

COUNTY OF CARTERET  
DEPARTMENT OF EMERGENCY SERVICES



**A REPRESENTATIVE STATEMENT HONORING 911 TELECOMMUNICATORS**

**WHEREAS**, 911 Telecommunicators are an essential part of the public safety infrastructure and are trained to play a critical role in emergency response as the first line of communication for persons needing law enforcement, fire, or medical response and serve as a lifeline to law enforcement, fire, and medical personnel in the field;

**WHEREAS**, 911 Telecommunicators serve 24 hours a day, seven days a week, and make the same sacrifices in their personal lives as firefighters, law enforcement, and emergency medical service workers by leaving their families, friends, and the safety of their homes to handle the emergency 911 calls that save lives, protect the property, and ensure the safety of their community;

**WHEREAS**, 911 Telecommunicators heroically answer emergency 911 calls around-the-clock, one after another, daily - while serving as the voice of calm in chaos and aiding during a call that may represent the worst day of the caller's life. On a daily basis, 911 Telecommunicators hear cries of devastation and screams for help and serve as the support. Whereby they provide medical guidance, instruct callers on staying safe in extremely trying and often terrifying situations, and help guide callers to safety, while simultaneously dispatching field units to the emergency situations;

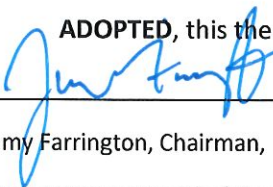
**WHEREAS**, 911 Telecommunicators handle all of these stressful situations for the callers while working to keep their fellow first responders in the field safe. They routinely toggle between several calls at the same time while working with multiple delivery platforms to manage all elements of each call to efficiently and smoothly process and dispatch 911 and non-emergency pressing calls, responding to each call professionally;


**WHEREAS**, 911 Telecommunicators perform a crucial role in the public's safety and should be recognized as "First Responders" and shown appreciation for the dedication and service they render to their communities and the State of North Carolina;

**NOW, THEREFORE, BE IT RESOLVED BY THE CARTERET COUNTY NC BOARD OF COMMISSIONERS:**

That the Carteret County (NC) Board of Commissioners is in support of bipartisan legislation to reclassify 911 dispatchers from "Office and Administrative Support" to "Protective Service Occupations" in the Office of Management and Budget's Standard Occupational Classification (SOC) catalog per the 9-1-1 SAVES Act that was re-introduced by Rep. Torres and Fitzpatrick in April 2021 and passed the House in September 2021.

**ADOPTED**, this the 16<sup>th</sup> day of October 2023.

  
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Jimmy Farrington, Chairman,  
Carteret County Board of Commissioners

  
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Lori Roberson Turner, Clerk to the Board

