

Greetings,

I would like to submit a brief testimony regarding SB 11. As the 9-1-1 Director for Sherman County, Kansas, for over 20 years, I bring substantial experience in managing a one-seat dispatch center. When I assumed the role in 2005, we were certified in Emergency Medical Dispatch (EMD) protocols. However, managing 911 calls, radio traffic, and EMD questioning simultaneously proved overwhelmingly complex for a solo dispatcher, creating significant liability and potential for error. Consequently, we discontinued these protocols.

I wholeheartedly support the intention to deliver optimal service for 9-1-1 callers experiencing cardiac arrest. In our rural context, timely CPR instructions are critical, often determining life or death outcomes due to lengthy response times.

However, rather than imposing a uniform mandate, I urge the provision of flexible options for Public Safety Answering Points (PSAPs). Our center currently faces staffing challenges, operating with only three telecommunicators and myself, all working 12-hour shifts while concurrently training new hires.

High turnover rates exacerbate the challenges in our industry. Balancing the critical responsibilities of call-handling with dispatch duties—paging Law, Fire, and EMS, and tracking their status—demands our full attention in a one-seat center setting.

I respectfully request consideration for a phased-in approach to implementing CPR protocols. Such a transition would allow necessary time for adjustment, with the hope that staffing levels improve.

Thank you for your consideration.

Crissy Ridnour  
Sherman County 911 Director  
Sherman County Emergency Management Assistant