

65 PUBLIC UTILITIES COMMISSION

625 EMERGENCY SERVICES COMMUNICATION BUREAU

**Chapter 6: REQUIREMENTS FOR PUBLIC SAFETY ANSWERING POINT AND
DISPATCH CENTER ANNUAL REPORTS ON THE COSTS TO PROVISION
ENHANCED 911 SERVICES**

SUMMARY: This chapter establishes requirements for Public Safety Answering Point and Dispatch Center annual reports on the costs to provision Enhanced 9-1-1 services.

§ 1 PURPOSE, APPLICABILITY AND ENFORCEMENT

A. Purpose

The purpose of this chapter is to establish requirements for annual reports to be submitted by Public Safety Answering Points (PSAPs) and Dispatch Centers on the costs to provision Enhanced 9-1-1 services.

B. Applicability

This chapter applies to all PSAPs and Dispatch Centers.

C. Enforcement

The Emergency Services Communication Bureau (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*.

§ 2 DEFINITIONS

A. Bureau. "Bureau" has the same meaning as set forth in 25 M.R.S. §2921.

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

C. Direct costs. "Direct costs" are those costs that can be easily identified with a high degree of accuracy and assigned to the cost of operating the PSAP or Dispatch Center. These costs include, but are not limited to, personnel (e.g., salaries and overtime, benefits, training); buildings and grounds insurance (e.g., for equipment replacement, buildings, liability, rental space); communications (e.g., the administrative phone system); operations (e.g., computer aided dispatch (CAD) system, mapping/geographic information system (GIS)); and capital expenditures (e.g., hardware, software, CAD system, mapping, and repairs).

D. Dispatch Center. "Dispatch Center" has the same meaning as set forth in 25 M.R.S. §2921.

- E. **Center.** “Emergency Communications Center” has the same meaning as set forth in 25 M.R.S. §2921.
- F. **Enhanced 9-1-1 Services.** “Enhanced 9-1-1 Services” has the same meaning as set forth in 25 M.R.S. §2921.
- G. **Public Safety Answering Point (PSAP).** “Public Safety Answering Point” has the same meaning as set forth in 25 M.R.S. §2921.

§ 3. ANNUAL REPORTS

Each PSAP and Dispatch Center must submit to the Bureau annual reports regarding the costs to provision Enhanced 9-1-1 services in the reporting form format requested by the Bureau. The reporting form contains the cost component categories to be contained in the reports and allows for additional cost components to be added as needed. Reports must be filed with the Bureau by May 1, for the prior completed fiscal year.

§ 4. 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, Title 25 or Title 35-A. The Commission, the Presiding Officer 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 Adopting Rule and Statement of Factual and Policy Basis, Docket No. 2024-00327, issued on April 23, 2025. Copies of this Statement and Order 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: 35-A M.R.S. §§ 104, 111 and 25 M.R.S. §§ 2921 and 2923-C.

EFFECTIVE DATE: This rule was approved as to form and legality by the Attorney General on April 25, 2025. It was filed with the Secretary of State on April 25, 2025, and became effective on April 30, 2025. (Filing 25-100)