



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

April 13, 2022

Shalanda Young
Director
Office of Management and Budget
725 17th Street, NW
Washington, DC 20503

Dear Director Young:

In recognition of National Public Safety Telecommunicators Week, I am writing to share my thoughts on the importance of the dedicated professionals who respond to calls to our nationwide emergency number, 911.

As the federal agency with primary regulatory responsibility for communications, the Federal Communications Commission has special familiarity with the 911 system and the work performed by public safety telecommunicators nationwide.

911 operators are among our most essential first responders. Before a whistle at a fire station blows, an ambulance races, or an air horn blares, it is a 911 professional who takes in a call and sets emergency response in motion. Of course, today's 911 professionals do far more than answer 911 calls or passively receive information. They provide assistance, guidance, and life-saving advice to 911 callers, particularly in the critical minutes before emergency personnel arrive at the scene. They also actively plan, coordinate, and direct the response activities of emergency personnel, especially when multiple agencies are involved.

The role of the public safety telecommunicator is also changing as 911 communications technology evolves. As a result of this shift, the job of the public safety telecommunicator has come to encompass not only call-taking and dispatch but also the integration and analysis of multiple sources of information to determine the appropriate response to any given emergency. For instance, those who answer calls also are responsible for the intake and assessment of other information sources, including photos, videos from police and traffic cameras, and automated alarm and sensor data.

While the role of public safety telecommunicators has changed, this has not yet been recognized in the Standard Occupational Classification system. As a result, I encourage the Office of Management and Budget to look anew at these professionals, who have historically been classified as an "Office and Administrative Support Occupation." In light of the technological evolution of their responsibilities and work, I hope at the next available opportunity your agency can explore an update to their classification that would group them with others who work in emergency response in the "Protective Service" category.

Thank you for your attention. I believe these dedicated professionals are an essential part of our system of public safety and recognizing them as such will better reflect the work they do and provide them with the dignity they deserve. I would welcome the opportunity to collaborate with you on this effort and would be happy to provide you with any further information or assistance you might require.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Rosenworcel", with a long horizontal flourish extending to the right.

Jessica Rosenworcel