

Department of Legislative Services  
Maryland General Assembly  
2020 Session

FISCAL AND POLICY NOTE  
Third Reader - Revised

Senate Bill 463

(Senator Elfreth)(Chair, Joint Committee on Pensions)

Budget and Taxation

Appropriations

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State Retirement Agency - Monitoring and Recording of Automated Outgoing  
Telephone Calls - Authorization

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This bill authorizes the Board of Trustees of the State Retirement and Pension System (SRPS) to adopt regulations, for training and quality control purposes, regarding the monitoring and recording of outgoing telephone conversations initiated by the callback feature of the SRPS automated call distribution system. The regulations must prohibit the retention of any recordings, including recordings of incoming calls, for longer than 10 years. **The bill takes effect June 1, 2020.**

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Fiscal Summary

**State Effect:** None. The bill is procedural in nature and does not affect governmental finances.

**Local Effect:** None.

**Small Business Effect:** None.

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Analysis

**Current Law:** Chapter 214 of 2009 authorized the SRPS board to adopt regulations, for training and quality control purposes, regarding the monitoring and recording of incoming telephone calls to employees of the Member Services Division of the State Retirement Agency (SRA).

**Background:** In 2015, SRA began providing members and retirees who call into the Member Services Division and are faced with long wait periods with the option of

activating an automated callback feature that keeps their place in the queue but does not require them to remain on the phone. Agency counsel has advised that these call backs may qualify as outgoing telephone calls and, therefore, SRA does not have authority under current law to also monitor and record them for training and quality control purposes. The board asked the Joint Committee on Pensions (JCP) to sponsor legislation to allow SRA to record the automated call backs, and JCP agreed to sponsor the legislation.

In fiscal 2019, the Member Services Division fielded 132,028 phone calls, which includes both incoming calls and automated call backs. In the first six months of fiscal 2020, the division answered almost 35,000 incoming calls and had more than 19,000 automated call backs, or roughly 3,200 per month.

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### **Additional Information**

**Prior Introductions:** None.

**Designated Cross File:** HB 753 (Delegate M. Jackson)(Chair, Joint Committee on Pensions) - Appropriations.

**Information Source(s):** State Retirement Agency; Department of Legislative Services

**Fiscal Note History:** First Reader - January 31, 2020  
rh/vlg Third Reader - March 13, 2020  
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