

# SENATE BILL 138

E4

(PRE-FILED)

5lr1456  
CF 5lr1570

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By: **Senator Kagan**

Requested: October 28, 2024

Introduced and read first time: January 8, 2025

Assigned to: Education, Energy, and the Environment

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## A BILL ENTITLED

1 AN ACT concerning

2 **Public Safety – Maryland 9–1–1 Board and Maryland Department of Emergency**  
3 **Management – Regulatory Authority**

4 FOR the purpose of authorizing the Maryland 9–1–1 Board to adopt regulations to  
5 implement and enforce certain responsibilities of the Board; authorizing the  
6 Maryland Department of Emergency Management to adopt regulations to  
7 implement and enforce the responsibilities of the Department; and generally relating  
8 to the regulatory authority of the Maryland 9–1–1 Board and the Maryland  
9 Department of Emergency Management.

10 BY repealing and reenacting, with amendments,  
11 Article – Public Safety  
12 Section 1–306 and 14–103  
13 Annotated Code of Maryland  
14 (2022 Replacement Volume and 2024 Supplement)

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

17 **Article – Public Safety**

18 1–306.

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

20 (b) The Board’s responsibilities include:

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

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EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



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

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

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

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

12 (6) developing, with input from counties, and publishing on or before July  
13 1, 2004, an implementation schedule for deployment of wireless enhanced 9-1-1 service;

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

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

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

20 (10) ensuring inspections of public safety answering points;

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

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

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

26 1. are required by the Board;

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

28 and

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

31 (ii) are approved by the Board for payment:

- 1                   1.     from money collected under § 1–310 of this subtitle; and
- 2                   2.     directly to a third party contractor on behalf of a county;
- 3                   (13)   establishing planning guidelines for Next Generation 9–1–1 services
- 4   system plans and deployment of Next Generation 9–1–1 services in accordance with this
- 5   subtitle;
- 6                   (14)   establishing minimum standards for records retention guidelines for
- 7   9–1–1 audio, pictures, video, text messages, and data;
- 8                   (15)   establishing training standards for public safety answering point
- 9   personnel based on national best practices, including training concerning:
  - 10                   (i)     Next Generation 9–1–1 topics;
  - 11                   (ii)    individual psychological well–being and resilience; and
  - 12                   (iii)   subject to subsection (e)(2) of this section, implicit bias training;
- 13                   (16)   establishing minimum standards for cybersecurity, oversight, and
- 14   accountability of service level agreements between counties and core service providers of
- 15   Next Generation 9–1–1 services; and
- 16                   (17)   supporting 9–1–1 specialist recruitment activities consisting of:
  - 17                   (i)     a database that offers information on recruitment guidance, best
  - 18   practices, and strategies;
  - 19                   (ii)    recruitment projects, including recruitment projects designed to
  - 20   reach minorities; and
  - 21                   (iii)   a website that contains links to job opportunities throughout the
  - 22   State for 9–1–1 specialists.
- 23                   (c)     The guidelines established by the Board under subsection (b)(1) and (13) of
- 24   this section:
  - 25                   (1)     shall be based on available technology and equipment;
  - 26                   (2)     shall require Next Generation 9–1–1 services systems to be
  - 27   interconnected and interoperable, as determined by the Board; and
  - 28                   (3)     may be based on any other factor that the Board determines is
  - 29   appropriate, including population and area served by 9–1–1 systems.

1 (d) The standards established by the Board under subsection (b)(14) of this  
2 section shall include procedures for:

3 (1) the security of the records;

4 (2) the establishment and revision, in accordance with the regulations, of  
5 record retention and disposal schedules to ensure the prompt and orderly disposition of  
6 records, including electronic records, that are no longer needed for operation; and

7 (3) the maintenance of inventories of records series that are accurate and  
8 complete.

9 (e) (1) (i) The standards established by the Board under subsection (b)(15)  
10 of this section shall include onboarding standards for newly hired 9–1–1 specialists and  
11 minimum continuing education standards for 9–1–1 specialists.

12 (ii) The Board shall develop criteria and approve the initial and  
13 ongoing training curriculum for the training required under subsection (b)(15) of this  
14 section.

15 (2) Public safety answering point personnel shall be provided the implicit  
16 bias training required under subsection (b)(15)(iii) of this section:

17 (i) on or before October 1, 2024, for personnel hired by the public  
18 safety answering point on or before October 1, 2022;

19 (ii) at the time of hire for personnel hired by the public safety  
20 answering point after October 1, 2022; and

21 (iii) on a recurring basis with updates as determined by the Board,  
22 but at least once every 4 years.

23 (3) (i) At least once each year, the Board shall provide for an audit of  
24 each public safety answering point in order to ensure that 9–1–1 specialists and other  
25 personnel employed by the public safety answering point have satisfied the training  
26 requirements established in accordance with subsection (b)(15) of this section.

27 (ii) The audit described under subparagraph (i) of this paragraph  
28 may be conducted concurrently with an inspection of the public safety answering point in  
29 accordance with subsection (b)(10) of this section.

30 (iii) 1. If the Board determines that the personnel employed by a  
31 public safety answering point have not satisfied the training requirements established in  
32 accordance with subsection (b)(15) of this section, the Board and public safety answering  
33 point shall jointly develop a remediation plan and implementation timeline.

1                   2.     The Board may impose sanctions on a public safety  
2 answering point if the public safety answering point fails to comply with a remediation plan  
3 or implementation timeline developed under this subparagraph.

4           (f)     The Board shall establish standards governing the processing of 9–1–1  
5 requests for assistance that:

6                   (1)    minimize the transfer of those requests from the public safety  
7 answering point that received the request to other public safety answering points within or  
8 outside the State or federal emergency communication centers; and

9                   (2)    follow best practices for transferring requests to public safety agencies  
10 to ensure the optimal public safety response.

11           (g)     The Board shall:

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

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

19           **(H)     THE BOARD MAY ADOPT REGULATIONS TO IMPLEMENT AND ENFORCE**  
20 **THIS SUBTITLE.**

21 14–103.

22           (a)     There is a Maryland Department of Emergency Management established as a  
23 principal department of the Executive Branch of State government.

24           (b)     The Department has primary responsibility and authority for developing  
25 emergency management policies and is responsible for coordinating disaster risk reduction,  
26 consequence management, and disaster recovery activities.

27           (c)     The Department may act to:

28                   (1)    reduce the disaster risk and vulnerability of persons and property  
29 located in the State;

30                   (2)    develop and coordinate emergency planning and preparedness; and

31                   (3)    coordinate emergency management activities and operations:

- 1 (i) relating to an emergency that involves two or more State  
2 agencies;
- 3 (ii) between State agencies and political subdivisions;
- 4 (iii) with local governments;
- 5 (iv) with agencies of the federal government and other states; and
- 6 (v) with private and nonprofit entities.

7 **(D) THE DEPARTMENT MAY ADOPT REGULATIONS TO IMPLEMENT AND**  
8 **ENFORCE THIS SUBTITLE.**

9 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect July  
10 1, 2025.