



Virginia Department of
Emergency Management

E-911 Border Response Workgroup

Session #4: March 10, 2021

Agenda

- Call meeting to order
- Welcome and opening remarks
- 9-1-1 personnel and training presentation
- Update on workgroup's report
- Next steps
- Adjourn





Virginia Department of
Emergency Management

Call Meeting to Order



Virginia Department of
Emergency Management

Welcome and Opening Remarks



Virginia Department of
Emergency Management

9-1-1 Personnel and Training Presentation

Overview

- Information Packet
- Job Titles
- Pre-employment requirements
- Job Postings
- Required training (Virginia)
- On-The-Job training
- Locality training
- Agency Interactions



Compensation/Ongoing Training

- Statewide salary ranges
- Classification and pay band
- Compensation board funding
- History of raises
- Ongoing required training
- So, Let's hire a dispatcher



Job Titles

Commonly referred to as:

Dispatchers

Emergency Coordinators

911 Operators

Telecommunicators

Police/Fire/EMS Dispatchers

Call Takers

Jailors/Dispatchers



Pre-employment Requirements

- High School Diploma or Equivalent
- Resident of United States for last 10 years
- FBI Fingerprint Background Check
- Drug testing
- Reference Check
- Credit Check
- Pre-employment testing (written, typing/spelling, map reading, call classification/prioritization, call taking, etc.)



Dispatcher Job Posting

A police dispatcher accepts **incoming** emergency calls and routes them accordingly. Included in a job description for a police dispatcher will be communicating well with officers as well as members of the **general public.**

Position Description

Inside a city, county, or state law enforcement agency, a police dispatcher is the first line of communication a caller has, and plays a key role in ensuring emergency personnel respond appropriately to a scene.

Essential Duties and Responsibilities of a Police Dispatcher

- **Answers the phone and talks with callers** in order to determine the nature of a particular emergency
- Decides on a plan of action and summons officers to react
- Coordinates the efforts of officers while in route to the scene
- Calms and reassures people who are waiting on emergency services
- Records information relating to a particular incident for possible use by investigators later
- Advises individuals on certain actions to take while waiting for help to arrive
- Reaches out to other agencies if additional help is needed outside a particular department
- Communicates with officers at the scene in order to ensure that a situation is fully resolved
- Tracks the location of vehicles that are responding to a particular incident

Required Knowledge, Skills, and Abilities

- Is able to remain calm while under extreme pressure
- Is able to direct others and provide sound guidance
- Has a basic understanding of the law, criminal behavior and criminal procedures
- Understands basic police procedures and conforms to department rules and regulations
- Remains alert and attentive at all times
- **Communicates well and has excellent listening skills**
- **Has the ability to multitask**

Education and Experience

While many departments will hire police dispatchers who have only a high school diploma, others prefer them to have a two or four-year degree in criminal justice or emergency services. Before being hired, individuals will need to pass a criminal background check, drug screen and written exam. While certification is not required, it can nonetheless be helpful in obtaining a job. Certification is offered through a number of agencies, including the Association of Public Safety Communications Officials, the National Academy of Emergency Dispatch, and the national Emergency Number Association.

Work Environment

Police dispatchers work **indoors in an office-like setting** that is nonetheless very stressful. They may work very long shifts that may span a 24-hour period in many cases. These individuals are normally employed full time, and can be expected to work weekends and holidays. They may also be required to be on call during their days off, and come to work with very little prior notice.



Dispatcher Job Posting

Duties:

- Learns to operate a variety of communications equipment, maintain various logs, records of activities
- Learns to properly access requested information through several systems, including CAD, VCIN, NICI, NLETS and other databases
- Learns to properly receive and transmit all information promptly, accurately and in a professional manner, first and foremost to police personnel and secondly, to other State and Federal LE Agencies
- All communications is in compliance with established procedures
- Learns to answer emergency and non-emergency telephone calls professionally and promptly
- Learns to determine how to prioritize calls by call type and how to create call for service
- ☐ Learns how to enter/disseminate message for contact follow up within CAD, make accurate enquiries, and retrieve information from CAD and Phone database
- ☐ Learns how to prepare and enter the daily activity report and how to access GPS information, work with mapping and scheduling software
- ☐ Learns how to receive and disseminate mail messages
- Learns proper protocols to promptly and accurately receive and disseminate complaints and inquiries from citizens and other sources
- Learns how to properly conduct and request service of wreckers, EMS, Med-flight, fire services and other LE agencies
- Demonstrates the ability to maintain effective work relationships with co-workers and supervisors
- Demonstrates adherence to established attendance policies and procedures

Qualifications

- Must be willing to work rotating shifts, holidays and weekends
 - Some knowledge of operating standard office equipment such as fax and copy machine
 - Skill in operating computers, Microsoft Office software, data entry, problem solving and customer service skills
 - Demonstrated ability to effectively communicate with the public; to work in high pressure, high stress environment, exercise resourcefulness and sound judgement under stress, multi-task, manage complaints/compliments, keep records and logs update, communicate effectively orally and in writing in English, be flexible, work effectively independently and as a member of a team
 - Graduation from high school or equivalent
 - Requires United States Citizenship, or have been a lawful resident of the United States for the past ten consecutive years
 - Prior First Aid/CR experience is preferred
- Successfully complete required training within six (6) months from hire
-



Dispatcher Job Posting

This employee **answers telephone** requests for emergency services (fire, police, and medical), **general information**, and referrals obtaining pertinent information for each situation and relaying the information from the calls to the correct dispatcher or agency; must be multi-tasked oriented and able to handle a large volume of calls and high stress situations. Must complete training and certification as an Emergency Medical Dispatcher (EMD). Performs related duties as required.

(Illustrative only. Any one position may not require all of the listed KSAs nor do the listed examples include all the KSAs which may be required.)

Skill to:

Operate a mechanical keyboard (typewriter or computer) keying in information in report format.

Ability to:

Hear well enough and listen carefully enough to distinguish between pertinent and extraneous information in an emergency situation.

Recall important information obtained from callers about emergencies.

Speak clearly and concisely.

Operate appropriate computer equipment; use properly all related hardware and software.

Type information with speed and accuracy.

Communicate effectively with members of the Police and Fire Departments and with the general public.

Remain calm and exercise good judgment in stressful situations.

Follow orders.

Spell correctly.

EXAMPLES OF WORK PERFORMED

(Illustrative only. Any one position within this classification may not include all of the duties listed nor do the listed examples include all of the tasks which may be performed.)

Answers telephone calls from Enhanced 911 Emergency system, Centrex lines, and other telephone lines.

Verifies information received from ALI (Automatic Location Identification) and ANI (Automatic Number Identification) systems with caller and obtains the necessary information from the caller to describe the emergency situation, if at all possible.

Refers callers to appropriate agencies in situations that are inappropriate for police or fire intervention or not in the City of .

Enters emergency information into CAD system through computer keyboard and forwards information to the appropriate dispatcher (fire or police).

May perform queries on suspects, license plates, etc., for Police Officers using a computerized crime information system.

Transfers appropriate calls to other police and fire jurisdictions.

In the event of equipment failure, keeps a manual log of information on all emergency calls and fills out cards which provide necessary information for the dispatcher.

Utilizes Emergency Medical Dispatch protocols and software.

Each applicant must have one year of full-time, responsible employment involving public contact including a high degree of **customer service, telephone, and computer keyboarding duties.**

OTHER REQUIREMENTS

Willingness to work rotating, permanent relief, or swing shifts, including Saturdays, Sundays, and holidays. Willingness to submit to a police background investigation due to the sensitive nature of the work. Maintain EMD certification during the duration of employment once the certification is obtained.



Training

- Department of Criminal Justice Services

Basic Dispatch

National Incident Management System (NIMS)
100 & 700

- Virginia State Police

Virginia Criminal Information Network &
National Crime Information Network
Certification

Required training to access the system



Virginia State Police

Requires Certification within 6 months of hire date for access to:

- Virginia Criminal Information Network (VCIN)
- National Crime Information Center (NCIC)
- National Law Enforcement Telecommunications System (NLETS) International Justice & Public Safety Network

(Online Training - Requires re-cert every 2 years)



VSP Training

Provides Access to the following files:

Vehicle/Tags/Persons/Sex Offenders/Gangs/Driver
Files/HazMat files/FAA/Boat/Out of State files/Mental
Health orders-commitments/Court files(protective
orders)/Warrants/Criminal Histories/Terrorism/entry of
Wanted/Stolen subjects and items/Wanted
persons/Stolen Vehicles/items/Fusion Center/Severe
Weather/Firearms transactions/Missing
persons/Concealed Handgun permits/Commercial
Motor Vehicles/Machine Gun
Registry/Immigrations/Gun files/Foreign
Fugitive/Liquidated Damage/Flying while armed
transactions



Department of Criminal Justice Services (DCJS)

- Basic Dispatch within 2 years of hire date
- Incident Command 100 & 700 prior to class
- DCJS school is minimum of 40 hours (includes written and practical testing)
- Practical testing (role player and DCJS Certified General Instructor as evaluator) for different scenarios



DCJS Basic Class Courses

- Evolution of Dispatch
- Equipment in Dispatch
- Legal
- Professionalism (demeanor and appearance)
- Federal and State Laws (pertaining to dispatch)
- Courtroom Testimony & Ethics
- Legal Documents
- Cultural Diversity/Bias
- Stress Management
- Interpersonal Skills
- Phone/Call Control/Information Dissemination
- Call taking and dispatching techniques
- Pre-arrival Instruction and scene-safety
- Category assignment and prioritization
- Terrorism Awareness
- Active Shooter
- Specialty Calls (Abusive, Disabled, Distraught, Suicidal, Mental, Intoxicated, Senior and Child, Speech and/or Hearing Impaired callers)



DCJS On-The-Job Training

- Use, manage, and maintain phone/CAD/Radio/Recorder/Paging equipment
- Rapidly and accurately record information
- Dispatch law enforcement/Fire/EMS/Animal Control as needed
- Research historical information on persons and locations (call history, wanted checks)
- Conduct responder safety checks
- Identify elements of criminal acts to determine which category a crime is classified per agency policy for CAD purposes
- Track, monitor, accurately document incidents, and relay pertinent information to responders en-route, then update as information is received
- Re-direct calls to appropriate dispatcher or another agency



DCJS On-The-Job Training

- Transfer and monitor calls until connection is established
- Receive and handle TDD calls
- Monitor, respond, dispatch by radio, computer and written documentation from field units
- Handle improperly routed calls and caller information discrepancies
- Using alternative call taking/dispatching methods in the event of equipment failure
- Use maps and street files (hard copy and/or computerized)
- Receive and process telematics (e.g. Onstar)
- Demonstrate how to process a wireless call



DCJS On-the-Job Training

- Answer, refer and route calls/messages to proper departmental unit
- Prepare general Be On the Lookout (BOL)
- Identify local ordinances pertaining to calls for service
- Obtain and use maps/cross street/agency geographical jurisdiction and surrounding contiguous locations
- Contact available resources, internal or external to their agency
- Provide information, refer or transfer calls to appropriate departments or agencies as a general service to the public
- Work with and provide information to PIO/FOIA
- Recite and use phonetic alphabet
- Identify and use 24 hour military time
- Review agency's emergency operations plan
- Review agency's active shooter/assailant threat policy and identify the dispatcher's role within the policy



Locality Requirements

- Emergency Medical Dispatch (*Re-cert every 2 years*)
- Computer Aided Dispatch
- Call Handling Equipment
- Cardio Pulmonary Resuscitation (*Re-cert every 2 years*)
- Public & Media Relations
- Emergency Operations Center Overview
- Officer Involved Shootings & Pursuits
- De-escalation
- Critical Incident Stress Management



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Wide variety, list is not all-inclusive and in no particular order

Locality Requirements (con't)

- Agency, department and unit SOP's, policies
- Local government procedures
- Excited delirium
- Intro to Police/Fire & EMS
- Officer Call signs
- Problem-based learning
- Gang Intelligence
- Homeland Security
- Animal Control
- Intro to real-time information center/criminal intelligence



Wide variety, list is not all-inclusive and in no particular order

Locality Requirements (con't)

- Radio & Telephone Operations
- Family Violence
- Professional Standards
- Customer Service
- Accreditation
- Unbiased Policing/Communications
- Alzheimer's/Autism Awareness
- Employee Wellness
- Compassion Fatigue
- Preventing Telecommunicator Tunnel Vision



Wide variety, list is not all-inclusive and in no particular order

Locality Requirements (con't)

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Wide variety, list is not all-inclusive and in no particular order

Dispatchers Frequently Contact:

- Law Enforcement
- Fire (volunteer and/or paid)
- EMS (volunteer and/or paid)
- Magistrates
- Mental Health
- Animal Control
- Public Water Authority
- Town Crews
- Wrecker services
- Virginia Relay Centers
- State and Local Shelters
- Interpreter services
- Specialty Units (Drug Diversion, Canines, Bomb Techs, Hostage Negotiators, Detective Services, Motor Carrier units, Hazmat units,)
- Complaints and referral's
- Department of Conservation
- Virginia State Police
- VDOT
- Virginia Department of Health
- Social Services
- FBI/ATF/DEA/Capitol Police
- Court services (Juvenile, General District, Circuit)
- Public Utilities/Transportation



List is not all inclusive

Legal Documents

Varies by agency

- Entry of Wanted persons, stolen items, protective orders
- Searching databases for validity of the above legal documents
- Confirming validity of above documents with other jurisdictions, in-state and out-of-state
- Working with courts to obtain necessary information for above documents



Expect the Unexpected!

And last but certainly not least, dealing with a Pandemic and Civil Unrest



Statewide Salary ranges

- Compensation Board - \$26,185
- Not all agencies use this for dispatchers

Some localities do not pay the minimum comp board salary

Some localities supplement

Base statewide pay ranges

- Entry Level - \$26,185 to \$48,070
- Some increase after training is complete
- Increases for promotions, or position changes, and/or competitive offers



Compensation Board Funding

CLASSIFICATION AND PAY PLAN FOR SUPPORT PERSONNEL OF THE SHERIFF


JULY 1, 2020- JUNE 30, 2021

CLASS TITLE	ABBREV	PAY BAND	ROLE	MIN	MAX*
GENERAL OFFICE CLERK	GC	1	Administrative	21,916	41,248
SECRETARY I COOK A	SECI CK A				
SECRETARY II COOK B COMMUNICATIONS OPERATOR	SECII CK B COMOP	2	Sr. Administrative	26,185	50,405
COMMUNICATIONS SUPERVISOR	CO SP				
ADMIN STAFF SPECIALIST	ADMSS	3	Professional	31,164	58,469



History of Salary Increases

SUMMARIZED HISTORY OF SALARY INCREASES Constitutional Officers and Employees Compensation Board Funding

	12/1/2010	12/1/2011	12/1/2012	7/1/2013	8/1/2013	9/1/2015	12/1/2016	8/1/2017	2/1/2019	7/1/2019
Sheriff	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00%	0.00%	3.00%
Deputy Sheriff or Regional Jail Officer	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00% +\$80/year of service	+\$871 for grade 7 +\$911 for grade 8*	3.00%
Admin Support 	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00% +\$65/year of service	0.00%	3.00%
Commonwealth's Attorney	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00%	0.00%	3.00%
Staff – Asst Comm Attys Staff – Support/Admin	0.00%	0.00%	0.00%	\$3,308	2.00% 3.00%	2.00%	0.00%	2.00%	0.00%	3.00%
Circuit Court Clerk	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00%	0.00%	3.00%
Staff	0.00%	0.00%	0.00%	0.00%	3.00%	2.00%	0.00%	2.00%	0.00%	3.00%

Further detail regarding increases and cited authority included in narrative on the following pages.

*+\$871 grade 7 & +\$911 grade 9 applicable to sheriffs' deputies only; does not include regional jail officers.

*I believe this years budget included a raise from the
comp board (5%)*



Ongoing Training Requirements

- Currently, DCJS does not require continuing education
- Conversations have been held about requiring in-service training
- Most localities do have ongoing in-house training that includes a wide variety of topics
- National Emergency Number Association (NENA) recently [published a standards document for 9-1-1 Professional Education](#)



So...Let's Hire a Dispatcher

And on the first day, I looked down on my plan for the office and said, "I need someone to watch over my officers." So, let's hire a Dispatcher

"I need someone that will get up before dawy, come to work in the dark, be away from home for half the day or more, and miss out of family life, work a 40 hour week in 3 days." So, let's hire a Dispatcher

"I need someone who will answer 9-1-1 lines, give pre-arrival instructions, deal with rude people, ask all the right questions, call all the right people, document every single thing and do it at 100 words per minute." So, let's hire a Dispatcher.

"I need someone that is willing to sit at a computer all day, call out a wrecker, cancel that wrecker, give directions, listen to problems, give the same directions again, answer their supervisors questions, put callers on hold, run a tag, run a driver's license, run a criminal history, give a case number, squeeze in a bathroom break, find that information, add this information to the call, find a translator, talk to the media, calm the crying parents on the phone, deal with irate parents and callers, give CPR instructions, stay on the phone and listen to gut-wrenching screams, and then calmly answer the phone to help the next caller." So, let's hire a Dispatcher

"I need someone to watch over 100 officers on the radio, check on the units, repeat everything they say, type everything they say, check for wants, run another tag, run another person, run four criminal histories, call the magistrate, check on that unit again, call the CA, call the armored car operators, oh I need the tact team, inform the Sergeant, call the water department, eat a cold meal, call for mutual aid, call med-flight, get more backup, call other agencies, take care of the pursuit, send multiple units to a shot's fired call, stay calm and cool as steel when you hear an officer call for help, send everyone home safely at the end of their shift, save as many lives as you can, and try not sleep more than four hours so you won't be late for your shift tomorrow." So, let's hire a Dispatcher

"I need someone who will do all of that for an entire regular shift and an extended shift, with a smile and no complaints, and then do it all again tomorrow, the next day, Christmas, Easter, weekends, and nights." So, let's hire a Dispatcher



We *Must*

- We *must* educate our decision makers
Dedicated staff – state and local
- We *must* educate the public
Dedicated staff – state and local
- We *must* engage our legislators to address
reclassification and pay inequities
- We *must* re-visit our job advertisements
- We *must* plan to recruit and retain



Continuing Outreach

- Dedicated staff (local and state)
- Career Days (local and state)
- Publications (local and state)
- Internships
- Establish curriculum for:
 - High school students
 - Colleges
 - Vocational/Technical School



Roles and Responsibilities

- State

Work with localities, , focus on statewide initiative, carrier education and collaboration, misrouted calls, feature good news/success stories, collaborate with DCJS for enhanced training, in-service credit/requirements

- Local/Citizen/Interns

local advocates, council meetings, requesting more resources, asking for more funding, work with your PSAP and GIS folks more, *educate, educate, educate*, focus on the details, local civic organizations, input from citizens about their expectations



Reclassification of Telecommunicators

- California: Reclassified as First Responders
<https://www.nena.org/news/news.asp?id=486241>
- Colorado: Passed a bill to include Telecommunicators in PTSD workman's compensation coverage <https://openstates.org/co/bills/2020A/SB20-026/>
- Iowa: <https://www.legis.iowa.gov/legislation/BillBook?ga=88&ba=SF2373>
- Texas: Reclassified as First Responders <https://www.nct911.org/texas-9-1-1-telecommunicators-are-now-first-responders/>
- Random counties: Habersham, GA; Montgomery County, NY; Arapahoe County, CO; Pitkin County, CO; Mineral County Commission, WV; Knox County, KY; Indiana, Knox County, Tennessee; Maryland
- <https://wydaily.com/local-news/2020/02/27/theres-a-bill-that-would-classify-911-dispatchers-as-first-responders-and-this-local-union-is-supporting-it/>
- This is meeting minutes/packet of where another locality tried to pass it and all of the articles/backup documentation that they presented with the high points highlighted. <https://cityofcripplecreek.com/wp-content/uploads/2020/12/December-16-2020-City-Council-Public-Meeting-Paket.pdf>





Virginia Department of
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Update on Workgroup's Report

Format

1. Executive Summary

2. Introduction

Problem Statement and Workgroup Membership

3. Objectives, Scope, Method and Analysis Overview

4. Background

Call Processing Functional Areas

5. Analysis

6. Findings

7. Recommendations



In Conclusion

- Next steps
- Adjourn

