



## Legislation Text

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Introduced by: President Young

### A Resolution Entitled

#### A Council Resolution concerning **Investigative Hearing - 911 Outage**

For the purpose of calling on representatives from Verizon and the agencies involved in the operation of Baltimore's 911 system to appear before the City Council to discuss why the 911 system failed for 2 hours on June 14<sup>th</sup>, 2016, how they intend to prevent similar incidents in the future, and how the City's emergency services can continue to keep Baltimore safe in the event of any future failures in the 911 system.

#### **Recitals**

For roughly 2 hours on Tuesday, June 14<sup>th</sup>, all calls to the City's 911 system were erroneously routed to an unmanned call center, leaving callers unable to reach emergency assistance. It is not yet clear how many calls were affected, but even one life needlessly endangered would be one too many.

During the outage, callers were reportedly greeted with a message saying "Baltimore City emergency center, all operators are busy. Your call will be answered in turn. Please do not hang up." Without a working 911 system, these Baltimoreans had no way of obtaining vital police protection, fire suppression, or medical care, and had no way of knowing that they were not in fact close to obtaining the assistance that they desperately needed.

This is, unfortunately, not an entirely isolated incident, but instead comes amidst other recent problems with the 911 system. After years of confidence in the 911 system, citizens throughout the City have recently and increasingly complained that 911 is no longer the "fail-proof" system they had believed in for so long. This is a significant and inexcusable failure in our public safety system which must be urgently and effectively addressed.

It's vital that the public and the Council be fully apprised of what went wrong on June 14<sup>th</sup>, how the City and its service provider for the 911 system, Verizon, intend to prevent similar incidents in the future, and how the City's emergency services can continue to keep Baltimore safe in the event of any future failures in the 911 system.

**Now, therefore, be it resolved by the City Council of Baltimore,** That the Council calls on representatives from Verizon and the agencies involved in the operation of Baltimore's 911 system to appear before it to discuss why the 911 system failed for 2 hours on June 14<sup>th</sup>, 2016, how they intend to prevent similar incidents in the future, and how the City's emergency services can continue to keep Baltimore safe in the event of any future failures in the 911 system.

**And be it further resolved,** That a copy of this Resolution be sent to the Mayor, the Director of the Mayor's Office of Emergency Management, the Police Commissioner, the Fire Chief, Verizon's Maryland Vice President for State Government Affairs, and the Mayor's Legislative Liaison to the City Council.