

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

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

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

Sec. 2. 25 MRSA §2923-C is enacted to read:

§2923-C. Cost reporting

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

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

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

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

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

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

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

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

Sec. 4. Public safety answering point staffing crisis stakeholder group. The Public Utilities Commission, Emergency Services Communication Bureau shall convene a stakeholder

group to develop a coordinated 9-1-1 staffing and recruiting effort for all public safety answering points. The bureau shall ensure that there is stakeholder representation from state, county and municipal public safety answering points. On or before February 21, 2025, the bureau shall submit a report to the joint standing committee having jurisdiction over utilities and energy matters with a report that includes any recommendations, including draft legislation as necessary. The committee may report out a bill related to the report to the 132nd Legislature in 2025.

Sec. 5. Appropriations and allocations. The following appropriations and allocations are made.

Emergency Services Communication Bureau 0994

Initiative: Establishes one Staff Development Specialist IV and associated All Other costs.

SUMMARY

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

1. It requires public safety answering points and dispatch centers to annually provide a report to the Public Utilities Commission, Emergency Services Communications Bureau on the costs they incur for the provision of enhanced 9-1-1 services;
2. It requires the bureau to contract with one or more 3rd party vendors, using revenues in the E-9-1-1- fund, to provide quality assurance review related to the provision of emergency medical dispatch services and answering fire 9-1-1 calls by public safety answering points;
3. It requires the bureau to convene a stakeholder group to develop a coordinated 9-1-1 staffing and recruiting effort for all public safety answering points and ensure that there is stakeholder representation from state, county and municipal public safety answering points; and
4. It authorizes the bureau to hire one additional staff member.