

MAINE STATE LEGISLATURE

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124th MAINE LEGISLATURE

FIRST REGULAR SESSION-2009

Legislative Document

No. 555

H.P. 393

House of Representatives, February 12, 2009

An Act To Promote Public Safety Answering Point Efficiency

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

Millicent M. MacFarland
MILLICENT M. MacFARLAND
Clerk

Presented by Representative FLETCHER of Winslow.
Cosponsored by Senator McCORMICK of Kennebec and
Representatives: CLEARY of Houlton, COTTA of China, JONES of Mount Vernon, TREAT
of Hallowell, TRINWARD of Waterville, Senator: SHERMAN of Aroostook.

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

2 **Sec. 1. 25 MRSA §2925, sub-§6, ¶D** is enacted to read:

3 D. The council shall assist the bureau in responding to and resolving service-related
4 complaints and issues regarding the E-9-1-1 system.

5 **Sec. 2. 25 MRSA §2927, sub-§5**, as amended by PL 1997, c. 409, §1, is further
6 amended to read:

7 **5. Legislative annual report.** The bureau shall report annually, before February 1st,
8 to the joint standing committee of the Legislature having jurisdiction over utilities and
9 energy matters on:

10 A. The bureau's planned expenditures for the year and use of funds for the previous
11 year;

12 B. The statewide E-9-1-1 surcharge collected under this section;

13 C. The bureau's recommended statewide E-9-1-1 surcharge for the coming year;
14 and

15 D. The bureau's recommendations for amending existing and enacting new law to
16 improve the E-9-1-1 system; and

17 E. The performance of each of the public safety answering points in the State during
18 the previous calendar year.

19 **Sec. 3. Report regarding public safety answering points and E-9-1-1**
20 **system.** No later than February 1, 2010, the Public Utilities Commission, Emergency
21 Services Communication Bureau shall prepare and submit to the Joint Standing
22 Committee on Utilities and Energy a report on:

23 1. The optimum configuration of public safety answering points in the State, taking
24 into account:

25 A. Total E-9-1-1 system costs, including, but not limited to, maintenance, training
26 and operating expenses;

27 B. Answering position units;

28 C. Back-up systems for the public safety answering points;

29 D. Forecasted total system costs under the optimum configuration; and

30 E. Established formulas and models of optimum call-taker staffing for public safety
31 answering points, including, but not limited to, the minimum call-taker, or call
32 answerer, staffing model presented in the 1980 report "Design and Costing of 911
33 Systems - A Technical Manual - Final Report" commissioned by the United States
34 Department of Justice; and

35 2. The benefits and consequences of expanding the statewide E-9-1-1 surcharge to
36 fund all E-9-1-1 system costs, including operation and maintenance expenses that are

1 currently funded through county assessments and fees from the political subdivisions, and
2 the projected increase in the E-9-1-1 surcharge required to fund all system costs.

3 After receipt and review of the report required under this section, the Joint Standing
4 Committee on Utilities and Energy may submit legislation relating to the report to the
5 Second Regular Session of the 124th Legislature.

6 **SUMMARY**

7 This bill requires the E-9-1-1 Council to assist the Public Utilities Commission,
8 Emergency Services Communication Bureau in resolving service-related complaints
9 regarding the E-9-1-1 system. It requires the bureau to include in its annual report to the
10 Joint Standing Committee on Utilities and Energy information regarding the performance
11 of each of the public safety answering points during the reporting period. The bill directs
12 the bureau to prepare and submit a report to the Joint Standing Committee on Utilities
13 and Energy regarding the optimum configuration of public safety answering points in the
14 State and the benefits and consequences of expanding the statewide E-9-1-1 surcharge to
15 fund all E-9-1-1 system costs. The bill authorizes the committee to submit legislation
16 relating to the report to the Second Regular Session of the 124th Legislature.