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Calvert and Prince George's Counties

Vice Chair, Appropriations Committee  
Chair, Oversight Committee on Pensions

Public Safety and  
Administration Subcommittee

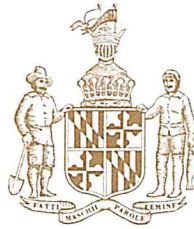
Joint Audit Committee

*House Chair*

Joint Committee on Cybersecurity,  
Information Technology and  
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Joint Committee on Fair Practices  
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Joint Committee on Pensions



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## THE MARYLAND HOUSE OF DELEGATES

### ANNAPOLIS, MARYLAND 21401

### **HB 934— Public Safety - 9-1-1 Emergency Telephone System**

*March 3, 2020*

#### **Sponsor Testimony**

Chairwoman Pendergrass, and Honorable members of the Health & Government Operations Committee:

HB 934 makes various changes to the statutory framework that governs the State's 9-1-1 system. In 2018, the NG911 Commission was formed to support the State in its efforts to evolve emergency service and implement Next Generation 9-1-1 (NG911) technology Statewide. Our work has been conducted by four subcommittees that identify ways to enhance current statutory and regulatory frameworks; assess the governing bodies and funding of the 9-1-1 system; evaluate technology needs throughout the State; and identify best practices, training, policies, and procedures for 9-1-1 Specialists.

The Commission produced a 65-page report with 23 unanimous recommendations incorporated into three bipartisan bills that laid an important foundation for advancing NG911 in Maryland. Despite the progress that has been made to improve Maryland's 9-1-1 emergency response systems, there is more work to be done.

What was once an emergency system built around landline telephones is evolving into a multimedia voice, text, video Internet protocol system more appropriate for modern times. Maryland's Commission to Advance NG911 across Maryland issued a second annual report in December, outlining 25 unanimous recommendations to advance the project. They are as follows;

#### **Summary of NG911 Commission Recommendations in HB934**

- Mandate regular audits by the Comptroller's office of telephone companies and 9-1-1 service providers to ensure that funds are remitted accurately.
- Protect the rights and privacy of callers as NG911 enables people to send pictures and video to 9-1-1.
- Enforce Kari's Law, ensuring that everyone can reach an emergency center by dialing 9-1-1 on any phone without a prefix.
- Enact statewide training requirements for 9-1-1 Specialists.
- Reorganize the structure of the Emergency Numbers Systems Board (Maryland 9-1-1 Board).
- Clarify the definition of a Public Safety Answering Point (9-1-1 Center).

I am pleased to be a member of this commission along with my colleague Delegate Susan Krebs. I urge this committee's favorable report of HB 934.

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**House Bill 934: Public Safety - 9-1-1 Emergency Telephone System**  
**Position: Favorable**

It is a pleasure to appear in the House of Delegates today to support the passage of House Bill 934.

As you know, House Bill 934 is a major component of the overall series of legislation to bring the Maryland 911 system into the current century and upgrade not only the operation, but, the administration of the NG911 system. This Bill is a culmination of 2 years of extensive labor of the NG911 commission and collaboration of the commissioners from across Maryland.

With this legislation we will see the streamlining of the new Maryland 911 Board. We will see technology that replaces the processing requests for assistance in our 911 Centers. We will see 911 Specialists have training, as well as, mental health assistance at their disposal in times of difficulty and tragedy.

NG 911 takes us to a new level. This legislation will propel the 911 centers of this state into a working rhythm that will serve the residents and visitors of Maryland like never before.

I urge your favorable report on HB 934.