

# EMERGENCY NUMBER SYSTEMS BOARD

FISCAL YEAR 2002

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STATE OF MARYLAND

DEPARTMENT OF PUBLIC SAFETY & CORRECTIONAL  
SERVICES

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## I. Introduction

The Emergency Number Systems Board, hereafter ENSB, or Board, is charged by Article 41, Title 18 with the oversight of funding and auditing of the 9-1-1 Trust Funds. These funds derive from fees collected on telephone and wireless phone subscriber bills in amounts provided by statute and by local government resolution as permitted and limited by the statute. They are used for the funding of 9-1-1 call taking infrastructure, operational costs of the call taking functions of the twenty four Maryland 9-1-1 centers, and the costs of training entry level call taking personnel.

The statute further defines the parameters of this required annual report to include the following six specific areas:

1.	Types of 9-1-1 Systems in Operation	Page 7
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 3
6.	Any suggested changes to this sub-title	Page 4

This report goes beyond the statutory requirements and speaks to current industry challenges and future goals of the ENSB in making 9-1-1 more capable and responsive to the interests of public safety.

## II. Executive Summary

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The membership of the ENSB as defined in the statute 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 four-year term upon appointment by the Governor and while only required to meet quarterly have 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 an automatically displayed callback number and location information either in the form of an address or map indicator. *This goal was achieved 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 statute was first signed into law. The Board is examining issues presented by the advent of wireless telephone communications as well as training standards and the national security issues presented by the events of September 11, 2001.

In order to evaluate the soundness of Maryland’s 9-1-1 infrastructure and to provide coordination support, the University of Maryland funded a study of the system through the office of the Executive Director. With the collaboration of the Department of Public Safety and Correctional Services, the new executive director was appointed in June of 2001 to conduct the evaluation as well as administer the day-to-day operations of the ENSB. In July of 2002, the results of the study were published and provided to the Secretary of Public Safety, and the Governor’s Office. The crux of this report suggests that Maryland enjoys excellent service and reliability from its 9-1-1 providers, however faces certain challenges in the near and long term in necessary enhancements required by wireless communications.

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

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. Article 41**

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Article 41 is the defining and enabling statute, which drives the functions of the ENSB. The applicable sections are found in their entirety in Appendix D.

#### Suggested Changes to Article 41

- ❑ 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.

### **IV. The Code of Maryland Regulations (COMAR)**

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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.

## **V. History Of 9-1-1 In Maryland - Synopsis**

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The early years – In the early 70s the Federal Law enforcement Assistance Administration provided funding for 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. This legislation became codified as Article 41 Title 18.

The standard of the industry was essentially a 24-hour answering service while automatic number information (ANI) and automatic location information (ALI), which displayed caller number and location information respectively, were on the drawing board

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.

1995 - 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. 25 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 conducts 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

- Wireless Phase I Requests filed by Montgomery, Talbot, and Harford Counties

## **VI. Membership of the Board**

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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. 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.

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 need. 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 their manpower, the ENSB through DPSCS has recently employed a full time accountant in 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 organizations 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.

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

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Maryland has progressed toward all PSAPs having “enhanced” capability and successfully enabled each to have Automatic Number Information (ANI) and Automatic Location Information (ALI) display for *wireline* 9-1-1 calls. This capability meets the requirements of Article 41, 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 Numbers Board recognizes the importance of this capacity and is advancing with all diligence in bringing it to Maryland.

The Federal Communications Commission, the only regulatory agency having jurisdiction over wireless providers, has 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 six jurisdictions have mapping capacity at the call-taking position.

PSAP Inspections in Maryland reveal a wide range of sizes and call volumes from as few as four dispatch positions to over 40 in higher population centers. Each has its unique advantages and problems as defined by the community it serves. The Board is actively seeking to explore “best practices” to provide recommendations in answering the challenges that are faced by multiple centers and to provide economies of scale in procurement. Some of these include standards in mapping technology, logging recorders, and backup power supplies.

The following chart summarizes the capacity of Maryland's PSAP's to receive ANI/ALI data from wireline and wireless carriers.

<b>TYPE OF 9-1-1 SYSTEM 11/01/02 - BY COUNTY</b>			
<b>County</b>	<b>Enhanced Wireline</b>	<b>Phase I - ANI Display</b>	<b>Phase II - ALI Display</b>
<b>Allegany County</b>	<b>X</b>		
<b>Anne Arundel County</b>	<b>X</b>	<b>X</b>	
<b>Baltimore City</b>	<b>X</b>		
<b>Baltimore County</b>	<b>X</b>		
<b>Calvert County</b>	<b>X</b>		
<b>Caroline County</b>	<b>X</b>		
<b>Carroll County</b>	<b>X</b>		
<b>Cecil County</b>	<b>X</b>		
<b>Charles County</b>	<b>X</b>		
<b>Dorchester County</b>	<b>X</b>		
<b>Frederick County</b>	<b>X</b>		
<b>Garrett County</b>	<b>X</b>		
<b>Harford County</b>	<b>X</b>	<b>Requested</b>	
<b>Howard County</b>	<b>X</b>		
<b>Kent County</b>	<b>X</b>		
<b>Montgomery County</b>	<b>X</b>	<b>X</b>	
<b>Prince George's County</b>	<b>X</b>		
<b>Queen Anne's County</b>	<b>X</b>		
<b>Somerset County</b>	<b>X</b>		
<b>St. Mary's County</b>	<b>X</b>		
<b>Talbot County</b>	<b>X</b>	<b>Requested</b>	
<b>Washington County</b>	<b>X</b>		
<b>Wicomico County</b>	<b>X</b>		
<b>Worcester County</b>	<b>X</b>		

**X = Operational**

## VIII. Funding

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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 ten-cent fee, 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 \$.50 per month, which is deployed to defray local operating expenses.

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.

Appendix B is a chart of the formula applied by each county followed by the amount actually collected and remitted to that county during this fiscal year.

Appendix C is a chart of the fees collected and remitted to the local jurisdictions.

Funding is a critical aspect to the functions of the Board and efforts to augment funding are discussed elsewhere in this report.

## **IX. County Audits**

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

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 request may not have included county estimates of security and redundancy measures. An updated solicitation of County anticipated costs has been drafted and forwarded to each County Executive for inclusion in the Board's FY 04 strategic plans.

## **X. MFR and PSAP Inspections**

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### **Managing Maryland for Results**

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 DPSCS Strategic Plan. The ENSB sought to meet two significant goals in 2002 to include greatly increased readiness in the PSAPS for 9-1-1 wireless ALI display and for the Board to assume its place in the world of e-business by conducting a significant portion of its business electronically.

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. To this end, four counties have made such request as of this writing. The Office of the Executive Director is scheduling regional planning meetings with the PSAP directors to discuss and present a blueprint for Wireless Phase I deployment. As of this writing, the eastern shore counties have been briefed on procedure and requirements for wireless deployment with two additional meetings scheduled for early 2003 on the Western Shore.

One of the hurdles for Wireless Phase II (ALI Display) deployment is the requirement for the PSAP to have mapping capacity. This is necessary for the call taker to be able to see graphically *where* the cellular caller is located. There are currently six PSAPS with this capacity. During our 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.

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 across the state over the next three years. Clearly, the available funding resource falls short of making this a reality in a reasonable time. Consequently, the Board through its legislative affairs sub-committee drafted legislative changes that if passed, would accommodate these costs. These changes will be introduced in the 2003 Legislative Session.

The second 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 website has been developed and awaits approval for deployment, which is anticipated in early 2003. All members of the administrative staff have trained in Excel, Access and Word through the DPSCS.

A third goal for the Board 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. The survey instrument, as well as the compiled data and analysis, are included in Appendix F.

## Recognizing Excellence

Each year, the second full week in April has been identified as Telecommunicator Week by the Association of Public Safety Communications Officials (APCO), a national organization, to bring attention to the role played by those answering 9-1-1 in providing emergency service. During this week the Board honors one telecommunicator from each PSAP, selected by the PSAP Director, to receive our Telecommunicator of the Year Award. The following is a list of the 2002 award recipients:

## TELECOMMUNICATOR OF THE YEAR AWARD 2002 RECIPIENTS

<b>Region</b>	<b>02 Award Winner</b>
<b>Allegany County</b>	<b>Richard Wolford</b>
<b>Anne Arundel County</b>	<b>Carnell West</b>
<b>Baltimore City</b>	<b>Sharon Kaczynski</b>
<b>Baltimore County</b>	<b>Debbie Droski</b>
<b>Calvert County</b>	<b>Romona Parran</b>
<b>Caroline County</b>	<b>None Selected *</b>
<b>Carroll County</b>	<b>Michael Munshaur</b>
<b>Cecil County</b>	<b>Captain Stephanie Reynolds</b>
<b>Charles County</b>	<b>George Hayden</b>
<b>Dorchester County</b>	<b>Kimberly Vickers</b>
<b>Frederick County</b>	<b>Kristie Dutrow</b>
<b>Garrett County</b>	<b>Michael Saunders</b>
<b>Harford County</b>	<b>Stacy Williams</b>
<b>Howard County</b>	<b>Larry Gamber</b>
<b>Kent County</b>	<b>None Selected *</b>
<b>Montgomery County</b>	<b>Dwight Taylor</b>
<b>Prince George's County</b>	<b>Mary Ann Murphy</b>
<b>Queen Anne's County</b>	<b>Richard Baker</b>
<b>Somerset County</b>	<b>Yvette Sterling</b>
<b>St. Mary's County</b>	<b>Mark Pettit</b>
<b>Talbot County</b>	<b>Holly Anderson</b>
<b>Washington County</b>	<b>Keith Bowen</b>
<b>Wicomico County</b>	<b>Robert Pflaumer</b>
<b>Worcester County</b>	<b>None Selected *</b>

\* Identifies those Counties that did not elect to make a selection for this award

## **PSAP Inspections**

Article 41 requires Board inspection of each of the PSAPs to ensure compliance with Maryland laws and regulations. In July 2001, the inspection process was expanded to include relevant inquiries into infrastructure security, access control, and existing published standard operating procedures. As of this writing, all 24 PSAPS in Maryland were inspected at least once in 2002. Facilities ranged from centers with over 80 workstations with recent multi million dollar upgrades, to small centers with two and three chair installations attached to a host public facility, such as a courthouse or sheriff's office.

Inspections showed that each PSAP was operationally sound at the time of inspection and met the needs of the community each served. Inspections identified weaknesses in infrastructure such as aging logging recorders for which parts and service are difficult to obtain.

In the course of inspection, the coordinator has the opportunity to meet some of the grass roots providers of emergency communications and to learn of their interests and concerns. Several of these concerns remain common themes and have become foci of the ENSB.

One of the bigger challenges facing the emergency communications industry and directly affecting the efficiency of the centers is the proliferation of wireless communications. Cellular telephones specifically comprise 25 to 50% of calls taken at the 9-1-1 centers. A traffic accident of 1980 typically drew the calls of a few good Samaritans who took the time to pull off the road and find a pay phone. Now centers can be overwhelmed depending on the enormity of the incident. A second challenge is the center incapacity to locate a cell user. Currently ANI/ALI information does not display for cell phone callers. Since cell phone caller locations are not fixed, the 9-1-1 centers must have mapping capability to be ready to accept lat/long location information from the wireless industry as they respond to this shortcoming. Most smaller centers are not so equipped. A third challenge of the industry is the *perception* that 9-1-1 dispatching is not a commanding profession resulting in some jurisdictions having difficulty hiring and retaining qualified employees. This is exacerbated in some jurisdictions by salary disparity with surrounding jurisdictions. A fourth is the concern that current events and expanding technology are outdistancing training and education in the workplace.

The Board, in order to address these concerns with particularity formed several sub-committees to examine issues and provide guidance and recommendations to the remainder of the Board. The work of these sub committees is synopsisized in the following four captions:

### **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.

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 and promulgated as the ‘State’ program, developed in cooperation with Dundalk Community College, 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 a testing and certification process for existing employees as well as the training of core instructors within the local 9-1-1 community.

## **XII: Legislative Affairs Sub Committee**

The Legislative Affairs Sub Committee was formed following the unsuccessful bill of the 02 Legislative Session that would have provided for a 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. The subcommittee examined the need for such legislation and worked diligently to secure the necessary political 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.

## **XIII: Wireless Sub Committee**

The concerns surrounding Wireless Phase I and Phase II 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 Mulliken, and the APCO representative, Mr. John Crabill. The sub committee evaluated the deployment requirements of the FCC, the protocols for deployment developed through the pilot deployment in Anne Arundel County. It has made certain recommendations and published these for each 9-1-1 center to initiate its requests for Wireless Phase I. Members of the sub-committee will be making regional visits to the PSAPS and encouraging PSAP directors to request deployment as each becomes ready to receive it. These meetings will commence in December of 02 with an anticipated completion of the first round in January. It is the sub-committee’s desire to see an accelerated deployment in 2003.

## **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 people from the PSAP and emergency communications industry.

The Board, through its normal project evaluation and approval process noted significant price 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 procurement in surrounding jurisdictions. Realizing there were certain economies of scale to be realized, the Board elected to establish a sub committee to evaluate equipment required in the PSAP from those standpoints and to publish recommendations to be available to PSAP directors.

The sub-committee has conducted a number of planning meetings to date and it is anticipated that their findings will be publishable in 2003.



## Appendix A

### Department of Public Safety & Correctional Services ENSB Board Members

Term	Representing	Member Name	Phone Business	Email
7/1/00 – 6/30/04	Public Service Commission	Anthony Myers	(410) 767-8007	<a href="mailto:amyers@psc.state.md.us">amyers@psc.state.md.us</a>
7/1/99 – 6/30/03	MIEMSS	Thomas H. Miller	(410) 706-3207	<a href="mailto:tmiller@miemss.org">tmiller@miemss.org</a>
7/1/00 – 6/30/04	Volunteer Fire Service	Philip M. Hurlock	(410)706-3666 X2071	<a href="mailto:phurlock@miemss.org">phurlock@miemss.org</a>
7/1/01 - 6/30/05	Fire Career	Michael E. Schaal	(410)222-8325	<a href="mailto:fdschaal@mail.aacounty.org">fdschaal@mail.aacounty.org</a>
7/1/99 - 6/30/03	Public-At-Large	William H. Walton	(202) 408-1905 X339	<a href="mailto:walton@cbpp.org">walton@cbpp.org</a>
7/1/98 - 6/30/06	Emergency Mgmt Systems	W. Edward Mullikin	(410) 770-8160	<a href="mailto:mullikin@talbgov.org">mullikin@talbgov.org</a>
7/1/99 - 6/30/03	Telephone Utility	Roderick W. Hart	(301) 236-1099	<a href="mailto:roderick.w.hart@verizon.com">roderick.w.hart@verizon.com</a>
7/1/01 - 6/30/04	APCO	John C. Crabill	(240)777-0756	<a href="mailto:crabij@co.mo.md.us">crabij@co.mo.md.us</a>
7/1/01 - 6/30/05	MD State Police	G. Thomas Steele	(410)653-8968	<a href="mailto:tsteele@mdsp.org">tsteele@mdsp.org</a>
7/1/02 - 6/30/06	Police Services	Cpt. Charles Summers	301-739-8577 X219	<a href="mailto:csummers@hagerstownpd.org">csummers@hagerstownpd.org</a>
6/30/00 - 6/30/04	Public-At-Large	Jane Edwards	(301)261-4785	<a href="mailto:JanieE321@aol.com">JanieE321@aol.com</a>
7/1/02 - 6/30/06	Public-At-Large	Jacqueline Ryles Harris	301-952-7020	<a href="mailto:jrharris@co.pg.md.us">jrharris@co.pg.md.us</a>
7/1/00 - 6/30/04	Wireless	Jay H. Chang	(301)586-3314	<a href="mailto:jay.chang@attws.com">jay.chang@attws.com</a>

## **APPENDIX B - County & State Rates**

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<b>County</b>	<b>Wireline Fee</b>	<b>Wireless Fee</b>	<b>Effective</b>
	<b>County + State</b>	<b>County + State</b>	
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	40 cents + 10 cents	40 cents + 10 cents	1/01/96
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

## Appendix C

### Quarterly Payments to Jurisdictions - \$.50 Fees

#### Total \$.50 fee to Counties FY 02

Allegany County	\$331,184.54
Anne Arundel County	\$2,621,964.38
Baltimore City	\$4,168,705.98
Baltimore County	\$2,756,527.99
Calvert County	\$330,737.17
Caroline County	\$136,167.01
Carroll County	\$752,656.09
Cecil County	\$384,233.87
Charles County	\$633,349.51
Dorchester County	\$151,962.71
Frederick County	\$1,082,473.41
Garrett County	\$151,633.52
Harford County	\$1,106,642.89
Howard County	\$1,473,745.05
Kent County	\$104,448.59
Montgomery County	\$4,925,442.84
Prince George's County	\$4,368,817.75
Queen Anne's County	\$215,619.46
Somerset County	\$263,862.16
St. Mary's County	\$81,886.86
Talbot County	\$204,607.69
Washington County	\$625,297.06
Wicomico County	\$407,861.45
Worcester County	\$411,145.62
<b>TOTAL</b>	<b>\$27,690,973.60</b>

## Appendix D - Annotated Code of Maryland – Art 41 Title 18

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### Article 41 - Governor - Executive and Administrative Departments

18-101.

(a) The General Assembly recognizes the paramount importance of the safety and well-being of the citizens of Maryland and further recognizes that when the lives or property of its citizens are in imminent danger, timely and appropriate assistance must be rendered.

(b) Further, the General Assembly recognizes that such assistance is almost always summoned by telephone and that a multiplicity of emergency telephone numbers exists throughout the State and within any one county.

(c) The General Assembly is concerned that avoidable delays in reaching appropriate emergency aid are occurring to the jeopardy of life and property.

(d) The General Assembly acknowledges that the three digit number, 911, is a nationally recognized and applied telephone number which may be used to summon emergency aid and to eliminate delays caused by lack of familiarity with emergency numbers and by understandable confusion in circumstances of crisis.

(e) It is the purpose of this subtitle to establish the three digit number, 911, as the primary emergency telephone number for the State of Maryland and to provide for the orderly installation, maintenance, and operation of 911 systems within the State.

(f) In this subtitle, the following words and terms have the meanings indicated:

(1) "County" means any of the 23 counties of Maryland and Baltimore City.

(2) "Comptroller" means the Comptroller of the State Treasury.

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

(4) "Secretary" means the Secretary of the State Department of Public Safety and Correctional Services.

(5) "911 system" means a telephone service which meets the planning guidelines established pursuant to § 18-103 of this subtitle, and which automatically connects a person dialing the digits 911 to an established public safety answering point. 911 system includes equipment for connecting and outswitching 911 calls within a telephone central office, trunking facilities from the central office to a public safety answering point, and equipment to connect 911 calls to the appropriate public safety agency.

(6) "Enhanced 911" means a 911 system that provides:

(i) Automatic number identification;

(ii) Automatic location identification; and

(iii) After July 1, 1995, other future technological advancements that the Board may require.

(7) "Public safety answering point" means a communications facility operated on a 24 hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies.

(8) "Public safety agency" means a functional division of a public agency which provides fire fighting, police, medical, or other emergency services or a private entity which provides such services on a voluntary basis.

(9) "County plan" means a plan for a 911 system or enhanced 911 system or any amendment to the plan developed by a county or several counties together under the provisions of §§ 18-103 and 18-104 of this subtitle.

(10) "911 Trust Fund" means the Fund established by § 18-105 of this subtitle.

(11) "Multicounty" means two or more counties which are contiguous.

(12) "911 fee" means the fee imposed pursuant to § 18-105(b) of this subtitle.

(13) "Additional charge" means the charge imposed by a county pursuant to § 18-105(c) of this subtitle.

(14) (i) "Wireless telephone service" means public telephone services provided for two way voice or data communication which is transmitted independent of switched local exchange access telephone service and which may in part be transmitted via cable or wire as part of a larger telephone or cable system.

(ii) "Wireless telephone service" includes:

1. Cellular telephone service (cellular);
2. Personal communication service (PCS); and
3. Specialized mobile radio (SMR).

(iii) "Wireless telephone service" does not include any service that cannot connect a person dialing the digits 911 to an established public safety answering point under the 911 system.

(15) "911-accessible service" means any telephone or other communications service that connects a person dialing the digits 911 to an established public safety answering point under the 911 system.

(16) (i) "911 service carrier" means any provider of a wireless telephone service or other 911-accessible service.

(ii) "911 service carrier" does not include a telephone company.

18-102.

(a) On or before July 1, 1995 all counties shall have in operation an enhanced 911 system.

(b) This system may operate as part of a multicounty system if that implementation is preceded by cooperative planning.

(c) Service available through a 911 system shall include police, fire fighting, and emergency ambulance services. Other emergency and civil defense services may be incorporated into the 911 system at the discretion of the county or counties being served by the system.

(d) The digits 911 shall be the primary emergency telephone number within the system, but a public safety agency whose services are available on the 911 system may maintain a separate secondary backup number for emergency calls and shall maintain a separate number for nonemergency telephone calls.

(e) Any educational information relating to emergency services made available by the State or a county shall designate the number 911 as the primary emergency number. The information also may include a separate secondary backup number for emergency calls.

(f) Public safety agencies within a county 911 system shall in all cases be notified by the public safety answering point of a request for service in that county. There shall be where possible written guidelines to govern the assignment of calls for assistance to the appropriate public safety agency and there shall be written agreements among State, county and local public safety agencies that have concurrent jurisdiction so that there is a clear understanding as to which specific calls for assistance will be referred to individual public safety agencies.

(g) Counties, public safety agencies, public safety answering points and other local governmental units may enter into cooperative agreements for the allocation of maintenance, operational and capital costs attributable to the 911 system.

18-103.

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

(b) The Board has 13 members appointed by the Governor with the advice and consent of the Senate. The members of the Board serve for terms of 4 years each and are as follows:

- (1) One member representing a telephone utility company operating in Maryland;
- (2) One member representing the wireless telephone industry in Maryland;
- (3) One member representing the Maryland Institute for Emergency Medical Services;
- (4) One member representing the Department of State Police;
- (5) One member representing the Maryland Public Service Commission;
- (6) One member representing the Association of Public Safety Communications Officers;
- (7) Two members representing the county fire services in Maryland; one shall represent the career fire services and one shall represent the volunteer fire services;
- (8) One member representing police services in Maryland;
- (9) One member representing emergency management services; and
- (10) Three members representing the public at large.

(c) The Governor shall appoint a chairperson from among its membership.

(d) The Secretary shall provide staff services to the Emergency Number Systems Board, which shall include a coordinator position which is responsible for the daily operation of the office of the Board. The position of the coordinator shall be funded from the 911 Trust Fund.

(e) The Board shall serve without compensation except that members may be reimbursed for travel expenses incurred for Board meetings under the Standard State Travel Regulations.

(f) (1) The terms of the members are staggered as required by the terms provided for members of the Board on July 1, 1983. At the end of a term, a member continues to serve until a successor is appointed.

(2) In the event that a vacancy on the Board occurs after a term has begun, the Governor shall appoint a successor representing the organization or group where the vacancy occurs who serves for the rest of the term and until a successor is appointed.

(g) Meetings of the Board shall be convened as necessary, but not less than once a quarter.

(h) The Board shall coordinate the enhancement of county 911 systems. The following responsibilities shall be included in this coordination role:

(1) To establish planning guidelines for enhanced 911 system plans in accordance with § 18-104. The guidelines shall be based upon available technology and equipment and may be based upon other factors such as population and area served by 911 systems as determined by the Board to be appropriate;

(2) To establish procedures to review and approve or disapprove county or multicounty plans and to evaluate requests for variations from the established guidelines;

(3) To establish criteria for the request for reimbursement of the costs of enhancing a 911 system by any county or counties in which a 911 system is in operation and for the procedures to review and approve or disapprove the request;

(4) To transmit the planning guidelines and the procedures established in accordance with this section, and any amendments to those guidelines and procedures, to the county executive and the county council or to the president of the board of county commissioners in each county;

(5) To present annually to the Secretary a schedule for implementing the enhancement of county or multicounty 911 systems and an estimate of funding requirements based upon the approved county plans;

(6) To review and approve or disapprove requests for reimbursement of the costs of enhancing 911 systems and to present to the Secretary annually a schedule for reimbursement and an estimate of funding requirements;

(7) To review the enhancement of 911 systems;

(8) To audit county expenditures for the operation and maintenance of 911 systems;

(9) To ensure inspections of public safety answering points;

(10) To review and approve or disapprove requests from counties with operational enhanced 911 systems to be exempted from the expenditure limitations under the provisions of § 18-108(d) of this subtitle; and

(11) To authorize expenditures from the 911 Trust Fund that:

(i) Involve enhancements 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 prior to the formation of a contract between the county and the contractor; and

(ii) Are approved by the Board for payment:

1. From proceeds collected in accordance with the provisions of § 18-105(b) of this subtitle; and

2. Directly to a third party contractor on behalf of a county.

(i) (1) The Board may instruct the Comptroller to withhold funds provided to a county for 911 system expenditures for any violation of:

(i) The provisions of this subtitle; or

(ii) A regulation of the Board.

(2) (i) The Board shall state publicly in writing its reason for withholding the funds of a county and enter its reason in the minutes book of the Board.

- (ii) Upon reaching its decision, the Board shall notify the county.
- (iii) The county shall have 30 days from the date of notification to respond in writing to the Board.

(3) (i) Upon notification by the Board, the Comptroller shall hold county funds for a county in that county's account within the 911 Trust Fund.

- (ii) 1. Funds held by the Comptroller under the provisions of subparagraph (i) of this paragraph shall not accrue interest for a county.
- 2. Interest income earned on funds held by the Comptroller shall accrue to the 911 Trust Fund.

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

(j) 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. The report shall set forth the following information for each county:

- (1) The type of 911 system currently operating;
- (2) The total State and county fee charged;
- (3) The funding formula in effect;
- (4) Any statutory or regulatory violation by a county and the response of the Board;
- (5) Efforts to establish an enhanced 911 system; and
- (6) Any suggested changes to this subtitle.

18-104.

(a) Any county or any several counties together which seek reimbursement for the enhancement of a 911 system shall submit to the Board a 911 system plan for that county or multicounty area. The county or the several counties shall submit plans for enhancement of a 911 system on or before July 1, 1993. The plan shall conform to the planning guidelines set by the Board and shall be designed to meet the requirements of those public safety agencies whose services are available through the 911 system. The plan shall include:

- (1) The type of equipment to be used in enhancing the 911 system, including associated costs;
- (2) The personnel necessary to operate and maintain the enhanced 911 system;
- (3) The timetable for implementing the enhanced 911 system; and
- (4) Any other information required by the Board.

(b) Those counties which do not seek reimbursement for the cost of enhancing a 911 system shall submit a report to the Board by July 1, 1995 containing the same information required in the county plans described in subsection (a) of this section.

(c) Those counties which are certified by the Board as having an operational enhanced 911 system in place by January 1, 1991 are exempt from the reporting requirements under this section.

18-105.

(a) (1) There is a 911 Trust Fund created for the purpose of:

- (i) Reimbursing the counties for enhancements to a 911 system; and
- (ii) Paying contractors in accordance with the provisions of § 18-103(h)(11) of this subtitle.

(2) Moneys in the 911 Trust Fund shall be held in the State Treasury.

(b) (1) For purposes of this subtitle, there is a 911 fee to be paid by the subscribers to switched local exchange access service, wireless telephone service, or other 911-accessible service. The 911 fee is 10 cents per month payable at the time when the bills for telephone service are due.

(2) The Public Service Commission shall direct the telephone companies to add the 911 fee to all current bills rendered for switched local exchange access service in the State. The telephone companies shall act as collection agents for the 911 Trust Fund with respect to the fee, and shall remit all proceeds to the Comptroller on a monthly basis. The telephone companies shall be entitled to credit against the proceeds of the 911 fee to be remitted an amount equal to 0.75 percent of the 911 fee to cover the expenses of billing, collecting, and remitting the 911 fee and any additional charges. The Comptroller shall deposit the funds in the 911 Trust Fund.

(3) The 911 service carriers shall add the 911 fee to all current bills rendered for wireless telephone service or other 911-accessible service in the State. The 911 service carriers shall act as collection agents for the 911 Trust Fund with respect to the fee and shall remit all proceeds to the Comptroller on a monthly basis. The 911 service carriers shall be entitled to credit against the proceeds of the 911 fee to be remitted an amount equal to 0.75 percent of the 911 fee to cover the expenses of billing, collecting, and remitting the 911 fee and any additional charges. The Comptroller shall deposit the funds in the 911 Trust Fund.

(c) (1) In addition to the 911 fee imposed by subsection (b) of this section, the governing body of each county 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 all current bills rendered for switched local exchange access service, wireless telephone service, or other 911-accessible service within that county. The amount of the additional charge may not exceed a level necessary to cover the total amount of eligible operation and maintenance costs of the county.

(2) The additional charge shall continue in effect until repealed or modified by a subsequent ordinance or resolution.

(3) (i) Upon adopting, repealing, or modifying an additional charge, the county shall certify the amount of the additional charge to the Public Service Commission which on 60 days' notice shall direct the telephone companies to add the full amount of the additional charge to all current bills rendered for switched local exchange access service in each county which imposed that additional charge.

(ii) Within 60 days of the enactment of a county ordinance or resolution that adopts, repeals, or modifies an additional charge, all 911 service carriers providing service within that county shall add the full amount of the additional charge to all current bills rendered for wireless telephone service or other 911-accessible service in each county that imposed that additional charge.

(4) The telephone companies and 911 service carriers shall act as collection agents for the 911 Trust Fund with respect to the additional charges imposed by each county. Revenues from the additional charge shall be collected by the telephone companies and 911 service carriers on a county basis and remitted monthly to the Comptroller for deposit to the 911 Trust Fund account maintained for the county which imposed the additional charge.

(d) Notwithstanding any other provision of this subtitle, the 911 fee authorized under this subtitle does not apply to an intermediate service line used exclusively to connect a wireless telephone service or other 911-accessible service other than a switched local access service to another telephone system or switching device.

(e) The Secretary shall administer the 911 Trust Fund subject to the provisions for financial management and budgeting established by the Department of Budget and Management. The Secretary shall cause the Comptroller to establish separate accounts for the payment of administrative expenses and for each county within the 911 Trust Fund. The income derived from investment of money in the Fund shall accrue to the Fund and the Comptroller shall allocate investment income among the accounts in the Fund prorated on the basis of the total fees collected in each county.

(f) The Comptroller shall disburse the moneys in the 911 Trust Fund as provided in this subsection, subject to the limitations under § 18-103(i) of this subtitle.

(1) Each July 1, the Comptroller shall allocate sufficient revenues from the 911 fee to pay the costs of administering the 911 Trust Fund as provided by law.

(2) As directed by the Secretary and as provided in the State budget, the Comptroller shall pay from the appropriate account the costs of:

(i) Reimbursing the costs of enhancing a 911 system by a county or several counties; and

(ii) Paying contractors in accordance with the provisions of § 18-103(h)(11) of this subtitle.

(3) If a 911 system is in operation in a county, the Comptroller shall pay to that county from the account of that county the amount of moneys requested by the county and as provided in the State budget to pay for the costs of maintaining and operating the 911 system. The Comptroller shall pay the moneys for maintaining and operating 911 systems on September 30, December 31, March 31, and June 30 of each year.

(g) The Legislative Auditor shall conduct postaudits of a fiscal and compliance nature of the 911 Trust Fund and of the appropriations and expenditures made for purposes of this subtitle. The cost of the fiscal portion of the postaudit examination shall be paid from the 911 Trust Fund as an administrative cost.

#### 18-106.

(a) Nothing in this subtitle requires a public service company to provide any equipment or service other than pursuant to tariffs approved by the Maryland Public Service Commission. Furthermore, the furnishing of services, the rates, and the extent of any liabilities of a public service company shall be governed by those tariffs approved by the Maryland Public Service Commission.

(b) Nothing in this subtitle requires a 911 service carrier to provide any equipment or service other than the equivalent of that required of telephone companies under subsection (a) of this section. Furthermore, nothing in this subtitle shall be interpreted to extend any liability to a 911 carrier.

(c) A cellular telephone company or personal communication company that pays or collects 911 fees under § 18-105 of this subtitle shall have 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 the regulation of the Commission under the Public Utility Companies Article.

#### 18-107.

(a) As recommended by the Board, each year the Secretary shall request an appropriation from the 911 Trust Fund in an amount which is sufficient to carry out the purposes of this subtitle, including administrative costs chargeable to the 911 Trust Fund.

(b) Upon the recommendation of the Board, each year the Secretary shall request an appropriation from the 911 Trust Fund in an amount which is sufficient to provide reimbursement for enhancement costs to those counties which are operating a 911 system.

(1) Reimbursement shall be made only to the extent that county funds were used to enhance the 911 system.

(2) Reimbursement for the enhancement of 911 systems shall include the installation of equipment for a 911 system as described in § 18-101(f)(6) of this subtitle.

(3) Reimbursement from revenues collected from the 911 fee established under § 18-105(b) shall be used only for 911 system enhancements approved by the Board.

(c) The amount of maintenance and operating costs is subject to the limitation stated in this section and § 18-108 of this subtitle.

(d) The Secretary shall cause the Comptroller to allocate the balance of the funds in the 911 Trust Fund as of July 1, 1983 into the appropriate account established for each county within the 911 Trust Fund as follows:

(1) For each county with a population of less than 100,000 persons - \$50,000 minus the amounts previously disbursed to the county under this section;

(2) For each county with a population of 100,000 or more persons but less than 250,000 persons - \$250,000 minus the amounts previously disbursed to the county under this section; and

(3) For each county with a population of 250,000 or more persons - \$800,000 minus the amounts previously disbursed to the county under this section.

(e) The amount of money disbursed to any county from the 911 fee that was collected from July 1, 1980 through June 30, 1983 may not exceed the amount allocated from this fee to that county's account established within the 911 Trust Fund.

(f) Funds accruing to the 911 Trust Fund after January 1, 1991 may be used in the following manner:

(1) Revenues collected from the 911 fee may be used to:

(i) Reimburse the counties for the cost of 911 system enhancements occurring after January 1, 1991; and

(ii) Pay contractors in accordance with the provisions of § 18-103(h)(11) of this subtitle.

(2) Revenues collected from the additional charge may be used by the counties for the cost of operating and maintaining a 911 system, subject to the limitations under § 18-108 of this subtitle.

18-108.

(a) The Board shall provide for an audit of each county's expenditures for the maintenance and operation of 911 systems.

(b) Maintenance and operation costs may include telephone company charges, equipment costs or equipment lease charges, repairs, utilities, personnel costs, and appropriate carryover costs from previous years.

(c) During each county's fiscal year, the county may expend the amounts distributed to it from 911 fee collections for the installation, enhancement, maintenance, and operation of a county or a multicounty 911 system.

(d) For those counties without an operational enhanced 911 system, the Board shall adopt procedures to assure that:

(1) The moneys collected from the additional charge and distributed to the counties are expended in the following proportions during each county's fiscal year:

(i) For a 911 system in a county or a multicounty area with a population of 100,000 persons or less, a maximum of 85 percent for personnel costs;

(ii) For a 911 system in a county or multicounty area with a population in excess of 100,000 persons, a maximum of 70 percent for personnel costs;

(2) The total amount collected from the 911 fee and the additional charge shall be expended only for the installation, enhancement, maintenance, and operation of a county or multicounty system.

(e) If a county has an operational enhanced 911 system, it shall be exempt from the provisions of subsection (d)(1) of this section, subject to the annual approval of the Board under § 18-103 of this subtitle.

## Appendix E - COMAR

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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 non-emergency telephone number, that is part of a 9-1-1 system, used to reduce 9-1-1 system congestion by diverting non-emergency 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 non-emergency 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 non-emergency 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 non-emergency 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 non-emergency 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 non-emergency 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 Judgment, 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 minute's 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 .04 A 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)

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

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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)

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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 Survey Instrument and Analysis



# 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 \_\_\_\_\_

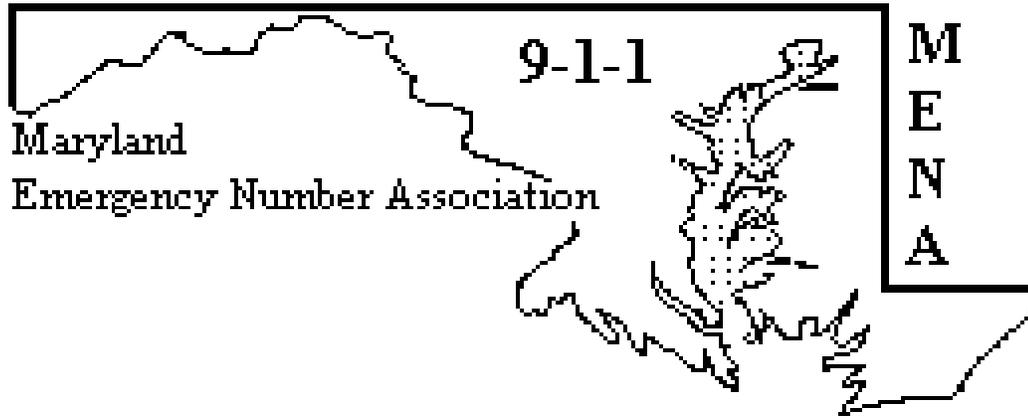
5. Please evaluate your inspection experience.

Rating \_\_\_\_\_

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

Rating \_\_\_\_\_

COMMENTS:



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. Fifteen 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 63%. Since not all jurisdictions responded to the survey, care should be taken in interpreting the data summarized below. Were data available from the 9 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	80%
4 = Satisfactory	3	20%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		
Mean = 4.8    Standard Deviation = 0.4		

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

5 = Excellent	9	60%
4 = Satisfactory	6	40%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		
Mean = 4.6    Standard Deviation = 0.5		

3. Please evaluate the courtesy and responsiveness of the administrative office to your telephone inquiries.		
5 = Excellent	13	87%
4 = Satisfactory	2	13%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		
Mean = 4.8	Standard Deviation = 0.4	
4. Please evaluate your experience in the auditing process (1 no answer)		
5 = Excellent	5	36%
4 = Satisfactory	8	57%
3 = Satisfied but improvement is suggested	1	7%
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		
Mean = 4.2	Standard Deviation = 0.6	
5. Please evaluate your inspection experience		
5 = Excellent	14	93%
4 = Satisfactory	1	7%
3 = Satisfied but improvement is suggested		
2 = Mildly Dissatisfied - Improvement is needed		
1 = Very Dissatisfied - Improvement required		
Mean = 4.9	Standard Deviation = 0.3	
6. Please evaluate the overall training program and training opportunities provided.		
5 = Excellent	2	13%
4 = Satisfactory	4	27%
3 = Satisfied but improvement is suggested	8	53%
2 = Mildly Dissatisfied - Improvement is needed	1	7%
1 = Very Dissatisfied - Improvement required		
Mean = 3.4	Standard Deviation = 0.8	

Seven survey responses included comments. In the comments field, four responders mentioned their satisfaction with the current staff particularly Mr. Scott Whitney and Mr. Gordon Deans. One mentioned the criticality of adequate funding for the improvements and upgrades to the PSAPs, especially with the dynamic technological advancements in wire-line and wireless communications.

**Conclusions:**

Considering the feedback from the PSAPS who responded to the ENSB survey, it is safe to conclude that the principal goals and purposes of the ENSB are being realized to an encouraging degree. At the same time, it is also apparent that improvement and innovation in the area of training was not meeting the expectations of the 9-1-1 jurisdictions.