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When the worst circumstances strike and you just don't know what to do, you call 911. Every American knows 911 is how you get help, the police arrive, or firefighters, or EMTs, and they help you. But they are not the first First Responders. Your emergency must be processed through other hands, those of the dedicated professionals who answer the 911 lines and dispatch the services you need. We are the calm in the storm, we provide comfort, stability, and care to the citizens we serve until field professionals can get to the scene. Your worst day is our normal day. However, the federal government classifies us as clerical staff. Granted, there are many similarities, but they are only on the surface. 911 professionals deserve to be recognized as the First Responders that we are. Several states have already passed bills making this distinction, and I believe that the more who do so the more attention the Federal government will pay to the 911 Saves Act (H.R.2351 and S.1175) introduced by Rep. Torres (CA) and Sen. Burr (NC). I am hopeful that this recognition will improve recruitment efforts and bring desperately needed people into the industry, and that it may give us additional bargaining power when dealing with our respective cities and counties. But the most important reason to grant us this distinction is simple and costs nothing. Designating 911 professionals as First Responders grants us the respect that we earn every hour of every day of the year. Thank you.