



March 29, 2022

**Senate Bill 633**

**Public Safety - 9-1-1 Emergency Telephone System -  
Alterations**

**House Health and Government Operations Committee**

**Position: FAVORABLE**

Anne Arundel County **SUPPORTS** Senate Bill 633. This bill makes changes to improve the statutory framework that governs the State's 9-1-1 system, by establishing certain rights for 9-1-1 specialists related to occupational well-being, requiring counties to classify and pay 9-1-1 specialists in a certain manner, and modifying the membership and responsibilities of the Maryland 9-1-1 Board.

Like much of our region and the nation, Anne Arundel County continues to face challenges in recruiting new 9-1-1 specialists. It is a difficult job - 9-1-1 specialists talk to people who are often in crisis, hour after hour, day after day. Making sure they have the classification and compensation they need is critical to having a well-staffed emergency call center. And ensuring our 9-1-1 specialists have access to the confidential mental health resources they need is key to ensuring our specialists are able to access care necessary to support them in their line of work. This legislation will also make improvements to the 9-1-1 Board that would enhance our local 9-1-1 Centers to help ensure that our residents receive the emergency care they deserve.

Earlier this year, Anne Arundel County began offering \$5,000 recruitment and retention bonuses for 9-1-1 specialists, to help bring on new staff while providing an incentive to keep our current team. Additionally, this month my administration introduced a bill to the County Council to create pathways for career growth, making it easier to retain call center staff. These local efforts paired with this state legislation will greatly support our 9-1-1 staff while improving public safety in our communities.

For all of these reasons, I respectfully request a **FAVORABLE** report on Senate Bill 633.

A handwritten signature in blue ink that reads "Steuart Pittman".

Steuart Pittman  
County Executive