

# Maryland State Firefighters Association

Representing The Volunteer Fire, Rescue, And EMS Personnel of Maryland.



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## **SB 1034: 9-1-1 Specialist Recruitment and Retention Workgroup**

My name is Robert Phillips, I am the Legislative Committee Chair for the Maryland State Firefighters Association (MSFA). The MSFA represents the 25,000 plus volunteer Fire/EMS and Rescue first responders across the state.

I wish to present testimony in favor of Senate Bill 1034: 9-1-1 Specialist Recruitment and Retention Workgroup

The MSFA fully supports the adoption of this bill. The MSFA looks at the 9-1-1 Specialist as the first, first responder. These people are the first ones contacted when there is an emergency of any kind. They hear it all from the “cat up a tree” to “my house is on fire” to “someone has been shot” and everything in between. They are the special people who have to make sure everyone they are in contact with understands that they are the most important emergency at the moment and things are going to get better.

There is a shortage of 9-1-1 specialist and we need to address this. I can tell you from having lived it, that “the voice on the other end of the black box” is a special person and we need to make sure we have enough of them to keep all of us safe.

Thank you for your attention to this very important bill and I ask for your favorable report on SB 1034.

I will be glad to answer any questions you may have for me.

