

SENATE BILL 631

E4

1lr1635

By: **Senators Kagan, Reilly, and Jackson**
Introduced and read first time: January 29, 2021
Assigned to: Judicial Proceedings

Committee Report: Favorable with amendments
Senate action: Adopted
Read second time: March 2, 2021

CHAPTER _____

1 AN ACT concerning

2 ~~Public Safety~~ Workgroup to Study and Implement a Statewide 3-1-1
3 Nonemergency Telephone System

4 FOR the purpose of ~~recognizing the importance and certain benefits of a statewide~~
5 ~~integrated telephone system for nonemergency information, services, and referral to~~
6 ~~State or local agencies, programs, and departments; specifying the purposes of~~
7 ~~certain provisions of this Act; establishing a statewide 3-1-1 system under the~~
8 ~~Maryland Emergency Management Agency (MEMA); requiring that 3-1-1~~
9 ~~nonemergency government answering points be located in certain areas; requiring~~
10 ~~that a 3-1-1 system provide certain services; providing for a primary and backup~~
11 ~~nonemergency telephone number in the 3-1-1 system; requiring that certain~~
12 ~~educational information made available by a 3-1-1 nonemergency government~~
13 ~~answering point designate 3-1-1 as the primary nonemergency telephone number;~~
14 ~~requiring a 3-1-1 nonemergency government answering point to notify certain~~
15 ~~agencies, programs, or departments of requests for services, resources, or other~~
16 ~~information; requiring that certain guidelines be developed to govern the referral of~~
17 ~~requests for nonemergency services to certain agencies, programs, or departments;~~
18 ~~requiring certain agencies, programs, and departments with concurrent jurisdiction~~
19 ~~to have written agreements to ensure requests for nonemergency services, resources,~~
20 ~~or other information are referred to a certain agency, program, or department;~~
21 ~~requiring the 3-1-1 system to employ certain standards-based protocols; requiring~~
22 ~~MEMA to ensure that certain 3-1-1 specialists have certain certifications;~~
23 ~~authorizing MEMA to establish a certain telecommunicator response team;~~
24 ~~requiring MEMA to submit, on or before a certain date each year, a certain report~~
25 ~~that includes certain information to certain committees of the General Assembly;~~

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.



~~defining certain terms; and generally relating to a statewide integrated telephone system for nonemergency government services, resources, and information establishing the Workgroup to Study and Implement a Statewide 3-1-1 Nonemergency Telephone System; providing for the composition, chair, and staffing of the Workgroup; prohibiting a member of the Workgroup from receiving certain compensation, but authorizing the reimbursement of certain expenses; requiring the Workgroup to study and develop a plan regarding implementing a statewide 3-1-1 nonemergency telephone system; requiring the Workgroup to report its findings and recommendations to the Governor and the General Assembly on or before a certain date; providing for the termination of this Act; and generally relating to the Workgroup to Study and Implement a Statewide 3-1-1 Nonemergency Telephone System.~~

BY repealing and reenacting, without amendments,

Article – Public Safety

Section 1-301(a) and (t)

Annotated Code of Maryland

(2018 Replacement Volume and 2020 Supplement)

~~BY adding to~~

~~Article – Public Safety~~

~~Section 14-1101 through 14-1105 to be under the new subtitle “Subtitle 11.3-1-1 Nonemergency Telephone System”~~

~~Annotated Code of Maryland~~

~~(2018 Replacement Volume and 2020 Supplement)~~

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,

That the Laws of Maryland read as follows:

Article – Public Safety

1-301.

(a) In this subtitle the following words have the meanings indicated.

(t) “Public safety answering point” means a communications facility that:

(1) is operated on a 24-hour basis;

(2) first receives 9-1-1 requests for emergency services in a 9-1-1 service area; and

(3) as appropriate:

(i) dispatches public safety services directly;

1 (ii) transmits incident data to appropriate public safety agencies
2 within the State for the dispatch of public safety services; or

3 (iii) transfers 9-1-1 requests for emergency services or transmits
4 incident data to:

5 1. an appropriate federal emergency communication center
6 responsible for the delivery of public safety services on a federal campus or federal
7 reservation; or

8 2. an appropriate public safety answering point located
9 within or outside the State.

10 ~~SUBTITLE 11. 3-1-1 NONEMERGENCY TELEPHONE SYSTEM.~~

11 ~~14-1101.~~

12 (A) ~~IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS~~
13 ~~INDICATED.~~

14 (B) ~~“MEMA” MEANS THE MARYLAND EMERGENCY MANAGEMENT AGENCY~~
15 ~~ESTABLISHED UNDER TITLE 14, SUBTITLE 1 OF THIS ARTICLE.~~

16 (C) ~~“3-1-1” MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE~~
17 ~~FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO~~
18 ~~NONEMERGENCY POLICE AND OTHER GOVERNMENT SERVICES.~~

19 (D) ~~“3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT” MEANS A~~
20 ~~COMMUNICATIONS FACILITY THAT:~~

21 (1) ~~IS OPERATED BY MEMA ON A 24-HOUR BASIS USING A 3-1-1~~
22 ~~SYSTEM;~~

23 (2) ~~FIRST RECEIVES STATEWIDE 3-1-1 REQUESTS FOR INFORMATION~~
24 ~~ABOUT NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~
25 ~~AND~~

26 (3) ~~AS APPROPRIATE:~~

27 (i) ~~DIRECTLY PROVIDES NONEMERGENCY INFORMATION~~
28 ~~ABOUT GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~

29 (ii) ~~TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED~~
30 ~~BY STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR~~

~~(H) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR TRANSMITS INCIDENT DATA TO:~~

~~1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT LOCATED WITHIN OR OUTSIDE THE STATE; OR~~

~~2. AN APPROPRIATE FEDERAL EMERGENCY COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION.~~

~~(E) "3-1-1 SPECIALIST" MEANS AN EMPLOYEE OF A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT WHOSE DUTIES AND RESPONSIBILITIES INCLUDE:~~

~~(1) RECEIVING AND PROCESSING 3-1-1 REQUESTS FOR NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~

~~(2) OTHER SUPPORT FUNCTIONS DIRECTLY RELATED TO 3-1-1 REQUESTS FOR NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~

~~(3) TRANSMITTING QUESTIONS AND CONCERNS TO APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR~~

~~(4) TRANSFERRING REQUESTS FOR EMERGENCY SERVICES OR TRANSMITTING INCIDENT DATA.~~

~~(F) (1) "3-1-1 SYSTEM" MEANS A TELEPHONE SERVICE THAT:~~

~~(i) MEETS THE PLANNING GUIDELINES ESTABLISHED UNDER THIS SUBTITLE; AND~~

~~(ii) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS 3-1-1 TO AN ESTABLISHED 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT.~~

~~(2) "3-1-1 SYSTEM" INCLUDES:~~

~~(i) EQUIPMENT FOR:~~

~~1. CONNECTING AND OUTSWITCHING 3-1-1 CALLS WITHIN A TELEPHONE CENTRAL OFFICE;~~

~~2. AUTOMATIC NUMBER IDENTIFICATION;~~

1 ~~3. AUTOMATIC LOCATION IDENTIFICATION; AND~~

2 ~~4. ANY OTHER TECHNOLOGICAL ADVANCEMENTS THAT~~
3 ~~MEMA REQUIRES;~~

4 ~~(II) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL~~
5 ~~OFFICE TO A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT; AND~~

6 ~~(III) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE~~
7 ~~APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.~~

8 ~~14-1102.~~

9 ~~(A) THE GENERAL ASSEMBLY:~~

10 ~~(1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE SYSTEM FOR~~
11 ~~NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION TO~~
12 ~~REDUCE THE NUMBER OF NONEMERGENCY REQUESTS FOR ASSISTANCE TO THE~~
13 ~~EMERGENCY 9-1-1 SYSTEM UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;~~

14 ~~(2) RECOGNIZES THAT A STATEWIDE INTEGRATED TELEPHONE~~
15 ~~SYSTEM WOULD PROVIDE A SINGLE SOURCE FOR NONEMERGENCY INFORMATION~~
16 ~~AND REFERRAL TO STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS;~~

17 ~~(3) ACKNOWLEDGES THAT 3-1-1 IS A NATIONALLY RECOGNIZED AND~~
18 ~~APPLIED TELEPHONE NUMBER THAT MAY BE USED FOR INFORMATION AND~~
19 ~~REFERRAL AND ELIMINATES DELAYS CAUSED BY LACK OF FAMILIARITY WITH THE~~
20 ~~CONTACT INFORMATION FOR STATE OR LOCAL AGENCIES, PROGRAMS, AND~~
21 ~~DEPARTMENTS AND BY UNDERSTANDABLE CONFUSION IN CIRCUMSTANCES OF~~
22 ~~CRISIS; AND~~

23 ~~(4) RECOGNIZES A DEMONSTRATED NEED FOR AN~~
24 ~~EASY TO REMEMBER, EASY TO USE TELEPHONE NUMBER THAT WILL ENABLE~~
25 ~~INDIVIDUALS IN NEED TO RECEIVE NONEMERGENCY GOVERNMENT SERVICES,~~
26 ~~RESOURCES, AND INFORMATION.~~

27 ~~(B) THE PURPOSE OF THIS SUBTITLE IS TO ESTABLISH 3-1-1 AS THE~~
28 ~~PRIMARY INFORMATION AND REFERRAL TELEPHONE NUMBER FOR~~
29 ~~NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION.~~

30 ~~14-1103.~~

31 ~~(A) THERE IS A STATEWIDE 3-1-1 SYSTEM UNDER MEMA.~~

~~(B) THERE SHALL BE ONE 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT IN EACH OF THE FOLLOWING AREAS:~~

~~(1) A RURAL AREA OF THE STATE; AND~~

~~(2) AN URBAN AREA OF THE STATE.~~

~~(C) A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT ESTABLISHED UNDER SUBSECTION (B) OF THIS SECTION MAY BE LOCATED AT A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE.~~

~~(D) SERVICES AVAILABLE THROUGH THE 3-1-1 SYSTEM SHALL INCLUDE:~~

~~(1) INFORMATION ABOUT NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~

~~(2) IMMEDIATE TRANSFERRING OF EMERGENCY CALLS TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;~~

~~(3) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH DISABILITIES; AND~~

~~(4) ANY OTHER RESOURCES REQUIRED BY MEMA.~~

~~(E) (1) 3-1-1 IS THE PRIMARY NONEMERGENCY TELEPHONE NUMBER IN THE 3-1-1 SYSTEM.~~

~~(2) MEMA MAY MAINTAIN A SEPARATE SECONDARY BACKUP TELEPHONE NUMBER FOR NONEMERGENCY CALLS.~~

~~(F) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES, RESOURCES, AND INFORMATION MADE AVAILABLE BY A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT:~~

~~(1) SHALL DESIGNATE 3-1-1 AS THE PRIMARY NONEMERGENCY TELEPHONE NUMBER; AND~~

~~(2) MAY INCLUDE A SEPARATE SECONDARY BACKUP TELEPHONE NUMBER FOR NONEMERGENCY CALLS.~~

~~(G) (1) A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT SHALL NOTIFY THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS OF A REQUEST FOR SERVICES, RESOURCES, OR OTHER INFORMATION.~~

1 ~~(2) WRITTEN GUIDELINES SHALL BE DEVELOPED TO GOVERN THE~~
2 ~~REFERRAL OF REQUESTS FOR NONEMERGENCY SERVICES, RESOURCES, AND~~
3 ~~INFORMATION TO THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR~~
4 ~~DEPARTMENTS.~~

5 ~~(3) STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS~~
6 ~~WITH CONCURRENT JURISDICTION SHALL HAVE WRITTEN AGREEMENTS TO ENSURE~~
7 ~~A CLEAR UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY~~
8 ~~SERVICES, RESOURCES, OR OTHER INFORMATION WILL BE REFERRED TO WHICH~~
9 ~~AGENCY, PROGRAM, OR DEPARTMENT.~~

10 ~~14-1104.~~

11 ~~(A) (1) THE 3-1-1 SYSTEM SHALL EMPLOY STANDARDS BASED~~
12 ~~PROTOCOLS FOR:~~

13 ~~(I) THE PROCESSING OF 3-1-1 REQUESTS FOR~~
14 ~~NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND~~

15 ~~(H) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR~~
16 ~~ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3~~
17 ~~OF THIS ARTICLE.~~

18 ~~(2) MEMA SHALL ENSURE THAT EACH 3-1-1 SPECIALIST HAS~~
19 ~~PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR ASSISTANCE FOR WHICH THE~~
20 ~~3-1-1 SPECIALIST IS RESPONSIBLE FOR RECEIVING AND PROCESSING.~~

21 ~~(B) MEMA MAY ESTABLISH A TELECOMMUNICATOR RESPONSE TEAM TO~~
22 ~~RESPOND TO, RELIEVE, ASSIST, OR AUGMENT A 3-1-1 NONEMERGENCY~~
23 ~~GOVERNMENT ANSWERING POINT WHEN A 3-1-1 NONEMERGENCY GOVERNMENT~~
24 ~~ANSWERING POINT IS AFFECTED BY NATURAL OR HUMAN-MADE DISASTERS.~~

25 ~~14-1105.~~

26 ~~(A) ON OR BEFORE OCTOBER 1, 2022, AND EACH OCTOBER 1 THEREAFTER,~~
27 ~~MEMA SHALL SUBMIT A REPORT TO THE SENATE BUDGET AND TAXATION~~
28 ~~COMMITTEE AND THE HOUSE APPROPRIATIONS COMMITTEE, IN ACCORDANCE~~
29 ~~WITH § 2-1257 OF THE STATE GOVERNMENT ARTICLE, ON THE IMPLEMENTATION~~
30 ~~OF THIS SUBTITLE.~~

31 ~~(B) THE REPORT REQUIRED UNDER THIS SECTION SHALL INCLUDE:~~

1 ~~(1) AN ANALYSIS OF THE EFFECTIVENESS OF THE 3-1-1 SYSTEM AND~~
 2 ~~THE 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINTS;~~

3 ~~(2) ANY SUGGESTED CHANGES TO THIS SUBTITLE; AND~~

4 ~~(3) ANY OTHER INFORMATION CONSIDERED NECESSARY BY MEMA.~~

5 SECTION 2. AND BE IT FURTHER ENACTED, That:

6 (a) There is a Workgroup to Study and Implement a Statewide 3-1-1
 7 Nonemergency Telephone System.

8 (b) The Workgroup consists of the following members:

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

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

13 (3) the Executive Director of the Maryland Emergency Management
 14 Agency, or the Executive Director's designee;

15 (4) the Executive Director of the Maryland 9-1-1 Board, or the Executive
 16 Director's designee;

17 (5) the Secretary of Information Technology, or the Secretary's designee;

18 (6) the Secretary of Aging, or the Secretary's designee;

19 (7) the Secretary of Disabilities, or the Secretary's designee;

20 (8) two representatives from a public safety answering point that reside in
 21 a county or municipal corporation with access to 3-1-1 services, appointed by the Executive
 22 Director of the Maryland Association of Counties;

23 (9) two representatives from a public safety answering point that reside in
 24 a county or municipal corporation without access to 3-1-1 services, appointed by the
 25 Executive Director of the Maryland Association of Counties;

26 (10) one representative from the telecommunications industry, appointed by
 27 the Maryland 9-1-1 Board;

28 (11) one representative from the Maryland Association of Counties,
 29 appointed by the Executive Director of the Association; and

1 (12) one representative from the Maryland Municipal League, appointed by
2 the Director of the League.

3 (c) The Executive Director of the Maryland Emergency Management Agency, or
4 the Executive Director's designee, shall chair the Workgroup.

5 (d) The Maryland Emergency Management Agency shall provide staff for the
6 Workgroup.

7 (e) A member of the Workgroup:

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

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

11 (f) The Workgroup shall:

12 (1) review the existing 3-1-1 services provided in the State;

13 (2) review the 3-1-1 services provided in other states and jurisdictions;

14 (3) review the best practices for implementing and providing a statewide
15 3-1-1 nonemergency telephone system;

16 (4) identify solutions to any limitations or feasibility issues with
17 implementing or providing a statewide 3-1-1 nonemergency telephone system;

18 (5) study and develop a plan for implementing and providing a statewide
19 3-1-1 nonemergency telephone system; and

20 (6) identify the appropriate State agency to oversee a statewide 3-1-1
21 nonemergency telephone system.

22 (g) On or before November 1, 2021, the Workgroup shall report its findings and
23 recommendations to the Governor and, in accordance with § 2-1257 of the State
24 Government Article, the General Assembly.

25 SECTION ~~2~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take effect
26 ~~October~~ June 1, 2021. It shall remain effective for a period of 1 year and 1 month and, at
27 the end of June 30, 2022, this Act, with no further action required by the General Assembly,
28 shall be abrogated and of no further force and effect.