

Written Testimony in Support of House Bill 2701 Distinguished members of the House

Committee on Emergency Management, General Government, and Veterans, My name is Amanda Rose and I am testifying today in favor of House Bill 2701. The opinions expressed in this testimony are my own and are not representative of any agency or organization I have either been employed by or associated with. I have been employed in telecommunication work in the state of Oregon since 2011. I began my career as a 911 dispatcher and, most recently, I work in the capacity of law enforcement dispatch. The honorable people who work as telecommunicators are beyond deserving and absolutely should be considered as "Eligible Employees" and should receive the retirement benefits as described in HB2701.

The job of a telecommunicator is wearing both physically and mentally. I am positive in other testimony you will hear specifics about the effect telecommunication work can have on a person, such as PTSD, emotional trauma, anxiety and stress related health issues. I acknowledge the reality of developing PTSD from traumatic events I have encountered during my career.

Telecommunicators must remain vigilant, always prepared to be the first contact to intercept a citizen's emergency. It is the duty of a telecommunicator to gather accurate and detailed information while multitasking to an extreme degree. Telecommunicators are responsible for handling a multitude of events and tracking several troopers simultaneously and answering the next call. If you were to survey the law enforcement activity employed in Oregon, I believe you would find that upwards of 90% would tell you that they would not be able to handle the level of multitasking required of a dispatcher. I understand the argument most often is that telecommunicators do not have to deal with emergencies in person. I ask that you take into consideration the physical and emotional toll it takes working through someone's worst and possibly most traumatic moments. I will not get into specifics of the traumatic events telecommunicators encounter frequently.

I know you have a lot of testimony to hear and review, so I leave you with this. I sincerely appreciate your time today, and I genuinely ask for your support in passing HB2701. I also would like to extend the olive branch to have you join me or a fellow telecommunicator for a day at work so that you may witness and make your own observations about what a "normal" work day looks like for a telecommunicator.

Again, thank you for allowing testimony today from my peers and myself.

Sincerely,

Amanda Rose DPSST# 52035