

9-1-1 SPECIALIST RECRUITMENT AND RETENTION WORKGROUP

INTERIM REPORT

SB 1034/Ch. 912, 2024

HB 1162/Ch. 911, 2024

9-1-1 Specialist Recruitment and Retention Workgroup

Department of Legislative Services

Maryland Department of Emergency Management.

February 4, 2025



THE MARYLAND GENERAL ASSEMBLY
ANNAPOLIS, MARYLAND 21401-1991

9-1-1 SPECIALIST RECRUITMENT AND RETENTION WORKGROUP

February 4, 2025

The Honorable Wes Moore
Governor

The Honorable Bill Ferguson
President of the Senate

The Honorable Adrienne A. Jones
Speaker of the House of Delegates

Re: 9-1-1 Specialist Recruitment and Retention Workgroup Interim Report

Dear Governor Moore, President Ferguson, and Speaker Jones:

In accordance with Chapters 911 and 912 of 2024, I am pleased to submit the Interim Report from the 9-1-1 Specialist Recruitment and Retention Workgroup. As you know, due to our Workgroup's first meeting taking place in December 2024, the Workgroup requested an extension of the December 1, 2024 deadline to submit its interim report.

Pursuant to Chapters 911 and 912, the Workgroup has begun a process of:

- reviewing the reports submitted by the Commission to Advance Next Generation 9-1-1 Across Maryland, established by Chapters 301 and 302 of 2018, as amended by Chapter 506 of 2020;
- identifying and examining recruitment, training, and retention challenges that affect 9 1-1 Specialists in the State, including specified information; and
- making recommendations regarding (1) the effectiveness and viability of uniform incentives, offerings, or practices employed in Maryland jurisdictions and other states to attract, support, and retain individuals in 9-1-1 Specialist roles; (2) the feasibility of, and any barriers to, incorporating 9-1-1 Specialists into the Law Enforcement Officers' Pension

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System; and (3) any other issues the Workgroup considers relevant to enhancing and supporting career 9-1-1 Specialists in the State.

The Workgroup has held two meetings to date:

- ***December 19, 2024*** – The Workgroup’s first meeting, on December 19, included (1) member introductions; (2) a review of the Workgroup’s responsibilities; (3) election of the chair of the Workgroup; and (4) discussion of a plan for the Workgroup’s initial efforts through May 2025. That plan included (1) development of an information-gathering survey of county 9-1-1 centers for approval at a January 2025 meeting; (2) staff implementation of the survey and Workgroup member review of past reports, during the period from February through April 2025; and (3) a May 2025 meeting to review information gathered through the survey and to plan the Workgroup’s efforts over subsequent months.
- ***January 27, 2025*** – The Workgroup’s January 27 meeting focused on discussion and approval of (1) the information-gathering survey to send to county 9-1-1 centers and (2) this interim report. The Workgroup has developed a comprehensive survey that we hope will enhance our efforts.

As mentioned above, in the plan discussed at the December 2024 meeting, the Workgroup plans to reconvene in May 2025 (after the 2025 legislative session) to review information gathered through the survey and to plan the Workgroup’s efforts over subsequent months. The Workgroup looks forward to working to produce findings and recommendations in its final report (by December 1, 2025) that will benefit current and future 9-1-1 Specialists in the State and the State’s public safety as a whole.

Sincerely,



Senator Cheryl C. Kagan
Chair

CCK/AA:LT/dab

cc: Members, 9-1-1 Specialist Recruitment and Retention Workgroup
Senator Brian J. Feldman
Delegate Joseline A. Pena-Melnyk
Victoria L. Gruber
Ryan Bishop

Maryland General Assembly
9-1-1 Specialist Recruitment and Retention Workgroup
2024 Interim
Membership Roster

Senator Cheryl C. Kagan, Chair

Senator

Senator Mary Beth Carozza

Delegates

Delegate Teresa E. Reilly

Delegate Jamila J. Woods

Public Members

Ashley N. Burgan

*Acting PSAP Director, Carroll County Government
Emergency Communications*

Cathryn Caw

*Emergency Communications Manager, Frederick County Government,
Department of Emergency Communications*

Dr. Christy Collins

*9-1-1 Board Executive Director, Maryland Department of Emergency
Management*

Nathanael Cooney

*Huram Resources Business Partner, Harford County Government, Department
of Human Resources*

Charlynn F. Flaherty

*Director of Public Safety Communications/Deputy Director Office of Homeland
Security, Prince George's County Government*

Major Tawn Gregory

Assistant Bureau Chief, Support Services Bureau, Maryland Department of State Police

Tamara Haney

*Public Safety Emergency Communications Battalion Chief, Harford County
Government*

Randy Linthicum

Deputy Director, Maryland Institute for Emergency Medical Services Systems

Bryant K. Mitchell

Deputy Director, Dorchester County Government Communications Division

Stacey Norton

Human Resources Director, Worcester County Government

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9-1-1 Director, City of Baltimore

Captain Robert Stevenson

City of Bowie Police Department

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*Public Safety Emergency Communication Specialist IV, Montgomery County
Department of Police*

Cecilia Warren

*Director of Emergency Preparedness Policy, Maryland Department of
Disabilities*