

9-1-1 COMMUNICATION CENTER COMPREHENSIVE TRAINING AND QUALITY ASSURANCE PROGRAM REVIEW

PSAP: _____ DATE OF REVIEW: _____ DATE SUBMITTED: _____

Call-Taker Training Guidelines –4 Pa. Code Part V, Chapter 120c.105(c)

Mandated Call-Taker Training to Include the Following Topics (104 Hours Required)		
	Compliant	Non-Compliant
Telephone Techniques	<input type="checkbox"/>	<input type="checkbox"/>
Crisis Call-Taking	<input type="checkbox"/>	<input type="checkbox"/>
Incident Specific Information	<input type="checkbox"/>	<input type="checkbox"/>
Interrogation Skills	<input type="checkbox"/>	<input type="checkbox"/>
Prioritization of Calls	<input type="checkbox"/>	<input type="checkbox"/>
Non-English Speaking Calls	<input type="checkbox"/>	<input type="checkbox"/>
Text Telephone for the Deaf (TTD) and Hearing and Speech Impaired (TTY)	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned 9-1-1 Calls and Silent 9-1-1 Calls	<input type="checkbox"/>	<input type="checkbox"/>
Roles and Responsibilities of the Call-Taker	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal Skills and Stress Management	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Center Technology and Use of 9-1-1 Center Equipment	<input type="checkbox"/>	<input type="checkbox"/>
Verification Skills and 9-1-1 Center Documentation Skills	<input type="checkbox"/>	<input type="checkbox"/>
Geography Tour of 9-1-1 Center Service Area	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Office Recommended Topics Included in Call-Taker Telephone Training Below and Include a Detailed Summary of Each Topic Listed:	List Total Hours per Topic Below	List Additional Cumulative Hours
APCO / Priority Dispatch or Similar Emergency Telecommunicator Course		
EMD – Emergency Medical Dispatch Course (Include CPR/AED)		
EPD – Emergency Police Dispatch Course		
EFD – Emergency Fire Dispatch Course		
Additional Call-Taking Training Hours		
ENTER TOTAL REQUIRED AND RECOMMENDED CALL-TAKER TRAINING HOURS:		
List Required and Additional Call Taking Hours	List Total Cumulative Hours	
Total Required Call-Taking Training Hours		104
Total Call-Taking Training Hours if Below Hours Required		
Additional Call-Taking Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL CALL-TAKER TRAINING HOURS:		

Police Radio Dispatch Training Guidelines – 4 Pa. Code Part V, Chapter 120c.106(c) (2)

Mandated Police Radio Training to Include the Following Topics		
	Compliant	Non-Compliant
Police Radio Dispatch Certification – Total 32 Hours Required		
Police Safety Issues	<input type="checkbox"/>	<input type="checkbox"/>
Police Terminology	<input type="checkbox"/>	<input type="checkbox"/>
Police Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Center Record Requirements	<input type="checkbox"/>	<input type="checkbox"/>
Police Dispatching Incident Specifics	<input type="checkbox"/>	<input type="checkbox"/>
CLEAN/NCIC Orientation	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional Police Radio Hours	List Total Cumulative Hours	
Total Required Police Radio Training Hours		32
Total Police Radio Training Hours if Below Hours Required		
Additional Police Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL POLICE RADIO TRAINING HOURS:		

Fire Radio Dispatch Training Guidelines – 4 Pa. Code Part V, Chapter 120c.106(c) (1)

Mandated Fire Radio Training to Include the Following Topics		
	Compliant	Non-Compliant
Fire Radio Dispatch Certification – Total 16 Hours Required		
Fire Safety Issues	<input type="checkbox"/>	<input type="checkbox"/>
Fire Terminology	<input type="checkbox"/>	<input type="checkbox"/>
Fire Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Center Record Requirements	<input type="checkbox"/>	<input type="checkbox"/>
Fire Dispatching Incident Specifics	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional Fire Radio Hours	List Total Cumulative Hours	
Total Required Fire Radio Training Hours		16
Total Fire Radio Training Hours if Below Hours Required		
Additional Fire Radio Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL FIRE RADIO TRAINING HOURS:		

EMS Radio Dispatch Training Guidelines – 4 Pa. Code Part V, Chapter 120c.106(c) (3)

Mandated EMS Radio Training to Include the Following Related Topics:		
	Compliant	Non-Compliant
EMS Radio Dispatch Certification – Total 16 Hours Required		
Fire Safety Issues	<input type="checkbox"/>	<input type="checkbox"/>
EMS Terminology	<input type="checkbox"/>	<input type="checkbox"/>
EMS Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>
EMD (Emergency Medical Dispatch)	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Center Record Requirements	<input type="checkbox"/>	<input type="checkbox"/>
EMS Dispatching Incident Specifics	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional EMS Radio Hours	List Total Cumulative Hours	
Total Required EMS Radio Training Hours		16
Total EMS Radio Training Hours if Below Hours Required		
Additional EMS Radio Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL EMS RADIO TRAINING HOURS:		

Emergency Management Training Guidelines – 4 Pa. Code Part V, Chapter 120c.106(c) (4)

Emergency Management Training Course to Include the Following Topics:		
	Compliant	Non-Compliant
EMA Radio Dispatch Certification – Total 16 Hours Required		
EMA Safety Issues	<input type="checkbox"/>	<input type="checkbox"/>
EMA Terminology	<input type="checkbox"/>	<input type="checkbox"/>
EMA Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>
9-1-1 Center Record Requirements	<input type="checkbox"/>	<input type="checkbox"/>
EMA Dispatching Incident Specifics	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional EMA Hours	List Total Cumulative Hours	
Total Required EMA Training Hours		16
Total EMA Training Hours if Below Hours Required		
Additional EMA Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL EMA TRAINING HOURS:		

Supervisor Certification Training Guidelines – 4 Pa. Code Part V, Chapter 120c.107(c) (1-3)

Mandatory Supervisory Training to Include the Following Topics (224 Hours Required):		
	Compliant	Non-Compliant
Call-Taker Certification – Total 104 Hours Minimum Completed	<input type="checkbox"/>	<input type="checkbox"/>
Police Radio Dispatch Certification – Total 32 Hours Minimum Completed	<input type="checkbox"/>	<input type="checkbox"/>
Fire Radio Dispatch Certification – Total 16 Hours Minimum Completed	<input type="checkbox"/>	<input type="checkbox"/>
EMS Radio Dispatch Certification – Total 16 Hours Minimum Completed	<input type="checkbox"/>	<input type="checkbox"/>
EMA Certification – Total 16 Hours Minimum Completed	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor Certification – Total 40 Hours Completed	<input type="checkbox"/>	<input type="checkbox"/>
Lower Level Management Skills	<input type="checkbox"/>	<input type="checkbox"/>
Principal Technical Support Numbers	<input type="checkbox"/>	<input type="checkbox"/>
Resource Locations	<input type="checkbox"/>	<input type="checkbox"/>
Technical Troubleshooting for Equipment	<input type="checkbox"/>	<input type="checkbox"/>
Public and Media Relations	<input type="checkbox"/>	<input type="checkbox"/>
Departmental Chain of Command	<input type="checkbox"/>	<input type="checkbox"/>
Policy and Preplanning	<input type="checkbox"/>	<input type="checkbox"/>
Operational Flow	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional Supervisory Training Hours	List Total Cumulative Hours	
Total Required Supervisory Training Hours		224
Total Supervisory Training Hours if Below Hours Required		
Additional Supervisory Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL SUPERVISORY TRAINING HOURS:		

Certification Curriculum and Instructors Guidelines – 4 Pa. Code Part V, Chapter 120c.108 (a-e)

Mandatory Instructor Training to Include the Following Topics (8 Hours Required):		
	Compliant	Non-Compliant
All Lead or Master Instructors completed an 8-hour train-the trainer instructor class to include the following instructional areas	<input type="checkbox"/>	<input type="checkbox"/>
Instructor Methodology	<input type="checkbox"/>	<input type="checkbox"/>
Roles and Responsibilities of the trainer	<input type="checkbox"/>	<input type="checkbox"/>
The use of instructional aids	<input type="checkbox"/>	<input type="checkbox"/>
Classroom Safety	<input type="checkbox"/>	<input type="checkbox"/>
Record Keeping	<input type="checkbox"/>	<input type="checkbox"/>
The County or Municipality submitted an annual lead or master instructor information report in accordance with §120c.103(d)	<input type="checkbox"/>	<input type="checkbox"/>
List Required and Additional Instructor Training Hours	List Total Cumulative Hours	
Total Required Instructor Training Hours		8
Total Supervisory Training Hours if Below Hours Required		
Additional Supervisory Training Hours		
ENTER TOTAL REQUIRED AND ADDITIONAL INSTRUCTOR TRAINING HOURS:		

Required Training PSAP Information	Total Numbers
Class of County or City	
Municipalities – Total Number of Townships and Boroughs	
Population of County or City	
Telecommunicators – Total Number of FT and PT	
Training Hours – Totals per Section	

QUALITY ASSURANCE REVIEW

Quality Assurance Call-Taker Reviews – 4 Pa. Code Part V, Chapter 120d.105 (a) (1-9) & 4 Pa. Code Part V, Chapter 120d.104 (a)

Call-Taker Quality Assurance Required Review Standard	Adherence to Commonwealth Established Goals and Procedures		
	Compliant	Non-Compliant	Not Applicable
Answers Telephone Quickly and Correctly (Within 10 seconds 90% of time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asks and Verifies Location of the Incident or Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtains Call-back Telephone Number from Complainant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determines Nature of the Incident and Assigns the Appropriate Response to the Incident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows Emergency Medical Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows Emergency Police Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows Emergency Fire Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accomplishes Tasks Quickly and Effectively (Within 60 seconds 90% of time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtains Pertinent Information and Makes Updates Accordingly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps Caller on the Line until all Required Information is Obtained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Controls the Conversation with the Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explains Emergency Actions and Employs Calming Techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits a Calm and Professional Demeanor at all Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always acts in a Courteous and Tactful Manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates Proper Documentation of the Information Received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents Involving Catastrophic Loss will be Included in Review Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality Assurance Radio Dispatch Reviews – 4 Pa. Code Part V, Chapter 120d.105 (b) (1-7) & 4 Pa. Code Part V, Chapter 120d.104 (a)

Radio Dispatch Quality Assurance Required Review Standard	Adherence to Commonwealth Established Goals and Procedures		
	Compliant	Non-Compliant	Not Applicable
Dispatches Appropriate Police, Fire, EMS within Prescribed Time Frame	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Pertinent Information to the Responding Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relays Updated Information to the Responding Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answers all Radio Transmissions Promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaks Clearly and Concisely to the Responding Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listens Attentively and Understands Each Message from Responding Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits a Timely Response to Requests from Field Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains a Calm and Professional Demeanor at all Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dispatch within Emergency Medical Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dispatch within Emergency Police Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dispatch within Emergency Fire Dispatch Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents Involving Catastrophic Loss will be Included in Review Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality Assurance Time Standards – 4 Pa. Code Part V, Chapter 120d.104 (a-h)

Quality Assurance Review Standards		Adherence to Commonwealth Established Goals and Procedures	
		Compliant	Non-Compliant
A Random Sampling of 9-1-1 Emergency Center Calls Reviewed		<input type="checkbox"/>	<input type="checkbox"/>
At Least one Quality Assurance Review Performed per Employee per Month		<input type="checkbox"/>	<input type="checkbox"/>
Twice a Year a Minimum of 3 Radio Reviews Performed – 6/Year/Employee		<input type="checkbox"/>	<input type="checkbox"/>
Calculation for the Amount of Quality Assurance Reviews Conducted			
		Applies	Does Not Apply
For 72 or less Emergency Calls Received per Day – Perform Minimum of 10 Emergency Calls Received Per Week		<input type="checkbox"/>	<input type="checkbox"/>
More than 72 Emergency Calls Received per Day – Perform Minimum of 2% of Total 9-1-1 Calls		<input type="checkbox"/>	<input type="checkbox"/>
Enter the Total Number of Emergency Calls (9-1-1 and 7 Digit) Handled by the PSAP on a Yearly Basis			
Enter the Average Total Number of Emergency Calls Handled by the PSAP on a Daily Basis			
Are Quality Assurance Audits Performed on a Weekly Basis			<input type="checkbox"/>
Enter the Total Number of Quality Assurance Audits Performed on a Weekly Basis			
Are Quality Assurance Audits Performed on a Monthly Basis			<input type="checkbox"/>
How Many Months Have Quality Assurance Audits Been Performed on a Monthly Basis			
Enter the Total Number of Quality Assurance Audits Performed on a Monthly Basis			
Quality Assurance Employee Counseling and Reviews		Adherence to Commonwealth Established Goals and Procedures	
		Compliant	Non-Compliant
For Optimum Feedback – Reviews Will not Exceed 5 Days Prior to Review		<input type="checkbox"/>	<input type="checkbox"/>
Telecommunicators will Receive Results Within 5 Days of a Review		<input type="checkbox"/>	<input type="checkbox"/>
Both Full-time and Part-time Telecommunicators are Subject to QA Reviews		<input type="checkbox"/>	<input type="checkbox"/>
Quality Assurance Records		Adherence to Commonwealth Established Goals and Procedures	
		Compliant	Non-Compliant
Copies of Each QA Review Shall be kept for a Minimum of 1 Year		<input type="checkbox"/>	<input type="checkbox"/>
Transcripts and Recordings Shall Not be Included in Text of any QA Review		<input type="checkbox"/>	<input type="checkbox"/>
Quality Assurance Supervisor – For QA Reviewer		Adherence to Commonwealth Established Goals and Procedures	
		Compliant	Non-Compliant
Quality Assurance Reviewer/Team Designated by the 9-1-1 Coordinator		<input type="checkbox"/>	<input type="checkbox"/>
Quality Assurance Reviewer/Team will be at a Supervisory Level		<input type="checkbox"/>	<input type="checkbox"/>
Quality Assurance Reviewer/Team will Have at Least 3 Years of Experience		<input type="checkbox"/>	<input type="checkbox"/>
Quality Assurance Supervisor – Total Years of 9-1-1 Experience			

Text to 9-1-1			
	Compliant	Non-Compliant	Not Applicable
Are Text to 9-1-1 Calls Quality Assurance Reviewed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>