

# Position Classification

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# History & Background

## Standard Occupational Classification (SOC) system

- Used by federal agencies to classify works into occupational categories for the purpose of collecting, calculating, or disseminating data.
- Organized into 23 major groups – 98 minor groups – 459 broad occupations.
- Office of Management and Budget makes final decisions on SOC
- SOC Policy Committee (SOCPC) assists OMB by conducting the revision process and recommending changes to the SOC



# Timing & Process

## SOC 2018 revision timeline

- 1<sup>st</sup> Federal Register notice soliciting public input May 22, 2014 to July 21, 2014
- SOCCP reviews public input, Federal agency input, and conducts own research; develops and forwards recommendations to OMB Through 2015
- 2<sup>nd</sup> Federal Register notice requesting comments on SOCCP recommendations July 22, 2016 to Sept. 20, 2016
- SOCCP reviews comments and develops final recommendations to OMB Through 2016
- OMB reviews SOCCP recommendations Late 2016
- 3<sup>rd</sup> Federal Register notice announcing the final 2018 SOC structure, and occupation codes and titles November 28, 2017
- Federal statistical agencies implement 2018 SOC Beginning 2018



# Timing & Process

Anticipate similar timeline for a 2028 revision

- Notice to solicit public input 2024
- SOCPC reviews public input, Federal agency input, and conducts own research; develops and forwards recommendations to OMB Through 2025
- Notice to request comments on SOCPC recommendations Early 2026
- SOCPC reviews comments and develops final recommendations to OMB Through 2026
- OMB reviews SOCPC recommendations Late 2026
- Announcement the final 2028 SOC structure, and occupation codes and titles 2027
- Federal statistical agencies implement 2018 SOC Beginning 2028



# Position Classification – 2018 Requests

- 1) Change the title of 43-5031 to Public Safety Telecommunicators from Police, Fire, and Ambulance Dispatchers.
- 2) Move 43-5031 to major group 33-0000 (Protective Service Occupations)
- 3) Modify the definition to more accurately reflect the job duties and the evolution of the occupation
- 4) Provide 911 Dispatcher with recognition, respect and acknowledgement of their importance.



# Change of title

Adopted by OMB even though the SOCPD recommended not to change it.

43-5031 Police, Fire and Ambulance Dispatchers

Is now:

43-5031 Public Safety Telecommunicators



# Occupation move from 43-000 to Protective Service Occupation (33-000)

Major Group	Minor Group	Broad Group	Detailed Occupation
		33-3052	Transit and Railroad Police
<b>33-9000</b>			<b>Other Protective Service Workers</b>
	33-9010		Animal Control Workers
		33-9011	Animal Control Workers
	33-9020		Private Detectives and Investigators
		33-9021	Private Detectives and Investigators
	33-9030		Security Guards and Gaming Surveillance Officers
		33-9031	Gaming Surveillance Officers and Gaming Investigators
		33-9032	Security Guards
	<b>33-9090</b>		<b>Miscellaneous Protective Service Workers</b>
		33-9091	Crossing Guards
		33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers
		33-9093	Transportation Security Screeners
		33-9099	Protective Service Workers, All Other

Major Group	Minor Group	Broad Group	Detailed Occupation
<b>43-5000</b>			<b>Material Recording, Scheduling, Dispatching, and Distributing Workers</b>
	43-5010		Cargo and Freight Agents
		43-5011	Cargo and Freight Agents
	43-5020		Couriers and Messengers
		43-5021	Couriers and Messengers
	<b>43-5030</b>		<b>Dispatchers</b>
		43-5031	Police, Fire, and Ambulance Dispatchers
		43-5032	Dispatchers, Except Police, Fire, and Ambulance
	43-5040		Meter Readers, Utilities
		43-5041	Meter Readers, Utilities
	43-5050		Postal Service Workers
		43-5051	Postal Service Clerks
		43-5052	Postal Service Mail Carriers
		43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators
	43-5060		Production, Planning, and Expediting Clerks
		43-5061	Production, Planning, and Expediting Clerks
	43-5070		Shipping, Receiving, and Traffic Clerks
		43-5071	Shipping, Receiving, and Traffic Clerks
	43-5080		Stock Clerks and Order Fillers

# Occupation move to Protective Service Occupation (33-000)

Denied based on classification principle 2 and 10 and coding guideline 2. Classification principles:

- Occupations are classified based on work performed and, in some cases, on the skills, education and/or training needed to perform the work.
- To maximize the comparability of data, time series continuity is maintained to the extent possible.





# Occupation move to Protective Service Occupation (33-000)

Denied based on classification principle 2 and 10 and coding guideline 2. Coding guideline:

- When workers in a single job could be coded in more than one occupation, they should be coded in the occupation that requires the highest level of skill. If there is no measurable difference in skill requirements, workers should be coded in the occupation in which they spend the most time. Workers whose job is to teach at different levels (e.g., elementary, middle, or secondary) should be coded in the occupation corresponding to the highest level they teach.



# APCO Member Message on Increasing Recognition of 9-1-1 Professionals by Aligning Job Descriptions With the Protective Nature of the Work

As part of APCO's ongoing effort to increase recognition and respect for 9-1-1 professionals, we are offering suggestions for job descriptions that will align with the protective, lifesaving nature of the work. These suggestions may look familiar, as they mirror the [recommendations](#) APCO made for revising the federal government's catalogue of occupations and the published findings of APCO's Project 43 report on [Broadband Implications for the PSAP](#). We are seeing major changes for public safety communications. To improve recruitment, retention, and recognition for 9-1-1 professionals, job descriptions may require updating to highlight the challenging, life-or-death nature of the work performed, and potentially to eliminate or avoid over-emphasizing any clerical tasks that were more relevant to the early days of 9-1-1.



## Suggestion 2: Ensure Job Descriptions Convey the Protective Nature of the Work

Public Safety Telecommunicators play a critical role in emergency response. Job descriptions should reflect as much and avoid over-emphasizing any clerical or administrative duties. When applicable, descriptions should reference duties such as:

- Gathering, analyzing, and reporting critical information during life-or-death situations such as crimes in progress, medical emergencies, and fire/rescue incidents;
  - Administering care by providing pre-arrival medical instruction or directing callers through procedures such as CPR, childbirth, or controlling of blood loss while emergency medical services are enroute;
  - Managing communications of emergency personnel responding to incidents and assisting with incident operations during events such as active shooter and officer down responses;
  - Taking protective actions for first responders by providing life-safety information during responses such as officer down and MAYDAY calls;
  - Analyzing conflicting and/or limited location information to direct first responders to the scene;
  - Negotiating with suicidal callers or hostage takers; and
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- Deploying to the scene of planned events, major emergencies, or ongoing incidents.

# What to do

## **Suggestion 1: Use the Job Title, “Public Safety Telecommunicator”**

“Public Safety Telecommunicator” is a comprehensive term that is now used for federal occupational statistics. One key advantage is that it more obviously conveys the “public safety” nature of the work, which is important for distinguishing these occupations from non-public safety jobs such as taxi dispatchers. Further, traditional job titles such as “call taker” and “dispatcher” can be interpreted to mean more of a clerical or secretarial function.



# National 911 Program Toolkit

Developing a job description toolkit – part one of a four-part toolkit that addresses the steps in an ECC can take to prepare for the OMB reclassifications efforts.

Establishing or expanding a PST Training Program – call to action to evaluate, update, and maintain your center’s training program to ensure it equips PSTs with the knowledge and skills to perform the duties and tasks necessary for the job.



# National 911 Program Toolkit

Operational integration of technology and tools – part three of a four-part toolkit that addresses the steps a center can take to prepare for the Office of Management and Budget (OMB) classification analysis as well as state-level reclassification efforts. .

Developing an advocacy strategy for proper classification –this is a guide to help you showcase your center, develop a media plan, and support learning the legislative process. .

