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Maryland 9-1-1 Board Annual Report - Fiscal Year 2024

Report Required by Public Safety Article § 1-307

January 13, 2025



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Introduction

Maryland 9-1-1 Board Mission Statement

The Board ensures an effective, innovative, and efficient 9-1-1 system for all of Maryland by leading, educating, and collaborating with stakeholders, partners, counties, and communities.

Maryland 9-1-1 Board Vision Statement

To advance and strengthen the 9-1-1 system in Maryland to ensure reliable access and an outstanding 9-1-1 experience.¹



¹ An outstanding 9-1-1 experience refers to a situation where emergency services are accessed promptly and efficiently, providing effective assistance in times of crisis. It encompasses various factors, including:

1. **Swift Response Time:** Emergency services respond promptly to the call, ensuring quick assistance during critical situations.
2. **Clear Communication:** Dispatchers and emergency responders communicate clearly, gathering the necessary information and providing instructions to the caller.

An exceptional 9-1-1 experience prioritizes the safety and well-being of individuals in distress, and it involves a combination of efficiency, empathy, and effective communication throughout the emergency response process.

Executive Summary

The Maryland 9-1-1 Board consists of twenty-four Governor-appointed members representing diverse sets of stakeholders and is tasked to coordinate the enhancement of county 9-1-1 systems and the approval of State funding for 9-1-1 system enhancement requests from the counties. In fiscal year 2024 (FY24), the Board continued to advance Next Generation 9-1-1 (NG9-1-1) technology, with 23 of 24 jurisdictions transitioning to NG9-1-1 service.



Key achievements include allocating \$40 million for various 9-1-1 system enhancements, with the largest investments in Phone Systems (\$19.7 million) and Maintenance (\$9 million), followed by significant funding for Training (\$4.8 million), NG9-1-1 Implementation (\$1.9 million), Mapping (\$1.5 million), and Cybersecurity (\$1.5 million). The Board continued developing NG9-1-1 technical requirements for Public Safety Answering Points (PSAPs) and conducting annual PSAP inspections to ensure regulatory compliance.

Maryland remains a national leader in 9-1-1 training, mandating standards for entry-level and in-service programs. The State-wide utilization of protocol-based call-processing systems continues to be nationally recognized. Challenges persist, including staffing shortages at the county level with 204 specialist vacancies reported across the State, and the need for continued technological upgrades. The Board remains committed to leveraging innovations to ensure prompt emergency response and position Maryland favorably for future enhancements in 9-1-1 service delivery.

County Data (PS § 1-307(b) & PS § 1-307(c))

Public Safety Article § 1-307(b) requires the Board to report the following information for each county:

- (i) the type of 9-1-1 system currently operating in the county;
- (ii) the total State 9-1-1 fee and county 9-1-1 fee charged;
- (iii) the funding formula in effect;
- (iv) any statutory or regulatory violation by the county and the response of the Board; and
- (v) any efforts to establish an enhanced 9-1-1 system in the county.

County 9-1-1 System Type:

Enhanced 9-1-1 systems have been present in every Maryland county since the late 1980s, and wireless enhanced 9-1-1 deployment was completed in June 2005. Next Generation 9-1-1 (NG911) was implemented in 23 of the 24 jurisdictions in Maryland by the end of FY24.

9-1-1 Trust Fund (State & County Fees and Funding Formula):

The Maryland Public Safety Article, § 1-310 and 1-311, initially establishes three funding streams that comprise the 9-1-1 Trust Fund. The first is the State 9-1-1 Fee, which is \$0.50 per subscriber or access-line per month, which funds the State portion of the 9-1-1 Trust Fund. The second is the County 9-1-1 Fee and is determined by each county in an amount determined sufficient to cover the county's projected operational costs for the 9-1-1 system. All Maryland counties and Baltimore City currently have passed local ordinances establishing their County 9-1-1 Fee, and revenue from the county fee is disbursed directly to counties by the Comptroller on a quarterly basis. Telephone companies, wireless carriers, and other 9-1-1 accessible service providers collect and remit both portions of the 9-1-1 Surcharge to the Comptroller monthly for deposit into the 9-1-1 Trust Fund. The third source of funding for the Trust Fund is the pre-paid wireless e9-1-1 service, which is \$0.60 per retail transaction and collected at the point of sale. The pre-paid wireless fee revenue is split between the State portion of the 9-1-1 Trust Fund and counties, with 25% collected in the State portion and 75% disbursed to counties prorated on the basis of the total fees collected in each county.

Table 1 indicates the 9-1-1 Surcharge fees associated with each jurisdiction and the date of resolution modifying the county fee (i.e., additional fee).

Table 1: FY24 Maryland 9-1-1 Surcharge Fees

County	State 9-1-1 Fee	County 9-1-1 Fee	Pre-Paid Wireless	Effective Date²
Allegany	\$0.50	\$0.75	\$0.60	October 1, 2003
Anne Arundel	\$0.50	\$0.75	\$0.60	July 1, 2005
Baltimore City	\$0.50	\$1.00	\$0.60	July 1, 2021
Baltimore	\$0.50	\$0.75	\$0.60	April 23, 2004
Calvert	\$0.50	\$0.75	\$0.60	June 15, 2004
Caroline	\$0.50	\$1.50	\$0.60	July 1, 2021
Carroll	\$0.50	\$1.50	\$0.60	July 1, 2021
Cecil	\$0.50	\$0.75	\$0.60	October 1, 2003
Charles	\$0.50	\$0.75	\$0.60	January 1, 2004
Dorchester	\$0.50	\$1.50	\$0.60	July 15, 2023
Frederick	\$0.50	\$2.25	\$0.60	August 1, 2023
Garrett	\$0.50	\$1.50	\$0.60	July 1, 2021
Harford	\$0.50	\$1.50	\$0.60	July 1, 2023
Howard	\$0.50	\$0.75	\$0.60	July 1, 2007
Kent	\$0.50	\$1.50	\$0.60	July 1, 2023
Montgomery	\$0.50	\$0.75	\$0.60	October 1, 2003
Prince George's	\$0.50	\$1.40	\$0.60	July 1, 2020
Queen Anne's	\$0.50	\$0.75	\$0.60	October 1, 2003
Somerset	\$0.50	\$0.75	\$0.60	February 10, 2004
St. Mary's	\$0.50	\$0.75	\$0.60	July 1, 2004
Talbot	\$0.50	\$1.50	\$0.60	April 11, 2023
Washington	\$0.50	\$0.75	\$0.60	October 21, 2003
Wicomico	\$0.50	\$1.00	\$0.60	July 1, 2021
Worcester	\$0.50	\$1.50	\$0.60	July 1, 2021

Quarterly, the County 9-1-1 Fee and the county portion of the Maryland Pre-Paid Wireless E9-1-1 Fee remittances are distributed to each county prorated in accordance with the level of fees collected in each jurisdiction (MD. Public Safety Article § 1-309, 1-313). Annually, the Secretary of the Department (and administrator of the Trust Fund) requests a budget appropriation from the 9-1-1 Trust Fund in an amount sufficient to carry out the purposes of the enabling legislation, pay administrative costs, and reimburse counties for the cost of enhancing their 9-1-1

² Effective date of the County 9-1-1 fee, passed by local ordinance

system (Maryland Public Safety Article § 1-309). Through this budget appropriation process, the State 9-1-1 Fee is distributed from the 9-1-1 Trust Fund to the Maryland counties at the discretion of the Board in response to county 9-1-1 system enhancement requests.

Maryland law specifies the allowable uses of all 9-1-1 funds collected. Money collected from the State 9-1-1 Fee and 25% of all collected Maryland Pre-Paid Wireless E9-1-1 Fee may be used to reimburse counties for the cost of enhancing county 9-1-1 systems or for specified operation and maintenance costs through payment to a third-party contractor (MD Public Safety Article, § 1-308). Code of Maryland Regulations (COMAR) § 12.11.03.12 further defines equipment qualifying for funding or reimbursement. Money is distributed quarterly to the counties from the collection of the County 9-1-1 Fee and Maryland Pre-Paid Wireless E9-1-1 Fee, which may be spent on the installation, enhancement, maintenance, and operation of a county or multi-county 9-1-1 system. Maintenance and operation costs may include telephone company charges, equipment costs, equipment lease charges, repairs, utilities, personnel costs, and appropriate carryover costs from previous years (Maryland Public Safety Article § 1-312).

Table 2, which continues on the following page, reflects the distribution of the Fiscal Year 2024 collected County 9-1-1 Fees and interest.

Table 2: FY24 County 9-1-1 Fee Collections and Interest by Jurisdiction

County	Population ³	Interest FY24	County 9-1-1 Fee FY2024	% of Total ⁴
Allegany County	67,273	\$15,953.45	\$683,190.75	0.69%
Anne Arundel County	594,582	\$193,176.67	\$8,273,232.75	8.33%
Baltimore City	565,239	\$203,125.36	\$8,722,746.80	8.78%
Baltimore County	844,703	\$264,574.29	\$11,405,178.00	11.48%
Calvert County	94,728	\$28,861.73	\$1,240,889.25	1.25%
Caroline County	33,593	\$18,805.66	\$800,440.50	0.81%
Carroll County	176,639	\$110,346.68	\$4,740,123.75	4.77%
Cecil County	105,672	\$28,064.32	\$1,206,172.50	1.21%
Charles County	171,973	\$51,877.40	\$2,241,569.25	2.26%

³ 2021 Annual Estimates of the Resident Population for Counties in Maryland: U.S. Census Bureau, Population Division

⁴ Percent of total collection -- used to calculate disbursement of Wireless Pre--Paid funds

Dorchester County	32,879	\$11,470.37	\$607,114.25	0.61%
Frederick County	293,391	\$85,559.99	\$6,636,945.95	6.61%
Garrett County	28,423	\$15,644.56	\$661,693.80	0.67%
Harford County	264,644	\$80,951.98	\$4,938,155.25	4.94%
Howard County	336,001	\$117,425.38	\$5,030,018.25	5.06%
Kent County	19,303	\$5,495.86	\$322,413.75	0.32%
Montgomery County	1,058,474	\$349,317.56	\$14,985,096.00	15.09%
Prince George's County	947,430	\$343,607.14	\$19,066,384.10	19.10%
Queen Anne's County	52,508	\$14,635.13	\$630,173.25	0.63%
St. Mary's County	115,281	\$5,315.90	\$209,912.25	0.21%
Somerset County	24,910	\$30,105.93	\$1,305,719.25	1.31%
Talbot County	37,823	\$12,278.56	\$743,936.22	0.74%
Washington County	155,813	\$37,778.06	\$1,730,676.01	1.74%
Wicomico County	104,800	\$37,362.87	\$1,602,557.35	1.61%
Worcester County	54,171	\$40,625.19	\$1,742,754.00	1.75%
TOTALS		\$2,102,360.04	\$99,527,093.23	100.00%

Statutory or Regulatory Violations:

In fiscal year 2024, staff from the Office of the Executive Director inspected each of Maryland's 24 PSAPs. Inspections are conducted annually to ensure each county's compliance with the Maryland Public Safety Article and COMAR, to determine what areas need to be improved, and to learn about new trends in call handling that may have Statewide implications or opportunities for the Board to provide coordination and leadership.

The inspection process includes:

- The state of each county's mapping to support wireless 9-1-1 calls;
- A review of each county's backup power capabilities (uninterruptable power supply (UPS) and generator), electrical grounding, and remote power monitoring and alarming;
- A review of each county's 9-1-1 Continuity of Operations Plans;
- A review of 9-1-1 service provider service issues and concerns;
- A review of each county's 9-1-1 System Outage Notification List to ensure that all contacts are up to date;

- A discussion of disaster planning exercises offered by Verizon or other service providers;
- A discussion of 9-1-1 call delivery issues resulting from originating service providers;
- A discussion of ongoing efforts to implement NG9-1-1 technologies, and each county's efforts to implement, operate, maintain and secure NG9-1-1 systems;
- Other sources of funding the counties may have used for communications-related projects which may interface with the 9-1-1 system (radio, CAD, mapping, etc.);
- A check of PSAP equipment at both the primary and backup (if applicable) locations to make certain that the equipment at each site meets COMAR requirements;
- A discussion regarding each county's cybersecurity standards and training;
- A review of 9-1-1 call metrics to see if each county meets the COMAR requirement of answering 9-1-1 calls on a daily average of 10 seconds or less consistently;
- A discussion of staffing concerns, and recruiting and retention best practices;
- A review of each county's three-year plan;
- A review of training records to determine if each county meets the COMAR standards for entrance-level and annual in-service training;
- A review of Board funded Emergency Telecommunicator Course (ETC) certifications of 9-1-1 Specialists;
- A review of the use of standards-based emergency dispatch protocol use; and
- Any suggestions by the county to improve Board processes and training offered.

Except as otherwise discussed in this report, no deficiencies were observed at any of Maryland's PSAPs during the inspection process.

Summary and Analysis:

The Department of Emergency Management FY 2024 annual budget appropriation for the Maryland 9-1-1 Board is \$183,924,736 which includes the County 9-1-1 Fee revenue which is disbursed by the Comptroller to the 24 counties.

The technical nature of 9-1-1 communications has evolved to include the advent of computer-aided dispatch, multiple agencies providing emergency response, national standard-setting organizations, wireless telephone communications, and most recently, both terrestrial and satellite supported internet protocol-based voice and text communications, including telematics (automatic vehicle crash

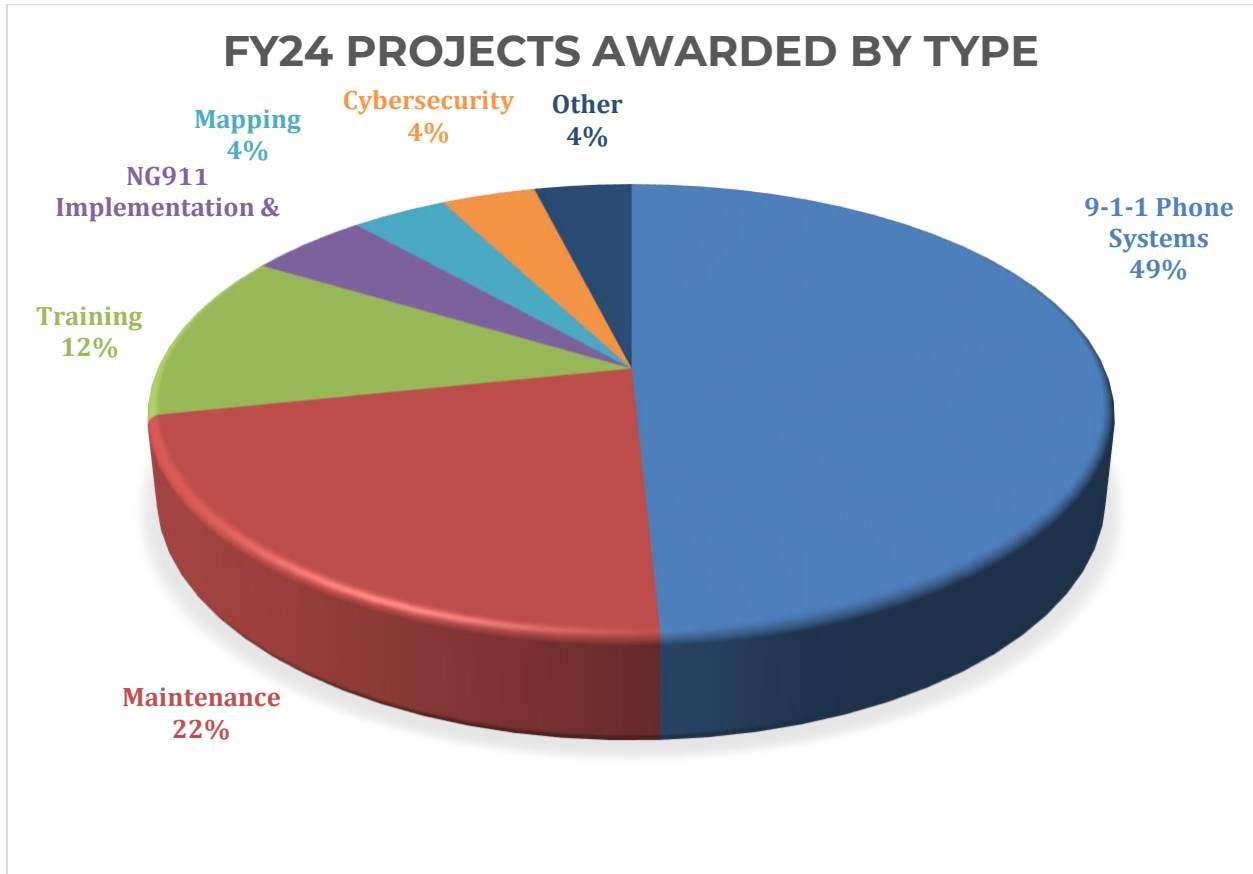
notification). In addition to requiring changes in the 9-1-1 infrastructure these innovations have also increased the demand for training, equipment, and services.

Historically, most State 9-1-1 fee funds are allocated to upgrading 9-1-1 phone systems; keeping current with system updates and other technological advances; providing adequate backup systems and facilities; and maintaining and enhancing mapping capabilities. Current 9-1-1 phone systems funded by the Board must be IP-capable and ready to accept i3 NG9-1-1 data as defined by the Federal Communications Commission and other national standards bodies. All Maryland PSAPs can map the location of 9-1-1 callers when information is received from the telecommunications provider who originates the call. All 24 of Maryland's PSAPs also have access to services which provide highly accurate location services based on the device operating system for Android and Apple wireless devices

Should circumstances arise that prevent a PSAP from receiving or processing emergency calls, it is critical that back-up 9-1-1 service and relocation strategies are in place and regularly exercised. Referring to the Board's backup PSAP guidelines, the Board works with noncompliant 9-1-1 Centers to establish approved backup facilities and/or interjurisdictional agreements to ensure appropriate service reliability and resilience.

Utilizing technological advances in 9-1-1 phone systems and IP connectivity, the Board has continued enhancing the 9-1-1 system to provide 9-1-1 location support to secondary PSAPs. Using remote workstations, linked directly to the primary PSAP via IP network connectivity, secondary PSAP call takers experience the same functionality, mapping capacity, and data delivery on all conferenced or transferred 9-1-1 calls.

The following chart reflects FY 2024 Board expenditures:



Type of Project	Amount
9-1-1 Phone Systems	\$19,725,758.11
Maintenance	\$9,007,456.24
Training	\$4,808,583.74
NG911 Implementation & Service	\$1,938,203.51
Mapping	\$1,536,335.09
Cybersecurity	\$1,514,392.23
Other	\$1,558,748.74
Total	\$40,089,477.66

Other funding is comprised of expenditures related to 9-1-1 call processing or related enhancements. Some examples of these expenditures are:

- 9-1-1 center physical security systems;
- Backup power systems;
- Public education;
- Lightning and power sag or surge protection; and
- Protocol-based call processing systems.

Changes to the Subtitle

PS § 1-307(b)(2) requires the Board to provide in this report “any suggested changes to this subtitle.” The Maryland 9-1-1 Board made no recommendations on changes to the subtitle in FY24.

NG 9-1-1 Compliance

PS § 1-307(b)(3)(i) requires the Board to report on the progress of each county in transitioning to NG9-1-1. NG9-1-1 was implemented across 23 of the 24 jurisdictions in Maryland by the end of FY24, complying with cybersecurity standards and meeting goals of interoperability and geographic information system mapping integration based on requirements in each county. The only jurisdiction that did not make the transition was Baltimore County. They are scheduled to convert to NG911 in FY25.

County PSAP Demographics

PS § 1-307(b)(3)(ii) requires the Board to report on the following personnel information for each county PSAP:

- i. staffing and vacancy levels;
- ii. a summary of the county’s efforts to find, hire, and retain qualified personnel;
- iii. an update on training of public safety answering point personnel under § 1-306 of this subtitle; and
- iv. incidence of workers’ compensation claims by public safety answering point personnel.

Staffing and Vacancy Levels by County PSAP:

COUNTY	Authorized Personnel	Full Time	Part Time	Contractual	Authorized Specialists	Specialist Vacancy
Allegany	32	31	1	0	28	1
Anne Arundel	84	79	5	0	64	15
Baltimore City	136	136	0	0	75	16
Baltimore	207	203	9	0	68	25
Calvert	48	45	3	1	32	9
Caroline	21	19	2	0	19	2
Carroll	No Data	No Data	No Data	No Data	No Data	No Data
Cecil	50	44	6	0	40	4
Charles	No Data	No Data	No Data	No Data	No Data	No Data
Dorchester	24	24		0	24	8
Frederick	131	111	20	0	57	22
Garrett	13	13	0	0	13	13
Harford	84	84	0	0	84	12
Howard	80	80	0	0	73	3
Kent	20	13	1	0	15	0
Montgomery	171	167	4	0	125	29
Prince George's	202	201	1	7	70	6
Queen Anne's	26	25	0	1	25	23
Somerset	19	12	4	0	16	0
St. Mary's	0	22	16	0	28	4
Talbot	25	23	2	0	25	0
Washington	48	40	7	0	47	8
Wicomico	21	2	2	0	21	0
Worcester	28	26	2	0	28	4
Totals	1470	1400	85	9	977	204

Recruitment and Retention

Maryland counties face ongoing challenges in recruiting and retaining qualified 9-1-1 personnel. The 9-1-1 Board has partnered with county PSAPs to allow them to recruit from conferences attended by the Board to bolster recruiting efforts. Other efforts implemented at the county level include competitive salary adjustments, offering

sign-on bonuses, and implementing retention incentives. Some counties have expanded recruitment strategies, partnering with local colleges and utilizing social media platforms. Training programs have been enhanced to better prepare new hires for the demands of the job. Additionally, some jurisdictions are exploring flexible scheduling options and career advancement opportunities to improve retention rates.

Training

Maryland remains a national leader in its 9-1-1 training efforts and remains one of the few states to establish legislation mandating 9-1-1 personnel training standards. At the inception of 9-1-1 in the early 1980s, Maryland understood the importance of training and, through COMAR, established mandatory 9-1-1 PSAP training standards for entry-level and in-service programs under the purview of the Board. These mandates continue to be updated to maintain current relevance. Compliance is verified through a yearly inspection process conducted by Board staff. It is evident that the Board and the PSAP's leadership have taken the obligation of providing timely and pertinent training seriously.

In the late 1990s, the Board developed an emergency telecommunicator course (ETC) to provide a consistent entry-level training program statewide. The ETC curriculum and instruction were developed to deliver the information and educational experiences needed to prepare entry-level 9-1-1 Specialists to begin their careers in public safety in a standardized and consistent manner. In 2004 the Board adopted the formerly National, now International, Academy of Emergency Dispatch's (IAED) Emergency Telecommunicator Course as the standard 9-1-1 entry-level training. The Board funds ETC instructor training to provide each Maryland PSAP with certified ETC instructors. Today, Board-funded ETC instructors and entry-level training programs continue to be the foundation for developing outstanding 9-1-1 Specialists.

In response to COMAR requirements on training, in-service training programs are provided by county jurisdictions and supplemented through training projects funded by the Board. Training officers develop programs specific to their agency, while the Board, at the recommendation of the Training and Exercise Workgroup and with input from the PSAP directors, offers 9-1-1 related training courses State-wide throughout the year. These training sessions are open to all Maryland PSAP personnel and provide content designed to enhance the skills and abilities of new or veteran 9-1-1 Specialists, supervisors, and administrators.

The Board's Training and Exercise Workgroup reviews locally developed training programs for content, relevance, and statutory compliance. Also, during the annual PSAP inspection process, each local jurisdiction's training program records are inspected by Board staff to validate that all 9-1-1 employees are receiving COMAR-compliant training.

Maryland has been recognized nationally for its statewide utilization of police, fire, and medical protocol-based call-processing systems. Nationally certified protocol systems provide a systematic methodology to query emergency response information from 9-1-1 callers that follows predetermined questioning guidelines and provides standardized instructions to the caller prior to the first responder's arrival. Protocols offer a consistent 9-1-1 call handling process and a quantifiable quality assurance review methodology. In 2020, the Maryland Public Safety Article was amended to require all 9-1-1 calls in Maryland to be processed using standards-based protocols. (PS § 1-304.1)

Embracing the value of continuing education, Maryland remains a national leader in the ongoing training of 9-1-1 personnel through the support of the Board. The Board's emphasis on entry-level training with the ETC program, and requirement to utilize emergency medical, fire, and police protocols have significantly enhanced the delivery of 9-1-1 service. The evaluation of 9-1-1 personnel through a disciplined quality assurance process is also required of jurisdictions receiving Board funding for protocol programs. The IAED protocol quality assurance process identifies individual, unit, and overall center compliance scores to support continuing improvement of individual staff and processes. National standards have been established to recognize centers that achieve superior quality assurance scores. Harford County and Prince George's County are among the first PSAPs in the world to receive the Tri-ACE (Accredited Center of Excellence) Certification from IAED for superior quality assurance scores attained in all three disciplines (police, fire, and medical).

Workers' Compensation Claims

Only 3 out of 24 counties reported instances of workers' compensation claims: Calvert (5), Frederick (2), and Worcester (1). Three counties did not report data on this metric: Carroll, Charles, and Prince George's counties.

Comptroller Audits

PS § 1-307(b)(3)(iii) requires the Board to report on audits conducted by the Comptroller. The Comptroller of Maryland audited telecommunications service providers and pre-paid wireless retailers for accurate collection and remittance of Maryland 9-1-1 surcharges. The Comptroller’s office selected a total of six telephone companies and CMRS providers for audit during the year of December 1, 2023, through November 30, 2024. As of December 2, 2024, five of the six audits selected were completed which resulted in the Comptroller assessing a net total of \$54,504.41 in underreported 9-1-1 fees. The total assessed amount does not include interest and penalties that may be due for late payment of 9-1-1 fees. The Comptroller audit did not address whether fees collected were sufficient to cover each county’s operational costs for the 9-1-1 system and any measures recommended or implemented to address cost shortages.

The Board funds annual independent audits of county 9-1-1 expenditures to ensure compliance with applicable laws and regulations. All the audits for FY24, except Baltimore City and Prince George’s, were received and the auditors were compensated. The audits were reviewed, and each county was found to be in compliance with the spending limits articulated in the Maryland Public Safety Article. Operational expenses typically include 9-1-1 related personnel salaries and benefits, recurring maintenance and service fees, network-associated fees, and capital expenditures not covered by the Board.

The following chart, which continues onto the next page, indicates county 9-1-1 operational costs offset by 9-1-1 fees.

COUNTY	COUNTY 9-1-1 FEE REVENUES	COUNTY 9-1-1 EXPENSES ⁵	% of 9-1-1 FEE OFFSET
Allegany County	\$3,707,520.00	\$3,707,520.00	100.00%
Anne Arundel County	\$5,485,357.00	\$10,948,327.00	50.10%
Baltimore City	No Data	No Data	No Data
Baltimore County	\$14,861,091.00	\$13,266,714.00	112.02%
Calvert County	\$1,051,151.00	\$5,288,582.00	19.88%
Caroline County	\$720,471.00	\$1,706,564.00	42.22%

⁵ 9-1-1 related operational costs as reported by county selected independent auditors

COUNTY	COUNTY 9-1-1 FEE REVENUES	COUNTY 9-1-1 EXPENSES⁵	% of 9-1-1 FEE OFFSET
Carroll County	\$5,042,103.00	\$4,080,632.00	123.56%
Cecil County	\$1,080,691.00	\$3,401,262.00	31.77%
Charles County	\$2,028,777.00	\$3,154,908.00	64.31%
Dorchester County	\$662,787.00	\$1,943,366.00	34.11%
Frederick County	\$10,131,724.00	\$12,156,142.00	83.35%
Garrett County	\$1,283,862.00	\$1,283,862.00	100.00%
Harford County	\$5,262,974.00	\$9,880,780.00	53.26%
Howard County	\$5,352,964.00	\$10,937,782.00	48.94%
Kent County	\$353,719.00	\$1,395,191.00	25.35%
Montgomery County	\$15,944,049.00	\$28,657,796.00	55.64%
Prince George's County	No Data	No Data	No Data
Queen Anne's County	\$570,487.00	\$2,833,966.00	20.13%
Somerset County	\$182,701.00	\$1,522,375.00	12.00%
St. Mary's County	\$1,162,283.00	\$4,028,933.00	28.85%
Talbot County	\$813,999.00	\$3,319,355.00	24.52%
Washington County	\$1,604,994.00	\$5,631,337.00	28.50%
Wicomico County	\$1,400,535.00	\$1,746,705.00	80.18%
Worcester County	\$1,494,182.00	\$5,096,833.00	29.32%

Total Operational Cost Offset by 9-1-1 Fee

58.97%

Unnecessary Requests for Emergency Services

The Board is required to include in this report “annual incidents of unnecessary requests for emergency services made to 9-1-1 for the purpose of dispatching an unneeded emergency response and any resulting bodily harm or death.” PS § 1-307(b)(iv). Data reported is subject to local interpretation as there is no standardized definition of “unnecessary requests for emergency services.”

COUNTY	Incidents	Resulting in Death
Allegany	0	0
Anne Arundel	9	0
Baltimore City	No data	No data
Baltimore	No data	No data
Calvert	0	0
Caroline	No data	No data
Carroll	No data	No data
Cecil	0	0
Charles	No data	No data
Dorchester	0	0
Frederick	1	0
Garrett	0	0
Harford	0	0
Howard	8	0
Kent	0	0
Montgomery	54	0
Prince George's	0	0
Queen Anne's	0	0
Somerset	0	0
St. Mary's	15	0
Talbot	0	0
Washington	No data	No data
Wicomico	0	0
Worcester	1	0

Maryland 2023 PSAP Statistics⁶

⁶ As reported by each county's PSAP Director.

9-1-1 Calls

County	Director	Wireline	Wireless	Text	Total
Allegany	Roger Bennett	5,239	33,388	325	38,952
Anne Arundel	LT John McAndrew	53,650	311,521	1026	366,197
Baltimore City	Tenea Reddick	68,799	852,711	4,737	926,247
Baltimore	Tammy Price	87,673	498,388	8,127	594,188
Calvert	Stanley Harris	5,405	26,613	578	32,596
Caroline	Mark Sheridan	5,868	12,781	263	18,912
Carroll	Jack Brown				0
Cecil	Wayne Tome	7,241	48,919	143	56,303
Charles	Jeffery Clements				0
Dorchester	Robbie Larimer	3,539	17,706	204	21,449
Frederick	Phillip Lambert	24,568	80,559	901	106,028
Garrett	Kenneth Collins	16,998	4,028	8	21,034
Harford	Ross Coates	15,573	85,595	306	101,474
Howard	LT Reidy-Hall	93,205	157,883	1510	252,598
Kent	Peter Landon	884	6,928	108	7,920
Montgomery	Cassandra Onley	29,956	475,977	10,586	516,519
Prince George's	Charlynn Flaherty	100,174	734,609	3,246	838,029
Queen Anne's	Scott Haas	1,434	22,263	90	23,787
Saint Mary's	Kiersten Shea	394	19,122	51	19,567
Somerset	Yvette Cross	3,139	11,219	89	14,447
Talbot	Brian LeCates	2,059	8,652	38	10,749
Washington	Robert McCoy	10,841	87,386	1581	99,808
Wicomico	Lorenzo Cropper	1,961	26,098	181	28,240
Worcester	James Hamilton	8,020	31024	50	39,094
Total	All	546,620	3,553,370	34,148	4,134,138

9-1-1 Availability

PS § 1-307(b)(3)(v) requires the Board to report on incidents and intervals relating to 9-1-1 outages or of the absence of 9-1-1 specialists to answer calls for emergency services. The counties reported no instances of any 9-1-1 outages or absence of 9-1-1 specialists to receive requests for emergency services.

9-1-1 System Integration

PS § 1-307(b)(3)(vi) requires the Board to report on the integration of the 9-1-1, 9-8-8, and 2-1-1 systems. The integration of the 9-1-1 system with 9-8-8 and 2-1-1 and the impact on 9-1-1 operations and capacity remains a work in progress.

During the 2024 MD General Assembly session, HB1162/SB610 was enacted, partially addressing previous statutory barriers by authorizing the use of 9-1-1 Trust Fund dollars to train 9-1-1 specialists in the appropriate transfer of 9-8-8 calls. This legislative change enables PSAPs to better prepare their personnel for warm transfers to the 9-8-8 crisis line, improving service coordination for individuals experiencing mental health emergencies.

The Department of Health, Department of Emergency Management, and representatives from the 9-1-1 and 9-8-8/2-1-1 community continue to meet to identify opportunities for appropriate integration between the different services to best serve the public. While the FY24 legislation represents progress, other statutory limitations remain under § 1-308(b)(3), which continues to restrict 9-1-1 fee revenue from being "utilized for any purpose associated with the 9-8-8 suicide prevention hotline" beyond the authorized training activities.

Conclusion

As evidenced by this report, the Board continues fulfilling its mission to ensure an effective, innovative, and efficient 9-1-1 system for all of Maryland by:

- Developing and sustaining strong, collaborative relationships between members of the 9-1-1 community which serves Maryland and our stakeholders;
- Setting standards, developing policies, and educating stakeholders to create a reliable, secure, seamless, and interoperable 9-1-1 "system of systems" to effectively and efficiently serve the public when seconds and minutes saved can change outcomes for the better;
- Safeguarding private information in the 9-1-1 environment to ensure confidentiality, availability, and integrity against cybersecurity threats;
- Transparently and ethically collecting and administering 9-1-1 fee revenue in cooperation with the Public Service Commission and Comptroller and

considering and awarding funding for projects to enhance the delivery of 9-1-1 in Maryland.

- Monitoring and participating in local, regional, and national efforts to establish future best practices standards surrounding the delivery, processing, sharing, and storing of 9-1-1 calls and data.

Appendix A: History of the Maryland 9-1-1 Board

The Maryland Public Safety Article (Title-1, Subtitle-3, Sections 1-301 to 1-315) is the statute that defines the responsibilities and authorities of the Maryland 9-1-1 Board.

1979 -- Maryland's General Assembly was the first to establish a State-level 9-1-1 coordination body, the 11-member Emergency Number System Board, and the second to adopt 9-1-1 as the universal number for statewide emergency services access.

1980 -- The first State 9-1-1 fee of 10 cents was established to support the deployment of 9-1-1 in Maryland's counties. The intent of the surcharge was to provide a constant funding source for enhancing and maintaining Maryland's 9-1-1 system.

1983 -- An "additional fee" was authorized by the Maryland General Assembly to offset local 9-1-1 capital and operational costs not covered by the State 9-1-1 fee.

2003 -- The Maryland Public Safety Article was updated to provide the mandate and fiscal support for Maryland's 9-1-1 Specialists to receive the callback phone number and location information of wireless callers (defined as "enhanced wireless 9-1-1"). This milestone was achieved in June 2005 when Maryland became only the eighth state nationwide to receive and display enhanced wireless information at all primary Maryland PSAPs when provided by a wireless carrier.

The 2003 revisions also expanded the definition of "9-1-1 accessible service" to include "telephone service or another communications service that connects an individual dialing the digits 9-1-1 to an established public safety answering point." This new definition expanded the communication service providers required to collect and remit the 9-1-1 surcharge to include carriers utilizing Voice over Internet Protocol (VoIP) technology for voice connectivity to 9-1-1 centers.

2008 -- Membership of the Board was expanded from 15 to 17 members. Responding to technological advancements in Geographical Information Systems (GIS) and the integration of wireless location technology into the 9-1-1 system, this legislation established a new Board position to represent Maryland's GIS community. In the aftermath of the attacks of 09/11/01 and major disasters like Hurricane Isabel in 2003 Hurricane Katrina in 2005, the importance of local emergency management (EM) and nationwide homeland security efforts have increased significantly. Since 9-1-1 and emergency management both share a mission of bringing diverse resources together when communities require emergency assistance, the Maryland Public

Safety Article was amended to increase the EM representation on the Board from one to two positions.

2011 -- Chapter 397 (HB0072) altered how 50% of the interest from the 9-1-1 Trust Fund interest is to be used. The new language amended the State Finance and Procurement Article Section §6-226 to include that “net interest on all State money allocated by the State Treasurer under this section to special funds or accounts, and otherwise entitled to receive interest earnings, as accounted for by the Comptroller, shall accrue to the General Fund of the State.” An exception was made for “50% of the interest from the 9-1-1 Trust Fund”.

2012 -- Legislation to define Next Generation 9-1-1 (NG9-1-1) services as an Internet Protocol (IP) based system comprised of hardware, software, data, and operational policies and procedures that: Provides standardized interfaces from emergency call and message services to support emergency communications; Processes all types of emergency calls, including voice, text, data, and multimedia information; Acquires and integrates additional emergency call data useful to call routing and handling; Delivers the emergency calls, messages, and data to the appropriate public safety answering point (PSAP) and other appropriate emergency entities; Supports data or video communications needs for coordinated incident response and management; and provides broadband service to PSAPs or other first responder entities.

This legislative change also tasked the Board with establishing planning guidelines for Next Generation 9-1-1 services system plans and deployment of Next Generation 9-1-1 service in accordance with this subtitle.

2013 – Chapter 313 (SB745) created a third type of 9-1-1 fee, the “Maryland Pre-Paid Wireless E9-1-1 Fee” by authorizing a \$0.60 fee to be collected at the point of sale per retail transaction on the sale of pre-paid wireless service. The amounts collected in this manner, minus a processing fee retained by retailers (3%), are deposited in the State’s 9-1-1 Trust Fund. The Maryland Pre-Paid Wireless E9-1-1 Fees collected will be utilized to fund 9-1-1 enhancement projects and offset PSAP recurring operational and maintenance costs in the same fashion as currently collected 9-1-1 fees.

2015 – Chapter 116 (SB576/HB1080) required those who installs or operates a multi-line telephone system (MLTS) to allow for the direct dialing of 9-1-1 without having to take an additional step to access the public switch telephone network (PSTN). According to the National Association of State 9-1-1 Administrators (NASNA), Maryland was the first state to enact this legislation, which is known nationally as “Kari’s Law.”

2018 – Chapter 302 (SB285/HB634) created the Commission to Advance Next Generation 9-1-1 Across Maryland (Commission). The Commission’s legislative charge is to make recommendations to the Maryland General Assembly and the Governor regarding the implementation of NG9-1-1 technologies and services in Maryland, and how the transition to NG9-1-1 should be funded. The Commission was tasked with an interim report due in December 2018 and a final report due in December 2019. During the 2019 legislative session, the Commission’s term was extended for an additional two (2) years.

2019 -- “Carl Henn’s Law”, Chapter 302 (SB0339/HB397) changed the assessment of the 9-1-1 surcharge from “per bill” to “per 9-1-1 accessible device or access-line” and increased the State 9-1-1 Fee rate from \$0.25 to \$0.50 effective July 1, 2019. The legislation also increased the allowable uses for the fund, such as network charges, certain equipment maintenance, and other 9-1-1 supporting services. Additionally, the Board was tasked with developing standards for cybersecurity, training, and governance of the 9-1-1 system.

2020 -- The Maryland General Assembly authorized several legislative changes including:

Chapter 376 (SB838/HB934)

changing the name of the Emergency Number Systems Board to the Maryland 9-1-1 Board.

changing the “additional fee” designation to the “County 9-1-1 Fee”.

added county responsibilities for standards-based protocol usage, to be audited by the Board annually.

Chapter 605 (SB61/HB6)

transferred the auditing authority of 9-1-1 surcharges collected by the carriers to the Comptroller of Maryland.

2021 -- Chapter 288 (SB658/HB990) created the Maryland Department of Emergency Management and moved the Maryland 9-1-1 Board from the Department of Public Safety and Correctional Services to the new Department of Emergency Management effective October 1, 2021. Senate Bill 714, cross-filed with House Bill 989, increased the membership of the Board from 17 to 24, with three of those members being non-voting. This bill also provided requirements for telecommunications service providers to notify PSAPs and the Maryland Joint

Operations Center (MJOC) of certain 9-1-1 affecting service outages. Specific training requirements and allowable uses of the 9-1-1 Trust Fund were also codified.

2022 -- The Maryland Public Safety Article was updated to remove the rate cap and allow counties to set a County 9-1-1 Fee rate sufficient to cover the county's projected operational costs for the 9-1-1 system. §1-311(c)(7) of the Public Safety Article requires that the amount of the County 9-1-1 Fee received may not exceed a level necessary to cover the county's total eligible maintenance and operation costs as defined in the Public Safety Article. All Maryland counties have taken advantage of this legislative authority and have passed local resolutions establishing a County 9-1-1 Fee at a level determined appropriate by the local legislative body. To ensure compliance with the Public Safety Article's requirements, the Board provides for an independent audit of each county's expenditures for the maintenance and operation of the county's 9-1-1 system.

2023 -- Chapter 260 (SB3) established the 9-8-8 Trust Fund to support Maryland's suicide prevention and behavioral health crisis system. The legislation created a dedicated funding mechanism for 9-8-8 operations, which are based and staffed out of the State's 2-1-1 Centers. Staff from the MD Department of Health, Department of Emergency Management, and the 9-1-1 and 9-8-8/2-1-1 community began meeting to identify opportunities for appropriate integration between the different services to best serve the public.

2024 -- Chapter 520 (HB1162/SB610) addressed integration between Maryland's 9-1-1 and 9-8-8 systems by authorizing the use of 9-1-1 Trust Fund dollars to train 9-1-1 specialists in the appropriate transfer of 9-8-8 calls. This legislation partially addressed previous statutory barriers under §1-308(b)(3), which had prohibited 9-1-1 fee revenue from being "utilized for any purpose associated with the 9-8-8 suicide prevention hotline." The new authority enables PSAPs to better prepare their personnel for warm transfers to the 9-8-8 crisis line, improving service coordination for individuals experiencing mental health emergencies.