

March 13, 2025

Dear Chairman Longmuir and Members of the Political Subdivision Committee,

My name is Miranda Jangula, I am the Deputy Director/Operations & Training Manager of State Radio. I am here before you today to speak in favor of SB 2296, classifying Public Safety Telecommunicators as First Responders. I have been a part of the 911 emergency dispatch community for almost 23 years, 21 of those years serving as a Public Safety Telecommunicator.

I believe Public Safety Telecommunicators (PSTs) are deserving of this change because they are the first response to a call for help. There are many people in North Dakota who are alive today due to the quick thinking of a PST, before anyone arrived on scene. Some of these actions include giving Heimlich Maneuver instructions, CPR, first aid to stop heavy bleeding or instructing a new parent in what to do during and after the out of hospital birth of a child.

These dedicated individuals need to be ready at the drop of a hat. Unlike responders in the field, they do not get time to think about the situation while enroute. PSTs answer the calls or radio traffic and need to immediately react to whatever the situation may be. They have literal seconds to save a life. Their decisions affect the safety of those responding to the scene and they are the lifeline of the officers who are alone in a bad situation.

Not only do these individuals have to react with no prompt of what they are going to deal with, they also do not get time to recover after a high stress situation. I once talked someone through the death of a loved one as help was still enroute. Then immediately after, answered a reckless driver call. There is no time to decompress. You push it down and move on to do the job. This is one of the reasons PTSD is prevalent in PSTs. This scenario is something I had to do hundreds of times during my career and is the same for anyone who has been on the job for more than a year or two. These are things that still affect me to this day.

The importance of these individuals who give up holidays with their families, work long rotating shifts and live through countless crisis with the citizens needing their help deserve to be recognized for the sacrifices they make and the amazing work that they do. Without them, there is no response to a scene. They gather crucial information both said and unsaid by being highly skilled and trained in what they do.

Not only does the recognition go a long way for these individuals, but by recognizing them in the state of North Dakota, we join a growing list of other states that have already done so. These state classifications matter and help to get PSTs recognized as First Responders on the federal level. I ask you to please vote yes on SB 2296 and give these men and women the classification they deserve for all the hard and stressful work they do.

Thank you!



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