

Good Afternoon, My name is Tenea Reddick. Thank you for giving me the opportunity to be here and testify on a bill that will protect the 911 centers in Maryland – thus protecting every resident and visitor in Maryland. I am the 911 director for the City of Baltimore. Every minute of everyday, our incredible 911 Specialists put their headset on, log into sophisticated computer systems, and protect our communities -non stop. Yes, I said sophisticated computer systems- In Maryland - We are 911 centers of the future. Call after call – Mothers giving birth, Car accidents, people trapped in fires, robberies, incidents involving violence, and it goes on and on... The callers voice, the connection, the data, the locations, the software, the nearest paramedic... Its all computers and networks – and we must protect these components as much as we protect the people. Baltimore City's 911 center was the victim of a cyber attack in 2018 – While I can't go into specifics, I can confidently say that cyber attacks and the disruption of our vital computer systems at 911 places an enormous amount of stress on the 911 center and on every 911 specialist still taking emergency calls and protecting our communities. An attack can bring a center back 50 years – taking away important technology used to save lives. We never want this to happen to any center – ever.

Again, we are the 911 centers of the future. Phone lines are equipment of the past –(and you once protected them). Computers and networks are the equipment of the future – and we must protect these with everything we have. Therefore I recommend that Senate Bill 83 move forward to help all of us continue to save lives. Thank you.