

HOUSE BILL 1162

E4

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CF SB 1034

By: ~~Delegate Rogers~~ Delegates Rogers, Alston, Bagnall, Bhandari, Chisholm, Cullison, Guzzone, Hill, Hutchinson, S. Johnson, Kaiser, Kerr, Kipke, R. Lewis, Martinez, M. Morgan, Pena-Melnyk, Reilly, Rosenberg, Szeliga, Taveras, White Holland, and Woods

Introduced and read first time: February 7, 2024

Assigned to: Health and Government Operations

Committee Report: Favorable with amendments

House action: Adopted

Read second time: March 5, 2024

CHAPTER _____

1 AN ACT concerning

2 **9-1-1 Specialist Recruitment and Retention Workgroup**

3 FOR the purpose of establishing the 9-1-1 Specialist Recruitment and Retention
4 Workgroup; and generally relating to the 9-1-1 Specialist Recruitment and
5 Retention Workgroup.

6 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
7 That:

8 (a) There is a 9-1-1 Specialist Recruitment and Retention Workgroup.

9 (b) The Workgroup consists of:

10 (1) two members of the Senate of Maryland, appointed by the President of
11 the Senate;

12 (2) two members of the House of Delegates, appointed by the Speaker of
13 the House;

14 (3) the Secretary of State Police, or the Secretary's designee;

15 (4) the Secretary of Emergency Management, or the Secretary's designee;

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 (5) the Executive Director of the Maryland Institute for Emergency
2 Medical Services Systems, or the Executive Director's designee;

3 (6) one representative of an urban county, designated by the Maryland
4 Association of Counties;

5 (7) one representative of a rural county, designated by the Maryland
6 Association of Counties; and

7 (8) the following members, appointed by the Governor:

8 (i) two individuals who are employed as 9-1-1 specialists in the
9 State;

10 (ii) two individuals who are employed as Public Safety Answering
11 Point Directors in the State;

12 (iii) a member of the Maryland chapter of the National Emergency
13 Number Association;

14 (iv) an expert on Maryland Next Generation 9-1-1 education and
15 training;

16 (v) a member of the Maryland 9-1-1 Board;

17 (vi) a representative of the Maryland Association of Counties; and

18 (vii) a representative of the Maryland Municipal League.

19 (c) The members of the Workgroup shall elect a chair from among the
20 Workgroup's members.

21 (d) The Department of Legislative Services and the Maryland Department of
22 Emergency Management shall provide staff for the Workgroup.

23 (e) A member of the Workgroup:

24 (1) may not receive compensation as a member of the Workgroup; but

25 (2) is entitled to reimbursement for expenses under the Standard State
26 Travel Regulations, as provided in the State budget.

27 (f) The Workgroup shall:

28 (1) review the reports submitted by the Commission to Advance Next
29 Generation 9-1-1 Across Maryland, established by Chapters 301 and 302 of the Acts of the

1 General Assembly of 2018, as amended by Chapter 506 of the Acts of the General Assembly
2 of 2020;

3 ~~(1)~~ (2) identify and examine recruitment and retention challenges that affect
4 9–1–1 specialists in the State, including:

- 5 (i) the number of 9–1–1 specialists who retire annually;
- 6 (ii) the number of 9–1–1 specialists who are hired annually;
- 7 (iii) current salary ranges for 9–1–1 specialists;
- 8 (iv) current offerings of retirement benefits, health benefits, pension
9 programs, and other benefits available to 9–1–1 specialists;
- 10 (v) training hour requirements for 9–1–1 specialists;
- 11 (vi) recruitment techniques;
- 12 (vii) requirements for promotion and advancement within the
13 emergency response field;
- 14 (viii) the impact of current State and local laws on 9–1–1 specialists;
15 and
- 16 (ix) to the extent that information is available:

- 17 1. the migration of 9–1–1 specialists between departments;
- 18 2. the attrition rates of newly recruited 9–1–1 specialists;
- 19 3. the average length of active service for 9–1–1 specialists;
- 20 4. the amount and types of workers' compensation claims
21 made by 9–1–1 specialists; and
- 22 5. perceptions of the occupation among potential 9–1–1
23 specialist recruits; and

24 ~~(2)~~ (3) make recommendations regarding:

- 25 (i) the effectiveness and viability of uniform incentives, offerings, or
26 practices employed in other states to attract, support, and retain individuals in 9–1–1
27 specialist roles;
- 28 (ii) the feasibility of, and any barriers to, incorporating 9–1–1
29 specialists into the Law Enforcement Officers' Pension System; and

1 (iii) any other issues the Workgroup considers relevant to enhancing
2 and supporting career 9–1–1 specialists in the State.

3 (g) (1) On or before December 1, 2024, the Workgroup shall submit an interim
4 report of its findings and recommendations to the Governor and, in accordance with §
5 2–1257 of the State Government Article, the General Assembly.

6 (2) On or before December 1, 2025, the Workgroup shall submit a final
7 report of its findings and recommendations to the Governor and, in accordance with §
8 2–1257 of the State Government Article, the General Assembly.

9 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June
10 1, 2024. It shall remain effective for a period of 1 year and 7 months and, at the end of
11 December 31, 2025, this Act, with no further action required by the General Assembly, shall
12 be abrogated and of no further force and effect.

Approved:

Governor.

Speaker of the House of Delegates.

President of the Senate.