

**THE BOARD OF COUNTY COMMISSIONERS  
OF THE COUNTY OF DOUGLAS, COLORADO**

**RESOLUTION RECOGNIZING DOUGLAS COUNTY REGIONAL 911 EMERGENCY  
DISPATCHERS AS FIRST RESPONDERS.**

*WHEREAS*, the federal government's Standard Occupation Classification System (SOCS) classified workers into occupational categories for statistical purposes, based on the nature of the work performed, and, in some cases, based on the skills, education, or training needed to perform the work; and

*WHEREAS*, 911 dispatchers are currently categorized in the SOCS as an "Office and Administrative Support Occupation", a category that includes secretaries and office clerks; and

*WHEREAS*, classifying 911 dispatchers as "Office and Administrative Support" fails to recognize their central role in public safety and homeland security, their specialized training and skills, and their uniquely stressful work environment; and

*WHEREAS*, classifying 911 dispatchers as "Protective Service Occupations" alongside law enforcement, firefighters, security guards, lifeguards, and others whose job it is to protect our communities, would better reflect the work they perform; and

*WHEREAS*, Douglas Regional 911 Emergency Dispatchers are highly trained professionals that each year handle, on average, approximately 300,000 telephone calls, including 90,000 emergency 911 calls, from citizens in need of law enforcement, fire, and/or EMS; and

*WHEREAS*, all Douglas Regional 911 Emergency Dispatchers are trained and certified in emergency medical dispatch and crisis intervention, qualifying them to offer a variety of potentially life-saving instructions including CPR, bleeding control, choking, childbirth, airway management, as well as crisis de-escalation by telephone until EMS or law enforcement arrives on the scene; and

*WHEREAS*, the Douglas Regional 911 Communications Center provides emergency dispatch services to fifteen law enforcement and fire/EMS agencies. These agencies already consider dispatchers to be "the first," among "first responders," as their information and instructions are critical to keeping citizens and emergency responders safe.

**NOW, THEREFORE BE IT PROCLAIMED**, that from this day forward, Douglas Regional 911 Emergency Dispatchers are hereby elevated to the status of First Responders.

**PASSED AND ADOPTED** this 11th day of April 2023, in Castle Rock, Douglas County, Colorado.

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OF THE COUNTY OF DOUGLAS, COLORADO**

**BY:**

DocuSigned by:



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**ABE LAYDON, Chair**

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**ATTEST:**

DocuSigned by:



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**Roberta Nelson**, Clerk to the Board