



THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

SB838: Public Safety - 9-1-1 Emergency Telephone System
Senate Finance Committee
March 10, 2020

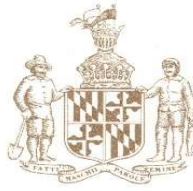
In 2018, the NG911 Commission was formed to support the State in its efforts to move emergency service forward and implement Next Generation 9-1-1 (NG911) technology statewide. Four subcommittees identified ways to enhance current statutory and regulatory frameworks; assessed the governing bodies and funding of the 9-1-1 system; evaluated technology needs across the State; and suggested best practices, training, policies, and procedures for 9-1-1 Specialists. The recommendations from the Commission were drafted into three laws, enacted in the 2019 session.

What was once an emergency system built around landline telephones is evolving into a multimedia voice, text, video, and Internet Protocol system more appropriate for modern times. In its second year, the Commission produced a 63-page report with 25 recommendations that have been incorporated into six bipartisan bills that continue to advance NG911 in Maryland.

Commission Recommendations:

- Increase the investment into our "First First Responders" or 9-1-1 Specialists. Provide direct access to health and wellness services for PSAP employees due to the cumulative impact of chronic exposure to traumatic events;
- Create a statewide Telecommunicator Emergency Response Team (TERT) that is specially trained to assist other counties after disasters or crises;
- Clarify that 9-1-1 fee revenues may only be distributed to the PSAPs (9-1-1 Centers) that are located in each of our 24 counties;
- Require accountability and a repayment plan if a jurisdiction spends its 9-1-1 funds on any item not directly related to public safety;
- Rename and alter the membership of the Emergency Numbers Systems Board to more accurately reflect its enhanced role;
- Establish standards for continuing education of 9-1-1 Specialists during annual PSAP inspections;
- Ensure compliance and enforcement of Kari's Law (dialing 9-1-1 without a prefix from any location-- including hotels and office buildings);
- Continue to invest in improved software so as to locate cell phone callers;
- Coordinate and fund a statewide public education and communications campaign related to NG911 implementation, including text-to-9-1-1.
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- Coordinate and fund a statewide public education and communications campaign related to NG911 implementation, including text-to-9-1-1.

I urge a favorable report of SB838.



THE SENATE OF MARYLAND
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SB838: Omnibus Bill Glossary

Term	Definition
9-1-1 Request for Assistance	The means by which the public communicates a need for help. With the current system, such requests have been solely via a telephone call, but with NG911, individuals will also use other means.
9-1-1 Specialists	Professionals responsible for answering, triaging, dispatching 9-1-1 calls, and MPIA redactions. With NG911, they will be asked to manage emergency requests for service via text, video, and voice. They are often the “First, First Responders” who provide the emergency response, either directly or through communication with the appropriate police, fire, or Emergency Management Services (EMS) agencies.
Association of Public-Safety Communications Officials (APCO)	APCO is the world’s oldest and largest nonprofit professional organization dedicated to the enhancement of public safety communications.
Critical Incident Stress Management (CISM)	Crisis intervention to provide support to those who have experienced traumatic events.
Computer-Aided Dispatch (CAD)	A computer-based system that aids PSAP telecommunicators by automating selected dispatching and record-keeping activities.
Core Service	Specific and essential functions within the 9-1-1 community. Examples include call-routing, processing, dispatching, and logging.
Emergency Medical Dispatch (EMD)	Refers to a system that enhances services provided by the PSAP telecommunicators by allowing the 9-1-1 Specialist to quickly narrow the caller's type of medical or trauma situation to better dispatch emergency services and to provide quality instruction to the caller before help arrives.
Emergency Services Internet Protocol Network (ESInet)	An IP-based network dedicated to public safety operations. An ESInet can route 9-1-1 calls to a PSAP and support other methods of data-sharing between public safety agencies. An ESInet cannot be proprietary to a specific core service product or group of products.
Emergency Number Systems Board (ENSB)	The ENSB distributes State funding and coordinates installation and enhancement of County 9-1-1 emergency systems. It issues guidelines and evaluates County plans; performs PSAP inspections; provides public education; and sets criteria for reimbursing counties.
Geographic Information System (GIS)	A system for capturing, storing, displaying, analyzing, and managing data and associated attributes that are spatially referenced.
Legacy Technology	The traditional 9-1-1 infrastructure currently used by Public Safety Answering Points (PSAP) and 9-1-1 service providers.
Local Exchange Carrier (LEC)	A company that provides local telephone services.
National Emergency Number Association (NENA)	The National Emergency Number Association is a nonprofit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning, and training. NENA strives to educate, develop standards, provide certification programs, legislative representation, and technical assistance for implementing and managing 9-1-1 systems.

Next Generation 9-1-1 (NG911)	An Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets); functional elements (applications); and databases that replicate traditional Enhanced 9-1-1 (E9-1-1) features and functions and enable enhanced capabilities for PSAPs.
Public Safety Answering Point (PSAP)	A Center that receives 9-1-1 requests for assistance and processes them according to established protocols and operational policies.
Swatting	Fraudulently sending public safety officers to the address of an innocent person. Persons who engage in swatting want to frighten, upset, or cause problems for the person being swatted.
Telecommunicator Emergency Response Taskforce (TERT)	A team of public safety Telecommunicators who respond, relieve, assist, and/or augment PSAPs affected by natural or human-caused disasters.
Telephone Denial of Service (TDoS)	The act of flooding a 9-1-1 Center's voice lines, preventing legitimate emergency calls from getting through.
Distributed Denial of Service (DDoS)	The act of maliciously disrupting a 9-1-1 Center by overwhelming its Internet network.