



Dispatcher Curriculum Review Committee

Virtual Meeting via Zoom

MINUTES

July 27, 2023

Members Present

Heather Gearheart - Central Shenandoah CJTA

Jan Farruggio - Charlottesville/UVA/Albemarle ECC

Dyan McDermott - Emergency Communications/911 Norfolk

Dawn Drewry - Hanover Sheriff's TA

Jessica Boster - Henrico Police TA

Brad Nester - New River Criminal Justice TA

Paige Chisom - Roanoke County Emergency Communications Center

Michelle Armstrong - Virginia State Police TA

1. **Call to Order.**

The meeting began on July 27, 2023, at approximately 0902 hours.

2. **Old Business.**

Not applicable to this meeting.

3. **New Business.**

The Dispatcher Curriculum Review Committee (CRC) met virtually and reviewed and revised the Compulsory Minimum Training Standards and Performance Outcomes for Dispatchers. The CRC members discussed that more agencies are hiring strictly call takers and not dispatchers, which prompted discussions regarding the call taker's training. The CRC members also discussed establishing a set minimum number of training hours for both the academy and field training.

4. **Public Comment Period**

Joell Knight and Preston Main spoke about their agencies' operations, based on the discussions during the meeting. Since they contributed to the group's conversation throughout the meeting, there were no comments during the designated public comment period.

5. **Next Meeting.**

The next meeting of the Dispatcher CRC is August 24, 2023.

6. **Adjournment.**

The meeting adjourned on July 27, 2023 at approximately 1148 hours.