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

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

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

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

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

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

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

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

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

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

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

**SUMMARY**

This bill amends the law regulating the provision of emergency services under the State's E-9-1-1 system by including crisis response services as part of those emergency services to be offered to individuals experiencing mental health emergencies, emergencies relating to a substance use disorder or other emergencies for which fire, emergency medical or police services are determined not to be required. It also directs the Public Utilities Commission, Emergency Medical Services Communications Bureau to develop protocols and procedures necessary to ensure the efficient dispatch of such crisis response under the E-9-1-1 system and to submit a report on or before December 1, 2021 to the Joint Standing Committee on Energy, Utilities and Technology outlining protocols and procedures and including any recommendations needed to implement those protocols and procedures. After reviewing the report, the joint standing committee may report out related legislation to the Second Regular Session of the 130th Legislature.