**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**Estimated time per response: 10-55 hours**

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| --- |
| **State or Jurisdiction** |
| State Of Maryland |

1. **Name, Title and Organization of Individual Filing Report**

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Scott G. Roper | Executive Director | Maryland Emergency Number Systems Board |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2019:**

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| --- | --- |
| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 24 |
| Secondary | 71 |
| **Total** | 95 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 1500 |
| Part-time | 100 |

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| **Addendum Section B2** |
| Some part-time employees may be full-time or part-time employees at another PSAP. |

1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| --- | --- |
| **Amount**  **($)** | $133,107,352 |

**3a. If an amount cannot be provided, please explain why.**

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| Amount calculated on a state fiscal year (July 1, 2018 to June 30, 2019) |

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 1,154,149 |
| Wireless | 3,315,765 |
| VoIP | N/A |
| Other | 3,087 |
| **Total** | 4,473,001 |

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| **Addendum Section B4** |
| VoIP calls are not uniquely capturned, and are included in the wireline calls. "Other" are text-to-911 sessions.. |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)?** *Check one.*

* Yes …………………..
* No ………………..…..

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| Maryland Public Safety Article §1-308 (a) through (g) |

**1b. If YES, during the annual period January 1, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| Yes. The Maryland 9-1-1 surcharge is split into two fees: The State 9-1-1 Fee and the County Additional 9-1-1 Fee. Effective July 1, 2019, the State 9-1-1 Fee was raised from $0.25 to $0.50 to offset the increased county costs for Next Generation 9-1-1 migration. Both the State and County Additional Fees were also changed from being calculated per bill to being calculated per 9-1-1 accessible service (line). |

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| **Addendum Section C1** |
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1. **Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees?** *Check one*.

* The State collects the fees …………………………………..
* A Local Authority collects the fees ………………………..
* A hybrid approach where two or more governing bodies

(*e.g.*, state and local authority) collect the fees ……………..

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| **Addendum Section C2** |
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1. **Describe how the funds collected are made available to localities.**

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| County Additional 9-1-1 Fees are collected by each telecommunications company with Maryland customers, and remitted monthly to the Maryland Comptroller. Those funds are then disbursed quarterly based on the location of the 9-1-1 accessible service. |

1. **Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

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| 1. **Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** | | |
| **Jurisdiction** | **Authority to Approve**  **Expenditure of Funds**  ***(Check one)*** | |
| **Yes** | **No** |
| State |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** | | |
| State 9-1-1 Fees are distributed to enhance county 9-1-1 systems based on the county's application and approval of the Emergency Number Systems Board (9-1-1 Board). Funds are to be used for 9-1-1 related expenses only.  County 9-1-1 Additional Fees are used by each county for operational and maintenace costs of each county's 9-1-1 system. The state requires an annual audit to ensure that the funds are used for 9-1-1 purposes, and the county is not supplanting other county funds. | | |

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| **Addendum Section D1** |
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1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**

* Yes …………………..
* No ………………..…..

**2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| Maryland Public Safety Article §1-310 and 311, and §1-313 |

**2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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| N/A |

1. **Description of Uses of Collected 911/E911 Fees**
2. **Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

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| The Maryland 9-1-1 Trust Fund may be used by any county (including the independent jurisdiction of Baltimore City) for enhancements to 9-1-1 in a process defined in Maryland Public Safety Article §1-309, and is typically used for PSAP telephone equipment, logging recorders, emergency standby electrical power, security, mapping, furniture, system amintenance, recurring network charges and training. Application for funds must be made by the county PSAP director, and approved by the majority of voting members present at a public session of the Maryland Emergency Number Systems Board. The Emergency Number Systems Board is defined under Maryland Public Safety Article §1-305 and §1-306.  Additional Funds are passed through the state to each county and the independent jurisdiction of Baltimore City in the same percentage collected from the vendor on a quarterly basis. These funds are used to offset operational and maintenance costs for each PSAP. |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.** | | | |
| **Type of Cost** | | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| 9-1-1 Trust Fund monies are distributed for enhancements to county 9-1-1 service as outlined in question E-1. | | | |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.** | | |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance**  **(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $1.25 | state and county |
| Wireless | $1.25 | state and county |
| Prepaid Wireless | $0.60 | state and county |
| Voice Over Internet Protocol (VoIP) | $1.25 | state and county |
| Other | N/A |  |

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| **Addendum Section F1** |
| For wireline, wireless and VoIP, $0.50 is deposited into the State 9-1-1 Trust Fund for county awards for system enhancements. $0.75 is remitted to each county in proportion from where the fee is collected.  Prepaid wireless fees are split, with $0.15 going to the State 9-1-1 Trust Fund, and $0.45 remitted to the counties. |

1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $18,682,397.33 |
| Wireless | $30,214,480.67 |
| Prepaid Wireless | $6,878,998.60 |
| Voice Over Internet Protocol (VoIP) | N/A |
| Other | $321,410.17 |
| **Total** |  |

**2a. If an amount cannot be provided, please explain why.**

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| VoIP fees are collected as wireline fees. |

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| **Addendum Section F2** |
| "Other" includes 9-1-1 Trust Fund interest, which is distributed proportionally to the counties at the end of each Fiscal Year. |

1. **Please identify any other sources of 911/E911 funding.**

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| Counties are encouraged to seek other grant funding for communications related projects. Counties use general funds to offset costs not covered by 9-1-1 fees. |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?** *Check one.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| County (including the independent jurisdiction of Baltimore City) general funds were used to offset difference between 9-1-1 operational costs and 9-1-1 Additional Fee support. | | |

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| **Addendum Section F4** |
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| 1. **Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.** | **Percent** |
| State 911 Fees |  |
| Local 911 Fees |  |
| General Fund - State | 0 |
| General Fund - County |  |
| Federal Grants | 0 |
| State Grants | 0 |

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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*. | |  |  |
| **1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.** | | | |
| **Amount of Funds ($)** | **Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)** | | |
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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| 1. **Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911?** *Check one.* |  |  |
| **1a.** **If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2019.** *(Enter “None” if no actions were taken.)* | | |
| The Maryland 9-1-1 Trust Fund is audited by the Maryland Office of Legislative Audits. County 9-1-1 Additional Fee collections remitted to each county (including the independent jurisdiction of Baltimore City) are audited annually by an independent auditor selected by each county and funded by the 9-1-1 Trust Fund. | | |

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| **Question** | **Yes** | **No** |
| 1. **Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider’s number of subscribers?** *Check one.* |  |  |
| **2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2019.** *(Enter “None” if no actions were taken.)* | | |
| Vendors are routinely contacted to ensure that they are remitting fees as required. No corrective action was taken in 2019. | | |

1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| Maryland Public Safety Article §1-301(k) | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $8,305,682.62 | | |

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| **Addendum Section I2** |
| Fiscal Year 2019 (July 1, 2018 to June 30, 2019) |

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| 1. **For the annual period ending December 31, 2019, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.** | | | | | | |
| **Type of ESInet** | **Yes** | **No** | **If Yes, Enter Total PSAPs Operating on the ESInet** | **If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?** | |
| **Yes** | **No** |
| 1. A single, state-wide ESInet |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] |  |  |
| Name of Regional ESInet 1: | | |  |  |  |
| Name of Regional ESInet 2: | | |  |  |  |
| Name of Regional ESInet 3: | | |  |  |  |
| Name of Regional ESInet 4: | | |  |  |  |
| Name of Regional ESInet 5: | | |  |  |  |
| Name of Regional ESInet 6: | | |  |  |  |
| Name of Regional ESInet 7: | | |  |  |  |
| Name of Regional ESInet 8: | | |  |  |  |
| Name of Regional ESInet 9: | | |  |  |  |
| Name of Regional ESInet 10: | | |  |  |  |
| Name of Regional ESInet 11: | | |  |  |  |
| Name of Regional ESInet 12: | | |  |  |  |
| Name of Regional ESInet 13: | | |  |  |  |
| Name of Regional ESInet 14: | | |  |  |  |
| Name of Regional ESInet 15: | | |  |  |  |
| Name of Regional ESInet 16: | | |  |  |  |
| Name of Regional ESInet 17: | | |  |  |  |
| Name of Regional ESInet 18: | | |  |  |  |
| Name of Regional ESInet 19: | | |  |  |  |
| Name of Regional ESInet 20: | | |  |  |  |
| Name of Regional ESInet 21: | | |  |  |  |
| Name of Regional ESInet 22: | | |  |  |  |
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| Name of Regional ESInet 24: | | |  |  |  |
| Name of Regional ESInet 25: | | |  |  |  |
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| Name of Regional ESInet 31: | | |  |  |  |
| Name of Regional ESInet 32: | | |  |  |  |
| Name of Regional ESInet 33: | | |  |  |  |
| Name of Regional ESInet 34: | | |  |  |  |
| Name of Regional ESInet 35: | | |  |  |  |

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| **Addendum Section I3** |
| Maryland has seven of twenty-four jurisdictions migrating to ESInets in 2020. Nine of twenty-four counties have an open procurement for an ESInet and NGCS. |

1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| Seven counties have been funded and are currently migrating to an ESInet and NGCS provider. Nine counties have an open procurement, with a contract to be awarded in 2020. The State of Maryland has authored a strategic NG911 plan to aid in the migration. Other jurisdictions are currently evaluating vendors. The state has also contracted for GIS validation services to prepare all jurisdictional data for NG911. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 19 |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?** | 5 |

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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No | $328,500.00 |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 24 |

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| **Addendum Section J2** |
| During Calendar Years 2018 and 2019, Maryland's PSAPs participated in a Cybersecurity Benchmarking study. |

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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
| PSAP equipment adheres to NIST 800-53. |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges.**  **If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

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| Maryland’s 9-1-1 Trust Fund administered by the Emergency Number Systems Board is a national model. By collecting funds that any county may use for 9-1-1 enhancements, each county provides 9-1-1 service at a consistent level through the funding of telephone equipment, protocol systems and training, regardless of county population or county budget. The Board does more than just funding, and serves a regulatory, oversight and leadership role for Maryland’s 9-1-1 community. The Board has convened monthly, and more frequently in sub-committees, to consider a variety of 9-1-1 related issues and projects.  Maryland continues to benefit from an effective 9-1-1 system. Recent Board statewide efforts include working with Verizon, Maryland PSAP personnel and the Maryland Public Service Commission to review the implementation of policies and standards adopted by the Federal Communications Commission and ENSB to minimize disruptions to 9-1-1 service caused by power outages and network failures. Ongoing Board activities include providing a vigorous 9-1-1 training program throughout the state, working with vendors to improve 9-1-1 service delivery, and continuing research, planning and implementation of “Next Generation” technologies.  The Board remains focused on the enhancement of 9-1-1 and the critical role it plays in public safety. |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** [**PRA@fcc.gov**](mailto:PRA@fcc.gov)**.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

1. A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
2. A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* *Master Glossary* at 192. [↑](#footnote-ref-2)