



Federal Communications Commission  
Washington, D.C. 20554

April 12, 2023

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

Dear Director Young:

Last year, in recognition of National Public Safety Telecommunicators Week, I wrote to share my thoughts on the importance of the dedicated professionals who respond to calls to our nationwide emergency number—911. This year, as we mark National Public Safety Telecommunicators Week, I am again writing to reiterate my support for the reclassification of public safety telecommunicators as first responders.

As I noted last year, 911 operators are among our most essential first responders. Today's 911 professionals do far more than answer 911 calls to set emergency response in motion or passively receive information. They provide assistance, guidance, and life-saving advice to 911 callers, and they actively plan, coordinate, and direct the response activities of emergency personnel. In addition, as 911 communications technology evolves, the role of the public safety telecommunicator is expanding to include integration and analysis of multiple sources of information, such as police and traffic camera videos and automated alarm and sensor data, to determine the appropriate response to any given emergency.

In recent years, many states have recognized the vital first responder role played by public safety telecommunicators.<sup>1</sup> I believe the federal government should do the same in its next update of the Standard Occupational Classification system, which still classifies these professionals as performing an "Office and Administrative Support Occupation." The Federal Communications

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<sup>1</sup> For example, in 2021-2022, Alabama and California joined the growing list of states defining "first responder" to include public safety telecommunicators. Alabama, Ala. Code § 11-98-1(a)(12) (2022; defining "first responder" to include public safety telecommunicators); California, Cal. Gov. Code § 8562(a)(5) (West) (2021; defining "first responder" to include public safety telecommunicator or public safety dispatcher). *See also, e.g.*, Indiana, Ind. Code § 10-10.5-2-1 (2020; defining "first responder" to include public safety telecommunicators); Texas, Tex. Gov. Code Ann. § 421.095(1)(E) (2019; defining "first responder" to include "an emergency response operator or emergency services dispatcher"); NENA, *Telecommunicator Reclassification Map*, [https://www.nena.org/page/reclassification\\_map](https://www.nena.org/page/reclassification_map) (last visited Mar. 29, 2023).

Commission would welcome the opportunity to collaborate with you on this issue and to provide any resources and support you might require.

Sincerely,

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

Jessica Rosenworcel