



PENOBSCOT COUNTY  
REGIONAL COMMUNICATIONS CENTER

Bill Collins  
County Administrator

Christopher J Lavoie  
Director

Committee on Energy, Utilities and Technology Committee

LD 1291, SP0399 An Act To Reduce Fire Response Time by Eliminating Standardized Dispatch Protocols for Fire 9-1-1 Calls

Position: For LD 1291

Penobscot Regional Communications Center (PRCC) is one of the largest Public Safety Answering Points (PSAP) /Dispatch centers in the State. We provide dispatch services to 66 different Fire, Law and EMS agencies in Penobscot, Hancock and Aroostook Counties. PRCC provides 911 services to 219,610 people in an area of 10,385 square miles or 29% of the State of Maine. From 1/1/2020 until 12/31/2020 PRCC took 65,209 911 calls. We employ 34-line level Dispatcher/Call Takers and 5 administrators.

In 2020 PRCC answered and processed 4,767 fire calls, which figures out to around 2.85% of our overall call volume. Prior to the implementation of EFD our average time to take and process a fire call was 2 minutes and 56 seconds. That number sky rocketed to 4 minutes and 28 seconds after the implementation.

EMD protocols have been around for a long time, these protocols have a proven history of saving lives time and time again. The protocols are well written and flow very nicely. Some of this may have to do with the fact that in the medical field the human body is somewhat predictable, and over the years the bugs have been worked out of the EMD system.

EFD protocols are relatively new and do not have the time proven history that the medical calls have. The fire protocols are hard to follow, don't flow and are cumbersome. For many years PRCC has trained our Dispatchers and Call Takers on how to handle fire calls efficiently, in a manner that is unique to geographical characteristics and fire department needs. These protocols are cookie cutter and imply that the largest cities and smallest towns operate in the same manner. In many ways, service to the public has diminished and service to our end users has been drastically slashed. It is also important for me to point out that prior to the implementation of the fire protocols, the Maine Fire Chiefs Association adamantly opposed. I also want to point out that within the County of Penobscot, not a single Fire Chief has expressed that they are happy with the use of the protocols, nor have the desire for us to continue using them.

Based upon the facts stated above, Penobscot RCC is in hopes that the elected officials comprising the Energy, Utilities and Technology Committee recommend that LD 1291 Ought to Pass, and repeal the mandate on the Emergency Fire Protocols.

Respectfully,

*Joshua C Lilley*

Joshua C Lilley, Deputy Director  
Penobscot Regional Communications Center

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