

Thank you for the opportunity to testify on HB 1322 today. I wanted to touch base with you regarding the amendment that was added to this that we are concerned about. During the interim, I know there was interest from rural communities as it is thought of as cheaper to page via the 3rd party vs purchasing pagers and radios and that is why DHHS had originally had that amendment in there however after discussing with DHHS, they understood our concerns and ultimately added verbiage requiring EMS agencies to work with the PSAPs.

In our county, we have worked with EMS and FIRE to have one pager at least and then the rest of the department utilizes the third-party app – that way there is a backup in case of an equipment failure and that has worked well. We are also testing paging on the new SORN 20/20 system and looking at the alternative of using radios as their pagers. In order to best serve our communities and in the interest of safety for our responders, there HAS to be a direct line of communication between the telecommunicators and responders.

Ultimately, the point of origination is at the PSAP and I have not received one statement of support for allowing 3rd party as primary paging from any of the 23 PSAPs in the state. I strongly support the third-party applications as an additional support tool – it is such an easy way to get additional information into the responders' hands – however cannot support it as primary due to the numerous times I have personally experienced the third-party application fail. I don't know of a PSAP that is against the third-party applications as secondary and in fact, all of the companies that offer this service have on their sites that they are not primary.

Regarding the public networks – the concern there is that at a large event the networks do not give priority to emergency communications, so if you have a responder group working a large event, it may take them 2-10 minutes to receive the notification, IF they have service. I personally have fielded calls from responders who receive the messages 10-15-20 minutes past the time of original page or they don't receive it at all – depending on their phone provider, etc. Also, for a PSAP to put a caller on hold in order to make another phone call is extremely difficult and NOT in the best interest of the person calling for help.

If there is any further way I can assist or additional information I can provide, I would be more than happy to do so! We truly do not have any intent of seeing the third-party applications go away or removing them but want to ensure that when someone calls for

help, we are getting that request to the responders in a quick fashion so to provide the best service to our community members. PSAPs are the central hub where all the 'islands' of public safety come together so we are very passionate about making sure we are working efficiently and effectively!

Thank you again for your time today,

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