



CITY OF BOSTON IN CITY COUNCIL

RESOLUTION IN RECOGNITION OF NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK AND IN SUPPORT OF LEGISLATION TO RECLASSIFY AND PROTECT 9-1-1 DISPATCHERS

WHEREAS, April 14–20, 2024, is recognized as *National Public Safety Telecommunicators Week*, honoring the professionals who serve as the first point of contact during emergencies, providing critical support to police, fire, and EMS response teams; and

WHEREAS, 9-1-1 dispatchers, also known as public safety telecommunicators, manage emergency and non-emergency communications and play a key role in public safety by collecting vital information, offering medical guidance, and helping de-escalate crises while coordinating real-time responses; and

WHEREAS, these professionals are currently misclassified under both state and federal systems as clerical workers, a categorization that does not reflect the complexity, stress, and danger associated with their role, and excludes them from benefits afforded to other first responders; and

WHEREAS, SEIU Local 888 and public safety advocates are leading efforts to pass multiple bills during the 2025–2026 Massachusetts legislative session that would reclassify public safety telecommunicators and ensure they receive appropriate benefits and recognition, including:

- **H.2818 / H.2968 / S.1856 / S.1906** – *An Act relative to Massachusetts certified emergency telecommunicators*, to reclassify dispatchers under Group 2 for retirement benefits;
- **H.2663 / H.2971 / S.1761** – *An Act relative to the internal benefits of public safety telecommunicators*, to ensure parity in workplace benefits with other first responders;
- **H.2840 / S.1845** – *An Act relative to 911 emergency communicators*, to extend additional legal protections under state law; and

WHEREAS, at the federal level, Congress is considering:

- **H.R. 637 – The 911 SAVES Act**, which would reclassify 9-1-1 dispatchers as Protective Service Occupations under the federal Standard Occupational Classification System; and
- **S. 725 – The Enhancing First Response Act**, which reinforces the same classification change and underscores the mental and physical toll of this high-stakes work; now

THEREFORE, BE IT RESOLVED: that the Boston City Council recognizes the week of April 14–20, 2024, as *National Public Safety Telecommunicators Week* and honors the vital contributions of Boston’s 9-1-1 dispatchers and emergency communication professionals.

BE IT FURTHER RESOLVED: that the Boston City Council urges the Massachusetts Legislature and the United States Congress to pass the aforementioned state and federal bills to reclassify public safety telecommunicators as first responders, ensuring they receive the recognition, benefits, and legal protections their work demands and deserves.