

65 PUBLIC UTILITIES COMMISSION

625 EMERGENCY SERVICES COMMUNICATION BUREAU

Chapter 4: REQUIREMENTS FOR THE DISPATCH CENTER AND PUBLIC SAFETY ANSWERING POINT CONSOLIDATION GRANT PROGRAM

SUMMARY: This Chapter establishes the requirements for the dispatch center and public safety answering point consolidation grant program.

§ 1 PURPOSE AND APPLICABILITY

A. Purpose

The purpose of this Chapter is to establish the requirements for the dispatch center and public safety answering point (PSAP) consolidation grant program. This Chapter establishes the application process for the distribution of grants for nonrecurring costs incurred by 1) dispatch centers consolidating into PSAPs; 2) two or more PSAPs and dispatch centers consolidating into a regional PSAP and dispatch center; or 3) transferring a PSAP and all its dispatch services to another existing PSAP. This Rule also establishes allowable uses of grant funds.

B. Applicability

This Chapter applies to all dispatch centers and public safety answering points located in Maine.

§ 2 DEFINITIONS

A. Bureau. "Bureau" means the Emergency Services Communication Bureau.

B. Commission. "Commission" means the Maine Public Utilities Commission.

C. Dispatch Center. "Dispatch Center" means an emergency dispatch center that receives its 911 calls from a PSAP rather than receiving the call directly.

D. Grant. "Grant" means money awarded by the Bureau for the limited purposes and pursuant to the terms contained in this Chapter.

E. Grant Recipient. "Grant recipient" means an eligible dispatch center or PSAP that is awarded a grant.

F. Grant Program. "Grant Program" means the dispatch center and PSAP consolidation grant program established by 25 M.R.S.A. § 2927-A.

- G. **Public Safety Answering Point.** "Public Safety Answering Point" has the same meaning as set forth in 25 M.R.S. §2921.

§ 3. PROGRAM IMPLEMENTATION

The grant program shall be administered by the Bureau. The Bureau may investigate any alleged violations of this Chapter and may take appropriate action, including action pursuant to the Commission's authority in Chapter 15 of Title 35-A of the *Maine Revised Statutes*.

§ 4. ELIGIBILITY

To be eligible for a grant under this program, an applicant must:

- A. be a dispatch center located in Maine that is consolidating into a PSAP and has submitted a completed grant application pursuant to the requirements of Section 5 of this Chapter which includes all the required information by a date determined by the Bureau;
- B. be an existing PSAP or dispatch center located in Maine that is consolidating into a new regional PSAP and dispatch center and has completed a grant application pursuant to the requirements of Section 5 of this Chapter which includes all the required information by a date determined by the Bureau;
- C. be an existing PSAP located in Maine that is transferring the PSAP and all of its dispatch services to another existing PSAP and has submitted a completed grant application pursuant to the requirements of Section 5 of this Chapter which includes all the required information by a date determined by the Bureau.

§ 5. APPLICATION PROCESS

The grant application must include the following information:

- A. **Dispatch Centers Planning to Consolidate into a PSAP**
 - 1. a brief narrative on how the consolidation came about and expected public safety benefits, such as operational, improvement or enhancement in services provided to the public and or ability to respond to 911 calls;
 - 2. a detailed description of the emergency services offered by the dispatch center that will be relocated to the PSAP, this may include services related to all towns that are dispatched through the applying dispatch center that will be consolidated into the PSAP;
 - 3. A letter from the PSAP that the dispatch center is consolidating into attesting to that fact and the expected timing of the consolidation.
 - 4. a detailed list of eligible costs related to the consolidation for which the dispatch center is seeking grant funds, this should contain the applicant's best estimates of these costs and may include costs to towns for dispatch services being moved to the PSAP, such as moving equipment and reprogramming frequencies. If nonrecurring costs incurred with the consolidation are greater than what the applicant estimated and requested, the applicant may amend its application and

the Bureau will consider the request for additional grant funds subject to fund availability. Before receiving grant funds, the applicant shall provide supporting documentation to the Bureau for the actual costs incurred related to the consolidation (e.g., itemized bill and proof of payment (e.g. a copy of the check/cancelled check/electronic funds transfer number)) and documentation that the consolidation was completed.

The Bureau may request additional or clarifying information deemed necessary to properly evaluate the application.

B. PSAP and Dispatch Centers Planning to Consolidate into a Regional PSAP and Dispatch Center

1. a brief narrative on how the consolidation came about and expected public safety benefits from the consolidation, such as operational, improvement or enhancement in services provided to the public and or ability to respond to 911 calls;
2. a detailed description of the emergency services offered by the PSAPs and dispatch centers that will be relocated to the new regional PSAP, this may include services related to all towns that are dispatched through the applying PSAPs and dispatch centers that will be consolidated into the new regional PSAP;
3. a letter from the new regional PSAP that the PSAPs and dispatch centers consolidated into attesting to that fact and the expected timing of the consolidation;
4. a detailed list of eligible costs related to the consolidation for which the PSAP and dispatch center is seeking grant funds, this should contain the applicant's best estimate of these costs and may include costs to towns for dispatch services moved to the new regional PSAP, such as moving equipment and reprogramming frequencies. In the event that nonrecurring costs incurred with the consolidation are greater than what the applicant estimated and requested, the applicant may amend its application, and the Bureau will consider the request for additional grant funds subject to fund availability. Before receiving grant funds, the applicant shall provide supporting documentation to the Bureau for the actual costs incurred related to the consolidation (e.g., itemized bill and proof of payment (e.g. a copy of the check/cancelled check/electronic funds transfer number) and documentation that the consolidation was completed.

The Bureau may request additional or clarifying information deemed necessary to properly evaluate the application.

C. Planning to Transfer a PSAP and all its Dispatch Services to Another Existing PSAP

1. a brief narrative on how the transfer came about and expected public safety benefits from the transfer, such as operational, improvement or enhancement in services provided to the public and or ability to respond to 911 calls;

2. a detailed description of the emergency services offered by the PSAP that will be relocated to the other PSAP, this may include services related to all towns that are dispatched through the applying PSAP that will be transferred with its dispatch services to the other PSAP;
3. a letter from the other PSAP that the PSAP transferred to attesting to that fact and the expected timing of the transfer;
4. a detailed list of eligible costs related to the transfer for which the PSAP is seeking grant funds, this should contain the applicant's best estimates of these costs and may include costs to towns for dispatch services moved to the other PSAP, such as moving equipment and reprogramming frequencies. If nonrecurring costs incurred with the transfer are greater than what the applicant estimated and requested, the applicant may amend its application and the Bureau will consider the request for additional grant funds subject to fund availability. Before receiving grant funds, the applicant shall provide supporting documentation to the Bureau of the costs incurred related to the consolidation (e.g., itemized bill and proof of payment (e.g. a copy of the check/cancelled check/electronic funds transfer number) and documentation that the transfer was completed.

The Bureau may request additional or clarifying information deemed necessary to properly evaluate the application.

D. Grant Awards

There is an overall cap on grants of \$1,000,000 per biennium. The Bureau will open applications for 60 days beginning July 1 of the biennium. Grants will be limited by the availability of funds and subject to approval by the Bureau. No application will be approved unless the Bureau determines that the application is complete and the applicant is eligible. The Bureau may award an applicant a grant amount less than the original amount requested. The Bureau may reopen application submissions should available funds remain.

§ 6. ALLOWABLE USES OF GRANT FUNDS

The following are allowable nonrecurring costs that would be eligible for grant funds.

- A. Moving of existing emergency telecommunications system;
- B. Costs associated with providing additional functional capacity at the regional PSAP;
- C. Changes to existing radio systems of the affected parties that are required by the move for emergency dispatch services;
- D. Emergency telecommunications equipment or software required by the regional PSAP to facilitate the incorporation of another municipality;
- E. A study or plan for consolidation into an existing PSAP to be reimbursed if consolidation occurs, the cost for the study or plan shall not exceed \$15,000; and

- F. Incidental construction or remodeling costs of the PSAP to accommodate the consolidation.

The Commission, in its discretion, may determine that additional types of nonrecurring costs are eligible for grant funds.

The following are costs that would not be eligible for grant funding. The Bureau may determine other costs that would not be eligible for grant funding.

- A. Contingencies or Escalation Fees;
- B. Salaries and Personnel expenses;
- C. Legal Fees;
- D. Operational Costs;
- E. Monthly Recurring Fees;
- F. Maintenance or Warranty Cost;
- G. Community Notification System;
- H. Personnel Training Costs;
- I. Voice Mail;
- J. Microsoft Office Suite;
- K. Law Enforcement Scanners;
- L. Payment for Performance Bonds or Insurance of Contractors;
- M. Payments Not Tied to Deliverables, such as payment due at contract signing; progress billing); and
- N. New Building Construction or addition.

§ 7. WAIVER

Upon the request of any person subject to the provisions of this Chapter, or upon its own motion, the Commission may, for good cause, waive any requirement of this Chapter that is not required by statute. The waiver may not be inconsistent with the purposes of this Chapter or any statute. The Commission, the Hearing Examiner assigned to a proceeding regarding this Chapter, or the Director of the Bureau may grant the waiver.

BASIS STATEMENT: The factual and policy basis for this rule is set forth in the Commission's Order Amending Rule and Statement of Factual and Policy Basis, Commission Docket No. 2025-00323, issued on February 3, 2026. Copies of this Order and Statement have been filed with this rule at the Office of the

Secretary of State. Copies may also be obtained from the Administrative Director, Public Utilities Commission, 18 State House Station, Augusta, Maine 04333-0018.

STATUTORY AUTHORITY: 25 M.R.S. §2927 subsection 3-D; P.L. 2017 ch. 428 and P.L. 2025, ch. 167.

EFFECTIVE DATE: This rule was approved as to form and legality by the Attorney General on December 20, 2018. It was filed with the Secretary of State on December 27, 2018, and became effective on January 1, 2019.

EFFECTIVE DATE: This chapter was approved as to form and legality by the Attorney General on February 17, 2026. It was filed with the Secretary of State on February 18, 2026, and became effective on February 23, 2026. (Filing 2026-050)