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Economic Matters Committee

Subcommittees

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Commercial Law

Unemployment Insurance



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THE MARYLAND HOUSE OF DELEGATES
ANNAPOLIS, MARYLAND 21401

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Testimony in Favor of HB1162
9-1-1 Specialist Recruitment and Retention Workgroup

Chair Pena- Melnyk, Vice Chair Cullison and members of the Health and Government Operations Committee

I respectfully request a favorable report of HB1162. This bill would establish a 9-1-1 Specialist Recruitment and Retention Workgroup to identify and examine recruitment and retention challenges that affect Maryland's 9-1-1 specialist and make recommendations related to this concern. HB1162 is strictly focused on the long-term approach in recruitment and retention of these specialists in their perspective fields. This workgroup approach is similar to the workgroups that the Maryland General Assembly has established for fire and emergency medical services personnel, and for law enforcement. The expectation is that the 9-1-1 Specialists Workgroup will make legislative, budgetary, and other recommendations that will strengthen the recruitment and retention of 9-1-1 specialists.

These individuals are an essential lifeline for public safety. They are usually the first point of contact for residents and visitors alike throughout the state of Maryland. Dispatchers and operators endure many of the same stressors as our boots on the ground public safety agents do, except they do not get the same closure. Once the calvary arrives, these operators are already on to the next life and death emergency and executing the next lifesaving mission.

The high burnout rate, the stress and perception of being unsupported and undervalued, and the significant training requirements for this position create significant challenges with the recruitment and retention of dedicated people, whose services are desperately necessary in Maryland. HB1162 aims to support these frontline and hardworking individuals by creating a workgroup to evaluate and recommend important solutions to address the increasing concerns of this matter.

I respectfully request a favorable report on HB1162.

Sincerely,

Mike Rogers

Mike Rogers
Maryland Delegate, 32nd District