

Department of Legislative Services
Maryland General Assembly
2025 Session

FISCAL AND POLICY NOTE
First Reader

House Bill 316 (Delegate Grammer)
Health and Government Operations

Public Safety - 9-1-1 Emergency Telephone System - 9-1-1 Technician

This bill clarifies that the definition of “9-1-1 specialist” includes a 9-1-1 technician who is an employee of a public safety answering point (PSAP) or an employee working in a PSAP.

Fiscal Summary

State Effect: None. The bill is likely clarifying in nature, as discussed below.

Local Effect: None. The bill is likely clarifying in nature, as discussed below.

Small Business Effect: None.

Analysis

Current Law: The State’s 9-1-1 system operates primarily through PSAPs, which are generally owned and operated by local governments. 9-1-1 specialists working within PSAPs answer, redirect, and take action on 9-1-1 calls received based on the location of the originating 9-1-1 call. State and local governments are preparing for “next generation” 9-1-1 technology that will allow PSAPs to access not only more accurate information about caller location but also other information that will assist emergency personnel in communicating with callers and responding more efficiently. Legislation has been enacted in recent years to, among other things:

- transfer the Maryland 9-1-1 Board that is responsible for administering the 9-1-1 Trust Fund and overseeing the State’s 9-1-1 system from the Department of Public Safety and Correctional Services to the Maryland Department of Emergency Management (MDEM);

- expand the uses of the 9-1-1 Trust Fund to include providing funding for 9-1-1 specialist training activities; and
- increase funding for the State’s 9-1-1 system.

“9-1-1 specialist” means an employee of a county PSAP or an employee working in a county PSAP, 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.

The 9-1-1 Trust Fund provides funding for a variety of recruitment, training, and education activities for 9-1-1 specialists including costs associated with onboarding, continuing education, and tuition reimbursement.

State/Local Fiscal Effect: MDEM and the Department of Legislative Services advise that 9-1-1 technicians in many or all counties are likely already considered “9-1-1 specialists” under the current law definition discussed above. Additionally, each local government that responded to a request for information for this fiscal and policy note advised that, either, they already consider 9-1-1 technicians to fall within the definition of 9-1-1 specialists under current law or they anticipate no fiscal impact from the bill’s changes. As such, the bill appears to be clarifying in nature and, therefore, likely has no impact on State or local operations or finances. However, to the extent that some positions in county PSAPs do not fall under the current definition of 9-1-1 specialist, special fund expenditures from the 9-1-1 Trust Fund may increase for their training, continuing education, and other related costs.

Additional Information

Recent Prior Introductions: Similar legislation has not been introduced within the last three years.

Designated Cross File: None.

Information Source(s): Maryland Department of Emergency Management; Anne Arundel, Baltimore, Cecil, and Frederick counties; Department of Legislative Services

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