

REPORT OF THE CHIEF LEGISLATIVE ANALYST

DATE: February 15, 2024

TO: Honorable Members of the Rules, Elections, and Intergovernmental Relations Committee

FROM: Sharon M. Tso 
Chief Legislative Analyst

Council File No: 23-0002-S97

Assignment No: 24-02-0073

SUBJECT: Resolution (Hernandez–Krekorian) to support H.R. 6319 (Torres–Fitzpatrick), also known as the **Supporting Accurate Views of Emergency Services Act of 2023**.

CLA RECOMMENDATION: Adopt the attached Resolution (Hernandez–Krekorian) to include in the City’s 2023 - 2024 Federal Legislative Program SUPPORT for H.R. 6319 (Torres–Fitzpatrick), also known as the **Supporting Accurate Views of Emergency Services Act of 2023** (911 SAVES Acts), to require the Director of the Office of Management and Budget to categorize Public Safety Telecommunicators as a Protective Service Occupation under the Standard Occupational Classification System.

SUMMARY

On December 8, 2023, a Resolution (Hernandez–Krekorian) was introduced to support H.R. 6319 (Torres–Fitzpatrick). The Resolution outlines some of the responsibilities of Public Safety Telecommunicators, also known as 911 operators. These responsibilities range from communicating with individuals through first aid to assisting them through crises. The Resolution states that Public Safety Telecommunicators complete these crisis-related tasks while gathering pertinent information.

According to the Resolution, research has indicated that Public Safety Telecommunicators are exposed to high levels of trauma that can lead to Post Traumatic Stress Disorder. H.R. 6319 would classify them as a protective service within the Standard Occupational Classification catalog. Federal statistical agencies use this catalog to classify jobs and employees into correct occupational categories. This action is vital because it ensures Public Safety Telecommunicators are classified based on the work they perform. The Resolution therefore requests that the city support H.R. 6319.

BACKGROUND

With approximately four million residents, Los Angeles is the second-largest city in the United States. The City’s Public Safety Telecommunicators/911 operators ensure that individuals receive the proper assistance in their moment of need. The Los Angeles Fire Department, reported an increase in 911 calls in 2023, compared to prior years. Public Safety Telecommunicators must respond to a variety of emergency-related calls and determine the adequate assistance individuals need. The difficulties of the job are often compounded by limited staffing and resources.

Public Service Telecommunicators are the first call in an emergency. Their roles within communities save lives and support residents through difficult situations. As such, they deal with high levels of stress and must remain calm in these situations as well. They undergo in-depth training to handle all types of emergencies effectively and efficiently. Given this, it is vital that Public Safety Telecommunicators are accurately categorized as a Protective Service Occupation under the Federal Standard Occupational Classification System.

BILL STATUS

11/08/2023 Introduced in the House

11/08/2023 Referred to the House Committee on Education and Workforce



Ryan Gibbs
Analyst

Attachments: Resolution (Hernandez– Krekorian)

RULES, ELECTIONS, INTERGOVERNMENTAL RELATIONS

RESOLUTION

WHEREAS, any official position of the City of Los Angeles with respect to legislation, rules, regulations or policies proposed to or pending before a local, state or federal governmental body or agency must have first been adopted in the form of a Resolution by the City Council with the concurrence of the Mayor; and

WHEREAS, Public Safety Telecommunicators (911 Operators) obtain vital information in a variety of emergency incidents that form the foundation of an effective emergency response by law enforcement, fire and emergency medical service personnel; and

WHEREAS, Public Safety Telecommunicators frequently talk individuals through first aid, route requests for additional emergency resources by first responders and communicate with people under extreme stress, in a crisis, all while gathering pertinent information; and

WHEREAS, Public Safety Telecommunicators are exposed to extreme emotional and physical stress as a part of their job; and

WHEREAS, research has indicated that Public Safety Telecommunicators are exposed to levels of trauma that can lead to Post Traumatic Stress Disorder; and

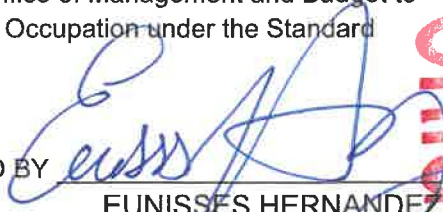
WHEREAS, H.R. 6319 (Torres/ Fitzpatrick) would direct the U.S. Office of Management and Budget (OMB) to update its classification for public safety telecommunicators (9-1-1 operators) as a protective service within the Standard Occupational Classification (SOC) catalog; and

WHEREAS, the Standard Occupational Classification system is designed and maintained solely for statistical purposes, and is used by federal statistical agencies to classify workers and jobs into occupational categories for the purpose of collecting, calculating, analyzing, or disseminating data; and

WHEREAS, H.R. 6319 would correct an inaccurate representation in federal data about the work done by Public Safety Telecommunicators, and ensure that they are classified based on the work they perform; and

NOW, THEREFORE, BE IT RESOLVED, with the concurrence of the Mayor, that by the adoption of this Resolution, the City of Los Angeles hereby includes in its 2023 - 2024 Federal Legislative Program SUPPORT for H.R. 6319 (Torres/ Fitzpatrick), the Supporting Accurate Views of Emergency Services Act of 2023 (911 SAVES Acts), which would require the Director of the Office of Management and Budget to categorize Public Safety Telecommunicators as a Protective Service Occupation under the Standard Occupational Classification System.

PRESENTED BY


EUNISSES HERNANDEZ
Councilmember, 11th District

SECONDED BY


Paul Rukosa

ENC 6 8 2023

PK