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GOVERNOR

STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
152 STATE HOUSE STATION
AUGUSTA, MAINE 04333



MICHAEL SAUSCHUCK
COMMISSIONER

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DIRECTOR

EMD Committee Meeting
Thursday, April 16, 2026, 09:30
45 Commerce Dr. Suite 1 (DPS), Augusta, ME
Champlain Conference Room
[Zoom Recording](#)

MINUTES

- i. Call to Order by Chairperson Hall
- ii. Attendance
 - a. Committee Members: Tim Hall, Laura Sandred, Cindy Moore-Rossi, Cheri Volta, Dan Mayotte, Christina Ingemi, Monique Pomeroy, Melinda Fairbrother-Dyer
 - b. MEMS Staff: Melissa Adams
 - c. Stakeholders & Guests: Kyle Ellis, David King, Brad Timberlake, Brandon Sims, Martin Fournier, Sara Batteese, Scott Ruf, Tammy Barker
- iii. Maine EMS Mission Statement (Chairperson)

The mission of Maine EMS is to promote and provide for a comprehensive and effective Emergency Medical Services system to ensure optimum patient care with standards for all providers. All members of this committee should strive to promote the core values of excellence, support, collaboration, and integrity. In serving on this committee, we commit to serve the respective providers, communities, and residents of the jurisdictions that we represent.
- iv. Public Comment: None
- v. Modifications to the Agenda: None
- vi. Previous Meeting Minutes – January 15, 2026
 - a. **MOTION** to approve as presented. (Sandred, Moore-Rossi)
PASSED Unanimously
- vii. EMS Office Update
 - a. Maine EMS has hired a new EMD-focused Licensing Agent, Richard Powell, who is coming to us from the Bureau of Labor and will start on May 11. Richard will take ETC and EMD in June and begin taking over regulatory EMD functions, including licensing and reviewing quality assurance information, right away. Melissa will continue to be involved in operational projects.
 - b. Legislation
[LD1216 An Act to Improve Behavioral Health Crisis Services and Suicide Prevention Services](#) was amended based on recommendations from the

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Legislative Report made by the Office of Behavioral Health (OBH) in February, with input from the 911-988 Stakeholder Group. These revisions add definitions for the terms “9-8-8” and “9-8-8 suicide and crisis lifeline,” and, most importantly, move the language from EMS statutes to DHHS statutes. This removed the direct impact on EMD.

viii. ESCB Update

- a. The first new model EMD/EFD Refresher class with a ProQA component was held yesterday at the ESCB with a record 15 students. The next class is tentatively scheduled for October 7, 2026.
- b. A QA Refresher is scheduled for April 30, 2026, at the ESCB. The next QA Refresher is tentatively scheduled for October 16, 2026.
- c. Kyle is working to schedule an in-person ED-Q class for medical and fire protocols in the fall. It will be a 3-day course (2 days for one discipline).
- d. The ESCB is hosting an APCO CTO Training next week.
- e. The ESCB is hosting an APCO Law Enforcement Communication class at no cost, June 22-25, 2026.
- f. The ESCB is hosting a NENA Supervisor class in September 2026.
- g. Kyle is exploring the option of the ESCB hosting an in-person EMD Mentor class in the next year.

ix. Old Business

a. PulsePoint AED

Melinda shared that Cumberland has set up the AED Registry validation process but is still working with its CAD vendor (Motorola), which identified a “bug” that prevents the flow of addressing data necessary to facilitate the automated search for nearby AEDs across connected systems (CAD, ProQA, and PulsePoint). Dan shared that Vassalboro Fire-Rescue has ordered 3 AEDs to be placed in heated cabinets around town, which they will add to the PulsePoint registry so their PSAP can guide nearby callers to them.

b. 911-988 (Crisis) Transfer Policy

Melissa shared that Maine EMS and 911 stakeholders continue to work with the Federal 9-8-8 contractor, Vibrant, and our state 9-8-8 contractor, Maine Crisis Line (MCL), to address transfer issues as they arise. MCL, which currently receives all the phone calls to 9-8-8 in Maine, will begin receiving all the texts and chats to 9-8-8 around July 1, 2026. Maine EMS is working with OBH and MCL to develop new training to help dispatchers understand what 9-8-8 call takers do and to clarify the considerations and process when 9-8-8 requests assistance from emergency services. Scott Ruf asked whether anyone was still working on a concern he had about all requests for emergency services from 9-8-8 being routed to Portland RCC. Melissa explained that many PSAPs have received direct service requests and that both Vibrant and MCL have gained access to new tools over the last three years to assist crisis call takers in routing calls more appropriately, so while a misrouted call may occasionally occur, it is no longer a normal occurrence. Scott says he will continue to monitor their cases in Portland.

x. New Business

a. MPDS Updates & Release Notes Discussion

- i. Dave King shared that Penobscot learned through QPR feedback about a modification to Chief Complaint Selection Rules impacting Protocol 17 & 31. The previous Rule 23 was repurposed and Rules 27 and 28 were added regarding identifying trauma (P17) v. medical (P31) with fainting and near fainting. He started a discussion with Priority Dispatch about making major changes like this during one of the bigger Spring/Fall updates rather than in a decimal update where it is more likely to be missed. Laura and Cindy both shared their experience with learning about the change and resources specifically for this change, including a training session at the IAED College and the True to Q Facebook group run by Priority Dispatch. Dave shared that while Priority Dispatch has not posted anything about the upcoming Spring Protocol updates, the [El Paso Teller 911 website](#) has CDE presentations for Fire & EMS updates.
- ii. Melissa spoke about three considerations that should be taken for each update:
 1. Educating dispatchers on the update.
 2. Identifying new/revised determinant codes/suffixes for response planning with responder groups.
 3. Performing the actual software update.
- iii. Dave shared some frustration that the QPR Contracts at the basic level package through the state doesn't include someone evaluating the QPR reviewers; he specifically mentioned spelling errors as a common issue demonstrating a lack of professionalism that he doesn't want to pass on to his dispatchers.

b. Alternative EMS Response Discussion

Scott Ruf asked whether there is an alternative way to handle non-emergency crisis callers requesting to go to a hospital or an alternative destination, such as a treatment center. Melissa explained that this may vary depending on the nature and ultimate discipline of the call, but reiterated that a licensed EMS agency is responsible for ensuring an EMS response to all medical calls within its identified service area, and that EMS can only transport patients to an emergency department.

xi. Adjourned at 10:30

MOTION to adjourn (Moore-Rossi, Fairbrother-Dyer)

PASSED

a. Next meeting is July 16, 2026, at 09:30