

SENATE CONCURRENT RESOLUTION NO. 8

Senators Anthony, Singh, Bayer, Polehanki and Shink offered the following concurrent resolution:

1 A concurrent resolution to urge the United States Congress to
2 address the misclassification of public safety telecommunicators
3 under the Standard Occupational Classification system and to
4 require their categorization as a protective service occupation.

5 Whereas, Public safety telecommunicators are an integral part
6 of the emergency response system. They play a crucial and life-
7 saving role by answering and prioritizing calls for police, fire,
8 and medical professionals, providing essential medical instructions
9 to callers, and coordinating the dispatch of emergency personnel.
10 Public safety telecommunicators possess a unique set of skills,
11 including the abilities to manage high levels of stress, to
12 communicate clearly and calmly in high-pressure, life-and-death
13 situations, and to multitask effectively at an extreme level to

1 facilitate efficient responses to emergencies and provide essential
2 information to responders; and

3 Whereas, There are approximately 2,200 highly skilled public
4 safety telecommunicators in Michigan serving a population of
5 approximately 10 million. These public servants process an average
6 of 6.4 million emergency calls and texts annually, demonstrating
7 the critical nature of their work in ensuring the safety and
8 security of our communities. Public safety telecommunicators are
9 often the first point of contact between the public and emergency
10 services during a crisis, and their ability to accurately assess
11 and respond to emergency situations is essential in ensuring the
12 safety and well-being of all involved; and

13 Whereas, The Standard Occupational Classification (SOC) system
14 is part of the United States federal statistical system coordinated
15 by the United States Office of Management and Budget. The SOC is
16 used by federal agencies to classify workers and jobs into
17 occupational categories for the purpose of collecting, calculating,
18 analyzing, and disseminating data. Occupations in the SOC are
19 classified based on the work performed and, in some cases, on the
20 skills, education, or training needed to perform the work; and

21 Whereas, Public safety telecommunicators are not currently
22 classified in a way that adequately reflects the crucial work and
23 modern skills of these highly valued members of the first responder
24 community. Public safety communicators are currently classified as
25 an office and administrative support occupation, alongside
26 dispatchers for taxicabs, tow trucks, or trains, rather than a
27 protective service occupation, which includes employees such as
28 police officers, firefighters, lifeguards, crossing guards, and
29 school bus monitors. Classifying public safety telecommunicators as

1 a protective service occupation would correct an inaccurate
2 representation in the SOC, recognize these professionals for the
3 lifesaving work they perform, and reinforce efforts at the state
4 level to properly classify, support, and train these vital
5 employees; now, therefore, be it

6 Resolved by the Senate (the House of Representatives
7 concurring), That we urge the United States Congress to address the
8 misclassification of public safety telecommunicators as an office
9 and administrative support occupation, rather than categorizing
10 them with other first responders, to ensure that the scope of their
11 work is properly valued and to underscore the importance of
12 providing them with adequate resources to navigate their
13 occupational hazards; and be it further

14 Resolved, That we urge the United States Congress to require
15 the United States Office of Management and Budget to categorize
16 public safety telecommunicators as a protective service occupation
17 under the Standard Occupational Classification system; and be it
18 further

19 Resolved, That copies of this resolution be transmitted to the
20 Speaker of the United States House of Representatives, the
21 President of the United States Senate, and the members of the
22 Michigan congressional delegation.