Emergency Number Systems Board

9-1-1

ANNUAL REPORT 2006

MARTIN O'MALLEY
GOVERNOR

ANTHONY G. BROWN
LT. GOVERNOR

GARY D. MAYNARD
SECRETARY - DPSCS

DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

MARYLAND 9-1-1 EMERGENCY NUMBER SYSTEMS BOARD

Department of Public Safety and Correctional Services

Office of the Secretary

300 E. JOPPA ROAD • SUITE 1000 • TOWSON, MARYLAND 21286-3020
(410) 339-5000 • FAX (410) 339-4240 • TOLL FREE (877) 379-8636 • V/TTY (800) 735-2258 • www.dpscs.state.md.us

STATE OF MARYLAND

MARTIN O'MALLEY
GOVERNOR

ANTHONY G. BROWN
LT. GOVERNOR

GARY D. MAYNARD
SECRETARY

G. LAWRENCE FRANKLIN
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SUNDRY CLAIMS BOARD

INMATE GRIEVANCE OFFICE

March 13, 2007

The Honorable Martin O'Malley
Governor of the State of Maryland
100 State Circle
Annapolis, Maryland 21401

Dear Governor O'Malley:

I am pleased to forward to you the Emergency Number Systems Board (ENSB) FY 2006 Annual Report as required by the Public Safety Article of the *Annotated Code of Maryland*. The report outlines the activities, progress, and challenges the Board faces in its efforts to foster quality 9-1-1 service throughout Maryland.

The Board provides funding that is directed to system enhancements, equipment replacements, and training mandates. This funding ensures the availability of a reliable and adequate 9-1-1 system in Maryland. I am proud to say that we have a robust 9-1-1 system that is recognized nationally. We are the eighth state in the country to equip each of its primary Public Safety Answering Points (PSAPs) with wireless location technology referred to as Wireless Phase II.

The ENSB continues its efforts to modernize Maryland's 9-1-1 infrastructure to keep pace with technological advances and data rich communication devices. The Board is poised to take advantage of reliable Next Generation 9-1-1 technologies as they emerge to remain responsive to the needs of Maryland citizens and visitors.

The Board and I are very proud of the work and the achievements accomplished during the past year. We thank you for this opportunity and look forward to working with you to enhance public safety for all Marylanders.

Sincerely,

Gary D. Maynard
Secretary

MARYLAND
9-1-1
EMERGENCY
NUMBER SYSTEMS BOARD

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GORDON DEANS
EXECUTIVE DIRECTOR

JUMARY WEST
FISCAL COORDINATOR

HOWARD REDMAN
TRAINING COORDINATOR

Department of Public Safety and Correctional Services

Emergency Number Systems Board
115 Sudbrook Lane – Suite 201, Pikesville, Maryland 21208-4199
(410) 585-3015 • FAX (410) 764-4136 • www.dpscs.state.md.us/ensb/

Secretary Gary Maynard
Department of Public Safety and Correctional Services
300 East Joppa Road - Suite 1000
Baltimore, MD 21286

Dear Secretary Maynard:

I am pleased to provide you with the Annual Report of the Emergency Number Systems Board for fiscal year 2006. The membership has assembled at least monthly, and more often in sub-committees, to consider the scores of public safety issues facing emergency communications in Maryland. The Board is most appreciative of the diligent support your staff routinely provides. The content of this report speaks well of the collective efforts of the entire 911 community in making Maryland a safer place for all who live, work and visit.

During 2006, the Board placed significant emphasis on the modernization of the 911 system with particular focus on examining "Next Generation" technology options. Enhancements to the 911 system will be required to keep pace with the increasing volume of new data rich communications devices. While the existing infrastructure served millions over the years, it was not designed for new services such as text and video messaging. The Board is poised to take advantage of reliable Next Generation 911 technologies as they emerge.

The Board has been most diligent in advancing 9-1-1 service delivery and has gone far beyond the statutory minimum requirements of the Public Safety Article. Noteworthy is Maryland's accomplishment in becoming only the eighth state in the nation to achieve deployment of cellular call location technology in each of its primary Public Safety Answering Points.

On behalf of the membership of the Emergency Number Systems Board and of the more then eight hundred call takers in Maryland's twenty-four 9-1-1 emergency centers, I am pleased to report that Maryland currently enjoys excellent enhanced *wireline* and *wireless* 9-1-1 service in all of its jurisdictions. Efforts are under way to provide similar enhanced 9-1-1 service for those utilizing Internet telephony (VoIP). 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 attached document and appendices constitute the 2006 Annual Report of the Emergency Number Systems Board as required by the Public Safety Article. I am certain you will find it informative and responsive to the needs of Maryland's citizens.

Sincerely,

Anthony Myers, Chairman
Emergency Numbers Systems Board

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INTRODUCTION

The Emergency Number Systems Board's (ENSB or Board) duties are defined by Sections 1-301 through 1-312 of Public Safety Article of the Annotated Code of Maryland. Those duties include coordinating the enhancements of County 9-1-1 systems and the oversight of the 9-1-1 Trust Fund. This report details the activities of the Board and Trust Fund expenditures from July 1, 2005 to June 30, 2006.

The Public Safety Article requires that the following six topics be included in the annual report:

This report goes significantly beyond these six areas in an effort to provide additional insight into the work of the Emergency Number Systems Board. As the communications industry introduces new technological enhancements, Maryland's 9-1-1 system continues to evolve to ensure Maryland's citizens and visitors are afforded a robust and responsive system when they call 9-1-1. Since many of the activities of the Board go beyond the scope of the statutory reporting requirements, this report includes references to these additional efforts to promote the reader's knowledge of the Board's work.

We find today that 911 is at a technological crossroads. Advancements in modern communications equipment have created the need for a more sophisticated 911 system. The existing 911 infrastructure has performed admirably for decades, granting millions of callers access to a variety of emergency response resources. However, new data rich communications devices appear to have pushed the existing 911 infrastructure to its operational limits. Consumers are increasingly relying on new wireless and IP-based communications devices, which offer expanded data capabilities such as text and video messaging. Unfortunately, the current 9-1-1 system was never intended to handle calls and data. In short, the 911 system will likely require systematic overhaul. The ENSB is poised to address the needs of technological advancements and is actively exploring options for a Next Generation 911 system.

Questions regarding this report and its content should be forwarded to the ENSB Office of the Executive Director at 115 Sudbrook Lane – Suite 201, Pikesville, Maryland 21208.

The ENSB web site is:

www.dpscs.state.md.us/ensb

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 twenty-four Public Safety Answering Points, hereafter called PSAPs.

The mission of the ENSB, at its inception, was to provide guidance and direction with the goal of realizing "enhanced" service in all of Maryland's PSAPs. Enhanced is defined by the statute as having the capacity for the 9-1-1 call taker to view automatically displayed callback number and location information. Location information is displayed in the form of a street address or more recently the latitude and longitude of cellular callers, for display on an electronic map. This statewide goal was achieved for wireline calls in 1998 and for wireless calls in June 2005 when wireline and wireless 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 consistent with Board guidelines, the availability of Trust Fund dollars, and technological advancements. The Board is examining the following current issues:

- The proliferation of wireless telephone communications;
- Integration of mapping technologies;
- The advent of Internet based communication systems (VoIP);
- Training and "protocol" software enhancements that promotes standardization of 9-1-1 emergency service throughout the State and
- The feasibility of integrating "Next Generation" IP based 9-1-1 service delivery of voice, text, data, and video messaging in Maryland.

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 to collectively address these issues.

Some of the more prominent achievements and current activities of the ENSB include:

- Enabling Maryland to become the eighth state in the nation to have all primary PSAPs with the capacity to receive callback number and location of wireless callers;
- Securing statewide regulatory compliance through a PSAP inspection process;
- Interacting with federal agencies and national organizations to address 9-1-1 issues;
- Encouraging counties to secure additional funding resources to augment the 9-1-1 Trust Fund;

- Providing ongoing training on new 9-1-1 technologies and evolving 9-1-1 service delivery, offering 16 training opportunities attended by 448 students;
- Providing "Enhanced" VoIP service utilizing the state's selective routing systems to send VoIP 9-1-1 calls through existing 9-1-1 trunks with ANI/ALI;
- Establishing a MFR goal and objective to implement emergency police and fire protocol systems at our PSAPs to provide 9-1-1 caller interrogation consistency coupled with an established quality assurance program; and
- Beginning the process of exploring "Next Generation" 9-1-1 Systems technologies and development of a 9-1-1 Public Safety Network for transmitting voice, text, data, and video emergency messaging.

In order to further facilitate the execution of the mission of the ENSB, the Board established several sub-committees, comprised of Board members and supporting consultative membership from outside the Board. These subcommittees include:

- **Training and Education** – to provide and enhance entrance level training for 9-1-1 dispatchers as well as in-service training for existing personnel;
- **Standards** – to provide guidance on best practices in selecting and purchasing PSAP equipment and providing funding guidelines;
- **Policy/Legislative** – to establish and publish policy guidance for ENSB membership and PSAP Directors and to make recommendations for Legislative changes; and
- **Technology** – to investigate current and future technological advancements impacting the delivery of 9-1-1 services.

The Board also enjoys membership and actively participates on two separate Maryland Boards. These include:

- **2-1-1 Board** – to provide input to the creation of a 2-1-1 system in Maryland and coordinating the transfer of possible emergency calls.
- **SEMSAC** – to assist the Statewide Emergency Medical Systems Advisory Council, comprised of representatives from organizations involved in providing emergency care services, provide advice and assistance to the SEMSAC Board.

The ENSB remains committed to supporting 9-1-1 in Maryland and believes Maryland has been well served by the excellent service 9-1-1 callers receive, from each of its 9-1-1 centers. Maryland continues to be a national leader in providing enhanced emergency wireline and wireless service to its citizens and visitors. With the introduction of Internet based phone services, Maryland is again poised to embrace a new technology and work towards a smooth transition as "next generation" 9-1-1 systems and service are realized.

PUBLIC SAFETY ARTICLE

The Public Safety Article (Section 1-301 through 1-312) is the defining and enabling statute, which drives the functions of the ENSB. The applicable sections are found in their entirety in Appendix A.

Revised in 2003 this legislation provided the impetus and fiscal mandates for Maryland's 9-1-1 call takers to receive callback phone number and location information of wireless callers (defined as "enhanced wireless 9-1-1"). This milestone was achieved in June 2005 when Maryland became only the eighth state in the nation to receive and display enhanced wireless information, when available from a wireless carrier, at all primary Maryland PSAPs.

The revisions to the Public Safety Article also expanded the definition of "9-1-1 assessable service" to include "telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established public safety answering point". This new definition expanded the communication service providers required to collect and remit the 9-1-1 surcharge to include carriers utilizing Internet Protocol technology (VoIP) for voice connectivity to 9-1-1 Centers.

The Public Safety Article is sufficient in its current content to be responsive to the needs of Maryland's 9-1-1 community and no further changes are recommended.

The Code of Maryland Regulations

The Code of Maryland Regulations (COMAR) Title 12, Subtitle 11, Chapter 03 further codifies the activities of the Board and describes in detail its essential functions, responsibilities, and training standards. COMAR has been a topic of discussion within the policy sub-committee and amendments were drafted with respect to current relevance, training standards, and auditing procedures. These changes are currently progressing through the regulatory review process.

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 display 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 identify their location or 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 for enhanced wireless service, becomes Wireless Phase I operational (call back number displayed).

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 deleting a public at large position.

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

2004 – All of Maryland becomes Wireless Phase I operational and 15 of 24 jurisdictions become Wireless Phase II operational. For the first time in most jurisdictions, more than 50% of all 9-1-1 calls originated from wireless callers.

Each of Maryland's PSAPs identified 10-digit phone numbers to enable Internet "phone" service providers (VoIP) to connect their subscribers to a PSAP when 9-1-1 is dialed to receive emergency service.

The Training Sub-committee adopted the National Academy of Emergency Dispatch's "Emergency Telecommunicator Course" as the standard for entry-level training, replacing the previously "in-house" developed training program.

Pilot Project implemented in four Eastern Shore Counties (Caroline, Dorchester, Queen Anne's, and Talbot) to examine the value and best practices of implementing police and fire dispatch protocols established by the National Academy of Emergency Dispatch.

2005 – All of Maryland's primary PSAPs become Wireless Phase II operational, making Maryland, according to the National Emergency Number Association, only the eighth state overall and the second most populous to accomplish this milestone.

VoIP service providers, under FCC mandate to provide E9-1-1 service by November 2005, began successful PSAP testing of routing Internet based calls (with enhanced caller information) to the appropriate primary PSAP.

Baltimore was the host to the 2005 "Navigator" Conference sponsored by the National Academy of Emergency Dispatch. The weeklong conference, held in Baltimore's Inner Harbor, provided a venue for training opportunities and information sharing for 9-1-1 professionals from around the country. The Board also conducted a seminar detailing the experiences by four Maryland counties implementing emergency police and fire dispatch protocols system.

The process for the electronic submission of funding requests was completed and integrated into a secure link from the ENSB website. Board members now have Internet access to all project funding requests, facilitating the review and approval process.

2006 – VoIP Service Providers began routing their 9-1-1 calls through the Verizon selective router and 9-1-1 trunks to the appropriate PSAP presenting the call taker with the callback number and location of the caller (I2 solution).

Maryland establishes the Telecommunicator Emergency Response Taskforce (TERT) program to assist PSAPs cope with the demands of a natural or manmade disaster. PSAP administrators and potential TERT team members were identified and trained under the National Emergency Number Association's national TERT initiative program.

The Board submitted a report to the Legislature detailing the feasibility and possible time-line for implementing a next generation 9-1-1 system (NG 9-1-1) using an Internet Protocol (IP) backbone to deliver voice, data, text, and video messaging to a 9-1-1 Center.

The Public Safety Article describes the membership of the Board as fifteen members drawn from private and public sectors by Governor appointment and Senate confirmation. The members serve staggered four-year terms without compensation and are required to meet at least quarterly. The Board currently meets monthly in public session to conduct business and consider project-funding requests. Selected members of the Board also meet periodically in specific sub-committees to focus on issues related to the Board's responsibilities.

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 has evolved over time to include the advent of computer-aided dispatch, 800 MHz radio, multiple agencies providing emergency response, professional and fraternal employee organizations, wireless telephone communications, and most recently, Internet based communication services. 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. Legislation was passed in 2003 increasing the 9-1-1 surcharge to 25 cents for the state portion and up to 75 cents for the county portion per month.

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 workers, the ENSB through DPSCS has employed a full time fiscal coordinator and contractual accountant to support the ENSB's efforts in administering the 9-1-1 Trust Fund.

The Board recognizes the need for entrance and in-service level training for dispatchers and supervisors. The Department established an administrative officer/training coordinator position, working directly for the office of the executive director, advancing the training mission described in COMAR and handling special project assignments.

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. The following is a chart of the Board membership and the organization each member represents.

DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

Emergency Number Systems Board

Board Member Listings

Term	Represent	Member Name
7/1/04 - 6/30/08	Public Service Commission	Anthony Myers
7/1/03 - 6/30/07	MIEMSS	Thomas H. Miller
7/1/04 - 6/30/08	Volunteer Fire Service	Brian C. Ebling
7/1/05 - 6/30/09	Career Fire Service	David H. Balthis
7/1/03 - 6/30/07	Public-At-Large	William H. Walton
7/1/06 - 6/30/10	Emergency Management Systems	W. Edward Mullikin
7/1/06 - 6/30/10	Telephone Utility	Wally Campbell
7/1/05 - 6/30/09	APCO[1]	John C. Crabill
7/1/06 - 6/30/10	Maryland State Police	Lt. Col. Robert J. McGainey
7/1/06 - 6/30/10	Police Services	Captain Charles Summers
7/1/04 - 6/30/08	Public-At-Large	Roderick W. Hart
7/1/05 - 6/30/09	Large County	Andrew M. Johnston
7/1/04 - 6/30/08	Wireless Industry	Jim Nixon
7/1/06 - 6/30/10	Small County	Steve Marshall
12/29/03 - 6/30/06	NENA[2] – Local Chapter	Cathy Kurnas

1 – Association of Public-Safety Communications Officials
2 – National Emergency Number Association (vacant after 2/1/06)

In the late 1980s, Maryland PSAPs achieved "enhanced" capability, successfully enabling each to display Automatic Number Information (ANI) and Automatic Location Information (ALI) for *wireline* 9-1-1 calls. This capability met the requirements of the Maryland Annotated Code, which was authored prior to widespread availability of wireless phones.

The advent and proliferation of wireless communications caused the public safety community to demand the same 'enhanced" capacity as their wireline counterparts. The Federal Communications Commission required the wireless industry, by regulation, to be ANI compliant (Wireless Phase I) by December 1999 and ALI (Wireless Phase II) compliant by October 2001, but due to technological difficulty and lack of funding deadlines were extended. Today, the wireless industry has largely managed to comply with the FCC regulations and has been able to provide enhanced wireless service to technologically capable PSAPs that have requested the service. Maryland's twenty-four primary PSAP's are now receiving ANI and ALI information displayed for *wireless* 9-1-1 calls.

The Public Safety Article tasked the Board to develop, with input from counties, and publish on or before July 1, 2004, an implementation schedule for deployment of wireless enhanced 9-1-1 service. This published report established June 2005 as the statewide deployment goal, which in cooperation with the primary PSAPs and wireless industry was realized.

During 2006, the Board continued to approve project funding to upgrade various PSAP phone systems and mapping capacity to receive and display enhanced wireless data. The caller location information (ALI) provided through enhanced wireless service is received at the PSAP in measurements of latitude and longitude. Mapping of this information is required to facilitate meaningful application in processing the 9-1-1 call. The Board, in cooperation with the State Highway Administration, is examining a fiscal partnership to obtain statewide aerial-photography to assist Maryland counties to update and maintain the accuracy of their mapping capacity. This statewide mapping project is still ongoing.

The Board is currently examining the feasibility of migrating to an IP network based 9-1-1 system for receiving voice, data, text, and video messaging. The will be examined further later in this report.

Maryland's PSAPs derive a significant portion of their funding from a monthly surcharge levied on each telephone bill and remitted by the carriers to the State Comptroller. There are currently two funding streams to support 9-1-1. The first is the State Trust Fund fee which during the 2004 fiscal year increased to $0.25 per subscriber per month and which is distributed at the discretion of the ENSB to counties making enhancement requests. The second is the "County Additional Fee" in an amount determined by each county up to $.0.75 per bill per month (increased from $0.50 in October 2003), which is deployed to defray local operating expenses.

All communication service carriers providing connectivity to 9-1-1 in Maryland are required by the Public Safety Article to bill, collect the appropriate 9-1-1 surcharge, and remit these collections to the Office of the Comptroller. The ability to increase the county "additional charge" resulted in all Maryland counties passing local resolutions modifying their local 9-1-1 fees to provide additional funding. The following chart indicates the 9-1-1 Surcharge Fee associated with each county and the date the resolution modifying the county additional fee was effective.

Maryland 9-1-1 Surcharge Fees

County	State Fee	County Fee	Effective Date
Allegany	$0.25	$0.75	October 1, 2003
Anne Arundel	$0.25	$0.75	July 1, 2005
Baltimore City	$0.25	$0.75	June 23, 2004
Baltimore	$0.25	$0.75	April 23, 2004
Calvert	$0.25	$0.75	June 15, 2004
Caroline	$0.25	$0.75	November 9, 2004
Carroll	$0.25	$0.75	June 8, 2004
Cecil	$0.25	$0.75	October 1, 2003
Charles	$0.25	$0.75	January 1, 2004
Dorchester	$0.25	$0.75	October 1, 2003
Frederick	$0.25	$0.75	July 1, 2004
Garrett	$0.25	$0.75	October 1, 2003
Harford	$0.25	$0.75	May 4, 2004
Howard	$0.25	$0.65	July 1, 2004
Kent	$0.25	$0.75	January 30, 2004
Montgomery	$0.25	$0.75	October 1, 2003
Prince George's	$0.25	$0.75	March 5, 2004
Queen Anne's	$0.25	$0.75	October 1, 2003
Somerset	$0.25	$0.75	February 10, 2004
St. Mary's	$0.25	$0.75	July 1, 2004
Talbot	$0.25	$0.75	May 11, 2004
Washington	$0.25	$0.75	October 21, 2003
Wicomico	$0.25	$0.75	January 1, 2004
Worcester	$0.25	$0.75	October 1, 2003

The 25-cent State fee provides a fund designed to be available for requests from any PSAP jurisdiction for enhancements or to maintain those aspects of the PSAP required by regulation, i.e. call recording devices and backup alternative power supplies. Enhancement requests are reviewed by the Board for their efficacy and voted on for funding from the State Trust Fund.

The funding provided by the collection of the county "additional fee" can be used to defray the operational and personnel cost associated with providing 9-1-1 service in that particular jurisdiction. Typically, the moneys raised by this fee cover approximately 50% to 60% of the actual 9-1-1 Center operating cost with the remaining funding being supplemented by local revenues. The carriers remit the county "additional charge" fees to the Comptroller of Maryland monthly, after which they are disbursed to the counties quarterly. The below chart reflects the 2006 county distribution of the collected "additional charge" fees.

2006 "Additional Fee" Payments to the Jurisdictions

County	FY 06 Disbursement
Allegany County	$525,267.19
Anne Arundel County	$3,872,336.41
Baltimore City	$4,757,009.20
Baltimore County	$5,760,537.23
Calvert County	$611,690.61
Caroline County	$185,811.02
Carroll County	$1,202,800.91
Cecil County	$673,153.13
Charles County	$1,209,482.21
Dorchester County	$233,719.91
Frederick County	$1,725,660.73
Garrett County	$256,679.50
Harford County	$1,640,809.49
Howard County	$1,870,279.53
Kent County	$144,764.46
Montgomery County	$7,604,963.42
Prince George's County	$7,358,675.21
Queen Anne's County	$342,891.90
Somerset County	$169,309.80
St Mary's County	$643,912.36
Talbot County	$351,253.87
Washington County	$1,105,955.61
Wicomico County	$686,221.68
Worcester County	$665,259.36

Total FY 06 Payments: $43,598,444.74

The Public Safety Article 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 laws and regulations. To this end, the Board funds independent audits of county expenditures.

All of the audits for FY 06 were received and auditors compensated. The audits were reviewed and each county found in compliance with the spending limits articulated in the Public Safety Article.

Maryland's Managing for Results (MFR) initiative requires the identification of an organizational mission accompanied by specified goals and performance measures. This is incorporated in the Department's Strategic Plan. The previous FY 05 MFR goals were successfully achieved and a new MFR program was established with the details described below.

Q00A01.04 9-1-1 EMERGENCY NUMBER SYSTEMS - OFFICE OF THE SECRETARY

PROGRAM DESCRIPTION

Created in 1979, the 9-1-1 Emergency Telephone System currently operates under the authority of the Public Safety Article, §§ 1-305—1-312, Annotated Code of Maryland. The Emergency Number Systems Board (ENSB) coordinates the implementation of 9-1-1 as the primary emergency telephone number in Maryland. In support of 9-1-1 operations, the ENSB administers the 9-1-1 Trust Fund (funded by a surcharge on telephone service) that finances the operation and enhancement of 9-1-1 systems throughout Maryland, and provides guidance on equipment standards and assistance on training of 9-1-1 personnel.

MISSION

The mission of the Emergency Number Systems Board is to work cooperatively with the counties to provide an effective and efficient Maryland 9-1-1 system through the administration of 9-1-1 Trust Fund revenues.

VISION

The Emergency Number Systems Board is dedicated to ensuring Maryland's 9-1-1 system remains robust and responsive to the public-safety needs of our citizens and visitors. The Board is committed to providing fiscally responsive funding to maintain a technological advanced 9-1-1 system staffed with appropriately trained emergency operators providing access to emergency services. Through a partnership with the 9-1-1 community, the Board will provide leadership and guidance for Maryland to be recognized nationally for excellence in providing 9-1-1 service.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. **Safe Communities**. To improve emergency response in Maryland by meeting compliance standards for the use of nationally-established emergency protocols by emergency number operators to extract optimum information from 9-1-1 callers.

Objective 1.1 By June 2009, at least 80% of the 9-1-1 Centers (Public Safety Answering Points) will utilize nationally established police and/or fire emergency protocol systems[1] for emergency number operators to process 9-1-1 calls.

Performance Measures	2005 Actual	2006 Actual	2007 Estimated	2008 Estimated
Outcome: Percent of 9-1-1 Centers whose emergency number operators utilize police and/or fire emergency protocol systems[1]	*	25%	≥ 40%	≥ 60%

Objective 1.2 By June 2009, at least 80% of those 9-1-1 Centers (Public Safety Answering Points) that utilize nationally established police and/or fire emergency protocol systems for emergency number operators to process 9-1-1 calls will achieve at least a 90 % standards compliance rate.

Performance Measures	2005 Actual	2006 Actual	2007 Estimated	2008 Estimated
Outcome: Percent of 9-1-1 Centers that utilize police and/or emergency protocol systems[1] and achieve at least a 90% standards[2] compliance rate	*	33%	≥ 50%	≥ 75%

Notes:

***** = No data available; performance measure new in fiscal year 2006.

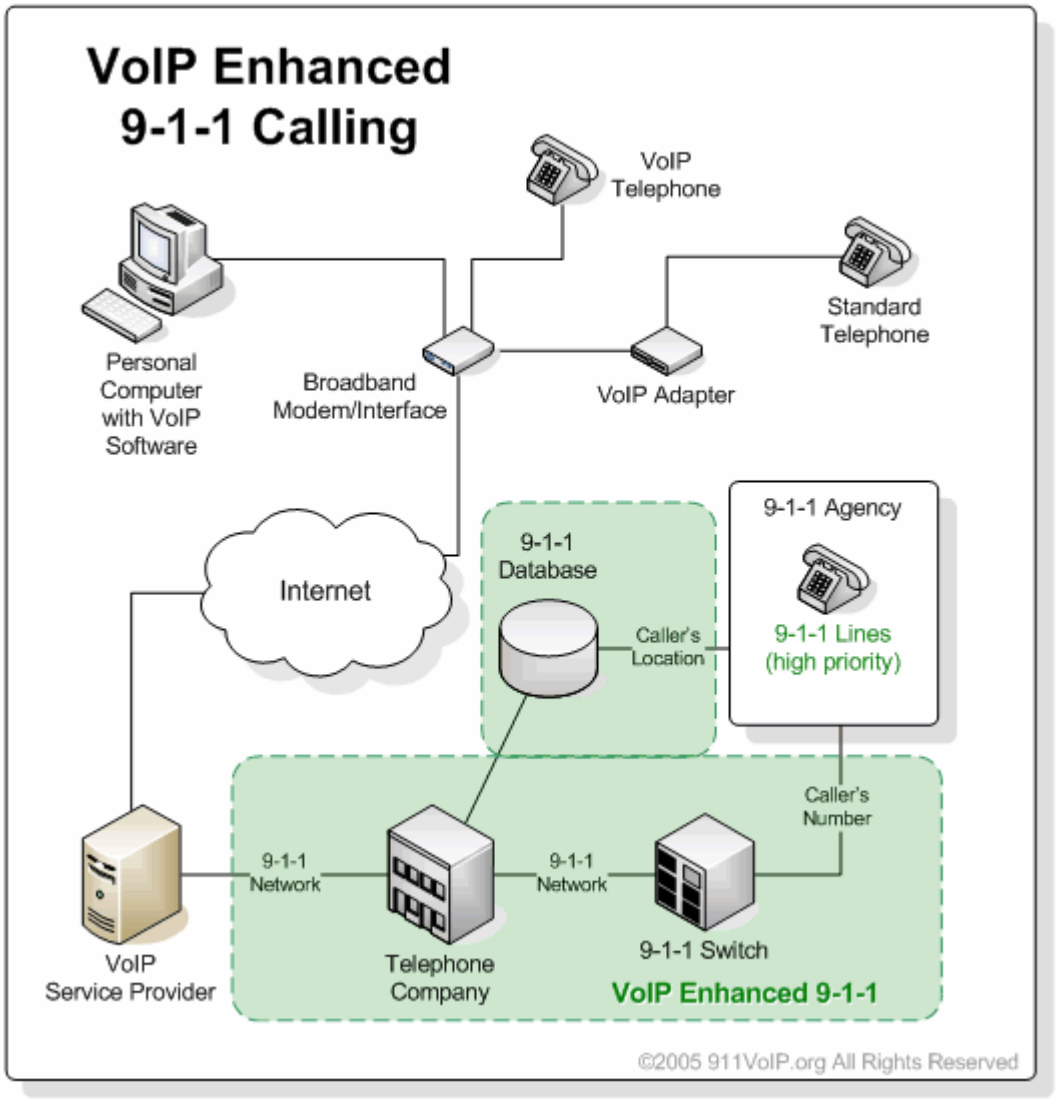
[1] "Emergency protocol systems" are two sets of standardized "question and answer" systems that guide the Emergency Number Operator to obtain appropriate (police or fire) emergency response information and to provide pre-arrival instructions to 9-1-1 callers.

[2] "Standards" are the six protocol-processing categories (case entry, nature of call, key questions, dispatch instructions, final coding, and customer service).

Currently, most PSAPs in Maryland rely on the training and experience of the Emergency Number Operator to process a 9-1-1 call. This can lead to mistakes and inconsistent information gathered from call to call or PSAP to PSAP. Police and fire protocol systems have been established by national organizations to provide a standard means to query 9-1-1 calls by an Emergency Number Operator to elicit the required emergency response information. The response made by the 9-1-1 caller to initial questions identify subsequent questions needed to guide the Emergency Number Operator in appropriately processing the emergency call, coordinating the appropriate response, and providing the 9-1-1 caller with suitable pre-arrival instructions. The utilization of nationally established protocols for processing 9-1-1 calls will ensure consistency of 9-1-1 call handling in any PSAP in Maryland

The Board has worked diligently with VoIP service providers and Verizon to ensure that Enhanced 9-1-1 service, utilizing this new technology, is available and connected to the appropriate PSAP. VoIP service, in many ways, looks and works just like a regular phone. The primary difference between the two is how your voice is transported from "here to there."

With traditional telephone service your conversation, for the most part, is analog and is connected over a single static pathway over the Public Switched Telephone Network (PSTN). In contrast, VoIP telephone conversations are almost entirely digital and may take one or more different paths over the Internet, or private network, to reach the called party. At the other end of the line, the digital packets are reassembled and converted back into analog voice signals, and sent over the PSTN to the telephone device. If everything works as it should, the call participants will never be aware of the dynamic call routing and audio conversion that is taking place.



In Maryland, VoIP service providers currently offer enhanced 9-1-1 service (E9-1-1) to subscribers. Local VoIP emergency service calls to 9-1-1 are processed through the same selective router (Verizon) as traditional phone service and forwarded to the appropriate Call Center, with callback and location information (ANI/ALI) displayed to the Call Taker (I2 solution). This solution works well for fixed location calls where the customers have correctly pre-registered their location with the VoIP service provider.

The use of "nomadic" (mobile) VoIP devices (including laptops) is feasible and potentially can result in calls routed to the incorrect Call Center due to questionable location information. The VoIP industry established "call centers" to answer undeliverable 9-1-1 calls to determine the appropriate 9-1-1 Call Center to transfer the caller for emergency service. This interim solution is fraught with impediments including delaying an emergency services response.

The Federal Communications Commission (FCC) regulates the basic oversight of 9-1-1 capabilities for Voice Over Internet Protocol (VOIP) services. In June 2005 the FCC released the "*First Report and Order and Notice of Proposed Rulemaking*" (FCC 05-116) requiring VoIP service to supply enhanced 9-1-1 service to their customers, as well as migrating to a future system that will determine the users location without user assistance. As of December 2006, the technologies to provide nomadic VoIP 9-1-1 caller locations are still being developed. In the time since the release of the above order the FCC and various national 9-1-1 organizations are working with VoIP providers to develop technologies and/or regulations to address this issue. Once established, the Board will make every effort to inform the public.

In June of 2005 the Board, due in large part to efforts of local 9-1-1 Call Center Directors, reached a significant milestone in becoming only the eighth state in the nation to implement wireless Phase II technology on a statewide basis. Wireless Phase II technology enables each of the twenty-four Primary 9-1-1 Call Centers to receive call location information for wireless 9-1-1 calls. Unlike wireline callers, wireless 911 callers tend to be transient or less familiar with the location of the emergency. The ability to identify a wireless caller's location enhances accurate and timely response of emergency services.

In recognition of the Phase II achievement, the Legislative Committees expressed the desire for Maryland to continue to accommodate the latest technology at its 9-1-1 Call Centers and directed the Board to develop a plan for upgrading the 9-1-1 Call Centers to Internet Protocol- capable technology also referred to as Next Generation technology. To assist the Board in this effort, a Task Order Request for Proposal, ("TORFP") was developed to secure a consultant familiar with NG 9-1-1 technologies and implementation strategies. In July 2006, L. Robert Kimball and Associates (Kimball) was awarded this consulting contract. The Kimball team is recognized nationally for its leadership and assistance in advancing 9-1-1 systems both on a local and national level. Kimball's report to the Board characterizes NG 9-1-1 technologies, examines Maryland's current NG 9-1-1 system readiness, identifies projected implementation and recurring costs, and outlines a Maryland NG 9-1-1 implementation timeline.

NG 9-1-1 Technologies

The proliferation of cell phone technology placed an additional burden of increased call volumes and less accurate call location information on the 9-1-1 system. With those issues addressed through Phase II technology, 9-1-1 must now respond to new Internet Protocol technological advances in the wireless, wireline and cable industries.

Communicating through text messaging, sending pictures and now streaming video utilizing your wireless phone or computer service is quickly becoming the preferred method of sharing information. New wireless technologies either are now or will shortly be available to permit sending voice and data at the same time, permitting a picture or other information to be transmitted without losing voice connectivity. Currently, 9-1-1 has no means to receive, process, display, or store this type of data. National efforts are underway to create regulations and standards that uniformly address these issues. It is expected that the implementation and testing of these standards, as well as the industry's response to developing new technology and software, will be a prolonged process.

The next generation 9-1-1 system is expected to evolve into an information highway utilizing Internet Protocol (IP) based broadband connectivity in which voice, data, video, and other informational sources will be available to Call Centers for receiving, processing, and dispatching requests for emergency services. To ensure the security and integrity of emergency information, an independent Maryland Public Safety IP Network (PSN) will likely need to be established. At a minimum, the PSN will need broadband

capacity sufficient to handle anticipated demands and have connectivity to each of Maryland's primary PSAPs. Redundancy of network connectivity and equipment will be required to further ensure integrity and prompt disaster recovery. Secondary Call Centers (including Maryland State Police) will also need to be connected to the PSN for seamless transfer of calls and sharing of emergency information.

The technology required for receiving, processing, and storing data through a NG 9-1-1 system will also require upgrading the Customer Premise Equipment (CPE), storage media, and software applications at each 9-1-1 Call Center. Current Call Center CPE equipment is IP enabled but software applications need to be developed before data, other than voice, can be processed. Plant/CML, a primary CPE vendor, informed the Board that until national standards are established Plant/CML does not anticipate developing software and related interfacing programs. This delay provides additional time for the Board to upgrade equipment at Maryland's primary Call Centers in response to NG 9-1-1 technologies.

NG 9-1-1 Costs

L. Robert Kimball and Associates indicates three kinds of expenditures for establishing a NG 9-1-1 System in Maryland. Anticipated expenditures include the costs associated with 1) planning the network, 2) purchasing and installing network equipment including connectivity and software, and finally 3) the on-going maintenance of the NG 9-1-1 network.

Initial planning costs would be associated with designing the network, selecting a vendor to install the system, and providing oversight of the installation process. The first step in this process would be developing a Request for Information/Request for Proposal (RFI/RFP) for a NG 9-1-1 PSN to identify eligible vendors, specific network designs, and associated implementation costs. Upon selecting a vendor, providing independent oversight of network installation and Call Center connectivity will be essential as the PSN is established.

Once the NG 9-1-1 System is operational there will be costs associated with its maintenance. These on-going costs will ensure that the system remains robust and responsive to emergency service demands.

The Board has examined the estimated costs associated with each of these phases, provided by L. Robert Kimball and Associates (Board consultant), and concludes that planning, operational, and initial recurring maintenance cost can be met with no increase in the State portion of the 9-1-1 surcharge.

Once the PSN is established and operational it will become the responsibility of each county to encumber funding for its portion of recurring network maintenance charges. The new network maintenance charge could be in addition to payments the counties currently make on a monthly basis for maintaining the current 9-1-1 delivery system. **Once long-term network maintenance costs are determined, it may become necessary to re-examine the appropriateness of the "county additional fee" portion of the 9-1-1 Surcharge to offset these new costs.**

NG 9-1-1 Timelines

L. Robert Kimball and Associates outlines a six-year process to fully implement NG 9-1-1 in Maryland. The process of establishing a Public Safety Network is predicated on the public readiness to transmit data to the 9-1-1 Centers and the availability of premise equipment and software capable of receiving and processing such data. The Board concludes that this process may be accelerated as the industry increases its focus on NG 9-1-1 systems. Once it is evident how these conditions are going to be met the network design and implementation process should begin. The adoption of regulations and standards, followed by the industry's announcement of compliant equipment and software, will be the most accurate determination of when to commence establishing the network.

First Year

- Prepare RFI/RFP to identify network solutions and vendors
- Release the RFI/RFP, review responses and select vendor
- On-going process of upgrading PSAP equipment, as part of their normal replacement cycle, ensuring IP compatibility
- When possible, purchase work stations for secondary PSAPs that serve as a remote off of the Primary PSAPs CPE

Second Year

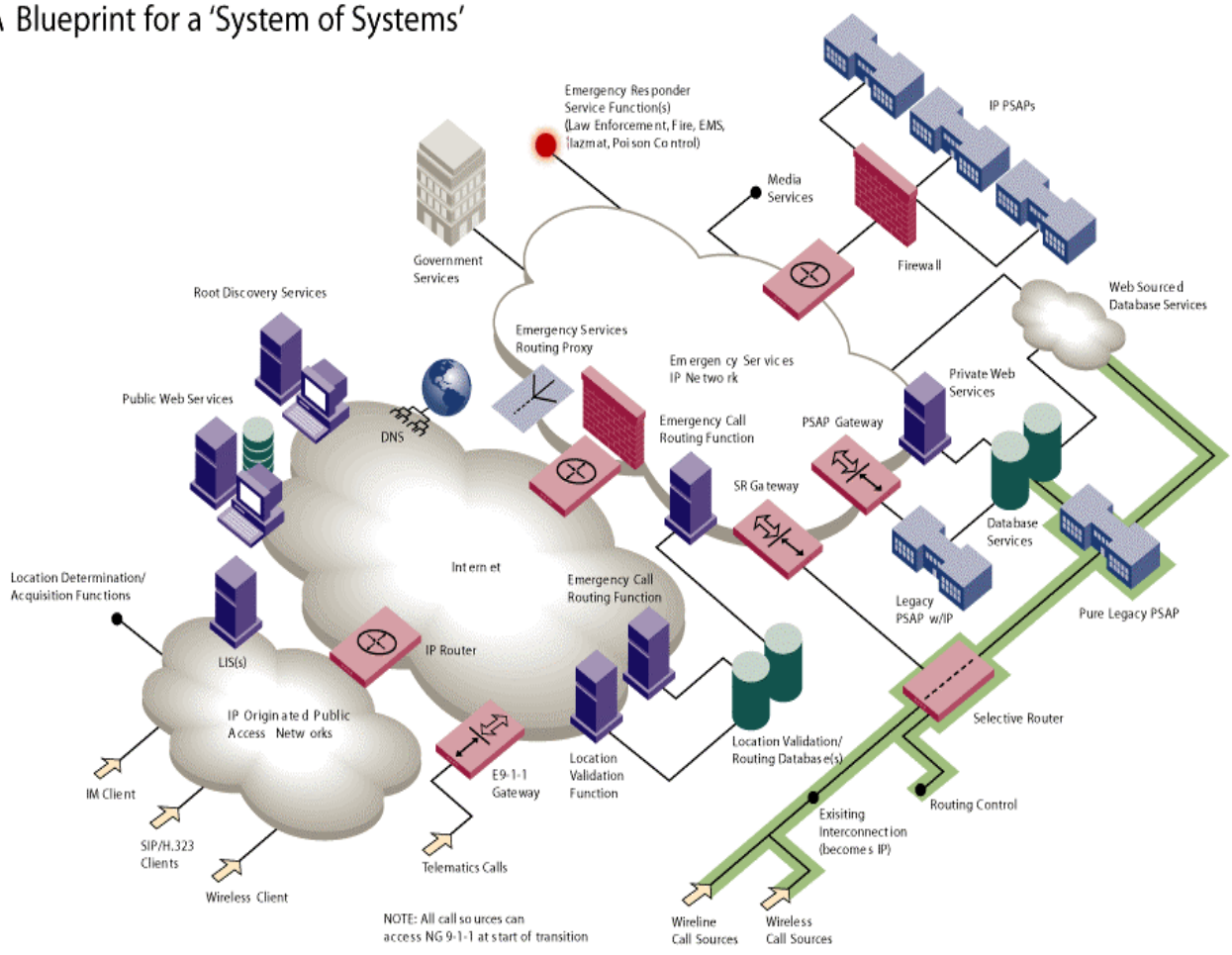
- Build out the network to Primary PSAPs
- Negotiate with Vendors to connect with the selective routers and ANI/ALI databases
- Begin the testing process of sending data through the system to the PSAPs and development of local processing procedures.
- Provide NG 9-1-1 Training of 9-1-1 Call Center personnel on an on-going basis
- Begin sending new NG 9-1-1 data sources to the 9-1-1 Centers (repeat these last three steps for each new information source)

Second - Third Year

- Build out the network to the Secondary PSAPs (including Maryland State Police)
- Examine the recurring maintenance costs associated with the network and work with the Legislature to re-examine the County's portion of the 9-1-1 Surcharge for adequacy
- Determine feasibility of expanding the PSN to other emergency services providers for information sharing (Emergency Operations Centers, Federal Agencies, Hospitals, State Highway, etc.)

The Future of 9-1-1 and Emergency Communications

A Blueprint for a 'System of Systems'



TERT Disaster Response Program

In response to the Katrina disaster, the Board began evaluating Maryland's 9-1-1 systems preparedness to respond should Maryland be faced with a similar situation. Of critical concern was the continued viability and operational readiness of our 9-1-1 Centers to meet disaster heightened demands. PSAP personnel and support staff was taxed far beyond capacity during the impact of Katrina and additional resources were slow to respond. Recognizing this potential deficiency in disaster planning in Maryland, the Board has taken the initial steps to identify and coordinate disaster 9-1-1 resource deployment.

The **Telecommunicator Emergency Response Taskforce** (TERT), envisioned by the National Emergency Number Association (NENA) and the Association of Public-Safety Officials (APCO), would create statewide teams of telecommunicators that would be available to assist any 9-1-1 Center during a time of a natural or man-made disaster. The Emergency Number Systems Board embraced this vision and began the process of identifying, training, and preparing Maryland's PSAPs for the eventuality of deploying a TERT response program. Maryland has been one of only several states nationally to implement a working TERT program.

The Board and the Maryland Emergency Management Agency (MEMA) worked in partnership to establish TERT call-out and operational procedures. A WebEOC database was created identifying staffing needs, equipment inventories, and specific operational requirements of each Maryland PSAP. This database would be maintained by local PSAP Directors and available to MEMA for coordinating a TERT call-out and response. Procedures were then developed for the deployment of a TERT response in the event of a declared disaster in the State of Maryland.

NENA's TERT Training program was presented to the Board, local PSAP directors, telecommunicators, and support staff to familiarize them with the program and to begin the process of identifying team members and leaders. The Board established a TERT Operations Manual outlining call-out and response procedures, deployment equipment, and required operational forms to be completed.

The deployment of a TERT response would be authorized under both the local Maryland Emergency Management Assistance Compact (MEMAC) and the national Emergency Management Assistance Compact (EMAC). During a declared state of emergency, should a PSAP require additional assistance, the local jurisdiction would contact MEMA and request a TERT activation identifying the resources needed. MEMA would then compare the request to the WebEOC database to determine the best match from the resources available. A team leader would be identified and deployed with other TERT responders to assist in the disaster-affected jurisdiction.

APCO, recognizing the success of Maryland's TERT implementation program, invited Howard Redman, ENSB Training Coordinator, to address attendees to their 2006 Mid-Eastern Chapter Fall Training Conference

The Training Subcommittee is comprised of members of the Board and the PSAP community, chaired by the Caroline County PSAP Director Bryan Ebling. In order to provide Maryland with a robust training program with the applicable content, the Training Subcommittee reviewed numerous training opportunities, programs, and seminars before deciding on which programs to offer for the 2006 training sessions.

ENSB Training Subcommittee
Chairman Bryan Ebling – Caroline County
John Crabill – ENSB
Howard "Buddy" Redman – Training Coordinator
Mitch Vocke – Harford County
Lt. Col. Robert J. McGainey – Maryland State Police
Randy Waesche – Carroll County
Roy Lescalleet – Washington County
John "Chris" McNamara – Howard 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 Board, through the recommendation of the Training Subcommittee, partnered with the National Academy of Emergency Dispatch (NAED) to provide their Emergency Telecommunicator Course (ETC) for instructing Maryland's newly hired 9-1-1 calltakers. This course provides a comprehensive review of the skills and abilities needed for successful handling of 9-1-1 emergency calls and is presented utilizing curriculum designed for adult based learning. Trainers from each PSAP attended NAED sponsored classes and earned ETC Instructor certification. During 2006 an additional eight instructors were certified, increasing the number of jurisdictions having an in-house ETC Instructor. In addition, over 170 new 9-1-1 calltakers successfully completed the ETC entry-level training. For additional information of the program, the web address for the National Academy is http://www.naemd.org/.

Several of this year's training programs utilized the facilities of the Public Safety Training Center, located in Sykesville, Maryland. The facility, which is centrally located, provides a rich learning environment with state of the art technology and ample classrooms able to accommodate up to 75 students

The Training Subcommittee reviewed numerous training programs recommended by our 9-1-1 Centers. Course selections were made and offered during either a spring or fall timeframe, months selected to best accommodate employee scheduling. Training programs were typically provided at least twice, once on the Eastern Shore and once in the central to western part of the state.

Training Programs

Spring Session

Telecommunicator Emergency Response Taskforce (TERT) 32 Attendees

A NENA program developed in Florida and North Carolina to provide training for telecommunicators to assist the 9-1-1 Center in a disaster. This session was an overview of the program and benefits to Maryland.

TERT for Team Leaders 44 Attendees

A course describing the Maryland TERT program, how it is set-up, and how each jurisdiction can participate. This class examined how to develop a TERT team in your jurisdiction.

Introduction to VoIP 56 Attendees

This course focused on the impact that Voice over Internet Protocol (VoIP) will have on the 9-1-1 community. VoIP is changing everything about how calls for emergency services are originated, routed, and delivered to PSAPs. Attendees learned to objectively evaluate the impact that VoIP will have on their 9-1-1 operations.

Understanding GIS for the PSAP 37 Attendees

Geographic Information Systems (GIS) technology has become more prevalent in 9-1-1 centers. Wireless Phase I and Phase II implementations and Next Generation 9-1-1 are pushing call centers to become more dependent on GIS technology.

Project RETAINS 48 Attendees

Responsive **E**fforts **T**o **A**ddress **I**ntegral **N**eeds in **S**taffing is a standard to be used by communications centers to determine staff needed, scheduling efficiently, and how to retain telecommunicators.

The Telecommunicators Role in Homeland Security 62 Attendees

Telecommunicators play a vital role in recognizing terrorist incidents, especially while they are in progress. This course will assist the telecommunicator in determining that a possible terrorist event has occurred and the appropriate response.

Fall Sessions

Emergency Telecommunicator Class – Instructor 8 Attendees

Students receive instructor certification and review the Emergency Telecommunicator Course (ETC) program in preparation for teaching in their local jurisdiction. This course provides the student with the skills and knowledge to teach newly hired staff in their PSAP.

Progressive Supervision Workshop 19 Attendees

Public Safety supervision is sometimes thrust upon a worker with no thought to progressive training. Topics include: writing effective evaluations, work style recognition, recruiting and retaining employees, rewarding excellence, managing difficult personalities and the human side of 9-1-1 supervision.

Disaster Planning for the PSAP 40 Attendees

This course is designed to help the PSAP plan for and survive manmade and natural disasters that cause disruption to the overall operations of a PSAP. This course focuses on what all members of a 9-1-1 PSAP can do to get ready for, and to continue to provide emergency communications during a disaster.

Communications Training Officer Course 24 Attendees

The course focuses on the essential elements of a one-on-one training program. Topics include the roles and responsibilities of a trainer, adult learning styles, documentation, and counseling techniques.

Leadership in the 9-1-1 Center 78 Attendees

This course focuses on the "soft" issues found in the typical 9-1-1 Center, and uses self-awareness measurement tools that are designed to reshape the way our 9-1-1 leaders function. The objective of this course is to help individuals objectively evaluate their current personal state, envision a desirable future, and plan for significant personal improvement.

The Policy Subcommittee is tasked with developing the policy and procedures to provide guidance to the Board and PSAPs with regard to requesting and encumbering funding from the 9-1-1 Trust Fund. They also craft and respond to recommendations for legislative changes affecting the Public Safety Article and the Code of Maryland Regulations (COMAR) as it relates to 9-1-1 service.

Policy/Legislative Subcommittee
Chairman John Crabill
Ed Mullikin - ENSB
Anthony Myers - ENSB
Charles Summers - ENSB
Andrew Johnston - ENSB
Jim Nixon - ENSB
Cathy Kurnas – Plant/ CML
Ray Windisch – Baltimore County
John Chew – Queen Anne's County

The Policy Subcommittee has reviewed the Code of Maryland Regulations (COMAR) for its current efficacy and relevance to Maryland's current 9-1-1 system and their revised COMAR recommendations are currently under review and are proceeding through the legislative approval process. The Policy Subcommittee is currently reviewing and memorializing existing Board policies and guidelines in an effort to update the ENSB Policy/Guidelines Manual.

SCOPE/GOAL: Responsible for the investigation, and research of technology related issues and the dissemination of technical information to the membership of the ENSB. This subcommittee will be focused on issues that could possibly impact the management, operation, and maintenance of E9-1-1 systems serving the citizenry of the State of Maryland.

DIRECTION: Develop and disseminate briefing materials in the areas of Data Systems, Communication Networks, Public Safety Answering Point Power Systems, and Telephone Station Equipment technologies that could be of value to the ENSB in the fulfillment of its responsibilities.

Technology Subcommittee
Chairman Rod Hart - ENSB
John Crabill - ENSB
Dave Balthis - ENSB
Jim Nixon - ENSB
Steve Marshall - ENSB
Charles Summers - ENSB
Lt. Col. Robert McGainey - ENSB
Andy Johnston - ENSB
Ed Mullikin - ENSB
Cathy Kurnas – Plant/CML
Ray Windisch – Baltimore County

The Technology Subcommittee is currently reviewing the feasibility of implementing a Next Generation 9-1-1 System (NG 9-1-1) in Maryland. Working in conjunction with the Board's consulting firm and monitoring activities of national organizations, the Technology Subcommittee is following NG 9-1-1 technological advancements and establishment of industry standards/regulations to better prepare and inform the Board as to NG 9-1-1 implementation options.

STANDARDS SUBCOMMITTEE MISSION STATEMENT

The subcommittee's mission is to develop guidelines to be used by the Board in its consideration of 911 equipment and service purchases. The Standards Subcommittee is responsible for the investigation, research, and development of technical, operational, procurement, and replacement standards for 911 equipment and service purchases.

STRATEGIES

- Develop written guidelines to be used by the ENSB in its consideration of the pricing, functionality, and quantities proposed for routine 911 equipment and service purchases.
- Develop procurement standards including equipment replacement cycles, and minimum qualifications.
- Review the standards and procurement activities of national associations and efforts of other jurisdictions/states, to adopt best practices in Maryland.
- Identify synergistic procurement opportunities in Maryland and foster the competitive bidding process.
- Develop spare/back-up equipment purchase guidelines.
- Develop statistical models to capture and reflect information relative to the Board's procurement activities and pricing trends.
- Work with the other subcommittees as needed to support the overall goals and objectives of the Board.

Standards Subcommittee
Chairman Wally Campbell - ENSB
Ed Mullikin - ENSB
Tom Miller - ENSB
William Walton - ENSB
Cathy Kurnas – Plant/CML
Pete Loewenheim – Washington Co.
Ray Windisch – Baltimore County

The Standards Subcommittee is currently working with the Policy Subcommittee in reviewing and memorializing existing Board policies and guidelines in an effort to update the ENSB Policy/Guidelines Manual.

ENSB/MENA Day of Celebration

SEPTEMBER 13, 2006

The Emergency Number Systems Board (ENSB), in cooperation with the Maryland Emergency Number Association presented the fourth annual 9-1-1 Day of Celebration on September 13, 2006. This event is intended to recognize the dedication and professional service provided by Maryland's telecommunicators that answer 9-1-1 calls from the citizens and visitors of our State requesting emergency services. Queen Anne's County hosted the 2006 "Day of Celebration" at the Goodwill Fire Company in Centerville, Maryland. More than 130 telecommunicators, supervisors, and other 9-1-1 service related personnel were welcomed to Queen Anne's County by Joe Cupani, President of Queen Anne's County Commissioners. Sue Greentree, President, Maryland Chapter of NENA addressed all those in attendance. Attendees then began the morning session with a training seminar titled "Being the Best You Can Be" presented by Public Safety Training Consultants (PSTC), a nationwide leader in 9-1-1 Center training. Senator Edward J. Pipkin presented a keynote speech.

John Crabill - ENSB (left) and Sue Greentree (right) present the Montgomery County Telecommunicator of the Year award to Melissa Punte

"Telecommunicator of the Year" awards were presented to exemplary telecommunicators selected by their local 9-1-1 Center directors for outstanding service and dedication to Public Safety through 9-1-1 communications. Twenty of Maryland's twenty-four 9-1-1 Centers participated and those selected were presented with a plaque honoring their achievement and were acknowledged by their peers. Assisting in presenting these awards was John Crabill the Regional Vice President of the National Emergency Number Association and Board member. The President of Maryland Chapter of NENA, Sue Greentree made the award presentations to the Telecommunicator of the Year recipients.

Throughout 2006, 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 Number Association (MENA – local chapter of NENA), the Association of Public-Safety 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).

ENSB/MENA

TELECOMMUNICATOR OF THE YEAR
2006

LIST OF RECIPIENTS

Region	06 Award Winner
Allegany County	Did Not Select Anyone
Anne Arundel County	Firefighter III James D. Covington
Baltimore City	Laura Meyers
Baltimore County	Brigid Robinson
Calvert County	Carolyn O'Sullivan
Caroline County	Andrew Collins
Carroll County	Vickey C. Ludwig
Cecil County	Kenneth J. Streets
Charles County	William Durner, Lynn Gilroy, Christopher Hughes, Kathy Lewis, Lt. Travis Walden
Dorchester County	Bonnie Foxwell
Frederick County	Phil Lambert
Garrett County	Glenda Baker
Harford County	Heidi DiGennaro
Howard County	Debbie Seal Saunders, Kim Grap
Kent County	Stephen J. Piatelli
Montgomery County	Melissa A. Punte, Captain Valerie Walls
Prince George's County	Kinta Hassler
Queen Anne's County	Edith Mansfield
Somerset County	Susan Jane Jones
St. Mary's County	Did Not Select Anyone
Talbot County	Danny Patchett
Washington County	Jason K. Kline
Wicomico County	Did Not Select Anyone
Worcester County	Did Not Select Anyone

STATE OF MARYLAND

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.