

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

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

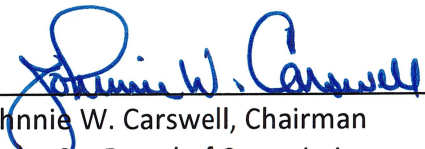
Whereas, due to the aforementioned protocol change each call took longer to process, and with the additional calls received it became necessary to ramp up staffing so that Burke County 911 Emergency Communication Staff could provide the same level of service and still meet the statute that requires 90%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



Adopted this 17<sup>th</sup> day of November 2020.

  
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Johnnie W. Carswell, Chairman  
Burke Co. Board of Commissioners

Attest:

  
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Kay Honeycutt Draughn, CMC, NCMCC  
Clerk to the Board