

HOUSE BILL 934

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CF SB 838

By: **Delegates M. Jackson and Krebs (By Request – Commission to Advance Next Generation 9–1–1 Across Maryland)**

Introduced and read first time: February 5, 2020

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **Public Safety – 9–1–1 Emergency Telephone System**

3 FOR the purpose of altering references to the terms “9–1–1 fee” and “additional charge”,
4 respectively, to be “State 9–1–1 fee” and “county 9–1–1 fee”, respectively, and
5 altering the definition of “public safety answering point” for purposes of provisions
6 of law concerning the 9–1–1 emergency telephone system; requiring certain
7 educational information made available by the State or a county to include
8 information on certain requirements for certain multiple–line telephone systems;
9 requiring certain public safety answering points to employ certain protocols for the
10 processing of 9–1–1 requests for emergency assistance; requiring a public safety
11 answering point to ensure each 9–1–1 specialist employed by the public safety
12 answering point is certified in certain disciplines; authorizing a public safety
13 answering point to establish a telecommunicator emergency response team for a
14 certain purpose; requiring each public safety answering point to adopt and
15 implement certain occupational wellness programs; renaming the Emergency
16 Number Systems Board to be the Maryland 9–1–1 Board; altering the composition
17 of the Board; requiring the Board to establish certain training standards for public
18 safety answering point personnel concerning Next Generation 9–1–1 topics;
19 requiring certain standards established by the Board to include minimum standards
20 for 9–1–1 specialists to obtain continuing education; requiring the Board, at least
21 once each year, to conduct a certain audit of each public safety answering point;
22 authorizing the audit to be conducted concurrently with a certain inspection of the
23 public safety answering point; requiring the Board to establish certain standards
24 governing the processing of 9–1–1 requests for assistance; prohibiting money
25 accruing to the 9–1–1 Trust Fund from being used for the maintenance or operation
26 of certain communications centers; altering the amount of a certain credit that
27 certain telephone companies and commercial mobile radio service providers are
28 entitled to receive; requiring the governing body of a county, under certain
29 circumstances, to submit to the Board a certain report concerning the division of
30 9–1–1 trust funds and to restore the diverted funds within a certain period of time;

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 providing that a county or municipality is responsible for enforcing certain
 2 requirements concerning multiple-line telephone systems; authorizing a county or
 3 municipality to set a fine or series of fines for a certain violation; requiring that
 4 certain fines collected by a county or municipality be returned to the county or
 5 municipality taking the enforcement action; requiring a county to submit to the
 6 Board a certain certification of enforcement actions under certain circumstances;
 7 requiring the terms of certain members of the Board to terminate on a certain date;
 8 specifying the terms of certain initial members of the Board; requiring the
 9 Department of General Services to report to the Commission to Advance Next
 10 Generation 9-1-1 Across Maryland and the General Assembly on or before a certain
 11 date; repealing certain obsolete language; making a stylistic change; and generally
 12 relating to 9-1-1 emergency telephone systems.

13 BY repealing and reenacting, with amendments,
 14 Article – Public Safety
 15 Section 1-301, 1-304(e), 1-305, 1-306(b)(15) and (e), 1-307, 1-309, 1-310 through
 16 1-312, and 1-314
 17 Annotated Code of Maryland
 18 (2018 Replacement Volume and 2019 Supplement)

19 BY adding to
 20 Article – Public Safety
 21 Section 1-304.1, 1-304.2, and 1-306(e) and (f)
 22 Annotated Code of Maryland
 23 (2018 Replacement Volume and 2019 Supplement)

24 BY repealing and reenacting, without amendments,
 25 Article – Public Safety
 26 Section 1-306(a)
 27 Annotated Code of Maryland
 28 (2018 Replacement Volume and 2019 Supplement)

29 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
 30 That the Laws of Maryland read as follows:

31 **Article – Public Safety**

32 1-301.

33 (a) In this subtitle the following words have the meanings indicated.

34 (b) [“Additional charge” means the charge imposed by a county in accordance
 35 with § 1-311 of this subtitle.

36 (c) “Board” means the [Emergency Number Systems] **MARYLAND 9-1-1** Board.

37 [(d)] (C) “Commercial mobile radio service” or “CMRS” means mobile

1 telecommunications service that is:

- 2 (1) provided for profit with the intent of receiving compensation or
3 monetary gain;
- 4 (2) an interconnected, two-way voice service; and
- 5 (3) available to the public.

6 **[(e)] (D)** “Commercial mobile radio service provider” or “CMRS provider” means
7 a person authorized by the Federal Communications Commission to provide CMRS in the
8 State.

9 **(E) “COUNTY 9-1-1 FEE” MEANS THE FEE IMPOSED BY A COUNTY IN**
10 **ACCORDANCE WITH § 1-311 OF THIS SUBTITLE.**

11 (f) “County plan” means a plan for a 9-1-1 system or enhanced 9-1-1 system, or
12 an amendment to the plan, developed by a county or several counties together under this
13 subtitle.

14 (g) (1) “Customer” means:

- 15 (i) the person that contracts with a home service provider for CMRS;
16 or
- 17 (ii) the end user of the CMRS if the end user of the CMRS is not the
18 contracting party.

19 (2) “Customer” does not include:

- 20 (i) a reseller of CMRS; or
- 21 (ii) a serving carrier under an arrangement to serve the customer
22 outside the home service provider’s licensed service area.

23 (h) “Enhanced 9-1-1 system” means a 9-1-1 system that provides:

- 24 (1) automatic number identification;
- 25 (2) automatic location identification; and
- 26 (3) any other technological advancements that the Board requires.

27 (i) “FCC order” means an order issued by the Federal Communications
28 Commission under proceedings regarding the compatibility of enhanced 9-1-1 systems and
29 delivery of wireless enhanced 9-1-1 service.

1 (j) “Home service provider” means the facilities-based carrier or reseller that
2 contracts with a customer to provide CMRS.

3 (k) “Next Generation 9–1–1 services” means an Internet Protocol (IP)–based
4 system, comprised of hardware, software, data, and operational policies and procedures,
5 that:

6 (1) provides standardized interfaces from emergency call and message
7 services to support emergency communications;

8 (2) processes all types of requests for emergency services, including voice,
9 text, data, and multimedia information;

10 (3) acquires and integrates additional emergency call data useful to
11 routing and handling of requests for emergency services;

12 (4) delivers the emergency calls, messages, and data to the appropriate
13 public safety answering point and other appropriate emergency entities;

14 (5) supports data or video communications needs for coordinated incident
15 response and management; and

16 (6) provides broadband service to public safety answering points or other
17 first responder entities.

18 (l) “9–1–1-accessible service” means telephone service or another
19 communications service that connects an individual dialing the digits 9–1–1 to an
20 established public safety answering point.

21 (m) [“9–1–1 fee” means the fee imposed in accordance with § 1–310 of this subtitle.

22 (n)] (1) “9–1–1 service carrier” means a provider of CMRS or other
23 9–1–1-accessible service.

24 (2) “9–1–1 service carrier” does not include a telephone company.

25 [(o)] (N) “9–1–1 specialist” means an employee of a county public safety
26 answering point, or an employee working in a county public safety answering point, whose
27 duties and responsibilities include:

28 (1) receiving and processing 9–1–1 requests for emergency services;

29 (2) other support functions directly related to 9–1–1 requests for
30 emergency services; or

31 (3) dispatching law enforcement officers, fire rescue services, emergency
32 medical services, and other public safety services to the scene of an emergency.

1 **[(p)] (O)** (1) “9–1–1 system” means telephone service that:

2 (i) meets the planning guidelines established under this subtitle;

3 and

4 (ii) automatically connects an individual dialing the digits 9–1–1 to
5 an established public safety answering point.

6 (2) “9–1–1 system” includes:

7 (i) equipment for connecting and outswitching 9–1–1 calls within a
8 telephone central office;

9 (ii) trunking facilities from a telephone central office to a public
10 safety answering point; and

11 (iii) equipment to connect 9–1–1 calls to the appropriate public safety
12 agency.

13 **[(q)] (P)** “9–1–1 Trust Fund” means the fund established under § 1–308 of this
14 subtitle.

15 **[(r)] (Q)** “Prepaid wireless E 9–1–1 fee” means the fee that is required to be
16 collected by a seller from a consumer in the amount established under § 1–313 of this
17 subtitle.

18 **[(s)] (R)** “Prepaid wireless telecommunications service” means a commercial
19 mobile radio service that:

20 (1) allows a consumer to dial 9–1–1 to access the 9–1–1 system;

21 (2) must be paid for in advance; and

22 (3) is sold in predetermined units that decline with use in a known amount.

23 **[(t)] (S)** “Public safety agency” means:

24 (1) a functional division of a public agency that provides fire fighting,
25 police, medical, or other emergency services; or

26 (2) a private entity that provides fire fighting, police, medical, or other
27 emergency services on a voluntary basis.

28 **[(u)] (T)** “Public safety answering point” means a communications facility that:

1 (1) is operated on a 24-hour basis;

2 (2) first receives 9-1-1 requests for emergency services in a 9-1-1 service
3 area; and

4 (3) as appropriate[,];

5 (I) dispatches public safety services directly[,];

6 (II) TRANSMITS INCIDENT DATA TO APPROPRIATE PUBLIC
7 SAFETY AGENCIES WITHIN THE STATE FOR THE DISPATCH OF PUBLIC SAFETY
8 SERVICES; or

9 (III) transfers 9-1-1 requests for emergency services OR TRANSMITS
10 INCIDENT DATA to [appropriate public safety agencies]:

11 1. AN APPROPRIATE FEDERAL EMERGENCY
12 COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY
13 SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION; OR

14 2. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT
15 LOCATED WITHIN OR OUTSIDE THE STATE.

16 [(v)] (U) “Secretary” means the Secretary of Public Safety and Correctional
17 Services.

18 [(w)] (V) “Seller” means a person that sells prepaid wireless telecommunications
19 service to another person.

20 (W) “STATE 9-1-1 FEE” MEANS THE FEE IMPOSED IN ACCORDANCE WITH §
21 1-310 OF THIS SUBTITLE.

22 (x) “Wireless enhanced 9-1-1 service” means enhanced 9-1-1 service under an
23 FCC order.

24 1-304.

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

27 (1) shall designate the number 9-1-1 as the primary emergency telephone
28 number; [and]

29 (2) may include a separate secondary backup telephone number for
30 emergency calls; AND

1 **(3) SHALL INCLUDE INFORMATION ON THE REQUIREMENTS OF §**
2 **1-314 OF THIS SUBTITLE.**

3 **1-304.1.**

4 **(A) (1) EACH PUBLIC SAFETY ANSWERING POINT SHALL EMPLOY**
5 **STANDARDS-BASED PROTOCOLS FOR THE PROCESSING OF 9-1-1 REQUESTS FOR**
6 **EMERGENCY ASSISTANCE.**

7 **(2) A PUBLIC SAFETY ANSWERING POINT SHALL ENSURE THAT EACH**
8 **9-1-1 SPECIALIST EMPLOYED BY THE PUBLIC SAFETY ANSWERING POINT IS**
9 **CERTIFIED IN EACH DISCIPLINE RELATED TO 9-1-1 REQUESTS FOR ASSISTANCE**
10 **FOR WHICH THE 9-1-1 SPECIALIST IS RESPONSIBLE FOR RECEIVING AND**
11 **PROCESSING.**

12 **(B) A PUBLIC SAFETY ANSWERING POINT MAY ESTABLISH A**
13 **TELECOMMUNICATOR EMERGENCY RESPONSE TEAM TO RESPOND TO, RELIEVE,**
14 **ASSIST, OR AUGMENT OTHER PUBLIC SAFETY ANSWERING POINTS WHEN THOSE**
15 **PUBLIC SAFETY ANSWERING POINTS ARE AFFECTED BY NATURAL OR HUMAN-MADE**
16 **DISASTERS.**

17 **1-304.2.**

18 **EACH PUBLIC SAFETY ANSWERING POINT SHALL ADOPT AND IMPLEMENT**
19 **PROGRAMS COMPLIANT WITH BEST PRACTICES ON 9-1-1 ACUTE/TRAUMATIC AND**
20 **CHRONIC STRESS MANAGEMENT.**

21 **1-305.**

22 **(a) There is [an Emergency Number Systems] A MARYLAND 9-1-1 Board in the**
23 **Department of Public Safety and Correctional Services.**

24 **(b) (1) The Board consists of [17] 19 members.**

25 **(2) Of the [17] 19 members:**

26 **[(i) one member shall represent a telephone company operating in**
27 **the State;**

28 **[(ii) one member shall represent the wireless telephone industry in**
29 **the State;**

30 **[(iii) one member shall represent the Maryland Institute for**

1 Emergency Medical Services Systems;

2 (iv) one member shall represent the Department of State Police;]

3 (I) ONE MEMBER SHALL REPRESENT THE EMERGENCY
4 COMMUNICATIONS COMMITTEE OF THE MARYLAND ASSOCIATION OF COUNTIES;

5 (II) ONE MEMBER SHALL REPRESENT DIRECTORS OF PUBLIC
6 SAFETY ANSWERING POINTS FOR ALLEGANY COUNTY, GARRETT COUNTY, AND
7 WASHINGTON COUNTY;

8 (III) ONE MEMBER SHALL REPRESENT DIRECTORS OF PUBLIC
9 SAFETY ANSWERING POINTS FOR CALVERT COUNTY, CHARLES COUNTY,
10 FREDERICK COUNTY, MONTGOMERY COUNTY, PRINCE GEORGE'S COUNTY, AND
11 ST. MARY'S COUNTY;

12 (IV) ONE MEMBER SHALL REPRESENT DIRECTORS OF PUBLIC
13 SAFETY ANSWERING POINTS FOR ANNE ARUNDEL COUNTY, BALTIMORE CITY,
14 BALTIMORE COUNTY, CARROLL COUNTY, HARFORD COUNTY, AND HOWARD
15 COUNTY;

16 (V) ONE MEMBER SHALL REPRESENT DIRECTORS OF PUBLIC
17 SAFETY ANSWERING POINTS FOR CAROLINE COUNTY, CECIL COUNTY,
18 DORCHESTER COUNTY, KENT COUNTY, QUEEN ANNE'S COUNTY, SOMERSET
19 COUNTY, TALBOT COUNTY, WICOMICO COUNTY, AND WORCESTER COUNTY;

20 [(v)] (VI) one member shall represent the Public Service
21 Commission;

22 [(vi)] (VII) one member shall represent the Association of
23 Public-Safety Communications Officials International, Inc.;

24 [(vii)] two members shall represent county fire services in the State,
25 with one member representing career fire services and one member representing volunteer
26 fire services;]

27 (VIII) ONE MEMBER SHALL REPRESENT COUNTY FIRE SERVICES
28 IN THE STATE;

29 [(viii)] (IX) one member shall represent police services in the State;

30 [(ix)] two members shall represent emergency management services in
31 the State;]

1 **(X) ONE MEMBER SHALL REPRESENT COUNTY EMERGENCY**
2 **MANAGEMENT SERVICES IN THE STATE;**

3 **(XI) ONE MEMBER SHALL REPRESENT COUNTY EMERGENCY**
4 **MEDICAL SERVICES IN THE STATE;**

5 **(XII) ONE MEMBER SHALL REPRESENT 9-1-1 SPECIALISTS;**

6 [(x) one member shall represent a county with a population of
7 200,000 or more;

8 (xi) one member shall represent a county with a population of less
9 than 200,000;

10 (xii)] **(XIII) one member shall represent the Maryland chapter of the**
11 **National Emergency Numbers Association;**

12 [(xiii)] **(XIV) one member shall represent the geographical information**
13 **systems in the State AND COUNTIES; [and]**

14 **(XV) ONE MEMBER, SELECTED FROM A LIST OF THREE**
15 **INDIVIDUALS RECOMMENDED BY THE MARYLAND ASSOCIATION OF COUNTIES,**
16 **SHALL POSSESS FINANCIAL EXPERTISE, WORKING IN THE FIELD OF PUBLIC SECTOR**
17 **FINANCE;**

18 **(XVI) ONE MEMBER SHALL REPRESENT INDIVIDUALS WITH**
19 **DISABILITIES, ASSISTIVE TECHNOLOGY NEEDS, SENIORS, AND OTHERS WITH**
20 **LANGUAGE AND ACCESSIBILITY NEEDS; AND**

21 [(xiv)] **(XVII) [two] THREE members shall represent the public,**
22 **WITH ONE MEMBER POSSESSING CYBERSECURITY EXPERTISE, PARTICULARLY IN**
23 **THE FIELD OF EMERGENCY COMMUNICATIONS NETWORKS.**

24 (3) The Governor shall appoint the members with the advice and consent
25 of the Senate.

26 (c) (1) The term of a member is 4 years and begins on July 1.

27 (2) The terms of the members are staggered as required by the terms
28 provided for members of the Board on October 1, 2003.

29 (3) At the end of a term, a member continues to serve until a successor is
30 appointed and qualifies.

31 (4) If a vacancy occurs after a term has begun, the Governor shall appoint

1 a successor to represent the organization or group in which the vacancy occurs.

2 (5) A member who is appointed after a term has begun serves only for the
3 rest of the term and until a successor is appointed and qualifies.

4 (d) The Governor shall appoint a chairperson from among the Board members.

5 (e) The Board shall meet as necessary, but at least once each quarter.

6 (f) A member of the Board:

7 (1) may not receive compensation as a member of the Board; but

8 (2) is entitled to reimbursement for expenses under the Standard State
9 Travel Regulations, as provided in the State budget.

10 (g) The Secretary shall provide staff to the Board, including:

11 (1) a coordinator who is responsible for the daily operation of the office of
12 the Board; and

13 (2) staff to handle the increased duties related to [wireless] enhanced
14 9-1-1 service.

15 1-306.

16 (a) The Board shall coordinate the enhancement of county 9-1-1 systems.

17 (b) The Board's responsibilities include:

18 (15) establishing training standards for public safety answering point
19 personnel based on national best practices, **INCLUDING TRAINING CONCERNING NEXT**
20 **GENERATION 9-1-1 TOPICS**; and

21 **(E) (1) THE STANDARDS ESTABLISHED BY THE BOARD UNDER**
22 **SUBSECTION (B)(15) OF THIS SECTION SHALL INCLUDE MINIMUM CONTINUING**
23 **EDUCATION STANDARDS FOR 9-1-1 SPECIALISTS.**

24 **(2) (I) AT LEAST ONCE EACH YEAR, THE BOARD SHALL PROVIDE**
25 **FOR AN AUDIT OF EACH PUBLIC SAFETY ANSWERING POINT IN ORDER TO ENSURE**
26 **THAT 9-1-1 SPECIALISTS AND OTHER PERSONNEL EMPLOYED BY THE PUBLIC**
27 **SAFETY ANSWERING POINT HAVE SATISFIED THE TRAINING REQUIREMENTS**
28 **ESTABLISHED IN ACCORDANCE WITH SUBSECTION (B)(15) OF THIS SECTION.**

29 **(II) THE AUDIT DESCRIBED UNDER SUBPARAGRAPH (I) OF THIS**
30 **PARAGRAPH MAY BE CONDUCTED CONCURRENTLY WITH AN INSPECTION OF THE**

1 PUBLIC SAFETY ANSWERING POINT IN ACCORDANCE WITH SUBSECTION (B)(10) OF
2 THIS SECTION.

3 (F) THE BOARD SHALL ESTABLISH STANDARDS GOVERNING THE
4 PROCESSING OF 9-1-1 REQUESTS FOR ASSISTANCE THAT:

5 (1) MINIMIZE THE TRANSFER OF THOSE REQUESTS FROM THE PUBLIC
6 SAFETY ANSWERING POINT THAT RECEIVED THE REQUEST TO OTHER PUBLIC
7 SAFETY ANSWERING POINTS WITHIN OR OUTSIDE THE STATE OR FEDERAL
8 EMERGENCY COMMUNICATION CENTERS; AND

9 (2) AVOID TRANSFERS TO PUBLIC SAFETY AGENCIES THAT WOULD
10 ADVERSELY AFFECT A PUBLIC SAFETY RESPONSE.

11 [(e)] (G) The Board shall:

12 (1) establish minimum standards for 9-1-1 systems, enhanced 9-1-1
13 systems, and Next Generation 9-1-1 services that ensure improved access for individuals
14 with disabilities and individuals who use assistive technologies, including mandatory
15 connectivity requirements for core service providers for Next Generation 9-1-1 services to
16 device-based and cloud-based data repositories; and

17 (2) update the standards adopted in accordance with item (1) of this
18 subsection based on available technology and equipment.

19 1-307.

20 (a) The Board shall submit an annual report to the Governor, the Secretary, and,
21 subject to § 2-1257 of the State Government Article, the Legislative Policy Committee.

22 (b) The report shall provide the following information for each county:

23 (1) the type of 9-1-1 system currently operating in the county;

24 (2) the total STATE 9-1-1 fee and [additional charge] COUNTY 9-1-1 FEE
25 charged;

26 (3) the funding formula in effect;

27 (4) any statutory or regulatory violation by the county and the response of
28 the Board;

29 (5) any efforts to establish an enhanced 9-1-1 system in the county; and

30 (6) any suggested changes to this subtitle.

1 1-309.

2 (a) On recommendation of the Board, each year the Secretary shall request an
3 appropriation from the 9-1-1 Trust Fund in an amount sufficient to:

4 (1) carry out the purposes of this subtitle;

5 (2) pay the administrative costs chargeable to the 9-1-1 Trust Fund; and

6 (3) reimburse counties for the cost of enhancing a 9-1-1 system.

7 (b) (1) Subject to the limitations under subsection (e) of this section, the
8 Comptroller shall disburse the money in the 9-1-1 Trust Fund as provided in this
9 subsection.

10 (2) Each July 1, the Comptroller shall allocate sufficient money from the
11 **STATE** 9-1-1 fee to pay the costs of administering the 9-1-1 Trust Fund.

12 (3) As directed by the Secretary and in accordance with the State budget,
13 the Comptroller, from the appropriate account, shall:

14 (i) reimburse counties for the cost of enhancing a 9-1-1 system;

15 (ii) pay contractors in accordance with § 1-306(b)(12) of this subtitle;

16 and

17 (iii) pay the costs associated with maintenance, operations, and
18 programs approved by the Board in accordance with § 1-308(b) of this subtitle.

19 (4) (i) The Comptroller shall pay to each county from its account the
20 money requested by the county to pay the maintenance and operation costs of the county's
21 9-1-1 system in accordance with the State budget.

22 (ii) The Comptroller shall pay the money for maintenance and
23 operation costs on September 30, December 31, March 31, and June 30 of each year.

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

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

27 (i) pay the administrative costs chargeable to the 9-1-1 Trust Fund;

28 (ii) reimburse counties for the cost of enhancing a 9-1-1 system;

29 (iii) pay contractors in accordance with § 1-306(b)(12) of this subtitle;

30 and

1 (iv) pay the costs associated with maintenance, operations, and
2 programs approved by the Board in accordance with § 1-308(b) of this subtitle.

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

5 (4) Money collected from the prepaid wireless E 9-1-1 fee shall be used as
6 follows:

7 (i) 25% for the same purpose as the 9-1-1 fee under paragraph (2)
8 of this subsection; and

9 (ii) 75% for the same purpose as the [additional charge] COUNTY
10 9-1-1 FEE under paragraph (3) of this subsection, prorated on the basis of the total fees
11 collected in each county.

12 **(5) MONEY ACCRUING TO THE 9-1-1 TRUST FUND MAY NOT BE USED**
13 **FOR THE MAINTENANCE OR OPERATION OF COMMUNICATIONS CENTERS OTHER**
14 **THAN PUBLIC SAFETY ANSWERING POINTS.**

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

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

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

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

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

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

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

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

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

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

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

7 (f) (1) The Legislative Auditor may conduct fiscal/compliance audits of the
8 9-1-1 Trust Fund and of the appropriations and disbursements made for purposes of this
9 subtitle.

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

12 1-310.

13 (a) This section does not apply to prepaid wireless telecommunications service.

14 (b) Each subscriber to switched local exchange access service or CMRS or other
15 9-1-1-accessible service shall pay a **STATE** 9-1-1 fee.

16 (c) (1) Subject to paragraphs (2) through (5) of this subsection, the **STATE**
17 9-1-1 fee is 50 cents per month for each switched local exchange access service, CMRS, or
18 other 9-1-1-accessible service provided, payable when the bill for the service is due.

19 (2) Except as provided in paragraphs (3) through (5) of this subsection, if a
20 service provider provisions to the same individual or person the voice channel capacity to
21 make more than one simultaneous outbound call from a 9-1-1-accessible service, each
22 separate outbound call voice channel capacity, regardless of the technology, shall constitute
23 a separate 9-1-1-accessible service for purposes of calculating the **STATE** 9-1-1 fee due
24 under paragraph (1) of this subsection.

25 (3) CMRS provided to multiple devices that share a mobile telephone
26 number shall be treated as a single 9-1-1-accessible service for purposes of calculating the
27 **STATE** 9-1-1 fee due under paragraph (1) of this subsection.

28 (4) A broadband connection not used for telephone service may not
29 constitute a separate voice channel capacity for purposes of calculating the **STATE** 9-1-1
30 fee due under paragraph (1) of this subsection.

31 (5) (i) For a telephone service that provides, to multiple locations,
32 shared simultaneous outbound voice channel capacity configured to provide local dial in
33 different states, the voice channel capacity to which the **STATE** 9-1-1 fee due under

1 paragraph (1) of this subsection applies is only the portion of the shared voice channel
2 capacity in the State identified by the service supplier's books and records.

3 (ii) In determining the portion of shared capacity in the State, a
4 service supplier may rely on, among other factors, a customer's certification of the
5 customer's allocation of capacity in the State, which may be based on:

- 6 1. each end user location;
- 7 2. the total number of end users; and
- 8 3. the number of end users at each end user location.

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

12 (2) Each telephone company:

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

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

17 (iii) is entitled to credit, against the money from the **STATE 9-1-1**
18 fees to be remitted to the Comptroller, an amount equal to **[0.75%] 0.50%** of the **STATE**
19 **9-1-1** fees to cover the expenses of billing, collecting, and remitting the **STATE 9-1-1** fees
20 and **[any additional charges] COUNTY 9-1-1 FEES**.

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

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

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

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

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

30 (iii) is entitled to credit, against the money from the **STATE 9-1-1**
31 fees to be remitted to the Comptroller, an amount equal to **[0.75%] 0.50%** of the **STATE**

1 9-1-1 fees to cover the expenses of billing, collecting, and remitting the **STATE 9-1-1** fees
2 and [any additional charges] **COUNTY 9-1-1 FEES**.

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

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

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

11 (f) Notwithstanding any other provision of this subtitle, the **STATE 9-1-1** fee
12 does not apply to an intermediate service line used exclusively to connect a CMRS or other
13 9-1-1-accessible service, other than a switched local access service, to another telephone
14 system or switching device.

15 (g) A CMRS provider that pays or collects **STATE 9-1-1** fees under this section
16 has the same immunity from liability for transmission failures as that approved by the
17 Public Service Commission for local exchange telephone companies that are subject to
18 regulation by the Commission under the Public Utilities Article.

19 1-311.

20 (a) This section does not apply to prepaid wireless telecommunications service.

21 (b) In addition to the **STATE 9-1-1** fee, the governing body of each county, by
22 ordinance or resolution enacted or adopted after a public hearing, may impose [an
23 additional charge] **A COUNTY 9-1-1 FEE** to be added to all current bills rendered for
24 switched local exchange access service or CMRS or other 9-1-1-accessible service in the
25 county.

26 (c) (1) Except as provided in paragraph (2) of this subsection and subject to
27 paragraphs (3) through (6) of this subsection, the [additional charge] **COUNTY 9-1-1 FEE**
28 imposed by a county may not exceed 75 cents per month for each switched local exchange
29 access service, CMRS, or other 9-1-1-accessible service provided.

30 (2) If revenues attributable to the [additional charge] **COUNTY 9-1-1 FEE**
31 for a fiscal year do not provide the revenues necessary to cover a county's operational costs
32 for the 9-1-1 system for that fiscal year, the county may, for the following fiscal year,
33 impose [an additional charge] **A COUNTY 9-1-1 FEE** not exceeding \$1.50 per month for
34 each switched local exchange access service, CMRS, or other 9-1-1-accessible service
35 provided.

1 (3) Except as provided in paragraphs (4) through (6) of this subsection, if a
2 service provider provisions to the same individual or person the voice channel capacity to
3 make more than one simultaneous outbound call from a 9-1-1-accessible service, each
4 separate outbound call voice channel capacity, regardless of the technology, shall constitute
5 a separate 9-1-1-accessible service for purposes of calculating the [additional charges]
6 **COUNTY 9-1-1 FEES** due under paragraphs (1) and (2) of this subsection.

7 (4) CMRS provided to multiple devices that share a mobile telephone
8 number shall be treated as a single 9-1-1-accessible service for purposes of calculating the
9 [additional charges] **COUNTY 9-1-1 FEES** due under paragraphs (1) and (2) of this
10 subsection.

11 (5) A broadband connection not used for telephone service may not
12 constitute a separate voice channel capacity for purposes of calculating the [additional
13 charges] **COUNTY 9-1-1 FEES** due under paragraphs (1) and (2) of this subsection.

14 (6) (i) For a telephone service that provides, to multiple locations,
15 shared simultaneous outbound voice channel capacity configured to provide local dial in
16 different states or counties, the voice channel capacity to which the 9-1-1 fee due under
17 paragraphs (1) and (2) of this subsection applies is only the portion of the shared voice
18 channel capacity in the county identified by the service supplier's books and records.

19 (ii) In determining the portion of shared capacity in the county, a
20 service supplier may rely on, among other factors, a customer's certification of the
21 customer's allocation of capacity in the county, which may be based on:

- 22 1. each end user location;
- 23 2. the total number of end users; and
- 24 3. the number of end users at each end user location.

25 (7) The amount of the [additional charges] **COUNTY 9-1-1 FEES** may not
26 exceed a level necessary to cover the total eligible maintenance and operation costs of the
27 county.

28 (d) The [additional charge] **COUNTY 9-1-1 FEE** continues in effect until repealed
29 or modified by a subsequent county ordinance or resolution.

30 (e) After imposing, repealing, or modifying [an additional charge] **A COUNTY**
31 **9-1-1 FEE**, the county shall certify the amount of the [additional charge] **COUNTY 9-1-1**
32 **FEE** to the Public Service Commission.

33 (f) The Public Service Commission shall direct each telephone company that
34 provides service in a county that imposed [an additional charge] **A COUNTY 9-1-1 FEE** to
35 add, within 60 days, the full amount of the [additional charge] **COUNTY 9-1-1 FEE** to all

1 current bills rendered for switched local exchange access service in the county.

2 (g) Within 60 days after a county enacts or adopts an ordinance or resolution that
 3 imposes, repeals, or modifies [an additional charge] **A COUNTY 9-1-1 FEE**, each 9-1-1
 4 service carrier that provides service in the county shall add the full amount of the
 5 [additional charge] **COUNTY 9-1-1 FEE** to all current bills rendered for CMRS or other
 6 9-1-1-accessible service in the county.

7 (h) (1) Each telephone company and each 9-1-1 service carrier shall:

8 (i) act as a collection agent for the 9-1-1 Trust Fund with respect
 9 to the [additional charge] **COUNTY 9-1-1 FEE** imposed by each county;

10 (ii) collect the money from the [additional charge] **COUNTY 9-1-1**
 11 **FEE** on a county basis; and

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

13 (2) The Comptroller shall deposit the money remitted in the 9-1-1 Trust
 14 Fund account maintained for the county that imposed the [additional charge] **COUNTY**
 15 **9-1-1 FEE**.

16 1-312.

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

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

24 (c) During a year in which a county raises its [local additional charge] **COUNTY**
 25 **9-1-1 FEE** under § 1-311 of this subtitle, the county:

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

28 (2) may not use 9-1-1 trust funds to supplant spending by the county for
 29 9-1-1 maintenance or operations.

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

32 **(2) IF AN AUDIT PERFORMED IN ACCORDANCE WITH PARAGRAPH (1)**

1 OF THIS SUBSECTION DETERMINES THAT A COUNTY HAS UTILIZED 9-1-1 TRUST
2 FUNDS FOR PURPOSES OTHER THAN THOSE AUTHORIZED UNDER THIS SUBTITLE,
3 THE GOVERNING BODY OF THE COUNTY SHALL:

4 (I) SUBMIT TO THE BOARD A REPORT THAT INCLUDES AN
5 EXPLANATION FOR THE DIVERSION OF 9-1-1 TRUST FUNDS FOR UNAUTHORIZED
6 PURPOSES AND DETAILS THE STEPS TAKEN BY THE COUNTY TO ENSURE THAT THE
7 DIVERSION OF 9-1-1 TRUST FUNDS DOES NOT OCCUR IN THE FUTURE; AND

8 (II) RESTORE THE DIVERTED FUNDS TO THE COUNTY'S 9-1-1
9 BUDGET WITHIN THAT FISCAL YEAR.

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

13 (i) the money collected from the [additional charge] COUNTY
14 9-1-1 FEE and distributed to the county is expended during the county's fiscal year as
15 follows:

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

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

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

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

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

29 1-314.

30 (a) In this section, "multiple-line telephone system" means a system that:

31 (1) consists of common control units, telephone sets, control hardware and
32 software, and adjunct systems, including network and premises-based systems; and

33 (2) is designed to aggregate more than one incoming voice communication

1 channel for use by more than one telephone.

2 (b) (1) Except as provided in paragraph (2) of this subsection, [on or before
3 December 31, 2017,] a person that installs or operates a multiple-line telephone system
4 shall ensure that the system is connected to the public switched telephone network in such
5 a way that when an individual using the system dials 9-1-1, the call connects to the public
6 safety answering point without requiring the user to dial any other number or set of
7 numbers.

8 (2) A unit of the Executive Branch of State government shall comply with
9 paragraph (1) of this subsection on the date that the multiple-line telephone system of the
10 unit is next upgraded.

11 (C) **NOTWITHSTANDING ANY OTHER PROVISION OF THIS SUBTITLE, A
12 COUNTY OR MUNICIPALITY SHALL BE RESPONSIBLE FOR ENFORCING SUBSECTION
13 (B) OF THIS SECTION.**

14 (D) (1) **EACH COUNTY OR MUNICIPALITY MAY SET A FINE OR SERIES OF
15 FINES TO BE ISSUED TO A PERSON THAT VIOLATES SUBSECTION (B) OF THIS
16 SECTION.**

17 (2) **REVENUE COLLECTED UNDER PARAGRAPH (1) OF THIS
18 SUBSECTION SHALL BE RETURNED TO THE COUNTY OR MUNICIPALITY TAKING THE
19 ENFORCEMENT ACTION.**

20 (E) **WHEN A COUNTY SUBMITS A REQUEST FOR DISBURSEMENTS FROM THE
21 9-1-1 TRUST FUND IN ACCORDANCE WITH § 1-309 OF THIS SUBTITLE, THE COUNTY
22 SHALL SUBMIT TO THE BOARD A CERTIFICATION OF THE ENFORCEMENT ACTIONS
23 TAKEN BY THE COUNTY UNDER THIS SECTION.**

24 SECTION 2. AND BE IT FURTHER ENACTED, That, to implement the change in
25 the composition of the Maryland 9-1-1 Board under § 1-305(b)(2) of the Public Safety
26 Article, as enacted by Section 1 of this Act, the terms of the following members serving on
27 the Emergency Number Systems Board before the effective date of this Act shall terminate
28 October 1, 2020:

29 (1) the member representing a telephone company operating in the State;

30 (2) the member representing the wireless telephone industry in the State;

31 (3) the member representing the Maryland Institute for Emergency
32 Medical Services Systems;

33 (4) the member representing the Department of State Police;

- 1 (5) the members representing county fire services in the State;
- 2 (6) the members representing emergency management services in the
3 State;
- 4 (7) the member representing a county with a population of 200,000 or
5 more; and
- 6 (8) the member representing a county with a population of less than
7 200,000.

8 SECTION 3. AND BE IT FURTHER ENACTED, That the terms of the 12 initial
9 members of the Maryland 9–1–1 Board provided for in § 1–305(b)(2) of the Public Safety
10 Article, as enacted by Section 1 of this Act, shall expire as follows:

- 11 (1) three members in 2021;
- 12 (2) three members in 2022;
- 13 (3) three members in 2023; and
- 14 (4) three members in 2024.

15 SECTION 4. AND BE IT FURTHER ENACTED, That, on or before June 30, 2020,
16 the Department of General Services shall report to the Commission to Advance Next
17 Generation 9–1–1 Across Maryland established by Chapters 301 and 302 of the Acts of the
18 General Assembly of 2018 and the General Assembly, in accordance with § 2–1257 of the
19 State Government Article, on the compliance of units of the Executive Branch with §
20 1–314(b)(1) of the Public Safety Article.

21 SECTION 5. AND BE IT FURTHER ENACTED, That this Act shall take effect
22 October 1, 2020.