

Congress of the United States

Washington, DC 20515

July 24, 2026

The Honorable Russell Vought
Director of the Office of Management and Budget
Office of Management and Budget
725 17th Street NW
Washington, D.C. 20503

Re: Docket BLS-2024-0001
Standard Occupational Classification—Updates for 2028
SOCPC Recommendation: Public Safety Telecommunicators

Dear Director Vought:

We write to urge the Office of Management and Budget to reclassify public safety telecommunicators among Protective Service Occupations (33-0000) in the 2028 update of the Standard Occupational Classification (SOC) system. As the first point of contact in emergencies, the professionals who answer calls to 9-1-1 provide life-saving emergency medical instruction to callers, assess scene safety for arriving responders, and have a critical role for a variety of emergencies. This is difficult work that often comes with high burnout rates and significant mental health impacts. Unfortunately, the SOC currently classifies these professionals among Office and Administrative Support Occupations (43-0000), which include secretaries, office clerks, and taxicab dispatchers. This classification is inaccurate and a disservice to their lifesaving work. There is no opposition to this change. To the contrary, the entire 911 community acknowledges this inaccurate classification, from 911 telecommunicators to national police, fire, and public safety groups, a full list of which you can find in the attached annex.

OMB's review of the 2018 SOC Manual for potential revisions in 2028 specifically invites comments on the classification of 911 telecommunicators¹. OMB should take this opportunity to correct this outdated designation and align the federal classification system with the modern realities of emergency communications. Reclassifying these professionals as Protective Service workers would appropriately recognize the essential role they play in protecting life and property in communities across the country.

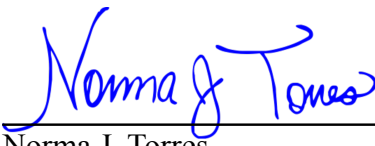
Thank you for your consideration of this important matter. Please provide an updated timeline of your process for SOC Manual revisions and please don't hesitate to contact our staff for further information.

Sincerely,

¹ Office of Management and Budget, *Statistical Policy Directive No. 10 Standard Occupational Classification (SOC)-Request for Comments on Possible Revision for 2028*, 89 FR 49911, 49912, 49914 (June 12, 2024).



Brian K. Fitzpatrick
Member of Congress



Norma J. Torres
Member of Congress

ANNEX: Endorsing Organizations

- Major County Sheriffs of America
- International Association of Fire Fighters
- National Narcotic Officers' Associations' Coalition
- National Crime Prevention Council
- National Association of Counties
- Association of Public-Safety Communications Officials International (APCO)
- Industry Council for Emergency Response Technologies
- International Association of Machinists and Aerospace Workers
- National Alliance on Mental Illness
- National Association of State 911 Administrators
- National Emergency Number Association
- National League of Cities
- iCERT
- American Federation of State, County, and Municipal Employees
- Georgia Association of Women in Public Safety
- Massachusetts Communications Supervisors Association
- Peace Officers Research Association of California (PORAC)
- Tennessee Emergency Number Association
- Chino Police Department
- City of Atlanta E911
- Henry County 911 Communications
- Los Angeles County Sheriff's Department
- San Bernardino Police Department
- University of Chicago Health Lab: Transform911