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5 **A RESOLUTION**  
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7 in support of federal legislation to reclassify Public Safety Telecommunicators as  
8 protective services rather than administrative support occupations and urging the State  
9 of Wisconsin to support the federal legislation in recognition of the critical role Public  
10 Safety Telecommunicators serve as the first point of contact for residents calling for  
11 assistance  
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13  
14 WHEREAS, the United States Bureau of Labor Statistics classifies Public Safety  
15 Telecommunicators (PST) under office and administrative support in the Standard  
16 Occupational Classification catalog; and  
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18 WHEREAS, PST serve as the first point of contact when a resident(s) places an  
19 emergency or non-emergency call for fire, emergency medical services, or police  
20 assistance; and  
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22 WHEREAS, PST work behind the scenes to assist residents in need until first  
23 responders arrive on the scene and ensure the safety of first responders by assessing,  
24 monitoring, and communicating vital information until they arrive, which can include  
25 providing instructions over the phone to preserve life until first responders arrive and  
26 can take over; and  
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28 WHEREAS, PST are dedicated individuals that work in uniquely stressful  
29 environments that can have an adverse impact on their emotional and mental health;  
30 and  
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32 WHEREAS, similar to 9-1-1 telecommunicators, 2-1-1 telecommunicators also  
33 work behind the scenes to provide crisis intervention services for residents in need of  
34 food, shelter, natural disaster relief, elder care, alcohol, and other drug recovery  
35 services and more; and  
36

37 WHEREAS, 2-1-1 telecommunicators are specially trained to calm residents  
38 struggling with language barriers, comprehension, anxiety, and other barriers and  
39 connect them with local organizations for assistance based on eligibility for services;  
40 and

41 WHEREAS, in April 2021, the 9-1-1 SAVES Act, a bipartisan effort to re-classify  
42 PST under the “protective services occupation” instead of “office and administrative  
43 support occupation,” was re-introduced and referred to the Senate Committee on  
44 Homeland Security and Governmental Affairs and, if passed, PST would be classed in  
45 the same category as firefighters, law enforcement officers, corrections officers, and  
46 other public safety staff in the Standard Occupational Classification catalog; and  
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48 WHEREAS, the State of California, Indiana, Iowa, Kansas, Texas, and West  
49 Virginia adopted legislation to recognize PST as first responders and the State of  
50 Colorado, Montana, New Mexico, Oregon, South Carolina, and Wisconsin adopted  
51 resolutions supporting the reclassification of PST; and  
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53 WHEREAS, Milwaukee County’s Office of Emergency Management operates the  
54 9-1-1 Communications Division and serves as the Public Safety Answering Point  
55 (PSAP) for Milwaukee County, responsible for the prompt response and delivery of  
56 emergency services to 9-1-1 callers; and  
57

58 WHEREAS, the reclassification of PST under the protective services umbrella  
59 would be the first step in expanding the Office of Emergency Management access to  
60 grants that are not accessible to PST classified as administrative support; and  
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62 WHEREAS, PST are unsung heroes and the actual first responder to a resident’s  
63 call for help in emergencies and Milwaukee County wants to acknowledge and  
64 recognize PST for the vital duties they perform in the field of public safety; and  
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66 WHEREAS, the current job classification of PST as an administrative support  
67 occupation is outdated as PST provide direct assistance to residents in need until  
68 emergency personnel arrive and should be classified in the same category as other  
69 emergency personnel to recognize the vital duties they perform in partnership with first  
70 responders; and  
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72 WHEREAS, the Committee on Intergovernmental Relations, at its meeting of  
73 May 17, 2022, recommended adoption of File No. 22-459 (vote 5-0); now, therefore,  
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75 BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby  
76 acknowledges and recognizes the critical role Public Safety Telecommunicators serve  
77 in emergency and non-emergency situations as the first point of contact for resident(s)  
78 needing assistance; and  
79

80 BE IT FURTHER RESOLVED, the Milwaukee County Board of Supervisors  
81 supports federal legislation to reclassify Public Safety Telecommunicators as protective

82 services occupations and urges the State of Wisconsin to support federal legislation to  
83 reclassify Public Safety Telecommunicators; and

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85 BE IT FURTHER RESOLVED, the Office of Government Affairs staff is  
86 authorized and requested to communicate the contents of this resolution to the  
87 Wisconsin Congressional delegation and the Wisconsin Legislature including the  
88 Governor of Wisconsin.

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