

MAINE STATE LEGISLATURE

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125th MAINE LEGISLATURE

SECOND REGULAR SESSION-2012

Legislative Document

No. 1614

S.P. 524

In Senate, December 20, 2011

An Act To Create Efficiency in E-9-1-1 Call Centers

Approved for introduction by a majority of the Legislative Council pursuant to Joint Rule 203.

Received by the Secretary of the Senate on December 16, 2011. Referred to the Committee on Energy, Utilities and Technology pursuant to Joint Rule 308.2 and ordered printed.

Joseph G. Carleton Jr.

JOSEPH G. CARLETON, JR.

Secretary of the Senate

Presented by Senator THIBODEAU of Waldo.
Cosponsored by Representative CRAY of Palmyra and
Senators: PLOWMAN of Penobscot, RECTOR of Knox, THOMAS of Somerset.

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

2 **Sec. 1. 25 MRSA §2923-A**, as enacted by PL 2007, c. 622, §2, is repealed and the
3 following enacted in its place:

4 **§2923-A. Public safety answering point service**

5 **1. Municipal authority.** A municipality may:

6 A. Operate a public safety answering point approved by the bureau pursuant to
7 section 2926, subsection 2-A;

8 B. Enter into an agreement with another entity for public safety answering point
9 service; or

10 C. Arrange for public safety answering point service through an agreement with
11 another government entity that enters into a contract for public safety answering point
12 service on behalf of the municipality.

13 **2. Department default provider.** If a municipality does not arrange for public
14 safety answering point service pursuant to subsection 1, the department shall serve as the
15 provider of public safety answering point service to the municipality. The municipality
16 shall pay the department for the provision of that service.

17 **3. Term limit.** An agreement under this section to provide public safety answering
18 point service may not have a term that is less than 5 years.

19 **4. Deposit fees.** Fees received by the department pursuant to this section must be
20 deposited in the Consolidated Emergency Communications Fund established in section
21 1534.

22 **Sec. 2. 25 MRSA §2926, sub-§2, ¶C**, as enacted by PL 1993, c. 566, §9, is
23 repealed.

24 **Sec. 3. 25 MRSA §2926, sub-§2, ¶I**, as amended by PL 2001, c. 439, Pt. EEEE,
25 §3, is further amended to read:

26 I. Procedures for collecting and administering the necessary funds for E-9-1-1; ~~and~~

27 **Sec. 4. 25 MRSA §2926, sub-§2, ¶J**, as enacted by PL 2001, c. 439, Pt. EEEE,
28 §4, is amended to read:

29 J. Standards and procedures for developing and maintaining the system databases
30 and for ensuring the confidentiality of those databases pursuant to section 2929-; and

31 **Sec. 5. 25 MRSA §2926, sub-§2, ¶K** is enacted to read:

32 K. Procedures to route a wireless E-9-1-1 call:

33 (1) To the department's public safety answering point service if the call is
34 initiated one mile from or within one mile of the Interstate 95 corridor or the
35 Interstate 295 corridor; and

1 (2) To a public safety answering point serving the municipality in which the
2 tower receiving the call is located if the call is initiated more than one mile from
3 the Interstate 95 corridor or the Interstate 295 corridor unless the bureau
4 determines it is necessary to route such calls to a different public safety
5 answering point.

6 **Sec. 6. 25 MRSA §2926, sub-§2-A**, as amended by PL 2011, c. 420, Pt. A, §28,
7 is further amended to read:

8 **2-A. Number of public safety answering points.** ~~To the extent possible, the~~ The
9 bureau shall ~~establish a total of between 16 and 24~~ approve a total of 15 to 17 public
10 safety answering points. The bureau shall seek to coordinate any reduction in the number
11 of public safety answering points ~~to achieve this goal~~ with any contractual obligations it
12 may have or may enter into that are or could be affected by that reduction. ~~Prior to~~
13 ~~implementing a reduction in the number of public safety answering points, the bureau~~
14 ~~shall make a finding regarding the need for the reduction based on an evaluation of the~~
15 ~~costs and benefits of the reduction, taking into account impacts on ratepayers, each of the~~
16 ~~affected municipalities and the State.~~

17 **Sec. 7. Transition.** The following provisions govern the reduction of public safety
18 answering points from 26 to a total of 15 to 17 pursuant to the Maine Revised Statutes,
19 Title 25, section 2926, subsection 2-A.

20 1. The Public Utilities Commission, Emergency Services Communication Bureau
21 shall reduce the number of public safety answering points in conjunction with the
22 implementation of its contract or contracts for E-9-1-1 services to be executed in 2012.

23 2. The bureau shall establish public safety answering points in the locations
24 identified in its Public Safety Answering Point Reconfiguration Plan dated November 1,
25 2010.

26 3. By August 1, 2012, a municipality shall identify which of the 17 established
27 public safety answering points will be providing public safety answering point service to
28 that municipality.

29 4. Nothing in this section limits the bureau from reconfiguring, in accordance with
30 applicable laws, the location of public safety answering points after establishing the 17
31 public safety answering points identified in its Public Safety Answering Point
32 Reconfiguration Plan dated November 1, 2010.

33 **SUMMARY**

34 This bill changes the goal of the Public Utilities Commission, Emergency Services
35 Communication Bureau to establish a total of 16 to 24 public safety answering points to a
36 requirement that the bureau establish a total of 15 to 17 public safety answering points. It
37 requires the bureau to design the E-9-1-1 system to route a wireless E-9-1-1 call initiated
38 more than one mile from the Interstate 95 or 295 corridor to the public safety answering
39 point serving the municipality in which the tower receiving the call is located unless the
40 bureau determines the wireless calls should be routed to a different public safety

1 answering point. It requires the bureau to design the E-9-1-1 system to route a wireless
2 E-9-1-1 call initiated one mile or less from the Interstate 95 or 295 corridor to the
3 Department of Public Safety. This bill clarifies that municipalities may arrange for public
4 safety answering point service through an agreement with another government entity and
5 prohibits a contract to provide public safety answering point service from having a term
6 of less than 5 years.