

**RESOLUTION NUMBER 6463-21**

**A RESOLUTION OF THE CITY OF HOOVER, ALABAMA  
RECOGNIZING THE WORK OF THE 911  
TELECOMMUNICATORS IN THE CITY OF HOOVER  
EMERGENCY COMMUNICATIONS CENTER AS FIRST  
RESPONDERS**

**WHEREAS**, the 911 telecommunicator plays a critical role in public safety, homeland security, and emergency response alongside police officers, firefighters, and emergency medical services; and

**WHEREAS**, the 911 telecommunicator requires specialized training and skills to gather vital information and make split-second decisions to form the foundation of an effective emergency response, prevent the worsening of a situation, provide situational awareness to responders and/or to provide life-saving direction and delivering emergency medical pre-arrival instructions; and

**WHEREAS**, the 911 telecommunicator works in a uniquely stressful environment, communicating with people in great distress, harm, fear, or injury, and that environment can have an adverse emotional and physical impact; acknowledging that PTSD and vicarious trauma are real issues in the 911 profession; and

**WHEREAS**, the 911 telecommunicator holds strong “the thin gold line”, providing selfless compassionate care to all who seek their assistance during good times and bad; are a lifeline to law enforcement, fire and medical responders in the field; and

**WHEREAS**, with the advent of Next Generation 911, Telecommunication Officers will be subjected to graphic photographs, audio and live video streaming from scenes of emergency situations; and

**WHEREAS**, the City of Hoover holds all these things to be true; and

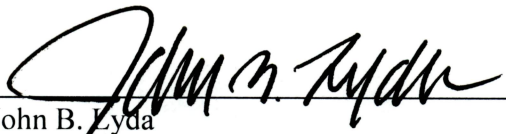
**WHEREAS**, the 911 telecommunicator is not recognized by the Federal Government as a protected classification. Despite all the requirements they must meet to work in this position, the Federal Office of Management and Budget classifies this group of individuals as clerical staff, but we dissent; and

**WHEREAS**, First Responder means a public safety employee whose duties include responding rapidly to an emergency or accident to provide assistance; and


**WHEREAS**, the City of Hoover, Alabama recognizes Public Safety Telecommunicators are far from just clerical and supports the national movement to re-classify telecommunicators as first responders and truly recognize the work they do. Additionally, the City of Hoover supports the 911 Saves Act to properly classify the profession of 911 Telecommunicators.

**NOW THEREFORE, BE IT HEREBY RESOLVED** by the City Council of the City of Hoover, Alabama, in regular meeting duly assembled, a quorum being present that 911 Telecommunication Officers is hereby designated as First Responders in the City of Hoover, Alabama, and shall be recognized as such in City policy and procedural considerations regarding First Responders.

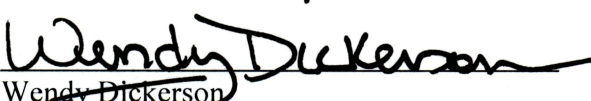
**ADOPTED** this the 17th day of May, 2021.

  
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John B. Lyda  
Council President

**APPROVED BY:**

  
\_\_\_\_\_  
Frank V. Brocato  
Mayor

**ATTESTED BY:**

  
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Wendy Dickerson  
City Clerk