

SENATE BILL 1034

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CF HB 1162

By: **Senators Carozza, Jackson, and McKay**
Introduced and read first time: February 2, 2024
Assigned to: Education, Energy, and the Environment

A BILL ENTITLED

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;

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

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

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

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



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

2 (i) two individuals who are employed as 9–1–1 specialists in the
3 State;

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

6 (iii) a member of the Maryland chapter of the National Emergency
7 Number Association;

8 (iv) an expert on Maryland Next Generation 9–1–1 education and
9 training;

10 (v) a member of the Maryland 9–1–1 Board;

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

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

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

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

17 (e) A member of the Workgroup:

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

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

21 (f) The Workgroup shall:

22 (1) identify and examine recruitment and retention challenges that affect
23 9–1–1 specialists in the State, including:

24 (i) the number of 9–1–1 specialists who retire annually;

25 (ii) the number of 9–1–1 specialists who are hired annually;

26 (iii) current salary ranges for 9–1–1 specialists;

27 (iv) current offerings of retirement benefits, health benefits, pension
28 programs, and other benefits available to 9–1–1 specialists;

- 1 (v) training hour requirements for 9–1–1 specialists;
- 2 (vi) recruitment techniques;
- 3 (vii) requirements for promotion and advancement within the
4 emergency response field;
- 5 (viii) the impact of current State and local laws on 9–1–1 specialists;
6 and
- 7 (ix) to the extent that information is available:
- 8 1. the migration of 9–1–1 specialists between departments;
- 9 2. the attrition rates of newly recruited 9–1–1 specialists;
- 10 3. the average length of active service for 9–1–1 specialists;
- 11 4. the amount and types of workers' compensation claims
12 made by 9–1–1 specialists; and
- 13 5. perceptions of the occupation among potential 9–1–1
14 specialist recruits; and
- 15 (2) make recommendations regarding:
- 16 (i) the effectiveness and viability of uniform incentives, offerings, or
17 practices employed in other states to attract, support, and retain individuals in 9–1–1
18 specialist roles;
- 19 (ii) the feasibility of, and any barriers to, incorporating 9–1–1
20 specialists into the Law Enforcement Officers' Pension System; and
- 21 (iii) any other issues the Workgroup considers relevant to enhancing
22 and supporting career 9–1–1 specialists in the State.
- 23 (g) (1) On or before December 1, 2024, the Workgroup shall submit an interim
24 report of its findings and recommendations to the Governor and, in accordance with §
25 2–1257 of the State Government Article, the General Assembly.
- 26 (2) On or before December 1, 2025, the Workgroup shall submit a final
27 report of its findings and recommendations to the Governor and, in accordance with §
28 2–1257 of the State Government Article, the General Assembly.

29 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June
30 1, 2024. It shall remain effective for a period of 1 year and 7 months and, at the end of

1 December 31, 2025, this Act, with no further action required by the General Assembly, shall
2 be abrogated and of no further force and effect.