



**RESOLUTION REQUESTING THE NC GENERAL ASSEMBLY TO  
DECLARE 911 TELECOMMUNICATORS AS PUBLIC SAFETY PERSONNEL**

**Whereas**, as the initial first responder, telecommunicators provide critical lifesaving information to the public that saves lives, reduces property damage and also works to ensure scene safety for those in our police, EMS and fire department family; and,

**Whereas**, Davidson County telecommunicators, along with many throughout the State, are trained in CPR as well as the emergency police, fire and medical protocols offered through the International Academies of Emergency Dispatch <https://emergencydispatch.org/>; and,

**Whereas**, telecommunicators spend countless hours taking continuing education classes that keeps up each of their certifications and provides guidance in the everchanging world around them; and,

**Whereas**, as the COVID-19 pandemic began, Davidson County 911 Emergency Communications instituted a process developed in conjunction with EMS to screen callers for COVID symptoms in an effort to add a layer of protection for our first responders; and,

**Whereas**, due to the aforementioned protocol change each call took longer to process, and with the additional calls received it became necessary to ramp up staffing so that Davidson County 911 Emergency Communication Staff could provide the same level of service and still meet the statute that requires 90% of 911 calls are answered within 10 seconds; and,

**Whereas**, 911 Telecommunicators not being recognized as public safety personnel is not only a disappointment, but dishonors a profession solely dedicated to the public's safety.

**Therefore, Be It Resolved**, the Davidson County Board of Commissioners request that the North Carolina General Assembly take action to recognize, proclaim and affirm that 911 telecommunicators are considered public safety personnel.

This the 13<sup>th</sup> day of October, 2020.

Karen Watford, Chair  
Davidson County Board of Commissioners

Attest:

Deborah C. Harris, Clerk to the Board





**RESOLUTION SUPPORTING THE RECLASSIFICATION  
OF DAVIDSON COUNTY 911 DISPATCHERS**

**WHEREAS**, in September of 2021, U.S. Representatives Norma J. Torres and Brian Fitzpatrick announced that their 9-1-1 SAVES Act passed the House as part of the Fiscal Year 2022 National Defense Authorization Act. The 9-1-1 SAVES Act is bipartisan legislation to reclassify 911 dispatchers from “Office and Administrative Support” to “Protective Service Occupations” in the Office of Management and Budget’s Standard Occupational Classification (SOC) catalog, and

**WHEREAS**, 911 dispatchers are the first line of response during an emergency, and they deserve to be classified in a way that recognizes their work is on par with the work of other public servants classified as first responders, and

**WHEREAS**, Senator Richard Burr introduced the reclassification bill in the Senate, where it remained, and

**WHEREAS**, 911 dispatchers are working with elected officials to re-introduce this legislation with the next Congress, and local support will assist this effort, and

**NOW, THEREFORE BE IT RESOLVED**, that the Davidson County Board of Commissioners is in support of bipartisan legislation to reclassify 911 dispatchers from the “Office and Administrative Support” to “Protective Service Occupations” in the Office of Management and Budget’s Standard Occupational Classification (SOC) catalog.

Adopted this the 27<sup>th</sup> day of February 2023.

Fred McClure, Chair  
Davidson County Board of Commissioners

Attest:

Deborah J. Harris, Clerk to the Board  
Davidson County Board of Commissioners