AGENCY LETTERHEAD

DATE

[Title] [First Name Last Name]

[U.S. House of Representatives][United State Senate]

[Address]

[City][State][Zip]

Dear [Representative][Senator] [Last Name of Legislator],

I write today to ask that you support Rep. Norma Torres (D-CA) and Rep. Brian Fitzpatrick (R-PA), and others in Congress by cosponsoring the 911 SAVES Act. These companion bills would direct the Office of Management and Budget to reclassify public safety telecommunicators (9-1-1 call takers and dispatchers) as “Protective Service Occupations,” instead of their current classification, “Office and Administrative Support Occupations.”[[1]](#footnote-1)

The 9-1-1 telecommunicators and dispatchers in our community are critically important public safety personnel. On any given day, they may provide emergency medical instruction, deal with suicidal persons, analyze background noises and a caller’s voice to assess a situation, or coordinate the dispatch and safe arrival of police, fire, and EMS personnel.

However, the U.S. Bureau of Labor Statistics still classifies public safety telecommunicators as "Office and Administrative Support Occupations" in its Standard Occupational Classification (SOC) System — alongside secretaries, office clerks, and taxi dispatchers. This is an outdated, misinformed view of the work performed by 9-1-1 professionals, and must be changed.

To fix this problem, Reps. Norma Torres and Brian Fitzpatrick and Sens. Richard Burr and Amy Klobuchar have introduced legislation to reclassify public safety telecommunicators as "Protective Service Occupations," alongside a broad range of other protective occupations, such as lifeguards, fish and game wardens, parking enforcement workers, firefighters, and playground monitors. This small change — which costs nothing — would realign the SOC with the actual nature of 9-1-1 work and give telecommunicators and dispatchers the recognition they deserve. It also could lead to better research and action on workforce issues related to 9-1-1. In the Senate,

As director of a PSAP that serves your district, I'm writing to request your support of the 911 SAVES Act. It has broad support throughout the 9-1-1 community, including the endorsement of NENA: The 9-1-1 Association. Put simply, the 911 SAVES Act is good governance and much-deserved recognition for the estimated 100,000 public safety telecommunicators in our country.

The bill’s sponsors — and the 9-1-1 community — would gladly welcome any support of the House and Senate bills. For more information, please contact Mariah.Carray@mail.house.gov in Rep. Torres' office, Joseph.Knowles@mail.house.gov in Rep. Fitzpatrick's office.

Please let us know if we may ever be of assistance to you in the future.

Sincerely,

[Your Name]

[Title]

[Agency]

[Street Address]

[City][State][Zip]

1. Public Safety Telecommunicators (also referred to as Police, Fire, and Ambulance Dispatchers) are Occupation 43-5031, currently classified under Major Occupation Category 43-0000, “Office and Administrative Support Occupations.” “Protective Service Occupations” is Major Occupation Category 33-0000. U.S. Bureau of Labor Statistics, 2018 Standard Occupational Classification System,[https://www.bls.gov/soc/2018/major\_groups.htm#](https://www.bls.gov/soc/2018/major_groups.htm). [↑](#footnote-ref-1)