Emergency Number Systems Board

9-1-1

ANNUAL REPORT 2011

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

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STATE OF MARYLAND

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INMATE GRIEVANCE OFFICE

April 16, 2012

The Honorable Martin O'Malley
Governor of the State of Maryland
100 State Circle
Annapolis, Maryland 21401-1991

Dear Governor O'Malley:

I am pleased to forward to you the Emergency Number Systems Board's FY 2011 Annual Report as required by MD. CODE ANN., Public Safety, §1-307. The report outlines the activities, progress, and challenges the Board must address to provide quality 9-1-1 services to the citizens of Maryland.

I am proud to say that Maryland has a robust 9-1-1 System that annually receives over five million requests for emergency services. The Emergency Number Systems Board (ENSB) continues to provide funding directed to system enhancements, equipment replacements, and training mandates to ensure reliable and adequate capacity is available for 9-1-1 service.

The Emergency Number Systems Board continues its efforts to modernize Maryland's 9-1-1 system to keep pace with evolving technology. The Board is poised to take advantage of Next Generation 9-1-1 technologies as they emerge to remain responsive to the needs of our citizens and visitors. In the past year, the Board has provided funding for upgrading and refreshing 9-1-1 enhanced phone systems at four Public Safety Answering Points (PSAPs), in addition to funding selected equipment for new state-of-the-art primary PSAPs in Prince George's, Baltimore, and Garrett Counties. These are just a few examples of the accomplishments the Board has achieved this year.

The Emergency Number Systems Board and I are very proud of the achievements accomplished in the past year. We thank you for your ongoing support and leadership and look forward to the continued advancement of public safety.

Sincerely,

Gary D. Maynard
Secretary

c: Gordon Deans

MARYLAND
9-1-1
EMERGENCY
NUMBER SYSTEMS BOARD

Department of Public Safety and Correctional Services

Emergency Number Systems Board
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ANTHONY MYERS
CHAIR

GORDON DEANS
EXECUTIVE DIRECTOR

JUMARY WEST
FISCAL COORDINATOR

SCOTT ROPER
TRAINING COORDINATOR

March 26, 2012

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 (Board) for Fiscal Year 2011. The Board has convened monthly, and more frequently in sub-committees, to consider a variety of 9-1-1 related issues and projects. The attached report outlines the collective efforts of the Board and the larger 9-1-1 community in making Maryland a safer place for its residents, businesses and visitors.

Maryland continues to benefit from an effective 9-1-1 system. Recent Board statewide efforts include working with DoIT to coordinate the updating and distribution of new statewide mapping data, collaborating with the Maryland State Police in examining methodologies to enhance Barracks with the ability to dynamically receive, update, and display the location of transferred 9-1-1 callers. Ongoing Board activities include providing a vigorous 9-1-1 training program throughout the state, working with vendors to improve 9-1-1 service delivery, and continuing research, planning, and implementation of "Next Generation" technologies.

The Board remains focused on the enhancement of 9-1-1 and the critical role it plays in public safety. On behalf of the members of the Emergency Number Systems Board and the more than nine hundred call takers around the State, I thank you for your continued support and the diligent assistance your staff routinely provides.

The attached document and appendices constitute the 2011 Annual Report of the Emergency Number Systems Board as required by the Public Safety Article.

Sincerely,

A Myers

Anthony Myers, Chairman
Emergency Numbers Systems Board

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Appendix

ENSB MISSION STATEMENT

THE EMERGENCY NUMBER SYSTEMS BOARD WORKS COOPERATIVELY WITH THE COUNTIES TO PROVIDE AN EFFECTIVE AND EFFICIENT MARYLAND 9-1-1 SYSTEM THROUGH THE ADMINISTRATION OF THE 9-1-1 TRUST FUND REVENUES.

The Board achieves its goals through implementation of the following principals:

ENSB VISION STATEMENT

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 TECHNOLOGICALLY ADVANCED 9-1-1 SYSTEM STAFFED WITH APPROPRIATELY TRAINED EMERGENCY OPERATORS. 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.

The Emergency Number Systems Board's (ENSB or Board) duties are defined by Sections §1-301 through §1-312 of the Public Safety Article of the Annotated Code of Maryland. Further clarity of direction and explicit responsibilities of the Board are provided in the Code of Maryland Regulations (COMAR) Title 12, Subtitle 11, Chapter 03. Those duties include coordinating the enhancement of County 9-1-1 systems and the oversight of the 9-1-1 Trust Fund. This report details the activities of the Board during calendar year 2011 and Trust Fund expenditures of fiscal year 2011 (July 1, 2010 to June 30, 2011).

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 that Maryland's citizens and visitors are afforded a robust and responsive system when they call 9-1-1.

The current direction of the Board is to evaluate and fund local, regional, and statewide plans for enhancements consistent with the Public Safety Article, Board guidelines, the availability of Trust Fund dollars, and technological advancements. The Board is examining the following current issues:

- Integrating "Next Generation (NG)" Internet Protocol (IP) based 9-1-1 service delivery of voice, text, data, and video messaging into the 9-1-1 System;
- Examining current local and national policies, standards, and legislation to identify best practices evolving from governance, planning, regulatory, policy, and funding issues arising from a statewide transition to a NG 9-1-1 environment;
- Establishing adequate back-up 9-1-1 facilities and furthering other Homeland Security initiatives;
- Working with the Department of Informational Technology (DoIT) to coordinate the development of a "public safety network" that will utilizing IP based connectivity for sharing emergency data between all 9-1-1 primary and secondary Public Safety Answering Point (PSAP or 9-1-1 Center) facilities;
- Funding training and "protocol" software enhancements that promote standardization of 9-1-1 call processing throughout the State;
- Exploring advancements in geographical information systems (GIS) to enhance 9-1-1 related mapping, caller location, prioritized call answering, and emergency response routing methodologies;
- Implementing remote 9-1-1 workstations at Secondary PSAPs to provide enhanced caller information associated with transferred 9-1-1 calls; and
- Examining technological advancements in storage, integration, and playback of multiple sources and media types produced in a NG 9-1-1 environment.

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.

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.maryland.gov/ensb

EXECUTIVE SUMMARY

Maryland's Public Safety Article §1-305 defines the membership of the seventeen member Emergency Number Systems Board. Board members are drawn from private and public sectors representing all aspects of public safety and the citizens they serve. The current membership of the Board includes a diverse group of police, fire, emergency management, regulatory, and communications industry professionals. The members serve a Governor appointed Senate confirmed, four-year term without compensation. While only required to meet quarterly, the ENSB meets at least monthly to examine current trends and funding needs of Maryland's Public Safety Answering Points (PSAP).

The existing 9-1-1 infrastructure has performed admirably for decades, however new data rich communications devices and services are driving the existing 9-1-1 infrastructure towards its operational limits. Consumers are increasingly relying on enhanced wireless and IP-based communications technologies, which offer expanded data capabilities such as text, picture, and video messaging. Many public-safety related service providers are also seeking to share crash notification data, personal health, family, and other pertinent records with emergency responders utilizing the 9-1-1 system.

The Board continues to examine and monitor national standards surrounding the development of Next Generation 9-1-1 system elements that would capture the benefits of expanding mobile and data communications technologies, as well as continuing to provide or enhance existing 9-1-1 functionality.

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

- Exploring technology and costs associated with the capacity to transfer 9-1-1 calls between states while delivering automatic call back and location information (ANI/ALI) and providing ANI/ALI updating/rebid functionality;
- Working with PSAP personnel and Verizon representatives to review causal circumstances surrounding 9-1-1 service disruptions, augment notification procedures, improve customer service issues, and seek enhancements that will improve Maryland's 9-1-1 Systems;
- Providing funding to upgrade and refresh 9-1-1 enhanced phone systems for seven (7) primary PSAPs, one back-up PSAP.
- Providing 9-1-1 related equipment for three (3) new primary PSAP facilities located in Prince George's County, Garrett County, and Baltimore County;
- Providing funding for the opening of Washington County's Consolidated Emergency Communications Center, which will provide enhanced coordination of emergency services and maximize 9-1-1 efficiencies;
- Providing ongoing training on new 9-1-1 technologies and evolving 9-1-1 service delivery techniques, offering 33 training opportunities attended by 688 students;
- Securing statewide regulatory compliance through annual PSAP inspections;
- Interacting with federal agencies and national organizations to consider evolving 9-1-1 issues, impacts of social media, and explore funding resources;

- Encouraging counties to secure additional funding resources to augment the 9-1-1 Trust Fund;
- Assisting Maryland counties to update and maintain the accuracy of their mapping capacity and assist statewide mapping initiatives;
- Furthering the Managing for Results (MFR) goal and objective to implement emergency police and fire protocol systems at Maryland PSAPs to provide 9-1-1 caller interrogation consistency coupled with an established quality assurance program; and
- Assisting Project Manager (L. Robert Kimball) and the Maryland State Police (MSP) in the release of a RFP and evaluation of responses exploring Next Generation 9-1-1 Systems technologies and network capacity for transferring MSP related emergency calls.

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 and in-service training opportunities for 9-1-1 call takers;
- **Standards** – to provide guidance on best practices and funding guidelines for selecting and purchasing PSAP equipment;
- **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 and educate the Board on current and future technological advancements impacting the delivery of 9-1-1 services.

By statutory directive, the Board also enjoys membership and actively participates on the following Maryland Board:

- **SEMSAC Board –** to assist the Statewide Emergency Medical Systems Advisory Council, comprised of representatives from organizations involved in providing emergency medical care services.

The ENSB remains committed to enhancing Maryland's 9-1-1 system and taking advantage of proven technological advances in service delivery. Maryland continues to be a national leader in providing enhanced emergency wireline, wireless, and VoIP services. With the advancements made in IP based telephony equipment, Maryland is again poised to embrace a new technology and work towards a smooth transition as "next generation" 9-1-1 systems and service is realized.

The Maryland Public Safety Article (Title-1, Subtitle-3) is the enabling legislation that established the 9-1-1 Trust Fund and the Emergency Number Systems Board. It was originally crafted to create a funding mechanism and oversight Board to provide for the orderly installation, maintenance, and operation of 9-1-1 systems in Maryland and establish the three-digit number, 9-1-1, as the primary emergency telephone number to summon emergency assistance. The Public Safety Article remains responsive to the needs of the Maryland's citizens.

The legislation established the Maryland 9-1-1 Surcharge, derived from a monthly surcharge levied on each telephone bill, to provide a constant funding source for enhancing and maintaining Maryland's 9-1-1 system. The 9-1-1 Surcharge is comprised of two separate fees designated to offset 9-1-1 related capital and operational costs. The first portion of the Maryland 9-1-1 Surcharge is the "9-1-1 state fee." The state fee is distributed to the Maryland counties at the discretion of the Emergency Number Systems Board in response to county 9-1-1 system enhancement requests. The level of the second portion is the "Additional Charge" is determined by each county through local resolution. The Public Safety Article limits the "Additional Charge" to a maximum of $0.75. Legislation requires that the amount of the additional charges received may not exceed a level necessary to cover the total eligible maintenance and operation costs of the county. The Public Safety Article further defines that 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. To ensure compliance, 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. All Maryland Counties have taken advantage of this legislative authority and have passed local resolutions establishing their "Additional Charge."

In 2003, the Public Safety Article was updated to provide the mandate and fiscal support 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 2003 revisions also expanded the definition of "9-1-1 accessible 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.

In 2008, this legislation was revised to increase the membership of the Board from 15 to 17 members. Responding to technological advancements in geographical information

systems (GIS) and the integration of wireless location technology into the 9-1-1 system, this legislation established a new Board position to represent the State's GIS community. Since 2001, the role and capacity of local emergency management services (EMS) and nationwide homeland security efforts have increased significantly. Because 9-1-1 plays a vital role in identifying incidents where emergency management services are to be deployed, the Public Safety Article was amended to increase the EMS representation on the Board from one to two positions.

Recommended Legislative Change

The wireless industry is experiencing a significant change in how its service is being utilized by consumers. Nationally, approximately 30% of households have elected to drop their traditional wireline phone service in favor of using wireless based communications. There has also been a shift in how communication services are being purchased with "pre-paid" wireless service becoming the fastest growing segment in the industry; capturing approximately 18% of the wireless market. Consumers are opting for prepaid wireless service whereby a specified number of minutes are purchased at retail outlets or online, rather than the traditional monthly-billed wireless service.

Maryland's current legislation defines the 9-1-1 Surcharge to be assessed on a monthly "per-bill" basis, which would prevent the fee from being applicable to the retail purchase of "pre-paid" wireless communication services.* During the past several years, the above market changes and legislative restriction has resulted in a significant loss of $ 5-6 million in 9-1-1 surcharge revenue.

During the 2012 Legislative Session, the Department of Public Safety and Correctional Services introduced legislation that would establish the collection and remittance of 9-1-1 Surcharge fees by Maryland retail outlets, referred to as the "Point of Sale (POS) Collection Model." The POS model would add the 9-1-1 Surcharge to each retail transaction of prepaid wireless telecommunications service for any purpose other than resale. This legislative change is being requested because prepaid wireless service does not fit within current statutes/regulations regarding the collection and remittance of the 9-1-1 fee. Should this legislation change become enacted, amounts collected in this manner, minus a processing fee, will be deposited to the State 9-1-1 Trust Fund. The fees collected will be utilized to fund 9-1-1 enhancement projects and offset PSAP recurring operational/maintenance costs in the same fashion as currently collected 9-1-1 fees.

Ensuring that the 9-1-1 system is funded in a fair and equitable manner by those utilizing communication devices that provide accessible 9-1-1 service is a priority for the sustainability of Maryland's 9-1-1 system.

* The marketing of pre-paid wireless service is done through the purchase of "service minutes" from retail or on-line outlets, which may not produce monthly bills.

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. Recent recommendations made by the Emergency Number Systems Board's Policy Subcommittee for updating COMAR were adopted. Significant updates include:

- Redundant wording of items appearing in COMAR that were verbatim to the Public Safety Article were removed and language added to reference the reader back to the appropriate section of the Public Safety Article;
- The Board requires a majority of confirmed members to be present at a meeting to constitute a quorum;
- PSAPs shall provide access to services for individuals who do not speak or understand the English language*;
- PSAPs shall have sufficient call takers and equipment to consistently answer incoming calls on a daily average, of 10 seconds or less**;
- Within six months of hiring a Public Safety Answering Point call taker, a county shall train the new call taker using a curriculum adopted or approved by the Board**;
- A county shall provide a Public Safety Answering Point call taker with yearly in-service training using a curriculum adopted or approved by the Board**; and
- In requesting funding from the Board, the county shall ensure that the county's procurement laws and policies are followed.

COMAR 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.

* All PSAPs provide immediate language assistance through contractual translation services.
** Through the annual inspection process, all PSAPs were found to be compliant.

1970s and 1980s

- In March 1973, the White House's Office of Telecommunications issued a national policy statement that recognized the benefits of 9-1-1, encouraged the nationwide adoption of 9-1-1, and provided for the establishment of a Federal Information Center to assist units of government in planning and implementation.

- In 1972, Charles County was the first in Maryland to adopt 9-1-1, followed by Prince George's in 1973 and Montgomery in 1974.

- In 1979 Maryland became the second state in the nation to adopt 9-1-1 as the statewide universal number for emergency services access. The Emergency Number Systems Board was established to coordinate 9-1-1 implementation efforts.

- The emergency communications industry established standards for automatic number information (ANI) and automatic location information (ALI) to be presented with each 9-1-1 call. This automatic ANI/ALI data delivery to 9-1-1 call takers was designed to streamline the information gathering/dispatch processes and allow locating persons unable to identify their location or to verbally communicate.

- Maryland established a ten-cent phone bill surcharge to fund 9-1-1 development efforts.

- The Statute enabling the ENSB was amended to include authority for Counties to charge an "additional fee" via monthly phone bills to offset 9-1-1 operational expenses.

1990s

- By 1995, all Maryland counties had implemented enhanced wireline 9-1-1 service (ANI/ALI displayed with each 9-1-1 call).

- The 9-1-1 Surcharge fee was modified to encompass wireless telecommunication services and the ENSB was expanded to include a member of the wireless industry.

- The ENSB Training Sub-Committee and the Dundalk Community College developed a standardized 40-hour entrance level training course for 9-1-1 dispatchers.

2000 - 2010

- In 2002, Anne Arundel County is selected as the State's test site for providing enhanced wireless service and becomes Wireless Phase I operational (call back number displayed).

- In 2003, the 9-1-1 Surcharge is increased to 25 cents per bill per month and the County "Additional Fee" is 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), while deleting a public at large position.

- By 2004, in most jurisdictions, more than 50% of all 9-1-1 calls originated from wireless callers.

- By June 2005, all of Maryland's primary PSAPs become Wireless Phase II operational (ANI/ALI with all wireless calls), making Maryland, according to the National Emergency Number Association, only the eighth state in the nation to accomplish this milestone.

- 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 worked in cooperation with the Maryland State Highway Administration to obtain statewide aerial-photography to assist Maryland counties in updating and maintaining the accuracy of their mapping capacity to locate wireless callers.

- The Governor established Homeland Security Core Goals and in response, the Board established "back-up" PSAP criteria, should the primary PSAP not fulfill its role because of power outages, telephone system interruptions, building evacuations, or other natural or manmade disasters. The Board began providing funding for each PSAP to have a viable back-up facility that met Board established standards.

- The Board encourages and funds the utilization of Emergency Protocol Systems to provide a standardized means to consistently query and process information from 9-1-1 callers. All Maryland primary PSAPs utilize emergency medical dispatch protocols, while 92% of primary PSAPs use emergency fire and or police dispatch protocols.

- In 2008, Board membership increased to 17 members, adding representation from the Geographic Information Services (GIS) community and an additional representative from Emergency Management Services.

- In 2009, Board established policy to fund remote workstations at Maryland's secondary PSAPs, which receives transferred 9-1-1 calls. The Frederick City Police Department completed the first installation utilizing the Frederick County PSAP phone equipment and IP connectivity between facilities. Through this effort, the Board intends to advance the dissemination of enhanced 9-1-1 data to secondary PSAPs.

- In 2009, the Harford County PSAP became the first PSAP in the nation to be recognized by the National Academy of Emergency Dispatch as an accredited "Center of Excellence" in all protocol disciplines (police, fire, and EMS).

- In 2010 - 2011, the Board continued to explore solutions to provide Secondary PSAPs, including the Maryland State Police, with "Next Generation" 9-1-1 Systems technologies for call delivery that will provide ANI/ALI, capacity to rebid, and other call related data when available.

BOARD MEMBERSHIP

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.

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 recognition of time demands, the ENSB through DPSCS has employed a full time fiscal coordinator and 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 call takers and supervisors. The Department established an administrative assistant position, working directly for the Office of the Executive Director, to advance the training efforts described in COMAR and handling special projects as assigned.

The following page outlines 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
8/30/99 - 6/30/12	Public Service Commission	Anthony Myers
4/1/08 - 6/30/15	MIEMSS[1]	Richard Berg
7/1/04 - 6/30/12	Volunteer Fire Service	Brian C. Ebling
2/1/10 - 6/30/13	Career Fire Service	Captain Colleen O'Neill
9/07/11 - 6/30/15	Public-At-Large	Scott Whitney
9/07/11- 6/30/14	Emergency Management Systems	Teresa Owens
4/1/08 - 6/30/15	Telephone Utility	Kevin M. Green
10/1/08 - 6/30/13	APCO[2]	Susan E. Greentree
7/1/06 - 6/30/13	Maryland State Police	Lt. Col. William Pallozzi
4/26/11 - 6/30/14	Police Services	Captain Peter Lazich
7/1/04 - 6/30/12	Public-At-Large	Roderick W. Hart
12/29/03 - 6/30/13	Large County	Andrew M. Johnston
7/1/04 - 6/30/13	Wireless Industry	Brian Josef
11/10/03 - 6/30/14	Small County	Steve Marshall
4/1/08 - 6/30/15	NENA[3] – Local Chapter	William A. Frazier
10/1/08 - 6/30/12	Emergency Management Systems	John E. Markey
10/1/08 - 6/30/12	Geographic Informational Systems	Ken Miller

1 – Maryland Institute for Emergency Medical Services Systems
2 – Association of Public-Safety Communications Officials
3 – National Emergency Number Association

Types of 9-1-1 Systems

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. Previously, emergency services were requested through unique local phone exchanges to police and fire service agencies or by dialing "0" for the operator. The caller's phone number and address were not displayed to the call taker.

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 provide ANI/ALI data of a wireless caller to the PSAP. Today, the wireless industry is in compliance with the FCC regulations and has been able to provide enhanced wireless service to technologically capable PSAPs. In June 2005, Maryland became only the eighth state in the nation to have all primary PSAP's (24) receive and display the ANI and ALI information from wireless 9-1-1 calls.

During 2011, 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, entered into a partnership and obtained statewide aerial-photography to assist Maryland counties to update and maintain the accuracy of their mapping capacity. This cooperative effort of providing current statewide aerial-photography to PSAPs is anticipated to be an ongoing project.

In coordination with the Board, Voice over Internet Protocol (VoIP) and Telematics emergency 9-1-1 services are now being directed through the Verizon selective router to the appropriate PSAP, in the same fashion as traditional communication services with caller related emergency information displayed to the call taker.

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. Currently, fifteen (15) of Maryland's twenty-four (24) primary PSAPs have diversely routed fiber connectivity from the Verizon 9-1-1 Local Central Office. As a pilot-project, the Board is working with the Maryland State Police (MSP) to explore Next Generation 9-1-1 Systems technologies for the delivery of transferred emergency calls and related data. The MSP pilot Next Generation 9-1-1 System is examined further later in this report.

Maryland 2011 PSAP Statistics*

9-1-1 Calls

County	Director	Wireline	Wireless	Total
Allegany	Roger Bennett	14,256	28,348	42,604
Anne Arundel	Lt. Michelle Simpson	98,317	234,904	333,221
Baltimore City	Major Joe Smith	485,791	791,705	1,277,496
Baltimore	Marie Whisonant	209,094	421,879	630,973
Calvert	Yvette Myers	22,218	22,158	44,376
Caroline	Bryan Ebling	5,446	12,892	18,338
Carroll	Randy Waesche	24,532	35,505	60,037
Cecil	Richard Brooks	20,161	46,943	67,104
Charles	Tony Rose	20,657	48,912	69,569
Dorchester	Kim Browning	6,219	16,658	22,877
Frederick	Chip Jewel	35,759	98,914	134,673
Garrett	Jon Bradley Frantz	5,553	9,385	14,938
Harford	W. Mitch Vocke	31,559	77,306	108,865
Howard	Lt. Paul Yodzis	64,077	109,648	173,725
Kent	Wayne Darrell	4,439	509	4,948
Montgomery	Brian Melby	162,484	343,927	506,411
Prince George's	Charlynn Flaherty	311,639	634,868	947,507
Queen Anne's	Kevin Aftung	6,789	17,576	24,365
Somerset	Steve Marshall	4,726	11,226	15,952
St. Mary's	Tom Mattingly	16,462	32,321	48,783
Talbot	Clay Stamp	8,730	12,914	21,644
Washington	Bardona Woods	25,463	62,746	88,209
Wicomico	David Shipley	17,992	47,312	65,304
Worcester	Teresa Owens	10,244	29,639	39,833
Maryland Total 9-1-1 Calls		**1,612,607**	**3,148,195**	**4,761,752**

*** As reported by each County's PSAP Director**

PSAP Inspections

In 2011, the Office of the Executive Director inspected each of Maryland's 24 PSAPs. Inspections are conducted annually to ensure each county's compliance with established regulations, to determine areas of improvement, and to inform the Board about new call handing trends or processes that may have statewide implications.

Areas reviewed during the inspection process:

- The state of each county's ability to map wireless 9-1-1 calls, provide ongoing map updating, and review accuracy issues;
- In conjunction with data provided by Verizon, review the number of wireless and wireline 9-1-1 trunks for each county ensuring the P.01 standard is met. If necessary discuss if the number and ratio of trunks needs to be modified;
- A review of Verizon service issues and any related concerns affecting the PSAP;
- A determination if each county has adopted the new Verizon notification process and Mass Call Mitigation Plan;
- The status of each county's back-up 9-1-1 facility and how often is it exercised;
- Identification of other sources of funding the counties may have used for communications related projects (radio, CAD, 9-1-1, mapping, etc.);
- A check of PSAP equipment to make certain that it meets COMAR requirements;
- A review of 9-1-1 call metrics to ensure compliance with the COMAR requirement of answering 9-1-1 calls on a daily average of 10 seconds on a consistent basis;
- A discussion of trends for managed data services, and the potential fiscal impact of Next Generation 9-1-1 on PSAP budgets;
- An overview of each county's participation in the Telecommunicator Emergency Response Team (TERT) program and what can be done for improvement;
- A review of the quality assurance efforts for 9-1-1 calls and protocol use;
- A discussion of staffing concerns and filling of vacancies;
- A review of each county's three-year plan for anticipated Board funded projects;
- A review of training records to determine if each county meets the COMAR standards for entrance level and annual in-service training;
- A review of training records for ENSB funded Emergency Telecommunicator Course certifications of 9-1-1 operators;
- A discussion with the PSAP personnel to identify any improvements to ENSB processes and offered training.

Where deficiencies were noted, the Office of the Executive Director has worked collaboratively with the county to achieve compliance.

The Maryland Public Safety Article (§*1-310 & §1-311*) establishes two funding streams to support 9-1-1. The first is the State "9-1-1 Fee", which is $0.25 per subscriber per month. The second is the County "Additional Fee" in an amount determined by each county, through local ordinance, up to maximum of $0.75 per bill per month. All Maryland counties and Baltimore City currently have passed local ordinances establishing the "Additional Fee" at $0.75. Telephone companies, wireless carriers, and other 9-1-1 accessible service providers, collect and remit both portions of the 9-1-1 Surcharge to the State Comptroller, monthly, for deposit into the 9-1-1 Trust Fund.

Quarterly, the County "Additional Fee" portion is distributed to each county prorated in accordance with the level of fees collected in each jurisdiction (*Public Safety Article §1-309*). Annually, the Secretary of the Department of Public Safety and Correctional Services requests a budget appropriation from the 9-1-1 Trust Fund in an amount sufficient to carry out the purposes of the enabling legislation, pay administrative costs, and reimburse counties for the cost of enhancing their 9-1-1 system (*Public Safety Article §1-309*). Through this budget appropriation process, the State "9-1-1 Fee" is distributed from the 9-1-1 Trust Fund to the Maryland counties at the discretion of the Emergency Number Systems Board in response to county 9-1-1 enhancement requests.

Maryland has established written criteria identifying the allowable uses of funds collected. Money collected from the State "9-1-1 Fee" may be used to reimburse counties for the cost of enhancing Maryland's 9-1-1 system through payment to a third party contractor (*Public Safety Article §1-308*). COMAR (*12.11.03.12*) further defines equipment qualifying for funding or reimbursement. Money distributed quarterly to the counties from the collection of the County "Additional Fee" may be spent on the installation, enhancement, maintenance, and operation of a county or multi-county 9-1-1 system. 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 (*Public Safety Article §1-312*).

The following chart indicates the 9-1-1 Surcharge fees associated with each jurisdiction and the date of resolution modifying the county additional fee.

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	$0.75	July 1, 2007
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 chart below reflects the Fiscal Year 2011 distribution of the collected "additional charge" fees.

FY 2011 "Additional Fee" Payments to the Jurisdictions

County	Population*	FY 11 Disbursement	Percent of Total**
Allegany County	74,930	$492,655	1.22%
Anne Arundel County	489,656	$3,947,613	9.75%
Baltimore City	620,961	$5,174,625	12.78%
Baltimore County	754,292	$4,741,964	11.71%
Calvert County	74,563	$591,758	1.46%
Caroline County	29,772	$188,338	0.47%
Carroll County	150,897	$1,060,794	2.62%
Cecil County	85,951	$605,654	1.50%
Charles County	120,546	$1,013,144	2.50%
Dorchester County	30,674	$200,078	0.49%
Frederick County	195,277	$1,482,310	3.66%
Garrett County	29,846	$265,990	0.66%
Harford County	218,590	$1,628,759	4.02%
Howard County	247,842	$2,185,683	5.40%
Kent County	19,197	$135,240	0.33%
Montgomery County	873,341	$7,186,504	17.75%
Prince George's County	801,515	$6,356,579	15.70%
Queen Anne's County	40,563	$315,222	0.78%
Somerset County	24,747	$120,693	0.30%
St Mary's County	86,211	$614,716	1.52%
Talbot County	33,812	$268,291	0.66%
Washington County	131,923	$898,782	2.22%
Wicomico County	84,644	$554,215	1.37%
Worcester County	46,543	$451,355	1.11%
TOTALS	5,773,552	$40,480,962	100.00%

* 2010 Census (Maryland Manual)
** Percent of total disbursement - used to calculate disbursement of non-designated funds (i.e. Interest)

ENSB Expenditures

The Department of Public Safety and Correctional Services 2011 annual budget appropriation for the Emergency Number Systems Board is approximately $ 15.2 M. During the 2011 Legislative Session, HB 151 (Budget Reconciliation and Financing Act) provided that $1,000,000 in fiscal year 2012 revenue from the State 9-1-1 fee on wired lines may be used to support the Computer Aided Dispatch/Records Management System project in the Maryland State Police.

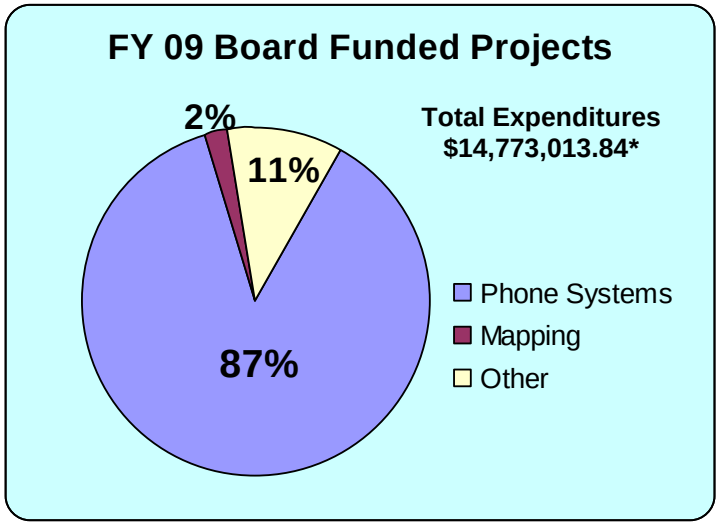
The technical nature of 9-1-1 communications has evolved over time to include the advent of computer-aided dispatch, multiple agencies providing emergency response, national standard setting organizations, wireless telephone communications, and most recently, IP based communication and telematics (automatic crash notification) services. These have brought about fundamental changes in the 9-1-1 infrastructure and added training and equipment challenges.

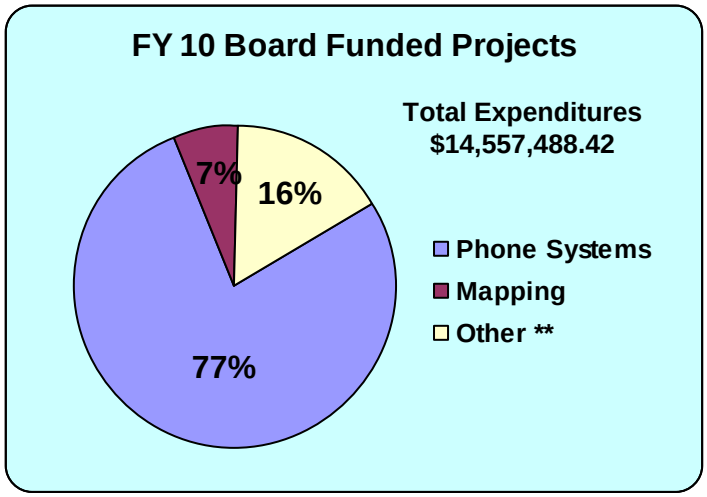
Historically, the vast majority of funds are allocated to upgrading phone systems, keeping current with technological advances, providing adequate back-up facilities, and enhancing mapping capacity. Current phone systems funded by the Board must be IP capable and ready to accept next generation 9-1-1 data once national delivery and presentation standards have been established. All Maryland PSAPs now have the capability of mapping the position of 9-1-1 callers, when location information is received by the call taker. In cooperation with the Maryland State Highway Administration, it is anticipated that ongoing funding for mapping will be needed to assist Maryland develop, maintain, and further efforts to establish mapping standards, quality, and functionality leading to universal ownership of the resulting statewide mapping product.

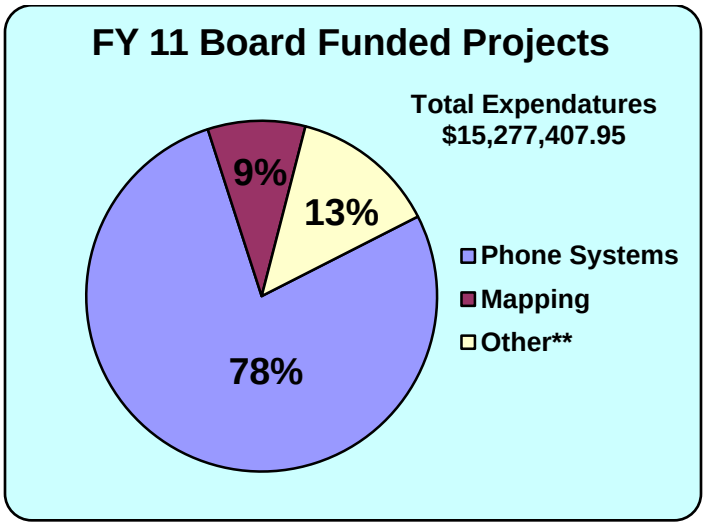
Should circumstances arise that prevents a PSAP from receiving or processing emergency calls, it is critical that back-up 9-1-1 service and relocation strategies are in place and regularly exercised. During 2011, the Board funded several projects for PSAPs to enhance or establish capacity for back-up service and emergency relocation procedures. Referring to the Board's "back-up" PSAP guidelines, the Board worked with noncompliant 9-1-1 Centers to establish approved back-up facilities with appropriate service functionality.

Utilizing technological advances in 9-1-1 phone systems and IP connectivity, the Board began the process of expanding the 9-1-1 system to encompass Secondary PSAPs. Through the use of remote workstations, linked directly to the primary PSAP, secondary PSAPs call takers experience the same functionality, mapping capacity and data delivery on all transferred 9-1-1 calls. This enhancement of service was successfully piloted at the Frederick City Police Department and during 2011 was extended to Salisbury Police Department.

The charts below reflect Board expenditures over the previous three fiscal years.







***** Other Funding*:**

"Other" funding is comprised of capital expenditures related to 9-1-1 call processing or its enhancement. Some examples of these capital expenditures are listed below:

- *9-1-1 Center security;*
- *Back-up power systems;*
- *Redundant/diverse 9-1-1 call routing;*
- *Training – entry-level, in-service and supervisory/administrative;*
- *Lightning/surge protection; and*
- *Protocol call processing systems*

PHONE SYSTEM PROJECTS – FY 11

Receiving and processing 9-1-1 calls requires specialized phone system equipment to optimize voice, data, and location technologies. These complex phone systems leverage advances in communication equipment to provide responsive 9-1-1 call handling, data management, and mapping capacity, while maintaining enhanced 9-1-1 services with legacy systems. In response to technological advances in the communication industry, the Board anticipates updating PSAP phone equipment in five to six year cycles. During FY 11, the Board provided funding to upgrade and refresh 9-1-1 enhanced phone systems for four (4) primary PSAPs, one (1) back-up PSAP, and three (3) new primary PSAPs in Baltimore, Prince George's, and Garrett counties.

HIGHLIGHTED FY 11 PHONE SYSTEM UPGRADES

Prince George's County and Baltimore County

Both Prince George's County and Baltimore County opened new, state-of-the-art Public Safety Communications Centers to answer their county's 9-1-1 and non-emergency calls and provide dispatch services to the various law enforcement and fire agencies within their counties. These new centers were partially funded by the 9-1-1 Trust Fund, which were awarded by the Emergency Number Systems Board.

Garrett County

The Board funded a new IP ready phone system, workstations, and security system for the newly established Garrett County Communications facility. This new facility consolidated 9-1-1 and non-emergency call answering, countywide fire dispatch, and police dispatch for the Garrett County Sherriff's Department.

St Mary's County, Cecil County, Talbot County, and Wicomico County

The Board provided funding to upgrade and refresh the primary PSAP phone equipment of St Mary's County, Cecil County, Talbot County, and Wicomico County. These upgrades increased capacity at each PSAP and provided new enhanced mapping and data management services.

The Public Safety Article requires each county to annually 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 11 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. Operational expenses typically include 9-1-1 related personnel salaries/benefits, recurring maintenance and service fees, mapping maintenance/updating, network associated fees, and capital expenditures not covered by the Board.

COUNTY	COUNTY 9-1-1 FEE REVENUES	COUNTY 9-1-1 EXPENSES *	% 0F 9-1-1 FEE OFFSET
Allegany County	$492,655.00	$1,812,967.00	27%
Anne Arundel County	$3,947,613.00	$6,159,035.00	64%
Baltimore City	$5,174,625.00	$12,095,591.95	43%
Baltimore County	$4,741,964.00	$9,417,752.00	50%
Calvert County	$591,758.00	$2,381,087.00	25%
Caroline County	$188,338.00	$1,257,911.00	15%
Carroll County	$1,060,794.00	$1,844,072.00	58%
Cecil County	$605,654.00	$1,838,456.00	33%
Charles County	$1,013,144.00	$1,835,535.00	55%
Dorchester County	$200,078.00	$1,405,838.00	14%
Frederick County	$1,482,310.00	$4,524,052.00	33%
Garrett County	$265,990.00	$789,179.00	34%
Harford County	$1,628,759.00	$5,608,453.00	29%
Howard County	$2,185,683.00	$4,865,621.00	45%
Kent County	$135,240.00	$835,977.00	16%
Montgomery County	$7,186,504.00	$12,786,611.00	56%
Prince George's County	$6,356,579.00	$14,784,941.00	43%
Queen Anne's County	$315,222.00	$2,018,483.00	16%
Saint Mary's County	$614,716.00	$1,738,089.00	35%
Somerset County	$120,693.00	$884,077.00	14%
Talbot County	$268,291.00	$921,717.00	29%
Washington County	$898,782.00	$3,332,651.00	27%
Wicomico County	$554,215.00	$948,422.00	58%
Worcester County	$451,355.00	$2,693,986.00	17%

Average % of Operational Cost Offset by 9-1-1 Fee 42%

* 9-1-1 related operational costs as reported by County selected independent auditors

ENSB Special Meetings

The Board held special meetings and also participated in a series of hearings conducted by the Public Service Commission (PSC Case Number 9265 "*In the matter of the Commission's Investigation into the Outages of Verizon Maryland Inc. 9-1-1 Network in Maryland")* to review circumstances surrounding 9-1-1 network call delivery failures. The network impairments occurred on January 26, 2011 and May 30, 2011 (Memorial Day).

The January 26, 2011 network failure was related to an extreme amount of wireless 9-1-1 calls occurring when a snow storm hit Maryland during the evening rush hour. As a result of the network failures, wireless 9-1-1 call delivery was diminished to the Montgomery County PSAP. The Board called an emergency meeting on February 10th, directing Verizon to appear to clarify what occurred and to explain what changes to the network management and notification processes should be made. Verizon was also directed to appear before the Board at the regularly scheduled ENSB meeting on February 24th to continue this review.

The Board, working with Verizon and the PSC, was able to establish the following changes to the 9-1-1 network and service response in Maryland:

- Developing a contact list for each PSAP so that the Verizon Customer Care Center can contact each PSAP Director and designees in the event that there is a detected network issue that is not reported by the PSAP;
- Providing e-mail notification to each PSAP director and other designees of the director when a 9-1-1 network or equipment trouble ticket is opened;
- Adjusting, with each PSAP director's concurrence, the trunk "busy out percentage" so that in the event of a similar incident, only one trunk could become disabled.

On Memorial Day, Verizon experienced a power failure in a central office in New Jersey. The power failure was caused by a failure of an Uninterrupted Power Supply unit. With a loss of power, the PSAPs in Maryland and surrounding states did not receive automatic number identification (ANI) and automatic location information (ALI) for certain wireless and VOIP 9-1-1 calls. When the affected Maryland PSAPs began calling the Verizon Customer Care Center to report the trouble, many experienced longer than average hold times. Verizon, following the agreement from the January outage, notified each PSAP director of the outage by e-mail and opened a conference bridge to provide updates and to answer questions.

The Board met with Verizon at the June and July Board meetings to discuss this matter, and to work collaboratively with Verizon to ensure that this type of communication failure does not happen again. Some of the results are as follows:

- Verizon provided each PSAP with an escalation list of service managers so that the PSAP could contact them directly if they were not able to reach the Verizon Customer Care Center (CCC);
- Verizon agreed to be more diligent in making contact and to follow-up with phone calls in the event that initial contact is not made;
- Verizon agreed to e-mail trouble ticket "updates" to the PSAP directors and designees;
- The Office of the Executive Director, through the annual inspection process, discussed this matter with each PSAP director and staff to ensure they keep their notification list relevant and up to date with Verizon.

The Board continues to meet with Verizon each month to discuss service issues and efforts to ensure the reliability of Maryland's 9-1-1 network.

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 Emergency Number Systems Board established two Managing for Results (MFR) objectives that would track the quality and consistency of the emergency response information extracted from 9-1-1 callers by Emergency Number Operators (call takers) staffing Maryland's twenty-four (24) Public Safety Answering Points.

Formerly, PSAPs in Maryland relied solely on the training and experience of the call taker to process a 9-1-1 call. Police and fire protocol systems have been established by national organizations to provide a standard means to query 9-1-1 callers to elicit the information required to properly respond to an emergency call. 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 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 enhance consistency of 9-1-1 call handling.

Goal **To meet compliance standards for emergency number operator use of nationally established emergency processing protocols in Maryland to extract optimum information for improved emergency response.**

Objective 1.1 – By June 2011, at least 95% of the 9-1-1 Centers (Public Safety Answering Points) will utilize nationally established police and/or fire emergency protocol systems for emergency number operators to process 9-1-1 calls.

Performance: Objective 1.1 was designed to target the "use" (implementation) of police and fire protocol systems, and Objective 1.2 was designed to target subsequent compliance with protocol standards after implementation. During fiscal year 2011, ENSB funded an additional PSAP's requests to implement protocol systems. With 23 PSAPs implementing these protocol systems, the target of 95% (96% actual) was achieved.

Objective 1.2 – By June 2011, at least 85% 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.

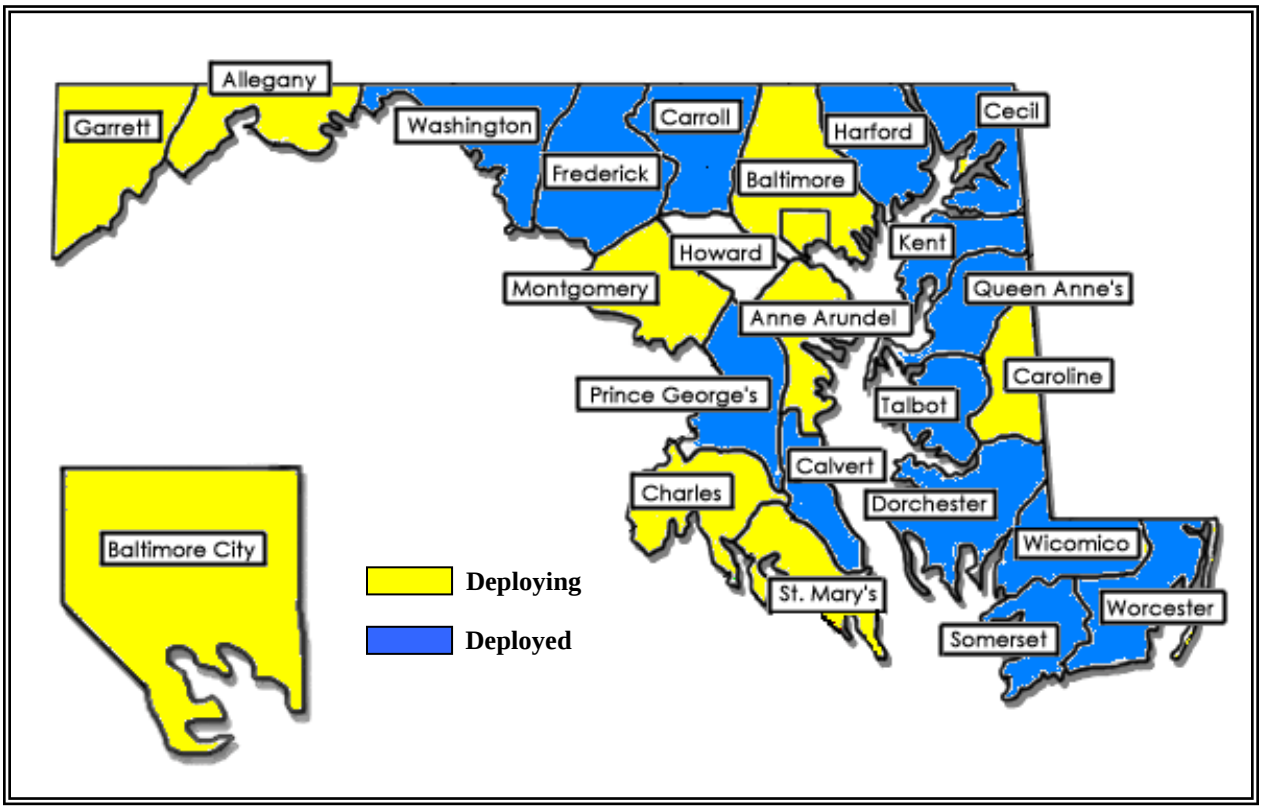
Performance: ENSB's protocol funding policy requires implementation of protocol systems be accompanied by the implementation of their associated quality assurance (standards) program, which requires a careful review of the "processing of 9-1-1 calls" handled by each Emergency Number Operator to

determine the percentage of protocol compliance for each PSAP. In fiscal year 2011, the target of 85% was met when twelve of fourteen PSAPS reported quality assurance scores consistently exceeding the 90% compliance standard.

Maryland's statewide utilization of nationally established protocols for processing 9-1-1 calls, to ensure consistency of 9-1-1 call handling in any PSAP and thus to measurably improve public safety, must be tracked by how well the PSAPs comply with the protocols. Objective 1.1 will track the "use" (implementation) of these protocols; this objective (1.2) will track the compliance with the protocols. Police and fire protocol systems utilize a quality assurance checklist to review actions taken by Emergency Number Operators to determine the percent of protocol compliance. All Emergency Number Operators that have completed protocol training will be subject to quality assurance review.

"Police and fire protocols" 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. The protocols can be implemented either manually employing a card-set system or be integrated into an existing computer system to be utilized in an electronic format.

Maryland Deployment of Protocol Usage – June 2011



MSP NEXT GENERATION 9-1-1 FEASIBILITY PROJECT

The Maryland Emergency Number Systems Board and the Maryland State Police (MSP) have recognized that the potential exists for faster emergency response times and improved emergency services to the citizens of the State of Maryland. This can be accomplished by modernizing the routing and delivery of E9-1-1 calls being transferred to MSP throughout the State. To that end, the ENSB is considering the implementation of an advanced IP-enabled phone system and connectivity for delivery of emergency E9-1-1 traffic to the Maryland State Police barracks, in a Next Generation E9-1-1 environment.

IP-based routing will allow the MSP barracks and county PSAPs to work together cooperatively in ways that the current systems do not allow. It is anticipated to provide the barracks with the capacity to receive more robust call-related data, directly from the PSAP, when emergency calls are transferred. Currently, the E9-1-1 calls are transferred via the public switch telephone network (PSTN), from the neighboring PSAPs, without the public safety benefit of automatic number identification (ANI) or automatic location identification (ALI) being readily available. Direct connectivity to the 9-1-1 system supports receiving and updating ANI/ALI, providing real-time location information for wireline or wireless emergency callers.

In the future, multiple data sources such as telematics, text, video, and other communication mediums may also be able to be transferred from the primary PSAP to MSP utilizing this planned connectivity and equipment upgrade. IP-based equipment that can be upgraded to support communications alternatives for the hearing impaired or disabled community (i.e. text messaging, video relay services, etc.) are important enhancements to public safety.

The Board and Maryland State Police worked cooperatively with other state agencies to finalize the MSP NG 9-1-1 project's "request for proposal" (RFP). With assistance of L. Robert Kimball & Associates (consultant secured through a separate RFP), the MSP NG 9-1-1 project's RFP was released, the evaluation of respondents was completed, and a proposed vendor was selected.

The purpose of the RFP was to seek providers of NG 9-1-1 technology to propose solutions for NG 9-1-1 phone equipment to be utilized by MSP. The proposed MSP solution uses Network Maryland (state designed, operated, and maintained network) as their IP data/call transport medium.

As proposed by MSP, this project will be implemented in phases, with a pilot area to be built out on Maryland's Eastern Shore, affecting MSP Barracks located at Salisbury, Easton, Centerville, Berlin and Princess Anne. Following the completion of a successful pilot, the remainder of the system (a total of 48 9-1-1 call taking positions) would be implemented.

Dorchester County, on behalf of all of Maryland's PSAPs, is sponsoring the funding request to the Board for the MSP Project. Currently the Board is still evaluating this project and funding request.

The Emergency Number Systems Board's (ENSB) annual planning day was held on November 11, 2011. Local Directors from the twenty-four jurisdictions were asked to participate bringing together a large segment of Maryland's 9-1-1 community. The purpose of the planning day was to provide a forum to discuss the state of Maryland's 9-1-1 System, current challenges, and future goals. The meeting also provided an opportunity for peer networking and discussing ongoing efforts to improve the delivery of emergency service through the 9-1-1 system. Action items were assigned to various individuals and committees with reports due to the Board at various times in the future. Additional meetings will be held as deemed appropriate by the Emergency Number Systems Board.

PRESENTATIONS & DISCUSSION ITEMS

VERIZON

Bob Blevins of Verizon presented to the group a possible solution for the sharing of customer premise equipment between multiple jurisdictions to lower overall equipment costs for the ENSB, and to begin Maryland's migration to a Next Generation 9-1-1 system. It should be noted that Verizon is the incumbent 9-1-1 service provider in Maryland, and has sold phone equipment to 21 of Maryland's 24 counties. Possible solutions that were discussed were:

- Verizon hosting CPE at a Central Office or Data Center
- Intrado hosting CPE at their data centers in Colorado and Florida
- PSAPs hosting CPE that other PSAPs could use remotely

Mr. Blevins discussed the network requirements and potential costs, maintenance expenses that would be shared among multiple jurisdictions, and what responsibilities Verizon would have for maintaining the equipment.

MARYLAND STATE POLICE PROJECT UPDATE

Mr. Josh Clemente of L.R. Kimball presented an overview of the Maryland State Police (MSP) 9-1-1 Project. MSP is Maryland's largest secondary PSAP with 22 barrack locations that receive transferred 9-1-1 calls. This project would allow MSP to bid and map ALI information on transferred 9-1-1 calls.

A Request for Proposals was released by the State of Maryland, and a six member committee reviewed the submissions and selected a proposed vendor.

The MSP Project will be implemented in regions, based on Maryland's phone LATA configuration. The pilot area is the Eastern Shore (LATA 242). Equipment will be installed in each of the MSP barracks on the Eastern Shore, and will be connected by Network Maryland.

FCC NATIONAL NG 9-1-1 EFFORTS

Mr. David Furth, Deputy Chief of the Federal Communications Commission's Public Safety and Homeland Security Bureau spoke to the group about the national efforts of the FCC in regards to Next Generation 9-1-1. NG9-1-1 is a major priority of the FCC.

While there is no one entity in the United States that has end to end regulatory authority over 9-1-1 and public safety communications, the FCC does have a significant role. Beyond the licensing of Land Mobile Radio (LMR) used by first responders, the FCC regulates the 9-1-1 provisions of telephone service in the United States.

In the near future, existing and new 9-1-1 services will be on an IP network, rather than the current PSTN. The Next Generation 9-1-1 system will, over time, replace the legacy system. This transition will not be uniformed across the United States, and careful planning will be needed to coordinate efforts and to reduce costs in order to shorten the transition.

The FCC is examining the following issues in order to plan for the future of 9-1-1:

- The FCC released a NOI to create a roadmap to get to NG 9-1-1. This NOI is intended to determine where PSAPs, States and providers are with NG 9-1-1, what NG 9-1-1 will support, what the FCC's role in that transition should be, funding models, the completion and implementation of standards, and to work with other stakeholders.
- The FCC released a Notice of Proposed Rule Making seeking comments on how to support location accuracy in NG 9-1-1.
- The FCC is studying how text and multimedia will assist those with disabilities. When text is first deployed, there will be disparities in locations where the public is able to text to 9-1-1. The FCC is seeking comments about what disclosures and education that the public will need so that they understand these disparities and what the response to the phone will be when the user attempts to text 9-1-1 in an area where they cannot.

Mr. Furth stated that with evolving technologies, standards need to be set and must be able to evolve to keep up with changes. He also discussed the FCC's funding study for the implementation and the potential impact that next generation networks will have on the PSAPs.

TEXT MESSAGING TO 9-1-1

Ms. Wendy Day of L.R. Kimball spoke about the regulatory issues that surround texting to 9-1-1. The public uses text messaging, and they expect to be able to text to 9-1-1 when needed and understand that certain emergencies require it. Many of the deaf and hard of hearing text using wireless devices and have moved away from using wire line telephones with TTY equipment. Others only maintain TTY equipment for the sole purpose of contacting 9-1-1. Currently, ADA only requires that PSAPs are able to take 9-1-1 calls via TTY without outside relay access, and are as effective and equal to voice calls. The Department of Justice released a Notice of Proposed Rule Making to determine what devices are currently used, and how will they continue to be used in a NG 9-1-1 IP environment. There is also the *21st Century Communications and Video Accessibility Act* which addresses how those with disabilities will be able to access services from providers.

Mr. Gordon Vanuacken of L.R. Kimball provided the group with an update of current pilot projects to text to 9-1-1. The current pilots are limited, and use a dedicated solution where the text is routed to the PSAP based on tower location, and goes around the 9-1-1 network. He also discussed the different types of technologies that could be used to deliver text messaging to the PSAP.

ENSB Member Mr. Brian Josef (CTIA) discussed the industry challenges and opportunities with texting to 9-1-1. The wireless industry wants texting to 9-1-1 to be done right, and to be done smoothly and efficiently. Today, SMS is limited to 160 characters, and is sent in a store and forward process. Due to congestion and latency, messages can be delayed, lost, or delivered out of sequence from how they were sent. SMS is neither verifiable nor authenticated, and it is presented without location or routing information.

NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN

Mr. Peter Bellmio of the National Center for Missing and Exploited Children provided the group with an update on the where the program stands, the various training opportunities that are available on line and at their training facility in Virginia, and the PSAP Partner Program. The NCMEC is now responsible for locating missing children following natural disasters, such as hurricanes.

NATIONAL EMERGENCY NUMBER ASSOCIATION

Mr. Trey Forgety, Director of Governmental Affairs for the National Emergency Number Association addressed the forum to discuss the various ongoing Federal issues with NG 9-1-1 and NENA's role in them.

OTHER TOPICS OF DISCUSSION

- An update was provided on the status of the statewide mapping project and delivery of data to the counties.
- The State is also moving forward with a statewide GIS dataset, and is dependent upon cooperation with local and State government. This is necessary for edge matches, data overlap, etc. This will provide a centralized data repository available for download in emergencies. As the State moves forward with a centralized map, there needs to be a focus on 9-1-1 needs, custom layers that PSAPs may be used, and PSAP involvement in the QA process.
- Chairman Myers updated the group about the new area code (667), which will overlay the 410 area code boundary. This process should have minimal impact on the PSAP community.
- Mr. Gordon Deans discussed the Prepaid Wireless legislation that will be reintroduced in the 2012 General Assembly Session.

Local Directors were appreciative of the ENSB for providing "one of the most informative" forums to discuss 9-1-1 in Maryland and activities of the Board.

9-1-1 Training in Maryland

Maryland continues to be a national leader in its 9-1-1 training efforts and remains one of the few states to establish legislation mandating 9-1-1 personnel training standards. At the inception of 9-1-1 in the early 1980s, Maryland understood the importance of training and through the Code of Maryland Regulations (COMAR) established mandatory 9-1-1 PSAP training standards for both entry-level and in-service programs under the purview of the Emergency Number Systems Board (ENSB). These mandates continue to be updated to maintain current relevance. Compliance is verified through a yearly inspection process conducted by Board staff. It is evident that Maryland's ENSB and Public Safety Answering Points have taken obligation of providing timely and pertinent training very seriously.

In the early 2000's, to provide a consistent entry-level training program the ENSB selected a nationally offered Emergency Telecommunicator Course (ETC) developed and maintained current by the National Academies of Emergency Dispatch (NAED). The ETC curriculum and instruction was developed to deliver the information and educational experiences needed to prepare entry-level emergency telecommunicators to begin their careers in public safety in a standardized and consistent manner. The ENSB funded ETC instructor training to provide each Maryland PSAP with certified ETC instructors. Today, the Board funded ETC instructor and entry-level training programs continues to be the foundation for developing competent 9-1-1 call takers.

In response to COMAR, in-service training programs are provided by local jurisdictions and supplemented through training funded by the Board. PSAP training personnel develop local agency specific programs, while the Board, at the recommendation of the Training Subcommittee, offers 9-1-1 related training courses on a statewide basis throughout the year (see chart on page 44). These training sessions are open to all Maryland PSAP personnel and address disciplines designed to enhance the skills and abilities of new or veteran call takers, supervisors, and administrators.

Locally developed in-service training programs are reviewed by the ENSB Training Subcommittee for content, relevance, and statutory compliance. During the annual PSAP inspection process, each local jurisdiction's training program records are inspected by ENSB staff to validate that all 9-1-1 employees are receiving COMAR compliant training.

Maryland has been recognized nationally for its statewide utilization of police, fire, and medical "protocol" based call-processing systems. Nationally certified protocol systems provide a systematic methodology to query emergency response information from 9-1-1 callers that follows predetermined questioning guidelines and to provide standardized instructions to the caller prior to the first responder's arrival. Protocols offer more consistent 9-1-1 call processing and a quantifiable quality assurance review process.

Embracing the value of continuing education, Maryland remains a national leader in the ongoing training of 9-1-1 personnel, through the support of the ENSB. The Board's emphasis on entry-level training, with the ETC program, and support of utilizing emergency medical, fire, and police protocols has significantly enhanced the delivery 9-1-1 service. The evaluation of 9-1-1 personnel through a disciplined quality assurance process is also required of jurisdictions receiving ENSB funding for protocol programs. The NAED protocol quality assurance process identifies individual, unit, and overall Center compliance scores. National standards have been established to recognize Centers that achieve superior quality assurance scores. Harford County, Maryland became the first Center in the nation to receive the Tri-ACE (Accredited Center of Excellence) Certification from the NAED for superior quality assurance scores attained in all three disciplines (police, fire, and medical).

POLICY/STANDARDS SUBCOMMITTEE

The Policy/Standards Subcommittee* is tasked with developing the policy, and guidelines 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.

STRATEGIES

- Develop written guidelines to be used by the ENSB in its consideration of the pricing, functionality, and quantities proposed for routine 9-1-1 equipment and service purchases.
- Develop procurement standards including equipment replacement cycles, spare/back-up equipment purchase guidelines, 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 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.

Policy/Standards Subcommittee
Chairman Kevin Green
Anthony Myers - ENSB
Charles Summers - ENSB
Andrew Johnston - ENSB
Brian Josef - ENSB
Susan Greentree - ENSB
William Frazier - ENSB
Lt. Col. William Pallozzi - ENSB
Ken Miller - ENSB
Ray Windisch - Baltimore County
Wally Campbell – Anne Arundel County

* Currently the Policy and Standards Subcommittee are acting together to achieve their missions.

Following an unfavorable House Committee review of last session's submitted bill, the Policy/Standards Subcommittee re-crafted legislation that would establish the collection and remittance of 9-1-1 fees by Maryland retail outlets, referred to as the "Point of Sale (POS) Model." The POS model adds a 9-1-1 Surcharge to each retail transaction of prepaid wireless telecommunications service for any purpose other than resale. Amounts collected, minus a processing fee, would be deposited to the State 9-1-1 Trust Fund. Fees collected from prepaid retail transactions would be distributed proportionally in the same fashion as those remitted via the "monthly billing" process.

This legislative change was proposed because prepaid wireless service is a growing segment within the overall consumer wireless industry. Increasingly, consumers are opting for a form of prepaid wireless service whereby a specified number of minutes are purchased at retail outlets or online rather than the traditional monthly-billed wireless service. Ensuring that the 9-1-1 system is funded in a fair and equitable manner is a priority for the sustainability of the 9-1-1 system. These efforts are similar to those currently being conducted in other states.

The re-crafted POS model Bill is anticipated to receive further consideration in the upcoming legislative session.

Through the efforts of this committee, Board standards were also established identifying required information for selected Board funding requests and requiring malfunctioning alarms on UPS systems.

TECHNOLOGY SUBCOMMITTEE

The Technology Subcommittee is 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 impact the management, operation, and maintenance of E9-1-1 systems serving the citizens of the State of Maryland.

Technology Subcommittee
Chairman Rod Hart - ENSB
Rich Berg - ENSB
Anthony Myers - ENSB
Steve Marshall - ENSB
Charles Summers - ENSB
Andy Johnston - ENSB
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 consultant 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 the Board as to NG 9-1-1 implementation options. To further understanding of a NG 9-1-1 presentation by Tele-Communication Systems (TCS) made to Board members, subcommittee members meet with TCS personnel to conduct an in-depth analysis of their proposals.

The Technology Subcommittee met with Cassidian Communications (9-1-1 Customer Premise Equipment (CPE) vendor) to explore the feasibility and best practices of regionally hosting CPE and utilizing remote 9-1-1 workstations located at the PSAP. This solution is currently being used in other states.

The Technology Subcommittee coordinated presentations to the Board concerning NG 9-1-1 logging recorders, Comcast VoIP service, Intrado's NG 9-1-1 roadmap, and TCS NG 9-1-1 "cloud" management services.

TRAINING SUBCOMMITTEE

The Training Subcommittee is comprised of members of the Board and the PSAP community, and is chaired by Caroline County PSAP Director and ENSB member Bryan Ebling. In order to provide Maryland with a robust training program that will meet the requirements of the Code of Maryland Regulations (COMAR), the Training Subcommittee reviewed numerous training opportunities, programs, and seminars before deciding which programs to offer for the 2011 training sessions.

ENSB Training Subcommittee
Chairman Bryan Ebling – ENSB
William Frazier – ENSB
Sue Greentree – ENSB
John "Chris" McNamara – Howard County
Mitch Vocke – Harford County
Andrew Johnston – ENSB
Randy Waesche – Carroll County
Jennifer Swisher – Washington County
Scott Roper – 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 Board, through the recommendation of the Training Subcommittee, partnered with the National Academies of Emergency Dispatch (NAED) to provide an Emergency Telecommunicator Course (ETC) to instruct Maryland's newly hired 9-1-1 call takers. 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 attend NAED sponsored classes and earn their ETC Instructor certification. During 2011, an additional 15 instructors were certified, increasing and maintaining the number of jurisdictions having an in-house ETC Instructor. In addition, 84 new 9-1-1 call takers successfully completed the ETC entry-level training. For additional information of the program, the web address for the National Academies of Emergency Dispatch is http://www.naed.org/.

In-service training, utilizing a curriculum approved by the Training Subcommittee, is a requirement of all jurisdictions as established in COMAR. Training programs can be provided by each local jurisdiction as well as on a statewide basis. Training officers at the local level develop agency specific training programs and evaluate individual training based on the needs for their center and county. A variety of educational resources is utilized by each jurisdiction to insure local personnel are properly trained and prepared for any emergency requests they may receive. Locally developed standards training and national programs are all used to provide a robust and thorough in-service training program in Maryland. The Training Subcommittee annually reviews each PSAPs training program to ensure curricula meets established guidelines.

Throughout 2011, the Training Subcommittee reviewed new programs and local training requests to determine appropriateness to enhance 9-1-1 service in Maryland. Upon Subcommittee recommendation, various training programs are offered to PSAP personnel and held at locations around the state to ensure accessibility to all jurisdictions. The Training Subcommittee examined the value of training programs offered in an on-line format and found that the scheduling flexibility and consistency of presentation makes this a very worthwhile training experience and fiscally prudent expenditure. The Training Subcommittee will continue to look for training opportunities to take advantage technological advances in training media and presentation.

During 2011, programs from nationally recognized training vendors including the National Emergency Number Association (NENA), the Association of Public-Safety Communications Officials-International, Inc. (APCO), Public Safety Training Consultants, the Public Safety Group, and PowerPhone were offered. In 2011, the ENSB partnered with the Governor's Office of Crime Control and Prevention, the Governor's Grant Office and the Maryland Emergency Management Agency to offer grant research and application training to Maryland's PSAP directors to empower them to search for funding opportunities other than ENSB funding and to leverage ENSB funding resources.

The Training Subcommittee continues to utilize 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.

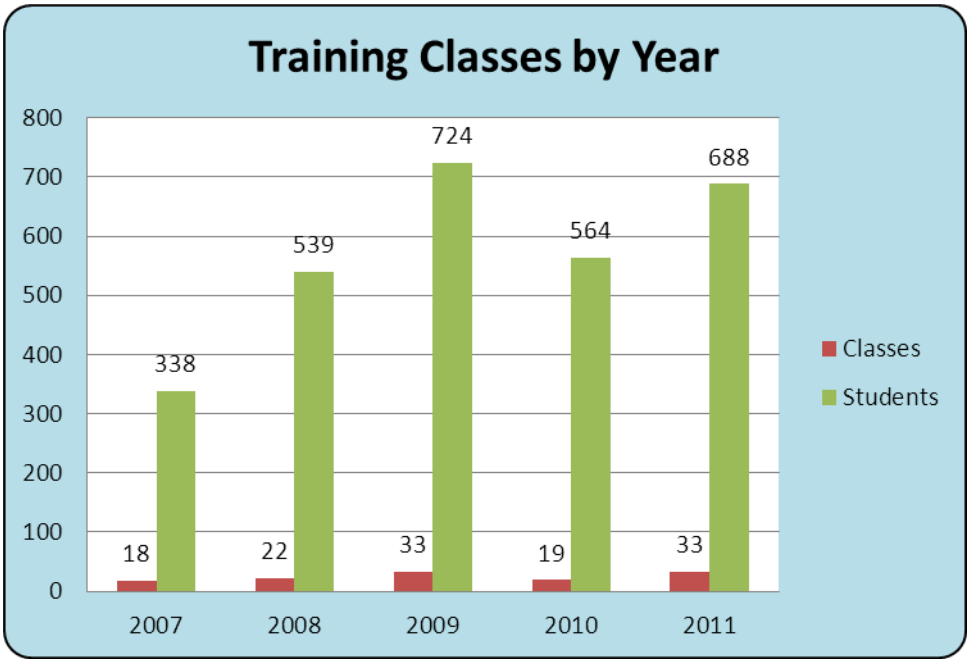
The Emergency Number Systems Board supports a variety of training programs and encourages the use of protocol systems throughout Maryland. Over ninety percent of the jurisdictions are currently using either Emergency Fire or Emergency Police Dispatch, in addition to Emergency Medical Dispatch protocols. In support of this effort, various protocol classes and protocol Quality Assurance training have been presented around the State.

The Training Subcommittee reviewed various training programs recommended by our 9-1-1 Centers. Course selections were made and offered throughout the year 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.

2011 Training Programs

Protocol Training	**232 Attendees**
Critical Incident Stress	**189 Attendees**
Complacency - Cannibalism and Critical Thinking	**76 Attendees**
From Ostrich to Eagle (Leadership in the 9-1-1 Center)	**59 Attendees**
Liability Issues	**48 Attendees**
Customer Service for the 9-1-1 Professional	**45 Attendees**
Communications Training Officer	**27 Attendees**
Grant Submission Training	**12 Attendees**

2011 TOTAL ATTENDEES 688



ENSB/MENA Day of Celebration

SEPTEMBER 15, 2011

The Emergency Number Systems Board (ENSB), in cooperation with the Maryland Emergency Number Association (MENA) presented the ninth annual 9-1-1 Day of Celebration on September 15, 2011. 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. Anne Arundel County hosted the 2011 "Day of Celebration" at the Earleigh Heights Volunteer Fire Department in Severna Park, Maryland. More than 180 Telecommunicators, supervisors, and other 9-1-1 service related personnel were welcomed to Anne Arundel County by Vernon Hurley, President of the Maryland Chapter of NENA. Attendees then began the morning session with a training seminar titled "*Dispatcher Tune-Up*" presented by Public Safety Training Consultants (PSTC), a nationwide leader in 9-1-1 Center training. Steve Souder (Director of the Department of 9-1-1 and Public Safety Communication with Fairfax County, VA) presented the keynote speech.

William Frazier - ENSB, MSP Lt Col William Pallozzi - ENSB, and Vernon Hurley - MENA (left to right) presented the MSP "Telecommunicator of the Year" award to PCS Regana Fontaine (center)

"Telecommunicator of the Year" awards were presented to exemplary Telecommunicators selected by their local 9-1-1 Center directors and Maryland State Police Barrack Commanders for outstanding service and dedication to Public Safety through 9-1-1 communications. Twenty-three of Maryland's twenty-four 9-1-1 Centers and MSP participated. The telecommunicators that were honored were presented with a plaque recognizing their achievement and were acknowledged by their peers. The President of the Maryland Chapter of NENA, Vernon Hurley, made the award presentations to the Telecommunicator of the Year recipients. Assisting in presenting these awards were William Frazier and MSP Lt. Col. William Pallozzi, both ENSB members.

Throughout 2011, the Board and executive office 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 9-1-1 Institute, and the National Association of State 9-1-1 Administrators (NASNA).

TELECOMMUNICATORS OF THE YEAR
2011

Award Winner	County/City/MSP
Curt Tringler	Allegany County
Jennifer Athanasiou	Anne Arundel County
C SHIFT	Baltimore City
Charlene Brown	Baltimore City
Amanda Condiff	Baltimore County
Dale Cuddy	Baltimore County
Stacey Starkloff	Baltimore County
Stanley David Harris Jr.	Calvert County
Dawn M. Jones	Caroline County
Kim S. Jones	Carroll County
Lieutenant Mary McLennan	Cecil County
Ronald Lucas	Charles County
David Hann	Frederick County
Barry Williams	Frederick County
Consolidated Communication Center	Garrett County
Bobbi Zachry	Harford County
Erica Carnes	Howard County
Rick Debow	Howard County
Nick Watson	Kent County
2011 “TEAM” Award	Montgomery County
Julie Harris	Prince George’s County
Loreina Chappell	Prince George's County
Matthew Huddle	Prince George’s County
B SHIFT	Queen Anne's County
Nicole Thomas	Somerset County
Angelique Cathcart	St. Mary's County
Jessica Wolfe	Talbot County
William C. King	Washington County
Gina Woods	Wicomico County
C SHIFT	Worcester County
PCS Regana Fontaine	Maryland State Police
PCO II Mary Anne Brauer	Maryland State Police
North East Barrack	Maryland State Police
PCO I Rachel Miller	Maryland State Police
PCO II Brian W. Crawford	Maryland State Police
PCS Vondalea D. Payne	Maryland State Police

Award winners were selected by their respective organizational leaders.

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 17 members.

(2) Of the 17 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) two members 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;

(xiii) one member shall represent the geographical information systems in the State; and

(xiv) 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.

CODE OF MARYLAND REGULATIONS

12.11.03.00

Title 12 DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

Subtitle 11 OFFICE OF THE SECRETARY

Chapter 03 9-1-1 Emergency Telephone System

Authority: Public Safety Article, Title 1, Subtitle 3, Correctional Services Article, §2-109; Annotated Code of Maryland

12.11.03.01

.01 Emergency Number Systems Board Authority.

The Emergency Number Systems Board shall coordinate the implementation, enhancement, maintenance, and operation 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) "Additional charge" has the meaning stated in Public Safety Article, §1-301, Annotated Code of Maryland.
(2) "Board" means the Emergency Number Systems Board.
(3) "9-1-1 system" means a telephone service or any other communication service that meets the planning guidelines under Public Safety Article, §1-306, Annotated Code of Maryland, and automatically connects an individual dialing the digits 9-1-1 to a public safety answering point.
(4) "Public safety answering point" has the meaning stated in Public Safety Article, §1-301, Annotated Code of Maryland.

12.11.03.03

.03 The Emergency Number Systems Board.

A. The Emergency Number Systems Board is under the direction of the Secretary of Public Safety and Correctional Services.

B. Board membership shall be according to Public Safety Article, §1-305, Annotated Code of Maryland.

C. The Board shall meet as necessary, but not less than quarterly each calendar year.

D. The Board requires a majority of confirmed members present at a meeting to constitute a quorum.

E. The Board requires a majority vote of members present at a meeting before taking action.

F. The Board shall coordinate enhancement of county or multicounty 9-1-1 systems according to provisions under Public Safety Article, §1-306, Annotated Code of Maryland.

12.11.03.04

.04 Implementation by County or Multicounty Area.

A county or multicounty area shall maintain an enhanced 9-1-1 system that:

A. Uses the digits 9-1-1 as the published emergency telephone number for access to emergency services;

B. Has public safety answering points that provide 24-hour public access and dispatch service;

C. Provides transfer and referrals to related public safety services;

D. Provides for staffing all public safety answering points with personnel trained as required by this chapter;

E. Provides for equipping all public safety answering points with adequate access to TTY equipment to facilitate use by an individual with a speech or hearing disability;

F. Provides access to services for an individual who does not speak or understand the English language;

G. May provide access to local emergency management centers for all public safety answering points;

H. Permits a county to designate a public safety answering point using cooperative arrangements acceptable to the participating agencies;

I. Permits public safety answering points to transfer or relay emergency calls received requiring services outside of the jurisdiction of the system receiving the call;

J. Maintains a current master street address guide and communicates updated information to parties responsible for an automatic number identification (ANI) and automatic location identification (ALI) system;

K. Uses telephone equipment and services that provide:

(1) A visual or audible indication, or both, of an incoming call;
(2) The capability for the call taker to monitor a transferred call to ensure that the call is properly transferred;
(3) Annual telephone company monitoring of service to determine the grade of service and, if appropriate, to make recommendations to ensure that not more than one busy signal in every 100 incoming calls during an average busy hour is maintained; and
(4) Documentation of the date and time a 9-1-1 call is received; and

L. Has a sufficient number of call takers and equipment to consistently answer incoming calls on a daily average of 10 seconds or less.

12.11.03.05

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

A county with a plan for more than one public safety answering point in the county shall submit the plan to the Board for consideration subject to the following:

A. The county administration submitting the plan and not the individual agency within the county shall receive and distribute funding; and

B. The plan shall meet the criteria established under this chapter, unless the Board approves a variation.

12.11.03.06

.06 Minimum Enhanced 9-1-1 System Requirements.

At a minimum, an enhanced 9-1-1 system implemented in Maryland shall include:

A. Sufficient incoming 9-1-1 lines for each telephone central office to ensure that not more than one in 100 call attempts during the average busy hour is blocked;

B. Connections to all public safety agencies covered by the system;

C. 24 hour, 7 day operation of the public safety answering point staffed with personnel trained as required under 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 to adjacent public safety answering points by private lines when there is a telephone exchange and jurisdictional boundary not covered by selective routing;

H. Security measures sufficient to minimize intentional disruption of the operation;

I. Standby emergency electrical power to keep the public safety answering point operating when commercial power fails;

J. At least one administrative line for nonemergency calls;

K. Written operational procedures;

L. Automatic location identification (ALI) which displays, at the public safety answering point, the address or location of the calling instrument;

M. Automatic number identification (ANI) which displays, at the public safety answering point, the calling telephone number;

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 signal, or other process for:

(1) Alerting the call taker that an incoming 9-1-1 call was disconnected; and
(2) Receiving and displaying the telephone number with ANI and ALI information for a disconnected 9-1-1 call, when available;

P. Providing access to services for an individual:

(1) With a speech or hearing disability; or
(2) Who does not speak or understand the English language; and

Q. Other technical advances approved by the Board.

12.11.03.07

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

A. A county or multicounty system may establish a 3-1-1 system to reduce congestion on the 9-1-1 system operation.

B. At a minimum, a 3-1-1 system shall include the following:

(1) Switching or programming to direct a 3-1-1 call to a nonemergency answering position;
(2) A 3-1-1 answering position that shall be capable of:

(a) Immediately transferring an emergency call to a 9-1-1 answering position or an adjoining public safety answering point;

(b) Transferring a nonemergency call to an adjoining jurisdiction or appropriate agency; and

(c) Providing an individual:

(i) With a speech or hearing disability access to TTY services; or

(ii) Who does not speak or understand the English language access to alternative communication services; and

(3) A 3-1-1 call taker trained to handle nonemergency calls and to transfer emergency calls to a 9-1-1 call taker.

12.11.03.08

.08 Operational Plan.

A. A county or multicounty system shall have and maintain a written operational plan for public safety services signed by public safety agencies within the public safety answering point area of responsibility.

B. A public safety agency included in an operational plan under §A of this regulation shall be familiar with the operational procedures of the other public safety agencies included in the same operational plan.

C. An operational plan shall provide for uniform methods and procedures to ensure effective interagency communications.

12.11.03.09

.09 Safeguarding Telephone Circuits by Telephone Companies.

A. A facility housing 9-1-1 telephone equipment shall:

(1) Be equipped at all exposed terminations, including central office distributing frames, with protective devices that prevent accidental worker contact; and
(2) Include clearly identified protected terminations to distinguish protected terminations from other circuitry.

B. A protected circuit may not be opened, grounded, short-circuited, or manipulated in any way by a telephone company worker without the local telephone company first obtaining approval for circuit release from the appropriate public safety answering point.

C. A telephone company shall ensure that telephone company employees who work in facilities associated with the 9-1-1 service are familiar with procedures for safeguarding 9-1-1 system equipment.

12.11.03.10

.10 Public Safety Answering Point Training.

A. A county shall staff a public safety answering point with personnel who can properly process a call from a machine used by an individual who has a speech or hearing impairment.

B. Within 6 months of hiring a public safety answering point call taker, a county shall train the new call taker using a curriculum adopted or approved by the Board.

C. A county shall provide a public safety answering point call taker with yearly in-service training using a curriculum adopted or approved by the Board.

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.

12.11.03.11

.11 9-1-1 Fees.

A. The Board shall ensure that collection, maintenance, dispersal, and auditing of 9-1-1 fees is conducted according to Public Safety Article, §§1-308—1-312, Annotated Code of Maryland.

B. Additional Charges—Local Government.

(1) In addition to the fee charged under Public Safety Article, §1-310, Annotated Code of Maryland, a county with an operational 9-1-1 system under Public Safety Article, §1-304, Annotated Code of Maryland, may, by ordinance or resolution after public hearing, enact or adopt an additional monthly charge not to exceed the limits under Public Safety Article, §1-311, Annotated Code of Maryland, to be applied to current bills, within that county, for:

(a) Switched local exchange access service; and

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

(2) A county authorizing an additional charge under §B of this regulation and maintaining an enhanced 9-1-1 system shall be subject to an annual Board-authorized independent audit of authorized 9-1-1 expenditures pursuant to Public Safety Article, §1-312, Annotated Code of Maryland.

12.11.03.12

.12 Equipment Which Qualifies for Funding or Reimbursement.

A. Equipment that qualifies for purchase with funds from the 9-1-1 Trust Fund 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 9-1-1 system shall be used for:

(1) Automatic number identification (ANI);
(2) Automatic location identification (ALI); or
(3) Other technical equipment the Board may require.

C. Computer aided dispatch equipment is not a part of a 9-1-1 system, except when the Board determines that an interface is necessary to properly process 9-1-1 calls.

12.11.03.13

.13 Submission of 9-1-1 Plan.

A. A county requesting reimbursement from the 9-1-1 Trust Fund for mandated equipment, 9-1-1 enhancements, or technological advancements shall submit the request to the Board for approval.

B. A county shall submit a plan, request, report, or question to the Chairman, Emergency Number Systems Board.

12.11.03.14

.14 Request for Reimbursement from the 9-1-1 Trust Fund.

A. A county shall submit a request for reimbursement from the 9-1-1 Trust Fund to the Board in a format and according to procedures established by the Board.

B. Reimbursement Processing.

(1) A county public safety answering point director or a 9-1-1 administrator shall submit a written or electronic request for reimbursement to the Board so that it is received at least 2 weeks before a Board meeting at which it is to be considered.
(2) The county's public safety answering point director or 9-1-1 administrator, or a designee, shall attend the meeting at which the request is to be considered.
(3) The Board shall review the request and, if approved, encumber funds up to the amount of the request.
(4) The county shall ensure that the county's procurement laws and policies are followed.

12.11.03.15

.15 Variations or Waivers of Regulations.

A. Upon request by a county, the Board may grant a waiver or variance of the regulations contained in this chapter.

B. A county may submit a written or electronic request for waiver or variance to the Board that includes:

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

C. The Board shall consider:

(1) The information for each of the areas cited in §B of this regulation; and
(2) The best interests of the affected parties, the applicant, and the Emergency Number Systems Board.

D. 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.

E. Processing a Request for Waiver or Variance.

(1) Upon receipt of a written request for waiver or variance, the Board shall:

(a) Within 10 days of receipt of the request, direct a letter to the applicant, which shall:

(i) Acknowledge receipt; and

(ii) Notify the applicant that additional information may be submitted, within 30 days, for the Board to consider during the review; and

(b) Review the documents or conduct a hearing.

(2) If the Board elects to review the documents, the review shall be conducted at a regular Board meeting within 60 days after the expiration of the 30-day period granted to the applicant to submit additional information.
(3) If the Board elects to conduct a hearing, the Board shall:

(a) Notify the applicant and affected parties of the hearing at least 10 days before the hearing and provide the hearing:

(i) Date;

(ii) Time; and

(iii) Location; and

(b) Conduct the hearing according to State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland.

12.11.03.16

.16 9-1-1 System Violations.

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

(1) Public Safety Article, §1-312, Annotated Code of Maryland; or
(2) The regulations in this chapter.

B. Withholding Funds.

(1) If the Board decides to withhold funds, the Board shall:

(a) Identify, in writing, the reason or reasons for withholding funds;

(b) Record the reason or reasons in the minutes of the meeting;

(c) Notify the county that the county has 30 days from the date of notification to respond in writing to the Board; and

(d) Notify the State Comptroller to hold funds, in that county's account within the 9-1-1 Trust Fund, until the Board advises the Comptroller that the funds may be released.

(2) Funds held by the Comptroller under this section may not accrue interest for a county.
(3) Interest income earned on funds held by the Comptroller under this regulation shall be diverted to the 9-1-1 Trust Fund.

C. The Board shall notify the Secretary of action taken under §A or B of this regulation.

12.11.03.17

.17 Decisions of the Board.

After the Board conducts a hearing or a review of a request under this chapter, the Board shall ensure that the Board's decision is:

A. In writing and stated in the record;

B. Accompanied by findings of fact and conclusions; and

C. Provided to the applicant with a copy of the written record containing the information noted under §§A and B of this regulation.