Commonwealth of Pennsylvania

911 Training, Certification, and Quality Assurance/Quality Improvement Requirements

March 2019
PURPOSE

The Pennsylvania Emergency Management Agency (PEMA) is required by Act 12 of 2015 to adopt minimum training, certification, quality assurance (QA) and quality improvement (QI) requirements for call-takers, dispatchers, supervisors, and 911 coordinators.

The purpose of this document is to establish minimum requirements for public safety answering point (PSAP) telecommunicator training programs and QA/QI programs, along with requirements for registration and certification. This document replaces 4 Pa. Code Chapter 120c and 4 Pa. Code Chapter 120d as the requirements for training, certification, and quality assurance for PSAPs in the Commonwealth. Funding for 911 services shall not be expended on a 911 system that does not conform to the requirements and guidance published by PEMA. See 35 Pa. C.S. § 5306.1 (c)(2). Compliance with these requirements and guidance will be verified through PEMA’s certification review process.

The goal of these requirements is to ensure that PSAP personnel receive the same minimum training, and adhere to the same QA/QI requirements, so that a consistent level of service is maintained throughout the Commonwealth.
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DEFINITIONS

The following terms, when used in this document, have the following meanings, unless the content clearly indicates otherwise:

**911 Coordinator** - The 911 coordinator designated by the county as required by 35 Pa. C.S. § 5304 (a) (6).

**911 System** – A public safety answering point.

**Act 12 of 2015 or Act 12** – The 911 Emergency Communication Services Act (35 Pa. C.S. § 5301—5399)

**Agency** – The Pennsylvania Emergency Management Agency (PEMA)

**Board** – The Pennsylvania Emergency Management Agency (PEMA) 911 Advisory Board

**Call-Taker** - A telecommunicator whose job duties include answering emergency and non-emergency calls for service or handling other data (including text-to-911).

**Catastrophic Loss** – An exceptional loss of human life and/or significant dollar amount of property damage.

**Certification/Recertification** –

- **Telecommunicator** – Official recognition by the entity responsible for 911 operations within a county’s jurisdiction that a telecommunicator (i.e., call-taker and/or dispatcher) has successfully completed all required courses and performance evaluations (e.g., written examination, practical skills assessment) required by the PSAP’s telecommunicator training program.

- **PEMA** – Official recognition by the PEMA 911 Office that a PSAP’s telecommunicator training and QA/QI programs meet the minimum training and QA/QI requirements provided in this document and that a PSAP complies with requirements, policies, and procedures stated in its telecommunicator training and QA/QI programs.

**Certification Review** – Activity conducted by the PEMA 911 Office to verify that a PSAP’s telecommunicator training and QA/QI programs comply with the minimum training and QA/QI requirements adopted by PEMA, and that a PSAP complies with requirements, policies, and procedures stated in its telecommunicator training and QA/QI programs. The activity includes, but is not limited to, both remote and onsite review of certification records, continuing education records, course curriculum and lesson plans, examination materials, and instructor records. The review does not include a performance review or skills assessment of PSAP personnel, nor a review of other personnel, PSAP activities and/or financial activities not associated with the established telecommunicator training or QA/QI programs.
Continuing Education Unit (CEU) – A PSAP-recognized method of quantifying participation in an organized continuing education experience.

County – The entity responsible for operating the 911 system within its jurisdiction, which is required by section 5304 of Act 12. A county may provision a 911 system to serve its jurisdiction through participation in a regional 911 system.

Daily Observation Report (DOR) – A method used to evaluate the performance of a telecommunicator.

Dispatcher - A telecommunicator whose job duties include, but are not limited to, dispatching emergency and non-emergency calls for service.

Emergency Call – A request for emergency assistance. An emergency call may be made as a traditional voice call, text call, video call or data-only call.

Non - Emergency Call – Any call to a PSAP that is not an emergency call as defined in this section

PEMA 911 Office – The entity responsible for adopting rules, regulations and other actions necessary to implement and enforce the provisions of Act 12.

Point of Contact (POC) – A PSAP-approved individual serving as the focal point of training and/or QA/QI information.

Public Safety Answering Point (PSAP) – An agency-approved entity that receives 911 communications from a defined geographic area and processes those calls according to a specific operational policy. Except for the cities of Allentown and Bethlehem through June 2019, PSAPs in the Commonwealth are county-based. A county also may provide 911 service for its jurisdiction through participation in a regional 911 system. The term “PSAP” for purposes of this document also shall apply to 911 system.

Quality Assurance and Quality Improvement (QA/QI) Program – A PSAP process providing, at a minimum: a random case review to evaluate telecommunicator performance; feedback on protocol compliance, commendation, retraining and remediation as appropriate; and submission of compliance data to the PEMA 911 Office.

Quality Assurance Case Review – A review process that is used to assess the performance of the telecommunicator in receiving and handling calls for service or dispatched events in accordance with established PSAP policies and procedures.

Supervisor - A telecommunicator whose job duties include, but not limited to, directly supervising those who answer (call-taker) and/or dispatch (dispatcher) emergency and non-emergency calls for service.

Telecommunicator – An individual employed by a PSAP whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for service for emergency medical, fire/rescue, law enforcement and other public safety services, via telephone, radio, and other
communication devices. The term telecommunicator includes call-takers, emergency dispatchers, and supervisors.

**Telecommunicator Training Program** – A program that prepares individuals for the telecommunicator profession. This program must comply with all training requirements adopted by the Commonwealth and includes curriculum for classroom, on-the-job, recertification, promotional, remedial, and continuing education.

**Trainee (Basic/Entry-Level Telecommunicator)** - A minimum entry-level position that requires basic training fundamentals of a PSAP environment.

**Training Record** – A record for each telecommunicator employed by the PSAP that is a compilation of all documentation, including specific training and completion date.

**Written Directives** – A set of PSAP-specific policies, procedures, rules, regulations, and guidelines.
CHAPTER 1 PSAP TRAINING PROGRAM OVERVIEW AND REQUIREMENTS

SECTION 1.01 PURPOSE
The purpose of these requirements is to ensure that personnel who receive, process and/or dispatch emergency calls for service receive the same minimum training requirements, to maintain a consistent level of service throughout the Commonwealth.

These requirements are based upon national standards developed in cooperation with the Association of Public-Safety Communications Officials (APCO), National 911 Program, National Association of State 911 Administrators (NASNA), National Emergency Number Association (NENA), National Fire Protection Association (NFPA), and industry professionals.

PSAPs shall establish training programs comprehensive of the minimum telecommunicator training requirements. These requirements are in no way intended to limit the ability of a PSAP to conduct a more in-depth training process or include additional training requirements above the minimum. The PEMA 911 Office recognizes PSAPs that choose to deliver supplemental training beyond these minimum requirements.

SECTION 1.02 OVERVIEW AND REQUIREMENTS
a) Minimum requirements for a telecommunicator training program are provided in this document and will be maintained annually by the PEMA 911 Office in consultation with the 911 Advisory Board.
b) Each PSAP shall establish and maintain a telecommunicator training program that includes the minimum requirements outlined in this document.
c) A PSAP may include additional requirements that exceed the minimum requirements as part of its telecommunicator training program. Nothing in this document should be construed to limit or restrict any additional training that a PSAP may elect to include in its telecommunicator training program.
d) Each PSAP shall document the curriculum and written directives of its telecommunicator training program using the format and procedures prescribed by the PEMA 911 Office.
e) All telecommunicator training programs shall document and demonstrate hours (or other measurement) for each course topic.
f) All telecommunicator training programs shall include requirements for continuing education and recertification.
g) Each PSAP shall provide telecommunicator training and related materials.
h) A PSAP’s telecommunicator training program and related materials shall be evaluated and revised annually by the PSAP for relevance and quality.
i) Each PSAP shall designate a training point of contact (POC) for its telecommunicator training program.
j) The training POC shall provide the PEMA 911 Office with documentation and information regarding the PSAP’s training process.
SECTION 1.03 TRAINING LEVELS
a) Four levels of training, along with minimum training requirements for each training level, are established for telecommunicators in Section 1.04 through Section 1.07 of this document. The four levels of training include:
   i. Trainee (basic/entry-level telecommunicator)
   ii. Call-Taker
   iii. Dispatcher
   iv. Supervisor
b) A PSAP’s telecommunicator training program shall have a documented curriculum that meets or exceeds the minimum requirements set forth by the PEMA 911 Office for trainees, call-takers, dispatchers, and supervisors.
c) A PSAP may have position-specific training requirements that combine the minimum training requirements for multiple training levels based on its organizational structure. If a PSAP combines the minimum requirements for multiple training levels as part of the training for a specific position, the minimum requirements for each training level shall be satisfied before an employee is certified by the PSAP in that respective role.
d) The minimum training requirements for a trainee shall be completed before an individual handles emergency calls for service regardless of the job title used by a PSAP.
e) Completion of the trainee curriculum shall be a prerequisite to be certified as a call-taker, dispatcher or supervisor, or equivalent job classifications.
f) Certified call-takers, dispatchers, and supervisors shall maintain active certifications to perform their job duties.
g) 911 Coordinators must meet the training requirements established in Section 1.08.

SECTION 1.04 MINIMUM CURRICULUM REQUIREMENTS FOR TRAINEE (BASIC/ENTRY-LEVEL TELECOMMUNICATOR) TRAINING
a) All PSAP trainee (basic/entry-level telecommunicator) training programs shall include the following:
   i. An industry recognized basic public safety telecommunicator course that covers all topics included in APCO ANS 3.103.2.2015 - Minimum Training Standards for Public Safety Telecommunicators
   ii. Cardiopulmonary resuscitation (CPR) certification
   iii. Introduction to the Incident Command System (ICS-100)*
   iv. Introduction to the National Incident Management System (IS-700)*
   v. Local governance structure
   vi. Governmental and private resources
   vii. PSAP and departmental written directives
   viii. Media information/dissemination
   ix. Pennsylvania Emergency Incident Reporting System (PEIRS)
   x. Jurisdiction-specific geography training
   xi. Hazardous materials (HAZMAT) awareness
xii. Backup/contingency procedure training (disaster recovery/continuity of operations)
xiii. Job-related equipment training with practical demonstration of skill
xiv. Workstation observation by trainee
xv. On-the-job training programs with DORs that cover PSAP defined topics.

Note: * any iteration will be accepted

SECTION 1.05 MINIMUM CURRICULUM REQUIREMENTS FOR CALL-TAKER TRAINING

a) Section 1.04 Requirements.
b) All PSAP call-taker training programs shall include the following topics:
   i. Call receiving/processing
   ii. Interviewing/interrogation techniques
   iii. Controlling the call
   iv. Managing high-risk calls
   v. Managing specialty calls
   vi. Call categorization/prioritization
   vii. Event categorization
   viii. Homeland security/terrorism/weapons of mass destruction (WMD)
   ix. Aircraft/rail/marine incidents
   x. Missing/exploited/trafficked persons
   xi. Special-needs callers
xii. Emergency medical dispatch, emergency fire dispatch, and emergency law enforcement dispatch protocols shall be used by all PSAPs. Structured call-taking protocol training directly related to the types of calls the PSAP is responsible for is required:
   1. Call-takers whose duty it is to process medical calls shall receive protocol training that address the following topics:
      a. Emergency medical services (EMS) overview
      b. EMS call processing
      c. Emergency medical dispatch (EMD)
   2. Call-takers whose duty it is to process fire calls shall receive protocol training that address the following topics:
      a. Fire service overview
      b. Fire service call processing
      c. Emergency fire dispatch (EFD)
   3. Call-takers whose duty it is to process law enforcement calls shall receive protocol training that address the following topics:
      a. Law enforcement overview
      b. Law enforcement call processing
      c. Emergency law enforcement dispatch/police dispatch systems (PDS)
4. When providing structured call-taking protocol training, PSAP-developed programs shall comply with following criteria: Develop training, certification and recertification processes for the appropriate call-taking protocol(s) with minimum requirements defined.
   a. Minimum continuing education requirements and performance appraisal with a formal assessment of knowledge and skills after a pre-defined time period (e.g., every two years).
   b. Call-taking protocols shall contain questions and a decision support process to facilitate correct call categorization and prioritization.
   c. Call-taking protocols shall provide a specific, reproducible set of PSAP approved codes for classifying calls and assigning a response, with tiered response levels and response types associated with each code.
   d. Call-taking protocols shall contain pre-arrival instructions for callers that are designed to provide specific, safe, and appropriate actions for the layperson caller to promote the safety, welfare, and successful outcome of the call for service.
   e. Each PSAP shall establish minimum protocol-compliance standards including each area of the protocol used (e.g., address verification, chief complaint or incident type identification, caller interrogation questions, pre-arrival instructions, call classification and coding, and overall case compliance).
   f. Each PSAP shall establish contingency/alternate (pre-arrival) instructions for large-scale incidents and disasters.
   iii. Call-takers shall not process calls independently until they are certified as such by protocol training.
   iv. Job-related equipment training with practical demonstration of skill.
   xv. On-the-job training programs with daily observation reports.

SECTION 1.06 MINIMUM CURRICULUM REQUIREMENTS FOR DISPATCHER TRAINING

a) Section 1.04 Requirements.

b) All PSAP dispatcher training programs shall include the following topics:
   i. Radio communication techniques
   ii. Radio technology and equipment
   iii. Radio discipline
   iv. Federal Communications Commission (FCC) rules
   v. Specific PSAP radio-use written directives
   vi. Job-related equipment training with practical demonstration of skill
   vii. Workstation observation by Dispatcher trainee.
   viii. On-the-job training programs with DORs
SECTION 1.07 MINIMUM CURRICULUM REQUIREMENTS FOR SUPERVISOR TRAINING

a) Section 1.04 Requirements.
b) All PSAP supervisor-level training programs shall include the following:
   i. A public safety supervisor training course that covers:
      1. The telecommunications supervisor role
      2. Administrative functions, including complaint investigation
      3. Supervision and leadership concepts and principles
      4. Liability issues for supervisors
      5. Communication skills
      6. Self-assessment
      7. Employee evaluation and motivation
   ii. PSAP-specific supervisor training regarding written directives
   iii. Incident Command for Single Resources and Initial Action Incidents (ICS-200)*
   iv. National Response Framework, an Introduction (IS-800)*
   v. Job-related equipment training with practical demonstration of skill

Note: * any iteration will be accepted

SECTION 1.08 TRAINING REQUIREMENTS FOR 911 COORDINATORS

a) 911 coordinators shall meet the following training requirements:
   i. Introduction to the Incident Command System (ICS-100)*
   ii. Incident Command for Single Resources and Initial Action Incidents (ICS-200)*
   iii. Intermediate ICS for Expanding Incidents (ICS-300)*
   iv. An Introduction to the National Incident Management System (IS-700)*
   v. National Response Framework, an Introduction (IS-800)*
   vi. Attend at least one 911 Advisory Board meeting annually or PEMA hosted 911 in-service training
   vii. Attend one industry conference or workshop biennially
b) It is recommended that 911 coordinators complete trainee (basic/entry-level) telecommunicator training.

Note: * any iteration will be accepted

SECTION 1.09 CERTIFICATION

a) To be certified as a telecommunicator (call-taker, dispatcher, or supervisor or equivalent job classification) by a PSAP, candidates shall meet the following criteria:
   i. Be at least 18 years of age
   ii. Possess a high school diploma or general equivalency diploma (GED)
   iii. Be free of a criminal history that would prohibit them from successfully fulfilling all duties of the position as defined by the employer
iv. Meet any additional employer-specific qualifications to be hired as a telecommunicator (e.g., pre-employment testing)

v. Complete trainee (basic/entry-level) telecommunicator training

b) Each PSAP will certify its call-takers, dispatchers and supervisors, or equivalent, who successfully complete training for a position, based on the job titles and requirements identified in its telecommunicator training program.

c) Certification is valid for two years after the date of issuance.

d) The PEMA 911 Office shall rely on the certification of each telecommunicator, as provided to it by the individual PSAP, to be accurate.

e) Each PSAP shall notify the PEMA 911 Office using the prescribed methodology, within 30 days of certification issuance to its telecommunicators.

f) The PEMA 911 Office will be responsible for certifying each PSAP’s telecommunicator training program for compliance with the minimum training requirements adopted by PEMA, and that a PSAP complies with requirements, policies, and procedures stated in its telecommunicator training program.

SECTION 1.10 RECERTIFICATION AND CONTINUING EDUCATION REQUIREMENTS

a) Call-takers, dispatchers, and supervisors, or equivalent shall maintain valid certifications.

b) The PSAP shall have, as part of its training program, a defined recertification process for each position it certifies.

c) The recertification process shall include a requirement for each defined position to complete at a minimum 24 continuing education unit (CEU) requirements every two years.

d) The CEU requirements should be organized around the duties and tasks the telecommunicator is performing. The CEUs should be focused on enabling the telecommunicator to:
   i. Develop a better understanding of telecommunications and the telecommunicator’s roles and responsibilities
   ii. Enhance job skills
   iii. Keep up-to-date on emerging issues
   iv. Provide opportunities for discussion, skill practice, and critique of skill performance

e) The PSAP shall document all CEU hours for each telecommunicator to show compliance with these requirements.

f) The Training POC shall notify the PEMA 911 Office, using the prescribed methodology, within 30 days of all recertifications.

SECTION 1.11 RECIPROCITY

a) For telecommunicators certified under another Pennsylvania PSAP’s telecommunicator training program:
   i. Acceptance of previous certification is at the discretion of the receiving PSAP.
   ii. All lateral transfers shall meet the training and certification requirements of the receiving PSAP.
SECTION 1.12 SPECIAL CONSIDERATIONS

a) This section applies whenever a labor union agreement or a local employment condition requires a PSAP to use job titles other than trainee, call-taker, dispatcher or supervisor to describe PSAP personnel. Under these circumstances, the PSAP and the PEMA 911 Office shall jointly compare the functions, duties and responsibilities of each PSAP job position with the functions, duties and responsibilities of a trainee, call-taker, dispatcher or supervisor to determine which regulatory position (trainee, call-taker, dispatcher or supervisor) most closely relates to the PSAP job position.

b) After the joint determination has been made, either the trainee, call-taker, dispatcher or supervisor training and certification requirements of this document shall be applied to those individual PSAP job positions. If a PSAP and the PEMA 911 Office fail to agree on the appropriate training and certification requirements for a PSAP job position, the PEMA 911 Office shall, at its own discretion, decide the matter.
CHAPTER 2 PSAP QA/QI PROGRAM OVERVIEW AND REQUIREMENTS

SECTION 2.01 PURPOSE
A QA/QI program is vital to a PSAP’s ability to ensure that incidents are processed in a consistent, effective, and efficient manner. QA/QI programs allow the PSAP to critique itself, and to ensure that it is meeting the public’s expectations of high-quality call-processing and customer-service skills.

A QA/QI program should serve as an opportunity to correct deficiencies and reward accomplishments by an individual, team and/or PSAP. Not only does an effective QA/QI program provide a mechanism for the review of incidents, it also serves to provide continual feedback to the telecommunicator and the PSAP for improvement.

These requirements align with APCO/NENA ANSI 1.107.1.2015, Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. These requirements are in no way intended to limit the ability of a PSAP to conduct a more in-depth QA/QI process.

SECTION 2.02 OVERVIEW AND REQUIREMENTS
a) Minimum requirements for a QA/QI program are provided in this document and will be reviewed annually by the PEMA 911 Office in consultation with the 911 Advisory Board.
b) Each PSAP in the Commonwealth shall establish and maintain a QA/QI program that includes the minimum requirements outlined in this document.
c) A PSAP may include additional requirements that exceed the minimum requirements as part of its QA/QI program. Nothing in this document should be construed to limit or restrict any additional QA/QI requirements that a PSAP may elect to include in its QA/QI program. A PSAP may include additional requirements that exceed the minimum requirements as part of its QA/QI program.
d) Each PSAP shall document the curriculum and written directives of its QA/QI program using the format and procedures prescribed by the PEMA 911 Office.
e) Each PSAP in the Commonwealth is responsible for providing QA/QI program training and any associated instructional materials and resources.
f) A PSAP’s QA/QI program and related materials shall be evaluated and revised annually by the PSAP for relevance and quality.
g) Each PSAP will designate a QA/QI point of contact (POC) for its QA/QI program.
h) The QA/QI POC will be expected to provide the PEMA 911 Office with documentation and information regarding the PSAP’s QA/QI process.

SECTION 2.03 QA PROGRAM REQUIREMENTS
a) A PSAP QA program shall consist of the following elements:
   i. Case review criteria
      1. Identify the types of incidents to review and what criteria to evaluate
      2. Establish written directives that clearly define the case review criteria
b) Evaluation Guidelines

i. The PSAP shall document the process used to measure the quality and performance of the service provided based on defined scoring criteria.

ii. The PSAP shall establish written directives that clearly define the methods used to measure the quality of performance.

iii. The PSAP shall establish and adopt performance scoring measurement criteria to ensure consistency in case evaluations.

c) Record-Keeping Criteria

i. The PSAP shall ensure records are kept for individuals and the PSAP.

ii. The PSAP shall establish a record-keeping system.

iii. The PSAP shall establish a mechanism for disseminating QA scores to the appropriate personnel on a regular basis.

d) Reporting and Feedback

i. The PSAP shall ensure QA review results are disseminated to appropriate personnel in accordance with the PSAP’s written directives and evaluation guidelines.

ii. The PSAP shall ensure that QA review results are given to the telecommunicator within 30 calendar days of the occurrence of the event.

e) Written Directives

i. The PSAP shall establish how its QA program will be conducted and administered.

f) A PSAP QA program shall include criteria for the following types of reviews:

i. Randomly selected events

ii. Catastrophic events

   1. Each PSAP shall define the term “catastrophic event” in its QA/QI program.

iii. Any other event as defined by the PSAP in its QA program

g) The PSAP shall ensure a sufficient number of case reviews for each employee each month.

i. The number of case reviews needed to effectively execute a QA program will vary according to PSAP workload.

ii. PSAPs should, in the normal course of business, review at least 2 percent of all emergency calls for service.

   1. Each PSAP shall define how it calculates the 2 percent threshold in its program.

iii. Where the 2 percent factor would not apply, or be overly burdensome due to low or excessively high call volumes, PSAPs shall work with the PEMA 911 Office to set case review minimums based on realistic call volumes and workloads.

SECTION 2.04 QI PROGRAM REQUIREMENTS

a) A PSAP QI program shall include the following elements:

i. Identification of performance gaps.

ii. Evaluation of strengths and weaknesses.

iii. Condennations for superior performance.

iv. Remediation referral for disciplinary action pursuant to the PSAP’s written directives.
v. Actions plans to address individual as well as PSAP performance issues in response to QA findings.

CHAPTER 3 TRAINING AND QA/QI ADMINISTRATION REQUIREMENTS

SECTION 3.01 EFFECTIVE DATE
a) The requirements and procedures for registration, certification, minimum training and QA/QI requirements are in effect as of January 1, 2020.

b) A PSAP must document its telecommunicator training and QA/QI programs using the format and procedure prescribed by the effective date.

PEMA 911 Office will perform an initial review of a PSAP’s telecommunicator training and/or QA/QI program within (time frame) of receipt to determine compliance with the minimum requirements and alignment with PEMA 911 Office policies and procedures.

i. If needed, PSAPs shall do the following as needed to incorporate these requirements within two calendar years of the effective date set forth in this section:
   1. Modify existing telecommunicator training and/or QA/QI programs
   2. Establish new curricula
   3. Establish new written directives

d) Once the program is certified by the PEMA 911 Office, a telecommunicator who is employed on, or before the certification date—whether the individual is working full-time or part-time as a permanent or temporary employee—shall comply with all registration, certification, and training requirements outlined in this document within one calendar year of the PSAP program being certified by PEMA 911 Office.

e) A telecommunicator who is employed after the certification date—whether the individual is working full-time or part-time as a permanent or temporary employee—shall comply with all registration, certification, and training requirements.

SECTION 3.02 FUNDING
a) The primary funding source for the telecommunicator training and QA/QI programs is statewide formula-based funding, and any other PSAP local funding sources (e.g., county budgets).

b) The PEMA 911 Office may use statewide interconnectivity grant funds, in consultation with the 911 Advisory Board, to support telecommunicator training and QA/QI-related initiatives that align with established priorities.

SECTION 3.03 REGISTRATION OF TELECOMMUNICATORS
a) The Training POC specified in each PSAP’s telecommunicator training program, using the prescribed methodology, shall:
   i. Register all current telecommunicators with the PEMA 911 Office, using the appropriate established method, within 90 days of the effective date of these requirements.
   ii. Register new telecommunicators with the PEMA 911 Office, using the appropriate established method, within 30 days after they have completed the training requirements.
provided in the PSAP’s telecommunicator training program for a trainee or equivalent job classification.

iii. Notify the PEMA 911 Office of telecommunicators who leave their roles, using the appropriate established method, within 30 days of their separation date.

SECTION 3.04 COMPLIANCE

a) Compliance with the registration, training, certification, and QA/QI requirements shall be the responsibility of the PSAP.

b) The PEMA 911 Office shall perform a certification review of a PSAP’s telecommunicator training and QA/QI programs on a biennial cycle.

i. Certification reviews are to be completed in accordance with the procedures adopted by the PEMA 911 Office in consultation with the 911 Advisory Board.

ii. The PEMA 911 Office shall have access to all records that are necessary to verify compliance with the registration, training, certification, and QA/QI minimum requirements in this document.

iii. Certification reviews may be completed onsite, remotely, or through a combination of the two methods.

iv. Telecommunicator training and QA/QI programs shall be deemed as certified by the PEMA 911 Office if a PSAP’s telecommunicator training and QA/QI programs are shown to be in compliance with the minimum training and QA/QI requirements adopted by PEMA, and that a PSAP complies with requirements, policies, and procedures stated in its telecommunicator training and QA/QI programs after a certification review.

c) If a PSAP is not in compliance with the stated requirements and procedures in its telecommunicator training and/or its QA/QI program, corrective action procedures shall be taken by the PSAP to establish compliance.

i. The PSAP shall follow the corrective-action written directives adopted by the PEMA 911 Office in consultation with the 911 Advisory Board when the PEMA 911 Office becomes aware that a program is not compliant with established telecommunicator training and/or QA/QI program requirements.

ii. Both corrective and punitive steps will be established in the corrective-action procedures that will be followed in progressive phases for PSAPs that fail to comply with the corrective-action procedures, or continue to be non-compliant with telecommunicator training and/or QA/QI program requirements. Actions may include, but are not limited to, ineligibility for statewide interconnectivity funding or withholding uniform 911 surcharge funding for any 911 system or program that does not conform to the requirements published by the PEMA 911 Office, as described in Act 12 of 2015.

iii. General corrective policies and procedures include the following:

1. The PSAP, and County Commissioner and/or County Executive, will be notified by the PEMA 911 Office when program non-compliance is identified.
2. An improvement plan shall be submitted by the PSAP to the PEMA 911 Office and implemented by the PSAP in accordance with the corrective-action procedures established by the PEMA 911 Office.
3. The improvement plan must include every progressive step a PSAP will take to address the area of noncompliance.
4. The PEMA 911 Office will review the improvement plan and respond to the PSAP in accordance with the corrective-action procedures established by the PEMA 911 Office.
5. The PEMA 911 Office maintains the right to exclude one or more progressive steps of the established corrective-action procedures when deemed appropriate, based on the severity and frequency of non-compliance demonstrated by the PSAP.
6. PSAPs and designated authorities that receive a notification of non-compliance also will receive a notification of compliance after the successful completion of the established improvement plan.
7. The corrective-action procedures will be developed and enforced by the PEMA 911 Office in consultation with the 911 Advisory Board.

iv. PEMA 911 Office will report categories of PSAP non-compliance and agency accepted corrective action recommendations to the Board on a quarterly basis, and seek advisory recommendations from the Board to improve the categories of non-compliance, and corrective action procedures.

SECTION 3.05 VENDOR AND THIRD-PARTY CONSIDERATIONS

a) The use of a vendor or third party (such as another PSAP) by a PSAP for telecommunicator training and/or QA/QI programs is acceptable.

b) All vendor or third-party programs or operations must adhere to all minimum requirements as set forth in these guidelines.

SECTION 3.06 RETENTION OF RECORDS

a) A PSAP shall maintain a record of the certification document, and related supporting documents for each employee, agent or representative who is certified or trained by the PSAP as a telecommunicator, trainee, call-taker, dispatcher, supervisor, or 911 coordinator. The records shall be retained for at least three years starting at the time the certification document or the supporting documents were signed and dated by the proper signatory to the document(s).

b) A PSAP shall maintain a record of emergency operating records including QA/QI records for all calls. The records shall be retained for three years starting at the time of the call.

SECTION 3.07 RIGHT TO ENTER AND INSPECT

a) The PEMA 911 Office has the right to enter any PSAP in this Commonwealth during regular business hours, or at other times when the PEMA 911 Office deems necessary, to conduct the following activities:

i. Overall inspections at least biennially, and at other times upon the Agency’s discretion.
ii. Inspect the employment and training records that pertain to the certification of all PSAP personnel.

iii. Inspect the county plans, the telecommunicator training program, EMD, EFD and PDS protocols, QA/QI program and other documents related to the operation of the PSAP.

iv. Observe the dispatch of emergency services by the PSAP.

v. Inspect PSAP equipment, and ensure compliance with requirements, as established by the Agency.