



RANDOLPH COUNTY

BOARD OF COMMISSIONERS

Randolph County Office Building ■ 725 McDowell Road
Asheboro, North Carolina 27205 ■ Telephone 336-318-6300

Darrell Frye, Chairman
David Allen, Vice Chairman
Kenny Kidd
Maxton McDowell
Hope Haywood

***A RESOLUTION REQUESTING THE NORTH CAROLINA GENERAL ASSEMBLY AND
THE U.S. FEDERAL GOVERNMENT TO DECLARE 9-1-1 TELECOMMUNICATORS AS
FIRST RESPONDERS AND TO RECOGNIZE THE SACRIFICES THEY MAKE TO
SERVE THE PUBLIC IN THEIR ROLE AS FIRST RESPONDERS***

WHEREAS, the 9-1-1 Telecommunicator performs a critical role in public safety, homeland security, and emergency response alongside law enforcement officers, firefighters, rescue technicians, and emergency medical services personnel; and

WHEREAS, the 9-1-1 Telecommunicator requires specialized training and skills to gather vital information and make split-second decisions to form the foundation of an effective emergency response, prevent worsening of a situation, provide situational awareness to responders and citizens, and provide life-saving instructions; and

WHEREAS, the 9-1-1 Telecommunicator is the initial first responder in saving lives, reducing property damage, and ensuring the safety of our citizens and emergency personnel without prejudice; and

WHEREAS, the 9-1-1 Telecommunicator works in a uniquely stressful environment, communicating with people in great distress, harm, fear, illness or injury, and that environment can have an adverse emotional and physical impact; acknowledging that PTSD and vicarious trauma are real issues in the 911 profession; and

WHEREAS, the 9-1-1 Telecommunicator delivers selfless compassionate care to all who seek their assistance during good times and bad; and

WHEREAS, the 9-1-1 Telecommunicator is not recognized by the North Carolina General Assembly or by the Federal Government as a protected classification. Despite all the requirements they must meet to work in this position, the Federal Office of Management and Budget classifies this group of individuals as clerical staff, a decision that ignores the education and sacrifices outlined above; and

WHEREAS, the Randolph County Department of Emergency Services hold all of these things to be true, further acknowledging that without the valuable resource of 9-1-1 Telecommunicators, emergency response would be uncoordinated, chaotic and unsuccessful.

NOW, THEREFORE, BE IT RESOLVED, that the Randolph County Board of Commissioners distinguishes that 9-1-1 Telecommunicators are first responders, supports the national movement to reclassify 9-1-1 Telecommunicators as first responders, and truly acknowledges the work they do with great appreciation. Furthermore, the Randolph County Board of Commissioners requests that the North Carolina General Assembly and the U.S. Federal Government recognize, proclaim and affirm that 9-1-1 Telecommunicators are considered public safety first responders.

This the 7th day of December 2020.



Darrell Frye, Chairman

Randolph County Board of Commissioners