

HB1105 / SB633: NG911 Omnibus Bill – Finance Committee

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Position: Favorable

I am Susan Greentree and thank you for your consideration of this bill. I worked for Anne Arundel County 9-1-1 for over 35 years. When I started, 9-1-1 had not been implemented, and the processing of calls was manual. There has been tremendous advancements and complexity in the job of the 9-1-1 Specialist since 1984. What has not changed in all these years is when you or your family have an emergency, the **first** person you speak to, the one you explain your emergency to, who will help you **immediately** while field units are on their way... **is** the 9-1-1 Specialist.

If you reached me when your husband went into cardiac arrest while you were driving on Ritchie Hwy, I helped you focus and instructed you how to position him in the car seat and do CPR. I stayed with you on that call, continuing the CPR instructions until medics arrived. The medics later told me because of that early intervention of CPR the man was revived, lived.

When you got home from work and found your child had hung herself and was unsure if she was still alive or not, I talked you thru it. I had you try to cut her down & when you couldn't reach, I had you grab her legs and hold her up. And when minutes passed and you said you couldn't hold her any longer, I coached you and you did it. Although she was in grave condition and spent months in a hospital and then rehab she recovered. She would not be alive today without that help.

When your daughter went into labor at your home, I talked you thru how to position her and how to safely deliver your grandchild.

When you called because your toddler, who was down for a nap, got a cord from the blinds next to his crib wrapped around his neck. I gave instructed on CPR for a child and he was breathing again and color coming back when medics arrived.

The calls vary from moment to moment, from victims of violent crimes, home invasions, drugs, accidents, fires, medical emergencies, domestics, and suicidal callers. The 9-1-1 Specialist **IS** the first person you speak to, the one who hears **your** emergency, helps you with that emergency while the police, fire fighters, and/or paramedics are in-route. We don't just take your information and hang up when you are in the middle of an emergency. It is **not** an answering service. We are highly trained and certified professionals that save lives every day.

We are the First, First Responders and deserve to be formally, legally, recognized as such. **I urge a favorable report on SB633, which would classify 9-1-1 Specialists, finally, as First Responders.**