

Reclassifying Public Safety Telecommunicators as “Protective” Occupations

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Overview

- Key Points
- Background on the Reclassification Process
- APCO's Plans
- How you can take action
- Q&A

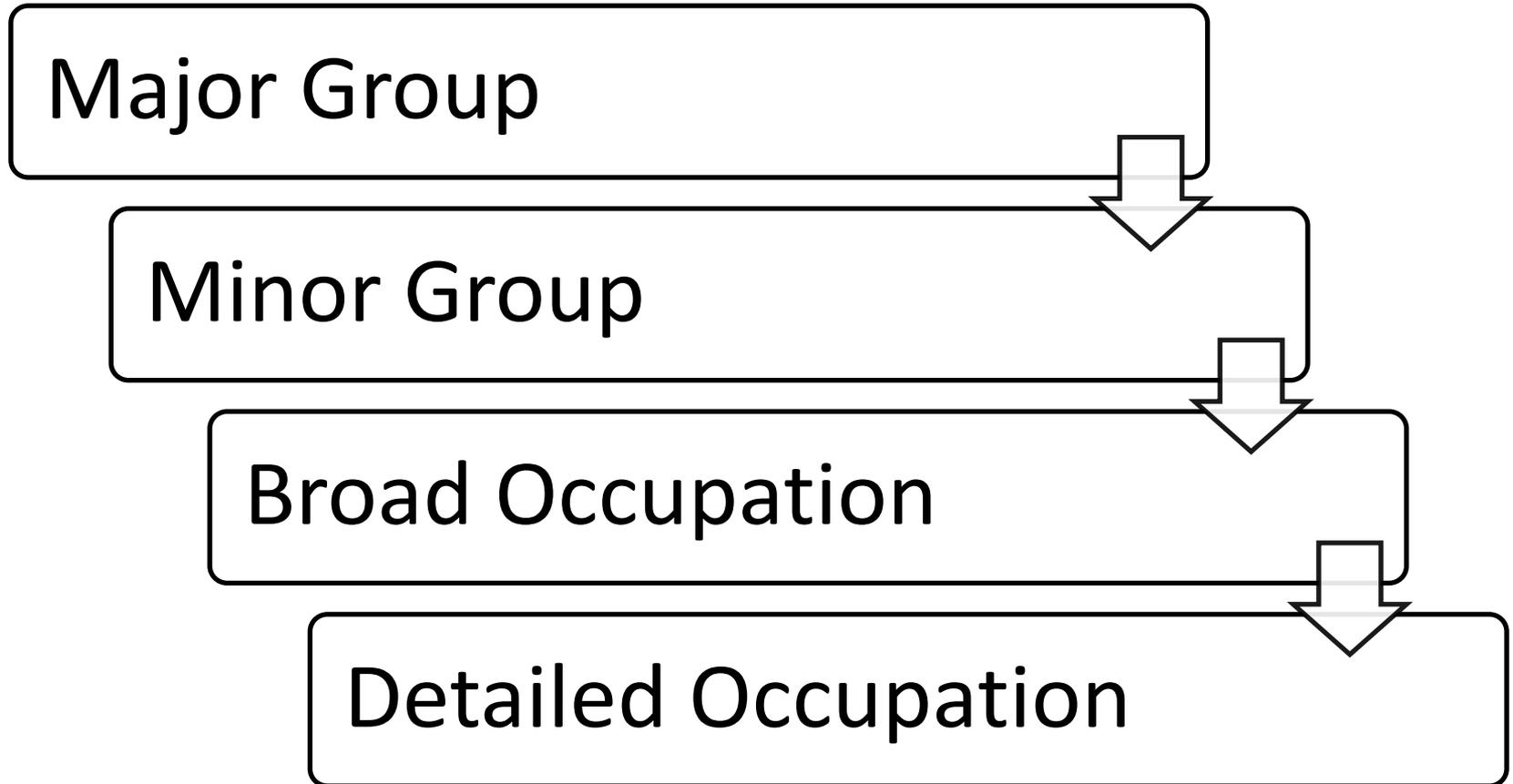
Key Points

- For years, 9-1-1 professionals have been classified by the federal government in the same category as office clerks and secretaries.
- A formal revision process is underway, and APCO advocated for Public Safety Telecommunicators to be reclassified as “Protective” occupations.
- A federal committee has made an interim decision to reject APCO’s recommendations.
- The process isn’t over, but we’ll need your help.
- This will not affect federal overtime requirements.

Background on the SOC

- OMB = Office of Management and Budget
 - Coordinates government-wide guidelines on statistical information for the federal government
- Standard Occupational Classification (SOC)
 - Organizes all occupations in the U.S.
 - Federal agencies required to use it for occupational data
 - Increases data compatibility across federal programs
 - Used for statistical purposes only, no impact on FLSA

SOC Structure



Current SOC Categorization

43-0000 Office and Administrative Support Occupations

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graph TD; A[43-0000 Office and Administrative Support Occupations] --> B[43-5000 Material Recording, Scheduling, Dispatching, and Distributing Workers]; B --> C[43-5030 Dispatchers]; C --> D[43-5031 Police, Fire, and Ambulance Dispatchers];
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43-5000 Material Recording, Scheduling, Dispatching, and Distributing Workers

43-5030 Dispatchers

43-5031 Police, Fire, and Ambulance Dispatchers

Issues with the Current SOC

Currently:

- ❖ Detailed occupation:
“Police, Fire, and
Ambulance Dispatchers”
- ❖ Classified in the group of
“Office and Administrative
Support Occupations”

Change to:

- ❖ “Public Safety
Telecommunicators”
- ❖ Classify them in the group
of “Protective Service
Occupations” (with police
officers, firefighters, etc.)

SOC Classification Principles

10 Classification Principles

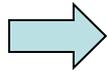
- ❖ Ex – each occupation assigned to a single category

Most relevant:

“Occupations are classified based on work performed and, in some cases, on the skills, education and/or training needed to perform the work.”

SOC Revision Timeline

Event	Date
1 st <i>Federal Register</i> notice soliciting public input	May 22, 2014 to July 21, 2014
SOCPC reviews public input, Federal agency input, and conducts own research; develops and forwards recommendations to OMB	Through 2015
2 nd <i>Federal Register</i> notice requesting comments on SOCPC recommendations	July 22, 2016 to Sept. 20, 2016
SOCPC reviews comments and develops final recommendations to OMB	Through 2016
OMB reviews SOCPC recommendations	Late 2016
3 rd <i>Federal Register</i> notice announcing the final 2018 SOC structure, and occupation codes and titles	Spring 2017
SOCPC completes occupational definitions and SOC Manual	Summer 2017
OMB publishes 2018 SOC Manual	Summer 2017
Federal statistical agencies implement 2018 SOC	Beginning 2018



APCO's Comments

Currently:

1. Public Safety
Telecommunicators are labeled as “Police, Fire, and Ambulance Dispatchers” and
2. Classified in the group of “Office and Administrative Support Occupations”

APCO's Recommendations:

1. Use the *detailed occupation description* “Public Safety Telecommunicators” and
2. Classify them in the group of “Protective Service Occupations” (with police officers, firefighters, etc.)

1. Use the title “Public Safety Telecommunicators” (instead of “dispatchers”)

- Better encompasses both 9-1-1 call taking and emergency dispatch.
- More appropriate given the increasing diversity and technical nature of the profession.
- Aligns with the Congressional Resolution that established National Public Safety Telecommunicators Week.

2. Classify Public Safety Telecommunicators as a “Protective Service” occupation

Public Safety Telecommunicators:

- Coach 9-1-1 callers through first aid
- Coordinate police, fire, and EMS to keep them and the public safe
- Operate specialized systems for tracking field responders, locating 9-1-1 callers, and communicating in emergencies
- Deal with the stress of life or death situations

APCO's Recommended SOC Classification

33-0000 Protective Service Occupations

33-9000 Other Protective Service Workers

33-9090 Misc. Protective Service Workers

33-9094 Public Safety Telecommunicators

9-1-1 Caucus Co-Chairs Letter

- In June, the Co-Chairs of the Congressional Next Gen 9-1-1 Caucus sent a joint letter to OMB urging them to revise the SOC, suggesting the same changes APCO recommended.



Richard Burr*
(NC)



Amy Klobuchar*
(MN)



John Shimkus*
(IL-15th)



Anna Eshoo*
(CA-18th)

Excerpt from Caucus Co-Chair Letter

A Public Safety Telecommunicator's job "can entail simultaneously questioning the caller, dispatching first responders, and using advanced technologies to retrieve caller location, medical information, and pertinent location history," and the "current classification within the 'Office and Administrative Support' major group is not consistent with the specialized training and life-saving nature of the tasks performed by Public Safety Telecommunicators."

Recent Announcement: Proposed SOC Revision

Interim decision not to change SOC because:

- “The work performed by 9-1-1 professionals is that of a dispatcher and not a first responder.”
- “Most dispatchers are precluded from administering actual care, talking someone through procedures, or providing advice.”
- “Separating 9-1-1 dispatchers from other dispatchers would cause confusion.”

Next Steps

- APCO is planning a multi-phased, grassroots effort and may ask for you to:
 - Contact the federal officials in charge of the SOC
 - Seek support from members of Congress
 - File formal comments as part of the SOC revision process

Take Action Today

Tell the federal officials involved with the SOC revision that you disagree with the current classification of 9-1-1 professionals:

- Go to our [Take Action webpage](#)
- Customize your information
- Click Send Message

Message

Subject

Public Safety Telecommunicators Are Protective Service Occupations

Body

I am writing to express disappointment in the recent announcement from your office of the Standard Occupational Classification (SOC) Policy Committee's recommended revisions for the 2018 SOC. Specifically, the SOC Policy Committee failed to accurately represent the roles performed by Public Safety Telecommunicators.

As the Association of Public-Safety Communications Officials (APCO) International stated in comments filed with your agency, the SOC should be revised so that 1) the detailed occupation name, "Police, Fire, and Ambulance Dispatchers" (43-5031) is changed to Public Safety Telecommunicators and 2) this occupation is moved from the Office and Administrative Support Occupations major group (43-0000) to the Protective Service Occupations (33-0000) major group.

However, the SOC Policy Committee declined to accept the input of this professional association and put forth an explanation that is factually incorrect and overlooks the life-saving work Public Safety Telecommunicators perform. In particular, I strongly disagree with the assertion that "most dispatchers are precluded from administering actual care, talking someone through procedures or providing advice."

Accordingly, I respectfully request that your office and the SOC Policy Committee develop the final 2018 SOC structure and occupation titles consistent with APCO's advocacy. //

Customize Your Signature (optional)

Public Safety Telecommunicator, Any

Enter Your Info

[Privacy Policy](#)

Your Information

Prefix	First Name	Last Name	Suffix
<input type="text" value="Ms."/>	<input type="text" value="Joan"/>	<input type="text" value="Smith"/>	<input type="text"/>

Email

Home Information **Address Okay**

Street Address

City

State

ZIP Code

- I want to receive future email alerts
- Remember me (Uncheck on shared computers)

[Send Message](#)

Additional Information

- The recording and additional information will be posted here: www.apcointl.org/SOC.
- If you have additional questions please email GRO@apcointl.org.
- Take action now at www.apcointl.org/advocacy/take-action.html
- Watch for further updates and action requests from APCO!