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**MAINE STATE LEGISLATURE  
GOVERNMENT OVERSIGHT COMMITTEE**

**PUBLIC SAFETY ANSWERING POINTS and DISPATCH CENTERS**

In late April, 2009 the Kennebec County Senate Delegation requested an OPEGA review of Public Safety Answering Points (PSAPs) and emergency dispatch services. The Joint Standing Committee on Utilities and Energy endorsed this request in a subsequent letter to the Government Oversight Committee (GOC). On June 30, 2009 the GOC considered OPEGA's Recommendation for Project Direction on a review of Public Safety Answering Points and Dispatch Centers and voted unanimously to have OPEGA focus on the following questions:

- How do cost structures and rate methodologies differ between the Department of Public Safety Central Maine Regional Communications Center (CMRCC) and other entities that provide PSAP and dispatch services to customers in Kennebec County? Are costs being equitably allocated to those who are benefiting from the services?
- Are there differences in the quality of services provided by the DPS CMRCC (the regional PSAP) compared to other entities that are serving customers in Kennebec County? If so, what factors are creating those differences? Is public safety being jeopardized?
- What does the current network of PSAP and dispatch service providers for Kennebec County customers look like? Does the current configuration provide adequate coverage for rural communities?
- What are the impacts on the State, County and municipalities in Kennebec County from towns not participating in the CMRCC or from towns changing service providers? Are there factors other than cost and service quality driving the changes?
- What benefits have been realized from Statewide PSAP consolidation and how do they compare to what was expected?
- What are the funding streams for each of the PSAP and dispatch service providers and how are they affecting the cost of providing service and/or the rates charged to customers? Are there more efficient and/or equitable ways to fund the provision of PSAP and dispatch services?

The final report on this audit is expected during the first quarter of 2010.

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