

Chapter 376

(Senate Bill 838)

AN ACT concerning

Public Safety – 9–1–1 Emergency Telephone System

FOR the purpose of altering references to the terms “9–1–1 fee” and “additional charge”, respectively, to be “State 9–1–1 fee” and “county 9–1–1 fee”, respectively, and altering the definition of “public safety answering point” for purposes of provisions of law concerning the 9–1–1 emergency telephone system; requiring certain educational information made available by the State or a county to include information on certain requirements for certain multiple–line telephone systems; requiring certain public safety answering points to employ certain protocols for the processing of 9–1–1 requests for emergency assistance; requiring a public safety answering point to ensure each 9–1–1 specialist employed by the public safety answering point is certified in certain disciplines; authorizing a public safety answering point to establish a telecommunicator emergency response team for a certain purpose; requiring each public safety answering point to adopt and implement certain occupational wellness programs; renaming the Emergency Number Systems Board to be the Maryland 9–1–1 Board; ~~altering the composition of the Board;~~ requiring the Board to establish certain training standards for public safety answering point personnel concerning Next Generation 9–1–1 topics; requiring certain standards established by the Board to include minimum standards for 9–1–1 specialists to obtain continuing education; requiring the Board, at least once each year, to conduct a certain audit of each public safety answering point; authorizing the audit to be conducted concurrently with a certain inspection of the public safety answering point; requiring the Board to establish certain standards governing the processing of 9–1–1 requests for assistance; prohibiting money accruing to the 9–1–1 Trust Fund from being used for the maintenance or operation of certain communications centers; altering the amount of a certain credit that certain telephone companies and commercial mobile radio service providers are entitled to receive; requiring the governing body of a county, under certain circumstances, to submit to the Board a certain report concerning the division of 9–1–1 trust funds and to restore the diverted funds within a certain period of time; providing that a county or municipality is responsible for enforcing certain requirements concerning multiple–line telephone systems; authorizing a county or municipality to set a fine or series of fines for a certain violation; requiring that certain fines collected by a county or municipality be returned to the county or municipality taking the enforcement action; requiring a county to submit to the Board a certain certification of enforcement actions under certain circumstances; ~~requiring the terms of certain members of the Board to terminate on a certain date; specifying the terms of certain initial members of the Board;~~ requiring the Department of General Services to report to the Commission to Advance Next Generation 9–1–1 Across Maryland and the General Assembly on or before a certain

date; repealing certain obsolete language; making a stylistic change; and generally relating to 9–1–1 emergency telephone systems.

BY repealing and reenacting, with amendments,

Article – Public Safety

Section 1–301, 1–304(e), ~~1–305~~ 1–305(a) and (g), 1–306(b)(15) and (e), 1–307, 1–309, 1–310 through 1–312, and 1–314

Annotated Code of Maryland

(2018 Replacement Volume and 2019 Supplement)

BY adding to

Article – Public Safety

Section 1–304.1, 1–304.2, and 1–306(e) and (f)

Annotated Code of Maryland

(2018 Replacement Volume and 2019 Supplement)

BY repealing and reenacting, without amendments,

Article – Public Safety

Section 1–306(a)

Annotated Code of Maryland

(2018 Replacement Volume and 2019 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.

(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] **MARYLAND 9–1–1** Board.

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

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

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

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

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

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

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

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

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

(l) “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.

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

(n) (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.

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

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

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

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

[(p)] (O) (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.

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

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

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

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

(2) must be paid for in advance; and

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

[(t)] (S) “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.

[(u)] (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 [appropriate public safety agencies]:

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.

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

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

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

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

1-304.

(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; AND

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

1-304.1.

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

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

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

1-304.2.

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

1-305.

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

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

~~(2) Of the [17] 19 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.]~~

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

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

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

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

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

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

~~[(vi)] (VII) 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 COUNTY FIRE SERVICES IN THE STATE;~~

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

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

~~(X) ONE MEMBER SHALL REPRESENT COUNTY EMERGENCY MANAGEMENT SERVICES IN THE STATE;~~

~~(XI) ONE MEMBER SHALL REPRESENT COUNTY EMERGENCY MEDICAL SERVICES IN THE STATE;~~

~~(XII) ONE MEMBER SHALL REPRESENT 9 1 1 SPECIALISTS;~~

~~[(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)] (XIII) one member shall represent the Maryland chapter of the National Emergency Numbers Association;~~

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

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

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

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

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

~~(e) (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:

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

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

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

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

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

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

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

(2) ~~AVOID TRANSFERS TO PUBLIC SAFETY AGENCIES THAT WOULD ADVERSELY AFFECT A PUBLIC SAFETY RESPONSE~~ FOLLOW BEST PRACTICES FOR TRANSFERRING REQUESTS TO PUBLIC SAFETY AGENCIES TO ENSURE THE OPTIMAL PUBLIC SAFETY RESPONSE.

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

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

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

1-307.

(a) The Board shall submit an annual report to the Governor, the Secretary, and, subject to § 2-1257 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 **STATE** 9-1-1 fee and **[additional charge] COUNTY 9-1-1 FEE** 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.

1-309.

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

and

(iii) pay the costs associated with maintenance, operations, and programs approved by the Board in accordance with § 1-308(b) 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 **STATE** 9-1-1 fee may be used only to:

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

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

and

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

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

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

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

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

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

(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 STATE 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 may 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) This section does not apply to prepaid wireless telecommunications service.

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

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

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

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

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

(5) (i) For a telephone service that provides, to multiple locations, shared simultaneous outbound voice channel capacity configured to provide local dial in different states, the voice channel capacity to which the **STATE 9-1-1** fee due under paragraph (1) of this subsection applies is only the portion of the shared voice channel capacity in the State identified by the service supplier's books and records.

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

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

(d) (1) The Public Service Commission shall direct each telephone company to add the **STATE 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 **STATE 9-1-1** fees to be remitted to the Comptroller, an amount equal to ~~[0.75%]~~ **0.50%** of the **STATE 9-1-1** fees to cover the expenses of billing, collecting, and remitting the **STATE 9-1-1** fees and ~~[any additional charges]~~ **COUNTY 9-1-1 FEES**.

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

(e) (1) Each 9-1-1 service carrier shall add the **STATE 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 **STATE 9-1-1** fees to be remitted to the Comptroller, an amount equal to **[0.75%] 0.50%** of the **STATE 9-1-1** fees to cover the expenses of billing, collecting, and remitting the **STATE 9-1-1** fees and **[any additional charges] COUNTY 9-1-1 FEES**.

(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.

(f) Notwithstanding any other provision of this subtitle, the **STATE 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.

(g) A CMRS provider that pays or collects **STATE 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 Utilities Article.

1-311.

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

(b) In addition to the **STATE 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] A COUNTY 9-1-1 FEE** 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.

(c) (1) Except as provided in paragraph (2) of this subsection and subject to paragraphs (3) through (6) of this subsection, the **[additional charge] COUNTY 9-1-1 FEE**

imposed by a county may not exceed 75 cents per month for each switched local exchange access service, CMRS, or other 9-1-1-accessible service provided.

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

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

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

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

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

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

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

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

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

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

(f) The Public Service Commission shall direct each telephone company that provides service in a county that imposed [an additional charge] **A COUNTY 9-1-1 FEE** to add, within 60 days, the full amount of the [additional charge] **COUNTY 9-1-1 FEE** to all current bills rendered for switched local exchange access service in the county.

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

(h) (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] **COUNTY 9-1-1 FEE** imposed by each county;

(ii) collect the money from the [additional charge] **COUNTY 9-1-1 FEE** 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] **COUNTY 9-1-1 FEE**.

1-312.

(a) During each county's fiscal year, the county may spend the amounts distributed to it from **STATE 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] **COUNTY 9-1-1 FEE** 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) **(1)** 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.

(2) IF AN AUDIT PERFORMED IN ACCORDANCE WITH PARAGRAPH (1) OF THIS SUBSECTION DETERMINES THAT A COUNTY HAS UTILIZED 9-1-1 TRUST FUNDS FOR PURPOSES OTHER THAN THOSE AUTHORIZED UNDER THIS SUBTITLE, THE GOVERNING BODY OF THE COUNTY SHALL:

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

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

(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] **COUNTY 9-1-1 FEE** and distributed to the county is 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] **FEWER**, 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 **STATE 9-1-1 fee** and the [additional charge] **COUNTY 9-1-1 FEE** 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.

1–314.

(a) In this section, “multiple–line telephone system” means a system that:

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

(2) is designed to aggregate more than one incoming voice communication channel for use by more than one telephone.

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

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

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

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

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

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

~~SECTION 2. AND BE IT FURTHER ENACTED, That, to implement the change in the composition of the Maryland 9–1–1 Board under § 1–305(b)(2) of the Public Safety Article, as enacted by Section 1 of this Act, the terms of the following members serving on~~

~~the Emergency Number Systems Board before the effective date of this Act shall terminate October 1, 2020:~~

- ~~(1) the member representing a telephone company operating in the State;~~
- ~~(2) the member representing the wireless telephone industry in the State;~~
- ~~(3) the member representing the Maryland Institute for Emergency Medical Services Systems;~~
- ~~(4) the member representing the Department of State Police;~~
- ~~(5) the members representing county fire services in the State;~~
- ~~(6) the members representing emergency management services in the State;~~
- ~~(7) the member representing a county with a population of 200,000 or more; and~~
- ~~(8) the member representing a county with a population of less than 200,000.~~

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

- ~~(1) three members in 2021;~~
- ~~(2) three members in 2022;~~
- ~~(3) three members in 2023; and~~
- ~~(4) three members in 2024.~~

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

SECTION ~~5.~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take effect October 1, 2020.

Enacted under Article II, § 17(c) of the Maryland Constitution, May 8, 2020.