

## §2926. Emergency Services Communication Bureau

**1. Bureau established.** The Emergency Services Communication Bureau is established within the Public Utilities Commission to implement and manage E-9-1-1, including the deployment of E-9-1-1 service using emerging communications technologies, including, but not limited to, Internet protocol enabled services, that are capable of connecting users to public safety answering points. [PL 2013, c. 119, §3 (AMD).]

**1-A. Quality assurance.** The bureau shall develop and implement a quality assurance program to audit and monitor compliance with emergency dispatching standards, practices and procedures of public safety answering points. [PL 2009, c. 617, §6 (NEW).]

**2. System design.** In consultation with the E-9-1-1 Council, the bureau shall develop all necessary system elements, standards and cost estimates necessary to provide for the installation and operation of a statewide E-9-1-1 system, including, but not limited to, the following:

A. Development of network design specifications; [PL 1993, c. 566, §9 (NEW).]

B. Development of minimum public safety answering point requirements including 24-hour operation; emergency backup power; secured communication areas; separate administrative phone lines for nonemergency calls; call recording and playback equipment; TDD equipment, as defined in Title 35-A, section 8702, subsection 6; maximum call handling times; and minimum mandatory staff training requirements for 9-1-1 call answering and dispatching; [PL 2019, c. 339, §5 (AMD).]

C. After consultation with the affected public and private safety agency officials, identification of appropriate public safety answering point sites based on consideration of the existing dispatching capabilities of public and private safety agencies, the expressed preferences of municipalities throughout the State and overall system cost; [PL 1993, c. 566, §9 (NEW).]

D. Identification of appropriate technology for system networks, public safety answering point equipment and data base requirements; [PL 1993, c. 566, §9 (NEW).]

E. Procedures for developing and maintaining address and routing data bases; [PL 1993, c. 566, §9 (NEW).]

F. Procedures for cooperation and coordination with telephone utilities and municipalities for implementation and maintenance; [PL 2001, c. 439, Pt. EEEE, §3 (AMD).]

G. Standards and procedures to establish the confidentiality and prevent the dissemination of reports and records handled by public safety answering points and of the bureau; [PL 1993, c. 566, §9 (NEW).]

H. Estimates of the cost of establishing an operational E-9-1-1 system; [PL 2001, c. 439, Pt. EEEE, §3 (AMD).]

I. Procedures for collecting and administering the necessary funds for E-9-1-1; and [PL 2001, c. 439, Pt. EEEE, §3 (AMD).]

J. Standards and procedures for developing and maintaining the system databases and for ensuring the confidentiality of those databases pursuant to section 2929. [PL 2001, c. 439, Pt. EEEE, §4 (NEW).]

[PL 2019, c. 339, §5 (AMD).]

**2-A. Goal.** To the extent possible, the bureau shall establish a total of between 16 and 24 public safety answering points. The bureau shall seek to coordinate any reduction in the number of public safety answering points to achieve this goal with any contractual obligations it may have or may enter into that are or could be affected by that reduction. Prior to implementing a reduction in the number of

public safety answering points, the bureau shall make a finding regarding the need for the reduction based on an evaluation of the costs and benefits of the reduction, taking into account impacts on ratepayers, each of the affected municipalities and the State.  
[PL 2011, c. 420, Pt. A, §28 (AMD).]

**2-B. Exceptions.** Notwithstanding subsection 2-A, the bureau may authorize the establishment of a public safety answering point on a determination that a public safety answering point is necessary to ensure public safety and access to E-9-1-1 services.  
[PL 2023, c. 186, §2 (NEW).]

**3. Rulemaking.** The bureau shall adopt by rule its standards, specifications and procedures developed under subsection 2, paragraphs A to F after consultation with the E-9-1-1 Council and following at least 3 public hearings geographically dispersed throughout the State.  
[PL 1993, c. 566, §9 (NEW).]

**4. Technical assistance.** The bureau may provide support for the development of street address information sufficient to support E-9-1-1 services. The bureau shall provide technical assistance to any municipality in the development of street address information at the request of the interested municipality.  
[PL 1993, c. 566, §9 (NEW).]

**5. Call answering coverage.** The bureau is not required to provide call answering coverage in counties or municipalities that choose not to participate in the E-9-1-1 system.  
[PL 2001, c. 439, Pt. EEEE, §5 (NEW).]

**6. System databases.** The system databases, wherever located or stored, are the property of the bureau and their confidentiality is governed by section 2929.  
[PL 2001, c. 439, Pt. EEEE, §5 (NEW).]

#### SECTION HISTORY

PL 1993, c. 566, §9 (NEW). PL 2001, c. 439, §§EEEE3-5 (AMD). PL 2003, c. 359, §§2,3 (AMD). PL 2009, c. 219, §2 (AMD). PL 2009, c. 617, §6 (AMD). PL 2011, c. 420, Pt. A, §28 (AMD). PL 2013, c. 119, §3 (AMD). PL 2019, c. 339, §5 (AMD). PL 2023, c. 186, §2 (AMD).

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