

**Q00A00**  
**Office of the Secretary**  
**Department of Public Safety and Correctional Services**

***Operating Budget Data***

(\$ in Thousands)

	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 06-07</b>	<b>% Change</b>
	<b><u>Actual</u></b>	<b><u>Working</u></b>	<b><u>Allowance</u></b>	<b><u>Change</u></b>	<b><u>Prior Year</u></b>
General Fund	\$49,081	\$53,765	\$55,704	\$1,940	3.6%
Special Fund	58,052	60,513	58,441	-2,072	-3.4%
Federal Fund	168	1,511	400	-1,111	-73.5%
Reimbursable Fund	<u>4,565</u>	<u>6,884</u>	<u>1,875</u>	<u>-5,009</u>	<u>-72.8%</u>
<b>Total Funds</b>	<b>\$111,867</b>	<b>\$122,672</b>	<b>\$116,419</b>	<b>-\$6,253</b>	<b>-5.1%</b>

- There is a deficiency appropriation for fiscal 2006 of \$1,579,533 to pay interest on a contract settlement to a former inmate medical care provider.
- The approximately \$1.9 million general fund increase is attributable to the net result of an increase in salaries and wages, reductions in Capital Lease Telecommunications spending, increased spending for vehicle purchase, and reduced expenditures for outside programming services.
- The decreases in special, federal, and reimbursable funds spending can be attributed to reductions in Information Technology related spending, including reductions in outside programming services, systems software maintenance, and peripherals and hardware for data processing.

***Personnel Data***

	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 06-07</b>
	<b><u>Actual</u></b>	<b><u>Working</u></b>	<b><u>Allowance</u></b>	<b><u>Change</u></b>
Regular Positions	499.00	492.00	491.00	-1.00
Contractual FTEs	<u>74.65</u>	<u>131.33</u>	<u>131.28</u>	<u>-0.05</u>
<b>Total Personnel</b>	<b>573.65</b>	<b>623.33</b>	<b>622.28</b>	<b>-1.05</b>

***Vacancy Data: Regular Positions***

Turnover, Excluding New Positions	36.24	7.38%
Positions Vacant as of 12/31/05	31.00	6.30%

Note: Numbers may not sum to total due to rounding.

For further information contact: Keri Beth Cain

Phone: (410) 946-5530

- The allowance reflects one abolished clerical position in the Information Technology and Communications Division.

## *Analysis in Brief*

---

### Issues

***Inmate Medical Services:*** The department entered into new contracts for inmate medical services for fiscal 2006. **The department should be prepared to discuss current estimates for expenditures for fiscal 2006 and future years. The department should also be prepared to discuss the impact of the nationwide healthcare provider shortage on its staffing levels and the impact of the shortage on contract costs.**

***9-1-1 Emergency Number Systems Board:*** As of June 30, 2005, all Maryland counties have enhanced 9-1-1 systems and are also Wireless Phase II operational. However, the Emergency Number Systems Board (ENSB) faces many upcoming challenges as it attempts to accommodate rapidly advancing technology. **The Department of Legislative Services (DLS) recommends that ENSB develop a plan for upgrading the 9-1-1 call centers to Internet Protocol (IP)-capable technology, so as to better handle data from Voice-over Internet Protocol (VoIP) callers. DLS further recommends that ENSB should develop a plan for educating consumers about the need to purchase GPS-capable VoIP equipment.**

### Recommended Actions

	<u>Funds</u>	<u>Positions</u>
1. Adopt budget bill language that modifies the process by which the Department of Public Safety and Correctional Services can enter into an inter-agency agreement.		
2. Increase turnover rate by 1 percent.	\$ 291,839	
3. Add committee narrative requesting the Department of Public Safety and Correctional Services to evaluate and report on the need for 9-1-1 Call Centers Technology upgrades.		
4. Adopt committee narrative directing the Department of Public Safety and Correctional Services to report on inmate assaults.		
<b>Total Reductions</b>	<b>\$ 291,839</b>	

## **Updates**

***Inmate Assaults:*** The Department of Public Safety and Correctional Services began submitting quarterly reports on inmate assault data in fiscal 2006. The reports show that the majority of assaults are “less serious physical assaults.”

*Q00A00 – DPSCS – Office of the Secretary*

**Q00A00**  
**Office of the Secretary**  
**Department of Public Safety and Correctional Services**

***Operating Budget Analysis***

---

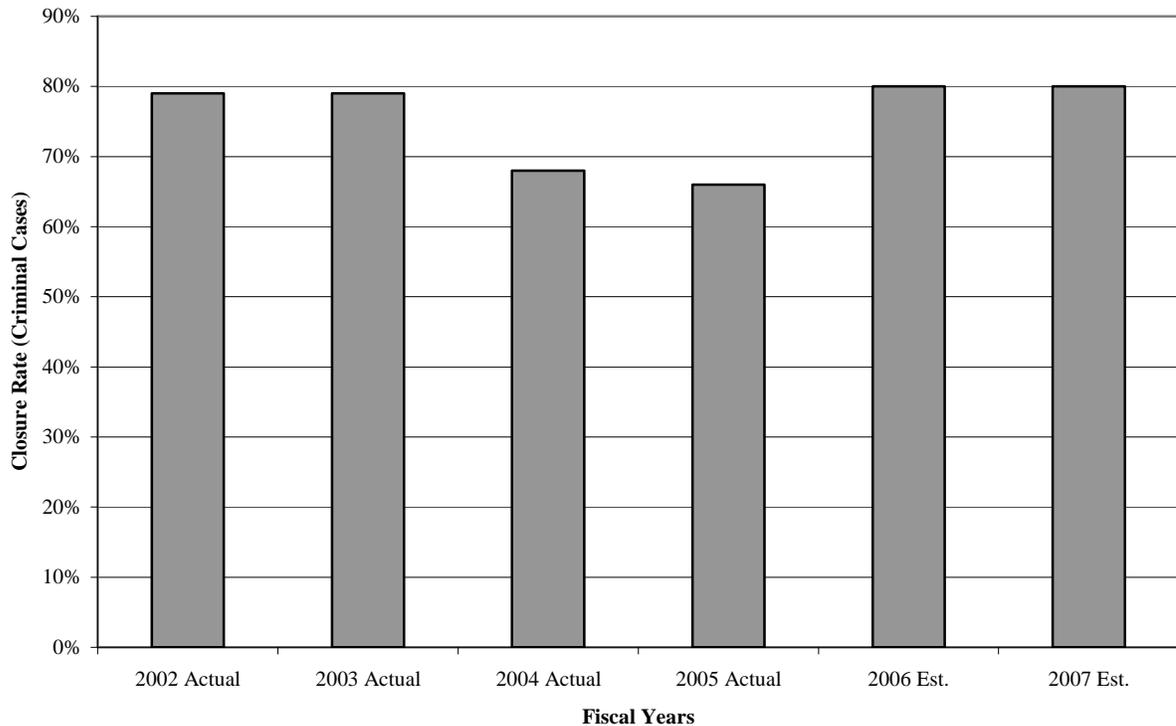
**Program Description**

The Office of the Secretary provides overall policy and operational direction and coordination for the activities of the operating units of the department. It establishes policy, sets priorities, and provides central support services and oversight for the constituent agencies. The office administers the State's emergency numbers program and plans, develops, and implements the capital program for the department's custody facilities. Additionally, it is responsible for maintaining the Criminal Justice Information System which State, local, and federal law enforcement rely on for accurate and timely information.

**Performance Analysis: Managing for Results**

The Internal Investigative Unit (IIU) is a law enforcement agency within the Office of the Secretary that manages administrative and criminal investigations within the Department of Public Safety and Correctional Services (DPSCS). The unit receives the complaints, assigns the investigators, monitors the progress of the investigations, and ensures quality of services. One of the goals of IIU is to have a closure rate for criminal cases of 80% or greater by the end of fiscal 2005 and each fiscal year thereafter. "Closure rate" refers to the percent of cases received in a fiscal year whose investigations are completed in the same fiscal year. **Exhibit 1** shows the closure rate for criminal cases. There has been a decline in the closure rate from a high of 79% in fiscal 2003 to 66% in fiscal 2005. **The department should be prepared to discuss its plans to improve the closure rate of criminal cases without personnel increases, especially in light of the recent transfer of senior investigators.**

**Exhibit 1**  
**Closure Rate for Criminal Cases**  
**Fiscal 2002 –2007**

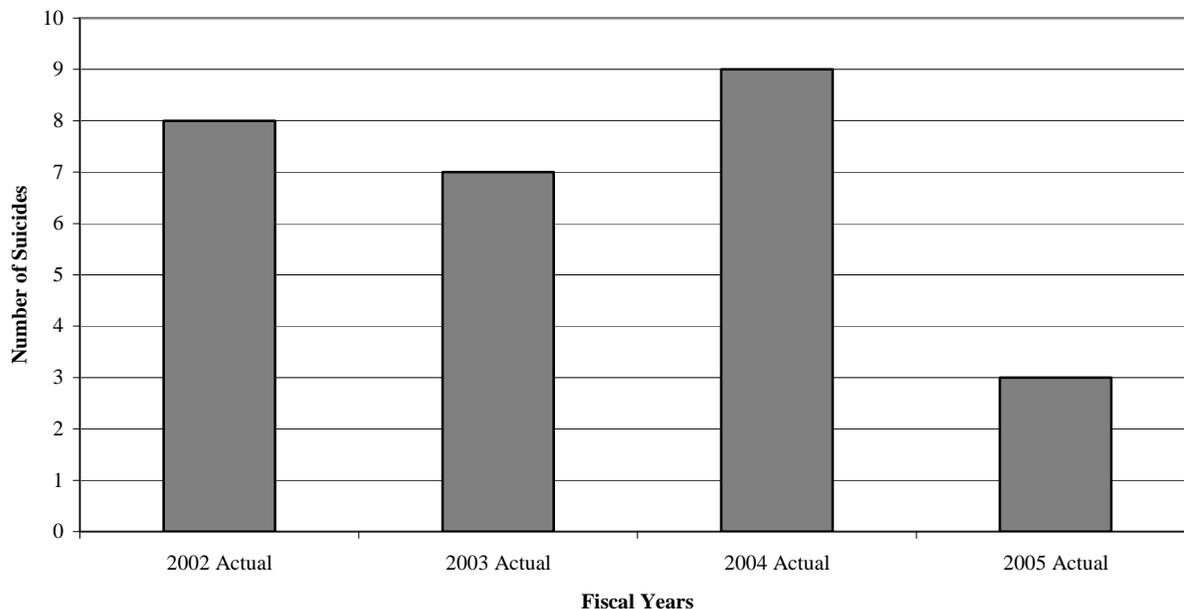


Source: Department of Public Safety and Correctional Services

---

The Office of Treatment Services is responsible for the provision of medical, mental health, behavioral modification, substance abuse, and social services offered to offenders and defendants under the control and custody of DPSCS. One of the stated objectives is to have fewer suicides than the national norm for an inmate population comparable in size to the department's. The national norm would be approximately 10 suicides a year. As you can see in **Exhibit 2**, the department has succeeded in meeting this objective over the last several years and saw a large drop in the number of suicides between fiscal 2004 and 2005. **The department should be prepared to discuss what measures were taken that resulted in the reduction in the number of suicides, and how they plan to continue this success.**

**Exhibit 2**  
**Number of Suicides among DPSCS Offenders and Defendants**

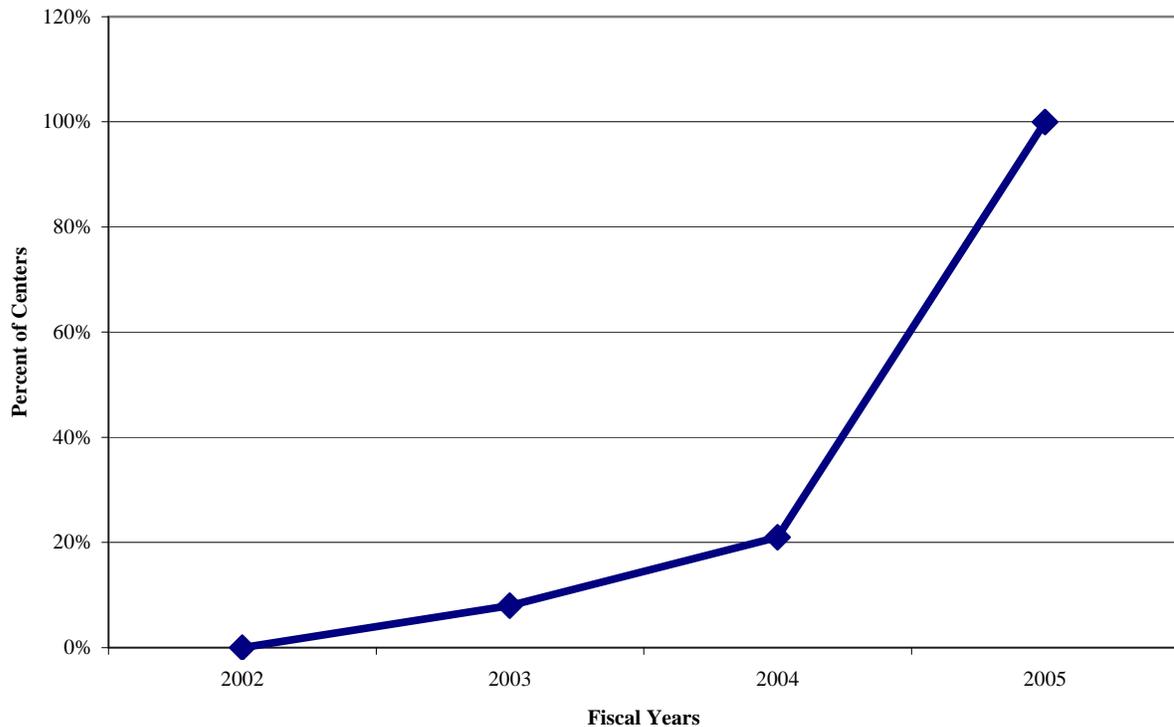


Source: Department of Public Safety and Correctional Services

---

The 9-1-1 Emergency Number Systems Board (ENSB) coordinates the implementation of 9-1-1 as the primary emergency telephone number in Maryland. ENSB established June 2005 as a goal date to have at least 50% of the State's 24 9-1-1 centers able to receive and process automated location information from wireless phones. As you can see in **Exhibit 3**, ENSB not only met but exceeded this goal. In fact, 100% of the 9-1-1 centers were able to receive automated location information from wireless phones.

**Exhibit 3**  
**Percent of 9-1-1 Centers Able to Receive and Process Automated Location Information from Wireless Phones**



Source: Department of Public Safety and Correctional Services

---

## **Fiscal 2006 Actions**

### **Proposed Deficiency**

The fiscal 2007 allowance provides for a total deficiency appropriation of \$1,579,533. This appropriation provides funds to pay interest to a former inmate medical care contractor on a contract settlement mandated by the Court of Appeals.

### **Personnel**

During the 2005 session, the committees abolished 17.0 PINs in the Office of the Secretary but did not specify which vacancies should be abolished. As shown in **Exhibit 4**, these abolitions were distributed among all the programs in the department, with the majority coming from ITCD. However, prior to the end of fiscal 2005, DPSCS transferred a net of 13.0 PINs to the Office of the

*Q00A00 – DPSCS – Office of the Secretary*

Secretary (there were PIN reductions in both the Division of Correction and the Division of Parole and Probation as a result). Of these PINs, 10.0 were allocated to the Office of Treatment Services to help with the managing of the new inmate medical contract. General Administration received 3.0 PINs transferred from other agencies, as well as 5.0 PINs transferred within the office from ITCD. These positions include an accountant, a personnel officer, and administrative staff.

---

**Exhibit 4  
Personnel Changes**

	<u>Allowance FY 2006</u>	<u>Legislative Abolitions</u>	<u>Transfers (prior to 6/30/05)</u>	<u>Changes to Leg. Approp. FY 2006</u>	<u>Working Approp. FY 2006</u>	<u>Difference to Working Approp.</u>
General Administration	154	-1	8	1	162	8
Information Technology and Communications Division	250	-9	-5	0	236	-14
Internal Investigative Unit	22	-2	0	0	20	-2
Emergency Number Systems Board	3	0	0	0	3	0
Division of Capital Const. and Facilities Maintenance	22	-2	0	0	20	-2
Office of Treatment Services	<u>44</u>	<u>-3</u>	<u>10</u>	<u>0</u>	<u>51</u>	<u>7</u>
<b>Total</b>	<b>495</b>	<b>-17</b>	<b>13</b>	<b>1</b>	<b>492</b>	<b>-3</b>

Source: Department of Public Safety and Correctional Services

---

## **Governor's Proposed Budget**

As shown in **Exhibit 5**, the Governor's fiscal 2007 allowance decreases approximately \$6.3 million, or 5.1% from the fiscal 2006 working appropriation. Most of the decrease reflects the budgeting of major technology projects under the Department of Budget and Management (DBM) in fiscal 2007. The funds for these projects will later be transferred to DPSCS via budget amendment.

**Exhibit 5**  
**Governor's Proposed Budget**  
**DPSCS – Office of the Secretary**  
**(\$ in Thousands)**

<b>How Much It Grows:</b>	<b><u>General</u> <u>Fund</u></b>	<b><u>Special</u> <u>Fund</u></b>	<b><u>Federal</u> <u>Fund</u></b>	<b><u>Reimb.</u> <u>Fund</u></b>	<b><u>Total</u></b>
2006 Working Appropriation	\$53,765	\$60,513	\$1,511	\$6,884	\$122,672
2007 Governor's Allowance	<u>55,704</u>	<u>58,441</u>	<u>400</u>	<u>1,875</u>	<u>116,419</u>
Amount Change	\$1,940	-\$2,072	-\$1,111	-\$5,009	-\$6,253
Percent Change	3.6%	-3.4%	-73.5%	-72.8%	-5.1%

**Where It Goes:**

**Personnel Expenses**

Abolished/transferred positions .....	-\$36
Increments and other compensation .....	505
Employee and retiree health insurance .....	588
Workers' compensation premium assessment .....	55
Turnover adjustments .....	1256
Retirement .....	295
Deferred compensation.....	49
Other fringe benefit adjustments .....	12

**Other Changes**

Telecommunications.....	-887
Major IT Development Projects .....	-6876
Other IT changes .....	-1890
Rent and insurance.....	439
Purchase cost of replacement vehicles (25 total).....	241
Other .....	-4

**Total** **-\$6,253**

Note: Numbers may not sum to total due to rounding.

*Q00A00 – DPSCS – Office of the Secretary*

Excluding the 9-1-1 board and the information technology projects, the administrative component of DPSCS grows 1% or approximately \$612,000. Between fiscal 2005 and 2006, the administrative component grew approximately 1.5%.

Expenditures in the General Administration division increased by approximately \$2.5 million. The largest part of the increase – approximately \$2 million – is for increased expenditures for salaries and wages and lower budgeted turnover. Approximately \$423,000 is for increases in rent and insurance. The remaining increase is the net result of decreased spending for DBM Paid Telecommunications based on estimated billings and increases for replacement of nine motor vehicles, staff training contracts, and administrative hearings.

The allowance for the Information Technology and Communications Division (ITCD) decreases by approximately \$2.2 million. This is attributable to decreased expenditures for contractual programming services, software, and new hardware and peripherals. According to the department, these decreases have no impact on ongoing ITCD operations because the decreases primarily relate to projects that have been (or are expected to be) completed, so funding is no longer required.

The allowance for IIU increases by approximately \$188,000 over the fiscal 2006 working appropriation. Approximately \$122,000 of the increase is for the purchase of 10 replacement motor vehicles. These vehicles may be used for covert operations, the transport of prisoners, and the transport of investigative equipment and evidence. The remaining increase is the net result of lower budgeted contractual turnover and reduced expenditures for contractual office assistance.

There is \$7.75 million in the Major Information Technology (IT) Development Fund budgeted under DBM that, if approved, can be moved to DPSCS through amendments. The funds are for two projects – the Case Management System has \$1.5 million and the Maryland Automated Fingerprint Information System (MAFIS) has \$6.25 million. The fiscal 2006 working appropriation for DPSCS major IT projects is approximately \$6.9 million.

The fiscal 2007 allowance for the Office of Treatment Services is an increase of approximately \$208,000 over the fiscal 2006 working appropriation. This increase is the net result of increased salaries and wages, lower budgeted turnover, lower budgeted contractual turnover, increased funds for in-state travel associated with contract monitoring, and decreased spending for contractual services due to a reduction in grant funding from the Department of Health and Mental Hygiene.

At fiscal 2005 closeout, the department transferred approximately \$1.1 million from the Office of the Secretary to other agencies within DPSCS. These funds were available due to higher than budgeted vacancy rates for contractual positions, lower than budgeted telecommunications costs, and a reduction in the amount of funds required for data processing and programming services. In the fiscal 2007 allowance, all these areas have seen reductions which should thereby bring the budget more in line with actual expenditures.

## Issues

---

### 1. Inmate Medical Services

DPSCS entered into new contracts for inmate medical services for fiscal 2006. The new providers began work on June 1, 2005, in order to provide some transition time between old and new contractors. The contracts will be for a term of two years plus one month, with the State having the sole option to exercise up to three additional one-year renewals. The original contracts will expire on June 30, 2007. If all three renewals are exercised, the contracts would terminate on June 30, 2010. The contract values will be evaluated annually and will be adjusted based on the consumer price index (CPI).

Fiscal 2006 budget bill language restricted funds pending a report from DPSCS on the new inmate medical contracts. The report submitted by DPSCS included information about contract awards including information about selected vendors, information about interaction between vendors, and cost estimates.

There are five vendors managing the six contract modules. All vendors have prior experience with providing medical services in a correctional setting. **Exhibit 6** summarizes the vendor information and costs.

---

#### Exhibit 6 Providers and Contract Values

<u>Module</u>	<u>Provider</u>	<u>FY 06 Cost Estimate**</u>	<u>Maximum Contract Value*</u>
Medical	Correctional Medical Services	\$55,414,115	\$62,351,829
Mental Health	MHM Correctional Services, Inc.	10,322,355	11,163,827
Dental	First Correctional Medical	8,254,659	8,605,578
Pharmacy	Correct Rx Pharmacy Services, Inc.	19,805,341	15,860,277
Utilization Management	Wexford Health Sources, Inc.	8,415,187	10,901,741
Electronic Patient Health Records	Correctional Medical Services	1,782,082	1,782,082
<b>Total</b>		<b>\$103,993,739</b>	<b>\$110,665,334</b>

\*The amount shown for each module represents the not-to-exceed amount for each contract.

\*\*The estimate is derived from year-to-date expenditures as of September 30, 2005.

Source: Department of Public Safety and Correctional Services

---

*Q00A00 – DPSCS – Office of the Secretary*

As shown in Exhibit 6, the total maximum allowable contract amount is approximately \$110.7 million. This exceeds the amount budgeted for inmate medical expenditures in fiscal 2006 by \$25.5 million. However, based on year-to-date spending as of September 30, 2005, the department estimated that the total expenditures would be approximately \$104 million or an increase of \$18.8 million over the fiscal 2006 allowance.

The new contracts are “time and materials” contracts as compared to the old “fixed price” contracts. This means that the State pays for what staffing is provided, based on pre-established rates. The rates will be adjusted based on the CPI or the Prevailing Wage Rate, whichever is greater. Supplies and equipment are purchased by the contractor, who is then reimbursed by the State for authorized purchases.

Pharmaceuticals are priced according to the Maryland Medicaid Maximum Allowable Cost or the average wholesale cost minus 12%, whichever is less. The Electronic Patient Health Care component is a fixed price contract that covers all labor, equipment, and supplies. The Utilization Management contract is also a fixed price contract for the management service with cost reimbursement for actual inpatient and outpatient specialty services based on fees set by the Maryland Health Care Cost Commission for inpatient services and fees negotiated by the University of Maryland contractor for outpatient specialty services.

The estimated costs listed in the exhibit for the Pharmaceutical module are greater than the “not-to-exceed” amount of the contract. This is because the pharmacy contract does not include all costs. However, any spending over the not-to-exceed amount by the vendor must be approved by the department, or it will not be reimbursed.

The DPSCS response also discussed information about vendor cooperation and interaction. The department states that the new model, in which all contractors are engaged by the State, is working well and that the department is seeing a greater willingness to openly identify and discuss issues. Under the previous contracts many of the components were subcontracted out by the primary provider, and information from subcontractors was filtered through the primary contractor to the State.

All contractors attend monthly Service Delivery Area Quality Improvement Committee meetings and quarterly State meetings. All clinical service providers (medical, dental, mental health, and pharmacy) attend quarterly statewide Pharmacy and Therapeutics Committee meetings as well. All contractors are also required to attend monthly Service Delivery Area Contract Operations manager meetings. The department has asserted that these regular meetings have led to quicker and better identification and solving of problems.

**The department should be prepared to update the committees on contractor interaction and cooperation.**

The fiscal 2007 allowance includes an \$18 million deficiency appropriation for the fiscal 2006 expenses for the contract. As shown in **Exhibit 7**, once the deficiency appropriation is accounted for, the growth between the fiscal 2006 working appropriation and the fiscal 2007 allowance is

**Exhibit 7  
Inmate Medical Contract Appropriations**

	FY 2006 Working <u>Approp.</u>	FY 2006 Deficiency <u>Approp.</u>	FY 2006 <u>Total</u>	FY 2007 <u>Allowance</u>	FY 2006 - 2007 <u>Change</u>	FY 2006 - 2007 <u>% Change</u>
DOC	\$63,948,362	\$18,000,000	\$81,948,362	\$90,921,045	\$8,972,683	10.9%
Patuxent	2,195,254	0	2,195,254	3,183,162	987,908	45.0%
DPDS	<u>18,856,384</u>	<u>0</u>	<u>18,856,384</u>	<u>15,995,792</u>	<u>-2,860,592</u>	<u>-15.2%</u>
<b>Total</b>	<b>\$85,000,000</b>	<b>\$18,000,000</b>	<b>\$103,000,000</b>	<b>\$110,099,999</b>	<b>\$7,099,999</b>	<b>6.9%</b>

DOC=Division of Correction

DPDS=Division of Pretrial Detention and Services

Source: Department of Public Safety and Correctional Services

approximately \$7.1 million, or 6.9%. This increase is the result of an increase in the CPI and reflects the annualization of some staff and other costs. While the allowance provides an increase at both Division of Correction (DOC) and Patuxent, there are less funds in the allowance for the Division of Pretrial Detention and Services (DPDS) than in the fiscal 2006 working appropriation. **The department should be prepared to discuss current estimates for expenditures for future years, especially the anticipated decrease at DPDS. The department should also be prepared to discuss the impact of the nationwide healthcare provider shortage on its staffing levels and the impact of the shortage on contract costs.**

## 2. 9-1-1 Emergency Number Systems Board

As of June 30, 2005, all Maryland counties have enhanced 9-1-1 systems and are also Wireless Phase II operational. ENSB defines “operational” as having all the necessary equipment and having 50% or more of the carriers in that particular county transmitting caller location information. According to the National Emergency Numbers Systems Association (NENA), only seven other states are entirely Wireless Phase II operational.

The need for enhanced 9-1-1 systems and advanced wireless technology is especially apparent when you consider that in 2004, for the first time, more than 50% of all 9-1-1 calls originated from wireless callers.

There is continued need for upgrades to 9-1-1 systems in Maryland. Many consumers are now making the move to Voice-over Internet Protocol (VoIP) calling systems. This change could

potentially provide 9-1-1 call centers with more information than land-line or standard mobile phones but also require system upgrades. There are also concerns about VoIP location identification and call transmission reliability. The location transmitted by a VoIP phone is not necessarily the location of the caller, unless the unit includes a Global Positioning System (GPS) transmitter. This equipment is not standard on most existing VoIP equipment. VoIP calls, which by definition are Internet-based, may also be subject to such problems as denial-of-service attacks or viruses, which could impede a user's ability to make an emergency call. **The Department of Legislative Services (DLS) recommends that the ENSB develop a plan for upgrading the 9-1-1 call centers to Internet Protocol (IP)-capable technology, so as to better handle data from VoIP callers. DLS further recommends that the ENSB should develop a plan for educating consumers about the need to purchase GPS-capable VoIP equipment.**

The fees collected from telephone subscribers support the 9-1-1 call centers in two ways. The first is a 25-cent State fee that goes into a trust fund that provides reimbursements to counties for improvements and enhancements to their 9-1-1 systems. Counties may only use the trust fund money to supplement their spending, not to supplant it. **Exhibit 8** shows the State fee revenues, grants made from the fee, and all other expenditures (largely administrative), as well as the closing fund balance.

---

**Exhibit 8**  
**25-Cent State Fee**  
**Emergency Numbers Systems Board**

	<u>State Fee Revenues</u>	<u>Grants from State Fee</u>	<u>All other Expenditures</u>	<u>Transfer to General Fund*</u>	<u>Fund Balance</u>
<b>2001</b>	\$1,751,194	-\$3,396,545	-\$106,465		<b>\$6,917,264</b>
<b>2002</b>	5,892,520	-5,928,375	-141,264	-1,000,000	<b>5,740,145</b>
<b>2003</b>	5,963,040	-3,006,772	-304,169		<b>8,392,243</b>
<b>2004</b>	10,374,242	-12,675,907	-288,172		<b>5,802,406</b>
<b>2005</b>	16,268,755	-13,247,866	-261,398		<b>8,561,897</b>

\*The Budget Reconciliation and Financing Act of 2002 transferred \$1 million from the 9-1-1 fund to the general fund in fiscal 2002.

Source: Department of Public Safety and Correctional Services

---

The “additional fee” of 75 cents (except in Howard County, where the fee is 65 cents) that is collected by ENSB is passed directly to the counties for use to defray the operational and personnel costs associated with providing 9-1-1 service in that jurisdiction. This “additional fee” covers about 50% of the actual 9-1-1 center operating costs. The remaining costs must be covered by local

revenues. **DLS recommends that fees continue to be assessed at current levels so that 9-1-1 call centers can continue to improve their service for users.**

Please see **Appendix 5** for a detailed report on the 9-1-1 ENSB.

## Recommended Actions

---

1. Add the following language:

Provided that the Department of Public Safety and Correctional Services may not enter into a nonrevenue generating interagency agreement in excess of \$100,000 or expend funds to support an interagency agreement, unless:

- (1) the agreement prohibits the use of subcontractors that are not selected through a competitive bid process;
- (2) the agreement is submitted to and approved by the Board and Public Works; and
- (3) copies of the approved agreement are submitted to the budget committees and the Department of Legislative Services.

The budget committees shall have 45 days to review and comment on the reports.

**Explanation:** This language modifies the process by which the Department of Public Safety and Correctional Services (DPSCS) can enter into an agreement with another State agency. It was initially included in the fiscal 2005 budget bill in response to audit issues that found the office had circumvented bid requirements.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Interagency agreement approved by the Board of Public Works	DPSCS	45 days prior to agreement

- |   | <u><b>Amount Reduction</b></u> | <u><b>Position Reduction</b></u> |
|---|--------------------------------|----------------------------------|
| 2. Increase turnover rate by 1%. In recent years the vacancy rate has averaged over 10% in the Office of the Secretary. Overall, as of December 31, 2005, the Department of Public Safety and Correctional Services has 300 more vacancies than it needs to meet budgeted turnover. | \$ 291,839                     | GF                               |
| 3. Adopt the following narrative:   |                                |                                  |

**9-1-1 Call Centers Technology Upgrade Plan:** The committees would like Maryland to continue to accommodate the latest technology at its 9-1-1 call centers. As such, the committees direct the Emergency Number Systems Board to develop a plan for upgrading the

*Q00A00 – DPSCS – Office of the Secretary*

9-1-1 call centers to Internet Protocol-capable technology. The plan should include a timeline for implementation, an estimate of anticipated costs and recommendations for increases to currently assessed fees, if necessary. The plan should also include a proposal for educating Voice Over Internet Protocol (VoIP) consumers about the need to purchase Global Positioning System-capable (GPS) attachments for their VoIP equipment or upgrade to a GPS-capable device. The report should be submitted to the committees no later than December 1, 2006.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report on 9-1-1 Call Centers Technology Upgrade Plan	DPSCSs	December 1, 2006

4. Adopt the following narrative:

**Inmate Assaults by Level of Severity:** The committees are concerned about the number of assaults on fellow inmates and staff in Department of Public Safety and Correctional Services (DPSCS) institutions. The committees direct DPSCS to continue submitting quarterly reports on inmate assaults to the committees. The reports should examine both inmate-on-inmate assaults and inmate-on-staff assaults, and should detail the level of severity of the assaults.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Quarterly reports on inmate assaults by level of severity	DPSCS	July 1, 2006 and quarterly thereafter
<b>Total General Fund Reductions</b>		<b>\$ 291,839</b>

## Updates

---

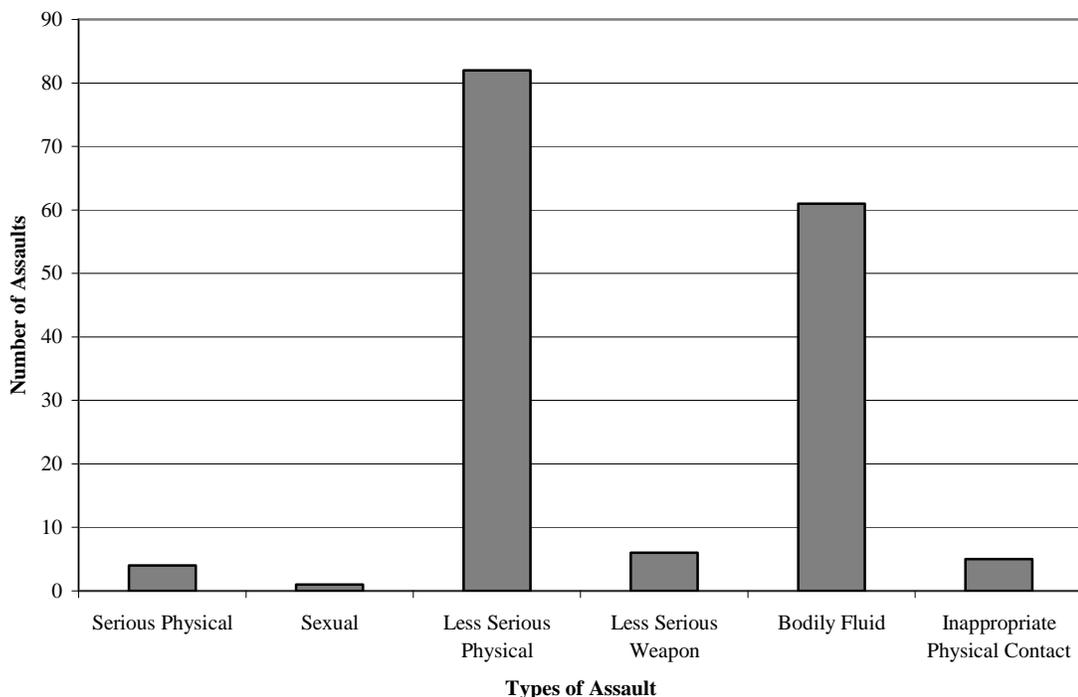
### 1. Inmate Assaults

In the 2005 *Joint Chairmen’s Report*, the budget committees requested that the Department of Public Safety and Correctional Services submit quarterly reports on inmate assaults. At the appropriate time, the department submitted a report for the first quarter of fiscal 2006 entitled *Quarterly Report to the Joint Chairmen on Inmate Assault Data*.

The Division of Correction (DOC) had a total of 159 inmate-on-staff assaults and 304 inmate-on-inmate assaults during the first quarter. As shown in **Exhibits 9** and **10**, the majority of the assaults were of the less serious physical assault category, regardless of the victim. A less serious physical assault is defined as one resulting in either no injury or an injury that requires only simple first aid (ice-packs, bandages, over-the-counter pain relievers).

---

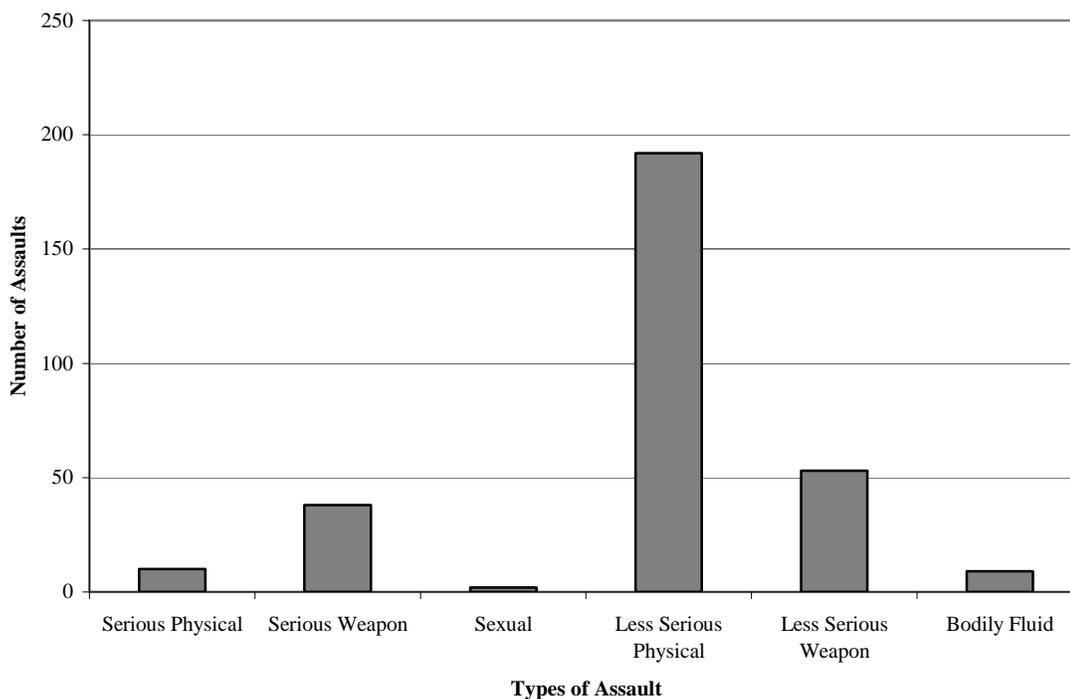
**Exhibit 9**  
**Inmate-on-Staff Assaults**  
**Division of Correction**  
**First Quarter Fiscal 2006**



Source: Department of Public Safety and Correctional Services

---

**Exhibit 10**  
**Inmate-on-Inmate Assaults**  
**Division of Correction**  
**First Quarter Fiscal 2006**



Source: Department of Public Safety and Correctional Services

---

The Division of Pretrial Detention and Services has a total of 15 inmate-on-staff assaults and 131 inmate-on-inmate incidents in the first quarter. The Patuxent Institution had 11 inmate-on-staff assaults and 12 inmate-on-inmate assaults. As in DOC most of these were of the less serious physical assault category. The number of assaults reported department-wide did not vary greatly between the first quarter of fiscal 2006 and the final quarter of fiscal 2005 (on which the department first reported).

## *Current and Prior Year Budgets*

---

### Current and Prior Year Budgets Office of the Secretary (\$ in Thousands)

	<u>General Fund</u>	<u>Special Fund</u>	<u>Federal Fund</u>	<u>Reimb. Fund</u>	<u>Total</u>
<b>Fiscal 2005</b>					
Legislative Appropriation	\$49,544	\$49,546	\$908	\$1,943	\$101,941
Deficiency Appropriation	0	0	0	0	0
Budget Amendments	-188	11,703	896	5,628	18,039
Reversions and Cancellations	-275	-3,197	-1,635	-3,006	-8,113
<b>Actual Expenditures</b>	<b>\$49,081</b>	<b>\$58,052</b>	<b>\$168</b>	<b>\$4,565</b>	<b>\$111,867</b>
<b>Fiscal 2006</b>					
Legislative Appropriation	\$53,460	\$57,855	\$514	\$1,694	\$113,523
Budget Amendments	304	2,658	997	5,190	9,149
<b>Working Appropriation</b>	<b>\$53,765</b>	<b>\$60,513</b>	<b>\$1,511</b>	<b>\$6,884</b>	<b>\$122,672</b>

Note: Numbers may not sum to total due to rounding.

---

## **Fiscal 2005**

General fund spending for fiscal 2005 was approximately \$49.1 million.

- Budget amendments reduced the legislative appropriation by approximately \$188,000. This change was largely the net result of a \$138,000 increase as part of a realignment of funds within the department to meet actual employee and retiree health benefit expenditures, and a \$726,000 decrease in order to realign funds in the department with actual expenditures. The Office of the Secretary received approximately \$370,000 as part of the Cost of Living Adjustment amendment. The final \$30,000 was moved from the Comptroller of the Treasury to the department to reflect actual Annapolis Data Center computer usage expenditures.
- The Office of the Secretary reverted approximately \$275,000. This was comprised of a \$10,000 reversion for subobject 0882, In-State Services – Computer Usage, and the remainder was for employee and retiree health insurance.

Special fund spending for fiscal 2005 was approximately \$58.1 million. This was an increase of approximately \$8.5 million over the legislative appropriation.

- Budget amendments increased the appropriation by approximately \$11.7 million. Two separate amendments increased the appropriation for the 9-1-1 Emergency Number Systems Board by approximately \$10.1 million, which reflected increased revenue. The Major IT Development Projects received an approximately \$1.5 million increase to complete the National Crime Information Center 2000 Major IT Project. Finally, the General Administration function (\$22,000) and the Office of Treatment Services (\$120,000) received Inmate Welfare Funds.
- Approximately \$3.2 million of special funds were cancelled. Of that, approximately \$2.9 million was in the 9-1-1 Emergency Number Systems function. These funds were carried forward in the 9-1-1 Trust Fund. The remaining \$305,000 was cancelled from the Major IT Development Projects function. These funds were returned to DBM and were carried forward in the Major IT Development Fund.

Federal fund spending for fiscal 2005 was approximately \$168,000. This was a decrease of approximately \$739,000 from the legislative appropriation.

- Budget amendments increased the appropriation by approximately \$896,000. Approximately \$871,000 of that was for the implementation of the National Criminal History Improvement computer system. The remaining \$25,000 was for the implementation of the Offender Workforce Development Specialist grant.
- The Office of the Secretary cancelled approximately \$1.6 million of federal funds. The largest portion, approximately \$1.4 million, is from two grants from the U.S. Department of

*Q00A00 – DPSCS – Office of the Secretary*

Justice (DOJ) for the National Criminal History Improvement Program. Approximately \$253,000 is from a DOJ grant titled the Edward Byrne Memorial State and Local Law Enforcement Assistance Directory Grant.

Reimbursable fund spending totaled approximately \$4.6 million in fiscal 2005.

- Budget amendments increased the appropriation by approximately \$5.6 million. These amendments reflected funds budgeted for various IT projects within the department.
- The department reverted approximately \$3 million of unused funds for various IT projects.

## **Fiscal 2006**

The general fund working appropriation for fiscal 2006 is approximately \$53.8 million. This includes a budget amendment of approximately \$304,000 to provide cost-of-living adjustments for employees.

The special fund working appropriation is approximately \$60.5 million. This includes a budget amendment of approximately \$2.7 million for the Major IT Development Projects unit.

The federal fund working appropriation for fiscal 2006 is approximately \$1.5 million. The legislative appropriation of approximately \$514,000 was increased by two budget amendments. One amendment added approximately \$972,000 to ITCD for the Maryland National Criminal History Improvement Program. The remaining \$25,000 is for instructor training to implement the DOJ Offender Workforce Development Specialist grant.

The Reimbursable fund working appropriation is approximately \$6.9 million. The appropriation was increased via budget amendments by approximately \$5.2 million. Approximately \$500,000 of the increase was for ITCD for work on the MAFIS, another for approximately \$1.6 million for the ITCD unit as part of a grant extension for work on anti-terrorism technology. Approximately \$2.8 million was for use on the System Infrastructure Stabilization project and the Offender Case Management System Project.

## ***Audit Findings***

---

Audit Period for Last Audit:	March 27, 2000 – May 27, 2003
Issue Date:	February 2004
Number of Findings:	7
Number of Repeat Findings:	1
% of Repeat Findings:	14%
Rating: (if applicable)	

- Finding 1:** The office made payments totaling approximately \$1.8 million to the University of Maryland, College Park, which violated legislative intent.
- Finding 2:** Certain interagency agreements with the university allowed the office to circumvent the competitive bid requirements of the State Procurement Regulations.
- Finding 3:** The office recordkeeping and monitoring procedures relating to the interagency agreements were inadequate.
- Finding 4:** The office did not ensure that required monthly reports of health services provided to inmates were submitted by one vendor and did not assess certain related liquidated damages totaling \$6.4 million allowed under the contract.
- Finding 5:** The office did not adequately monitor vendor invoices for propriety resulting in payments of approximately \$246,000 for inmate health services that had not been substantiated.
- Finding 6:** **The office had not established procedures to ensure that 9-1-1 Trust Fund fees were remitted by all telephone service carriers operating in the State.**
- Finding 7:** The office did not reconcile the results of physical inventories of equipment items to related detail equipment records and could not locate certain computer equipment items originally costing approximately \$1.5 million.

\* Bold denotes item repeated in full or part from preceding audit report.

**Object/Fund Difference Report  
DPSCS – Office of the Secretary**

<u>Object/Fund</u>	<u>FY05 Actual</u>	<u>FY06 Working Appropriation</u>	<u>FY07 Allowance</u>	<u>FY06 - FY07 Amount Change</u>	<u>Percent Change</u>
<b>Positions</b>					
01 Regular	499.00	492.00	491.00	-1.00	-0.2%
02 Contractual	74.65	131.33	131.28	-0.05	0%
<b>Total Positions</b>	<b>573.65</b>	<b>623.33</b>	<b>622.28</b>	<b>-1.05</b>	<b>-0.2%</b>
<b>Objects</b>					
01 Salaries and Wages	\$ 29,146,550	\$ 30,360,014	\$ 33,084,309	\$ 2,724,295	9.0%
02 Technical & Spec Fees	2,777,331	3,584,943	3,523,193	-61,750	-1.7%
03 Communication	3,634,892	2,655,016	1,955,515	-699,501	-26.3%
04 Travel	192,678	184,654	202,629	17,975	9.7%
06 Fuel & Utilities	65,060	79,300	82,300	3,000	3.8%
07 Motor Vehicles	143,097	177,732	437,591	259,859	146.2%
08 Contractual Services	13,624,023	21,960,246	16,675,029	-5,285,217	-24.1%
09 Supplies & Materials	2,034,840	2,221,155	1,225,600	-995,555	-44.8%
10 Equip - Replacement	1,327,577	2,641,881	2,706,023	64,142	2.4%
11 Equip - Additional	5,756,246	3,948,122	1,220,811	-2,727,311	-69.1%
12 Grants, Subsidies, and Contributions	51,619,059	53,275,290	53,275,290	0	0%
13 Fixed Charges	1,545,348	1,583,871	2,031,156	447,285	28.2%
<b>Total Objects</b>	<b>\$ 111,866,701</b>	<b>\$ 122,672,224</b>	<b>\$ 116,419,446</b>	<b>-\$ 6,252,778</b>	<b>-5.1%</b>
<b>Funds</b>					
01 General Fund	\$ 49,081,072	\$ 53,764,543	\$ 55,704,139	\$ 1,939,596	3.6%
03 Special Fund	58,052,368	60,513,043	58,440,769	-2,072,274	-3.4%
05 Federal Fund	168,379	1,510,944	400,000	-1,110,944	-73.5%
09 Reimbursable Fund	4,564,882	6,883,694	1,874,538	-5,009,156	-72.8%
<b>Total Funds</b>	<b>\$ 111,866,701</b>	<b>\$ 122,672,224</b>	<b>\$ 116,419,446</b>	<b>-\$ 6,252,778</b>	<b>-5.1%</b>

Note: The fiscal 2006 appropriation does not include deficiencies, and the fiscal 2007 allowance does not reflect contingent reductions.

**Fiscal Summary  
DPSCS – Office of the Secretary**

<u>Program/Unit</u>	<u>FY05 Actual</u>	<u>FY06 Wrk Approp</u>	<u>FY07 Allowance</u>	<u>Change</u>	<u>FY06 - FY07 % Change</u>
01 General Administration	\$ 15,348,274	\$ 15,938,205	\$ 18,389,349	\$ 2,451,144	15.4%
02 Information Technology and Communications Division	34,637,245	39,165,223	36,991,628	-2,173,595	-5.5%
03 Internal Investigation Unit	1,674,642	1,777,183	1,965,452	188,269	10.6%
04 911 Emergency Number Systems	51,812,532	52,877,419	52,887,740	10,321	0%
06 Division of Capital Construction and Facilities Maintenance	2,220,816	1,929,106	1,867,945	-61,161	-3.2%
07 Major Information Technology Development Projects	2,445,717	6,875,543	0	-6,875,543	-100.0%
08 Office of Treatment Services	3,727,475	4,109,545	4,317,332	207,787	5.1%
<b>Total Expenditures</b>	<b>\$ 111,866,701</b>	<b>\$ 122,672,224</b>	<b>\$ 116,419,446</b>	<b>-\$ 6,252,778</b>	<b>-5.1%</b>
General Fund	\$ 49,081,072	\$ 53,764,543	\$ 55,704,139	\$ 1,939,596	3.6%
Special Fund	58,052,368	60,513,043	58,440,769	-2,072,274	-3.4%
Federal Fund	168,379	1,510,944	400,000	-1,110,944	-73.5%
<b>Total Appropriations</b>	<b>\$ 107,301,819</b>	<b>\$ 115,788,530</b>	<b>\$ 114,544,908</b>	<b>-\$ 1,243,622</b>	<b>-1.1%</b>
Reimbursable Fund	\$ 4,564,882	\$ 6,883,694	\$ 1,874,538	-\$ 5,009,156	-72.8%
<b>Total Funds</b>	<b>\$ 111,866,701</b>	<b>\$ 122,672,224</b>	<b>\$ 116,419,446</b>	<b>-\$ 6,252,778</b>	<b>-5.1%</b>

Note: The fiscal 2006 appropriation does not include deficiencies, and the fiscal 2007 allowance does not reflect contingent reductions.

---

# **Maryland 9-1-1 Emergency Number System Update**

---

**Department of Legislative Services  
Office of Policy Analysis  
Annapolis, Maryland**

**December 2005**

*Analysis of the FY 2007 Maryland Executive Budget, 2006*

## **Maryland 9-1-1 Emergency Number System Update**

---

Maryland's 9-1-1 emergency telephone system was created during the 1979 session of the Maryland General Assembly. The legislation also created a 9-1-1 Trust Fund, funded by a telephone subscriber monthly fee, and created the Emergency Number Systems Board (ENSB) to provide oversight of the local 9-1-1 systems and the trust fund. Local subdivisions were also authorized to charge an additional monthly fee of 30 cents on each phone bill for the support of their 9-1-1 systems.

### **Recent History**

#### **1990 Session Chapter 510**

- required all subdivisions to have an operational enhanced 9-1-1 system in place by July 1, 1995. Enhanced is defined in the statute as having the capacity for the 9-1-1 call taker to view automatically displaced callback number and location information;
- provided that the State 10-cent fee collections (which were first assessed in 1980) be held in a separate account, and that those funds may only be used to reimburse subdivisions for enhancements to 9-1-1 systems which are approved by the board; and
- authorized the subdivisions to raise the cap on local 9-1-1 monthly fees from 30 cents to 50 cents.

#### **1995**

- the 9-1-1 monthly fee was extended to cover wireless communication devices (mobile phones).

#### **1996 Session Chapter 391**

- provided the same immunity from liability for transmission failures for cellular telephone companies that pay or collect 9-1-1 fees that is granted the local exchange telephone companies.

**1996**

- The Federal Trade Communication Commission (FCC) regulations for the wireless industry was published, requiring enhanced wireless systems. The monthly fee will be used to this end.

**2001 Session Chapter 521**

- established an eight-member Task Force on Enhanced Wireless 9-1-1 Service to examine existing State law on enhanced wireless 9-1-1 service. The task force was required to report to the General Assembly by December 1, 2001, on its findings and recommendations, including appropriate statutory changes.

**2003 Session Chapter 451**

- required the ENSB to establish guidelines and a plan for the deployment of wireless enhanced 9-1-1 service (also known as Wireless Phase II) by July 1, 2004;
- increased the State accessible service subscriber fee from 10 cents per month to 25 cents per month and increased the maximum additional monthly charge that may be assessed by the county from 50 cents to 75 cents. Counties may only use trust fund money to supplement county spending levels for 9-1-1 maintenance or operations and may not use trust fund money to supplant such spending; and
- also increased, from 13 to 15, the membership of the board. This change reduces the member of the board representing the public from three to two, and adds one representative of a county with a population of 200,000 or more, one representative of a county with a population of less than 200,000, and one representative of the Maryland Chapter of the National Emergency Numbers Association (NENA).

**Where the 9-1-1 System Is Now**

As of June 23, 2005, all Maryland counties have enhanced 9-1-1 systems and are also Wireless Phase II operational. The ENSB defines operational as having all the necessary equipment and having 50% or more of the carriers in that particular county transmitting caller location information. According to NENA, only seven other states are entirely Wireless Phase II operational. For the first time in 2004, in most Maryland jurisdictions, more than 50% of all 9-1-1 calls originated from wireless callers.

The mapping projects for the State have also been completed, with the three Western Maryland counties being the last to come on-line. This has cost the State approximately \$22 million over the last two years. It was for this purpose that the State fee was increased from 10 cents to 25 cents. While the ENSB undertook the development of the initial maps, it will be up to the counties to keep the maps updated.

There are limitations to how well the mapping can work. On the industry side, not all phones are equipped with global positioning system (GPS) technology and until they are replaced with equipment that is, that will limit the quality of information available. Without GPS technology, the system relies on triangulation to determine the caller's location. If the signal is received by three towers in the area, the caller's latitude and longitude can be calculated. However, in rural areas there may not be three towers near enough to receive the signal. In this case, the location of the caller can be determined using just two towers, but it is not as accurate. The continued efficacy of the maps also depends on how well the subdivisions maintain them. In faster growing counties they may quickly become outdated.

The 25-cent State fee goes into a trust fund that provides reimbursements to counties for enhancements/improvements to their systems. Counties may only use trust fund money to supplement county spending levels for 9-1-1 maintenance or operations and may not use trust fund money to supplant such spending. The trust fund balance is dependent on the collection of fees and the applications for reimbursement. **Exhibit 1** shows the fiscal year closing fund balances for the trust fund (end-of-year balances are forwarded for use in the next fiscal year).

---

**Exhibit 1**  
**ENSB 9-1-1 Special Fund Balance at End of Fiscal Year**

<u>Fiscal Year</u>	<u>Closing Fund Balance</u>
2001	\$6,917,264
2002	5,740,145
2003	8,392,243
2004	5,802,406
2005	8,561,897

Source: Department of Public Safety and Correctional Services

---

The funding provided by the collection of the county “additional fee” can be used to defray the operational and personnel costs associated with providing 9-1-1 service in that jurisdiction. The county fee on average covers about 50% of the actual 9-1-1 center operating costs. The remaining funding must be covered by local revenues. Every county in Maryland has taken advantage of the opportunity to increase the monthly charge and passed legislation to increase the monthly charge from 50 cents to 75 cents (the only exception is Howard County, which raised their fee from 50 cents to 65 cents). **Exhibit 2** shows the additional fee amounts paid to each county in 2004 compared to total county expenses, as well as the date that the counties increased their fees (note that not all counties had a full year of collections).

**Exhibit 2**  
**2004 “Additional Fee” Payments to the Counties**

<u>County</u>	<u>FY 2004 Disbursements</u>	<u>Total County Expenses</u>	<u>Percentage Paid by “Additional” Fee</u>	<u>Fee Increase Effective Date</u>
Allegany	\$444,053	\$908,894	48.9%	October 1, 2003
Anne Arundel	2,995,022	4,285,909	69.9%	July 1, 2005
Baltimore City	3,172,696	8,585,564	37.0%	June 23, 2004
Baltimore County	4,274,689	4,649,644	91.9%	April 23, 2004
Calvert	420,520	1,942,989	21.6%	June 15, 2004
Caroline	130,122	1,001,990	13.0%	November 9, 2004
Carroll	818,816	1,151,406	71.1%	June 8, 2004
Cecil	509,952	702,044	72.6%	October 1, 2003
Charles	804,082	1,033,862	77.8%	January 1, 2004
Dorchester	165,206	671,833	24.6%	October 1, 2003
Frederick	1,170,886	1,478,598	79.2%	July 1, 2004
Garrett	181,555	400,291	45.4%	October 1, 2003
Harford	1,209,204	3,579,724	33.8%	May 4, 2004
Howard	1,678,975	4,772,342	35.2%	July 1, 2004
Kent	107,985	421,443	25.6%	January 30, 2004
Montgomery	6,956,150	9,637,673	72.2%	October 1, 2003
Prince George's	5,395,523	11,855,689	45.5%	March 5, 2004
Queen Anne's	251,581	1,579,056	15.9%	October 1, 2003
Somerset	96,854	503,467	19.2%	February 10, 2004
St. Mary's	408,232	1,394,396	29.3%	July 1, 2004
Talbot	206,467	692,509	29.8%	May 11, 2004
Washington	790,533	1,615,118	48.9%	October 21, 2003
Wicomico	525,690	779,380	67.4%	January 1, 2004
Worcester	498,572	1,419,666	35.1%	October 1, 2003
<b>Total</b>	<b>\$33,213,360</b>	<b>\$65,063,487</b>	<b>51.0%</b>	

Source: Department of Public Safety and Correctional Services

The ENSB is required to audit counties in the first full year after the implement of the fee increase to verify that State funds (which are paid as a reimbursement) are being used only to supplement, not supplant county funding. Some of the audits have already been completed, the rest will occur after the remaining counties have had a full year operating with the fee increase.

In 2004 the board worked with the National Academy of Emergency Dispatch (NAED) to improve their “Emergency Telecommunicator Course” (ETC) for entry-level training. This course is a comprehensive review of the skills and abilities needed for successful handling of 9-1-1 emergency calls. Maryland is the first state to require all emergency dispatchers to complete this training. Trainers from each Public Safety Answering Point (PSAP) attended NAED-sponsored classes and earned ETC Instructor certification. During 2004 approximately 130 new 9-1-1 calltakers received this training.

The board also has implemented a pilot project in four Eastern Shore counties (Caroline, Dorchester, Queen Anne’s, and Talbot) in order to evaluate the best practices of implementing police and fire dispatch protocols established by the National Academy of Emergency Dispatch. This program is intended to provide a list of standard questions to be asked in each emergency situation. If it is successful on the Eastern Shore, the board will look to implement the protocols statewide. Ideally, these changes would allow for better and more consistent 9-1-1 service across all jurisdictions. Having a consistent protocol for each circumstance will make it easier to evaluate emergency dispatchers, and the board hopes it will aid in dispatcher retention efforts.

## **Voice-over Internet Protocol**

A new technology, called Voice-over Internet Protocol (VoIP) allows users to make phone calls over the Internet. Because it is an Internet technology, it has created a number of problems for those attempting to regulate it. Choice wording in Chapter 451, Acts of 2003 seems to have allowed Maryland to circumvent much of the difficulties though. The law defines “9-1-1 accessible service” as telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established PSAP. By stipulating that “any communications service” that connects callers to a 9-1-1 center must pay the fee, the legislature has given the ENSB the authority to charge VoIP providers the user fees. According to new Federal Communications Commission guidelines, VoIP providers must connect users to 9-1-1 centers and, within 120 days of July 29, 2005, all VoIP providers must be submitting information about caller location to 9-1-1 centers.

There are tremendous advantages that VoIP technology could offer in the future. For instance, because the call is actually data bits being transmitted via the Internet, that suggests that other bits of information could also be transmitted, for instance photographs or text messages.

## Issues

- **VoIP Location and Reliability.** In addition to the benefits that VoIP technology can bring, there are also challenges. The primary problem is the location of a VoIP user. This is because the location reported to the 9-1-1 call center is the location inputted into the VoIP device by the user but is not necessarily their actual location. One of the attractive features of VoIP technology is that it is mobile. For instance, a subscriber could take their device with them on vacation to the Eastern Shore. If the user then used the phone to place an emergency call, unless they have updated their location on the device, it will transmit the address where they normally keep the device, not their actual location. This can be remedied by the use of GPS chips or other hardware, but most VoIP units currently in use do not have such hardware built-in.

There are also challenges associated with VoIP being an Internet-based technology. That fact may mean that VoIP users could be subject to such problems as denial-of-service attacks or viruses as they attempt to make emergency calls. The implications being that calls may not be completed in a timely manner in an emergency situation.

- **Technology Upgrades Required for Move to VoIP Technology.** Undoubtedly, 9-1-1 call centers will have to upgrade their technological capabilities in order to receive the additional information that can be transmitted via VoIP technology, but the upgrades could be invaluable in the prevention of, or solving of crimes. The ENSB is currently requiring that all new equipment being purchased by 9-1-1 centers must be Internet Protocol (IP) compatible. This could save money at such a time as an upgrade is required but will not eliminate all future expenditures, as not all counties will replace their equipment in the next few years.
- **9-1-1 Trust Fund Balance and State Fee.** The State fee was raised from 10 cents to 25 cents to fund enhanced wireless upgrades, which included the need to map the State. The mapping project is completed and all Maryland counties are now Wireless Phase II operational. This fee is now likely to be needed to upgrade systems statewide to accommodate VoIP technology. VoIP usage is expanding rapidly with the FCC estimating that nearly 10% of phone users are using VoIP technology. These numbers will only continue to increase. As such, the 9-1-1 call centers must be made to accommodate VoIP calls with the same priority as a land-line or wireless call, and eventually would ideally accommodate all data that can be sent via VoIP technology.
- **County Funding.** Not all of Maryland's counties have had the 75 cent additional fee in place long enough for ENSB to accurately evaluate how much of the county 9-1-1 expenditures are covered by that fee. However, based on previous expenditures, it seems

likely that the fee will cover only about 45% of the county costs for 9-1-1. In order to cover all of the county costs the fee would likely need to be nearly \$2 a month. Currently, the counties use their own existing revenues to cover the gap between the fee and the actual costs. While increasing the fee to cover the full costs would free up additional county revenue for other uses, unless the counties can demonstrate that there is a need that is being unmet due to their expenditures for the 9-1-1 system, it is probably unnecessary to supplant the county expenditures.

The ENSB has done an excellent job in keeping Maryland at the forefront of technology and staff training for 9-1-1 systems. As of July 1, 2005, Maryland was one of only eight states that were fully Phase II operational. With the continued support from the existing fees (both the State 25-cent fee and the “additional fee” of 75 cents for the counties) the board should be able to continue to move ahead with needed improvements and enhancements to the system. Also, due to the wireless industry, more and more wireless phone users are switching to devices that are GPS-enabled, which makes data reported to the calling centers more reliable, and results in shorter response times to emergency calls.

## **Recommendations**

- VoIP providers should be required to include GPS equipment as either a component of or an attachment to their calling devices. Consumers that already have a non-GPS capable VoIP device should be educated on the need to keep their location current, and should be advised to purchase GPS-capable attachments for their devices, or to upgrade to a GPS-capable device.
- The ENSB should develop a plan for upgrading the 9-1-1 call centers to IP-capable technology, so as to better and more completely handle data from VoIP callers. The plan should include a time-line for implementation, an estimate of anticipated costs, and recommendations for increases to the currently assessed fees, if necessary.
- The 25-cent State fee should be left in place for future use for upgrades to IP-capable technology.
- The counties should continue to contribute financially to the maintenance and operations of their local 9-1-1 systems, and the State fee should not be raised to entirely supplant the county contribution.