

SENATE BILL 631

E4

1lr1635

By: **Senators Kagan, Reilly, and Jackson**
Introduced and read first time: January 29, 2021
Assigned to: Judicial Proceedings

A BILL ENTITLED

1 AN ACT concerning

2 **Public Safety – Statewide 3–1–1 Nonemergency Telephone System**

3 FOR the purpose of recognizing the importance and certain benefits of a statewide
4 integrated telephone system for nonemergency information, services, and referral to
5 State or local agencies, programs, and departments; specifying the purposes of
6 certain provisions of this Act; establishing a statewide 3–1–1 system under the
7 Maryland Emergency Management Agency (MEMA); requiring that 3–1–1
8 nonemergency government answering points be located in certain areas; requiring
9 that a 3–1–1 system provide certain services; providing for a primary and backup
10 nonemergency telephone number in the 3–1–1 system; requiring that certain
11 educational information made available by a 3–1–1 nonemergency government
12 answering point designate 3–1–1 as the primary nonemergency telephone number;
13 requiring a 3–1–1 nonemergency government answering point to notify certain
14 agencies, programs, or departments of requests for services, resources, or other
15 information; requiring that certain guidelines be developed to govern the referral of
16 requests for nonemergency services to certain agencies, programs, or departments;
17 requiring certain agencies, programs, and departments with concurrent jurisdiction
18 to have written agreements to ensure requests for nonemergency services, resources,
19 or other information are referred to a certain agency, program, or department;
20 requiring the 3–1–1 system to employ certain standards-based protocols; requiring
21 MEMA to ensure that certain 3–1–1 specialists have certain certifications;
22 authorizing MEMA to establish a certain telecommunicator response team;
23 requiring MEMA to submit, on or before a certain date each year, a certain report
24 that includes certain information to certain committees of the General Assembly;
25 defining certain terms; and generally relating to a statewide integrated telephone
26 system for nonemergency government services, resources, and information.

27 BY repealing and reenacting, without amendments,
28 Article – Public Safety
29 Section 1–301(a) and (t)
30 Annotated Code of Maryland

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



(2018 Replacement Volume and 2020 Supplement)

BY adding to

Article – Public Safety

Section 14–1101 through 14–1105 to be under the new subtitle “Subtitle 11. 3–1–1
Nonemergency Telephone System”

Annotated Code of Maryland

(2018 Replacement Volume and 2020 Supplement)

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

Article – Public Safety

1–301.

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

(t) “Public safety answering point” means a communications facility that:

(1) is operated on a 24–hour basis;

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

(3) as appropriate:

(i) dispatches public safety services directly;

(ii) transmits incident data to appropriate public safety agencies
within the State for the dispatch of public safety services; or

(iii) transfers 9–1–1 requests for emergency services or transmits
incident data to:

1. an appropriate federal emergency communication center
responsible for the delivery of public safety services on a federal campus or federal
reservation; or

2. an appropriate public safety answering point located
within or outside the State.

SUBTITLE 11. 3–1–1 NONEMERGENCY TELEPHONE SYSTEM.

14–1101.

(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS

1 INDICATED.

2 (B) "MEMA" MEANS THE MARYLAND EMERGENCY MANAGEMENT AGENCY
3 ESTABLISHED UNDER TITLE 14, SUBTITLE 1 OF THIS ARTICLE.

4 (C) "3-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE
5 FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO
6 NONEMERGENCY POLICE AND OTHER GOVERNMENT SERVICES.

7 (D) "3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT" MEANS A
8 COMMUNICATIONS FACILITY THAT:

9 (1) IS OPERATED BY MEMA ON A 24-HOUR BASIS USING A 3-1-1
10 SYSTEM;

11 (2) FIRST RECEIVES STATEWIDE 3-1-1 REQUESTS FOR INFORMATION
12 ABOUT NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;
13 AND

14 (3) AS APPROPRIATE:

15 (I) DIRECTLY PROVIDES NONEMERGENCY INFORMATION
16 ABOUT GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;

17 (II) TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED
18 BY STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR

19 (III) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR
20 TRANSMITS INCIDENT DATA TO:

21 1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT
22 LOCATED WITHIN OR OUTSIDE THE STATE; OR

23 2. AN APPROPRIATE FEDERAL EMERGENCY
24 COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY
25 SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION.

26 (E) "3-1-1 SPECIALIST" MEANS AN EMPLOYEE OF A 3-1-1 NONEMERGENCY
27 GOVERNMENT ANSWERING POINT WHOSE DUTIES AND RESPONSIBILITIES INCLUDE:

28 (1) RECEIVING AND PROCESSING 3-1-1 REQUESTS FOR
29 NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;

1 **(2) OTHER SUPPORT FUNCTIONS DIRECTLY RELATED TO 3-1-1**
2 **REQUESTS FOR NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND**
3 **INFORMATION;**

4 **(3) TRANSMITTING QUESTIONS AND CONCERNS TO APPROPRIATE**
5 **STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR**

6 **(4) TRANSFERRING REQUESTS FOR EMERGENCY SERVICES OR**
7 **TRANSMITTING INCIDENT DATA.**

8 **(F) (1) "3-1-1 SYSTEM" MEANS A TELEPHONE SERVICE THAT:**

9 **(I) MEETS THE PLANNING GUIDELINES ESTABLISHED UNDER**
10 **THIS SUBTITLE; AND**

11 **(II) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE**
12 **DIGITS 3-1-1 TO AN ESTABLISHED 3-1-1 NONEMERGENCY GOVERNMENT**
13 **ANSWERING POINT.**

14 **(2) "3-1-1 SYSTEM" INCLUDES:**

15 **(I) EQUIPMENT FOR:**

16 **1. CONNECTING AND OUTSWITCHING 3-1-1 CALLS**
17 **WITHIN A TELEPHONE CENTRAL OFFICE;**

18 **2. AUTOMATIC NUMBER IDENTIFICATION;**

19 **3. AUTOMATIC LOCATION IDENTIFICATION; AND**

20 **4. ANY OTHER TECHNOLOGICAL ADVANCEMENTS THAT**
21 **MEMA REQUIRES;**

22 **(II) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL**
23 **OFFICE TO A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT; AND**

24 **(III) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE**
25 **APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.**

26 **14-1102.**

27 **(A) THE GENERAL ASSEMBLY:**

1 **(1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE SYSTEM FOR**
2 **NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION TO**
3 **REDUCE THE NUMBER OF NONEMERGENCY REQUESTS FOR ASSISTANCE TO THE**
4 **EMERGENCY 9-1-1 SYSTEM UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;**

5 **(2) RECOGNIZES THAT A STATEWIDE INTEGRATED TELEPHONE**
6 **SYSTEM WOULD PROVIDE A SINGLE SOURCE FOR NONEMERGENCY INFORMATION**
7 **AND REFERRAL TO STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS;**

8 **(3) ACKNOWLEDGES THAT 3-1-1 IS A NATIONALLY RECOGNIZED AND**
9 **APPLIED TELEPHONE NUMBER THAT MAY BE USED FOR INFORMATION AND**
10 **REFERRAL AND ELIMINATES DELAYS CAUSED BY LACK OF FAMILIARITY WITH THE**
11 **CONTACT INFORMATION FOR STATE OR LOCAL AGENCIES, PROGRAMS, AND**
12 **DEPARTMENTS AND BY UNDERSTANDABLE CONFUSION IN CIRCUMSTANCES OF**
13 **CRISIS; AND**

14 **(4) RECOGNIZES A DEMONSTRATED NEED FOR AN**
15 **EASY-TO-REMEMBER, EASY-TO-USE TELEPHONE NUMBER THAT WILL ENABLE**
16 **INDIVIDUALS IN NEED TO RECEIVE NONEMERGENCY GOVERNMENT SERVICES,**
17 **RESOURCES, AND INFORMATION.**

18 **(B) THE PURPOSE OF THIS SUBTITLE IS TO ESTABLISH 3-1-1 AS THE**
19 **PRIMARY INFORMATION AND REFERRAL TELEPHONE NUMBER FOR**
20 **NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION.**

21 **14-1103.**

22 **(A) THERE IS A STATEWIDE 3-1-1 SYSTEM UNDER MEMA.**

23 **(B) THERE SHALL BE ONE 3-1-1 NONEMERGENCY GOVERNMENT**
24 **ANSWERING POINT IN EACH OF THE FOLLOWING AREAS:**

25 **(1) A RURAL AREA OF THE STATE; AND**

26 **(2) AN URBAN AREA OF THE STATE.**

27 **(C) A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT**
28 **ESTABLISHED UNDER SUBSECTION (B) OF THIS SECTION MAY BE LOCATED AT A**
29 **PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE.**

30 **(D) SERVICES AVAILABLE THROUGH THE 3-1-1 SYSTEM SHALL INCLUDE:**

31 **(1) INFORMATION ABOUT NONEMERGENCY GOVERNMENT SERVICES,**

1 RESOURCES, AND INFORMATION;

2 (2) IMMEDIATE TRANSFERRING OF EMERGENCY CALLS TO A PUBLIC
3 SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;

4 (3) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH
5 DISABILITIES; AND

6 (4) ANY OTHER RESOURCES REQUIRED BY MEMA.

7 (E) (1) 3-1-1 IS THE PRIMARY NONEMERGENCY TELEPHONE NUMBER IN
8 THE 3-1-1 SYSTEM.

9 (2) MEMA MAY MAINTAIN A SEPARATE SECONDARY BACKUP
10 TELEPHONE NUMBER FOR NONEMERGENCY CALLS.

11 (F) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES,
12 RESOURCES, AND INFORMATION MADE AVAILABLE BY A 3-1-1 NONEMERGENCY
13 GOVERNMENT ANSWERING POINT:

14 (1) SHALL DESIGNATE 3-1-1 AS THE PRIMARY NONEMERGENCY
15 TELEPHONE NUMBER; AND

16 (2) MAY INCLUDE A SEPARATE SECONDARY BACKUP TELEPHONE
17 NUMBER FOR NONEMERGENCY CALLS.

18 (G) (1) A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT
19 SHALL NOTIFY THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR
20 DEPARTMENTS OF A REQUEST FOR SERVICES, RESOURCES, OR OTHER
21 INFORMATION.

22 (2) WRITTEN GUIDELINES SHALL BE DEVELOPED TO GOVERN THE
23 REFERRAL OF REQUESTS FOR NONEMERGENCY SERVICES, RESOURCES, AND
24 INFORMATION TO THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR
25 DEPARTMENTS.

26 (3) STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS
27 WITH CONCURRENT JURISDICTION SHALL HAVE WRITTEN AGREEMENTS TO ENSURE
28 A CLEAR UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY
29 SERVICES, RESOURCES, OR OTHER INFORMATION WILL BE REFERRED TO WHICH
30 AGENCY, PROGRAM, OR DEPARTMENT.

31 14-1104.

1 (A) (1) THE 3-1-1 SYSTEM SHALL EMPLOY STANDARDS-BASED
2 PROTOCOLS FOR:

3 (I) THE PROCESSING OF 3-1-1 REQUESTS FOR
4 NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND

5 (II) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR
6 ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3
7 OF THIS ARTICLE.

8 (2) MEMA SHALL ENSURE THAT EACH 3-1-1 SPECIALIST HAS
9 PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR ASSISTANCE FOR WHICH THE
10 3-1-1 SPECIALIST IS RESPONSIBLE FOR RECEIVING AND PROCESSING.

11 (B) MEMA MAY ESTABLISH A TELECOMMUNICATOR RESPONSE TEAM TO
12 RESPOND TO, RELIEVE, ASSIST, OR AUGMENT A 3-1-1 NONEMERGENCY
13 GOVERNMENT ANSWERING POINT WHEN A 3-1-1 NONEMERGENCY GOVERNMENT
14 ANSWERING POINT IS AFFECTED BY NATURAL OR HUMAN-MADE DISASTERS.

15 14-1105.

16 (A) ON OR BEFORE OCTOBER 1, 2022, AND EACH OCTOBER 1 THEREAFTER,
17 MEMA SHALL SUBMIT A REPORT TO THE SENATE BUDGET AND TAXATION
18 COMMITTEE AND THE HOUSE APPROPRIATIONS COMMITTEE, IN ACCORDANCE
19 WITH § 2-1257 OF THE STATE GOVERNMENT ARTICLE, ON THE IMPLEMENTATION
20 OF THIS SUBTITLE.

21 (B) THE REPORT REQUIRED UNDER THIS SECTION SHALL INCLUDE:

22 (1) AN ANALYSIS OF THE EFFECTIVENESS OF THE 3-1-1 SYSTEM AND
23 THE 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINTS;

24 (2) ANY SUGGESTED CHANGES TO THIS SUBTITLE; AND

25 (3) ANY OTHER INFORMATION CONSIDERED NECESSARY BY MEMA.

26 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
27 October 1, 2021.