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Legislative Document

No. 1256

H.P. 856

House of Representatives, April 7, 2015

An Act To Improve the Safety and Survival of 9-1-1 Callers and First Responders

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

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

ROBERT B. HUNT
Clerk

Presented by Representative BEAVERS of South Berwick.
Cosponsored by Senator SAVIELLO of Franklin, Senator WOODSOME of York and
Representatives: BABBIDGE of Kennebunk, DeCHANT of Bath, HERRICK of Paris,
HIGGINS of Dover-Foxcroft, O'CONNOR of Berwick, RYKERSON of Kittery, WARD of
Dedham, Senator: DILL of Penobscot.

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

2 **Sec. 1. 25 MRSA §2927, sub-§3-C** is enacted to read:

3 **3-C. Voluntary adoption of standardized dispatch protocols for police and fire**
4 **9-1-1 calls.** To assist public safety answering points seeking to adopt and implement
5 standardized dispatch protocols for answering police and fire 9-1-1 calls, the bureau shall
6 use up to 5¢ of each surcharge collected under subsection 1-E to provide to those public
7 safety answering points dispatcher training and certification consistent with the protocols,
8 necessary software and printed support materials and a continuous quality improvement
9 program that measures compliance with the protocols through ongoing random case
10 review of each police and fire dispatcher.

11 A. The bureau shall adopt rules to develop criteria to determine which public safety
12 answering points receive funding if more public safety answering points volunteer to
13 adopt and implement standardized dispatch protocols for police and fire 9-1-1 calls
14 than available funding will cover. Rules adopted pursuant to this paragraph are
15 routine technical rules as defined in Title 5, chapter 375, subchapter 2-A.

16 **Sec. 2. Rule-making process.** In developing criteria under the Maine Revised
17 Statutes, Title 25, section 2927, subsection 3-C to determine which public safety
18 answering points receive funding when more public safety answering points volunteer to
19 adopt and implement standardized protocols for police and fire 9-1-1 calls than there is
20 available funding, the Public Utilities Commission, Emergency Services Communication
21 Bureau shall seek input from the statewide association of dispatchers. The criteria
22 considered may include but are not limited to the following information about the public
23 safety answering point seeking funding and assistance:

- 24 1. Number of employees;
- 25 2. Number of 9-1-1 calls received per year;
- 26 3. Number of municipalities served;
- 27 4. Total population served;
- 28 5. Number of fire departments served;
- 29 6. Number of police departments served;
- 30 7. Employee retention rate; and
- 31 8. The version of the software used by the public safety answering point.

32 **SUMMARY**

33 This bill allows the Public Utilities Commission, Emergency Services
34 Communication Bureau to provide selected public safety answering points with
35 assistance in the voluntary adoption and implementation of standardized dispatch
36 protocols, which includes dispatcher training and certification consistent with the

1 protocols, necessary software and printed support materials and a continuous quality
2 improvement program that measures compliance with the protocols through ongoing
3 random case review of each police and fire dispatcher. Funding is provided by allowing
4 up to 5¢ of each statewide E-9-1-1 surcharge collected to be used by the bureau.

5 The bill directs the bureau to adopt routine technical rules that contain criteria to
6 determine how to allocate resources amongst public safety answering points if more
7 public safety answering points seek to adopt and implement standardized dispatch
8 protocols than available funding will cover. This bill directs the bureau to seek input from
9 the statewide association of dispatchers when developing the criteria for rules.