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Baltimore and Howard Counties

Health and Government Operations

Subcommittees

Government Operations and Health Facilities
Public Health and Minority Health Disparities



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SUPPORT

HB1105 - Public Safety – 9–1–1 Emergency Telephone System – Alterations

March 4, 2022

After four years of work, the Commission to Advance Next Generation 9-1-1 the final annual report, with 24 recommendations to more firmly ensure that Maryland's transition to NG911 technology is secure and the service provided across the state receive will be effective, efficient, and reliable.

HB1105, includes several of these important consensus recommendations, the work-product of a bipartisan group of legislators – Senator and Chair Cheryl Kagan, Senator Ed Riley, Senator and then Delegate Michael Jackson, Delegate Sue Krebs, and me; 9-1-1 Center directors; technology and telecommunications industry representatives; Cybersecurity professionals; and other stakeholders have been diligently preparing Maryland to shift to NG911 technology.

Specifically, **HB1105** seeks to

- reclassify 9–1–1 specialists as first responders and make appropriate adjustments to compensation standards;
- facilitate access for mental health treatment of job-related trauma with assurance of privacy and confidentiality;
- require implicit bias for PSAP (Public Safety Answering Points) personnel;
- improving Maryland 9-1-1 Board operations by requiring establishment of policies and procedures for
 - o quickly filling board vacancies with appropriately expert and committed individuals;
 - o responding to and working with local PSAPs that fail to meet training requirements;
 - o responding to and working with local PSAPs that fail to meet cybersecurity standards;
- require the Comptroller provide quarterly updates on the progress of their audits of telecommunications companies' collection and remitting consumer 9-1-1 fees; and
- authorize local jurisdictions to set fees to cover projected operational costs of their 9–1–1 system.

The state has done incredible work to provide Marylander's a statewide 9-1-1 system worthy of their investment. In order to fully meet our charge, on behalf of the Commission, and of our constituents, I ask for a favorable report.

A handwritten signature in black ink, appearing to read "Terri Hill", written over a horizontal line.