

Introduced November 2, 2020  
Public Hearing November 16, 2020  
Council Action December 7, 2020  
Executive Action December 10, 2020  
Effective Date February 9, 2021

## County Council of Howard County, Maryland

2020 Legislative Session

Legislative Day No. 15

Bill No. 59 -2020

Introduced by: The Chairperson at the request of the County Executive

AN ACT requiring that all multiple-line telephone systems allow for the direct dial of 9-1-1; defining certain terms; authorizing certain inspections; providing for certain civil penalties; and generally relating to Telephone Access to the County's 9-1-1 Emergency Telephone System.

Introduced and read first time November 2, 2020. Ordered posted and hearing scheduled.

By order

Diane Schwartz Jones  
Diane Schwartz Jones, Administrator

Having been posted and notice of time & place of hearing & title of Bill having been published according to Charter, the Bill was read for a second time at a public hearing on November 16, 2020.

By order

Diane Schwartz Jones  
Diane Schwartz Jones, Administrator

This Bill was read the third time on December 7, 2020 and Passed , Passed with amendments , Failed .

By order

Diane Schwartz Jones  
Diane Schwartz Jones, Administrator

Sealed with the County Seal and presented to the County Executive for approval this 10 day of December, 2020 at 2 a.m./p.m.

By order

Diane Schwartz Jones  
Diane Schwartz Jones, Administrator

Approved by the County Executive December 10, 2020

Calvin Ball  
Calvin Ball, County Executive

NOTE: [[text in brackets]] indicates deletions from existing law; TEXT IN SMALL CAPITALS indicates additions to existing law; Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.

1   **WHEREAS**, Howard County strives to protect the health and safety of County residents and  
2           visitors to the County and recognizes that “911” is the United States' universal emergency  
3           assistance line; and

4  
5   **WHEREAS**, many telephone systems for hotels, motels, schools and businesses require that a  
6           user dial an additional number to obtain an outside line; and

7  
8   **WHEREAS**, persons unfamiliar with such a telephone system will be unable to reach  
9           emergency services in a crisis, which can lead to disastrous results; and

10  
11   **WHEREAS**, on December 1, 2013, Kari Hunt was fatally attacked in a Texas hotel by her  
12           estranged husband and, while Kari's nine-year-old daughter tried calling 9-1-1 during the  
13           struggle, her daughter was unable to make a connection because she did not realize she  
14           needed to first dial 9 for an outside line; and

15  
16   **WHEREAS**, tragic stories like Kari's illustrate the necessity of having multi-line telephone  
17           systems that directly dial 911 without delay or the necessity of dialing another number;  
18           and

19  
20   **WHEREAS**, experts on multi-line telephone systems state that direct-dial 9-1-1 service can be  
21           provided in most systems through updating of software; and

22  
23   **WHEREAS**, Howard County shall take steps to ensure that any multiple-line telephone system  
24           that is accessible to the general public must allow for direct dialing of 9-1-1 to protect the  
25           health and safety of all parties; and

26  
27   **WHEREAS**, the Maryland General Assembly has amended Section 1-314 of the Public Safety  
28           Article of the Annotated Code of Maryland to ensure that local jurisdictions enforce the  
29           requirement.

1 **Section 1. Be It Enacted** by the County Council of Howard County, Maryland, that the Howard  
2 County Code is amended as follows:

3 By adding:

4 *Title 17. Public Protection Services.*

5 *Subtitle 13. Telephone access to the County's 9-1-1 Emergency Telephone System.*

6  
7 **Title 17. Public Protection Services.**

8 **SUBTITLE 13. TELEPHONE ACCESS TO THE COUNTY'S 9-1-1 EMERGENCY**  
9 **TELEPHONE SYSTEM.**

10  
11 **SECTION 17.1300. PURPOSE; APPLICABILITY.**

12 (A) *PURPOSE.* IN ORDER TO PROTECT THE PUBLIC HEALTH, SAFETY AND WELFARE, THE PURPOSE OF  
13 THIS SUBTITLE IS TO ENSURE THAT ANY PERSON USING A MULTIPLE-LINE TELEPHONE SYSTEM CAN  
14 DIRECT DIAL 9-1-1 WITHOUT HAVING TO DIAL ANOTHER NUMBER FIRST.

15 (B) *APPLICABILITY.* THIS SUBTITLE APPLIES TO ANY PERSON WHO INSTALLS OR OPERATES A  
16 MULTIPLE-LINE TELEPHONE SYSTEM.

17  
18 **SECTION 17.1301. DEFINITIONS.**

19 IN THIS SUBTITLE, THE FOLLOWING TERMS SHALL HAVE THE MEANINGS INDICATED:

20 (A) *MULTIPLE-LINE TELEPHONE SYSTEM* SHALL HAVE THE MEANING SET FORTH IN SECTION 1-314  
21 OF THE PUBLIC SAFETY ARTICLE OF THE ANNOTATED CODE OF MARYLAND AND INCLUDES,  
22 WITHOUT LIMITATION, NETWORK-BASED AND PREMISES-BASED SYSTEMS SUCH AS CENTREX  
23 SERVICE, PREMISES-BASED, HOSTED AND CLOUD-BASED VOIP, AS WELL AS PBX, HYBRID AND KEY  
24 TELEPHONE SYSTEMS, AS CLASSIFIED BY THE FCC UNDER PART 68 OF ITS RULES.

25 (B) *PERSON* SHALL HAVE THE MEANING SET FORTH IN SECTION 1-101 OF THE PUBLIC SAFETY  
26 ARTICLE OF THE ANNOTATED CODE OF MARYLAND.

27  
28 **SECTION 17.1302. REQUIREMENTS, AUTHORITY TO INSPECT.**

29 (A) *GENERALLY.* PURSUANT TO SECTION 1-314 OF THE PUBLIC SAFETY ARTICLE OF THE  
30 ANNOTATED CODE OF MARYLAND, A PERSON WHO INSTALLS OR OPERATES A MULTIPLE-LINE  
31 TELEPHONE SYSTEM SHALL ENSURE THAT THE SYSTEM IS CONNECTED TO THE PUBLIC SWITCHED

1 TELEPHONE NETWORK IN SUCH A WAY THAT WHEN AN INDIVIDUAL USING THE SYSTEM DIALS 9-1-1,  
2 THE CALL CONNECTS TO THE PUBLIC SAFETY ANSWERING POINT WITHOUT REQUIRING THE USER TO  
3 DIAL ANY OTHER NUMBER OR SET OF NUMBERS.

4 (B) *AUTHORITY TO INSPECT.* THE DEPARTMENT OF FIRE AND RESCUE SERVICES SHALL INSPECT THE  
5 INSTALLATION AND OPERATION OF A MULTIPLE-LINE TELEPHONE SYSTEM AND ENFORCE  
6 COMPLIANCE WITH THIS SUBTITLE IN ACCORDANCE WITH TITLE 24 OF THE HOWARD COUNTY  
7 CODE.

8

9 **SECTION 17.1303. FINES.**

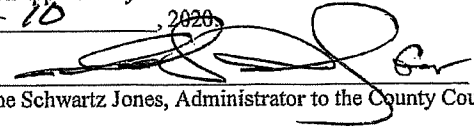
10 (A) *FAILURE TO COMPLY.* A PERSON WHO VIOLATES THIS SUBTITLE IS SUBJECT TO A FINE OF \$100  
11 FOR A FIRST OFFENSE AND A FINE OF \$200 FOR A SECOND AND SUBSEQUENT OFFENSE. EACH DAY  
12 THAT A VIOLATION EXISTS IS A SEPARATE OFFENSE.

13

14 ***Section 2. And Be It Further Enacted by the County Council of Howard County, Maryland,***  
15 ***that this Act shall become effective 61 days after its enactment.***

BY THE COUNCIL

This Bill, having been approved by the Executive and returned to the Council, stands enacted on December 10, 2020.

  
Diane Schwartz Jones, Administrator to the County Council

BY THE COUNCIL

This Bill, having been passed by the yeas and nays of two-thirds of the members of the Council notwithstanding the objections of the Executive, stands enacted on \_\_\_\_\_, 2020.

\_\_\_\_\_  
Diane Schwartz Jones, Administrator to the County Council

BY THE COUNCIL

This Bill, having received neither the approval nor the disapproval of the Executive within ten days of its presentation, stands enacted on \_\_\_\_\_, 2020.

\_\_\_\_\_  
Diane Schwartz Jones, Administrator to the County Council

BY THE COUNCIL

This Bill, not having been considered on final reading within the time required by Charter, stands failed for want of consideration on \_\_\_\_\_, 2020.

\_\_\_\_\_  
Diane Schwartz Jones, Administrator to the County Council

BY THE COUNCIL

This Bill, having been disapproved by the Executive and having failed on passage upon consideration by the Council stands failed on \_\_\_\_\_, 2020.

\_\_\_\_\_  
Diane Schwartz Jones, Administrator to the County Council

BY THE COUNCIL

This Bill, the withdrawal of which received a vote of two-thirds (2/3) of the members of the Council, is withdrawn from further consideration on \_\_\_\_\_, 2020.

\_\_\_\_\_  
Diane Schwartz Jones, Administrator to the County Council

CALVIN BALL  
County Executive



LISA D. MYERS  
Chief of Police

## HOWARD COUNTY DEPARTMENT OF POLICE

**DATE:** October 21, 2020  
**FROM:** Lisa Myers *APM*  
Chief of Police  
**TO:** Lonnie Robbins  
Chief Administrative Officer  
**SUBJECT:** Kari's Law Testimony

Please accept this as my testimony in support of Council Bill 2020-XX.

As you likely know, on December 1, 2013, Kari Hunt was fatally attacked in a Texas hotel by her estranged husband. Kari's nine-year-old daughter tried calling 911 during the struggle but was unable to make a connection because the phone system required a caller to first dial 9 for an outside line. Her tragic death led to national legislation on direct access dialing for 911 calls.

Many telephone systems for hotels, motels, schools and businesses still require that a user dial an additional number to obtain an outside line. Persons unfamiliar with such a requirement may still be unable to reach emergency services in a crisis, which can lead to similar disastrous results.

The Howard County Police Department fully supports the required local legislation that brings us into compliance with Maryland General Assembly 2020 amendment to Section 1.314 of the Public Safety Article of the Annotated Code of Maryland to ensure that local jurisdictions require direct 911 access. The Police Department is working closely with the Fire Department to launch a public awareness campaign and have existing fire code inspectors check for compliance during standard visits.

Our compliance is also mandatory to continue to receive funding from the 9-1-1 Trust Fund. In accordance with subtitle 1-309, future requests for disbursements from the fund must include a certification of appropriate actions taken by the County under Chapter 376, 2020. For reference, Howard County has received \$2,835,022.41 so far, through the third quarter of fiscal year 2020.

Please do not hesitate to contact us with any questions regarding this legislation.

(410) 313-2203  
(410) 313-2272 FAX  
WWW.HCPD.ORG  
HCPD@HOWARDCOUNTYMD.GOV

Nationally Accredited Since 1990



**Office of the County Auditor**  
**Auditor's Analysis**

**Council Bill No. 59-2020 - REVISED**

Introduced: November 2, 2020

Auditor: Michael A. Martin

Fiscal Impact:

*We have updated our analysis to reflect the latest cost information obtained from the various departments impacted by this legislation.*

The fiscal impact of this legislation could be up to \$151,500 for the first year of implementation with \$56,000 in ongoing annual costs to the County to conduct inspections.

The Department of Fire and Rescue Services (DFRS) has indicated their plan is to have current staff conduct the required inspections during the normal course of their job. However, they have indicated a potential need for additional contingent Fire Inspectors. As noted below, these inspectors would add \$89,500 in the first year and \$56,000 to ongoing annual costs.

A breakdown of these expenditures is in the table below.

<b>Department</b>	<b>Cost Details</b>	<b>Year 1 Costs</b>	<b>Ongoing Costs (after Year 1)</b>
DTCS	Phone System Enhancements	\$ 60,000	\$ -
DFRS	Public Awareness Flyers	1,000	-
DFRS	Inspection Tracking Software	1,000	-
	<b>Subtotal (No additional staff)</b>	<b>62,000</b>	<b>0</b>
DFRS	Inspector Salary	38,000	38,000
DFRS	Annual Reinspection Costs	15,000	15,000
DFRS	Vehicle Maintenance	3,000	3,000
DFRS	Inspector Vehicle	30,000	-
DFRS	Inspector Work-Station	3,500	-
	<b>Additional Staff Cost</b>	<b>89,500</b>	<b>56,000</b>
	<b>TOTAL (with additional staff)</b>	<b>\$ 151,500</b>	<b>\$ 56,000</b>

The Police Department confirmed there will be minimal to no cost associated with the Public Awareness Campaign as social media will be leveraged to communicate this initiative.

The Department of Technology & Communications will hire a contractor to make the system enhancements noted above in order to comply with Kari's Law and the Ray Baum Act. Additional details on these federal laws can be found in **Attachment A** below.

There will be no need to install new hardware, although software adjustments will be required to enhance compliance.

The Police Department does not anticipate collecting fines during the first year of enforcement, or even thereafter, as their goal focuses on raising awareness and promoting voluntary compliance.

Purpose:

This legislation would require all multiple-line telephone systems (MLTS) to allow direct dialing of 911 and establish inspections and penalties relating to the implementation of such direct access.

Other Comments:

Compliance with Kari's Law is required for the County to receive funding from the 911 Trust Fund, which awarded the County \$2.8 million through the 3<sup>rd</sup> Quarter of Fiscal Year 2020.

Currently employed, part-time contingent Fire Department Code Enforcement Inspectors have already begun verifying compliance during normal business checks for fire code requirements. These inspectors earn \$23 per hour and work 18 to 30 hours per week.



## **Attachment A<sup>1</sup>**

### *Ray Baum Act – Dispatchable Location for MLTS*

The Federal Communications Commission (FCC) adopted rules to ensure that the “dispatchable location” is conveyed with 911 calls to dispatch centers, regardless of the technological platform used, including 911 calls from MLTS. Dispatchable location means a location delivered to the public safety answering point (PSAP) with a 911 call that consists of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party.

### *Kari’s Law – Direct Dialing and Notification for MLTS*

This law requires direct 911 dialing and notification capabilities in MLTS, which are typically found in enterprises such as office buildings, campuses, and hotels. These requirements became effective February 16, 2020, two years after the enactment date of Kari’s Law. In addition, Kari’s Law and the federal rules are forward-looking and apply only with respect to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.

---

<sup>1</sup> Information on these federal laws obtained from FCC website:  
<https://www.fcc.gov/mlts-911-requirements>

**Office of the County Auditor**  
**Auditor's Analysis**

**Council Bill No. 59-2020**

Introduced: November 2, 2020

Auditor: Michael A. Martin

---

Fiscal Impact:

The fiscal impact of this legislation is currently unknown.

The Police Department confirmed there will be costs associated with the Public Awareness Campaign. However, these expenditures are not expected to exceed the allotted amount approved in the Fiscal Year 2021 Approved Operating Budget. **We have requested additional details regarding the specific costs.**

The Department of Technology & Communications may incur overtime costs as system enhancements are made to comply with Kari's Law and the Ray Baum Act. Additional details on these federal laws can be found in **Attachment A** below. **We have requested additional details regarding overtime costs.**

There will be no need to install new hardware, although software adjustments will be required to enhance compliance.

The Police Department does not anticipate collecting fines during the first year of enforcement, or even thereafter, as their goal focuses on raising awareness and promoting voluntary compliance.

Purpose:

This legislation would require all multiple-line telephone systems (MLTS) to allow direct dialing of 911 and establish inspections and penalties relating to the implementation of such direct access.

Other Comments:

Compliance with Kari's Law is required for the County to receive funding from the 911 Trust Fund, which awarded the County \$2.8 million through the 3<sup>rd</sup> Quarter of FY 2020.

Currently employed, part-time Fire Department Code Enforcement Inspectors have already begun verifying compliance during normal business checks for fire code requirements. These new inspections should not require additional resources.

## **Attachment A<sup>1</sup>**

### *Ray Baum Act – Dispatchable Location for MLTS*

The Federal Communications Commission (FCC) adopted rules to ensure that the “dispatchable location” is conveyed with 911 calls to dispatch centers, regardless of the technological platform used, including 911 calls from MLTS. Dispatchable location means a location delivered to the public safety answering point (PSAP) with a 911 call that consists of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party.

### *Kari’s Law – Direct Dialing and Notification for MLTS*

This law requires direct 911 dialing and notification capabilities in MLTS, which are typically found in enterprises such as office buildings, campuses, and hotels. These requirements became effective February 16, 2020, two years after the enactment date of Kari’s Law. In addition, Kari’s Law and the federal rules are forward-looking and apply only with respect to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.

---

<sup>1</sup> Information on these federal laws obtained from FCC website:  
<https://www.fcc.gov/mlts-911-requirements>

CB 59-2020

CALVIN BALL  
County Executive



LISA D. MYERS  
Chief of Police

**HOWARD COUNTY DEPARTMENT OF POLICE**

**DATE:** October 21, 2020  
**FROM:** Lisa Myers *APM*  
Chief of Police  
**TO:** Lonnie Robbins  
Chief Administrative Officer  
**SUBJECT:** Kari's Law Testimony

Please accept this as my testimony in support of Council Bill 2020-XX.

As you likely know, on December 1, 2013, Kari Hunt was fatally attacked in a Texas hotel by her estranged husband. Kari's nine-year-old daughter tried calling 911 during the struggle but was unable to make a connection because the phone system required a caller to first dial 9 for an outside line. Her tragic death led to national legislation on direct access dialing for 911 calls.

Many telephone systems for hotels, motels, schools and businesses still require that a user dial an additional number to obtain an outside line. Persons unfamiliar with such a requirement may still be unable to reach emergency services in a crisis, which can lead to similar disastrous results.

The Howard County Police Department fully supports the required local legislation that brings us into compliance with Maryland General Assembly 2020 amendment to Section 1.314 of the Public Safety Article of the Annotated Code of Maryland to ensure that local jurisdictions require direct 911 access. The Police Department is working closely with the Fire Department to launch a public awareness campaign and have existing fire code inspectors check for compliance during standard visits.

Our compliance is also mandatory to continue to receive funding from the 9-1-1 Trust Fund. In accordance with subtitle 1-309, future requests for disbursements from the fund must include a certification of appropriate actions taken by the County under Chapter 376, 2020. For reference, Howard County has received \$2,835,022.41 so far, through the third quarter of fiscal year 2020.

Please do not hesitate to contact us with any questions regarding this legislation.

(410) 313-2203  
(410) 313-2272 FAX  
WWW.HCPD.ORG  
HCPD@HOWARDCOUNTYMD.GOV

Nationally Accredited Since 1990

