

# MAINE STATE LEGISLATURE

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# 130th MAINE LEGISLATURE

## FIRST REGULAR SESSION-2021

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Legislative Document

No. 1306

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H.P. 962

House of Representatives, March 30, 2021

**An Act To Include Crisis Response Services in Emergency Services  
Offered through the E-9-1-1 System**

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

A handwritten signature in cursive script that reads "Robert B. Hunt".

ROBERT B. HUNT  
Clerk

Presented by Representative MORALES of South Portland.

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

2 **Sec. 1. 25 MRSA §2921, sub-§3-A** is enacted to read:

3 **3-A. Crisis response services.** "Crisis response services" means the services offered  
4 to individuals experiencing mental health emergencies, emergencies relating to a substance  
5 use disorder or other emergencies for which fire, emergency medical or police services are  
6 determined not to be required.

7 **Sec. 2. 25 MRSA §2921, sub-§5**, as enacted by PL 1987, c. 840, §3, is amended to  
8 read:

9 **5. Emergency services.** "Emergency services" includes fire, police, ambulance,  
10 rescue and crisis response services and other services of an emergency nature identified by  
11 the commissioner.

12 **Sec. 3. 25 MRSA §2921, sub-§6-A**, as enacted by PL 1993, c. 566, §2, is amended  
13 to read:

14 **6-A. Private safety agency.** "Private safety agency" means a private entity that  
15 provides fire, emergency medical or security or crisis response services.

16 **Sec. 4. 25 MRSA §2921, sub-§6-B**, as enacted by PL 1993, c. 566, §2, is amended  
17 to read:

18 **6-B. Public safety agency.** "Public safety agency" means a state, county or municipal  
19 government entity that provides or has the authority to provide fire, emergency medical or  
20 police or crisis response services.

21 **Sec. 5. Emergency Services Communications Bureau; report.** In  
22 consultation with the Department of Public Safety and the E-9-1-1 Council, established in  
23 the Maine Revised Statutes, Title 5, section 12004-I, subsection 74-A, the Public Utilities  
24 Commission, Emergency Services Communications Bureau shall develop protocols and  
25 procedures necessary to ensure the efficient dispatch of crisis response services, as defined  
26 in Title 25, section 2921, subsection 3-A, under the State's E-9-1-1 system, which may  
27 include measures for the training of dispatch staff in the provision of crisis response  
28 services. On or before December 1, 2021, the Emergency Services Communications  
29 Bureau shall submit a report to the Joint Standing Committee on Energy, Utilities and  
30 Technology outlining protocols and procedures necessary to ensure the efficient dispatch  
31 of crisis response services under the State's E-9-1-1 system and including any  
32 recommendations, including proposed legislation, necessary to implement such protocols  
33 and procedures. After reviewing the report, the joint standing committee may report out  
34 related legislation to the Second Regular Session of the 130th Legislature.

35 **SUMMARY**

36 This bill amends the law regulating the provision of emergency services under the  
37 State's E-9-1-1 system by including crisis response services as part of those emergency  
38 services to be offered to individuals experiencing mental health emergencies, emergencies  
39 relating to a substance use disorder or other emergencies for which fire, emergency medical  
40 or police services are determined not to be required. It also directs the Public Utilities  
41 Commission, Emergency Medical Services Communications Bureau to develop protocols  
42 and procedures necessary to ensure the efficient dispatch of such crisis response under the

1 E-9-1-1 system and to submit a report on or before December 1, 2021 to the Joint Standing  
2 Committee on Energy, Utilities and Technology outlining protocols and procedures and  
3 including any recommendations needed to implement those protocols and procedures.  
4 After reviewing the report, the joint standing committee may report out related legislation  
5 to the Second Regular Session of the 130th Legislature.