



City of Greensboro

Melvin Municipal
Office Building
300 W. Washington Street
Greensboro, NC 27401

Agenda Report

File Number: 2025-255

Agenda Item# G.38.

Agenda Date: 3/18/2025. **Department:** Guilford Metro 911
Meeting Type: Council Meeting **Category:** Consent Agenda

Title: 2025 – 255 Resolution Supporting the Reclassification of Guilford Metro 911 Dispatchers

Council Priority: Place an ‘x’ in the box.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Safest City | <input checked="" type="checkbox"/> Most Skilled Workforce |
| <input type="checkbox"/> Easiest Place to Do Business | <input type="checkbox"/> Most Connected City |
| <input type="checkbox"/> Youth Sports Capital | <input type="checkbox"/> Hub of Recreation and Entertainment |
| <input type="checkbox"/> Abundance of Attainable Housing | <input type="checkbox"/> Other/Admin <u>Briefly Explain 3 word maximum</u> |

Council District: All

Public Hearing: No

Advertising Date/By: N/A

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Contact 2 and Phone: Andrea Harrell, Ext. 2002

PURPOSE:

911 dispatchers are the first line of response during an emergency, and they deserve to be classified in a way that recognizes their work is on par with the work of other public servants classified as first responders. Senator Richard Burr introduced a reclassification bill in the United States Senate, and 911 dispatchers are working with elected officials to re-introduce this legislation with the next Congress. Local support will assist this effort.

BACKGROUND:

In September of 2021, U.S. Representatives Norma J. Torres and Brian Fitzpatrick announced that their 9-1-1 SAVES Act passed the House as part of the Fiscal Year 2022 National Defense Authorization Act. The 9-1-1 SAVES Act is 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. 911 dispatchers worked with Representatives Torres and Fitzpatrick along with Senators Klobuchar and Blackburn to re-introduce this legislation, and local support will assist the effort to get the legislation passed.

BUDGET IMPACT:

N/A

Vision Statement: “A Community with Endless Economic Opportunities and Exceptional Quality of Life.”

ACCOUNT NUMBER:

N/A

RECOMMENDATION / ACTION REQUESTED:

It is recommended that City Council adopt a Resolution supporting the reclassification of Guilford Metro 911 dispatchers.