

**REVISED (2/10/2020)**  
**Department of Planning and Budget**  
**2020 Fiscal Impact Statement**

**1. Bill Number:** HB727H1

<b>House of Origin</b>	<input type="checkbox"/> Introduced	<input checked="" type="checkbox"/> Substitute	<input type="checkbox"/> Engrossed
<b>Second House</b>	<input type="checkbox"/> In Committee	<input type="checkbox"/> Substitute	<input type="checkbox"/> Enrolled

**2. Patron:** Hope

**3. Committee:** House Committee on Commerce and Labor

**4. Title:** PSAP dispatchers; telecommunicator cardiopulmonary resuscitation; Emergency Medical Dispatch education program

**5. Summary:** The proposed legislation requires the Department of Criminal Justice Services (DCJS), by December 1, 2020, to adopt standards for training and equipment required for the provision of high-quality telecommunicator cardiopulmonary resuscitation (TCPR) by dispatchers, as specified. The bill also requires on or before January 1, 2022, each Public Safety Answering Point (PSAP) to provide training in TCPR to each dispatcher in its employment and shall provide its dispatchers with equipment necessary for the provision of TCPR, as specified. The proposed legislation also: (i) requires DCJS to adopt necessary regulations to implement the proposed legislation; (ii) authorizes a PSAP to enter into reciprocal agreements with another PSAP to transfer callers to the other PSAP at times that the initial PSAP does not have a trained dispatcher on duty able to provide TCPR; (iii) establishes immunity from civil damages for dispatchers who instruct a caller on TCPR; (iv) requires each operator of a PSAP to implement a requirement that each of its dispatchers complete an Emergency Medical Dispatch (EMD) education program that complies with the minimum standards established by DCJS by July 1, 2024, and to conduct ongoing quality assurance of its TCPR program. Lastly, the bill requires DCJS to ensure that every dispatcher that has satisfactorily completed an EMD education program, and his employing PSAP, receive a certificate of completion of the required education program, and maintain an updated education program.

**6. Budget Amendment Necessary:** Yes, Item 403.

**7. Fiscal Impact Estimates:** Preliminary (see Item 8 below).

**8. Fiscal Implications:** The bill requires the Department of Criminal Justice Services (DCJS) to adopt standards for training and equipment required under the provision by December 1, 2020. The standards are to be updated as frequently as necessary, but not more frequently than biennially. The bill further provides that on or before January 1, 2022, each PSAP must provide training in TCPR to each dispatcher in its employee and shall provide equipment as necessary. It is expected that by January 1, 2024, each operator of PSAP will implement requirements that by July 1, 2024, that all of its dispatchers have completed the education

program that complies with the minimum standards established by DCJS. According to the Department of Criminal Justice Services (DCJS), it estimates that the provisions of the bill will require additional general fund resources. Because the provisions of the bill have delayed effective date, the cost of implementing the provisions of the bill may be phased in through the biennial budget. However, at a minimum DCJS will need initial funding to hire subject matter expert to help develop the standards for training and equipment required of TCPR by dispatchers. The agency estimates it will need \$75,000 (one-time) for the services of a contractor with subject matter expertise regarding the requirements of the proposed legislation, who will assist with the development of the training standards, and implementation, as specified in bill. The revised fiscal impact statement reflects the various delayed provisions of the introduced bill.

Additionally, once the standards are developed, DCJS estimates that it will need additional resources to include:

- \$139,230 (annually) for salary, benefits, travel costs, and personnel costs for one field representative to conduct audit inspections of training programs to ensure compliance;
- \$113,790 (annually) for salary, benefits, and personnel costs for one regulatory specialist to develop and maintain the specified standards;
- \$1,732,857 (initial cost) to train 3,300 law enforcement dispatchers and 1,043 PSAP dispatchers (\$399 per individual) on the required EMD procedures;
- \$301,895 for Computer Aided Call Handling CPR Licenses at 121 PASP locations, with a minimum of 5 terminals at each location (\$499 per terminal).
- \$60,379 (initial cost) to certify trainers at 121 PSAP locations (\$499 per location);
- \$19,239 for TCPR certifications for each PSAP location (\$159 per location); and
- \$24,200 (one-time) to maintain the Computer Aided Call Handling CPR Licenses on 5 terminals at each of the 121 PSAP locations (\$40 per terminal).

The fiscal impact on the Virginia Department of Health as a result of the proposed legislation cannot be determined. The Rescue Squad Assistance Fund (RSAF) grant program provides funding to not-for-profit and governmental entities to support emergency medical dispatch (EMD) training, equipment and supplies. The RSAF grant program does not provide funding for TCPR training. Since completion of an EMD education program will be mandatory for dispatchers, the agency anticipates that PSAPs will prioritize RSAF grant funds to support EMD education programs and be less likely to request support for equipment, vehicles, and supplies. The RSAF grant program has existing resources to handle the potential increase in EMD training requests. However, it cannot be determined how many additional PSAPs will seek out RSAF grant funds.

The impact on localities that operate a PSAP cannot be determined at this time.

**9. Specific Agency or Political Subdivisions Affected:** Department of Criminal Justice Services; Virginia Department of Health; Virginia Information Technology Agencies; Public Safety Answering Points; local law enforcement agencies.

**10. Technical Amendment Necessary:** No.

**11. Other Comments:** None.