

SB0496 – Interference With a Public Safety Answering Point – Penalties

Susan Greentree – Retired 9-1-1 Specialist (Anne Arundel County) / Appointee to the Maryland 9-1-1 Board

Sue.Greentree@yahoo.com ----- sgreentree@verizon.net

Cell: 410-852-3362

257 Overleaf Drive, Arnold MD 21012-1947

I respectfully request SB0496, Interference With a Public Safety Answering Point – Penalties be passed into law.

I worked in the Anne Arundel County 9-1-1 center for 35+ years (1984-2020). In the past several years there have been numerous instances of cyber-attacks on 9-1-1 centers across the country. It is unfathomable to me that anyone would want to take down a 9-1-1 center, but sadly they do. SB0496 moves to make those who seek to disrupt 9-1-1 operations in Maryland, therefore the health and safety of the public, to be found guilty of a felony.

MD, Baltimore City 9-1-1 was attacked March 25th 2018, bringing down 9-1-1 operations.

MD, Baltimore City Gov't was attacked in 2019.

MD, St Mary's County public safety systems were attacked going into the Thanksgiving weekend of 2016. Fortunately, their IT person on duty picked up on the activity in time to secure their system and recover.

CA, Hayward declares an emergency after cyber-attack impedes 9-1-1 dispatching in 2023.

NY, Suffolk County 9-1-1 operations resulting in the 9-1-1 dispatch center implementing manual operations, pen and paper to process calls for service.

Maryland has been a leader in advancing public safety and 9-1-1. Legislation requiring PSAP's (Public Safety Answering Point) to implement cybersecurity monitoring, enhanced training requirements for 9-1-1 Specialist and upgrading the public safety systems to NG9-1-1. All of that is great, but NOW is the time to implement laws that hold those who would work to attack our 9-1-1 centers operations accountable. I urge you to vote YES for SB0496

Thank you.