

SB 714 - FAV - MissionCriticalPartners

Uploaded by: Chiaramonte, John

Position: FAV



SB714: Public Safety – 9-1-1 Emergency Telephone System - Alterations

Monday, March 8, 2021

Mission Critical Partners in support of SB714

I represent Mission Critical Partners, a professional services firm that assists clients enhance and evolve their public safety and emergency communications systems and operations as the President of our Consulting Services Division. We provide consulting services to clients with public and life safety missions nationwide, consisting of public safety answering points (PSAPs) and emergency communications centers (ECCs) in nearly all 50 states and the District of Columbia. My career began as a 911 telecommunicator and first responder. I am a certified Emergency Number Professional (ENP) who has served numerous state and local governments, and Federal agencies including the U.S. Department of Transportation (DOT) and the Department of Homeland Security (DHS). With a team of nearly 150 public safety and emergency communications subject matter experts nationwide, these comments draw on our company's breadth of experience as 911 and telecommunications professionals prior to becoming consultants, as well as our service to local, regional, and state 911 systems.

This bill is cutting edge and includes a number of efforts that would further strengthen the 911 system in Maryland by enhancing training and recruiting for 9-1-1 Specialists, implementing outage notification rules at a state level, expanding the Maryland 9-1-1 board representation, and further protecting the 9-1-1 funds. There are two areas that MCP would like to specifically address:

9-1-1 Specialist Recruitment and Retention

The repetitive exposure to difficult and traumatic events takes a toll on the 9-1-1 Specialists responding to emergency requests for service. They often do not have the time to process a difficult situation before moving on to the next emergency. This raises important considerations when hiring, onboarding, and training individuals that are in this role. This bill is forward thinking and provides valuable support to PSAP leadership and 9-1-1 Specialists by taking measures to help fill vacant positions and retain employees through training and the important recognition of psychological well-being for the invaluable people behind the headsets taking emergency requests for assistance.

Outage Notification

While there are outage notification rules at the federal level, there is still a major gap in PSAP notification when 9-1-1 service is impacted. These delays impact the PSAPs ability to implement contingency plans and notify the public in a timely manner. PSAPs have been working with service providers to address these delays and improve notification for many years, with limited success. This bill would make Maryland a leader in addressing the communications gap by incorporating more stringent rules to help raise awareness sooner when there are outages.

We strongly support this legislation as it works to further strengthen 911 operations in Maryland – ultimately improving the level of service provided to the residents during their time of need.



MissionCriticalPartners

I thank you for hearing these concerns, applaud you for taking action on this issue, and urge you to support SB714.

Respectfully submitted,

MISSION CRITICAL PARTNERS, LLC

By: /s/ John Chiamonte
John Chiamonte, ENP, PMP
President of Consulting Services
Mission Critical Partners, LLC
690 Gray's Woods Blvd
Port Matilda, PA 16870

SB714_ Tracy German Testimony 3-5-21.pdf

Uploaded by: German, Tracy

Position: FAV

Tracy German, *Emergency Communications Manager, Frederick County*

SB714: NG911 Omnibus Legislation

Senate Finance Committee

Tuesday, March 9, 2021

Chair Kelley, Vice Chair Feldman, and members of the Senate Finance Committee:

I write today in strong support of SB714-- Omnibus legislation [endorsed by Maryland's Next Generation 9-1-1 Commission](#). I am a member of the Commission, and I have the honor of representing Maryland's Emergency Communications Specialists, as I am the only member of the Commission that is actively on the 911 floor every day. I have worked at the Frederick County Emergency Communications Center for about 12 years and have been a floor supervisor for about 6 of those years, so I know firsthand just how important some of these measures are for our 9-1-1 Specialists.

Supporting our 9-1-1 Specialists

As an Emergency Communications Specialist, I feel very passionately about the need for mental health training. SB714 will create a baseline standard for these essential coping mechanisms by requiring Communications Specialists to annually complete a minimum number of hours engaging in psychological well-being and resilience activities or trainings. While 9-1-1 Specialists may not have physical interactions with those requesting emergency assistance, there is still significant trauma from each call. *We only hear the voice and frequently don't know how the issue is resolved.* I let my shift know today that I would be working on this testimony, and I had an overwhelming number of people asking how they could help support this bill as well. One team member shared with me that she regretted not seeking help early on in her career after taking a first party suicide call in which she heard a gentleman take his own life while on the phone with him. She said after the call she took a short break, but for the rest of her shift she was afraid to answer the phone when it rang to her and had nightmares and trouble sleeping for months afterward. Having regular trainings and resources with regard to mental health and self-care would make it easier for people to reach out when they need to and not feel a negative stigma when doing so.

Also, cumulative stress builds in this line of work more so than with other first responders. When a traumatic call is taken, the Emergency Communications Specialist remains on the line until firefighters, paramedics, and/or police officers arrive. These field responders remain on that call through the duration of it, often spending an hour or more on one event. In the meantime, the Emergency Communications Specialist moves on to the next emergency, and then the next, and another, often times taking several dozen calls an hour. Each call is different, and there is not time or resources to take a walk or a stretch or much more than a breath in between each.

Annual training will ensure that we have the tools to succeed in our careers. When something terrible happens on the job, we can feel confident that we have the mental capacity to handle the trauma or know how to reach out for help. Creating the standard of mandatory completion of this training each year is no different than in-service trainings/certifications police officers have for weapons qualifications, anti-bias training, and use of force training, or refresher courses firefighters must complete on a regular basis.

Many 9-1-1 Specialists are already struggling to manage their mental health. The NG911 Commission is proposing that there be a summer study regarding Workers' Compensation for 9-1-1 Specialists. We are the "First First Responders" and deserve the same consideration as our colleagues on the frontline, and creating this standard will get us one step closer to classifying us correctly.

Mandating 9-1-1 Outage Reporting

As Maryland continues to upgrade its 9-1-1 infrastructure, it will become even more vital that 9-1-1 Centers, the 9-1-1 Board, and the public are made aware of outages within our 9-1-1 services. Recently, in which “Text-to-9-1-1” was not working after our daily test on more than one wireless carrier. No notification had been made to us by any vendor. Working together with several different jurisdictions, it was discovered this was a multi county outage that had not been reported to any jurisdiction that lasted at least 24 hours.

If a facet of 9-1-1 goes down, emergency calls cannot be answered. SB714 would require carriers to report a 9-1-1 service outage lasting longer than 30 minutes to the 9-1-1 Centers and the Maryland Joint Operations Center. The 9-1-1 Carriers must also notify the 9-1-1 Board before the next meeting. It is imperative that reporting outages are a priority so that alternative lines of communication can quickly be set up. We must keep Maryland residents safe.

I urge a favorable report on SB714.

Senator Jackson SB714 Testimony.pdf

Uploaded by: Jackson, Michael

Position: FAV

MICHAEL A. JACKSON
Legislative District 27
Calvert, Charles and
Prince George's Counties

Judicial Proceedings Committee



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

TESTIMONY - SENATE BILL 714

PUBLIC SAFETY - 9-1-1 EMERGENCY TELEPHONE SYSTEMS –
ALTERATIONS

FINANCE COMMITTEE

MARCH 9, 2021

Chair Kelley, Vice Chair Feldman, and Committee Members:

Senate Bill 714 is an omnibus bill that implements the recommendations of the Commission to Advance Next Generation 9-1-1 Across Maryland. As someone who spent the majority of his professional career in the public safety field, and a former member of the Commission to Advance Next Generation 9-1-1 Across Maryland, I have had a unique experience with the 9-1-1 system in Maryland and I am acutely aware of the necessity of the reforms listed in this legislation. This bill is a significant step forward in achieving meaningful reform and I wholeheartedly support its passage.

I enthusiastically support and ask for a favorable report of Senate Bill 714.

9-1-1 Board Proposed Composition.pdf

Uploaded by: Kagan, Sen. Cheryl

Position: FAV

SB714: Public Safety - 9-1-1 Emergency Telephone System - Alterations

9-1-1 Board Current and Proposed Composition

Current 9-1-1 Board Composition (as listed in statute)	Current Voting Members	Recommended 9-1-1 Board Composition	Proposed Voting Members
One member shall represent a telephone company operating in the State	1	CHANGE: Change to non-voting advisory representation	0
One member shall represent the wireless telephone industry in the State	1	CHANGE: Change to non-voting advisory representation	0
One member shall represent the Maryland Institute for Emergency Medical Services Systems	1	No change	1
One member shall represent the Department of State Police	1	No change	1
One member shall represent the Public Service Commission	1	No change	1
One member shall represent the Association of Public-Safety Communications Officials International, Inc.	1	No change	1
Two members shall represent county fire services in the State, with one member representing career fire services and one member representing volunteer fire services	2	No change	2
One member shall represent police services in the State	1	CHANGE: Change terminology from police services to law enforcement services; no change in representation number	1
Two members shall represent emergency management services in the State	2	CHANGE: Change to one member shall represent emergency management services in the State;	1
		NEW: One member shall represent the Maryland Emergency Management Agency as an ex-officio advisory non-voting member	0
One member shall represent a county with a population of 200,000 or more	1	CHANGE: Increase to four members, one from each Maryland region (National Capital Region, Western Region, Central Region, Eastern Shore Communications Alliance)	4
One member shall represent a county with a population of less than 200,000	1		

Current 9-1-1 Board Composition (as listed in statute)	Current Voting Members	Recommended 9-1-1 Board Composition	Proposed Voting Members
One member shall represent the Maryland chapter of the National Emergency Numbers Association	1	No change	1
One member shall represent the Geographical Information Systems in the State	1	No change	1
Two members shall represent the public	2	No change	2
		NEW: one person with cybersecurity expertise	1
		NEW: one person with county finance expertise	1
		NEW: one person representing State accessibility services	1
		NEW: one person representing county 9-1-1 Specialists	1
		NEW: one person representing the Emergency Communications Committee of Maryland Association of Counties	1
Total Current Members	17	Proposed Total Members	21

SB714 - NG911 Omnibus Testimony 3-4-21.pdf

Uploaded by: Kagan, Sen. Cheryl

Position: FAV

CHERYL C. KAGAN
Legislative District 17
Montgomery County

Vice Chair
Education, Health, and
Environmental Affairs Committee

Joint Audit Committee
Joint Committee on Federal Relations



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

SB714: NG911 Omnibus Legislation

Senate Finance Committee | Tuesday, March 9, 2021

Inspired by the death of Rockville activist and District 17 resident Carl Henn when 9-1-1 failed, I have chaired the Maryland Next Generation 9-1-1 (NG911) Commission for the past three years. The Commission has released three annual reports in [2018](#), [2019](#), and [2020](#) that have been incorporated into nine laws with bipartisan support. As a result of our efforts, Maryland is a national leader as we transition to NG911. As our colleague, Sen. Ed Reilly frequently says, "Our 9-1-1 system is one of the most important services the government provides. It can literally mean the difference between life and death."

[SB714](#) would implement the key recommendations from the Commission's [third annual report](#). This legislation would address the following provisions:

Modify the 9-1-1 Board Membership

There have been very few changes since the Emergency Number Systems Board was created in 1979. Modifying membership would reflect the anticipated expertise needed to implement NG911. Please see the attached table for the changes to the 9-1-1 Board. These new members will provide needed expertise as the Board implements NG911 technology and faces new challenges.

Require Psychological Training for 9-1-1 Specialists

The emotional labor of being a 9-1-1 Specialist takes a toll. Our "First First Responders" experience suicidal thoughts at a rate more than double the general public. Nearly a quarter suffer from work-related depression or probable post-traumatic stress disorder (PTSD). This bill would require psychological training for 9-1-1 Specialists. Providing our current and future 9-1-1 Specialists with the tools to handle traumatic events will help reduce burnout and long-term onboarding costs

Study Workers' Compensation for 9-1-1 Specialists

This bill would authorize a study that would seek to determine whether Workers' Compensation laws should be amended to include visual and audible traumatic events as a compensable injury for 9-1-1 Specialists. This would be similar to the efforts that led to the creation of the Firefighter Jess McCullough's Cancer Protection Law ([SB646](#) - 2019) which made it easier for a firefighter, firefighting instructor, rescue squad member, or advanced life support unit member to qualify for a cancer or leukemia disease presumption under workers' compensation law. Other states, like Colorado, have expanded Workers' Compensation laws, allowing 9-1-1 Specialists to seek benefits when the exposure to trauma culminates in impaired physical or mental wellness, emotional awareness, or cognitive functioning. Sadly, a 2019 study by the Fairfax County, VA Police Department and the U.S. Marshals showed that First Responders experience suicidal thoughts at a rate more than double the

general population. Now that “text-to-9-1-1” is available statewide, the effects of trauma will only worsen as Maryland Public Safety Answering Points (PSAPs) accept images and videos.

Provide Funding for Recruitment

Recruitment is costly for our PSAPs, which already struggle with insufficient funds. The [NG911 Commission’s 2018 Report](#) identified a 13% vacancy rate of 9-1-1 specialists in Maryland. While the General Assembly has enacted legislation to provide greater benefits for these positions (such as authorizing counties to offer a \$2,500 tax credit in 2018), it is important that Marylanders know about these public safety career opportunities. The 9-1-1 Board should be authorized to fund these needed services to ensure that our PSAPs are fully staffed.

Mandate 9-1-1 Outage Notification

Approximately 74% of the nearly five million 9-1-1 calls made in Maryland annually are from wireless devices. A 9-1-1 outage on a wireless carrier’s network could cost lives. Our 24 9-1-1 Centers, the 9-1-1 Board, and the public need to know when 9-1-1 is unavailable. In the event of a 9-1-1 outage **lasting more than 30 minutes**, the carrier should inform the affected 9-1-1 Centers and the Maryland Joint Operations Center (MJOC) within the Maryland Emergency Management Agency. The carrier must also notify the 9-1-1 Board before its next meeting. While collaborating with stakeholders, we requested an amendment to make the outage requirement more similar to the FCC requirements by adding “and affecting greater than 600,000 user minutes.” These standard practices would ensure timely notification to our emergency centers and increase the oversight on our carriers.

Ensure NG911 Contracts Use Standardized Geographic Data

NG911 is being implemented on a county-by-county basis and determines which jurisdiction will answer the call. Lack of quality geographic data can cause devastating results-- [as seen in the June 2020 drowning](#) of Fitz Thomas on the border of Loudoun County, Virginia, and Montgomery County, Maryland. SB714 would ensure that county NG911 contracts require providers to use standardized geographic data. During an emergency, every second matters and precious minutes can be wasted without correct geographic data. Nobody should be passed from County to County while they are waiting for emergency assistance.

Enforcing Kari’s Law

The law was inspired by a tragic event when a mother, Kari Hunt, was murdered by her husband in Texas. Her nine-year old daughter tried to call 9-1-1 from the hotel room, but she did not know she needed to dial a 9 to get an outside line. Maryland was the first state in the nation to adopt [Kari’s Law](#) in 2015. As a result, anyone, anywhere in the state, should be able to dial 9-1-1 without a prefix. SB714 would allow individual counties to choose enforcement authority for the law. If they choose not to designate a County entity, the State Fire Marshall will have the responsibility.

I urge a favorable with amendment report on SB714 to enhance our State’s public safety system.

SB0714-FIN_MACo_SUP.pdf

Uploaded by: Kinnally, Kevin

Position: FAV



Senate Bill 714

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

MACo Position: **SUPPORT**

To: Finance Committee

Date: March 9, 2021

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS** SB 714. This bill will help Maryland continue its ambitious and important move toward Next Generation 9-1-1 (NG911), deliver these services equitably across the state, and generally strengthens the statutory framework that governs the state's 9-1-1 system.

In 2019, the General Assembly passed landmark legislation to update state laws and the 9-1-1 financing system to provide the flexibility and resources needed for the deployment of a statewide NG911 system that our residents expect and deserve. As Maryland accelerates its move toward NG911, it is essential to adopt policies and protocols consistent with evolving technology and operational needs.

SB 714 adds necessary expertise to the Maryland 9-1-1 Board by adding additional representation, including a county finance professional, county 9-1-1 specialists, an expert from the cybersecurity industry, and a member to represent persons with disabilities. The bill also requires telecommunications providers to promptly notify 9-1-1 centers in the event of an outage, which is necessary in order to implement alternative communications methods and to provide proper public notice.

In order to address the persistent shortage of 9-1-1 specialists, the bill requires the Board to establish and host an information hub offering guidance, best practices, and strategies to boost recruitment activities for 9-1-1 centers. The bill also clarifies that county governments and the State Fire Marshall have statutory authority to enforce Kari's Law, which applies to multi-line telephone systems in office buildings, campuses, and hotels, and requires those systems to be programmed to automatically dial 9-1-1 without requiring users to enter a prefix such as "9" to reach an outside line.

By bolstering the framework and resources to guide a successful statewide transition to NG911, SB 714 will enhance public safety communications in Maryland and in our local communities

Accordingly, MACo urges the Committee to issue a **FAVORABLE** report on SB 714.

MCPA-MSA-SB-714-9-1-1.pdf

Uploaded by: Mansfield, Andrea

Position: FAV



**MARYLAND CHIEFS OF POLICE ASSOCIATION
MARYLAND SHERIFFS' ASSOCIATION**



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MEMORANDUM

TO: The Honorable Delores G. Kelley, Chairman and
Members of the Finance Committee

FROM: Chief David Morris, Co-Chair, MCPA, Joint Legislative Committee
Sheriff Darren Popkin, Co-Chair, MSA, Joint Legislative Committee
Andrea Mansfield, Representative, MCPA-MSA Joint Legislative Committee

DATE: March 9, 2021

RE: **SB 714 Public Safety – 9-1-1 Emergency Telephone System - Alterations**

POSITION: SUPPORT

The Maryland Chiefs of Police Association (MCPA) and the Maryland Sheriffs' Association (MSA) SUPPORT SB 714. This bill is implementing recommendations from the Commission to Advance Next General 9-1-1 (NG911) Across Maryland.

NG911 creates a robust and redundant infrastructure that will deliver 9-1-1 service today and into the future. It will process all call types—including voice, text-to-9-1-1, and crash notification—as well as images and video. In addition, it will enable improved location accuracy that will allow emergency personnel to send help more quickly and allow for seamless continuity of service in the event of call overflow and when transferring 9-1-1 calls to another jurisdiction.

The changes proposed in SB 714 will further strengthen the 9-1-1 system by ensuring all regions of the State are represented on the Board, promote the recruitment of 9-1-1 specialists and allow funds from the 9-1-1 Trust Fund to be used for this purpose. MCPA and MSA believe the passage of SB 714 is needed to successfully achieve the goals of NG911.

For these reasons, MCPA and MSA SUPPORT SB 714 and URGE a FAVORABLE committee report.

SB 714 - FAV - SecuLore Solutions

Uploaded by: Scott, Sean

Position: FAV



SECULORE™
SOLUTIONS

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SB714: Public Safety - 9-1-1 Emergency Telephone System - Alterations
Senate Finance Committee
Tuesday, March 9, 2021

Chair Kelley, Vice Chair Feldman, and Honorable Committee Members:

SecuLore Solutions, LLC is a Maryland-based cybersecurity company focusing on protecting America's most important telephone number, 9-1-1. We protect Public Safety Answering Points, or PSAPs, in 17 states and the District of Columbia. Our clients can't stop providing life-saving services, so neither do we, operating 24x7x365.

Since 2017, it has been my honor to be an advisory member of the Commission to Advance Next Generation 9-1-1 Across Maryland. I have participated as the Commission has modernized and rationalized the system that protects all of us. I urge you to give a favorable reading to SB714.

Among the most important changes this bill provides is ensuring that the Maryland 9-1-1 Board include a representative from the cybersecurity systems in the State. As 9-1-1 moves from copper telephone lines to Voice over IP and servicing requests for equipment are handled on computers, the risk to PSAPs grows. SecuLore has documented 414 separate cyberattacks on state and local governments in all 50 states and the District of Columbia in the last 24 months. Public Safety has been attacked 124 times in that period.

Cybersecurity affects us all. From ransomware, which will cost over \$20 billion in ransom payments in 2021 alone, to advanced persistent threats that continue to grow, we have never been more vulnerable. Cybercriminals especially find government to be a tempting target, both because it tends to be understaffed and because its mission critical nature provide leverage to get paid from a successful attack. As we move to NG911, we must be aware of the threat that malicious hackers pose to our emergency service infrastructure.

This bill recognizes that threat and elevates the profile of cybersecurity in decision-making for spending. We all need emergency response to be safe, effective, and resilient. The 9-1-1 Board has done an admirable job of ensuring that. This bill will give the Board the tools and membership it needs to move to the next stage of deployment for services that will save lives. We urge a favorable report and support on the floor.

Sincerely,
Sean Scott
Chief Technical Officer
Member, Commission to Advance Next Generation 9-1-1 Across Maryland

Sierra SB714 Testimony - FAVORABLE.pdf

Uploaded by: Sierra, Anna

Position: FAV

CAROLINE COUNTY DEPARTMENT OF EMERGENCY SERVICES

WILBUR LEVENGOOD, JR.
COMMISSIONER

COUNTY COMMISSIONERS
LARRY C. PORTER
PRESIDENT

DANIEL J. FRANKLIN
VICE-PRESIDENT

JEREMY GOLDMAN, COUNTY ADMINISTRATOR
ANNA SIERRA, DIRECTOR

SENATE BILL 714

Public Safety – 9-1-1 Emergency Telephone System – Alterations

Date: March 3, 2021

To: Finance Committee

SUPPORT

I am writing to urge a **favorable report** on Senate Bill 714, Public Safety – 9-1-1 Emergency Telephone System – Alterations.

My perspective on this bill is formed from a variety of hats that I wear. I am:

- An appointed Local Emergency Manager
- A Public Safety Answering Point (9-1-1 Center) Director
- An Emergency Medical Services Operational Program Highest Jurisdictional Official
- A Maryland 9-1-1 Board Member
- A member of the Next Generation 9-1-1 Commission

I share my credentials with you to assure you that this bill is impactful not only to 9-1-1 in the state, but to the entire emergency services system for the state and the residents it serves.

As a Public Safety Answering Point Director, I can tell you first hand how important understanding the impact of trauma on our 9-1-1 specialists is and how workers compensation coverage should be expanded for the *first* first responders, those who provide a calm voice to frantic callers and get the right help to the right place in the right time. Psychological training for 9-1-1 Specialists is also an important step to ensuring the employees answering the phone have the skills and knowledge to protect their own mental health in the face of some of the most horrific calls.

I can also attest to the challenges 9-1-1 Centers have with recruiting new personnel. Local government budgets often are limited in the ability to recruit new employees, and with high turnover, challenging shift schedules, and often limited ability to pay a competitive salary, our 9-1-1 Centers need help in funding recruitment efforts. The 9-1-1 Board could provide that help if this legislation passes.

As a new 9-1-1 Board member, I can say I have had the honor to work with dedicated public servants who spend several hours each month reviewing projects, weighing merit and financial requirements, and considering new standards and policies to ensure Maryland's 9-1-1 system is the best in the country. The Maryland 9-1-1 Board will benefit from new, expanded membership

to be reflective of the age of technology, access, and representation that we are in now. Additional members will bring much needed expertise and perspective to the Maryland 9-1-1 Board's operations.

As a Local Emergency Manager, my primary job is to ensure an informed and prepared public can take steps to protect themselves and others during times of emergency. Currently, when a carrier's network is offline for any reason, which will directly impact the ability of residents and visitors to make 9-1-1 calls, there is limited and inconsistent communication with local public safety answering points. This severely hampers my ability as an Emergency Manager to communicate effectively with residents regarding the emergency services system for Caroline County. Streamlining the outage notification system will create a better-informed public in times of emergency.

To summarize, Senate Bill 714 provides much needed support to public safety answering points, 9-1-1 specialists, and emergency services systems overall. I urge the Committee to provide a favorable recommendation for this legislation.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Anna Sierra', with a long horizontal flourish extending to the right.

Anna Sierra
Director of Emergency Services
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asierra@carolinemd.org

SB714 NG911 Testimony - Steve Souder FAV.pdf

Uploaded by: Souder, Steve

Position: FAV

Steve Souder, Vice Chair, Next Generation 9-1-1 Commission
SB714: Public Safety - 9-1-1 Emergency Telephone System - Alterations
Senate Finance Committee
Tuesday, March 9, 2021
FAVORABLE

Chair Kelley, Vice Chair Feldman, and Honorable Committee Members:

Thank you for the opportunity to express my support of SB714/HB989: Public Safety 9-1-1 Emergency Telephone System - Alterations. It is my honor to serve as the Vice Chair of the Next Generation 9-1-1 (NG911) Commission, chaired by Senator Cheryl Kagan, and a Public -At-Large Member on Maryland's 9-1-1 Board. I have spent 53 years in the 9-1-1 community, including time as a director of the Montgomery, Arlington, and Fairfax 9-1-1 Centers.

The NG911 Commission has endorsed groundbreaking legislation to support the advancement of 9-1-1 in Maryland. As the national leader in NG911, the entire country is watching and replicating our upgrades. I am grateful to the members of the Maryland General Assembly for enacting 9 laws based on [2018](#) and [2019](#) Commission recommendations. I am hopeful that you will support SB714/HB989 based on the NG911 Commission's [2020 recommendations](#).

Needed updates include:

Adjusting 9-1-1 Board Membership: The composition of the 9-1-1 Board has been static since its establishment in 1979. As we shift towards the implementation of NG911, it is vital that we bring new interests into the fold. As detailed in SB714/HB989, the 9-1-1 Board would benefit from cybersecurity, finance, accessibility, and front-line 9-1-1 Specialist call taking expertise.

Reporting 9-1-1 Outages When They Occur: When 9-1-1 services are down, bad things can happen. When 9-1-1 is unavailable, there should be a predefined manner for carriers to communicate information quickly to our 9-1-1 Centers. The Maryland Joint Operations Center/MJOC (housed within the Maryland Emergency Management Agency/MEMA) should always be aware of something as critical as a 9-1-1 outage. A standard procedure will ensure that our counties can take the appropriate steps to keep everyone safe.

Using Consistent Geographic Information Systems: When we think of 9-1-1, we often conjure images of poles and wires. NG911 brings us into the 21st century. When a request for assistance comes from a mobile device, the call is directed to a 9-1-1 Center using data from Geographic Information Systems (GIS). SB714/HB989 would use nationally accepted standards when sharing GIS information. Providing consistency will provide a roadmap for those who do business with Maryland and provide a better service to those requesting emergency assistance.

Implementing Kari's Law: The idea behind Kari's Law came from a tragic event in Texas where a mother was assaulted and murdered by her husband in a hotel room. Their 9-year old child tried to call 9-1-1 (as she was instructed to do since elementary school), but she got nothing on the other end of the phone. Little did she know, she needed to first **use "9"** to get an outside line and then call 9-1-1. Large internal

systems like this tend to be used by large institutions and businesses (**hotels, hospitals, colleges, etc.**), but they have their faults. Kari's Law was enacted to require a small programming change to ensure that anyone can **access** 9-1-1 directly. Maryland adopted its own early version of Kari's Law but lacked proper enforcement. SB714/HB989 builds on previous recommendations by the NG911 Commission to ensure that there is widespread implementation and enforcement.

Investing in 9-1-1 Specialists: As we begin to use NG911 technology, our 9-1-1 Specialists will be presented with a body of information that they have never had before. Historically, 9-1-1 simply involved a voice call, but NG911 will allow videos, photos, and text messages. We all know how draining it can be day after day to deal with these horrible and tragic calls. We need to train our personnel on how to deal and cope with this trauma. This training will help reduce the high turnover rate and ensure that our Counties can hire and invest in our 9-1-1 family.

Reviewing Workers' Compensation: While psychological training is helpful, we must also study the need for Workers' Compensation to cover our "First First Responders." The repetitive and cumulative impact of horrific calls take a toll on the physical and emotional health of our 9-1-1 Specialists. Additional information from a Workers' Compensation study would be a useful tool to determine the best way to support the women and men under the headset.

I urge a favorable vote on SB714/HB989 to enact the NG911 Commission's important recommendations.

210309_Kagan_NG911_LOS.pdf

Uploaded by: Trone, Rep. David

Position: FAV



SB714: Public Safety - 9-1-1 Emergency Telephone System - Alterations

Position: Favorable

Senate Finance Committee

Tuesday, March 9, 2021

Chair Kelley, Vice Chair Feldman, and Honorable Committee Members:

I write today in support of SB714, “Public Safety - 9-1-1 Emergency Telephone System - Alterations,” which would improve our public safety system and provide vital support for our 9-1-1 specialists. These public safety professionals are far too often overlooked, and excluded from the title of first responders, but nothing could be more incorrect. 9-1-1 specialists are truly the *first* first responders, and Senator Kagan’s proposed legislation takes a multifaceted approach to modernizing and improving our emergency response systems in Maryland.

An important aspect of SB714 is its mental health implications for our 9-1-1 Specialists. First responders are exposed to traumatic events far more than the typical citizen, and protections need to be put in place to ensure their long term safety and wellness. The proposed psychological training and study of inclusion in Workers’ Compensation are important steps to ensure our Specialists are properly supported.

As a member of the bicameral, bipartisan Congressional NextGen 9-1-1 Caucus, I am proud to see Maryland leading the way towards modernizing our emergency response infrastructure and supporting our frontline first responders. I urge the committee to provide a favorable report, and thank you for your time.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Trone".

DAVID TRONE
Member of Congress

SB714 FWA - Verizon Revised Testimony

Uploaded by: Harvey, Tiffany

Position: FWA



Government Affairs Office
12 West Street
Annapolis, MD 21401
(410) 269-6653

BILL NO. : **Senate Bill 714**

TITLE: Public Safety- 9-1-1 Emergency Telephone System- Alterations

COMMITTEE: Finance

HEARING DATE: March 9, 2021

VERIZON POSITION: **Favorable with Amendment (CHANGED from Opposition)**

PURPOSE OF BILL:

This bill requires commercial mobile radio service (CMRS) providers and 9-1-1 service carriers to provide PSAPs, the Maryland Joint Operations Center (MJOC) and the Board notice of service outages lasting more than 30 minutes. The bill also alters the composition of the Maryland 9-1-1 Board, its responsibilities and alters the permissive uses of the 9-1-1 Trust Fund.

COMMENTS:

This bill imposes outage notification requirements for wireless and VoIP originating access services (e.g. cell site, MSC and VoIP server outages) that are similar to the type of notifications Verizon voluntarily provides for jurisdictions in the Washington, DC metropolitan area, including Prince George’s and Montgomery Counties, for its wireline and wireless outages. As amended, the bill applies reporting thresholds based on existing federal regulatory requirements in a reasonable manner for wireline VoIP and wireless services, which help ensure that PSAPs are notified of significant outages most likely to meaningfully affect consumers’ ability to reach 911, and that service providers are able to leverage their existing systems to implement the new law in a timely manner. This approach will help ensure that public safety agencies are both (1) aware of significant network events, while (2) not overwhelmed with information about minor incidents.

The legislation also ensures that information submitted to the PSAPs and MJOC is given appropriate confidentiality protections, insofar as these reports include information that is sensitive for security and competitive reasons. State governments, the FCC and other Federal agencies have uniformly recognized that this information can raise both security concerns for the public and competitive-related issues for service providers.

Finally, the bill would prohibit the use of 911 Trust Fund monies for the state's 988 suicide prevention hotline resources. Verizon supports this provision in itself, which is a straightforward prohibition on unlawful 911 fee diversion. But Verizon also strongly supports nationwide implementation of the 988 dialing code, and recognizes that state governments might consider additional fees to support those programs. Verizon would encourage Maryland to consider how the Commonwealth of Virginia is approaching the issue of 988 and 911 fee implementation in its current session.

Verizon appreciates having been able to work with the sponsors; to address our concerns related to the definition of "outage" for wireline and wireless services and to ensure confidentiality of the sensitive information to be provided in the report. With the amendments the bill will be stronger and will support our longstanding commitment to working and partnering with the public safety community to make Maryland an even safer place in which to live, work, and visit.

FOR ADDITIONAL INFORMATION CONTACT:

Tiffany Harvey
Director, State Government & Community Affairs
443-223-2814

SB714 Verizon Oppositon Testimony.pdf

Uploaded by: Harvey, Tiffany

Position: UNF



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BILL NO. : **Senate Bill 714**

TITLE: Public Safety- 9-1-1 Emergency Telephone System- Alterations

COMMITTEE: Finance

HEARING DATE: March 9, 2021

VERIZON POSITION: **Opposed**

PURPOSE OF BILL:

This bill requires commercial mobile radio service (CMRS) providers and 9-1-1 service carriers to provide PSAPs, the Maryland Joint Operations Center (MJOC) and the Board notice of service outages lasting more than 30 minutes. The bill also alters the composition of the Maryland 9-1-1 Board, its responsibilities and alters the permissive uses of the 9-1-1 Trust Fund.

COMMENTS:

This bill imposes outage notification requirements for wireless and VoIP originating access services (e.g. cell site, MSC and VoIP server outages) that are similar to the type of notifications Verizon voluntarily provides for jurisdictions in the Washington, DC metropolitan area, including Prince George’s and Montgomery Counties, for its wireline and wireless outages. As drafted, however, the term “outage” is not defined. Verizon recommends that the bill be amended to apply the same reporting thresholds already used for the metropolitan Washington jurisdictions, which help ensure that PSAPs are notified of significant outages most likely to meaningfully affect consumers’ ability to reach 911. This approach will help ensure that public safety agencies are both (1) aware of significant network events, while (2) not overwhelmed with information about minor incidents. And it ensures that service providers can implement the new law expeditiously. Finally, Verizon submits that this approach can more effectively address public safety’s near-term situational awareness needs than a reporting threshold based on the Federal Communications Commission’s regulations.

The legislature should also ensure that information submitted to the PSAPs and MJOC is given appropriate confidentiality protections, insofar as these reports include information that is sensitive for security and competitive reasons. State governments, the FCC and other Federal agencies have uniformly recognized that this information

can raise both security concerns for the public and competitive-related issues for service providers.

With these issues in mind, Verizon recommends the following amendment, which incorporates the standard currently used for the metropolitan Washington jurisdictions.

1-304.3.

IN THE EVENT OF A PARTIAL OR TOTAL SINGLE COUNTY OR MULTICOUNTY 9-1-1-ACCESSIBLE SERVICE OUTAGE LASTING MORE THAN 30 MINUTES, A CMRS PROVIDER OR 9-1-1 SERVICE CARRIER SHALL:

(1) AS SOON AS PRACTICABLE, NOTIFY ANY AFFECTED PUBLIC SAFETY ANSWERING POINT AND THE MARYLAND JOINT OPERATIONS CENTER OF THE 9-1-1-ACCESSIBLE SERVICE OUTAGE OCCURRING ON THE PROVIDER'S OR CARRIER'S NETWORK; AND

(2) IN ADVANCE OF THE NEXT SCHEDULED MEETING OF THE BOARD, NOTIFY THE BOARD OF ANY 9-1-1-ACCESSIBLE SERVICE OUTAGE OCCURRING ON THE PROVIDER'S OR CARRIER'S NETWORK.

(3) AFFECTED PUBLIC SAFETY ANSWERING POINTS, THE MARYLAND JOINT OPERATIONS CENTER, AND THE BOARD SHALL USE THE INFORMATION IN THE REPORTS SOLELY FOR PUBLIC SAFETY-RELATED PURPOSES AND OTHERWISE MAINTAIN THE CONFIDENTIALITY OF SUCH NOTIFICATIONS.

(4) AN "OUTAGE" FOR THIS PURPOSE IS A SERVICE-IMPACTING EVENT AFFECTING: (A) FOR A CMRS PROVIDER, MORE THAN 25 CELL SITES; OR (B) FOR A 9-1-1 SERVICE CARRIER, A SUBSTANTIAL NUMBER OF END USERS OR EQUIVALENT OF A COMPLETE WIRE CENTER OUTAGE.

Finally, the bill would prohibit the use of 911 Trust Fund monies for the state's 988 suicide prevention hotline resources. Verizon supports this provision in itself, which is a straightforward prohibition on unlawful 911 fee diversion. But Verizon also strongly supports nationwide implementation of the 988 dialing code, and recognizes that state governments might consider additional fees to support those programs. Verizon would encourage Maryland to consider how the Commonwealth of Virginia is approaching the issue of 988 and 911 fee implementation in its current session.

As always, we look forward to conversation with the sponsors of the bill regarding the concerns raised.

FOR ADDITIONAL INFORMATION CONTACT:

Tiffany Harvey
Director, State Government & Community Affairs
443-223-2814

CTIA Testimony In Opposition to Maryland SB 714.pd

Uploaded by: Lestock, Jake

Position: UNF



**Testimony of
JAKE LESTOCK
CTIA**

In Opposition to Maryland Senate Bill 714

Before the Maryland Senate Finance Committee

March 5, 2021

Chair, Vice-Chair, and members of the committee, on behalf of CTIA, the trade association for the wireless communications industry, I write to raise serious concerns with Senate Bill 714, which would create reporting mandates on wireless providers following a service outage. The industry is working diligently to maintain our networks and work with the public safety community to make sure issues like this one are appropriately addressed. SB 714 includes problematic language, creates significant concerns regarding the sharing of proprietary information, and is also unnecessary as the federal government is in the midst of considering providing outage information to states. For these reasons, we are in opposition to this bill as it is currently drafted and would recommend further study of the issue.

CTIA and its members recognize the importance wireless consumers place on their devices and networks in emergency situations, including their reliance on their wireless device to reach emergency services. This is why the wireless industry is strongly committed to minimizing network downtime and focuses on restoring service quickly when outages do occur. A consistent approach to outage reporting across states promotes efficiency and helps prevent a “patchwork quilt” of state-by-state reporting systems that unnecessarily divert resources away from the important work of restoring networks when they go down.

The wireless industry has been a committed and cooperative partner with public safety for more than twenty years as the modern wireless E-911 ecosystem has evolved. This legislation points to an issue that is the subject of ongoing discussions within the industry and public safety partnership that already exists. Our industry is actively working with the 911 Directors Committee of the Metropolitan Washington Council of Government (COG). This committee brings together local government 9-1-1 Directors, state and federal partners, and communication system providers to share best practices, coordinate the support of existing 9-1-1 technology and plan the future of Next Generation 9-1-1. Here, our members are currently working with Maryland public safety answering points (PSAP) operators on issues like this. We would recommend continued work with groups like COG on issues like the ones addressed in this bill where our industry already has agreed upon language on issues like outages and existing relationships that would provide continued collaboration.



Furthermore, SB 714 as currently written includes a number of issues that would need to be thoroughly addressed; including problems with overly broad definitions and public safety concerns regarding sharing competitive and proprietary information. For example, “outage” is currently not defined but would be necessary to understanding other defined terms in the legislation. Additionally, confidentiality of outage information is imperative to our members. Providing information to the Board would subject it to public records request which would create a number of competitive concerns as one wireless carrier could be privy to its competitors’ outages. More importantly, sharing sensitive 911 information with the public could lead to significant security risks.

Additionally, the Federal Communications Commission (FCC) already imposes a robust outage reporting regime on wireless providers nationwide via its Network Outage Reporting System (NORS) and Disaster Information Reporting System (DIRS). Outages of wireless network switching centers lasting more than 30 minutes are reportable to the FCC within two hours of discovery, regardless of customer impact. Further, the FCC will consider at their upcoming March meeting a draft order that would adopt a framework to provide state and federal agencies with access to outage information, which could help address the concerns raised in this legislation.

Therefore, as our industry continues to work with groups like COG on important 9-1-1 issues and the FCC is also looking to share outage information with states, we would recommend that the committee not move forward with SB 714. Given the complexity of the issue, our industry would also be open to working with a task force over the interim to ensure that this important issue is appropriately addressed.

Sincerely,

Jake Lestock
Senior Manager
State Legislative Affairs