges faced by public safety answering points with hiring and retaining  
5 employees and what methods could be employed to assist public safety answering points  
6 with staffing obstacles.

7 No later than February 1, 2024, the Public Utilities Commission shall report the results  
8 of the study, along with any recommended legislation, to the joint standing committee of  
9 the Legislature having jurisdiction over energy, utilities and technology matters. The joint  
10 standing committee may report out related legislation to the 131st Legislature in 2024.

11 **Emergency clause.** In view of the emergency cited in the preamble, this legislation  
12 takes effect when approved.

13 **SUMMARY**

14 This bill does the following:

15 1. It requires a public safety answering point to provide the Public Utilities  
16 Commission, Emergency Services Communication Bureau notice at least one year prior to  
17 discontinuing service to a municipality, unless the bureau authorizes a shorter period for  
18 notification;

19 2. It authorizes the bureau to establish an additional public safety answering point on a  
20 determination that an additional public safety answering point is necessary to ensure public  
21 safety and access to E-9-1-1 services; and

22 3. It requires the bureau to conduct a study assessing whether public safety answering  
23 points can be more efficiently managed to ensure stability of the system.