

EMERGENCY NUMBER SYSTEMS BOARD

9-1-1



ANNUAL REPORT 2003

Robert L. Ehrlich, Jr.
Governor

Michael S. Steele
Lt. Governor

Mary Ann Saar
Secretary DPSCS

G. Lawrence Franklin
Deputy Secretary

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DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES





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Robert L. Ehrlich, Jr.
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Mary Ann Saar
Secretary

Agencies:

February 28, 2004

Division of Correction

The Honorable Robert L. Ehrlich Jr.
Governor of Maryland
100 State Circle
Annapolis, MD 21401

Division of Parole and
Probation

Dear Governor Ehrlich:

Division of Pretrial
Detention and Services

I am pleased to provide you with the FY 2003 Annual Report on the activities of the Emergency Number Systems Board, as required by the Public Safety Article (formerly Article 41 Section 18-103) of the Annotated Code of Maryland. The report outlines the progress and challenges the Board is currently facing in bringing quality 9-1-1 service to the citizens of Maryland.

Patuxent Institution

Since 1998, enhanced 9-1-1 *wireline* service has been provided to all Maryland jurisdictions. Ever since that time, the funding defined by statute has been directed to system enhancements, equipment replacements, and training mandates, thus ensuring reliability and adequate capacity of 9-1-1 service. Historically, Maryland has been sufficiently served by the funding provided for maintaining the existing infrastructure and by the training provided to over 900 professionals who make up Maryland's emergency dispatch community. Through your support, in the signing of HB 780 during the 2003 session, the ubiquity and resilience of our 9-1-1 system is assured.

Maryland Commission
on Correctional
Standards

The challenges of applying enhanced technology (call back number and location information) to *wireless* 9-1-1 communications have become the focus of the activities of the Board. Its efforts, as this report reflects, have contributed to significant advances in meeting the public expectation that *wireless* 9-1-1 communications provide the same level of enhanced access to emergency services as their *wireline* counterparts.

Correctional Training
Commission

The fourteen current members and I are very proud of the work they have accomplished in the past year, and we look forward to continuing to answer the communications challenges of public safety. We collectively thank you for your support and look forward to working with you in the advancement of public safety for all Marylanders.

Police Training
Commission

Sincerely,

Mary Ann Saar, Secretary
Department of Public Safety and
Correctional Services

Maryland Parole
Commission

Criminal Injuries
Compensation Board

Emergency Number
Systems Board

Sundry Claims Board

Inmate Grievance
Office



Department of Public Safety and Correctional Services

Emergency Number Systems Board

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ANTHONY MYERS
ACTING CHAIRMAN

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EXECUTIVE DIRECTOR

GORDON DEANS
TRAINING COORDINATOR

JUMARY WEST
FISCAL COORDINATOR

February 28, 2004

Ms. Mary Ann Saar, Secretary
Department of Public Safety and Correctional Services
300 East Joppa Road Suite 1000
Baltimore, MD 21286

Dear Secretary Saar:

I am pleased to provide you with the Annual Report of the Emergency Number Systems Board for 2003. Our membership has assembled at least monthly, and more often in sub-committees, to consider the public safety issues facing emergency communications. The Board has been most diligent in advancing the mission of 9-1-1 and has gone far beyond the statutory minimum requirements of the Public Safety Article.

The year 2003 saw significant change in the future of 9-1-1 with Governor Ehrlich's signing into law HB 780. This landmark legislation provides the necessary funding for the enhancement of 9-1-1 centers to accept wireless E-9-1-1 information. The Board is most appreciative of your leadership and the support of your staff in bringing this legislation to fruition. I believe the content of this report speaks well of our efforts in executing the intent of our legislature and Governor Ehrlich in making Maryland safer for all who live and work here.

On behalf of the membership of the Emergency Numbers Systems Board and of the more than four hundred call takers of Maryland's twenty-four 9-1-1 emergency centers, and the communities they serve, I am pleased to report that Maryland currently enjoys excellent enhanced *wireline* 9-1-1 service in all of our jurisdictions and is well under way in providing similar enhanced *wireless* 9-1-1 service. The Board continues to advance the cause of public safety through responsible stewardship of available resources and dedication to recognized best practices in the emergency communications industry.

The following document and appendices constitute the 2003 Annual Report of the Emergency Numbers Systems Board as required by the Public Safety Article (formerly Article 41 Title 18.) I am certain you will find it informative and responsive to the needs of Maryland's citizens.

Sincerely,

A handwritten signature in black ink that reads "Anthony Myers". The signature is written in a cursive style with a large, prominent initial "A".

Anthony Myers, Chairman
Maryland Emergency Numbers Systems Board

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I. Introduction

The Emergency Number Systems Board, hereafter ENSB or Board, is charged by Sections 1-301 through 1-312 of the Public Safety Article of the Annotated Code with coordinating the enhancement of county 9-1-1 systems and the auditing of the 9-1-1 Trust Fund. This report describes the *fiscal* activities of the Trust Fund from July 1, 2002 through June 30, 2003.

The statute defines certain requisites for the annual report to include the following six specific areas:

1.	Types of 9-1-1 Systems in Operation	Page 9
2.	Total State and County Fees Charged	Appendix C
3.	Funding Formula in Effect by County	Appendix B
4.	Statutory or regulatory violations by county	None
5.	Efforts to establish an Enhanced 9-1-1 system	Page 6
6.	Any suggested changes to this sub-title	Page 5

This report goes significantly beyond these six areas in an effort to provide additional insight into the work of the Emergency Number Systems Board. The emergency communications industry is experiencing a rapid and accelerating rate of change precipitated by wireless and other communications issues. Many of the activities of the Board are *beyond the scope of the statutory reporting requirements*; accordingly the reader will find references to activities beyond a fiscal nature and some occurring after June 2003.

This report is available on the ENSB website and is downloadable or reviewable on-line. The reader may find a number of links within the text of the document, highlighted in blue. If reviewing on line, a cursor click on the link will take you to the referenced document on the web. If at any time you have a question as to the content of this report or the content of our website, please feel free to call Scott Whitney, Executive Director of the ENSB, at (410) 585-3017.

Acknowledgements

It is appropriate to acknowledge the efforts of Mr. Gordon Deans, Training Coordinator for the ENSB, for his efforts in crafting this report. From the design of its cover to the content of the website, Mr. Deans has been a central figure in publicizing the activity of the Board.

I would also like to thank and recognize the web team, Mr. Jay Miller, Mr. Gary Ladsen, Pragnesh Patel, Gloria Harris, and all the Department's IT team who contributed to the quality and content of the site. The web address is

<http://www.dpsc.state.md.us/ensb>

II. Executive Summary

The membership of the ENSB includes a diverse and technically astute group of professionals from the emergency services, the communications and public safety industries, as well as the public at large. The members serve a Governor appointed Senate confirmed, four-year term. While only required to meet quarterly, the ENSB has met at least monthly to examine current trends and needs of the 24 Public Safety Answering Points, hereafter called PSAPs. (An acronym commonly used in the 9-1-1 industry)

The mission of the ENSB, at its inception, was to provide guidance and direction with the goal of realizing “enhanced” service in all of our PSAPs. Enhanced is defined in the statute as having the capacity for the 9-1-1 call taker to view automatically displayed callback number and location information either in the form of an address or map indicator. *This goal was achieved for wireline calls in 1998 when wireline enhanced 9-1-1 service became available to all Maryland communities.*

The current direction of the Board is to evaluate and fund local jurisdiction plans for enhancements beyond that envisioned in 1979 when the 9-1-1 Trust Fund was established. The Board is examining issues presented by the advent of wireless telephone communications as well as training standards and the homeland security issues presented by the events of September 11, 2001. The engagement of local leadership has created a positive and constructive working relationship among Maryland’s PSAP community, its legislative delegations, its first responder community, and the Department of Public safety and Correctional Services.

In July of 2002, the University of Maryland published an evaluative study of Maryland’s 9-1-1 infrastructure. The crux of this report suggests that Maryland enjoys excellent service and reliability from its 9-1-1 providers. Many of the challenges created by technological advancements, wireless communications, and federal mandates were identified in this study and prior annual reports and are being addressed by the Board.

Some of the more prominent successes of the ENSB in advancing this mission include:

- Enhanced state and local funding through significant legislative change;
- Significant progress in wireless enhanced 9-1-1 deployment;
- Much improved internal auditing controls;
- Significant advancement in 9-1-1 call taker training at the entrance level;
- A formal recognition program for exemplary 9-1-1 call taking employees;
- A coordinated and comprehensive PSAP inspection protocol;
- An improved statistical compilation of PSAP activity and needs assessment;
- A continuing record of customer satisfaction among our external customers; and
- A web based public information site and web based project request process.

In order to further facilitate the execution of the Mission of the ENSB, several sub-committees were formed or in some cases re-activated, to include supporting consultative membership from outside the Board. These include:

- **Training and Education** - to provide and enhance entrance level training for 9-1-1 dispatchers as well as in-service training for existing positions;
- **Standards** - to provide guidance on best practices in equipment, employee selection, policy, etc.;
- **Wireless Issues** - to deal with the technical and legislative aspects of the wireless industry impact on 9-1-1;
- **Legislative and Public Affairs** - to deal with pending legislation and public affairs for the ENSB and 9-1-1 services in Maryland;
- **Policy** - to establish and publish policy guidance for ENSB membership and for PSAP Directors;

The ENSB remains committed to supporting 9-1-1 in Maryland and believes Maryland enjoys excellent service from each of its 9-1-1 centers and the emergency services they support. The Report Card to the Nation, published in 2001 by the National Emergency Numbers Association, and available through our office, speaks to the state of the Nation's 9-1-1 system in terms of availability and consumer satisfaction. Maryland's experience is not atypical.

III. The Public Safety Article (formerly Article 41)

In 2003 Article 41 was recodified as the Public Safety Article and is the defining and enabling statute, which drives the functions of the ENSB. The applicable sections are found in their entirety in Appendix D.

The 2003 Legislative Session saw the enactment of HB 780, which substantially changed the existing Article 41. The following is a list of board recommended changes from the 2002 Annual Report. All of these recommendations were incorporated and adopted in the new language of the Public Safety Article:

- ❑ Amendment of the fee amount to more adequately meet systemic demand;
- ❑ Modification of the Board membership to include PSAP representation. Nominations for this position(s) might be solicited from the Maryland Emergency Numbers Association;
- ❑ Statutory provision for independent audits of providers to ensure remissions of fees are appropriate to the numbers of customers;
- ❑ A statutory strategy for wireless deployment requiring PSAPS to be Wireless Phase II operational (automatic location information displayed to the call taker) by date specific;

The new legislation did provide some new challenges, however, and requests for interpretation have been sent to the Office of the Attorney General.

Section 1-312 provides for a county expanding its operational fee amount but requires it to spend this new revenue in a manner that supplements current general fund spending levels. In a county that has a fully staffed, fully operational Phase II compliant 9-1-1 system, the fee cannot be raised to supplant current operational general fund revenues.

IV. The Code of Maryland Regulations (COMAR)

The Code of Maryland Regulations (COMAR), which further codifies the Board and describes in detail its essential functions and responsibilities as well as training standards is found in Appendix E. COMAR has been a topic of discussion within the policy sub-committee and amendments are being drafted with respect to relevance, currency and training standards.

V. History of 9-1-1 in Maryland - Synopsis

The Early Years - In the early 1970s the Federal Law Enforcement Assistance Administration provided funding to a number of local jurisdictions to implement 9-1-1. Charles County was the first in 1972 followed by Prince George's in 1973 and Montgomery in 1974.

1979 - Maryland became the second state in the Union to adopt 9-1-1 as the universal number for emergency services access. Since that time it has become a household icon for public safety access and information.

The standards of the emergency communications industry required a 24-hour answering service. Automatic number information (ANI) and automatic location information (ALI), which displayed caller number and location information respectively, were on the drawing board. This automatic information was designed to streamline the information gathering/dispatch processes of 9-1-1 and allow the location of persons unable to verbally communicate.

1980 - The ENSB published Local Government Planning Guidelines for 9-1-1 Systems followed by a series of planning and implementation meetings with PSAP directors.

Ten Cent phone bill surcharge is established to fund development.

1983 - The Statute enabling the ENSB was amended to include authority for Counties to charge a fee via monthly phone bills to offset operational expenses.

1995 - All counties were required to have enhanced systems in place, i.e. city style addresses vs. route and box numbers and ANI and ALI capability. County authority to extend fee to wireless providers was granted.

The ENSB was expanded to include a member of the wireless community

1996 - FCC regulation including milestones for ANI and ALI for the wireless industry was published. Wireless Phase I with ANI displayed to the 9-1-1 call taker was to be complete by April 1, 1998 and Wireless Phase II with ALI displayed wireless call identification was to be in place by October 1, 2001.

1998 - The Training Sub-committee developed a standardized 40-hour entrance level training course for 9-1-1 dispatchers. Twenty-five trainers and 7 regional coordinators were identified to disseminate the curriculum.

2000 - Legislative initiative re-drafting Article 41 - sent to summer study.

2001 - University of Maryland conducted study of 9-1-1 and provides administrator for coordination and evaluation. Evaluation attests to health of system but need for enhancements.

2002 - Anne Arundel County, selected as the State's test site, becomes Wireless Phase I operational.

2003 - HB 780 increased the 10-cent fee to 25 cents per bill per month. County fee authority increased from a maximum of 50 cents per bill per month to 75 cents. Board membership increased to 15 by adding representatives from the Maryland Emergency Number Association, a large county (Population > 200,000), and a small county (Population < 200,000) and by deleting a public at large position.

Anne Arundel County becomes the first Wireless Phase II operational jurisdiction (automatic location displayed at the call taking station) 22 of 24 jurisdictions become Phase I operational, three Phase II operational.

VI. Membership of the Board

The enabling legislation of 1979, amended in 1997, describes the membership of the Board with thirteen members drawn from private and public sectors by Governor appointment and Senate confirmation. The members serve four-year terms without compensation and are required to meet at least quarterly. The current membership is described in Appendix A .

In the formative years of the early 80s, the Board met monthly to address issues of marketing, deployment, equipment, training, and other issues. As 9-1-1 became more institutionalized and availability widespread, the Board was able to reduce the meeting requirements to the current statutory requirement of quarterly meetings.

The technical nature of 9-1-1 communications became more pronounced through the 80s and 90s with the advent of computer-aided dispatch, 800 MHz radio, multiple agencies providing emergency response, professional and fraternal employee organizations, and most recently wireless telephone communications. These have brought about fundamental changes in the 9-1-1 infrastructure and added personnel and equipment challenges. To this end, funding requests escalated exponentially and the Board was met with the challenge of stewardship of insufficient dollars to meet needs. The Board currently meets monthly with odd months in general session and even months in executive session. Selected members of the Board also meet periodically in specific sub-committees to advance the Board's mission.

The Board has enjoyed the support of the Department of Public Safety and Correctional Services (DPSCS) fiscal offices in providing auditing and accounting support. In order to alleviate a further drain of its manpower, the ENSB through DPSCS recently employed a full time accountant to support of the ENSB mission.

The Board recognizes the need for entrance and in-service level training for dispatchers and supervisors. The absence of a full-time training coordinator has been a source of concern both for the Board and for PSAP directors. The Department selected a training coordinator working directly for the office of the executive director advancing the training mission described in COMAR.

Appendix A includes a chart of the Board membership and the organization each member represents. The wisdom of the 1979 General Assembly is evident in the diversity of stakeholders who make up the Board. It has been the practice of the appointing authority to seek diversity in the membership and Maryland is well represented. There were a significant number of changes to this year's membership precipitated by new legislation as well as retirements and expirations of terms. The Executive Director made a point of briefing each newly appointed member on the history, requirements, and responsibilities of their appointment. As of this writing, there is a single recently created vacancy, that representing Maryland State Police.

VII. Types of 9-1-1 Systems in Maryland

In the late 1980s, Maryland achieved all PSAPs having “enhanced” capability, successfully enabled each to have Automatic Number Information (ANI) and Automatic Location Information (ALI) display for *wireline* 9-1-1 calls. This capability met the requirements of the Public Safety Article, which was authored prior to the advent of wireless phones. There have been no amendments, which specifically deal with ANI/ALI capacity for wireless although the Emergency Number Systems Board recognizes the importance of this capacity and is advancing with all diligence in bringing it to Maryland.

The Federal Communications Commission required the wireless industry by regulation to be ALI compliant by October 2001. Obviously, this date has come and gone and the capacity is not yet in place. This delay is attributed by some, to available technology, and by others, to funding. The FCC has granted waivers to this regulation, for those carriers who request it, but the waivers are requiring specific time lines for future performance. 9-1-1 Centers are looking to wireless ALI preparedness by including “mapping” in their equipment and infrastructure planning. Currently four jurisdictions have mapping capacity at the call-taking positions either in place or available in the next several months. (Montgomery 5/03, Prince George’s, Anne Arundel 2/03, and Baltimore City)

PSAP Inspections in Maryland reveal a wide range of sizes and call volumes from as few as three dispatch positions to over 40 in higher population centers. The Board is aggressively pursuing the deployment of wireless enhanced 9-1-1 service in all jurisdictions.

VIII. Funding

Maryland's PSAPs derive a significant portion of their funding from a surcharge levied on each telephone bill and remitted by the carriers to the State Comptroller each month. There are currently two funding streams to support 9-1-1. The first is the trust fund fee which during this fiscal year remained at 10 cents per bill per month and which is distributed at the discretion of the ENSB to counties making enhancement requests. The second is an adjustable fee in an amount determined by each county up to \$.0.50 per month, which is deployed to defray local operating expenses.¹

The 10-cent fee provides a fund designed to be available for requests from any PSAP jurisdiction for "inside the PSAP" enhancements/improvements or to maintain those aspects of the PSAP required by regulation, i.e. call recording devices and backup alternative power supplies.

All telephone carriers in Maryland are required by the Public Safety Article to bill and collect the appropriate 9-1-1 surcharge and remit these collections to the Office of the Comptroller.

Appendix B is a chart of the formula applied by each county (FY 03).

Appendix C is a chart of the fees collected and remitted to the local jurisdictions. (FY 03)

The fees reported in 2003 are reflective of the schedule in place under the old Article 41. HB 780, which is found in the re-codification of the Public Safety Article, calls for an amendment to the schedule allowing additional Trust Fund Fees as well as additional local operations fees to be assessed. This assessment came into law in October of 2003, after the close of the fiscal year and the new schedules and collections will be discussed in future annual reports.

As funding has been outdistanced by requests from the PSAPs, the board has requested an informal estimate of county anticipated budget requirements into the next three years. These estimates formed the basis for any proposed legislative amendments regarding the fee, as well as provide the impetus to seek additional funding from other sources for 9-1-1 enhancements. The events of September 11, 2001 caused the Board to recognize that the original requests may not have included county estimates of security and redundancy measures. An updated solicitation of County anticipated costs was circulated among the counties providing a basis for future budget considerations.

¹ The fees increased as of October 2003 to 25 cents (State Fee) and up to 75 cents (County Fee)

IX. County Audits

Article 41 Section 18-108 requires each county to report to the board how the monies received from the trust fund were spent. The board is charged with the responsibility of evaluating the expenditures for compliance with applicable law and regulation. To this end, the board funds independent audits of county expenditures.

All of the audits of FY 02 were received, and auditors compensated. The audits were reviewed and each county found in compliance with the spending limits articulated in Article 41.

X. MFR and PSAP Inspections

Maryland's initiative of Managing for Results (MFR) requires the identification of an organizational mission accompanied by specified goals and performance measures. This is incorporated in the Department's Strategic Plan. The ENSB sought to meet several significant goals in 2003:

- To enable all Maryland PSAPS to be ready for Wireless Phase I deployment.
- To seek Phase II deployments of those already Phase I deployed
- To provide the PSAP community with an electronic means of applying for Grants and more specifically for the Board to review and evaluate electronically submitted project files.

To address the first goal of E9-1-1 readiness, the Board empanelled a wireless sub-committee to address enhanced wireless deployment issues. PSAPS were encouraged during the inspection process to commence the application for Wireless Phase I compliance from the carriers. Anne Arundel County became the test market for wireless Phases I and II. The Office of the Executive Director published a guidance manual for applying for and deploying wireless number and location technologies. This document is available on the ENSB website at

http://172.16.4.43/ensb/pdfs/Requesting_Wireless_Phase.pdf

The second goal included a significant number of PSAPs to become Phase II operational. Many were inclined to wait until mapping was available as an automatic display for the call taker before requesting Phase II. It became apparent that while this was useful and in fact critical in metropolitan areas where call spikes were frequent, it was not an essential. The Anne Arundel deployment initially required the call taker to manually enter latitude and longitude data into a freestanding desktop computer before location was displayed in map form. Currently five PSAPs have requests submitted for Phase II.

During the ENSB's inspection tours, mapping capacity was discussed and it was evident that there would be significant costs related to mapping in those counties which had not yet undertaken mapping projects. By FCC rule, these costs would have to be borne by the local jurisdiction or the state.

In 2001, the ENSB surveyed its jurisdictions through the respective offices of the county executives and the Mayor of Baltimore, learning that anticipated costs to make the PSAPs Wireless Phase II ready approached \$38M over three years. An updated survey of the PSAPS in 2002, again speaking to the next three outyears approached \$45M.

The third goal was for the ENSB to conduct the majority of its business electronically. This required the establishment of a website and computer training for the immediate administrative staff. The enhanced website was launched in January 2003 and all members of the administrative staff attended departmental computer program training classes.

A fourth goal for the executive office was an assessment of customer satisfaction of the primary stakeholders, the PSAP directors. In order to develop baseline data, the director circulated a customer survey following each PSAP inspection. The surveys were mailed to the president of the Maryland Emergency Numbers Association (MENA) for independent compilation and analysis and to assure integrity of the process. Board responsiveness as perceived by the PSAP director community remains in the overall excellent category. The survey instrument, as well as the compiled data and analysis, are included in Appendix F.

XI: Training Sub-Committee

The Training sub-committee includes, the Board's Training Coordinator, several members of the Board and several PSAP directors. It is co-chaired by the Carroll County PSAP Director and the Training Coordinator.

ENSB Training Subcommittee
<u>Chairman</u> Howard "Buddy" Redman - Carroll County
John Crabill - ENSB
Gordon Deans - Training Coordinator
Mitch Vocke - Harford County
Bryan Ebling - Caroline County
Randy Waesche - Frederick County
Roy Lescalleet - Washington County

The Code of Maryland Regulations (COMAR) provides specific guidance on the topical requirements for training but does not address job relatedness, testing standards, or instructional methodologies for new, in-service, or supervisory employees. The existing curriculum developed by the ENSB, in cooperation with Dundalk Community College and promulgated as the "State" program, was devoid of validation data and in need of a study for currency. The sub-committee, rather than go through the process and costs of validation of the existing program, sought commercial alternatives from professional communications organizations and developed an RFP to provide current, job related, training for each of the aforementioned employee groups. This proposal included requirements for entry-level telecommunicator training, a testing and certification process for existing employees, as well as the training /certification of core instructors within the local 9-1-1 community.

Following a review of respondents to the Training RFP, the final selection for curriculum and entry-level training was awarded to The National Academy of Emergency Dispatch. The first round of instructor development training was concluded in February of 2004 with 25 instructors now certified for delivery of entry-level training to newly hired telecommunicators in the twenty-four PSAPs. The web address for the National Academy is <http://www.naemd.org/>.

XII: Legislative Affairs Sub Committee

The Legislative Affairs Sub Committee was formed following the unsuccessful bills proposed in the 02 Legislative Session, that would have provided for a 9-1-1 user fee enhancement. It is co-chaired by members of the Board, in the form of the Association of Professional Communications Officers (APCO) representative, Mr. John Crabill, and a Public At Large representative, Ms. Jane Edwards.

Policy/Legislative Subcommittee
<u>Chairman</u> John Crabill / Jane Edwards - ENSB
Phil Hurlock - ENSB
Scott Whitney - Executive Director
Steve Souder - Montgomery County
Cathy Kurnas - Anne Arundel County
Mitch Vocke - Harford County

The subcommittee evaluated the need for such legislation and worked diligently with the Maryland association of Counties and others to secure the necessary support for a new bill, this time, to be introduced as an Executive Department Bill and supported by the Department of Public Safety and Correctional Services. The needs assessment suggested a county requirement of \$38M in the next three years for equipment and infrastructure to become wireless Phase II operational. The PSAP directors became actively involved in the legislative process, making appearances before committees and providing relevant and timely testimony on 9-1-1 issues and challenges. The bill ultimately adopted is found in HB 780, which was signed into law by Governor Ehrlich in May of 2003, and went into effect in October 2003. The major provisions of the bill included:

- An increase in the state 9-1-1 fee from 10 cents to 25 cents per month
- Authority for local jurisdictions to increase local fees to \$0.75 per bill per month for operational and maintenance expenses
- A change in the membership of the board increasing membership to 15 with representation from the National Emergency Numbers Association, a large county and a small county respectively.
- A provision to permit audit authority by the Board

You may note in the 2002 Annual Report that each of these provisions was identified as needed and recommended changes in the statute.

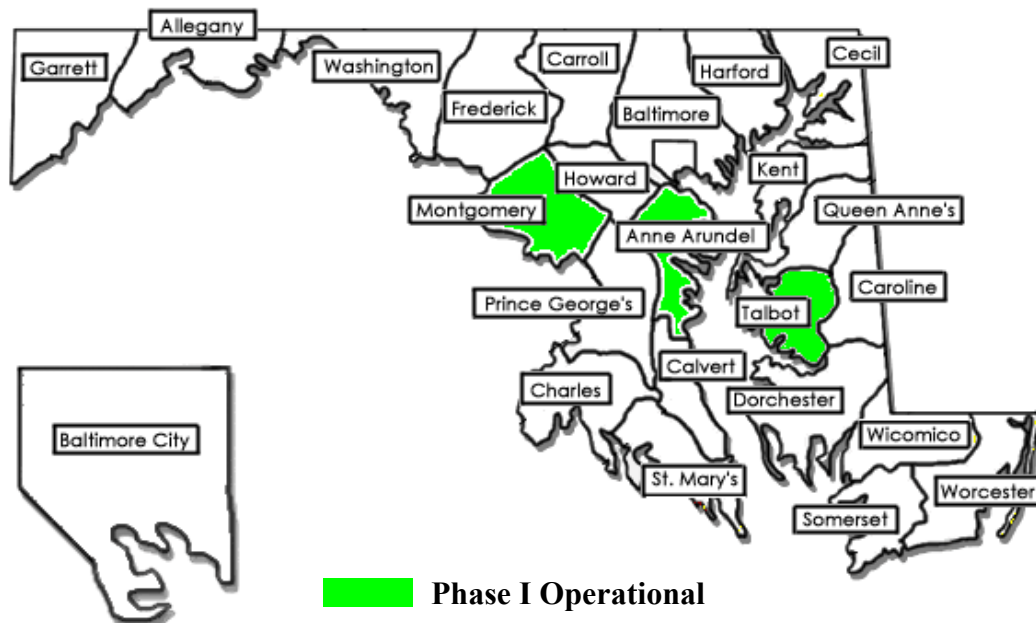
XIII: Wireless Sub Committee

The concerns surrounding Wireless Phase I (automatic phone number identifier) and Phase II (automatic caller location identifier) deployments in Maryland are subjects of much controversy in and among the industry stakeholders. The sub committee is co-chaired by the Emergency Management representative, Mr. Ed Mullikin, and the APCO representative, Mr. John Crabill.

Wireless Subcommittee
Chairman Ed Mullikin - ENSB
John Crabill - ENSB
Scott Whitney - Executive Director
Cathy Kurnas - ENSB

The sub committee evaluated the deployment requirements of the FCC, and selected Anne Arundel County to be the “test site” for Phase I and II implementation. The protocols for deployment, developed through the pilot program in Anne Arundel County, became the state standards for the remaining counties and Baltimore City. The subcommittee made certain recommendations, gleaned from the Anne Arundel County experience, and published these for each 9-1-1 center to initiate its requests for Wireless Phase I service.

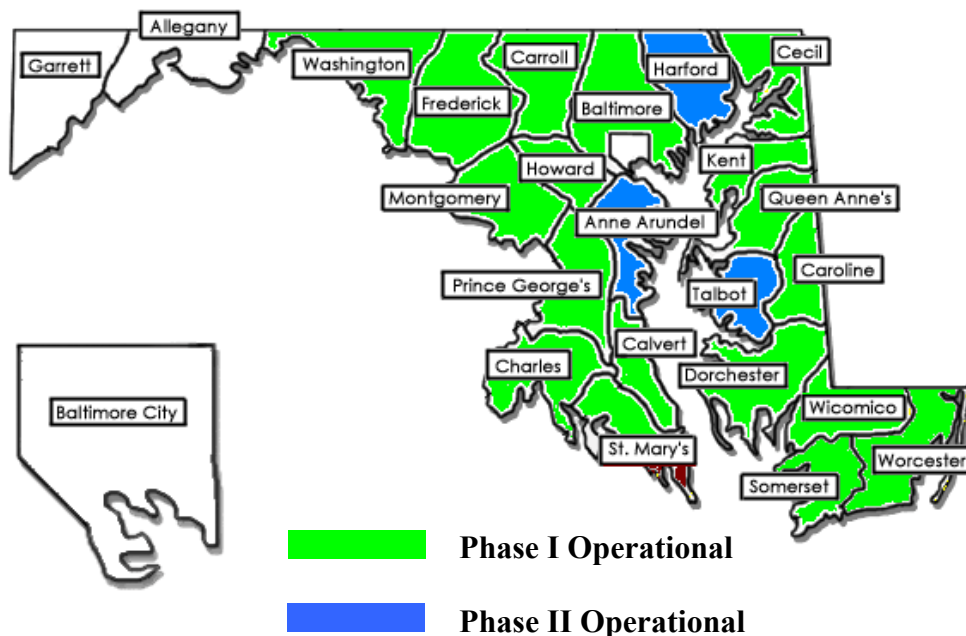
The following chart indicates the deployment of wireless enhanced 9-1-1 in July of 2002 when our last report was published.



The executive offices of the ENSB introduced a number of initiatives to accelerate the deployment of enhanced wireless. These included

- Website publication of county deployment
http://172.16.4.43/ensb/wireless_deploy.shtml
- Published guidance for each PSAP Director to request Phases I and II
http://172.16.4.43/ensb/pdfs/Requesting_Wireless_Phase.pdf
- Personal visits with each PSAP director during the Inspection cycle promoting deployment and problem solving with respective directors
<http://172.16.4.43/ensb/inspect.shtml>
- Second wireless publication for “Implementing Phase II Deployment”
<http://172.16.4.43/ensb/pdfs/WirelessPhaseII.pdf>
- Wireless deployment conference of PSAP directors in conjunction with Maryland Emergency Management Agency.

The effect of these efforts was a significant number of requests for and deployment of wireless enhanced 9-1-1 as indicated below. Maryland’s progress was consistent with the deployment goals set in the MFR section of this report. The chart below indicates “operational” status as of December 2003. Maryland requires each jurisdiction to report at least 50% of the requested carriers be providing the requested phase data.



XIV: Standards Sub-Committee

The Standards sub-committee is chaired by the Maryland Institute for Emergency Medical Services Systems representative, Mr. Tom Miller, and is populated with technical experts from the PSAP and emergency communications industry.

Standards Subcommittee
<u>Chairman</u> Tom Miller - ENSB
Ed Mullikin - ENSB
Cathy Kurnas - ENSB
Gordon Deans - Training Coordinator
Dave Wise - Howard County
Ed Ryan - DBM
Pete Loewenheim - Washington Co.
Ray Windisch - Baltimore County
Warren Pyles - ENSB

The Board, through its normal project evaluation and approval process, noted significant price and equipment specification disparities among jurisdiction requests for the same type of equipment. It also fielded concerns from the local PSAPs concerning equipment utility over time and the availability of service and parts. Often, directors requested guidance on what types of equipment presented the best value, reliability, and service, as well as procurement assistance in concert with the procurements made in surrounding jurisdictions. Realizing there were certain economies of scale to be realized, the Board elected to establish a subcommittee to evaluate equipment required in the PSAP from those standpoints and to publish recommendations to be available to PSAP directors.

In 2003 the Standards Subcommittee met at least every other month evaluating equipment requirements for equipment that was common to all PSAPS specifically, call recording equipment, seating, and network timekeeping. Each of these was evaluated with attention to the size of operation and the expected life expectancy of such equipment. We anticipate publication of these standards for the Board members to refer to when analyzing the efficacy of the requests for funding made by our local PSAPs. Exceptional requests outside the standards as published would be considered on a case-by-case basis.

In order to establish baseline information for grant consideration, the sub-committee re-designed the “Request for Funding” application in a format easily accessible from the website. This form is available on the DPSCS web site and may be downloaded or completed and forwarded electronically to the ENSB offices by PSAP directors.

<http://172.16.4.43/ensb/pdfs/FundingRequestForm.pdf>

Automating this process was also a “managing for results” goal of the ENSB. The natural spin off of electronic processing is electronic archiving of projects for Board members to access prior to board meetings. A secure web page is available to them listing all current projects and statuses

XV: Media Relations – Public Information

In 1979, the State of Maryland with the help of the ENSB conducted a significant media campaign announcing and marketing 9-1-1 as the direct route to emergency services. The planning and improvement of 9-1-1 communications has resulted in features like, free 9-1-1 calls from pay phones, redial capability from the PSAP to the location from which a 9-1-1 call is disconnected, automatic caller location display, automatic display of which is the first due, fire/ambulance/ or police department for that caller's location, among others. Ensuring the reliability of 9-1-1, phone trunk redundancy is provided to all 24 centers, as well as UPS systems integrated with backup generators in the event of commercial power disruption. 9-1-1 reliability is a matter of record and something of which our citizens and government may be proud.

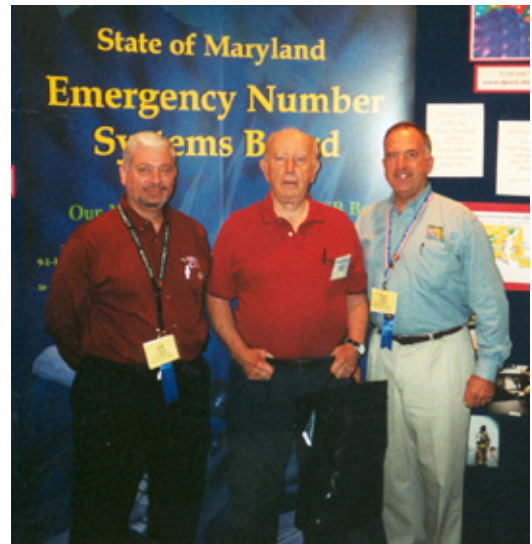
But the advancement of 9-1-1 continues and the challenges of wireless and newer technologies, such as “voice-over-internet protocol”, present additional challenges to current capacities. It is for all who have an interest in the vitality of 9-1-1 to note and share information about these challenges to those who depend on its services. To this end, the Emergency Number Systems Board makes available funding for local PSAPS to provide educational and public information materials to schools and public gatherings. Its leadership endorsed initiatives of the executive office to promote public awareness and through the cooperation and assistance of the Department's Public Affairs Office produced a number of public information deliverables. The following is a listing of some of those deliverables and events promoting Maryland's 9-1-1 agenda with allied agencies:

- Purchased a large professionally developed ENSB Public Information Display Board available for any PSAP to borrow and which was used in certain Board endorsed events
- March 2003, the Board erected and manned the public display in the halls of the General Assembly in concert with other providers of public safety services to include Maryland State Police, Maryland Firemen's Association, Maryland Institute for Emergency Medicine, and others.
- April 2003 – the Executive Director was the Keynote speaker at the Prince George's County Telecommunicator Recognition Luncheon in Landover Hills, MD.
- Launched a public website describing wireless deployment and providing information about the membership of the Board and its functions.
<http://172.16.4.43/ensb/>
- Provided listings of PSAP directorship so that local inquiries might be facilitated by visiting our website.
http://172.16.4.43/ensb/psap_dir.shtml
- June 2003 – the Executive Director and one Board member attended the National Emergency Number Association Conference in Denver, studying best practices and contemporary issues for 9-1-1.
- July 2003 – the regional meeting of the Maryland Emergency Number Association resulted in the nomination of Ms Cathy Kurnas, MENA President, for the newly created board position representing NENA.

- August 2003 - attended the Maryland Association of Counties Conference in Ocean City with a display booth and published handout materials.



John Crabill, Senator Mikulski, and Scott Whitney at MACo Conference



John Crabill, Comptroller William Donald Schaefer, and Scott Whitney at MACo Conference



John Crabill, Secretary Mary Ann Saar, and Scott Whitney at MACo Conference

- Posted a youth “coloring book” and teacher’s guide for PSAP directors or teachers to download, copy, and distribute at no cost.



(If viewing an electronic copy of this document, click on either to view)

- October 2003 - the Chair, the Executive Director, and Training Coordinator attended an FCC critical issues forum in Washington, examining and discussing the challenges/progress nationally in promoting wireless enhanced 9-1-1.
- October 2003 - the Executive Director attended a congressional briefing and reception for Senators Clinton and Burns, who are the sponsors of legislation S1250. S1250 provides for federal grant funding of wireless deployment initiatives and sanctions for states that redirect 9-1-1 trust funds for other purposes.
- November 2003 - the U. S. General Accounting Office published its findings in wireless deployment nationally. Maryland was a significant contributor to this report facilitating PSAP visitations for the investigators to a number of Maryland jurisdictions.
- December 2003 - contributed to Baltimore Sun article on wireless E9-1-1 in Howard County
- December 2003 - the Board published its report to the General Assembly as required by the legislative notes of HB 780. The report spoke to efforts of the Board in seeking additional grant funding and homeland security funding for 9-1-1.

Throughout 2003, the Board and executive offices fostered relationships with a number of professional organizations in support of 9-1-1. These included the National Emergency Numbers Association (NENA), the Maryland Emergency Numbers Association (MENA - local chapter of NENA), the Association of Professional Communications Officials (APCO), the Eastern Shore Alliance - PSAP Directors from the PSAPs of the eastern shore of Maryland, and the National Association of State 9-1-1 Administrators (NASNA)

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Appendix A

Department of Public Safety & Correctional Services ENSB Board Members

Term	Representing	Member Name	Phone Business	Email
11/10/03-6/30/06	Telephone Utility	Warren C. Pyles	(301) 282-0801	wcpyles@verizon.com
7/1/00 - 6/30/04	Wireless	Jay H. Chang	301-586-3314	jay.chang@attws.com
7/1/03-6/30/07	MIEMSS	Thomas H. Miller	(410) 706-3207	tmiller@mdems.umaryland.edu
7/1/01 - 6/30/05	MD State Police	Vacant		
7/1/00 – 6/30/04	Public Service Commission	Chairman Anthony Myers	(410) 767-8007	amyers@psc.state.md.us John.Crabill@montgomerycountymd.gov
7/1/01 - 6/30/05	APCO	John C. Crabill	(240)777-0756	
7/1/00 – 6/30/04	Volunteer Fire Service	Philip M. Hurlock	(410)706-3666 X2071	phurlock@mdems.umaryland.edu
7/1/01 - 6/30/05	Fire Career	David H. Balthis	(410) 313-5973	dbalthis@co.ho.md.us
7/1/02 - 6/30/06	Police Services	Cpt. Charles Summers	301-739-8577 X219	csummers@hagerstownpd.org
7/1/98 - 6/30/06	Emergency Mgmt Systems	W. Edward Mullikin	(410) 770-8160	mullikin@talbgov.org
12/29/03-6/30/05	Large County	Andrew M. Johnson	301-663-1122	zbjohnston@aol.com
11/10/03-6/30/06	Small County	Steve Marshall	410-651-0707	asmarshall@co.somerset.md.us
12/29/03-6/30/06	NENA – Local Chapter	Cathy Kurnas	410-222-8600	P02452@mail.aacounty.org
6/30/00 - 6/30/04	Public-At-Large	Jane Edwards	301-261-4785	JanieE321@aol.com
7/1/03-6/30/07	Public-At-Large	William H. Walton	(202) 408-1905 X339	walton@cbpp.org

Appendix B

APPENDIX B - County & State Rates²

County	Wireline Fee	Wireless Fee	Effective
	County + State	County + State	
Allegany	50 cents + 10 cents	50 cents + 10 cents	12/01/96
Anne Arundel	50 cents + 10 cents	50 cents + 10 cents	1/01/96
Baltimore County	50 cents + 10 cents	50 cents + 10 cents	5/01/96
Baltimore City	47 cents + 10 cents	47 cents + 10 cents	1/01/96
Calvert	50 cents + 10 cents	50 cents + 10 cents	5/27/03
Caroline	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Carroll	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Cecil	50 cents + 10 cents	50 cents + 10 cents	8/01/96
Charles	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Dorchester	50 cents + 10 cents	50 cents + 10 cents	6/01/96
Frederick	50 cents + 10 cents	50 cents + 10 cents	4/01/96
Garrett	50 cents + 10 cents	50 cents + 10 cents	2/01/97
Harford	50 cents + 10 cents	50 cents + 10 cents	1/01/96
Howard	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Kent	50 cents + 10 cents	50 cents + 10 cents	1/01/96
Montgomery	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Prince George's	50 cents + 10 cents	50 cents + 10 cents	5/01/96
Queen Anne's	50 cents + 10 cents	50 cents + 10 cents	7/01/99
St. Mary's	50 cents + 10 cents	50 cents + 10 cents	5/29/01
Somerset	50 cents + 10 cents	50 cents + 10 cents	3/01/96
Talbot	50 cents + 10 cents	50 cents + 10 cents	1/01/96
Washington	50 cents + 10 cents	50 cents + 10 cents	1/01/97
Wicomico	50 cents + 10 cents	50 cents + 10 cents	1/01/96
Worcester	50 cents + 10 cents	50 cents + 10 cents	5/01/96

² The fees increased as of October 2003 to 25 cents (State Fee) and up to 75 cents (County Fee)

Appendix C

Quarterly Payments to Jurisdictions – \$.50 Fees

County	Total \$.50 fee to Counties FY 03
Allegany County	\$338,683.86
Anne Arundel County	\$2,684,976.38
Baltimore City	\$2,675,282.51
Baltimore County	\$3,934,301.75
Calvert County	\$318,833.58
Caroline County	\$125,229.21
Carroll County	\$734,982.38
Cecil County	\$406,311.80
Charles County	\$644,414.47
Dorchester County	\$142,427.27
Frederick County	\$1,044,174.92
Garrett County	\$146,234.90
Harford County	\$1,079,256.02
Howard County	\$1,515,388.59
Kent County	\$91,070.49
Montgomery County	\$5,114,899.54
Prince George's County	\$4,361,141.35
Queen Anne's County	\$209,196.07
Somerset County	\$87,003.25
St Mary's County	\$317,560.33
Talbot County	\$194,150.00
Washington County	\$612,501.77
Wicomico County	\$440,003.58
Worcester County	\$378,677.88

Total FY 03 Payments: \$27,596,701.90

Appendix D

PUBLIC SAFETY ARTICLE

§ 1-301.

- (a) In this subtitle the following words have the meanings indicated.
- (b) "Additional charge" means the charge imposed by a county in accordance with § 1-311 of this subtitle.
- (c) "Board" means the Emergency Number Systems Board.
- (d) "Commercial mobile radio service" or "CMRS" means mobile telecommunications service that is:
- (1) provided for profit with the intent of receiving compensation or monetary gain;
 - (2) an interconnected, two-way voice service; and
 - (3) available to the public.
- (e) "Commercial mobile radio service provider" or "CMRS provider" means a person authorized by the Federal Communications Commission to provide CMRS in the State.
- (f) "County plan" means a plan for a 9-1-1 system or enhanced 9-1-1 system, or an amendment to the plan, developed by a county or several counties together under this subtitle.
- (g) (1) "Customer" means:
- (i) the person that contracts with a home service provider for CMRS; or
 - (ii) the end user of the CMRS if the end user of the CMRS is not the contracting party.
- (2) "Customer" does not include:
- (i) a reseller of CMRS; or
 - (ii) a serving carrier under an arrangement to serve the customer outside the home service provider's licensed service area.
- (h) "Enhanced 9-1-1 system" means a 9-1-1 system that provides:
- (1) automatic number identification;
 - (2) automatic location identification; and
 - (3) any other technological advancements that the Board requires.
- (i) "FCC order" means an order issued by the Federal Communications Commission under proceedings regarding the compatibility of enhanced 9-1-1 systems and delivery of wireless enhanced 9-1-1 service.
- (j) "Home service provider" means the facilities-based carrier or reseller that contracts with a customer to provide CMRS.
- (k) "9-1-1-accessible service" means telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established public safety answering point.
- (l) "9-1-1 fee" means the fee imposed in accordance with § 1-310 of this subtitle.
- (m) (1) "9-1-1 service carrier" means a provider of CMRS or other 9-1-1-accessible service.
- (2) "9-1-1 service carrier" does not include a telephone company.
- (n) (1) "9-1-1 system" means telephone service that:
- (i) meets the planning guidelines established under this subtitle; and

- (ii) automatically connects an individual dialing the digits 9-1-1 to an established public safety answering point.
- (2) "9-1-1 system" includes:
 - (i) equipment for connecting and outswitching 9-1-1 calls within a telephone central office;
 - (ii) trunking facilities from a telephone central office to a public safety answering point; and
 - (iii) equipment to connect 9-1-1 calls to the appropriate public safety agency.
- (o) "9-1-1 Trust Fund" means the fund established under § 1-308 of this subtitle.
- (p) "Public safety agency" means:
 - (1) a functional division of a public agency that provides fire fighting, police, medical, or other emergency services; or
 - (2) a private entity that provides fire fighting, police, medical, or other emergency services on a voluntary basis.
- (q) "Public safety answering point" means a communications facility that:
 - (1) is operated on a 24-hour basis;
 - (2) first receives 9-1-1 calls in a 9-1-1 service area; and
 - (3) as appropriate, dispatches public safety services directly, or transfers 9-1-1 calls to appropriate public safety agencies.
- (r) "Secretary" means the Secretary of Public Safety and Correctional Services.
- (s) "Wireless enhanced 9-1-1 service" means enhanced 9-1-1 service under an FCC order.

§ 1-302.

- (a) The General Assembly:
 - (1) recognizes the paramount importance of the safety and well-being of the public;
 - (2) recognizes that timely and appropriate assistance must be provided when the lives or property of the public is in imminent danger;
 - (3) recognizes that emergency assistance usually is summoned by telephone, and that a multiplicity of emergency telephone numbers existed throughout the State and within each county;
 - (4) was concerned that avoidable delays in reaching appropriate emergency assistance were occurring to the jeopardy of life and property; and
 - (5) acknowledges that the three digit number, 9-1-1, is a nationally recognized and applied telephone number that may be used to summon emergency assistance and to eliminate delays caused by lack of familiarity with emergency numbers and by confusion in circumstances of crisis.
- (b) The purposes of this subtitle are to:
 - (1) establish the three digit number, 9-1-1, as the primary emergency telephone number for the State; and
 - (2) provide for the orderly installation, maintenance, and operation of 9-1-1 systems in the State.

§ 1-303.

(a) (1) This subtitle does not require a public service company to provide any equipment or service other than in accordance with tariffs approved by the Public Service Commission.

(2) The provision of services, the rates, and the extent of liability of a public service company are governed by the tariffs approved by the Public Service Commission.

(b) (1) This subtitle does not require a 9-1-1 service carrier to provide any equipment or service other than the equivalent of the equipment and service required of a telephone company under subsection (a) of this section.

(2) This subtitle does not extend any liability to a 9-1-1 service carrier.

§ 1-304.

(a) Each county shall have in operation an enhanced 9-1-1 system.

(b) If implementation is preceded by cooperative planning, the enhanced 9-1-1 system required under subsection (a) of this section may operate as part of a multicounty system.

(c) (1) Services available through a 9-1-1 system shall include police, fire fighting, and emergency ambulance services.

(2) Other emergency and civil defense services may be incorporated into the 9-1-1 system at the discretion of the county or counties served by the 9-1-1 system.

(d) (1) The digits 9-1-1 are the primary emergency telephone number in the 9-1-1 system.

(2) A public safety agency whose services are available through the 9-1-1 system:

(i) may maintain a separate secondary backup telephone number for emergency calls; and

(ii) shall maintain a separate telephone number for nonemergency calls.

(e) Educational information that relates to emergency services made available by the State or a county:

(1) shall designate the number 9-1-1 as the primary emergency telephone number; and

(2) may include a separate secondary backup telephone number for emergency calls.

(f) (1) Each public safety answering point shall notify the public safety agencies in a county 9-1-1 system of calls for assistance in the county.

(2) Written guidelines shall be developed to govern the referral of calls for assistance to the appropriate public safety agency.

(3) State, county, and local public safety agencies with concurrent jurisdiction shall have written agreements to ensure a clear understanding of which specific calls for assistance will be referred to which public safety agency.

(g) Counties, other units of local government, public safety agencies, and public safety answering points may enter into cooperative agreements for the allocation of maintenance, operational, and capital costs attributable to the 9-1-1 system.

§ 1-305.

(a) There is an Emergency Number Systems Board in the Department of Public Safety and Correctional Services.

(b) (1) The Board consists of 15 members.

(2) Of the 15 members:

- (i) one member shall represent a telephone company operating in the State;
 - (ii) one member shall represent the wireless telephone industry in the State;
 - (iii) one member shall represent the Maryland Institute for Emergency Medical Services Systems;
 - (iv) one member shall represent the Department of State Police;
 - (v) one member shall represent the Public Service Commission;
 - (vi) one member shall represent the Association of Public-Safety Communications Officials International, Inc.;
 - (vii) two members shall represent county fire services in the State, with one member representing career fire services and one member representing volunteer fire services;
 - (viii) one member shall represent police services in the State;
 - (ix) one member shall represent emergency management services in the State;
 - (x) one member shall represent a county with a population of 200,000 or more;
 - (xi) one member shall represent a county with a population of less than 200,000;
 - (xii) one member shall represent the Maryland chapter of the National Emergency Numbers Association; and
 - (xiii) two members shall represent the public.
- (3) The Governor shall appoint the members with the advice and consent of the Senate.
- (c) (1) The term of a member is 4 years and begins on July 1.
- (2) The terms of the members are staggered as required by the terms provided for members of the Board on October 1, 2003.
- (3) At the end of a term, a member continues to serve until a successor is appointed and qualifies.
- (4) If a vacancy occurs after a term has begun, the Governor shall appoint a successor to represent the organization or group in which the vacancy occurs.
- (5) A member who is appointed after a term has begun serves only for the rest of the term and until a successor is appointed and qualifies.
- (d) The Governor shall appoint a chairperson from among the Board members.
- (e) The Board shall meet as necessary, but at least once each quarter.
- (f) A member of the Board:
- (1) may not receive compensation as a member of the Board; but
 - (2) is entitled to reimbursement for expenses under the Standard State Travel Regulations, as provided in the State budget.
- (g) The Secretary shall provide staff to the Board, including:
- (1) a coordinator who is responsible for the daily operation of the office of the Board; and
 - (2) staff to handle the increased duties related to wireless enhanced 9-1-1 service.

§ 1-306.

- (a) The Board shall coordinate the enhancement of county 9-1-1 systems.
- (b) The Board's responsibilities include:

- (1) establishing planning guidelines for enhanced 9-1-1 system plans and deployment of wireless enhanced 9-1-1 service in accordance with this subtitle;
- (2) establishing procedures to review and approve or disapprove county plans and to evaluate requests for variations from the planning guidelines established by the Board;
- (3) establishing procedures for the request for reimbursement of the costs of enhancing a 9-1-1 system by a county or counties in which a 9-1-1 system is in operation, and procedures to review and approve or disapprove the request;
- (4) transmitting the planning guidelines and procedures established under this section, and any amendments to them, to the governing body of each county;
- (5) submitting to the Secretary each year a schedule for implementing the enhancement of county or multicounty 9-1-1 systems, and an estimate of funding requirements based on the approved county plans;
- (6) developing, with input from counties, and publishing on or before July 1, 2004, an implementation schedule for deployment of wireless enhanced 9-1-1 service;
- (7) reviewing and approving or disapproving requests for reimbursement of the costs of enhancing 9-1-1 systems, and submitting to the Secretary each year a schedule for reimbursement and an estimate of funding requirements;
- (8) reviewing the enhancement of 9-1-1 systems;
- (9) providing for an audit of county expenditures for the operation and maintenance of 9-1-1 systems;
- (10) ensuring inspections of public safety answering points;
- (11) reviewing and approving or disapproving requests from counties with operational enhanced 9-1-1 systems to be exempted from the expenditure limitations under § 1-312 of this subtitle; and
- (12) authorizing expenditures from the 9-1-1 Trust Fund that:
 - (i) are for enhancements of 9-1-1 systems that:
 1. are required by the Board;
 2. will be provided to a county by a third party contractor; and
 3. will incur costs that the Board has approved before the formation of a contract between the county and the contractor; and
 - (ii) are approved by the Board for payment:
 1. from money collected under § 1-310 of this subtitle; and
 2. directly to a third party contractor on behalf of a county.
- (c) The guidelines established by the Board under subsection (b)(1) of this section:
 - (1) shall be based on available technology and equipment; and
 - (2) may be based on any other factor that the Board determines is appropriate, including population and area served by 9-1-1 systems.

§ 1-307.

- (a) The Board shall submit an annual report to the Governor, the Secretary, and, subject to § 2-1246 of the State Government Article, the Legislative Policy Committee.
- (b) The report shall provide the following information for each county:
 - (1) the type of 9-1-1 system currently operating in the county;
 - (2) the total 9-1-1 fee and additional charge charged;
 - (3) the funding formula in effect;
 - (4) any statutory or regulatory violation by the county and the response of the Board;

- (5) any efforts to establish an enhanced 9-1-1 system in the county; and
- (6) any suggested changes to this subtitle.

§ 1-308.

- (a) There is a 9-1-1 Trust Fund.
- (b) The purposes of the 9-1-1 Trust Fund are to:
 - (1) reimburse counties for the cost of enhancing a 9-1-1 system;
 - (2) pay contractors in accordance with § 1-306(b)(12) of this subtitle; and
 - (3) fund the coordinator position and staff to handle the increased duties related to wireless enhanced 9-1-1 service under § 1-305 of this subtitle, as an administrative cost.
- (c) The 9-1-1 Trust Fund consists of:
 - (1) money from the 9-1-1 fee collected and remitted to the Comptroller under § 1-310 of this subtitle;
 - (2) money from the additional charge collected and remitted to the Comptroller under § 1-311 of this subtitle; and
 - (3) investment earnings of the 9-1-1 Trust Fund.
- (d) Money in the 9-1-1 Trust Fund shall be held in the State Treasury.
- (e) The Secretary shall administer the 9-1-1 Trust Fund, subject to the guidelines for financial management and budgeting established by the Department of Budget and Management.
- (f) The Secretary shall direct the Comptroller to establish separate accounts in the 9-1-1 Trust Fund for the payment of administrative expenses and for each county.
- (g)
 - (1) Any investment earnings shall be credited to the 9-1-1 Trust Fund.
 - (2) The Comptroller shall allocate the investment income among the accounts in the 9-1-1 Trust Fund, prorated on the basis of the total fees collected in each county.

§ 1-309.

- (a) On recommendation of the Board, each year the Secretary shall request an appropriation from the 9-1-1 Trust Fund in an amount sufficient to:
 - (1) carry out the purposes of this subtitle;
 - (2) pay the administrative costs chargeable to the 9-1-1 Trust Fund; and
 - (3) reimburse counties for the cost of enhancing a 9-1-1 system.
- (b)
 - (1) Subject to the limitations under subsection (e) of this section, the Comptroller shall disburse the money in the 9-1-1 Trust Fund as provided in this subsection.
 - (2) Each July 1, the Comptroller shall allocate sufficient money from the 9-1-1 fee to pay the costs of administering the 9-1-1 Trust Fund.
 - (3) As directed by the Secretary and in accordance with the State budget, the Comptroller, from the appropriate account, shall:
 - (i) reimburse counties for the cost of enhancing a 9-1-1 system; and
 - (ii) pay contractors in accordance with § 1-306(b)(12) of this subtitle.
 - (4)
 - (i) The Comptroller shall pay to each county from its account the money requested by the county to pay the maintenance and operation costs of the county's 9-1-1 system in accordance with the State budget.
 - (ii) The Comptroller shall pay the money for maintenance and operation costs on September 30, December 31, March 31, and June 30 of each year.

(c) (1) Money accruing to the 9-1-1 Trust Fund may be used as provided in this subsection.

(2) Money collected from the 9-1-1 fee may be used to:

- (i) reimburse counties for the cost of enhancing a 9-1-1 system; and
- (ii) pay contractors in accordance with § 1-306(b)(12) of this subtitle.

(3) Money collected from the additional charge may be used by the counties for the maintenance and operation costs of the 9-1-1 system.

(d) (1) Reimbursement may be made only to the extent that county money was used to enhance the 9-1-1 system.

(2) Reimbursement for the enhancement of 9-1-1 systems shall include the installation of equipment for automatic number identification, automatic location identification, and other technological advancements that the Board requires.

(3) Reimbursement from money collected from the 9-1-1 fee may be used only for 9-1-1 system enhancements approved by the Board.

(e) (1) The Board may direct the Comptroller to withhold from a county money for 9-1-1 system expenditures if the county violates this subtitle or a regulation of the Board.

(2) (i) The Board shall state publicly in writing its reason for withholding money from a county and shall record its reason in the minutes of the Board.

(ii) On reaching its decision to withhold money, the Board shall notify the county.

(iii) The county has 30 days after the date of notification to respond in writing to the Board.

(3) (i) On notification by the Board, the Comptroller shall hold money for the county in the county's account in the 9-1-1 Trust Fund.

(ii) Money held by the Comptroller under subparagraph (i) of this paragraph does not accrue interest for the county.

(iii) Interest income earned on money held by the Comptroller under subparagraph (i) of this paragraph accrues to the 9-1-1 Trust Fund.

(4) County money withheld by the Comptroller shall be withheld until the Board directs the Comptroller to release the money.

(f) (1) The Legislative Auditor shall conduct fiscal/compliance audits of the 9-1-1 Trust Fund and of the appropriations and disbursements made for purposes of this subtitle.

(2) The cost of the fiscal portion of the audits shall be paid from the 9-1-1 Trust Fund as an administrative cost.

§ 1-310.

(a) Each subscriber to switched local exchange access service or CMRS or other 9-1-1-accessible service shall pay a 9-1-1 fee.

(b) The 9-1-1 fee is 25 cents per month, payable when the bill for the telephone service or CMRS or other 9-1-1-accessible service is due.

(c) (1) The Public Service Commission shall direct each telephone company to add the 9-1-1 fee to all current bills rendered for switched local exchange access service in the State.

(2) Each telephone company:

(i) shall act as a collection agent for the 9-1-1 Trust Fund with respect to the 9-1-1 fees;

(ii) shall remit all money collected to the Comptroller on a monthly basis;
and

(iii) is entitled to credit, against the money from the 9-1-1 fees to be remitted to the Comptroller, an amount equal to 0.75% of the 9-1-1 fees to cover the expenses of billing, collecting, and remitting the 9-1-1 fees and any additional charges.

(3) The Comptroller shall deposit the money remitted in the 9-1-1 Trust Fund.

(d) (1) Each 9-1-1 service carrier shall add the 9-1-1 fee to all current bills rendered for CMRS or other 9-1-1-accessible service in the State.

(2) Each 9-1-1 service carrier:

(i) shall act as a collection agent for the 9-1-1 Trust Fund with respect to the 9-1-1 fees;

(ii) shall remit all money collected to the Comptroller on a monthly basis;
and

(iii) is entitled to credit, against the money from the 9-1-1 fees to be remitted to the Comptroller, an amount equal to 0.75% of the 9-1-1 fees to cover the expenses of billing, collecting, and remitting the 9-1-1 fees and any additional charges.

(3) The Comptroller shall deposit the money remitted in the 9-1-1 Trust Fund.

(4) The Board shall adopt procedures for auditing surcharge collection and remittance by CMRS providers.

(5) On request of a CMRS provider, and except as otherwise required by law, the information that the CMRS provider reports to the Board shall be confidential, privileged, and proprietary and may not be disclosed to any person other than the CMRS provider.

(e) Notwithstanding any other provision of this subtitle, the 9-1-1 fee does not apply to an intermediate service line used exclusively to connect a CMRS or other 9-1-1-accessible service, other than a switched local access service, to another telephone system or switching device.

(f) A CMRS provider that pays or collects 9-1-1 fees under this section has the same immunity from liability for transmission failures as that approved by the Public Service Commission for local exchange telephone companies that are subject to regulation by the Commission under the Public Utility Companies Article.

§ 1-311.

(a) In addition to the 9-1-1 fee, the governing body of each county, by ordinance or resolution enacted or adopted after a public hearing, may impose an additional charge to be added to all current bills rendered for switched local exchange access service or CMRS or other 9-1-1-accessible service in the county.

(b) (1) The additional charge imposed by a county may not exceed 75 cents per month per bill.

(2) The amount of the additional charges may not exceed a level necessary to cover the total eligible maintenance and operation costs of the county.

(c) The additional charge continues in effect until repealed or modified by a subsequent county ordinance or resolution.

(d) After imposing, repealing, or modifying an additional charge, the county shall certify the amount of the additional charge to the Public Service Commission.

(e) The Public Service Commission shall direct each telephone company that provides service in a county that imposed an additional charge to add, within 60 days, the

full amount of the additional charge to all current bills rendered for switched local exchange access service in the county.

(f) Within 60 days after a county enacts or adopts an ordinance or resolution that imposes, repeals, or modifies an additional charge, each 9-1-1 service carrier that provides service in the county shall add the full amount of the additional charge to all current bills rendered for CMRS or other 9-1-1-accessible service in the county.

(g) (1) Each telephone company and each 9-1-1 service carrier shall:
(i) act as a collection agent for the 9-1-1 Trust Fund with respect to the additional charge imposed by each county;

(ii) collect the money from the additional charge on a county basis; and

(iii) remit all money collected to the Comptroller on a monthly basis.

(2) The Comptroller shall deposit the money remitted in the 9-1-1 Trust Fund account maintained for the county that imposed the additional charge.

§ 1-312.

(a) During each county's fiscal year, the county may spend the amounts distributed to it from 9-1-1 fee collections for the installation, enhancement, maintenance, and operation of a county or multicounty 9-1-1 system.

(b) Subject to the provisions of subsection (c) of this section, maintenance and operation costs may include telephone company charges, equipment costs, equipment lease charges, repairs, utilities, personnel costs, and appropriate carryover costs from previous years.

(c) During a year in which a county raises its local additional charge under § 1-311 of this subtitle, the county:

(1) may use 9-1-1 trust funds only to supplement levels of spending by the county for 9-1-1 maintenance or operations; and

(2) may not use 9-1-1 trust funds to supplant spending by the county for 9-1-1 maintenance or operations.

(d) The Board shall provide for an audit of each county's expenditures for the maintenance and operation of the county's 9-1-1 system.

(e) (1) For a county without an operational Phase II wireless enhanced 9-1-1 system within the time frames established by the Board under § 1-306(b)(6) of this subtitle, the Board shall adopt procedures, to take effect on or after January 1, 2006, to assure that:

(i) the money collected from the additional charge and distributed to the county are expended during the county's fiscal year as follows:

1. for a 9-1-1 system in a county or a multicounty area with a population of 100,000 individuals or less, a maximum of 85% may be spent for personnel costs; and

2. for a 9-1-1 system in a county or multicounty area with a population of over 100,000 individuals, a maximum of 70% may be spent for personnel costs; and

(ii) the total amount collected from the 9-1-1 fee and the additional charge shall be expended only for the installation, enhancement, maintenance, and operation of a county or multicounty system.

(2) The Board may grant an exception to the provisions of paragraph (1) of this subsection in extenuating circumstances.

(3) A county with an operational Phase II wireless enhanced 9-1-1 system is exempt from the provisions of paragraph (1) of this subsection.

Appendix E

C.O.M.A.R.

Code of Maryland Regulations, as amended

Title 12: DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES
Subtitle 11: OFFICE OF THE SECRETARY
Chapter 03: 9-1-1 Emergency Telephone System
Authority: Article 41, 18-101-----18-108, Annotated Code of Maryland

12.11.03.01

.01 Emergency Number Systems Board.

The Emergency Number Systems Board shall coordinate the implementation of county or multicounty 9-1-1 systems.

12.11.03.02

.02 Definitions.

A. In this chapter, the following terms have the meanings indicated.

B. Terms Defined.

(1) "Board" means the Emergency Number Systems Board.

(2) 9-1-1 System.

(a) "9-1-1 system" means a telephone service that meets the planning guidelines under Article 41, §18-103, Annotated Code of Maryland, and automatically connects an individual dialing the digits 9-1-1 to a public safety answering point.

(b) "9-1-1 system" includes:

(i) Equipment for connecting and out-switching a 9-1-1 telephone call within a telephone central office;

(ii) Trunking facilities from the central office to a public safety answering point; and

(iii) Equipment to connect a 9-1-1 telephone call to the appropriate agency.

(c) "9-1-1 system" may include a 3-1-1 system.

(3) "3-1-1 system" means a nonemergency telephone number, that is part of a 9-1-1 system, used to reduce 9-1-1 system congestion by diverting nonemergency telephone calls from the emergency telephone lines.

12.11.03.03

.03 Quorum and Voting of the Board.

Seven members of the Board constitute a quorum for acting upon matters before the Board. The vote of a majority of those present at a meeting is required for action to be taken by the Board.

12.11.03.04

.04 Implementation by County or Multicounty Area.

A county or multicounty area shall implement an enhanced 9-1-1 system containing the following elements:

- A. Establishment of the emergency telephone number 9-1-1;
- B. Establishment of public safety answering points to provide 24-hour public access and dispatch service where it is currently unavailable;
- C. Provisions for referral to related public safety services;
- D. Access to emergency services by 9-1-1 by any citizen in Maryland;
- E. Provision for all public safety answering points to have 24-hour access to the Maryland Interagency Law Enforcement System;
- F. Provisions for staffing all public safety answering points with personnel trained in accordance with these regulations;
- G. Provision for equipping all public safety answering points with adequate TTY equipment for access by a person with a speech or hearing impairment;
- H. Provision for all public safety answering points to have access to local emergency management centers;
- I. Procedures for a county to be covered by a public safety answering point using cooperative arrangements acceptable to the participating agencies;
- J. Procedures between public safety answering points to transfer or relay emergency calls received requiring services outside of political or jurisdictional boundaries; and
- K. Provisions for maintaining a current master street address guide and processing updated information to a telephone company.

12.11.03.05

.05 Plans for More Than One Public Safety Answering Point in a County.

Plans for more than one public safety answering point in a county shall be submitted to the Board for consideration subject to the following restrictions:

- A. Funding arrangements will be handled by the county administration involved and not by individual agencies within a county;
- B. Plans submitted shall meet the criteria of these regulations, unless the Board, by majority vote, approves a variation from them.

12.11.03.06

.06 Minimum Features of an Enhanced 9-1-1 System.

At a minimum, the 9-1-1 systems implemented in Maryland shall include the following features:

- A. A minimum of two incoming 9-1-1 lines for each telephone central office, and the objective grade of service shall be P.01, that is, sufficient lines to ensure not more than one busy signal per 100 call attempts;
- B. Connection to all police, fire protection, emergency medical, and rescue agencies within the boundaries of the system;
- C. Twenty-four hour per day operation of the public safety answering point staffed with personnel trained in accordance with this chapter;

- D. First priority to answering 9-1-1 calls;
- E. Electronic recording of all 9-1-1 calls;
- F. Playback capability of all 9-1-1 calls;
- G. Connection of adjacent public safety answering points by private lines when there is a telephone exchange and political boundary not covered by selective routing;
- H. Adequate physical security to minimize the possibility of intentional disruption of the operation;
- I. Standby emergency electrical power to keep the public safety answering point operating when commercial power fails;
- J. At least one administrative line for nonemergency calls;
- K. Written operational procedures;
- L. Automatic location identification (ALI) which automatically displays the address of the calling telephone at the public safety answering point;
- M. Automatic number identification (ANI) which automatically displays the calling number at the public safety answering point;
- N. Central office identification used to identify dedicated lines or trunks from a central office when a public safety answering point serves more than one central office;
- O. A distinct tone, visible flashing signal, or both, which alerts a public safety answering point emergency call taker to a calling party disconnect; and
- P. Other technical advances approved by the Board after July 1, 1995.

12.11.03.07

.07 Minimum Features of a 3-1-1 System.

A. A 9-1-1 system is an integrated network comprised of various components that perform a variety of functions and includes system enhancements approved by the Board acting under Article 41, §18-103, Annotated Code of Maryland. These enhancements are based upon available technology and equipment, and may take into consideration such factors as population, demands on 9-1-1 systems caused by nonemergency telephone calls, and the area served by a 9-1-1 system. A 3-1-1 system for a county may be established under Article 41, §18-105, Annotated Code of Maryland.

B. At a minimum, a 3-1-1 system implemented in Maryland shall include the following features:

- (1) A vendor shall provide switching or programming to direct a 3-1-1 call to a nonemergency answering position;
- (2) A 3-1-1 answering position shall:
 - (a) Have the capability to expeditiously transfer an emergency call to a 9-1-1 answering position or an adjoining public safety answering point,
 - (b) Have the capability to transfer a nonemergency call to an adjoining jurisdiction or appropriate agency, and
 - (c) Provide TTY services; and
- (3) At a minimum, a 3-1-1 call taker who is trained to handle nonemergency calls and transfer emergency calls to a 9-1-1 call taker, as necessary.

12.11.03.08

.08 Written Operational Plan.

- A. An applicant county or multicounty shall include a written operational plan for public safety services signed by police, fire, emergency medical, and rescue agencies included within the public safety answering point area.
- B. A public safety agency, under the respective public safety answering point, shall be familiar with the operational procedures of the other public safety agencies affected.
- C. An applicant shall address the potential need for handling calls received from foreign-speaking, deaf, and handicapped citizens.
- D. Uniform methods and procedures shall be developed to ensure effective interagency communications.

12.11.03.09

.09 Public Safety Answering Point Telephone Service.

- A. A 9-1-1 line shall have visual and audible indication of incoming calls.
- B. A call should be answered within a maximum of 10 seconds. To meet this standard, a county shall consider such system elements as the number of 9-1-1 lines and answering positions, and call-processing time.
- C. The primary published emergency number shall be 9-1-1.
- D. The date and time of receipt for a 9-1-1 emergency call shall be documented.
- E. A transferred call shall be monitored by the public safety answering point operator to ensure the call has been properly transferred.
- F. A telephone company shall take periodic service measurements, at least once annually, to determine the actual grade of service being experienced on the 9-1-1 incoming trunk route. These service measurements should provide a basis for corrective action which would achieve the objective grade of service of not more than one busy signal per 100 attempts. As necessary, a telephone company will provide the involved agencies with an appropriate report on the grade of service for the terminating lines/trunks.

12.11.03.10

.10 Safeguarding of Telephone Circuits by Telephone Companies.

- A. A facility associated with 9-1-1 service shall be equipped at all exposed terminations, including central office distributing frames, with protective devices that prevent accidental worker contact. A protected termination shall be marked to make it easy to distinguish circuit identity.
- B. A safeguarded circuit may not be opened, grounded, short-circuited, or manipulated in any way by a telephone company worker until the local test desk obtains prior circuit release from the appropriate public safety answering point.
- C. Supervision shall assure that telephone company employees whose normal activities may involve contact with facilities associated with the 9-1-1 service are familiar with safeguarding of facilities procedures.

12.11.03.11

.11 Public Safety Answering Point Training.

- A. A public safety answering point shall be staffed with personnel who:

- (1) Are able to recognize the tone that is generated by an incoming call from a TTY machine when the caller activates the tone; and
- (2) Understand how to process a call from a TTY machine, according to the 9-1-1 system installed, with the accuracy and diligence that applies to 9-1-1 calls.

B. Personnel hired after a date to be established shall be trained using curriculum developed through the Board Training Standards Committee. This training shall occur within 1 year of the date hired.

C. Personnel are to receive in-service training using curriculum developed through the Board Training Standards Committee at intervals established by the Board and communicated to all public safety answering points.

D. Training shall include:

- (1) Public safety answering point orientation;
- (2) Communication skills;
- (3) Electronic systems;
- (4) Policies and procedures;
- (5) Call processing;
- (6) Documentation;
- (7) Dispatch procedures;
- (8) Stress management;
- (9) Public relations;
- (10) Administrative duties; and
- (11) Disaster and major incident training.

12.11.03.12

.12 9-1-1 Fees.

A. Fees Collected after December 31, 1990.

(1) Collection of 10-Cent Fee.

(a) The 10-cent fee collected after December 31, 1990, and credited to the 9-1-1 Trust Fund, shall be disbursed by the State Comptroller, as allocated by the Secretary of Public Safety and Correctional Services and approved by the Board, for reimbursement of costs a county or counties may incur for:

(i) Enhancing a 9-1-1 system;

(ii) Establishing a 3-1-1 system;

(iii) Mandated equipment; and

(iv) Other technical equipment the Board may require.

(b) The expenditures listed in §A(1)(a)(i)----(iv) of this regulation are subject to periodic audit by the Secretary.

(2) Audit of Expenditures.

(a) A jurisdiction with an operational 9-1-1 system shall be subject to an audit of expenditures for the maintenance and operation of the 9-1-1 system. An audit shall be performed, at a minimum, every 3 years by the Secretary.

(b) The audit report shall be used to determine whether the funds received from the 9-1-1 Trust Fund by the affected jurisdiction were used in compliance with applicable laws and regulations.

(c) The audit shall be conducted by the Department of Public Safety and Correctional Services or by a qualified auditing firm.

(d) If the audit determines that the jurisdiction failed to use the funds in compliance with applicable laws and regulations, the audit shall contain recommendations for compliance.

(e) The Board and the jurisdiction shall be given a copy of the audit.

(3) At the end of each fiscal year, a jurisdiction being reimbursed from the 9-1-1 Trust Fund shall complete an actual expenditures report on forms provided by the Board. This report shall note with sufficient detail the use and disposition of funds received from the 9-1-1 Trust Fund for maintenance and operational expenditures, and shall be submitted to the Board not later than September 30 following the end of the preceding fiscal year.

B. Additional Charges and Their Use.

(1) In addition to the 10-cent fee, the governing body of a county with an operational system may, by ordinance or resolution after public hearing, enact or adopt an additional charge not to exceed 50 cents per month to be applied to current bills rendered, within that county, for:

(a) Switched local exchange access service; and

(b) Wireless telephone service or other 9-1-1 accessible service.

(2) These funds, allocated by the Secretary, shall be credited to the appropriate 9-1-1 Trust Fund account and paid by the State Comptroller quarterly to each county with an operational system.

(3) A county certified by the Board as having operational an enhanced 9-1-1 system may request annually the Board's approval for an exemption from the expenditure limitations for personnel funds under Article 41, §18-108(d), Annotated Code of Maryland.

(4) If a request for an exemption from the expenditure limitations for personnel is not made or is not approved, the funds may be used for the installation, enhancement, maintenance, and operation of a 9-1-1 system under all of the following conditions:

(a) A maximum of 85 percent of these funds may be used for personnel costs by a county with a population of 100,000 or less;

(b) A maximum of 70 percent may be used for personnel costs by a county with a population greater than 100,000; and

(c) Use of these funds shall be subject to audit by the Secretary.

12.11.03.13

.13 Equipment Which Qualifies for Funding or Reimbursement.

A. Equipment that constitutes a 9-1-1 system includes:

(1) Equipment for connecting and outswitching 9-1-1 calls within a telephone central office;

(2) Trunking facilities from the central office to a public safety answering point;

(3) Equipment to connect 9-1-1 calls to the appropriate public safety agency; and

(4) Equipment for a 3-1-1 system.

B. Equipment necessary to constitute an enhanced system shall include automatic number identification and automatic location identification and, after July 1, 1995, shall also include any other technical equipment the Board may require.

C. Computer aided dispatch equipment is not a part of a 9-1-1 system, except to the extent that the Board determines that a portion of that equipment is necessary to connect 9-1-1 calls to the appropriate public safety agency.

12.11.03.14

.14 Requirements for Submission of 9-1-1 Plan.

A. A request for reimbursement from the State-mandated 10-cent fee for mandated equipment, 9-1-1 enhancements, or technological advancements shall be submitted to the Board for approval.

B. A plan or report required under this regulation shall include the information requested under Regulation .15 of this chapter.

C. A plan, report, or question shall be submitted to: Chairman, Emergency Number Systems Board, c/o Department of Public Safety and Correctional Services, Suite 209, 6776 Reisterstown Road, Baltimore, MD 21215-2341.

12.11.03.15

.15 Application for Reimbursement from State-Mandated 10-Cent Fee.

A. An application for reimbursement from the State-mandated 10-cent fee shall include the following:

- (1) Name, address, and phone number of contact person;
- (2) Total scope of improvement/enhancement project;
- (3) Estimated total cost of project;
- (4) Items for which the county seeks reimbursement;
- (5) Estimated cost of reimbursable items;
- (6) Award date of project;
- (7) Estimated completion date of project;
- (8) Changes in the number of personnel needed to operate the system, if any;
- (9) Signature of the person preparing the application; and
- (10) A preliminary price quote from at least one source, except as provided in §C of this regulation.

B. An application under §A of this regulation by a county which has not achieved 95 percent addressing shall also include:

- (1) Name of firm selected;
- (2) Procedure firm will take to achieve 95 percent addressing;
- (3) Time frame to begin/complete; and
- (4) Cost.

C. Steps To Be Followed When Applying for Reimbursement.

- (1) A county seeking reimbursement shall submit to the Board a written request so that it is received at least 2 weeks before a scheduled Board meeting at which it is to be considered. The request shall be signed by the county's public safety answering point director or a 9-1-1 administrator.
- (2) The county's public safety answering point director or 9-1-1 administrator shall attend the meeting at which the request is to be considered.
- (3) The Board shall review the request and, if the Board approves it, shall encumber funds up to the amount of the request.
- (4) After the county receives the bids and evaluates them, the county shall forward at least three bids to the Board, unless less than three bids have been received, and identify the bid selected.
- (5) If, in the Board's Judgement, the selected bid is close to the quote required under Regulation .15A(10) of this chapter, the Board may approve the request without further deliberation.
- (6) The county shall ensure that its procurement laws and policies are followed.

D. If the county is confident that the equipment being requested meets all Board criteria, the county may choose not to submit a preliminary price quote and immediately begin the bid solicitation process.

12.11.03.16

.16 Variations or Waivers of Guidelines and Regulations.

A. The Board may grant a waiver or variance of this chapter for good and sufficient cause. One or more of the following conditions shall be stated in the request for waiver or variance:

- (1) Number of persons affected;
- (2) Impact of variance or waiver;
- (3) Alternative methods;
- (4) Technical difficulties;
- (5) Cost.

B. In each case, all five conditions in §A of this regulation shall be considered before making a final decision.

C. An affected party shall have the right to present, either in writing or through oral testimony, information which may bear on the Board's final decision.

D. Review of Request for Waiver or Variance.

(1) Records or conditions of hearing concerning a request for waiver or variance shall be reviewed.
(2) Upon receipt of a written request from an applicant for waiver or variance, the Board shall open a file on the matter. Within 10 days from the receipt of the applicant's request, the Board shall direct a letter to the applicant which shall:

(a) Acknowledge receipt of the request;

(b) Notify the applicant that additional information may be submitted, within 30 days, to the Board and the Board shall consider the additional information in its review.

(3) After a file has been opened, the Board shall either review the record or, at the option of the Board, conduct a hearing.

(4) If the Board elects to review the record, the review shall be conducted by the Board at the Board's regular meeting within 60 days after the expiration of the 30-day period granted to the applicant to submit additional information.

(5) If the Board elects to conduct a hearing, the applicant and affected parties shall be notified at least 10 days before the hearing of the hearing's date, time, and place.

(6) When conducting a hearing or reviewing the record, the Board shall determine whether a waiver or variance of this chapter is justified, consistent with the interest of the affected parties and the applicant.

E. A hearing held in accordance with this regulation shall be conducted in accordance with State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland.

12.11.03.17

.17 9-1-1 System Violations.

A. The Board may instruct the State Comptroller to withhold funds provided to a county for 9-1-1 system expenditures for a violation of:

- (1) Article 41, §18-103(i), Annotated Code of Maryland; or
- (2) The regulations in this chapter.

B. The Board shall state publicly, in writing, the Board's reason for withholding funds and enter the Board's reason in the minutes book of the Board. Upon reaching a decision, the Board shall notify the county. The county shall have 30 days from the date of notification to respond in writing to the Board.

C. Upon notification by the Board, county funds shall be held by the State Comptroller, in that county's account within the 9-1-1 Trust Fund, until the Board advises the Comptroller that the funds may be released. Funds held by the Comptroller under these provisions may not accrue interest for a county. Interest income earned on funds held by the Comptroller shall accrue to the 9-1-1 Trust Fund.

12.11.03.18

.18 Decisions of the Board.

Each decision reached by the Board after a hearing or a review of the record shall be:

A. In writing and stated in the record; and

B. Accompanied by findings of fact and conclusions which shall be furnished to the applicant.

12.11.03

Administrative History

Effective date:

Regulations .01-----12 adopted as an emergency provision effective June 2, 1980 (7:12 Md. R. 1128); adopted permanently effective October 11, 1980 (7:20 Md. R. 1884) (Originally Promulgated as COMAR 12.11.02)

Regulation .03F amended effective May 15, 1981 (8:10 Md. R. 878)

Regulation .04A amended effective August 13, 1984 (11:16 Md. R. 1393)

Regulation .09-1 adopted effective August 13, 1984 (11:16 Md. R. 1393)

Regulation .09-1B amended effective July 13, 1986 (13:14 Md. R. 1635)

Regulation .11A amended effective August 13, 1984 (11:16 Md. R. 1393)

Regulations .13 and .14 adopted effective August 2, 1982 (9:15 Md. R. 1515)

Chapter revised effective September 16, 1991 (18:18 Md. R. 2008)

Chapter revised effective January 1, 1996 (22:24 Md. R. 1899)

Regulation .01 amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .02 amended effective February 24, 1997 (24:4 Md. R. 293)

Regulation .07D amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .10B amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .14D amended effective July 15, 1996 (23:14 Md. R. 1010)

Chapter revised effective March 9, 1998 (25:5 Md. R. 370)

Regulation .12A amended effective July 27, 1998 (25:15 Md. R. 1191)

Appendix F – Customer Satisfaction Survey & Results



SURVEY OF JURISDICTIONS

Report Card on The Administration of The ENSB



Please provide your estimation of the responsiveness of the ENSB in each of the categories by placing a letter grade after each of the questions. This survey is inquiring only into the administration of the Board, not individual actions taken by the Board membership. Thank you for your time and effort, your input is important.

RATING SYSTEM

5 = Excellent 4 = Satisfactory 3 = Satisfied but improvement is suggested
2 = Mildly Dissatisfied - Improvement is needed 1 = Very Dissatisfied - improvement required

(For any grades of 1 or 2 - please provide comments/recommendations for improvements)

RATING ELEMENTS

1. Has the Board’s office administration been responsive to your County's 9-1-1 Needs?
Rating _____

2. Please evaluate the Board administration's responsiveness to legislative issues.
Rating _____

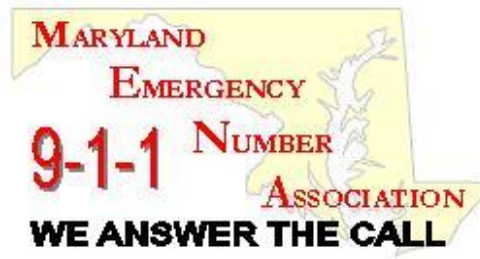
3. Please evaluate the courtesy and responsiveness of the administrative office to your telephone inquiries.
Rating _____

4. Please evaluate your experience in the auditing process.
Rating _____

5. Please evaluate your inspection experience.
Rating _____

6. Please evaluate the overall training program and training opportunities provided.
Rating _____

COMMENTS: _____



Cathy A. Kurnas, ENP
 President
Robert Drake
 Vice President
Bardona Woods
 Secretary
Jacqueline Vaughn
 Treasurer

February 6, 2004

The purpose of the ENSB survey was to gather information about the overall effectiveness of the ENSB. This year, Maryland's twenty-four Public Safety Answering Points (PSAPS) were given an opportunity to complete the Emergency Number Systems Board (ENSB) Report Card Survey at the same their center was inspected by the board. Eighteen of the 24 jurisdictions responded to the survey. The data culled from these responses is reported below. Note that the response rate for this survey was almost 75%. Since not all jurisdictions responded to the survey, care should be taken in interpreting the data summarized below. Were data available from the 6 jurisdictions that did not respond, the proportions shown below might differ slightly.

The survey results are as follows:

1. Has the Board's office administration been responsive to your County's 9-1-1 Needs?

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	12	67%
4 = Satisfactory	5	28%
3 = Satisfied but improvement is suggested	1	6%
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		

Mean = 4.6 Standard Deviation = 0.6

2. Please evaluate the Board administrations responsiveness to legislative issues.

5 = Excellent	14	78%
4 = Satisfactory	4	22%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		

Mean = 4.8 Standard Deviation = 0.4

3. Please evaluate the courtesy and responsiveness of the administrative office to your telephone inquiries.

5 = Excellent	16	89%
4 = Satisfactory	2	11%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		

Mean = 4.9 Standard Deviation = 0.3

4. Please evaluate your experience in the auditing process.

5 = Excellent	10	55.6%
4 = Satisfactory	7	38.9%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed	1	5.6%
1 = Very Dissatisfied - Improvement required		

Mean = 4.4 Standard Deviation = 0.8

5. Please evaluate your inspection experience

5 = Excellent	15	83%
4 = Satisfactory	2	11%
3 = Satisfied but improvement is suggested	3	16%
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		

Mean = 4.8 Standard Deviation = 0.5

6. Please evaluate the overall training program and training opportunities provided.

5 = Excellent	1	5.6%
4 = Satisfactory	5	28%
3 = Satisfied but improvement is suggested	10	56%
2 = Mildly Dissatisfied - Improvement is needed	1	5.6%
1 = Very Dissatisfied - Improvement required	1	5.6%

Mean = 3.2 Standard Deviation = 0.9

Eight survey responses included comments. In the comments field, four responders mentioned the assistance and responsiveness of the current staff. One mentioned the delinquency of the quarterly reports, thus affecting the yearly audit. Six surveys commented on the current lack of training and the ENSB's endeavors to improve statewide training.

Conclusions:

Considering the positive feedback from a large percentage of the PSAPS who responded to the ENSB survey, the principal objectives and responsiveness of the ENSB are being fulfilled to an encouraging degree. While it is apparent improvements and innovation in the area of training has not met the expectations of the 9-1-1 jurisdictions, strides in improving that goal are being made.