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Proposed Regulation Agency Background Document

Agency name	Department of Criminal Justice Services
Virginia Administrative Code (VAC) citation(s)	6 VAC20-60
Regulation title(s)	Rules Relating to Compulsory Minimum Training Standards for Dispatchers
Action title	Comprehensive Review of Dispatch Regulations
Date this document prepared	December 19, 2016

This information is required for executive branch review and the Virginia Registrar of Regulations, pursuant to the Virginia Administrative Process Act (APA), Executive Orders 17 (2014) and 58 (1999), and the *Virginia Register Form, Style, and Procedure Manual*.

Brief summary

Please provide a brief summary (preferably no more than 2 or 3 paragraphs) of the proposed new regulation, proposed amendments to the existing regulation, or the regulation proposed to be repealed. Alert the reader to all substantive matters or changes. If applicable, generally describe the existing regulation.

The proposed revisions to the regulation remove dated language and add clarifying language where appropriate. Additionally, the proposed revisions require a dispatcher complete minimum training prior to resuming job duties if granted an extension regardless of the reason; dispatchers must pass test with a minimum of 70% but the academy can require a higher score. DCJS will have the option of suspending or revoking the approval of a previously sanctioned training. Finally, language has been added to require an appeal to the board be in writing and within 15 business days. Adding this language makes the process consistent with the process for requesting an appeal before the director.

In the NOIRA stage DCJS proposed including a requirement for in-service and stated DCJS would review the appropriateness of setting a specific number of compulsory minimum training hours. DCJS with the approval of the Committee on Training will require in-service training hours for dispatchers. The current

in-service requirements for the fields regulated by DCJS are located in 6VAC20-30 Rules Relating to Compulsory in-Service Training Standards for Law-Enforcement Officers, Jailors or Custodial Officers, Courtroom Security Officers, Process Service Officers and Officers of the Department of Corrections, Division of Operations. For consistency purposes DCJS will include the dispatcher in-service requirements in 6VAC20-30 in a separate action to be initiated at a later date. DCJS has reviewed the issue of identifying and mandating a specific number of training hours for the compulsory minimum training. At this time it is not appropriate to identify a specific number of hours. DCJS is still in the process of reviewing the proposed revisions to the Virginia Criminal Justice Services Training Manual and Compulsory Minimum Training Standards –Performance Outcomes for Dispatchers. If at a later date DCJS determines it is appropriate to require a specific number of hours DCJS will submit a new regulatory action.

The Rules Relating to Compulsory Minimum Training Standards for Dispatchers (6VAC20-60) identifies the categories of training for compulsory minimum training standards for dispatchers along with the information regarding training schools and the timeline for completing training, grading, and record keeping requirements.

Acronyms and Definitions

Please define all acronyms used in the Agency Background Document. Also, please define any technical terms that are used in the document that are not also defined in the “Definition” section of the regulations.

DCJS – Department of Criminal Justice Services

Legal basis

Please identify the state and/or federal legal authority to promulgate this proposed regulation, including: 1) the most relevant citations to the Code of Virginia or General Assembly chapter number(s), if applicable; and 2) promulgating entity, i.e., agency, board, or person. Your citation should include a specific provision authorizing the promulgating entity to regulate this specific subject or program, as well as a reference to the agency/board/person’s overall regulatory authority.

§ 9.1-102. Powers and duties of the Board and the Department.

The Department, under the direction of the Board, which shall be the policy-making body for carrying out the duties and powers hereunder, shall have the power and duty to:

1. Adopt regulations, pursuant to the Administrative Process Act (§ 2.2-4000 et seq.), for the administration of this chapter including the authority to require the submission of reports and information by law-enforcement officers within the Commonwealth. Any proposed regulations concerning the privacy, confidentiality, and security of criminal justice information shall be submitted for review and comment to any board, commission, or committee or other body which may be established by the General Assembly to regulate the privacy, confidentiality, and security of information collected and maintained by the Commonwealth or any political subdivision thereof;...

10. Establish compulsory minimum training standards for all dispatchers employed by or in any local or state government agency, whose duties include the dispatching of law-enforcement personnel. Such training standards shall apply only to dispatchers hired on or after July 1, 1988;...

§ 9.1-107. Powers and duties of Director.

A. The Director shall be charged with executive and administrative responsibility to (i) carry out the specific duties imposed on the Department under § 9.1-102 and (ii) maintain appropriate liaison with federal, state and local agencies and units of government, or combinations thereof, in order that all programs, projects and activities for strengthening and improving law enforcement and the administration of criminal justice may function effectively at all levels of government. ...

Purpose

Please explain the need for the new or amended regulation. Describe the rationale or justification of the proposed regulatory action. Describe the specific reasons the regulation is essential to protect the health, safety or welfare of citizens. Discuss the goals of the proposal and the problems the proposal is intended to solve.

The Rules Relating to Compulsory Minimum Training Standards for Dispatchers identifies the categories of training for compulsory minimum training standards for dispatchers along with the information regarding training schools and the timeline for completing training, grading, and record keeping requirements. Dispatchers are often the first responders to emergency situations. Dispatchers must quickly assess the information provided by an individual contacting 911 and dispatch the appropriate resources while calming victims, gathering additional details to relay to law enforcement, or by providing lifesaving instructions for CPR or the Heimlich Maneuver. This regulation protects the health welfare and safety of citizens and first responders by ensuring dispatchers that are employed by or in a local or state government agency whose duties include dispatching of law-enforcement personnel receive adequate training.

Substance

Please briefly identify and explain the new substantive provisions, the substantive changes to existing sections, or both. A more detailed discussion is provided in the "Detail of changes" section below.

6VAC20-60-10. Definitions.

- Revised the definition of certified training academy
- Added term and definition for Committee on Training
- Remove the term and definition for VCIN/NCIC – this term is not used within the regulation
- Remove term emergency medical dispatcher training – this term is not used within the regulation

6VAC20-60-20. Compulsory minimum training standards

- Headings identifying academy training versus on-the job training have been included.

6VAC20-60-25. Approval authority.

- Changes made by the Committee on Training will become effective 30 days after publication rather than 30 days after notice of publication.

6VAC20-60-30. Applicability.

- Technical Change: Removes the reference to the “Chapter” in section A and replaces it with a reference to the “section”.

6VAC20-60-40. Time requirement for completion of training.

- Removes language referencing the chief of police and sheriff this language is redundant. Agency administrator is defined as any chief of police, sheriff, or agency head of a state or local law-enforcement agency or nonlaw-enforcement head of a communications center.
- Language is added to ensure a dispatcher is required to complete minimum training prior to resuming job duties if granted an extension for any reason.

6VAC20-60-50. Compliance with compulsory minimum training standards

- Removes an inaccurate Administrative Code citation
- Removes all of the language in section C regarding a transition period commencing in January 2002. This language is no longer relevant.

6VAC20-60-60. Approved training schools

- Change section name to Approved training and certified academies
- Language regarding training, curriculum and lesson plans has been removed from section A and placed in new section E
- Redundant language has been removed from this section.
- Language citing the relevant portions of § 15.-2-1747 of Code of Virginia have been added
- Language has been added that provides DCJS the ability to suspend or revoke the approval of a previously sanctioned training. Currently DCJS only has the authority to suspend or revoke the certification of an academy.
- Academies have been given 15 business days to respond to suspension or revocation. Academies previously had 15 calendar days.
- Language has been added to require an appeal to the board be in writing and within 15 business days. Adding this language makes the process consistent with the process for requesting an appeal before the director.

6VAC20-60-70 Grading

- Language has been added to require minimum score of 70% on all tests and permits the certified training academy to require a score higher than 70%.
- Removed language referencing records management. This language is already in the section on administrative requirements.
- Language requiring individuals who fail to complete the performance outcome or will be required to attend the subject in a subsequent dispatcher training school has been removed. The language in section A of 6VAC20-70 Grading allows for testing and retesting. Dispatcher academies are held infrequently and in practice an individual is not required to attend the academy a second time for a particular subject. Instead they are retested. Additionally, references to the dated term “training school” have been or are in the process of being removed from all DCJS regulations.

6VAC20-60-80 Failure to comply with rules and regulations.

- Removed language that required the director of DCJS receive notification of an expulsion.
- Language added requiring compliance with Board rules and rules within the authority of the academy director.

6VAC20-60-90 Administrative requirements.

- The academy director shall complete a report using the Department’s electronic records management system for compulsory minimum training standards and in-service training within 60 days of completion of compulsory training conducted at the certified training academy. Current language allows 30 days for submission.

Issues

Please identify the issues associated with the proposed regulatory action, including: 1) the primary advantages and disadvantages to the public, such as individual private citizens or businesses, of implementing the new or amended provisions; 2) the primary advantages and disadvantages to the agency or the Commonwealth; and 3) other pertinent matters of interest to the regulated community, government officials, and the public. If there are no disadvantages to the public or the Commonwealth, please indicate.

The primary advantages of this regulation are ensuring that dispatchers that are employed by or in a local or state government agency whose duties include dispatching of law-enforcement personnel receive adequate training. Dispatchers are often the first responders to emergency situations and ensuring proper training serves to protect the lives of those experiencing medical emergencies, victims, and first responders.

There are no disadvantages to the public or the Commonwealth.

Requirements more restrictive than federal

Please identify and describe any requirement of the proposal which is more restrictive than applicable federal requirements. Include a rationale for the need for the more restrictive requirements. If there are no applicable federal requirements or no requirements that exceed applicable federal requirements, include a statement to that effect.

There are no applicable federal requirements.

Localities particularly affected

Please identify any locality particularly affected by the proposed regulation. Locality particularly affected means any locality which bears any identified disproportionate material impact which would not be experienced by other localities.

This regulation applies to every dispatcher employed by or in any local or state government agency, whose duties include the dispatching of law-enforcement personnel.

Public participation

Please include a statement that in addition to any other comments on the proposal, the agency is seeking comments on the costs and benefits of the proposal and the impacts of the regulated community.

In addition to any other comments, the Department of Criminal Justice Services and the Criminal Justice Services Board are seeking comments on the costs and benefits of the proposal and the potential impacts of this regulatory proposal. Also, the agency/board is seeking information on impacts on small businesses as defined in § 2.2-4007.1 of the Code of Virginia. Information may include 1) projected reporting, recordkeeping and other administrative costs, 2) probable effect of the regulation on affected small businesses, and 3) description of less intrusive or costly alternative methods of achieving the purpose of the regulation.

Anyone wishing to submit written comments for the public comment file may do so by mail, email or fax to Barbara Peterson-Wilson, address: 1100 Bank Street, 12th Floor, phone number: 804-225-4503, fax number: 804-786-0410 and email address: Barbara.Peterson-Wilson@dcjs.virginia.gov. Comments may also be submitted through the Public Forum feature of the Virginia Regulatory Town Hall web site at: <http://www.townhall.virginia.gov>. Written comments must include the name and address of the commenter. In order to be considered, comments must be received by 11:59 pm on the last day of the public comment period.

A public hearing will not be held following the publication of this stage of this regulatory action.

Economic impact

Please identify the anticipated economic impact of the proposed new regulations or amendments to the existing regulation. When describing a particular economic impact, please specify which new requirement or change in requirement creates the anticipated economic impact.

<p>Projected cost to the state to implement and enforce the proposed regulation, including: a) fund source / fund detail; and b) a delineation of one-time versus on-going expenditures</p>	<p>There are no additional costs to the state associated with the amendments to this regulation.</p>
<p>Projected cost of the new regulations or changes to existing regulations on localities.</p>	<p>There are no additional costs to the localities associated with the amendments to this regulation.</p>
<p>Description of the individuals, businesses, or other entities likely to be affected by the new regulations or changes to existing regulations.</p>	<p>This regulation affects, training academies, law enforcement agencies with dispatchers, and communication centers that dispatch law enforcement officers. This regulation also affects every dispatcher employed by or in any local or state government agency, whose duties include the dispatching of law-enforcement personnel</p>
<p>Agency’s best estimate of the number of such entities that will be affected. Please include an estimate of the number of small businesses affected. Small business means a business entity, including its affiliates, that: a) is independently owned and operated and; b) employs fewer than 500 full-time employees or has gross annual sales of less than \$6 million.</p>	<p>DCJS regulates 39 criminal justice training academies, 43 communication centers, 372 law enforcement agencies. It should be noted that not all law enforcement agencies have a dispatch function.</p>
<p>All projected costs of the new regulations or changes to existing regulations for affected individuals, businesses, or other entities. Please be specific and include all costs including: a) the projected reporting, recordkeeping, and other administrative costs required for compliance by small businesses; and b) specify any costs related to the development of real estate for commercial or residential purposes that are a consequence of the proposed regulatory changes or new regulations.</p>	<p>There are no additional costs associated with the proposed amendments to the regulation.</p> <p>There are no additional administrative costs or costs related to the development of real estate.</p>

<p>Beneficial impact the regulation is designed to produce.</p>	<p>This regulation protects the health welfare and safety of citizens by ensuring dispatchers that are employed by or in a local or state government agency whose duties include dispatching of law-enforcement personnel receive adequate training.</p>
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Alternatives

Please describe any viable alternatives to the proposal considered and the rationale used by the agency to select the least burdensome or intrusive alternative that meets the essential purpose of the action. Also, include discussion of less intrusive or less costly alternatives for small businesses, as defined in § 2.2-4007.1 of the Code of Virginia, of achieving the purpose of the regulation.

There are no viable alternatives. Section 9.1-102 (10) of the Code of Virginia requires the Department of Criminal Justice Services and the Criminal Justice Services Board to establish compulsory minimum training standards for all dispatchers employed by or in any local or state government agency, whose duties include the dispatching of law-enforcement personnel.

Regulatory flexibility analysis

Pursuant to § 2.2-4007.1B of the Code of Virginia, please describe the agency’s analysis of alternative regulatory methods, consistent with health, safety, environmental, and economic welfare, that will accomplish the objectives of applicable law while minimizing the adverse impact on small business. Alternative regulatory methods include, at a minimum: 1) the establishment of less stringent compliance or reporting requirements; 2) the establishment of less stringent schedules or deadlines for compliance or reporting requirements; 3) the consolidation or simplification of compliance or reporting requirements; 4) the establishment of performance standards for small businesses to replace design or operational standards required in the proposed regulation; and 5) the exemption of small businesses from all or any part of the requirements contained in the proposed regulation.

The proposed regulation clarifies the reporting process and increases the time for reporting from 30 days to 60 days. This regulation has no impact on small businesses.

Periodic review and small business impact review report of findings

If you are using this form to report the result of a periodic review/small business impact review that was announced during the NOIRA stage, please indicate whether the regulation meets the criteria set out in Executive Order 17 (2014), e.g., is necessary for the protection of public health, safety, and welfare, and is clearly written and easily understandable. In addition, as required by 2.2-4007.1 E and F, please include a discussion of the agency’s consideration of: (1) the continued need for the regulation; (2) the nature of complaints or comments received concerning the regulation from the public; (3) the complexity of the regulation; (4) the extent to the which the regulation overlaps, duplicates, or conflicts with federal or state law or regulation; and (5) the length of time since the regulation has been evaluated or the degree to which technology, economic conditions, or other factors have changed in the area affected by the regulation.

Not applicable

Public comment

Please summarize all comments received during the public comment period following the publication of the NOIRA, and provide the agency response.

On August 24, 2016 the following information was emailed to all the individuals that provided public comment.

Background:

In accordance with Executive Order 17 (2014) the Department of Criminal Justice Services (DCJS) conducted a periodic review of 6VAC20-60 Rules Relating to Compulsory Minimum Training Standards for Dispatchers. During the public comment period twenty-four public comments were posted to the Virginia Regulatory Town Hall. A significant issue raised during the public comment period was the need for on-going training and questions related to the absence of an in-service requirement for dispatchers given the other regulated fields require in-service. Based on the public comments, the Department of Criminal Justice Services began working with members of the Dispatcher Curriculum Review Committee (CRC) to make revisions to both the regulations and the Virginia Criminal Justice Training Reference Manual –Performance Outcomes for Dispatcher.

Recommendations:

The Dispatcher CRC met on August 2, 2016 and voted to approve and present the following recommendations to the Committee on Training (COT).

1. The training categories listed in 6VAC20-60-20 are broad enough to cover existing topics and any new topics that may need to be added to the Virginia Criminal Justice Training Reference Manual-Performance Outcomes for Dispatchers.
2. Require 24 hours of in-service training.
3. Require in-service to be completed every two years.
4. Breakdown of in-service hours are as follows:
 - a. 2 hours of legal
 - b. 22 hours of career development

Opportunity for Public Comment:

Public comments related to in-service requirements for dispatchers will be accepted during the regularly scheduled meeting of the COT. The COT will meet Thursday, September 15, 2016 at 10:00 am in House Room D in the Virginia General Assembly Building located at 201 North 9th Street, Richmond, VA 23219.

Commenter	Comment	Agency response
Tom Hanson, Charlottesville-UVA- Albemarle County ECC	We are writing in support of the recommendations made by the Virginia Chapter of APCO. It is important in this ever changing profession that in-service hours be included as part of the overall	

	training requirements for out Emergency Communications Officers.	
Jeff Johnson, County of Bedford, Department of E-911 Communications	Bedford County E-911 Communications also supports the recommendations made by APCO.	
Melissa D. Foster, Lynchburg Department of Emergency Services	The Lynchburg Department of Emergency Services is in support of those recommendations made by APCO. The world of public safety communications is ever changing and it is imperative that our employees be provided with relevant training and education. This will allow them to provide the best services possible to the citizens and visitors of the Commonwealth.	
Nicola Tidey-Director, Orange County Emergency Communications Center	<p>Orange County E911 supports the comments submitted by the others to date. RRCJA's local academy should be a model to show how succesful online training program can be utilized.</p> <p>Orange County supports that Communication Officers receive no less than 16 hours of Continuing Education Hours (In-service) in a 24 month period. 4 hours should be specific to legal training and 2 hours should focus on cultural diversity.</p>	
Nicola Tidey-President VA APCO	<p>Virginia APCO is advocating for required training hours that are both reasonable in number and achievable by small and large agencies and departments alike. In-service training should be offered and allowed by sanctioned satellite DCJS Academies, as well as available online, thus meeting the professional need while limiting travel and cost, though some justified cost is always part of a new undertaking.</p> <p>Virginia APCO is advocating that Public Safety Communications Officers receive no less than 16 hours of Continuing Education Hours (In-service) in a 24 month period. At least 2 hours should be specific to legal training and 2 hours should focus on cultural diversity.</p>	

	<p>The knowledge of this industry is ever-changing to keep up with technology and community requirements. The applications used and protocols applied as a result are constantly challenging the professional to keep up to support the public safety response.</p> <p>New and current technologies are changing the face of public safety communications and will challenge telecommunicators to think and operate in new and complex ways to synthesize and manage multiple streams of incoming and outgoing information.</p> <p>Whether a new dispatcher or a seasoned professional, complacency can create the worst outcomes. Refreshing the basics is as critical in this profession as any other within public safety.</p> <p>Complacency has proven to have devastating consequences, many of which make the front page of the national news.</p> <p>In-service/ongoing training can be completed in-house, thereby minimizing the cost to the agency. Reduced travel keeps telecommunicators in their home agencies and ready to work.</p> <p>The APCO ANSI standard requires continuing education, most of which is not cost prohibitive (e.g. read professional publications, utilize developed review articles with associated quizzes, reviewing in-house policies, procedures, and protocols, etc.)</p>	
<p>Doug Campbell, Deputy Director, Alexandria Emergency Communications/911</p>	<p>911 call taking and dispatching is a dynamic profession that is subject to rapid changes in the Public Safety field, hence the need for in-service training programs for all call takers and dispatchers. Newly employed call takers and dispatchers as well as lateral transfers require initial training in order to update them regarding the</p>	

	<p>latest developments in 911 field. Because of constant changes in technology, incident handling and deployment, it is imperative that all dispatch personnel and call takers receive annual in-service training to be better prepared handling incidents and providing safety in the field.</p>	
<p>John Chiaramonte, PMP, ENP / Sr. Program Leader / Mission Critical Partners</p>	<p>The Recommended Minimum Training Guidelines for Telecommunicators Project is the result of a 9-1-1 community-wide effort that ensued over a three-year period. The goal was to identify nationally recognized, universally accepted, minimum topics that can be used to train aspiring and current 9-1-1 telecommunicators—call-takers and dispatchers—and which provide the foundation for their ongoing professional development.</p> <p>The effort was driven by the belief that it is vital Americans receive a consistent level of 9-1-1 service no matter where they live or where they travel. Consequently, there must be agreed-upon common elements that ensure the person who answers a 9-1-1 call has met baseline core competencies, and that the public will receive consistency of expertise and professionalism when communicating with a public safety answering point (PSAP), or other emergency services provider.</p> <p>A parallel goal of the Project was to develop Model Legislation for any state that does not currently have legislation concerning minimum training for telecommunicators. For those that do, the Model Legislation is intended as a baseline to ensure that the recommended minimum training topics are being covered.</p> <p>Representatives of the following organizations, aka the Working Group, participated in the Project:</p> <p>Association of Public-Safety Communications Officials (APCO)</p>	

	<p>Connecticut Department of Emergency Services & Public Protection Denise Amber Lee Foundation Fairfax County (Virginia) Department of Public Safety Greater Harris County 9-1-1 Emergency Network Hamilton County (Indiana) Public Safety Communications International Academies of Emergency Dispatch (IAED) National Association of State 9-1-1 Administrators (NASNA) National Emergency Number Association (NENA) National Fire Protection Association (NFPA) North Central Texas Council of Governments (NCTCOG) PowerPhone Priority Dispatch RedSky Technologies Rochester/Monroe County (New York) Emergency Communications Department Stafford County (Virginia) Sheriff's Office Vail (Colorado) Public Safety Communications Center Weakley County (Tenn.) Emergency 9-1-1 The Guidelines identify the recommended minimum topics to be included in any telecommunicator training program. These topics were identified by the Working Group, with input from other key stakeholders representing the 9-1-1 community. The topics are as follows:</p> <p>Telecommunicator roles and responsibilities 9-1-1 call processing Radio communications Emergency management Emergency communications technology Legal concepts Interpersonal communications Stress management Quality assurance</p>	
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	<p>On-the-job training guidelines In addition, numerous subtopics were identified for each topic listed above. It should be noted that the topics identified in the Guidelines provide minimum-level understanding. In order to field and manage emergency calls in a live environment, telecommunicators must receive supplemental training that will enable them to process the discipline-specific emergency calls that are fielded by their respective PSAP/9-1-1 Center or Emergency Services Provider.</p> <p>As DCJS considers regulations affecting the rules relating to Compulsory Minimum Training Standards for Dispatchers (6 VAC 20-60), consideration should be made to review and include the recommended minimum training guidelines for telecommunications in your rulemaking process.</p> <p>Additional details and resources are available for download at: www.911minimumtraining.com.</p>	
<p>Jeffrey Flournoy - Virginia APCO ProCHRT/Eastern Shore of Virginia 9-1-1</p>	<p>The below comments are submitted on behalf of the Virginia APCO ProCHRT Committee (Professional Communications Human Resource Committee), with the consent of the Virginia APCO Executive Board. The composition of this committee includes representatives from numerous 9-1-1 Centers' in our state, both large and small, urban and rural.</p> <p>The following was included in a previous (February 2016) Virginia Regulatory Town Hall submission on behalf of Virginia APCO ProCHRT related to this topic: The current DCJS standards lack any requirement or expectation for on-going or in-service training. The reality is those working in dispatch centers answering 9-1-1 calls and/or dispatching emergency services are part of the public safety community and disciplines. Needed on-going/in-service training should occur in this area of public</p>	

	<p>safety as occurs in other areas of public safety, such as law enforcement and emergency medical services. The preliminary draft text showing the potential revisions to Rules Related to Compulsory Minimum Training Standards for Dispatchers include the requirement for in-service/on-going training. This is appropriate and essential for public safety dispatch personnel in Virginia and continues to be supported by Virginia APCO ProCHRT. The following comments are offered regarding the preliminary draft text:</p> <p>The inclusion of in-service/on-going training for public safety dispatch personnel follows this requirement for other public safety disciplines in Virginia providing additional consistency in the training of those operating within the public safety disciplines in our state.</p> <p>As included in the draft language, in-service/on-going training for public safety dispatch personnel must include cultural diversity training, legal training, and other/elective training as currently occurs for law enforcement personnel in our state.</p> <p>When determining the frequency of recertification, following the current recertification timelines used for law enforcement personnel of generally two-years seems reasonable and would provide uniformity with recertification in the standards.</p> <p>When determining the appropriate number of hours needed, following other established minimum hour requirements seems appropriate. Sixteen hours, as is currently required for courtroom security/process service officers in DCJS standards, should be included in the regulation. This will allow for the needed in-service/on-going training to occur for public safety dispatch personnel while</p>	
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	<p>balancing any additional personnel/other costs this may present to agencies and jurisdictions.</p> <p>The inclusion of in-service/on-going training for public safety dispatch personnel should be phased into the regulation to provide agencies and jurisdictions opportunity to plan for the inclusion of in-service/on-going training into schedules, budgets, and processes.</p> <p>To summarize, writing on behalf of the Virginia APCO ProCHRT Committee, the inclusion of in-service/on-going training for public safety dispatch personnel in Virginia is essential and would provide opportunity to revise and ultimately improve the current DCJS standards for the Compulsory Minimum Training Standards for Dispatchers.</p>	
<p>John Korman, DPSC</p>	<p>Any dispatcher having previously and successfully completed the compulsory minimum training standards who resigns and is reappointed within 24 months from departure will not be required to complete the academy training class -- Change to 12 months. With the job itself rapidly changing, an individual removed from an agency for one year is subject to missing critical job updates or newly implemented critical job tasks. Mandated in-service training shall be conducted in no less than two-hour sessions and must be under the authority of a certified training academy and meet all requirements for conducting mandated training. -- Field personnel have in-service training lasting a minimum of 8 hours (one day). Dispatch in-service training should be the same to ensure sufficient time is allowed for each topic instructed and avoid feeling compelled to rush through performance objectives.</p>	
<p>Joell Kight / Fauquier County Sheriff's Office</p>	<p>As a PSAP manager and a trainer, I support the development of CEUs for communications personnel. It is</p>	

	vital that we not only provide our communications professionals with initial training, but on going. The field of public safety alone is ever changing add in the fast pace growth of technology.	
Richard Moylan	As a shift supervisor ai would like to see mandated CEU hours. Thank you.	

Family impact

Please assess the impact of this regulatory action on the institution of the family and family stability including to what extent the regulatory action will: 1) strengthen or erode the authority and rights of parents in the education, nurturing, and supervision of their children; 2) encourage or discourage economic self-sufficiency, self-pride, and the assumption of responsibility for oneself, one’s spouse, and one’s children and/or elderly parents; 3) strengthen or erode the marital commitment; and 4) increase or decrease disposable family income.

The regulatory action has no impact on the institution of family and family stability.

Detail of changes

Please list all changes that are being proposed and the consequences of the proposed changes; explain the new requirements and what they mean rather than merely quoting the proposed text of the regulation. If the proposed regulation is a new chapter, describe the intent of the language and the expected impact. Please describe the difference between existing regulation(s) and/or agency practice(s) and what is being proposed in this regulatory action. If the proposed regulation is intended to replace an emergency regulation, please follow the instructions in the text following the three chart templates below.

For changes to existing regulation(s), please use the following chart:

Current section number	Proposed new section number, if applicable	Current requirement	Proposed change, intent, rationale, and likely impact of proposed requirements
6VAC20-60-10		Provides definitions for the following terms: academy director, agency administrator, Board, certified training academy, compulsory minimum training standards, curriculum review committee, Department, Director, dispatcher, emergency dispatcher training, standard, VCIN/NCIC training.	Revised the definition of certified training academy Added term and definition for Committee on Training Remove term VCIN/NCIC training. This term is not used in the regulation Remove term emergency medical dispatcher training – this term is not used within the regulation

6VAC20-60-20		Identifies the board as the body responsible for establishing the training categories. The 5 training categories are listed in this section.	Text has been added to distinguish academy training from on-the- job training
6VAC20-60-25.		Identifies the Board as the approval authority for revising the regulations The Committee on Training approves the performance outcomes and training standards Notice of revisions and public hearing is required	Changes made by the Committee on Training will become effective 30 days after publication rather than 30 days after notice of publication.
6VAC20-60-30.		Identifies who is required to comply with the compulsory minimum training standards	Technical Change: Removes the reference to the "Chapter" in section A and replaces it with a reference to the "section".
6VAC20-60-40.		Dispatchers have 24 months to complete all the requirements The director can grant an exception to this time limit. Dispatcher is required to complete minimum training prior to resuming job duties if granted for administrative leave for determination of workers' compensation or disability retirement issues, or suspension pending investigation or adjudication of a crime	Removes language referencing the chief of police and sheriff. This language is redundant. Agency administrator is defined as any chief of police, sheriff, or agency head of a state or local law-enforcement agency or nonlaw-enforcement head of a communications center. Dispatcher is required to complete minimum training prior to resuming job duties if granted an extension regardless of the reason for the extension.
6VAC20-60-50.		A. The compulsory minimum training standards shall be accomplished by satisfactory completion of the academy training objectives at a certified training academy and the successful completion of on-the-job training objectives as provided by 6VAC20-60-30 B. B. Dispatchers attending compulsory minimum training at a certified training academy are required to attend all classes and should not be placed on duty or call except in cases of emergency. C. The Criminal Justice Services Board will provide a transition period for implementation of this	Removes and corrects an inaccurate Administrative Code citation. Removes all of the language in section C regarding a transition period commencing in January 2002. This language is no longer relevant.

		<p>chapter. The transition period shall begin January 1, 2002. During the transition period, certified training academies may conduct dispatcher entry-level training using the performance objectives within the "Rules Relating to Compulsory Minimum Training Standards for Dispatchers," effective January 1, 1994, or the performance outcomes and training objectives. Accordingly, any certified training academy may institute a curriculum transition by replacing existing performance objectives with the revised performance outcomes and training objectives. Effective January 1, 2003, all entry-level training programs shall meet the requirements of 6VAC20-60-100.</p>	
<p>6VAC20-60-60.</p>		<p>Approved training schools.</p> <p>States Dispatcher classroom training may only be provided by a certified training academy.</p> <p>A certified training academy is subject to inspection and review by the director or staff.</p> <p>Identifies the process for becoming a certified academy:</p> <p>The state or local unit of government must demonstrate the following:</p> <ol style="list-style-type: none"> 1. The inability to obtain adequate training from existing academies or a sufficient hardship that renders the use of other existing academies impractical. 2. Based upon a training needs assessment, a sufficient number of officers to warrant the establishment of a full-time training function for a minimum of five years. <p>The state or local unit of government must make the following commitments:</p> <ol style="list-style-type: none"> 1. The provision of a full range of 	<p>Change section name to: Approved training and certified academies</p> <p>Technical Change: Language regarding curriculum and lesson plans has been removed from section A and placed in section F</p> <p>Redundant language has been removed from this section.</p> <p>Language citing the relevant portions of § 15.-2-1747 of Code of Virginia have been added</p> <p>Language has been added that provides DCJS the ability to suspend or revoke the approval of a previously sanctioned training. Currently DCJS only has the authority to suspend or revoke the certification of an academy.</p> <p>Academies have been given 15 business days to respond to suspension or revocation. Academies previously had 15 calendar days.</p> <p>Language has been added to require an appeal to the board be in writing and within 15 business days. Adding this language makes the process consistent with the process for requesting an</p>

		<p>training to include entry-level training and specialized training.</p> <p>2. The assignment of one position with primary responsibility as academy director and one clerical position to support training and training related functions and instructor certification.</p> <p>3. The maintenance of a training facility adequate to conduct training in accordance with academy certification standards.</p> <p>4. The commitment of sufficient funding to adequately support the training function.</p> <p>The Committee on Training reviews the justification and makes a recommendation to the department as to whether the establishment of an academy is warranted.</p> <p>2. If the Committee on Training recommends the establishment of the proposed academy, the department shall make a determination as to whether the establishment of the academy is warranted.</p> <p>3. If the establishment of the academy is approved by the department, the proposed academy must successfully complete the academy certification process.</p> <p>The certified training academy shall submit to the department its curriculum and other information as designated within time limitations established by the department.</p> <p>Each academy director shall maintain a file of all current lesson plans and supporting material for training objectives, and shall provide this information to the director upon request.</p> <p>The department may suspend or revoke the certification of any certified training academy upon written notice, which shall contain the reason or reasons upon which</p>	<p>appeal before the director.</p>
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6VAC20-60-70		<p>A. All certified training academies shall utilize testing procedures that indicate that every dispatcher has satisfactorily completed the criteria in each training objective approved by the Committee on Training of the Criminal Justice Services Board. A dispatcher may be tested and retested as may be necessary within the time limits of 6VAC20-60-40 and in accordance with each academy's written policy.</p> <p>B. Certified training academies shall maintain accurate records of all tests, grades and testing procedures. Academy training records must be maintained in accordance with the provisions of this chapter and §§ 42.1-76 through 42.1-91 of the Code of Virginia.</p> <p>C. Every individual attending compulsory minimum training shall satisfactorily complete each required performance outcome, training objective, and criteria, and any optional job related subject performance requirements, where applicable. Any individual who fails to satisfactorily complete any performance outcomes or objectives in any subject will be required to attend that subject in a subsequent approved dispatcher training school and satisfactorily complete the required performance objective or objectives</p>	<p>Language has been added to require minimum score of 70% on all tests and permits the certified training academy to require a score higher than 70%.</p> <p>Language requiring individuals who fail to complete the performance outcome or will be required to attend the subject in a subsequent dispatcher training school has been removed. The language in section A of 6VAC20-70 Grading allows for testing and retesting. Dispatcher academies are held infrequently and in practice an individual is not required to attend the academy a second time for a particular subject. Instead they are retested. Additionally, references to the dated term "training school" have been or are in the process of being removed from all DCJS regulations.</p> <p>Removed language referencing records management. This language is already in the section on administrative requirements</p>
6VAC20-60-80		<p>Students attending the academy must comply with rules promulgated by the department.</p>	<p>Removed language that required the director of DCJS receive notification of an expulsion.</p>

		<p>The academy director can expel students and shall notify in writing the agency administrator of the dispatcher and the director of DCJS.</p>	<p>Language added requiring compliance with Board rules and rules within the authority of the academy director.</p>
<p>6VAC20-60-90</p>		<p>A. Reports will be required from the agency administrator and academy director on forms approved or provided by the department and at such times as designated by the director.</p> <p>B. The agency administrator shall, within the time requirement set forth in subsection A of 6VAC20-60-40, forward a properly executed on-the-job training form to the department for each dispatcher.</p> <p>C. The academy director shall, within 30 days upon completion of the dispatcher training:</p> <ol style="list-style-type: none"> 1. Submit to the department a roster containing the names of those dispatchers who have satisfactorily completed the compulsory minimum training standards. 2. Submit to the department the final curriculum with the training objectives and instructor names listed. <p>D. The academy director shall furnish each instructor with the performance based training and testing objectives for the assigned subject matter.</p> <p>E. Each certified training academy shall maintain accurate records of all tests, grades and testing procedures. Dispatcher training records shall be maintained in accordance with the provisions of these regulations and §§ 42.1-67 through 42.1-91 of the Code of Virginia.</p>	<p>Requires the use of electronic records management system and gives academy director 60 days to submit documentation of completion of training. Current language allows 30 days for submission.</p>