



EMERGENCY NUMBER SYSTEMS BOARD

9-1-1

ANNUAL REPORT 2004

Robert L. Ehrlich, Jr.
Governor

Michael S. Steele
Lt. Governor

Mary Ann Saar
Secretary DPSCS

G. Lawrence Franklin
Deputy Secretary

Anthony Myers
ENSB Chairperson

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DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES





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STATE OF MARYLAND

ROBERT L. EHRLICH, JR.
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MARY ANN SAAR
SECRETARY

February 22, 2005

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DIVISION OF PAROLE AND
PROBATION

DIVISION OF PRETRIAL
DETENTION AND SERVICES

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MARYLAND COMMISSION ON
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SUNDRY CLAIMS BOARD

INMATE GRIEVANCE OFFICE

The Honorable Robert L. Ehrlich Jr.
Governor of Maryland
100 State Circle
Annapolis, MD 21401

Dear Governor Ehrlich:

I am pleased to provide you with the FY 2004 Annual Report on the activities of the Emergency Number Systems Board, as required by the Public Safety Article of the Annotated Code of Maryland. The report outlines the progress and challenges the Board is currently facing in bringing quality 9-1-1 service to the citizens of Maryland.

Since 1998, enhanced 9-1-1 *wireline* service has been provided to all Maryland jurisdictions. Funding has been directed to system enhancements, equipment replacements, and training mandates, thus ensuring reliability and adequate capacity of 9-1-1 service. Through your support, in the signing of HB 780 during the 2003 session, we can continue to provide superior emergency call service that is responsive, technologically advanced and staffed by a well-trained community of more than 900 professionals.

The challenges of applying enhanced technology (call back number and location information) to *wireless* 9-1-1 communications have become the focus of the Board's 2004 activities. It is with pleasure to advise you that that, as of this writing, all of Maryland is Wireless Phase I operational and 16 of 24 Maryland 9-1-1 Centers are Phase II operational (receiving both wireless callback and location information). The Board anticipates that by June 2005 all 9-1-1 Centers will be Phase II operational, placing Maryland well ahead of other States in this effort.

The Board members and I are very proud of the work accomplished in the past year, and we look forward to continuing to answer the communications challenges of public safety. We thank you for your support and look forward to working with you enhancing public safety for all Marylanders.

Sincerely,

Mary Ann Saar
Secretary

MARYLAND

9-1-1

EMERGENCY
NUMBER SYSTEMS BOARD

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DEPUTY SECRETARY

MARY L. LIVERS, Ph.D.
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Emergency Number Systems Board

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February 22, 2005

Ms. Mary Ann Saar, Secretary
Department of Public Safety and Correctional Services
300 East Joppa Road Suite 1000
Baltimore, MD 21286

Dear Secretary Saar:

I am pleased to provide you with the Annual Report of the Emergency Number Systems Board for FY 2004. Our membership has assembled at least monthly, and more often in sub-committees, to consider the public safety issues facing emergency communications. The Board has been most diligent in advancing the mission of 9-1-1 and has gone far beyond the statutory minimum requirements of the Public Safety Article.

The year 2004 saw significant strides made to modernize the future of 9-1-1 with additional funding provided through Governor Ehrlich's signing into law HB 780. This landmark legislation provides impetus for the enhancement of 9-1-1 centers to accept wireless E-9-1-1 information. The Board is most appreciative of your leadership and the support of your staff, and I believe the content of this report speaks well of our collective efforts in executing the intent of the Legislature and Governor Ehrlich in making Maryland safer for all who live and work here.

On behalf of the membership of the Emergency Number Systems Board and of the more than four hundred call takers of Maryland's twenty-four 9-1-1 emergency centers, and the communities they serve, I am pleased to report that Maryland currently enjoys excellent enhanced *wireline* 9-1-1 service in all of our jurisdictions and is well under way in providing similar enhanced *wireless* 9-1-1 service. The Board continues to advance the cause of public safety through responsible stewardship of available resources and dedication to recognized best practices in the emergency communications industry.

The following document and appendices constitute the 2004 Annual Report of the Emergency Number Systems Board as required by the Public Safety Article. I am certain you will find it informative and responsive to the needs of Maryland's citizens.

Sincerely,



Anthony Myers, Chairman
Maryland Emergency Numbers Systems Board

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I. Introduction

The Emergency Number Systems Board (ENSB or Board) was established and duties defined by Sections 1-301 through 1-312 of the Public Safety Article from Maryland's Annotated Code. Those duties include coordinating the enhancements of County 9-1-1 systems and the oversight of the 9-1-1 Trust Fund. This report details the activities of the Board and Trust Fund expenditures from July 1, 2003 to June 30, 2004.

The Public Safety Article defines certain requisites for inclusion in the annual report to include the following six areas:

1. Types of 9-1-1 Systems in Operation – Page 10
2. Total State and County Fees Charged – Page 13
3. Funding Formula in Effect by County – Page 12
4. Statutory or Regulatory Violations by County - None
5. Efforts to Establish an Enhanced 9-1-1 System – Page 10
6. Any Suggested Changes to this Subtitle - None

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 communication industry introduces new technological enhancements, Maryland's 9-1-1 system continues to evolve to ensure Maryland's citizens and visitors are afforded a robust and responsive system when they call 9-1-1 to request emergency services. Since many of the activities of the Board go beyond the scope of the statutory reporting requirements, this report will likewise include reference to these extensive efforts to promote the reader's knowledge of the Board's accomplishments.

This report is available on the ENSB website and is downloadable or reviewable on-line. If at any time you have a question as to the content of this report or the content of our website, please feel free to call Gordon Deans, Executive Director of the ENSB, at (410) 585-3019.

The ENSB web site is:

www.dpscs.state.md.us/ensb

II. Executive Summary

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 24 Public Safety Answering Points, hereafter called PSAPs. (An acronym commonly used in the 9-1-1 industry)

The mission of the ENSB, at its inception, was to provide guidance and direction with the goal of realizing “enhanced” service in all of our PSAPs. Enhanced is defined in the statute as having the capacity for the 9-1-1 call taker to view automatically displayed callback number and location information either in the form of an address or more recently the latitude and longitude for mapping the location. *This goal was achieved for wireline calls in 1998 when wireline enhanced 9-1-1 service became available to all Maryland communities.*

The current direction of the Board is to evaluate and fund local jurisdiction plans for enhancements beyond that envisioned in 1979 when the 9-1-1 Trust Fund was established. The Board is examining issues presented by the proliferation of wireless telephone communications, integration of mapping technologies to identify caller location, the advent of Internet based communication systems (VoIP), and providing training and software enhancements to standardize 9-1-1 emergency service throughout the State. 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.

Some of the more prominent successes of the ENSB in advancing this mission include:

- County Resolutions were passed increasing local fees, as provided for in the Public Safety Article, in 23 of 24 jurisdictions;
- Provided the Maryland General Assembly with a deployment schedule for statewide Wireless Phase I and II implementation (callback number and location information provided to the 9-1-1 calltaker from a wireless caller);
- All of Maryland’s PSAPs became Phase I operational (callback number of wireless callers provided to 9-1-1 calltaker);
- Improved and continuing Trust Fund auditing procedures;
- Statewide regulatory compliance found through PSAP inspection process;
- ENSB interaction with federal agencies and national organizations to address 9-1-1 issues;
- Securing additional funding resources to augment the 9-1-1 Trust Fund;
- Established Technology Subcommittee to investigate industry advancements;
- Readied PSAPs for VoIP technology (training & dedicated VoIP lines);

- Developed Master Trainer for Emergency Telecommunicator Course (ETC) Instructors; and
- A continuing record of customer satisfaction among our external customers

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

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

The ENSB remains committed to supporting 9-1-1 in Maryland and believes Maryland has been well served by the excellent service 9-1-1 callers receive, from each of its 9-1-1 centers, when requesting emergency services. Maryland continues to be a national leader in providing enhanced emergency wireline and wireless service to its citizens and visitors. With the introduction of new Internet based phone services, Maryland is again poised to embrace this new technology and work toward a smooth transition for enhanced VoIP emergency service integration into the 9-1-1 system.

III. The Public Safety Article – (Sections 1-301 through 1-312)

In 2003 Article 41 was recodified as the Public Safety Article and is the defining and enabling statute, which drives the functions of the ENSB. The applicable sections are found in their entirety in Appendix A.

This new legislation had a significant impact during 2004 as the Board and PSAP community endeavored to embrace many of the new provisions and requirements established in the Public Safety Article. One goal of this new legislation was to ensure a timely transition to Maryland's 9-1-1 calltakers receiving callback phone number and location information of wireless callers (defined as "wireless enhanced 9-1-1"). The Public Safety Article included the following new provisions:

- Increasing the State Fee from 10 cents to 25 cents;
- Increasing the county additional fee from a maximum of 50 cents to 75 cents by local resolution;
- Placed spending restrictions on new revenues received during the year in which the county additional fee was increased; and
- Placed further spending restrictions on 9-1-1 revenues should a county not be wireless enhanced 9-1-1 operational after January 1, 2006.

The Public Safety Article also enhanced Board membership, addressed elements of the surcharge collection process, and expanded the definition of 9-1-1 assessable service to ensure that fair and equitable funding of the 9-1-1 system will continue as technology changes. This new language included:

- Increasing the Board membership from 13 to 15 members to include:
 - Representation from a county with a population greater than 100,000;
 - Representation from a county with a population less than 100,000;
 - Replace a "Public-at-Large" position with a representative from the Maryland chapter of the National Emergency Number Association.
- Providing for developing procedures for auditing of surcharge collection and remittance by wireless communications service providers.
- Expanding the definition of "9-1-1 assessable service" to include "telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established public safety answering point".
- Indicating that "each subscriber to switched local exchange access service or CMRS or other 9-1-1-accessible service shall pay a 9-1-1 fee".

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

IV. The Code of Maryland Regulations (COMAR)

The Code of Maryland Regulations (COMAR), which further codifies the Board and describes in detail its essential functions and responsibilities as well as training standards is found in Appendix B. COMAR has been a topic of discussion within the policy sub-committee and amendments are being drafted with respect to relevance, currentness, training standards, and auditing procedures.

V. History of 9-1-1 in Maryland – Synopsis

The Early Years – In the early 1970s the Federal Law Enforcement Assistance Administration provided funding to a number of local jurisdictions to implement 9-1-1. Charles County was the first in 1972 followed by Prince George's in 1973 and Montgomery in 1974.

1979 - Maryland became the second state in the Union to adopt 9-1-1 as the universal number for emergency services access. Since that time it has become a household icon for public safety access and information.

The standards of the emergency communications industry required a 24-hour answering service. Automatic number information (ANI) and automatic location information (ALI), which display caller number and location information respectively, were on the drawing board. This automatic information was designed to streamline the information gathering/dispatch processes of 9-1-1 and allow the location of persons unable to identify their location or to verbally communicate.

1980 - The ENSB published Local Government Planning Guidelines for 9-1-1 Systems followed by a series of planning and implementation meetings with PSAP directors.

Ten Cent phone bill surcharge is established to fund development.

1983 - The Statute enabling the ENSB was amended to include authority for Counties to charge a fee via monthly phone bills to offset operational expenses.

1995 - All counties were required to have enhanced systems in place, i.e. city style addresses vs. route and box numbers and ANI and ALI capability. County authority to extend fee to wireless providers was granted.

The ENSB was expanded to include a member of the wireless community

1996 - FCC regulation including milestones for ANI and ALI for the wireless industry was published. Wireless Phase I with ANI displayed to the 9-1-1 call taker was to be complete by April 1, 1998 and Wireless Phase II with ALI displayed wireless call identification was to be in place by October 1, 2001.

1998 - The Training Sub-committee developed a standardized 40-hour entrance level training course for 9-1-1 dispatchers. Twenty-five trainers and 7 regional coordinators were identified to disseminate the curriculum.

2000 - Legislative initiative re-drafting Article 41 – sent to summer study.

2001 - University of Maryland conducted study of 9-1-1 and provides administrator for coordination and evaluation. Evaluation attests to health of system but need for enhancements.

2002 - Anne Arundel County, selected as the State's test site for enhanced wireless service, becomes Wireless Phase I operational.

2003 – HB 780 increased the 10-cent fee to 25 cents per bill per month. County fee authority increased from a maximum of 50 cents per bill per month to 75 cents. Board membership increased to 15 by adding representatives from the Maryland Emergency Number Association, a large county (Population > 200,000), and a small county (Population < 200,000) and by deleting a public at large position.

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

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

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

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

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

VI. Membership of the Board

The enabling legislation of 1979, amended in 1997, and again in 2003, describes the membership of the Board with fifteen members drawn from private and public sectors by Governor appointment and Senate confirmation. The members serve four-year terms without compensation and are required to meet at least quarterly.

In the formative years of the early 80s, the Board met monthly to address issues of marketing, deployment, equipment, training, and other issues. As 9-1-1 became more institutionalized and availability widespread, the Board was able to reduce the meeting requirements to the current statutory requirement of quarterly meetings.

The technical nature of 9-1-1 communications became more pronounced through the 80s and 90s to today, with the advent of computer-aided dispatch, 800 MHz radio, multiple agencies providing emergency response, professional and fraternal employee organizations, wireless telephone communications, and most recently Internet based communication services. These have brought about fundamental changes in the 9-1-1 infrastructure and added personnel and equipment challenges. To this end, funding requests escalated exponentially and the Board was met with the challenge of stewardship of insufficient dollars to meet needs. Legislation was proposed and passed increasing the 9-1-1 surcharge. The Board currently meets monthly with odd numbered months in general session and even months in executive session. Selected members of the Board also meet periodically in specific sub-committees to advance the Board's mission.

The Board has enjoyed the support of the Department of Public Safety and Correctional Services (DPSCS) fiscal offices in providing auditing and accounting support. In order to alleviate a further drain of its manpower, the ENSB through DPSCS has employed a full time fiscal coordinator and contractual accountant to support the ENSB mission and administer the 9-1-1 Trust Fund.

The Board recognizes the need for entrance and in-service level training for dispatchers and supervisors. The Department established a training coordinator position, working directly for the office of the executive director, advancing the training mission described in COMAR.

The wisdom of the 1979 General Assembly is evident in the diversity of stakeholders who make up the Board. It has been the practice of the appointing authority to seek diversity in the membership and Maryland is well represented. There were a significant number of changes to this year's membership precipitated by new legislation as well as retirements and expirations of terms. The Executive Director made a point of briefing each newly appointed member on the history, requirements, and responsibilities of their appointment. The following is a chart of the Board membership and the organization each member represents.

DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

Emergency Number Systems Board

Board Member Listings

Term	Represent	Member Name
7/1/04 - 6/30/08	Public Service Commission	Anthony Myers
7/1/03 - 6/30/07	MIEMSS	Thomas H. Miller
7/1/04 - 6/30/08	Volunteer Fire Service	Brian C. Ebling
7/1/01 - 6/30/05	Career Fire Service	David H. Balthis
7/1/03 - 6/30/07	Public-At-Large	William H. Walton
7/1/98 - 6/30/06	Emergency Management Systems	W. Edward Mullikin
11/10/03 - 6/30/06	Telephone Utility	Warren C. Pyles III
7/1/01 - 6/30/05	APCO ¹	John C. Crabill
11/10/03 - 6/30/06	Maryland State Police	Lt. Col. Robert J. McGainey
7/1/02 - 6/30/06	Police Services	Captain Charles Summers
7/1/04 - 6/30/08	Public-At-Large	Roderick W. Hart
12/29/03 - 6/30/05	Large County	Andrew M. Johnston
7/1/04 - 6/30/08	Wireless Industry	Jay H. Chang
11/10/03 - 6/30/06	Small County	Steve Marshall
12/29/03 - 6/30/06	NENA ² – Local Chapter	Cathy Kurnas

1 – Association of Public-Safety Communications Officials

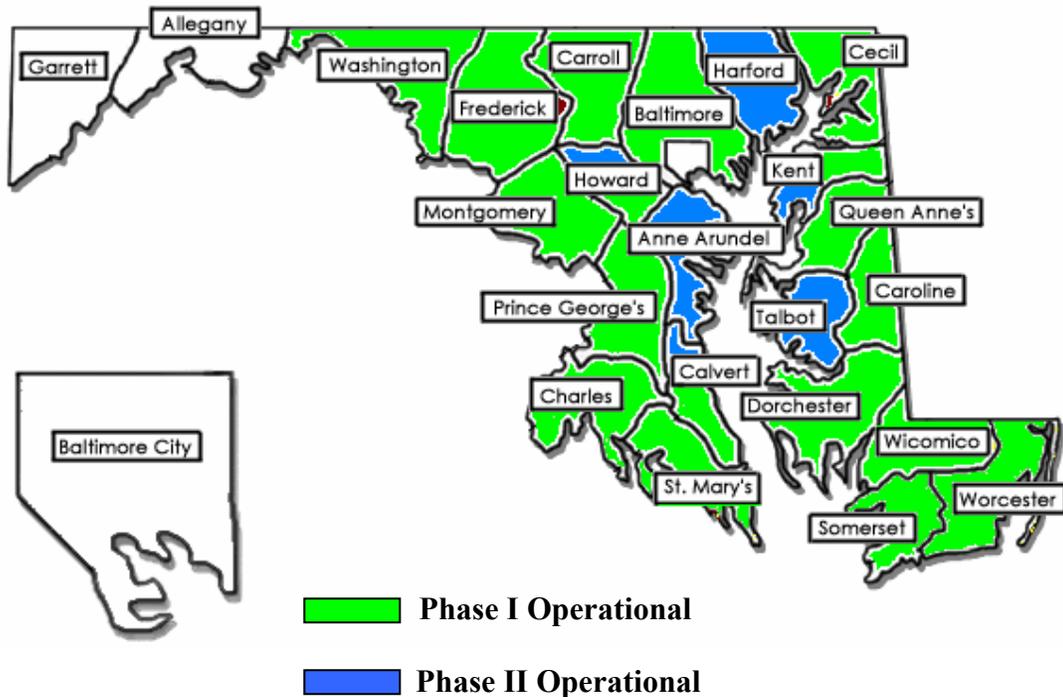
2 – National Emergency Number Association

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

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

The advent and proliferation of the wireless communication industry caused the public safety community to demand the same ‘enhanced’ capacity as their wireline counterparts. The Federal Communications Commission required the wireless industry by regulation to be ANI compliant (Wireless Phase I) by December 1999 and ALI (Wireless Phase II) compliant by October 2001, but due to technological difficulty and lack of funding compliance was not realized. Today, the wireless industry has finally managed to comply with the FCC regulations and is now able to provide enhanced wireless service to technologically capable PSAPs that have requested the service.

Maryland Wireless Operational Status December 2003



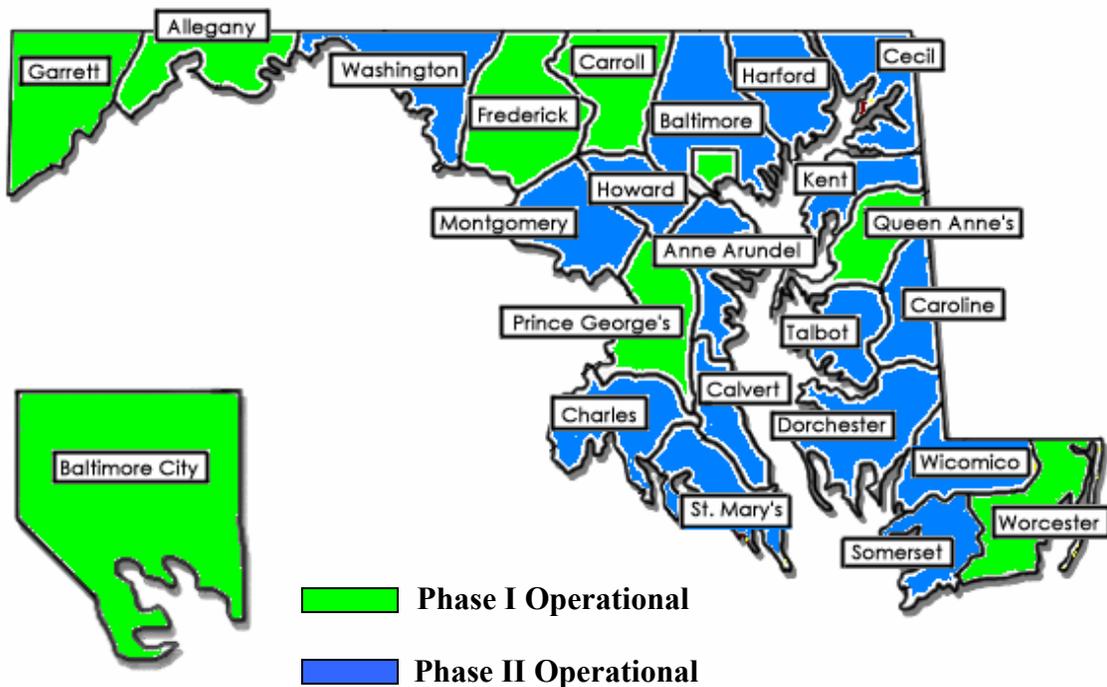
The Public Safety Article, recodified in 2003, tasked the Board to develop, with input from counties, and publish on or before July 1, 2004, an implementation schedule for deployment of wireless enhanced 9-1-1 service. The report of the Wireless Phase I and II implementation schedule was completed and may be viewed on the ENSB web site at:

<http://www.dpscs.state.md.us/ensb/pdfs/WirelessE911DeploySchedLegRptJune2004.pdf>

During 2004, the Board approved 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.

To be considered enhanced wireless operational a PSAP must be able to receive and process enhanced wireless data from 50% or more of the wireless carriers operating within a jurisdiction. Remarkable progress was made this year in bringing Maryland into compliance with enhanced wireless standards and many of the State's PSAPs are now enhanced wireless operational as evident in the following chart.

Maryland Wireless Operational Status December 2004



VIII. Funding

Maryland’s PSAPs derive a significant portion of their funding from a surcharge levied on each telephone bill and remitted by the carriers to the State Comptroller each month. There are currently two funding streams to support 9-1-1. The first is the State Trust Fund fee which during the 2004 fiscal year increased to \$0.25 per bill per month (October 2003) and which is distributed at the discretion of the ENSB to counties making enhancement requests. The second is the “County Additional Fee” in an amount determined by each county up to \$.75 per bill per month (increased from \$0.50 in October 2003), which is deployed to defray local operating expenses.

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

Maryland 9-1-1 Surcharge Fees

County	State Fee	County Fee	Effective Date
Allegany	\$0.25	\$0.75	October 1, 2003
Anne Arundel	\$0.25	\$0.50	January 1, 1996
Baltimore City	\$0.25	\$0.75	June 23, 2004
Baltimore	\$0.25	\$0.75	April 23, 2004
Calvert	\$0.25	\$0.75	June 15, 2004
Caroline	\$0.25	\$0.75	November 9, 2004
Carroll	\$0.25	\$0.75	June 8, 2004
Cecil	\$0.25	\$0.75	October 1, 2003
Charles	\$0.25	\$0.75	January 1, 2004
Dorchester	\$0.25	\$0.75	October 1, 2003
Frederick	\$0.25	\$0.75	July 1, 2004
Garrett	\$0.25	\$0.75	October 1, 2003
Harford	\$0.25	\$0.75	May 4, 2004
Howard	\$0.25	\$0.65	July 1, 2004
Kent	\$0.25	\$0.75	January 30, 2004
Montgomery	\$0.25	\$0.75	October 1, 2003
Prince George’s	\$0.25	\$0.75	March 5, 2004
Queen Anne’s	\$0.25	\$0.75	October 1, 2003
Somerset	\$0.25	\$0.75	February 10, 2004
St. Mary’s	\$0.25	\$0.75	July 1, 2004
Talbot	\$0.25	\$0.75	May 11, 2004
Washington	\$0.25	\$0.75	October 21, 2003
Wicomico	\$0.25	\$0.75	January 1, 2004
Worcester	\$0.25	\$0.75	October 1, 2003

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

The funding provided by the collection of the county “additional fee” can be used to defray the operational and personnel cost associated with providing 9-1-1 service in that particular jurisdiction. Typically, the moneys raised by this fee cover approximately 50% to 60% of the actual 9-1-1 Center operating cost with the remaining funding being supplemented by local revenues. The carriers remit the county “additional charge” fees to the Comptroller of Maryland monthly, after which they are disbursed to the counties quarterly. The below chart reflects the 2004 county distribution of the collected “additional charge” fees.

2004 “Additional Fee” Payments to the Jurisdictions

County	FY 04 Disbursement
Allegany County	\$444,052.54
Anne Arundel County	\$2,995,021.54
Baltimore City	\$3,172,696.01
Baltimore County	\$4,274,688.85
Calvert County	\$420,519.88
Caroline County	\$130,121.76
Carroll County	\$818,815.60
Cecil County	\$509,951.65
Charles County	\$804,081.97
Dorchester County	\$165,205.57
Frederick County	\$1,170,885.93
Garrett County	\$181,554.63
Harford County	\$1,209,203.57
Howard County	\$1,678,974.97
Kent County	\$107,985.17
Montgomery County	\$6,956,149.63
Prince George's County	\$5,395,522.62
Queen Anne's County	\$251,581.25
Somerset County	\$96,853.56
St Mary's County	\$408,231.53
Talbot County	\$206,466.50
Washington County	\$790,533.39
Wicomico County	\$525,689.99
Worcester County	\$498,571.51

Total FY 04 Payments: \$33,213,359.62

IX. County Audits

The Public Safety Article requires each county to report to the Board how the monies received from the trust fund were spent. The board is charged with the responsibility of evaluating the expenditures for compliance with applicable laws and regulations. To this end, the Board funds independent audits of county expenditures.

All of the audits of FY 04 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.

X. MFR and PSAP Inspections

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.

ENSB Mission Statement

The Emergency Number Systems Board coordinates the enhancement of County 9-1-1 systems through the provision of advice, guidance, fiscally responsive funding, and infrastructure and auditing support. In cooperation with the counties, the Board works to ensure that Maryland PSAPs have the appropriate, technologically advanced system to effectively and efficiently respond to requests for emergency services from Maryland residents and visitors.

The ENSB sought to meet several significant goals in 2004:

- To enable all Maryland PSAPS to be receive and process Wireless Phase I (callback number) information.
- To seek Wireless Phase II (caller location information – expressed in lat/long) deployments of those already Phase I deployed.
- To provide the PSAP community with an electronic means of applying for Grants and more specifically for the Board to review and evaluate electronically submitted project files (see Standards Committee section for results).
- To be responsive to the Maryland 9-1-1 community by assessing PSAP satisfaction with Board activity and guidance through customer survey (see Appendix C for survey and results).

To address the issues of enhanced wireless deployment in Maryland the Office of the Executive Director published several guidance manuals to facilitate applying for and deploying wireless number and location technologies. The Anne Arundel County PSAP was designated as the test site for developing best practices for enhanced wireless deployment. The lessons learned from the Anne Arundel experience were shared with other Maryland PSAPs and several statewide standards were adopted.

The second goal included a significant number of PSAPs to become Phase II operational. Many were inclined to wait until mapping was available as an automatic display for the call taker before requesting Phase II. It became apparent that while this was useful and in fact critical in metropolitan areas where call spikes were frequent, it was not an essential. The Anne Arundel deployment initially required the call taker to manually enter latitude and longitude data into a freestanding desktop computer before location was displayed in map form. Currently, all of Maryland is Wireless Phase I operational with 16 of 24 counties Wireless Phase II operational.

The executive offices of the ENSB introduced a number of initiatives to accelerate the deployment of enhanced wireless. These included

- Website publication of county deployment
http://www.dpscs.state.md.us/ensb/wireless_deploy.shtml
- Published guidance for each PSAP Director to request Phases I and II
http://www.dpscs.state.md.us/ensb/pdfs/Requesting_Wireless_Phase.pdf
- Personal visits with each PSAP director during the Inspection cycle promoting deployment and problem solving with respective directors
<http://www.dpscs.state.md.us/ensb/pdfs/InspectionForm2004.pdf>
- Second wireless publication for “Implementing Phase II Deployment”
<http://www.dpscs.state.md.us/ensb/pdfs/WirelessPhaseII.pdf>
- Wireless deployment conference of PSAP directors in conjunction with Maryland Emergency Management Agency.

The effect of these efforts was a significant progress for the number of requests for and deployment of wireless enhanced 9-1-1. Maryland’s progress was consistent with the deployment goals established through the MFR process and the Maryland legislature.

XI. Training Sub-Committee

The Training Subcommittee is comprised of members of the Board and the PSAP community, chaired by the Carroll County PSAP Director Buddy Reman. In order to better appraise PSAP training needs, the Training Subcommittee impaneled a cadre of Maryland PSAP Training Coordinators to review training opportunities, programs, and to make recommendations for subcommittee consideration.

ENSB Training Subcommittee
<u>Chairman</u>
Howard “Buddy” Redman – Carroll County
John Crabill - ENSB
Gordon Deans – Training Coordinator
Mitch Vocke – Harford County
Bryan Ebling – Caroline County
Randy Waesche – Frederick County
Roy Lescalleet – Washington County

Training Coordinator Advisory Group		
Cheryl Gover Prince George’s County	Chris McNamara Howard County	Fred Webster Worcester County
Jim Grissom Montgomery County	Kenny Rogers Caroline County	Kim Vickers Dorchester County
Tami Wiggins Harford County	Tina Eder Baltimore County	Tom Mattingly Saint Mary’s County
Tom Yankow Prince George’s County	William Frazier Charles County	Debbie Johnson Anne Arundel County

The Code of Maryland Regulations (COMAR) provides specific guidance on the topical requirements for training but does not address job relatedness, testing standards, or instructional methodologies for new, in-service, or supervisory employees. The Board, through the recommendation of the Training Subcommittee, partnered with the National Academy of Emergency Dispatch (NAED) to provide their Emergency Telecommunicator Course (ETC) for instructing Maryland’s newly hired 9-1-1 calltakers. This course is a comprehensive review of the skills and abilities needed for successful handling of 9-1-1 emergency calls and is presented utilizing curriculum designed for adult based learning. Trainers from each PSAP attended NAED sponsored classes and earned ETC Instructor certification. During 2004 over 130 new 9-1-1 calltakers received this training. The web address for the National Academy is <http://www.naemd.org/>.

XII. Policy Subcommittee

The Policy Subcommittee is tasked with developing the policy and procedures to provide guidance to the Board and PSAPs with regard to requesting and receiving funding from the 9-1-1 Trust Fund. They also make recommendations for legislative change and were instrumental in the formulation and passage of House Bill 780 that recodified the Public Safety Article.

Policy/Legislative Subcommittee
<u>Chairman</u> John Crabill
Cathy Kurnas - ENSB
Ed Mullikin - ENSB
Warren Pyles - ENSB
Anthony Myers - ENSB
Charles Summers - ENSB
Andrew Johnston - ENSB
John Chew – Queen Anne’s County

The Policy Subcommittee has begun reviewing the Code of Maryland Regulations (COMAR) for its current efficacy and relevance to Maryland’s current 9-1-1 system. It is anticipated that significant changes in COMAR will be submitted and recommended for consideration. House Bill 780 also provided for the Board to adopt procedures for auditing surcharge collection and remittance by CMRS providers (wireless carriers) and this committee is working toward including those procedures with the revised COMAR recommendations.

XIII. Technology Subcommittee

Maryland is only several months away from becoming Wireless Phase II operational, on a statewide basis, thus completing the primary mission of the Board's Wireless Subcommittee. Realizing that several new technologies, such as VoIP, mapping, virtual PSAPs, etc., are emerging and will again have a profound impact on the way 9-1-1 service is delivered, the Wireless Subcommittee has evolved into the 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 and PSAP community. This subcommittee will be focused on issues that could possibly impact the management, operation, and maintenance of E9-1-1 systems serving the citizenry of the State of Maryland.

Technology Subcommittee
<u>Chairman</u> Rod Hart
John Crabill - ENSB
Dave Balthis - ENSB
Cathy Kurnas - ENSB
Steve Marshall - ENSB
Ed Mullikin - ENSB
Jay Chang - ENSB
Ray Windisch – Baltimore County

The current objectives of the Technology Subcommittee are to develop and disseminate briefing materials in the areas of Data Systems, Communication Networks, Public Safety Answering Point Power Systems, and Telephone Station Equipment technologies that could be of value to the ENSB in the fulfillment of its' responsibilities.

XIV. Standards Subcommittee

The Standards sub-committee is chaired by the Maryland Institute for Emergency Medical Services Systems representative, Mr. Tom Miller, and is populated with technical experts from the State’s Department of Budget Management, PSAP community, and emergency communications industry.

Standards Subcommittee
<u>Chairman</u> Tom Miller -ENSB
Ed Mullikin - ENSB
Cathy Kurnas - ENSB
Dave Wise – Howard County
Ed Ryan - DBM
Pete Loewenheim – Washington Co.
Ray Windisch – Baltimore County
Warren Pyles - ENSB

The Board, through its normal project evaluation and approval process, noted significant price and equipment specification disparities among jurisdiction requests for the same type of equipment. It also fielded concerns from the local PSAPs concerning equipment utility over time and the availability of service and parts. Often, directors requested guidance on what types of equipment presented the best value, reliability, and service, as well as procurement assistance in concert with the procurements made in surrounding jurisdictions. Realizing there were certain economies of scale to be realized, the Board elected to establish a subcommittee to evaluate equipment required in the PSAP from those standpoints and to publish recommendations to be available to PSAP directors.

In 2004 the Standards Subcommittee met to evaluate and establish requirements for equipment that is common to all PSAPS specifically, call recording equipment, seating, headsets, and network timekeeping. Each of these was evaluated with attention to the size of operation and the anticipated life expectancy of such equipment. The Standards Subcommittee produced capacity and expenditure guidelines for Board members to employ as they evaluate project funding for these specific equipment requests. Exceptional requests outside the standards as produced would be considered on a case-by-case basis.

In order to establish baseline information for project funding consideration, the sub-committee re-designed the “Request for Funding” application in a format easily accessible from the website. This form is available on the DPSCS web site and may be downloaded, completed, and forwarded electronically to the ENSB offices by PSAP directors or 9-1-1 Administrators.

<http://www.dpscs.state.md.us/ensb/pdfs/FundingRequestForm.pdf>

The electronic automating of the project funding request process was also a “managing for results” goal of the ENSB. The natural spin off of electronic processing is electronic archiving of projects for Board members to access prior to board meetings. A secure web page is available to the Board listing all current projects and statuses.

XV. ENSB/MENA 9-1-1 Day of Celebration

September 15, 2004

The Emergency Number Systems Board (ENSB), in cooperation with the Maryland Emergency Number Association presented the second annual 9-1-1 Day of Celebration on September 15, 2004. 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. Jarrettsville Gardens (Jarrettsville Volunteer Fire Department) in Harford County hosted the more than 120 telecommunicators, supervisors, and other 9-1-1 service related personnel that attended. After welcoming all those in attendance and thanking the corporate sponsors for their funding support, the morning session began with a training seminar titled "Stress under the Headset" presented by Public Safety Training Consultants (PSTC), a nationwide leader in 9-1-1 Center training.

Following a luncheon, provided by Verizon and Plant Equipment, Harford County Executive James M. Harkins welcomed everyone to Harford County and spoke of the invaluable service provided by 9-1-1 telecommunicators and the critical role they play in providing emergency services. Andy Barth, of WMAR television, presented a keynote speech highlighted by several instances where he had made calls to 9-1-1 to receive emergency services and found the professional demeanor and actions of the telecommunicators to be calming and reassuring as help was on the way.

Telecommunicator of the Year awards were presented to exemplary telecommunicators selected by their local 9-1-1 Center directors for outstanding service and dedication to Public Safety through 9-1-1 communications. Twenty-one of Maryland's twenty-four 9-1-1 Centers participated and those selected were presented with a plaque honoring their achievement and were acknowledged by their peers. Assisting in presenting these awards was John Crabill the Regional Vice President of the National Emergency Number Association. County Executive James M. Harkins made the award presentation to the Harford County Telecommunicator of the Year Melissa Blessing.

The "Day of Celebration" concluded with a two informational presentations on topics that are impacting 9-1-1. The Emergency Number Systems Board Training Coordinator discussed the implementation status and the "behind the phone" functionality of Wireless Phase I and II. Wally Campbell, Verizon National 9-1-1 and VoIP Coordinator, presented the latest information on how Internet telephone services (VoIP) are processing their emergency service calls and its impact on the 9-1-1 system.



Harford County Executive James Harkins (right) and John Crabill (left) present the Harford County Telecommunicator of the Year award to Melissa Blessing

ENSB/MENA

TELECOMMUNICATOR OF THE YEAR 2004

List of Recipients

Region	04 Award Winner
Allegany County	Did Not Select Anyone
Anne Arundel County	John McGroarty
Baltimore City	Shirley Kakellos
Baltimore County	Harry Pandolfino
Calvert County	Kimberly S. Jones
Caroline County	Steve Scharf
Carroll County	Michael M. Clapsaddle
Cecil County	Paula J. Ball
Charles County	George F. Hayden
Dorchester County	Deborah S. Stewart
Frederick County	David F. Englebrecht
Garrett County	Byron Miller
Harford County	Melissa L Blessing
Howard County	Larry Mindel
Kent County	Brenda Brown
Montgomery County	Bruce Gibbs - Jennifer Wack - Jamila Adamu
Prince George's County	Margaret Tharp
Queen Anne's County	Lisa Anthony
Somerset County	Gary J. Powell
St. Mary's County	Did Not Select Anyone
Talbot County	Thomas Haddaway
Washington County	James C. Blevins
Wicomico County	Did Not Select Anyone
Worcester County	Angela Ainsworth

Throughout 2004, the Board and executive offices fostered relationships with a number of professional organizations in support of 9-1-1. These included the National Emergency Numbers Association (NENA), the Maryland Emergency Number Association (MENA – local chapter of NENA), the Association of Public-Safety Communications Officials (APCO), the Eastern Shore Alliance (PSAP Directors from the PSAPs of the eastern shore of Maryland), and the National Association of State 9-1-1 Administrators (NASNA).

Appendix A

The Maryland Public Safety Article

§ 1-301.

- (a) In this subtitle the following words have the meanings indicated.
- (b) "Additional charge" means the charge imposed by a county in accordance with § 1-311 of this subtitle.
- (c) "Board" means the Emergency Number Systems Board.
- (d) "Commercial mobile radio service" or "CMRS" means mobile telecommunications service that is:
- (1) provided for profit with the intent of receiving compensation or monetary gain;
 - (2) an interconnected, two-way voice service; and
 - (3) available to the public.
- (e) "Commercial mobile radio service provider" or "CMRS provider" means a person authorized by the Federal Communications Commission to provide CMRS in the State.
- (f) "County plan" means a plan for a 9-1-1 system or enhanced 9-1-1 system, or an amendment to the plan, developed by a county or several counties together under this subtitle.
- (g) (1) "Customer" means:
- (i) the person that contracts with a home service provider for CMRS; or
 - (ii) the end user of the CMRS if the end user of the CMRS is not the contracting party.
- (2) "Customer" does not include:
- (i) a reseller of CMRS; or
 - (ii) a serving carrier under an arrangement to serve the customer outside the home service provider's licensed service area.
- (h) "Enhanced 9-1-1 system" means a 9-1-1 system that provides:
- (1) automatic number identification;
 - (2) automatic location identification; and
 - (3) any other technological advancements that the Board requires.
- (i) "FCC order" means an order issued by the Federal Communications Commission under proceedings regarding the compatibility of enhanced 9-1-1 systems and delivery of wireless enhanced 9-1-1 service.
- (j) "Home service provider" means the facilities-based carrier or reseller that contracts with a customer to provide CMRS.
- (k) "9-1-1-accessible service" means telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established public safety answering point.
- (l) "9-1-1 fee" means the fee imposed in accordance with § 1-310 of this subtitle.
- (m) (1) "9-1-1 service carrier" means a provider of CMRS or other 9-1-1-accessible service.
- (2) "9-1-1 service carrier" does not include a telephone company.
- (n) (1) "9-1-1 system" means telephone service that:

- (i) meets the planning guidelines established under this subtitle; and
- (ii) automatically connects an individual dialing the digits 9-1-1 to an established public safety answering point.
- (2) "9-1-1 system" includes:
 - (i) equipment for connecting and outswitching 9-1-1 calls within a telephone central office;
 - (ii) trunking facilities from a telephone central office to a public safety answering point; and
 - (iii) equipment to connect 9-1-1 calls to the appropriate public safety agency.
- (o) "9-1-1 Trust Fund" means the fund established under § 1-308 of this subtitle.
- (p) "Public safety agency" means:
 - (1) a functional division of a public agency that provides fire fighting, police, medical, or other emergency services; or
 - (2) a private entity that provides fire fighting, police, medical, or other emergency services on a voluntary basis.
- (q) "Public safety answering point" means a communications facility that:
 - (1) is operated on a 24-hour basis;
 - (2) first receives 9-1-1 calls in a 9-1-1 service area; and
 - (3) as appropriate, dispatches public safety services directly, or transfers 9-1-1 calls to appropriate public safety agencies.
- (r) "Secretary" means the Secretary of Public Safety and Correctional Services.
- (s) "Wireless enhanced 9-1-1 service" means enhanced 9-1-1 service under an FCC order.

§ 1-302.

- (a) The General Assembly:
 - (1) recognizes the paramount importance of the safety and well-being of the public;
 - (2) recognizes that timely and appropriate assistance must be provided when the lives or property of the public is in imminent danger;
 - (3) recognizes that emergency assistance usually is summoned by telephone, and that a multiplicity of emergency telephone numbers existed throughout the State and within each county;
 - (4) was concerned that avoidable delays in reaching appropriate emergency assistance were occurring to the jeopardy of life and property; and
 - (5) acknowledges that the three digit number, 9-1-1, is a nationally recognized and applied telephone number that may be used to summon emergency assistance and to eliminate delays caused by lack of familiarity with emergency numbers and by confusion in circumstances of crisis.
- (b) The purposes of this subtitle are to:
 - (1) establish the three digit number, 9-1-1, as the primary emergency telephone number for the State; and
 - (2) provide for the orderly installation, maintenance, and operation of 9-1-1 systems in the State.

§ 1-303.

(a) (1) This subtitle does not require a public service company to provide any equipment or service other than in accordance with tariffs approved by the Public Service Commission.

(2) The provision of services, the rates, and the extent of liability of a public service company are governed by the tariffs approved by the Public Service Commission.

(b) (1) This subtitle does not require a 9-1-1 service carrier to provide any equipment or service other than the equivalent of the equipment and service required of a telephone company under subsection (a) of this section.

(2) This subtitle does not extend any liability to a 9-1-1 service carrier.

§ 1-304.

(a) Each county shall have in operation an enhanced 9-1-1 system.

(b) If implementation is preceded by cooperative planning, the enhanced 9-1-1 system required under subsection (a) of this section may operate as part of a multicounty system.

(c) (1) Services available through a 9-1-1 system shall include police, fire fighting, and emergency ambulance services.

(2) Other emergency and civil defense services may be incorporated into the 9-1-1 system at the discretion of the county or counties served by the 9-1-1 system.

(d) (1) The digits 9-1-1 are the primary emergency telephone number in the 9-1-1 system.

(2) A public safety agency whose services are available through the 9-1-1 system:

(i) may maintain a separate secondary backup telephone number for emergency calls; and

(ii) shall maintain a separate telephone number for nonemergency calls.

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

(1) shall designate the number 9-1-1 as the primary emergency telephone number; and

(2) may include a separate secondary backup telephone number for emergency calls.

(f) (1) Each public safety answering point shall notify the public safety agencies in a county 9-1-1 system of calls for assistance in the county.

(2) Written guidelines shall be developed to govern the referral of calls for assistance to the appropriate public safety agency.

(3) State, county, and local public safety agencies with concurrent jurisdiction shall have written agreements to ensure a clear understanding of which specific calls for assistance will be referred to which public safety agency.

(g) Counties, other units of local government, public safety agencies, and public safety answering points may enter into cooperative agreements for the allocation of maintenance, operational, and capital costs attributable to the 9-1-1 system.

§ 1-305.

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

(b) (1) The Board consists of 15 members.

(2) Of the 15 members:

(i) one member shall represent a telephone company operating in the State;

(ii) one member shall represent the wireless telephone industry in the State;

(iii) one member shall represent the Maryland Institute for Emergency

Medical Services Systems;

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

(v) one member shall represent the Public Service Commission;

(vi) one member shall represent the Association of Public-Safety

Communications Officials International, Inc.;

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

(viii) one member shall represent police services in the State;

(ix) one member shall represent emergency management services in the State;

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

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

(xii) one member shall represent the Maryland chapter of the National Emergency Numbers Association; and

(xiii) two members shall represent the public.

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

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

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

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

(4) If a vacancy occurs after a term has begun, the Governor shall appoint a successor to represent the organization or group in which the vacancy occurs.

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

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

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

(f) A member of the Board:

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

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

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

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

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

§ 1-306.

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

(b) The Board's responsibilities include:

(1) establishing planning guidelines for enhanced 9-1-1 system plans and deployment of wireless enhanced 9-1-1 service in accordance with this subtitle;

(2) establishing procedures to review and approve or disapprove county plans and to evaluate requests for variations from the planning guidelines established by the Board;

(3) establishing procedures for the request for reimbursement of the costs of enhancing a 9-1-1 system by a county or counties in which a 9-1-1 system is in operation, and procedures to review and approve or disapprove the request;

(4) transmitting the planning guidelines and procedures established under this section, and any amendments to them, to the governing body of each county;

(5) submitting to the Secretary each year a schedule for implementing the enhancement of county or multicounty 9-1-1 systems, and an estimate of funding requirements based on the approved county plans;

(6) developing, with input from counties, and publishing on or before July 1, 2004, an implementation schedule for deployment of wireless enhanced 9-1-1 service;

(7) reviewing and approving or disapproving requests for reimbursement of the costs of enhancing 9-1-1 systems, and submitting to the Secretary each year a schedule for reimbursement and an estimate of funding requirements;

(8) reviewing the enhancement of 9-1-1 systems;

(9) providing for an audit of county expenditures for the operation and maintenance of 9-1-1 systems;

(10) ensuring inspections of public safety answering points;

(11) reviewing and approving or disapproving requests from counties with operational enhanced 9-1-1 systems to be exempted from the expenditure limitations under § 1-312 of this subtitle; and

(12) authorizing expenditures from the 9-1-1 Trust Fund that:

(i) are for enhancements of 9-1-1 systems that:

1. are required by the Board;

2. will be provided to a county by a third party contractor; and

3. will incur costs that the Board has approved before the formation of a contract between the county and the contractor; and

(ii) are approved by the Board for payment:

1. from money collected under § 1-310 of this subtitle; and

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

(c) The guidelines established by the Board under subsection (b)(1) of this section:

(1) shall be based on available technology and equipment; and

(2) may be based on any other factor that the Board determines is appropriate, including population and area served by 9-1-1 systems.

§ 1-307.

(a) The Board shall submit an annual report to the Governor, the Secretary, and, subject to § 2-1246 of the State Government Article, the Legislative Policy Committee.

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

- (1) the type of 9-1-1 system currently operating in the county;
- (2) the total 9-1-1 fee and additional charge charged;
- (3) the funding formula in effect;
- (4) any statutory or regulatory violation by the county and the response of the

Board;

- (5) any efforts to establish an enhanced 9-1-1 system in the county; and
- (6) any suggested changes to this subtitle.

§ 1-308.

(a) There is a 9-1-1 Trust Fund.

(b) The purposes of the 9-1-1 Trust Fund are to:

- (1) reimburse counties for the cost of enhancing a 9-1-1 system;
- (2) pay contractors in accordance with § 1-306(b)(12) of this subtitle; and
- (3) fund the coordinator position and staff to handle the increased duties

related to wireless enhanced 9-1-1 service under § 1-305 of this subtitle, as an administrative cost.

(c) The 9-1-1 Trust Fund consists of:

- (1) money from the 9-1-1 fee collected and remitted to the Comptroller under § 1-310 of this subtitle;
- (2) money from the additional charge collected and remitted to the Comptroller under § 1-311 of this subtitle; and
- (3) investment earnings of the 9-1-1 Trust Fund.

(d) Money in the 9-1-1 Trust Fund shall be held in the State Treasury.

(e) The Secretary shall administer the 9-1-1 Trust Fund, subject to the guidelines for financial management and budgeting established by the Department of Budget and Management.

(f) The Secretary shall direct the Comptroller to establish separate accounts in the 9-1-1 Trust Fund for the payment of administrative expenses and for each county.

(g) (1) Any investment earnings shall be credited to the 9-1-1 Trust Fund.

(2) The Comptroller shall allocate the investment income among the accounts in the 9-1-1 Trust Fund, prorated on the basis of the total fees collected in each county.

§ 1-309.

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

- (1) carry out the purposes of this subtitle;
- (2) pay the administrative costs chargeable to the 9-1-1 Trust Fund; and
- (3) reimburse counties for the cost of enhancing a 9-1-1 system.

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

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

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

- (i) reimburse counties for the cost of enhancing a 9-1-1 system; and
- (ii) pay contractors in accordance with § 1-306(b)(12) of this subtitle.

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

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

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

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

- (i) reimburse counties for the cost of enhancing a 9-1-1 system; and
- (ii) pay contractors in accordance with § 1-306(b)(12) of this subtitle.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

§ 1-310.

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

(b) The 9-1-1 fee is 25 cents per month, payable when the bill for the telephone service or CMRS or other 9-1-1-accessible service is due.

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

(2) Each telephone company:

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

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

(iii) is entitled to credit, against the money from the 9-1-1 fees to be remitted to the Comptroller, an amount equal to 0.75% of the 9-1-1 fees to cover the expenses of billing, collecting, and remitting the 9-1-1 fees and any additional charges.

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

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

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

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

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

(iii) is entitled to credit, against the money from the 9-1-1 fees to be remitted to the Comptroller, an amount equal to 0.75% of the 9-1-1 fees to cover the expenses of billing, collecting, and remitting the 9-1-1 fees and any additional charges.

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

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

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

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

(f) A CMRS provider that pays or collects 9-1-1 fees under this section has the same immunity from liability for transmission failures as that approved by the Public Service Commission for local exchange telephone companies that are subject to regulation by the Commission under the Public Utility Companies Article.

§ 1-311.

(a) In addition to the 9-1-1 fee, the governing body of each county, by ordinance or resolution enacted or adopted after a public hearing, may impose an additional charge to be added to all current bills rendered for switched local exchange access service or CMRS or other 9-1-1-accessible service in the county.

(b) (1) The additional charge imposed by a county may not exceed 75 cents per month per bill.

(2) The amount of the additional charges may not exceed a level necessary to cover the total eligible maintenance and operation costs of the county.

(c) The additional charge continues in effect until repealed or modified by a subsequent county ordinance or resolution.

(d) After imposing, repealing, or modifying an additional charge, the county shall certify the amount of the additional charge to the Public Service Commission.

(e) The Public Service Commission shall direct each telephone company that provides service in a county that imposed an additional charge to add, within 60 days, the full amount of the additional charge to all current bills rendered for switched local exchange access service in the county.

(f) Within 60 days after a county enacts or adopts an ordinance or resolution that imposes, repeals, or modifies an additional charge, each 9-1-1 service carrier that provides service in the county shall add the full amount of the additional charge to all current bills rendered for CMRS or other 9-1-1-accessible service in the county.

(g) (1) Each telephone company and each 9-1-1 service carrier shall:
(i) act as a collection agent for the 9-1-1 Trust Fund with respect to the additional charge imposed by each county;
(ii) collect the money from the additional charge on a county basis; and
(iii) remit all money collected to the Comptroller on a monthly basis.

(2) The Comptroller shall deposit the money remitted in the 9-1-1 Trust Fund account maintained for the county that imposed the additional charge.

§ 1-312.

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

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

(c) During a year in which a county raises its local additional charge under § 1-311 of this subtitle, the county:

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

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

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

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

(i) the money collected from the additional charge and distributed to the county are expended during the county's fiscal year as follows:

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

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

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

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

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

Appendix B

COMAR

Title 12 DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES
Subtitle 11 OFFICE OF THE SECRETARY
Chapter 03 9-1-1 Emergency Telephone System
Authority: Article 41, 18-101-----18-108, Annotated Code of Maryland

12.11.03.01

.01 Emergency Number Systems Board.

The Emergency Number Systems Board shall coordinate the implementation of county or multicounty 9-1-1 systems.

12.11.03.02

.02 Definitions.

A. In this chapter, the following terms have the meanings indicated.

B. Terms Defined.

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

(2) 9-1-1 System.

(a) "9-1-1 system" means a telephone service that meets the planning guidelines under Article 41, §18-103, Annotated Code of Maryland, and automatically connects an individual dialing the digits 9-1-1 to a public safety answering point.

(b) "9-1-1 system" includes:

(i) Equipment for connecting and out-switching a 9-1-1 telephone call within a telephone central office;

(ii) Trunking facilities from the central office to a public safety answering point; and

(iii) Equipment to connect a 9-1-1 telephone call to the appropriate agency.

(c) "9-1-1 system" may include a 3-1-1 system.

(3) "3-1-1 system" means a non-emergency telephone number, that is part of a 9-1-1 system, used to reduce 9-1-1 system congestion by diverting non-emergency telephone calls from the emergency telephone lines.

12.11.03.03

.03 Quorum and Voting of the Board.

Seven members of the Board constitute a quorum for acting upon matters before the Board. The vote of a majority of those present at a meeting is required for action to be taken by the Board.

12.11.03.04

.04 Implementation by County or Multicounty Area.

A county or multicounty area shall implement an enhanced 9-1-1 system containing the following elements:

- A. Establishment of the emergency telephone number 9-1-1;
- B. Establishment of public safety answering points to provide 24-hour public access and dispatch service where it is currently unavailable;
- C. Provisions for referral to related public safety services;
- D. Access to emergency services by 9-1-1 by any citizen in Maryland;
- E. Provision for all public safety answering points to have 24-hour access to the Maryland Interagency Law Enforcement System;
- F. Provisions for staffing all public safety answering points with personnel trained in accordance with these regulations;
- G. Provision for equipping all public safety answering points with adequate TTY equipment for access by a person with a speech or hearing impairment;
- H. Provision for all public safety answering points to have access to local emergency management centers;
- I. Procedures for a county to be covered by a public safety answering point using cooperative arrangements acceptable to the participating agencies;
- J. Procedures between public safety answering points to transfer or relay emergency calls received requiring services outside of political or jurisdictional boundaries; and
- K. Provisions for maintaining a current master street address guide and processing updated information to a telephone company.

12.11.03.05

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

Plans for more than one public safety answering point in a county shall be submitted to the Board for consideration subject to the following restrictions:

- A. Funding arrangements will be handled by the county administration involved and not by individual agencies within a county;
- B. Plans submitted shall meet the criteria of these regulations, unless the Board, by majority vote, approves a variation from them.

12.11.03.06

.06 Minimum Features of an Enhanced 9-1-1 System.

At a minimum, the 9-1-1 systems implemented in Maryland shall include the following features:

- A. A minimum of two incoming 9-1-1 lines for each telephone central office, and the objective grade of service shall be P.01, that is, sufficient lines to ensure not more than one busy signal per 100 call attempts;
- B. Connection to all police, fire protection, emergency medical, and rescue agencies within the boundaries of the system;

- C. Twenty-four hour per day operation of the public safety, answering point staffed with personnel trained in accordance with this chapter;
- D. First priority to answering 9-1-1 calls;
- E. Electronic recording of all 9-1-1 calls;
- F. Playback capability of all 9-1-1 calls;
- G. Connection of adjacent public safety answering points by private lines when there is a telephone exchange and political boundary not covered by selective routing;
- H. Adequate physical security to minimize the possibility of intentional disruption of the operation;
- I. Standby emergency electrical power to keep the public safety answering point operating when commercial power fails;
- J. At least one administrative line for non-emergency calls;
- K. Written operational procedures;
- L. Automatic location identification (ALI), which automatically displays the address of the calling telephone at the public safety answering point;
- M. Automatic number identification (ANI), which automatically displays the calling number at the public safety answering point;
- N. Central office identification used to identify dedicated lines or trunks from a central office when a public safety answering point serves more than one central office;
- O. A distinct tone, visible flashing signal, or both, which alerts a public safety answering point emergency call taker to a calling party disconnect; and
- P. Other technical advances approved by the Board after July 1, 1995.

12.11.03.07

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

- A. A 9-1-1 system is an integrated network comprised of various components that perform a variety of functions and includes system enhancements approved by the Board acting under Article 41, §18-103, Annotated Code of Maryland. These enhancements are based upon available technology and equipment, and may take into consideration such factors as population, demands on 9-1-1 systems caused by non-emergency telephone calls, and the area served by a 9-1-1 system. A 3-1-1 system for a county may be established under Article 41, §18-105, Annotated Code of Maryland.
- B. At a minimum, a 3-1-1 system implemented in Maryland shall include the following features:
 - (1) A vendor shall provide switching or programming to direct a 3-1-1 call to a non-emergency answering position;
 - (2) A 3-1-1 answering position shall:
 - (a) Have the capability to expeditiously transfer an emergency call to a 9-1-1 answering position or an adjoining public safety answering point,
 - (b) Have the capability to transfer a non-emergency call to an adjoining jurisdiction or appropriate agency, and
 - (c) Provide TTY services; and
 - (3) At a minimum, a 3-1-1 call taker who is trained to handle non-emergency calls and transfer emergency calls to a 9-1-1 call taker, as necessary.

12.11.03.08

.08 Written Operational Plan.

- A. An applicant county or multicounty shall include a written operational plan for public safety services signed by police, fire, emergency medical, and rescue agencies included within the public safety answering point area.
- B. A public safety agency, under the respective public safety answering point, shall be familiar with the operational procedures of the other public safety agencies affected.
- C. An applicant shall address the potential need for handling calls received from foreign-speaking, deaf, and handicapped citizens.
- D. Uniform methods and procedures shall be developed to ensure effective interagency communications.

12.11.03.09

.09 Public Safety Answering Point Telephone Service.

- A. A 9-1-1 line shall have visual and audible indication of incoming calls.
- B. A call should be answered within a maximum of 10 seconds. To meet this standard, a county shall consider such system elements as the number of 9-1-1 lines and answering positions, and call-processing time.
- C. The primary published emergency number shall be 9-1-1.
- D. The date and time of receipt for a 9-1-1 emergency call shall be documented.
- E. A transferred call shall be monitored by the public safety answering point operator to ensure the call has been properly transferred.
- F. A telephone company shall take periodic service measurements, at least once annually, to determine the actual grade of service being experienced on the 9-1-1 incoming trunk route. These service measurements should provide a basis for corrective action, which would achieve the objective grade of service of not more than one busy signal per 100 attempts. As necessary, a telephone company will provide the involved agencies with an appropriate report on the grade of service for the terminating lines/trunks.

12.11.03.10

.10 Safeguarding of Telephone Circuits by Telephone Companies.

- A. A facility associated with 9-1-1 service shall be equipped at all exposed terminations, including central office distributing frames, with protective devices that prevent accidental worker contact. A protected termination shall be marked to make it easy to distinguish circuit identity.
- B. A safeguarded circuit may not be opened, grounded, short-circuited, or manipulated in any way by a telephone company worker until the local test desk obtains prior circuit release from the appropriate public safety answering point.
- C. Supervision shall assure that telephone company employees whose normal activities may involve contact with facilities associated with the 9-1-1 service are familiar with safeguarding of facilities procedures.

12.11.03.11

.11 Public Safety Answering Point Training.

- A. A public safety answering point shall be staffed with personnel who:
 - (1) Are able to recognize the tone that is generated by an incoming call from a TTY machine when the caller activates the tone; and
 - (2) Understand how to process a call from a TTY machine, according to the 9-1-1 system installed, with the accuracy and diligence that applies to 9-1-1 calls.
- B. Personnel hired after a date to be established shall be trained using curriculum developed through the Board Training Standards Committee. This training shall occur within 1 year of the date hired.
- C. Personnel are to receive in-service training using curriculum developed through the Board Training Standards Committee at intervals established by the Board and communicated to all public safety answering points.
- D. Training shall include:
 - (1) Public safety answering point orientation;
 - (2) Communication skills;
 - (3) Electronic systems;
 - (4) Policies and procedures;
 - (5) Call processing;
 - (6) Documentation;
 - (7) Dispatch procedures;
 - (8) Stress management;
 - (9) Public relations;
 - (10) Administrative duties; and
 - (11) Disaster and major incident training.

12.11.03.12

.12 9-1-1 Fees.

- A. Fees Collected after December 31, 1990.
 - (1) Collection of 10-Cent Fee.
 - (a) The 10-cent fee collected after December 31, 1990, and credited to the 9-1-1 Trust Fund, shall be disbursed by the State Comptroller, as allocated by the Secretary of Public Safety and Correctional Services and approved by the Board, for reimbursement of costs a county or counties may incur for:
 - (i) Enhancing a 9-1-1 system;
 - (ii) Establishing a 3-1-1 system;
 - (iii) Mandated equipment; and
 - (iv) Other technical equipment the Board may require.
 - (b) The expenditures listed in §A(1)(a)(i)----(iv) of this regulation are subject to periodic audit by the Secretary.
 - (2) Audit of Expenditures.
 - (a) A jurisdiction with an operational 9-1-1 system shall be subject to an audit of expenditures for the maintenance and operation of the 9-1-1

system. An audit shall be performed, at a minimum, every 3 years by the Secretary.

- (b) The audit report shall be used to determine whether the funds received from the 9-1-1 Trust Fund by the affected jurisdiction were used in compliance with applicable laws and regulations.
 - (c) The audit shall be conducted by the Department of Public Safety and Correctional Services or by a qualified auditing firm.
 - (d) If the audit determines that the jurisdiction failed to use the funds in compliance with applicable laws and regulations, the audit shall contain recommendations for compliance.
 - (e) The Board and the jurisdiction shall be given a copy of the audit.
- (3) At the end of each fiscal year, a jurisdiction being reimbursed from the 9-1-1 Trust Fund shall complete an actual expenditures report on forms provided by the Board. This report shall note with sufficient detail the use and disposition of funds received from the 9-1-1 Trust Fund for maintenance and operational expenditures, and shall be submitted to the Board not later than September 30 following the end of the preceding fiscal year.

B. Additional Charges and Their Use.

- (1) In addition to the 10-cent fee, the governing body of a county with an operational system may, by ordinance or resolution after public hearing, enact or adopt an additional charge not to exceed 50 cents per month to be applied to current bills rendered, within that county, for:
 - (a) Switched local exchange access service; and
 - (b) Wireless telephone service or other 9-1-1 accessible service.
- (2) These funds, allocated by the Secretary, shall be credited to the appropriate 9-1-1 Trust Fund account and paid by the State Comptroller quarterly to each county with an operational system.
- (3) A county certified by the Board as having operational an enhanced 9-1-1 system may request annually the Board's approval for an exemption from the expenditure limitations for personnel funds under Article 41, §18-108(d), Annotated Code of Maryland.
- (4) If a request for an exemption from the expenditure limitations for personnel is not made or is not approved, the funds may be used for the installation, enhancement, maintenance, and operation of a 9-1-1 system under all of the following conditions:
 - (a) A maximum of 85 percent of these funds may be used for personnel costs by a county with a population of 100,000 or less;
 - (b) A maximum of 70 percent may be used for personnel costs by a county with a population greater than 100,000; and
 - (c) Use of these funds shall be subject to audit by the Secretary.

12.11.03.13

.13 Equipment Which Qualifies for Funding or Reimbursement.

A. Equipment that constitutes a 9-1-1 system includes:

- (1) Equipment for connecting and outswitching 9-1-1 calls within a telephone central office;
 - (2) Trunking facilities from the central office to a public safety answering point;
 - (3) Equipment to connect 9-1-1 calls to the appropriate public safety agency; and
 - (4) Equipment for a 3-1-1 system.
- B. Equipment necessary to constitute an enhanced system shall include automatic number identification and automatic location identification and, after July 1, 1995, shall also include any other technical equipment, the Board may require.
- C. Computer aided dispatch equipment is not a part of a 9-1-1 system, except to the extent that the Board determines that a portion of that equipment is necessary to connect 9-1-1 calls to the appropriate public safety agency.

12.11.03.14

.14 Requirements for Submission of 9-1-1 Plan.

- A. A request for reimbursement from the State-mandated 10-cent fee for mandated equipment, 9-1-1 enhancements, or technological advancements shall be submitted to the Board for approval.
- B. A plan or report required under this regulation shall include the information requested under Regulation .15 of this chapter.
- C. A plan, report, or question shall be submitted to: Chairman, Emergency Number Systems Board, c/o Department of Public Safety and Correctional Services, Suite 209, 6776 Reisterstown Road, Baltimore, MD 21215-2341.

12.11.03.15

.15 Application for Reimbursement from State-Mandated 10-Cent Fee.

- A. An application for reimbursement from the State-mandated 10-cent fee shall include the following:
 - (1) Name, address, and phone number of contact person;
 - (2) Total scope of improvement/enhancement project;
 - (3) Estimated total cost of project;
 - (4) Items for which the county seeks reimbursement;
 - (5) Estimated cost of reimbursable items;
 - (6) Award date of project;
 - (7) Estimated completion date of project;
 - (8) Changes in the number of personnel needed to operate the system, if any;
 - (9) Signature of the person preparing the application; and
 - (10) A preliminary price quote from at least one source, except as provided in §C of this regulation.
- B. An application under §A of this regulation by a county which has not achieved 95 percent addressing shall also include:
 - (1) Name of firm selected;
 - (2) Procedure firm will take to achieve 95 percent addressing;
 - (3) Time frame to begin/complete; and
 - (4) Cost.
- C. Steps To Be Followed When Applying for Reimbursement.

- (1) A county seeking reimbursement shall submit to the Board a written request so that it is received at least 2 weeks before a scheduled Board meeting at which it is to be considered. The request shall be signed by the county's public safety answering point director or a 9-1-1 administrator.
 - (2) The county's public safety answering point director or 9-1-1 administrator shall attend the meeting at which the request is to be considered.
 - (3) The Board shall review the request and, if the Board approves it, shall encumber funds up to the amount of the request.
 - (4) After the county receives the bids and evaluates them, the county shall forward at least three bids to the Board, unless less than three bids have been received, and identify the bid selected.
 - (5) If, in the Board's Judgment, the selected bid is close to the quote required under Regulation .15A(10) of this chapter, the Board may approve the request without further deliberation.
 - (6) The county shall ensure that its procurement laws and policies are followed.
- D. If the county is confident that the equipment being requested meets all Board criteria, the county may choose not to submit a preliminary price quote and immediately begin the bid solicitation process.

12.11.03.16

.16 Variations or Waivers of Guidelines and Regulations.

- A. The Board may grant a waiver or variance of this chapter for good and sufficient cause. One or more of the following conditions shall be stated in the request for waiver or variance:
- (1) Number of persons affected;
 - (2) Impact of variance or waiver;
 - (3) Alternative methods;
 - (4) Technical difficulties;
 - (5) Cost.
- B. In each case, all five conditions in §A of this regulation shall be considered before making a final decision.
- C. An affected party shall have the right to present, either in writing or through oral testimony, information which may bear on the Board's final decision.
- D. Review of Request for Waiver or Variance.
- (1) Records or conditions of hearing concerning a request for waiver or variance shall be reviewed.
 - (2) Upon receipt of a written request from an applicant for waiver or variance, the Board shall open a file on the matter. Within 10 days from the receipt of the applicant's request, the Board shall direct a letter to the applicant which shall:
 - (a) Acknowledge receipt of the request;
 - (b) Notify the applicant that additional information may be submitted, within 30 days, to the Board and the Board shall consider the additional information in its review.
 - (3) After a file has been opened, the Board shall either review the record or, at the option of the Board, conduct a hearing.

- (4) If the Board elects to review the record, the review shall be conducted by the Board at the Board's regular meeting within 60 days after the expiration of the 30-day period granted to the applicant to submit additional information.
 - (5) If the Board elects to conduct a hearing, the applicant and affected parties shall be notified at least 10 days before the hearing of the hearing's date, time, and place.
 - (6) When conducting a hearing or reviewing the record, the Board shall determine whether a waiver or variance of this chapter is justified, consistent with the interest of the affected parties and the applicant.
- E. A hearing held in accordance with this regulation shall be conducted in accordance with State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland.

12.11.03.17

.17 9-1-1 System Violations.

- A. The Board may instruct the State Comptroller to withhold funds provided to a county for 9-1-1 system expenditures for a violation of:
 - (1) Article 41, §18-103(i), Annotated Code of Maryland; or
 - (2) The regulations in this chapter.
- B. The Board shall state publicly, in writing, the Board's reason for withholding funds and enter the Board's reason in the minute's book of the Board. Upon reaching a decision, the Board shall notify the county. The county shall have 30 days from the date of notification to respond in writing to the Board.
- C. Upon notification by the Board, county funds shall be held by the State Comptroller, in that county's account within the 9-1-1 Trust Fund, until the Board advises the Comptroller that the funds may be released. Funds held by the Comptroller under these provisions may not accrue interest for a county. Interest income earned on funds held by the Comptroller shall accrue to the 9-1-1 Trust Fund.

12.11.03.18

.18 Decisions of the Board.

Each decision reached by the Board after a hearing or a review of the record shall be:

- A. In writing and stated in the record; and
- B. Accompanied by findings of fact and conclusions which shall be furnished to the applicant.

12.11.03

Administrative History

Effective date:

Regulations .01-----12 adopted as an emergency provision effective June 2, 1980 (7:12 Md. R. 1128); adopted permanently effective October 11, 1980 (7:20 Md. R. 1884) (Originally Promulgated as COMAR 12.11.02)

Regulation .03F amended effective May 15, 1981 (8:10 Md. R. 878)

Regulation .04 A amended effective August 13, 1984 (11:16 Md. R. 1393)

Regulation .09-1 adopted effective August 13, 1984 (11:16 Md. R. 1393)

Regulation .09-1B amended effective July 13, 1986 (13:14 Md. R. 1635)

Regulation .11A amended effective August 13, 1984 (11:16 Md. R. 1393)

Regulations .13 and .14 adopted effective August 2, 1982 (9:15 Md. R. 1515)

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

Chapter revised effective January 1, 1996 (22:24 Md. R. 1899)

Regulation .01 amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .02 amended effective February 24, 1997 (24:4 Md. R. 293)

Regulation .07D amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .10B amended effective July 15, 1996 (23:14 Md. R. 1010)

Regulation .14D amended effective July 15, 1996 (23:14 Md. R. 1010)

Chapter revised effective March 9, 1998 (25:5 Md. R. 370)

Regulation .12A amended effective July 27, 1998 (25:15 Md. R. 1191)



Appendix C

SURVEY OF JURISDICTIONS

Report Card on the Administration of the ENSB



Please provide your estimation of the responsiveness of the ENSB in each of the categories by placing a numerical grade after each of the questions. This survey is inquiring only into the administration of the Board, not individual actions taken by the Board membership. Thank you for your time and effort, your input is important.

RATING SYSTEM

5 = Excellent 4 = Satisfactory 3 = Satisfied but improvement is suggested
2 = Mildly Dissatisfied - Improvement is needed 1 = Very Dissatisfied - improvement required

(For any grades of 2 or 1 - please provide comments/recommendations for improvements)

Rating Elements

1. Has the Board's office administration been responsive to your County's 9-1-1 Needs?

Rating _____

2. Please evaluate the Board administration's responsiveness to legislative issues.

Rating _____

3. Please evaluate the courtesy and responsiveness of the administrative office to your telephone inquiries.

Rating _____

4. Please evaluate your experience in the auditing process.

Rating _____

5. Please evaluate your inspection experience.

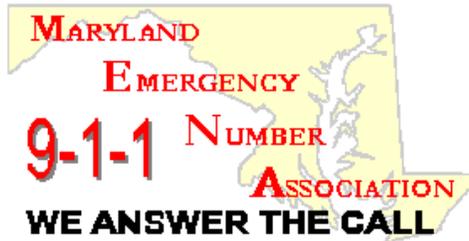
Rating _____

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

Rating _____

COMMENTS: _____

Please return completed surveys to Mitch Vocke (MENA – Vice President) via e-mail at wmvocke@co.ha.md.us or Fax 410-879-5091. The results will be published in our ENSB Annual Report.



Gordon Deans
President
Mitch Vocke
Vice President
Bardona Woods
Secretary
Jacqueline Vaughan
Treasurer

February 6, 2005

Gordon Deans – Executive Director
Emergency Number Systems Board
115 Sudbrook Lane - Suite 201
Pikesville, Maryland 21208-3878

Dear Mr. Deans:

The purpose of the ENSB survey was to gather information about the overall effectiveness of the ENSB. This year, Maryland’s twenty-four Public Safety Answering Points (PSAPs) were given an opportunity to complete the Emergency Number Systems Board (ENSB) Report Card Survey. Twenty-three of the 24 jurisdictions responded to the survey. The data culled from these responses is reported below. Note that the response rate for this survey was 96%.

The survey results are as follows:

- Has the Board’s office administration been responsive to your County’s 9-1-1 needs?**

	<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent		17	74%
4 = Satisfactory		5	22%
3 = Satisfied, but improvement is suggested		1	4%
2 = Mildly Dissatisfied – Improvement is needed			
1 = Very Dissatisfied – Improvement required			

Mean = 4.7 Standard Deviation = 0.6

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

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	18	78%
4 = Satisfactory	4	18%
3 = Satisfied, but improvement is suggested	1	4%
2 = Mildly Dissatisfied – Improvement is needed		
1 = Very Dissatisfied – Improvement required		

Mean = 4.7 Standard Deviation = 0.5

3. Please evaluate the courtesy and responsiveness of the administrative office to your telephone inquiries.

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	18	78%
4 = Satisfactory	5	22%
3 = Satisfied, but improvement is suggested		
2 = Mildly Dissatisfied – Improvement is needed		
1 = Very Dissatisfied – Improvement required		

Mean = 4.8 Standard Deviation = 0.4

4. Please evaluate your experience in the auditing process.

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	11	50%
4 = Satisfactory	8	36%
3 = Satisfied, but improvement is suggested	2	9%
2 = Mildly Dissatisfied – Improvement is needed	1	5%
1 = Very Dissatisfied – Improvement required		

Mean = 4.3 Standard Deviation = 0.8

5. Please evaluate your inspection experience.

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	19	83%
4.5	1	4%
4 = Satisfactory	3	13%
3 = Satisfied, but improvement is suggested		
2 = Mildly Dissatisfied – Improvement is needed		
1 = Very Dissatisfied – Improvement required		

Mean = 4.9 Standard Deviation = 0.4

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

<u>Answer</u>	<u>Count</u>	<u>Percent</u>
5 = Excellent	10	44%
4.5	1	4%
4 = Satisfactory	10	44%
3 = Satisfied, but improvement is suggested	1	4%
2 = Mildly Dissatisfied – Improvement is needed		
1 = Very Dissatisfied – Improvement required	1	4%

Mean = 4.3 Standard Deviation = 0.9

Eleven survey responses included comments. In the comments section, seven responders mentioned the assistance and the responsiveness of the current staff. Three mentioned the improvements to training, with one responder commenting on the lack of training. Two responders mentioned the concern for timely disbursements, which affects the audits. One responder commented on the annual inspection, one commented on time management at the Board meetings, and one commented on the need for statewide policies.

Conclusion:

Considering the positive feedback from a large percentage of the PSAPs who responded to the ENSB survey, the principal objectives and responsiveness of the ENSB are being fulfilled to an encouraging degree. There are a few PSAPs that have reservations with regard to the direction that the training program is taking, but the majority of the PSAPs do see improvement in the area of training. Several PSAPs believe timely disbursements would increase efficiency with regards to the annual audits.

Respectfully submitted
Mitch Vocke – MENA Vice President