Commonwealth of Pennsylvania

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

SUPPLEMENTAL GUIDANCE

June 2019

PURPOSE

The Pennsylvania Emergency Management Agency (PEMA), in consultation with the 911 Advisory Board, adopted new minimum training, certification, quality assurance (QA) and quality improvement (QI) requirements for call-takers, dispatchers, supervisors, and 911 coordinators in March 2019. The newly adopted requirements are provided in a document titled *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements.*

Purpose of the Supplemental Guidance Document:

PEMA has developed this *Supplemental Guidance* document to provide additional information or guidance on the new requirements. PEMA used the original *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements* document as the foundation for the *Supplemental Guidance* document. In the *Supplemental Guidance* document, the requirements highlighted in bold are those requirements for which PEMA has regularly received questions or comments. For the requirements highlighted in bold, additional information or guidance is included in the *Supplemental Guidance* Document to further clarify the intent or meaning of a requirement. PSAP representatives are encouraged to contact the PEMA 911 Office with questions on any of the new requirements for training, certification, and quality assurance/quality improvement.

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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.**

> What does this requirement mean?
> The *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements* document provides minimum requirements for PSAP training programs. Every PSAP must have a training program that meets or exceeds the minimum requirements provided in Sections 1 and 3 of the *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements* document. This requirement means a PSAP may include additional training in their program above the minimum requirements. There are many examples of PSAPs today providing training that exceeds the minimum requirements.

Examples:

Examples of training courses a PSAP may provide that exceed the minimum training requirements include but are not limited to:

- Telephone Operations Overview
- CAD Operations Overview
- CAD documentation
- ANI/ALI Incorrect Information procedure
- Non-Emergency Police Administrative requests
- Legal proceedings
- PSAP scheduling procedures
- Police, Fire, EMS Operations Overview
- Next generation 911 (NG911)

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.

What does this requirement mean?

PEMA is in the process of developing software in support of the administration of the newly adopted minimum requirements. The software is intended to automate the administrative processes related to these requirements. The goal is to allow PEMA and all PSAPs to meet and manage these requirements in the most efficient manner. PSAPs will be required to use the software to document their training program, policies, and procedures.

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.

What does this requirement mean?

Under the newly adopted requirements, the PEMA exam and certification for telecommunicators will be decommissioned. All PSAPs will have the responsibility for certifying and recertifying their telecommunicators. Each PSAP must have policies and procedures for certifying and recertifying their telecommunicators. As part of a PSAP's recertification process for telecommunicators, a PSAP must have continuing education requirements that includes a minimum of 24 continuing education unit (CEU) requirements every two years.

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.**

> What does this requirement mean?
> A PSAP must review its training programs and training materials each year to ensure they are current, accurate, and meet the minimum requirements. Every PSAP should have policies and procedures in place to ensure this review is completed annually. PEMA will verify if a PSAP reviewed their training program and materials as part of the certification review processes for PSAP training programs.

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**.

> What does this requirement mean?
> Every PSAP must designate a POC for their training program. Under these newly adopted requirements, the POC is not required to perform any specific job functions or duties related to PSAP or 911 operations. The POC is simply the person PEMA will interact with to ask questions, request information, coordinate PEMA certification reviews, etc. related to a PSAP's training program.

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**

> What does this requirement mean?
> Minimum training requirements have been established for four training levels: Trainees, Call-Takers, Dispatchers, and Supervisors. The training levels correlate to positions that typically operate in a PSAP. Please refer to the *Definitions* section of this document for the definition of each training level/position. It is understood that a PSAP may 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) 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.

<u>What does this requirement mean?</u>

A PSAP must have a documented training program that includes the minimum requirements for each training level. As part of documenting a training program, a PSAP will be required to show how their training program satisfies the newly adopted minimum requirements for each training level. A PSAP will also document any training requirements above the minimum requirements that are specific to their PSAP.

For each requirement included in a PSAP's training program, a PSAP will have to provide the following curriculum information:

- Training Topic
- Course Title
- Delivery Method (i.e. classroom, webinar, etc.)
- Learning Objectives (i.e. description of what the employee will be able to do following training)
- Hours (i.e. minimum hourly requirement for the course or subject)
- Assessment Method (i.e. practical exam, written exam, certificate, etc.)

<u>Example:</u>

Pederson County – Training Program for Trainees					
Topic	**Course Title**	**Delivery Method**	**Learning Objectives**	**Hours**	**Assessment**
CPR	American Heart Association - Basic Life Support for Healthcare Providers	Classroom	At the conclusion of the class, trainee will be able to successfully perform high-quality CPR for an adult, child and infant.	4.00	Skill and written examination

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.**

  <u>What does this requirement mean?</u>
  It is recognized that PSAPs are structured differently across Pennsylvania. A PSAP may combine the minimum training requirements for multiple training levels to suit their organizational structure and/or training needs.

  <u>Examples:</u>
  1. Wentz County is training a new call-taker. The training program for call-takers in Wentz County includes some training requirements that are minimum training requirements for a dispatcher. This requirement provides PSAPs with flexibility to structure their training program to suit their needs. Regardless of Wentz County's training program for call-takers, Wentz County must ensure the employee satisfied all minimum requirements for a call-taker as well as any other county specific training requirements before Wentz County certifies that employee as a call-taker. For Wentz County to certify this same employee as a dispatcher, the employee would need to satisfy the remaining minimum requirements for a dispatcher that were not included in the call-taker curriculum as well as any other county specific training requirements for a dispatcher.
  2. Conner County does not have dedicated call-takers. Employees are trained as call-takers and dispatchers simultaneously. Conner County must ensure the minimum requirements for call-takers and dispatchers are included in their training curriculum for these employees. Upon completion of the training requirements, Conner County would dually certify an employee as a call-taker and a dispatcher. As part of the certification, Conner County must ensure the employee satisfied all minimum requirements for a call-taker and a dispatcher as well as any other county specific training requirements for both training levels before the employee receives their certifications.

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.**

What does this requirement mean?

Any telecommunicator, whether working in a call-taker, dispatcher, supervisor or equivalent role, must complete the training requirements for a trainee before they can handle emergency calls for service. Completion of a PSAP's trainee training requirements must be accomplished before an individual is certified as a call-taker, dispatcher, or supervisor.

f) Certified call-takers, dispatchers, and supervisors shall maintain active certifications to perform their job duties.

What does this requirement mean?

Telecommunicators working in a Pennsylvania PSAP must maintain current certifications relative to their role in PSAP operations. Under these new training and certification requirements, a PSAP is responsible for certifying and recertifying their telecommunicators. A PSAP should have policies and procedures in place to ensure telecommunicators maintain valid certifications. Ensuring telecommunicators have and are maintaining valid certifications is the PSAP's responsibility and will be verified as part of PEMA's certification review process for PSAP training programs.

g) 911 Coordinators must meet the training requirements established in Section 1.08.

What does this requirement mean?

Act 12 of 2015 requires each county to designate a 911 coordinator. The 911 Coordinator designated by a county must complete the training requirements provided 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.

        What does this requirement mean?

        A PSAP must utilize an industry recognized basic or entry-level telecommunicator course that provides an industry recognized certification. A PSAP developed basic or entry-level telecommunicator course would not be recognized to satisfy this requirement.

    ii. Cardiopulmonary resuscitation (CPR) certification

iii.   Introduction to the Incident Command System (ICS-100)*
iv.   Introduction to the National Incident Management System (IS-700)*

> Note:
> ICS-100 and IS-700 are free online courses at http://training.fema.gov

v.   Local governance structure

> What does this requirement mean?
> At a minimum, the PSAP must provide training on the governance structure of the PSAP and the jurisdiction served by the PSAP. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include local government structure (i.e. County Commissioners, County Executive, etc.), agencies served, PSAP governance structure and chain of command, local ordinances and requirements, and any other topics applicable to a PSAP's circumstances.

vi.   Governmental and private resources

> What does this requirement mean?
> At a minimum, the PSAP must provide training on support services available to the telecommunicator. A PSAP will define the topics covered in their training program to meet this requirement. Example training topics may include the interface with the coroner, sheriff, PSP, towing services, utility companies, and other services applicable to a PSAP's circumstances.

vii.   PSAP and departmental written directives

> What does this requirement mean?
> At a minimum, the PSAP must provide training and instruction on PSAP policies, procedures, rules, regulations, standard operating procedures, protocol guidance, and other directives applicable to a PSAP. A PSAP will define the topics covered in their training program to meet this requirement. As a best practice, a PSAP should have policies and procedures in place for the dissemination of directives and a record should exist of an individual's acknowledgement, training, and/or receipt of the directive.

viii.   Media information/dissemination

What does this requirement mean?

At a minimum, fundamental training and guidance must be provided on PSAP policies and procedures for interacting with the local and national media and disseminating incident information. A PSAP will define the topics covered in their training program to meet this requirement. Example training topics may include handling media inquiries, governmental Public Information Officer (PIO) intervention, and other topics applicable to a PSAP's circumstances.

ix.   Pennsylvania Emergency Incident Reporting System (PEIRS)

What does this requirement mean?

At a minimum, the PSAP must provide training on reporting requirements and procedures for reporting incidents through PEIRS.

x.   Jurisdiction-specific geography training

What does this requirement mean?

To meet this requirement, a PSAP must provide detailed instruction on local geography. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include local police, fire and medical coverage, interstate, state highways, common place names, villages, bridges, and other topics applicable to a PSAP's circumstances.

xi.   Hazardous materials (HAZMAT) awareness

What does this requirement mean?

The requirement is for the PSAP to include an informational session on HAZMAT awareness in their training program for trainees. A PSAP will define the topics covered in their training program to meet this requirement. A certificate of HAZMAT awareness is not part of this minimum requirement. A PSAP can find free online courses on PA Train to satisfy this requirement.

xii.   Backup/contingency procedure training (disaster recovery/continuity of operations)

What does this requirement mean?

At a minimum, the PSAP must provide training on backup plans, policies, and procedures should part or all of the PSAP fail to function or the primary PSAP is out of service. A PSAP will define the topics covered in their training program to

meet this requirement. Example training topics may include step-by-step procedure for a telephone outage, CAD failure, opening/relocating to the backup 911 center, and other topics applicable to a PSAP's circumstances.

xiii. **Job-related equipment training with practical demonstration of skill**

What does this requirement mean?
At a minimum, the PSAP must provide training on the systems and tools utilized to perform the duties of a telecommunicator. A PSAP will define the systems and tools covered in their training program. To meet this training requirement, the PSAP must include a practical demonstration of skill assessment based on the tools and systems on which the trainee was trained.

xiv. **Workstation observation by trainee**

What does this requirement mean?
At a minimum, a PSAP must provide a trainee with dedicated time to view the PSAP's workstation operations.

xv. **On-the-job training programs with DORs that cover PSAP defined topics.**

What does this requirement mean?
At a minimum, a PSAP's training program must include components of hands-on, supervised training. This type of training is intended to provide the trainee with the experience and confidence needed to function as a telecommunicator and allow the PSAP to define any areas of improvement needed. A PSAP will define the topics covered in their training program to meet this requirement. Examples of topics that may be covered in this type of training include emergency response guidebook, mapping of police, fire and medical jurisdictions, or other trainee topics applicable to the PSAPs circumstances.

Note: * any iteration will be accepted

SECTION 1.05 **MINIMUM CURRICULUM REQUIREMENTS FOR CALL-TAKER TRAINING**
a) **Section 1.05 Requirements.**

What does this requirement mean?
The minimum training requirements for a trainee provided in Section 1.04 are a prerequisite for a PSAP to certify an individual as a call-taker.

b) All PSAP call-taker training programs shall include the following topics:
   i.   **Call receiving/processing**

   <u>What does this requirement mean?</u>
   At a minimum, the PSAP must provide instruction on local policies and procedures for processing emergency and non-emergency calls from delivery through categorization, prioritization, pre-arrival instructions, and dispatch of appropriate resources. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include the PSAPs telephone greeting, verification process, use of Medical, Fire and Police protocols, swatting, text to 911, TDD/TTY, and other topics applicable to a PSAP's circumstances.

   ii.   **Interviewing/interrogation techniques**

   <u>What does this requirement mean?</u>
   At a minimum, the PSAP must provide instruction on requirements and expectations for gathering and processing information from emergency callers. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include use of the caller's name, active listening skills, reassuring the caller, PSAP transfer policy, and other topics applicable to a PSAP's circumstances.

   iii. **Controlling the call**

   <u>What does this requirement mean?</u>
   A PSAP must provide training that focuses on the knowledge, skills, and abilities to enable a telecommunicator to assist with a variety of incidents. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include communications techniques, customer service, repetitive persistence, acknowledging the caller's concern, gaps, and other topics applicable to a PSAP's circumstances.

   iv.   **Managing high-risk calls**

   <u>What does this requirement mean?</u>
   At a minimum, the PSAP must provide procedural instructions for managing high-risk calls as identified by the PSAP. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include crimes in progress, domestic disturbance, structure fire with entrapment, robbery, CPR, etc.

v. **Managing specialty calls**

What does this requirement mean?
At a minimum, the PSAP must provide procedural instructions for managing specialty calls as identified by the PSAP. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include telematics, alarm companies, national/local media, relay services, mutual aid requests, and other topics applicable to a PSAP's circumstances.

vi. **Call categorization/prioritization**

What does this requirement mean?
At a minimum, the PSAP must provide instruction involving sorting and prioritizing calls for service based on incident type and urgency. The PSAP must provide instruction on proper protocol selection based on the caller's chief complaint.

vii. **Event categorization**

What does this requirement mean?
At a minimum, the PSAP must provide instruction on proper protocol selection based on the caller's chief complaint. Using an assault as an example, such training would provide guidance on when to use a Police vs Medical protocol.

viii. **Homeland security/terrorism/weapons of mass destruction (WMD)**

What does this requirement mean?
At a minimum, the PSAP must provide PSAP-specific directives on handling this training topic, to include telecommunicator instructions and/or check-list procedures.

ix. **Aircraft/rail/marine incidents**

What does this requirement mean?
At a minimum, the PSAP must provide PSAP-specific directives on handling this training topic, to include telecommunicator instructions and/or check-list procedures.

x. **Missing/exploited/trafficked persons**

> <u>What does this requirement mean?</u>
> At a minimum, the PSAP must provide PSAP-specific directives on handling this training topic, to include telecommunicator instructions and/or check-list procedures.

xi. **Special-needs callers**

> <u>What does this requirement mean?</u>
> At a minimum, the PSAP must provide procedural guidance on special needs callers. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include foreign-language callers, text-911, hearing/voice impaired callers, mental health callers, and other topics applicable to a PSAP's circumstances.

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)**

   > <u>What does this requirement mean?</u>
   > At a minimum, the PSAP must provide instruction on medical terminology commonly used in the EMS field (i.e. aortic aneurysm, asthma, COPD), details on PSAP-specific response classification (i.e. class 1,2,3), advanced life support (ALS) and basic life support (BLS) and the components of the EMD program (i.e. Case entry, key questions, case exit, pre-arrival instructions, etc.) and other topics applicable to the medical protocol system.

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. **Fire dispatch protocols**

<u>What does this requirement mean?</u>
At a minimum, the PSAP must provide instruction on fire terminology commonly used in the fire service (i.e. fire under control, spill classification, heavy, technical rescue, side A,B,C,D), details on PSAP-specific response classification, PSAP-specific apparatus identification – engine, tanker, brush, and the components of the fire dispatch protocols program (i.e. Case entry, key questions, case exit, pre-arrival instructions, etc.) and other topics applicable to the fire protocol system.

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. **Police dispatch protocols**

   <u>What does this requirement mean?</u>
   At a minimum, the PSAP must provide instruction on police terminology commonly used in the police service (i.e. robbery, burglary, abduction, PFA), details on PSAP-specific response classification, PSAP-specific specialty teams (i.e. SWAT, accident reconstructive team, missing/exploited persons team), and the components of the police dispatch protocols program (Case entry, key questions, case exit, pre-arrival instructions, etc.) and other topics applicable to the police protocol system.

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.**

   <u>What does this requirement mean?</u>
   If a PSAP is using a PSAP-developed protocol system, the PSAP must have a training program, certification and recertification processes for the PSAP-developed call-taking protocols used in the PSAP, and the PSAP-developed protocol system must meet the minimum requirements provided below in items a – f.

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).**

What does this requirement mean?
A PSAP's training program for a PSAP-developed protocol system must include continuing education requirements and a method to assess a telecommunicator's understanding and ability on a recurring basis.

Example:
Pennsylvania PSAP's use vendor-based EMD protocols today. These protocols require telecommunicators to recertify on the EMD protocols every two years. Telecommunicators are required to complete 24 continuing education units every two years as part of the recertification process for EMD protocols. A PSAP-developed protocol system would need to have a similar requirements and processes in place as defined by the PSAP.

b. **Call-taking protocols shall contain questions and a decision support process to facilitate correct call categorization and prioritization.**

What does this requirement mean?
A PSAP-developed protocol system must have questions and processes in place to allow for calls to be categorized and prioritized correctly and consistently among telecommunicators in the PSAP.

Example:
Protocols in use today have chief complaint categories, i.e., Structure Fire, Robbery, etc. Within each protocol category are specific "chief complaint" questions. These secondary questions are written in full sentence form and cross-reference a standardized response plan for the field provider. Active/In-Progress calls should be prioritized in the protocol system as urgent, with safety questions, person description, vehicle description as important dispatch information. PSAP-developed protocols would need to have a similar process in place as defined by the PSAP.

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.**

> <u>What does this requirement mean?</u>
> A PSAP-developed protocol system must have a set of codes to determine the response level and response mode for each chief complaint.

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.**

> <u>What does this requirement mean?</u>
> A PSAP developed protocol system must include prearrival instructions or scripted instructions provided by the call-taker to the caller to help prior to arrival of the field provider.

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).**

> <u>What does this requirement mean?</u>
> Each section of an agency developed protocol system (chief complaint section, specific chief complaint questions, case exit, and pre-arrival instructions) must have established performance measurements and a process for assessing performance.

> <u>Example:</u>
> For many protocol systems is use today, scoring is attached to the different components of the protocol system. For example, numeric scoring may be attached in situations such as:
> - Did the call-taker select the correct chief complaint category?
> - Were the secondary specific chief complaint questions read correctly and was there proper answer selection.

- If pre-arrival instructions were used, were they read properly? Did the caller understand the instructions?

Each area has a numeric outcome equating to an overall score of compliance or non-compliance at the end of the QA report.

f. Each PSAP shall establish contingency/alternate (pre-arrival) instructions for large-scale incidents and disasters.

<u>What does this requirement mean?</u>
As part of a PSAP developed protocol system, the PSAP must have a contingent or an alternate method to provide instructions due to circumstances that may adversely impact a telecommunicator's ability to receive, process, dispatch and monitor emergency calls for assistance. An example training topic may be the "Emergency Rule" concept, a legal perspective, when a PSAP is faced with an extraordinary emergency situation, the PSAP is not held to the same standard of conduct as when not faced with such a situation.

xiii. **Call-takers shall not process calls independently until they are certified as such by protocol training.**

<u>What does this requirement mean?</u>
A PSAP must ensure that call-takers are not processing calls independently or without supervision until a call taker is trained and certified in the appropriate protocols.

xiv. 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 1.06 Requirements.**

<u>What does this requirement mean?</u>
The minimum training requirements for a trainee provided in Section 1.04 are a prerequisite for a PSAP to certify an individual as a dispatcher.

b) All PSAP dispatcher training programs shall include the following topics:

   i.   **Radio communication techniques**

         <u>What does this requirement mean?</u>
         At a minimum, the PSAP must provide training on dispatch procedures for police, fire and medical incidents. A PSAP will define the topics covered in their training program to meet this requirement. Examples of training topics may include procedures for broadcasting information by radio, initiating radio traffic, acknowledging radio transmissions, patching, intercounty radio communications, and topics as defined by the PSAP.

   ii.   **Radio technology and equipment**

         <u>What does this requirement mean?</u>
         At a minimum, the PSAP must provide training on radio technology and equipment. Examples of training topics may include system types, system coverage, channel acquisition, common malfunctions, and other PSAP specific topics and instruction.

   iii. **Radio discipline**

         <u>What does this requirement mean?</u>
         At a minimum, the PSAP must provide training on the proper use of the radio system. Examples of training topics may include instruction on effective communication, use of plain English, maintaining accuracy and brevity, 10-codes, file codes, interoperability procedures, and other topics applicable to a PSAP's circumstances.

   iv.   **Federal Communications Commission (FCC) rules**

         <u>What does this requirement mean?</u>
         At a minimum, the PSAP must provide training on the rules of the FCC related to radios. Examples of training topics may include broadcasting obscene language, identification requirements, licensing requirements, broadcasting false call(s) or information.

   v.   **Specific PSAP radio-use written directives**

         <u>What does this requirement mean?</u>
         At a minimum, the PSAP must provide training on the PSAP's written directives for radio use. A PSAP will define the topics covered in their training program to

meet this requirement. Examples of training topics may include explanation of written the written PSAP communications manual/standard operating procedures, role in response unit safety, role in the post-dispatch phase, mayday, mutual aid procedures, and other topics as defined by the PSAP.

    vi.   **Job-related equipment training with practical demonstration of skill**

<u>What does this mean?</u>

At a minimum, the PSAP must provide training on the systems and tools utilized to perform the duties of a dispatcher in their PSAP. A PSAP will define the systems and tools covered in their training program. To meet this training requirement, the PSAP must include a practical demonstration of skill assessment based on the tools and systems on which the dispatcher was trained.

    vii.   **Workstation observation by dispatcher trainee**

<u>What does this requirement mean?</u>
The telecommunicator receives dedicated time to view the PSAPs workstation operations with a focus on dispatch.

    viii.   **On-the-job training programs with DORs**

<u>What does this requirement mean?</u>
At a minimum, a PSAP's training program must include components of hands-on, supervised training. This type of training is intended to provide the telecommunicator with the experience and confidence needed to function as a dispatcher and allow the PSAP to define any areas of improvement needed. A PSAP will define the topics covered in their training program to meet this requirement. Examples of topics that may be covered in this type of training include CAD dispatch functions, deployment reference/box card system, radio console, and other topics applicable to a PSAP's circumstances.

SECTION 1.07   **MINIMUM CURRICULUM REQUIREMENTS FOR SUPERVISOR TRAINING**

a) **Section 1.07Requirements**

<u>What does this requirement mean?</u>
The minimum training requirements for a trainee provided in Section 1.04 are a prerequisite for a PSAP to certify an individual as a supervisor.

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**

      <u>What does this requirement mean?</u>
      At a minimum, the PSAP must provide training on duties and responsibilities of a PSAP supervisor position. A PSAP will define the topics covered in their supervisor training program to meet this requirement. Examples of training topics may include first-line management team member, facilitator vs autocrat, problem-solving techniques, approach to decision-making, and topics applicable to a PSAP's circumstances.

   2. **Administrative functions, including complaint investigation**

      <u>What does this requirement mean?</u>
      At a minimum, the PSAP must provide training on the administrative functions of a PSAP supervisor. A PSAP will define the topics covered in their Supervisor training program to meet this requirement. Examples of training topics include payroll, scheduling of staff, QA reviews, employee evaluations, discipline, and topics defined by the PSAP.

   3. **Supervision and leadership concepts and principles**

      <u>What does this requirement mean?</u>
      At a minimum, the PSAP must provide training on leadership concepts for supervisors such as goal setting, counseling and coaching staff, and communication. A PSAP will define the topics covered in their Supervisor training program to meet this requirement. Examples of training topics may include strategic planning, delegation, conflict resolution, mobilizing others, emotional intelligence, and topics as defined by the PSAP.

   4. **Liability issues for supervisors**

      <u>What does this requirement mean?</u>
      At a minimum, the PSAP must provide training on liability issues for supervisors. A PSAP will define the topics covered in their Supervisor training program to meet this requirement. Examples of training topics may include instruction on vicarious liability, negligence, harassment and

discrimination policies, right-to-know policy, best practices to mitigate liability and topics as defined by the PSAP.

5. **Communication skills**

What does this requirement mean?
At a minimum, the PSAP must provide training on verbal and written communication skills to communicate with employees of various levels within the PSAP as well as stakeholders outside of the PSAP. A PSAP will define the topics covered in their Supervisor training program to meet this requirement. Examples of training topics may include business writing, public speaking, communication with different personality styles, and topics as defined by the PSAP.

6. **Self-assessment**

What does this requirement mean?
At a minimum, the PSAP's training program must include a requirement for a supervisor self-assessment. This type of training is intended to allow the supervisor to gauge their performance and serve as a basis for a self-development plan. A PSAP will define the topics and/or activities covered in their Supervisor training program to meet this requirement.

7. **Employee evaluation and motivation**

What does this requirement mean?
At a minimum, the PSAP must provide training on policies and procedures for employee evaluations and techniques for motivation. A PSAP will define the topics covered in their Supervisor training program to meet this requirement. Examples of training topics may include the PSAP's performance management process, developing performance expectations, writing performance appraisals, and conducting a performance appraisal meeting, and topics as defined by the PSAP.

ii. **PSAP-specific supervisor training regarding written directives**

What does this requirement mean?
At a minimum, training must be provided on any supervisory specific directives that exist in the PSAP. A PSAP will define the topics covered in their Supervisor

training program to meet this requirement. Examples of training topics may include equipment failure, employee call-offs, and topics defined by the PSAP.

    iii.   **Incident Command for Single Resources and Initial Action Incidents (ICS-200)***
    iv.   **National Response Framework, an Introduction (IS-800)***

Note:
ICS-200 and IS-800 are free online courses at http://training.fema.gov

    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)***

Note:
ICS-100, ICS-200, IS-700 and IS- 800 are free online courses at http://training.fema.gov. ICS-300 is not available online.

    vi.   **Attend at least one 911 Advisory Board meeting annually or PEMA hosted 911 in-service training**

What does this requirement mean?
Every 911 coordinator is required to attend at least one 911 Advisory Board meeting or PEMA 911 in-service training each year. The 911 Advisory Board meets the first Thursday in March, June, September, and December each year. PEMA will typically hold 911 in-service training sessions specifically for 911 Coordinators in conjunction with a 911 Advisory Board meeting.

    vii.   **Attend one industry conference or workshop biennially**

What does this requirement mean?
911 Coordinators are required to attend at least one industry conference, such as the PA APCO or PA NENA conference, every two years.

b) It is recommended that 911 coordinators complete trainee (basic/entry-level) telecommunicator training.

> <u>What does this requirement mean?</u>
> Every PSAP in the Commonwealth is structured and operates differently. A 911 Coordinator may serve a variety of roles and responsibilities based on the PSAP's operations and organizational structure. Due to the differences in 911 Coordinator roles by PSAP, it is a recommendation that 911 Coordinators satisfy the training requirements provided in Section 1.04 for a trainee.

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

> <u>What does this requirement mean?</u>
> A PSAP will certify their telecommunicators (call-taker, dispatcher, supervisor) under these newly adopted requirements. A PSAP's certification process for any position must include the following minimum requirements:
> - A telecommunicator must be at least 18 years of age
> - A telecommunicator must possess at least a high school diploma or GED
> - Free criminal history as defined by the county
> - The trainee requirements outlined in a PSAP's training program must be successfully completed.
> - The position specific training requirements outlined in a PSAP's training program for a call-taker, dispatcher, or supervisor are successfully completed.
>
> In addition to satisfying these minimum requirements for certifying a telecommunicator, A PSAP may include certification requirements specific to their PSAP as part of the PSAP's certification process. Some examples of PSAP specific certification requirements may include:
> - Pre-employment testing
> - Typing test
> - Hearing/vision testing

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.**

> What does this requirement mean?
> Under the new requirements, a PSAP will be responsible for certifying their employees as a call-taker, dispatcher, or supervisor. The PEMA exam and certification for telecommunicators will be decommissioned and no longer available once all PSAPs are operating under these new requirements. A PSAP must establish requirements, policies, and procedures to certify and recertify their employees in each of these roles.

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

> What does this requirement mean?
> An individual's certification as a call-taker, dispatcher, and supervisor shall be valid for two (2) years from the date it is issued. A PSAP must have policies and procedures to certify and recertify their employees. As a best practice, PSAPs should include policies and procedures to suspend or withdrawal a certification. All telecommunicators must maintain valid certifications. Ensuring telecommunicators are maintaining valid certifications will be reviewed as part of PEMA's certification review processes for PSAP training programs.

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

> What does this requirement mean?
> PEMA will not have a role in the certification of individual telecommunicators. The PEMA exam and certification process for telecommunicators will be decommissioned under the newly adopted requirements. A PSAP will be responsible for certifying their employees as call-takers, dispatchers, and supervisors. When a PSAP certifies an individual as a call-taker, dispatcher, or supervisor, this will indicate to PEMA the employee has satisfied all requirements in the PSAP's training and certification program for the position(s) in which the individual is certified. A PSAP's compliance with their documented training and certification policies and procedures will be reviewed as part of PEMA's certification review processes for PSAP training programs.

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

What does this requirement mean?
PEMA is in the process of developing software to support the administration of these requirements. A PSAP will use the software to notify PEMA of an employee's certification within 30 days of being issued by the PSAP.

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.

What does this requirement mean?
The PEMA exam and certification process for telecommunicators will be decommissioned under the new requirements. PEMA will not have a role in the certification of individual telecommunicators. PEMA will certify a PSAP's training program. PEMA's certification will consist of making sure a PSAP's training program includes the minimum training and certification requirements and the PSAP is following the policies and procedures of their training program. **PEMA will <u>not</u> have a role in certifying training program content or protocols.**

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.

What does this requirement mean?
A PSAP's requirements to recertify their telecommunicators must include at least 24 units or hours of continuing education 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**

What does this requirement mean?

Continuing education refers to an organized professional learning experience obtained after the initial certification and is designed to augment that an employee has a thorough knowledge of the standards and practices of the profession. The field of 911 telecommunications is constantly evolving, with new technology, call-handling procedures and protocols. Providing or developing continuing education opportunities will help the telecommunicator stay current and knowledgeable within the 911 field. The continuing education requirements apply to every certified call-taker, dispatcher and supervisor renewing a certification that has been certified during the two-year period.

A PSAP certified call-taker, dispatcher and/or supervisor will need to accumulate a minimum of twenty-four (24) contact (clock) hours of continuing education activities relevant to the training level certification within a 24-month renewal cycle. Many topics can meet the continuing education requirement such as attending conferences, seminars, workshops, reading of publications and on-line training activities.

The following are examples of continuing education activities:

- **Classroom/meetings**: Classroom or meeting session time led by instructor and/or discussion leader.
- **Self-paced Learning Events**: Activities in which a telecommunicator is engaged in a planned program of learning whereby the telecommunicator's progress is monitored, and the telecommunicator receives feedback. Examples may include independent study; computer assisted instruction, interactive video, and planned projects.
- **Assessment**: Telecommunicator assessment and program evaluations.
- **Outside Assignments**: Public outreach projects, which are an integral part of the PSAP's mission
- **Field Experiences**: Field experiences provide telecommunicators with opportunities to gain practical and realistic experiences, which cannot be acquired in a classroom setting, such as law enforcement ride-alongs

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

The PSAP shall have a method of documenting a telecommunicators CEU activity. The PSAP may use the software PEMA is developing or another reliable method of tracking CEU activity. Verifying a telecommunicator is in compliance with CEU requirements will be part of PEMA's certification review processes for PSAP training programs.

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

What does this requirement mean?
PEMA is in the process of developing software to support the administration of these requirements. A PSAP will use the software to report a telecommunicator's recertification within 30 days of being issued by the PSAP.

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.

What does this requirement mean?
In situations where a telecommunicator is certified by a Pennsylvania PSAP and is seeking employment at another Pennsylvania PSAP, the receiving PSAP has the discretion whether or not to accept the certification(s) of another PSAP. If a telecommunicator's certification(s) are not accepted, the telecommunicator would need to complete all training and certification requirements of the receiving PSAP. If the certification is accepted by the receiving PSAP, the telecommunicator still must meet the training and certification requirements of the receiving PSAP and the new employee would have 1 year to satisfy any training requirements in the receiving PSAP's training and certification program not previously met.

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.

> What does this requirement mean?
> It is understood that a PSAP may use job titles other than trainee, call-taker, dispatcher or supervisor to describe PSAP personnel. In these cases, PEMA will work with the PSAP to determine which regulatory position (trainee, call-taker, dispatcher or supervisor) most closely relates to the PSAP job position.

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 ANS 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.**

What does this mean?

The *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements* document provides minimum requirements for PSAP QA/QI program. Every PSAP must have a QA/QI program that meets the minimum requirements provided in Sections 2 and 3 of the *911 Training, Certification, and Quality Assurance/Quality Improvement Requirements* document. This requirement means a PSAP may include additional QA/QI requirements in their program above the minimum requirements. There are many examples of PSAPs today providing QA/QI programs that exceed the minimum requirements.

Examples:

An example of a requirement that exceeds the minimum is the inclusion of radio dispatches in the QA process. For example, many PSAPs have criteria for radio dispatches as part of their QA process such as:

- The number of seconds the dispatcher has before dispatching the units
- Call-up procedures
- Mayday procedures for fire dispatch.
- Officer safety checks at a predetermined minute interval
- Safety checks on traffic stops

The QA process would validate compliance with local policy and procedure.

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.**

What does this requirement mean?

PEMA is in the process of developing software is support of the administration of the newly adopted minimum requirements. The software is intended to automate the administrative processes related to these requirements. The goal is to allow PEMA and PSAP to meet and manage these requirements in the most efficient manner. PSAPs will be required to use the software to document their QA/QI program, policies, and procedures.

e) **Each PSAP in the Commonwealth is responsible for providing QA/QI program training and any associated instructional materials and resources.**

What does this requirement mean?

Every PSAP is responsible for providing their telecommunicators with training on the PSAP's QA/QI program that covers requirements, policies, procedures, and any other topic applicable to that PSAP's QA/QI program.

f) A PSAP's QA/QI program and related materials shall be evaluated and revised annually by the PSAP for relevance and quality.

> What does this requirement mean?
> A PSAP must review its QA/QI programs and QA/QI materials each year to ensure they are current, accurate, and meet the minimum requirements. A PSAP should have policies and procedures in place to ensure this review is completed annually. PEMA will verify if a PSAP reviewed their QA/QI program and materials as part of a certification review for a PSAP's QA/QI program.

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.

> What does this mean?
> Every PSAP must designate a point of contact (POC) for their QA/QI program. Under these newly adopted QA/QI requirements, the POC is not required to perform any specific job functions or duties related to PSAP or 911 operations. The POC is simply the person PEMA will interact with to ask questions, request information, coordinate PEMA certification reviews, etc. related to a PSAPs QA/QI program. The training and QA/QI POC may be the same individual.

SECTION 2.03   QA PROGRAM REQUIREMENTS

A PSAP QA program shall consist of the following elements at a minimum:

a) **Case review criteria**
   i. **Identify the types of incidents to review and what criteria to evaluate**
   ii. **Establish written directives that clearly define the case review criteria**

> What does this requirement mean?
> As part of a PSAP's QA/QI program, the PSAP must have written directives that identify the type, number, and frequency of incidents that will be reviewed. The PSAP must also identify the criteria that will be evaluated as part of a QA review.

> Example of identifying the types of incidents to review:
> Cambria County utilizes a software program to administer their QA Program. The software is set to randomly select 100% of all fire incidents, 75% of all EMS incidents, and 50% of all police incidents-based date and time parameters. Each call-taker is required to have at least 13 incidents formally reviewed and scored each month; 4 EMS incidents, 1 fire incident, and 8 police incidents.

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.**

   What does this requirement mean?
   As part of a PSAP's QA/QI program, the PSAP must document how QA reviews will be completed along with the scoring method and criteria.

   Example of evaluation guidelines:
   In Cumberland County, call takers are evaluated using a rating scale of $1 - 5$ on customer service and performance objectives based on the following criteria:
   - Customer Service:
     - Maintains a positive attitude
     - Courtesy (maintains a civil, polite demeanor)
     - Provides assistance
   - Performance Objectives:
     - Answers the phone quickly and correctly
     - Asks/verifies the location of the incident
     - Obtains the callback telephone number
     - Determines the complaint-appropriate selected type/nature code
     - Accomplished tasks quickly and effectively
     - Obtains all pertinent information
     - Keeps caller on the line (when appropriate)
     - Controls the conversation, explains actions, uses calming techniques
     - Exhibits professional demeanor
     - Demonstrates proper documentation of information

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.**

   What does this requirement mean?
   A PSAP must have record keeping system to maintain records related to their QA/QI program. The record keeping system may be manual or electronic. As part

of the record keeping system, the PSAP must include the ability to disseminate QA scores to telecommunicator and other PSAP personnel as appropriate.

<u>Examples:</u>
Digital record keeping system:
Some PSAPs use a QA software program that compliments their protocol system. The software retains all records and may also send reports electronically to the telecommunicator for review and response.

Manual record keeping system:
Some PSAPs use a manual record keeping system to keep hard copies of QA records. QA reports are manually completed and a hard copy is delivered to the telecommunicator for review and response. Hard copy (paper) files are kept in a filing system dedicated for QA activity.

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.

<u>What does this requirement mean?</u>
A PSAP must ensure the results of a QA review are provided to a telecommunicator within 30 days of the occurrence of the event, at a minimum. A PSAP may provide the results of a QA review to a telecommunicator sooner than the 30-day minimum requirement. As part of a PSAP's QA/QI program, the PSAP must have written directives and guidelines that defines the method, policies, and procedures and timing for disseminating the results of a QA review. Compliance with the PSAP's written directives and guidelines will be verified as part of PEMA's certification review processes for PSAP QA/QI programs.

<u>Example:</u>
Example of a review completed prior to 30 days would be the catastrophic event identified by the PSAP. This review is normally completed in 5days. Some examples may be a structure fire with entrapment or active assailant/shooter event.

e) **Written Directives**

> <u>What does this requirement mean?</u>
> The PSAP shall provide training on directives related to its QA/QI program. An example of a training topic may be PSAP directives on how its QA program is administered.

f) **A PSAP QA program shall include criteria for the following types of reviews:**
   i. **Randomly selected events**

> <u>What does this requirement mean?</u>
> As part of a PSAP's QA Program, the PSAP must include randomly selected calls for service as part of the process of selecting cases to review. The PSAP must have written directives and guidelines for how cases are randomly selected for a QA review.

   ii. **Catastrophic events**
      1. **Each PSAP shall define the term "catastrophic event" in its QA/QI program.**

> <u>What does this requirement mean?</u>
> As part of a PSAP's QA Program, the PSAP shall define incidents that require an automatic QA review. The PSAP must have written directives and guidelines that define these types of incidents. Some examples of these types of events may include commercial structure fire, active assailant/shooter, or active robbery.

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

> <u>What does this requirement mean?</u>
> In addition to randomly selected events and catastrophic incidents, the PSAP must define any other type of event that will be included in a PSAP's QA Program for review. The PSAP must have written directives and guidelines that define these types of incidents. An example of this type of event is when a PSAP will QA all prearrival instruction criteria, such CPR events, control bleeding, caller-in-danger, childbirth, etc.

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.**

<u>What does this requirement mean?</u>
As part of a PSAP's QA Program, the PSAP must ensure each employee receives a sufficient number of case reviews each month. In discussions with the 911 Advisory Board, it is understood what constitutes a sufficient number of case reviews will vary by PSAP and the PSAP will define this number. Therefore, a PSAP must have written directives and guidelines that define the number of reviews an employee will have each month. Compliance with these written directives and guidelines will be verified during PEMA's certification review of a PSAP's QA/QI program.

ii. **PSAPs should, in the normal course of business, review at least 2% of all emergency calls for service.**
   1. **Each PSAP shall define how it calculates the 2% threshold in its program.**

      <u>What does this requirement mean?</u>
      At a minimum, PSAP's must review at least 2 percent of emergency calls for service. There is an exception for where the 2 percent factor would be overly burdensome that is covered in the next requirement. In discussions with the 911 Advisory Board, it is understood what constitutes 2 percent of emergency calls will vary by PSAP and the PSAP will define how and the timeframe for when the 2 percent factor is calculated. Therefore, a PSAP must have written directives and guidelines that define how and when the 2 percent factor is calculated. Compliance with these written directives and guidelines will be verified during PEMA's certification review of a PSAP's QA/QI program.

      <u>Example:</u>
      Ertz County has identified in the previous twelve months a total of 150,000 emergency calls, based on their definition of emergency calls. Two percent equals 3,000 calls or 250 calls required to QA per month.

iii. **Where the 2% 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.**

   <u>What does this mean?</u>
   In situations where the 2% requirement creates a threshold that is unattainable for a PSAP due to high call volumes, the PSAP may work with PEMA to establish a factor less than 2% to ensure the PSAP's QA/QI program is effective and manageable. In other situations where the 2% requirement does not generate a sufficient number of cases to review due to excessively low call volume, the PSAP

is free to review more than 2% of emergency calls as part of the PSAP's QA/QI program.

SECTION 2.04　　QI PROGRAM REQUIREMENTS
a) A PSAP QI program shall include the following elements:
i.　Identification of performance gaps

What does this mean?
A PSAP's QI program must have the ability to assess the performance of a telecommunicator and/or PSAP against established standards to identify gaps or deficiencies.

Example:
An example of a performance gap would be Smith-Schuster County has a performance standard that does not allow for an absence in conversation between the caller and the call-taker. During a QA review of an emergency call, a telecommunicator comes across an unfamiliar situation which leads to a gap in conversation. The PSAP would have the ability to identify potential causes of the gap and ensure the telecommunicator receives training on the situation that caused the absence in conversation.

ii.　Evaluation of strengths and weaknesses.

What does this mean?
A PSAP's QI program must have the ability to evaluate the strengths and weaknesses of a telecommunicator and/or PSAP's performance.

Examples:
Tomlin County identifies weakness as areas in which a call-taker did not follow procedures. Example would include, not verifying the address and/or phone number, gaps, incorrectly reading questions, improper use of pre-arrival instructions. Tomlin County identifies strengths as areas in which a call-taker went beyond the norm in their call-processing duties. An example would be helping a suicidal caller remain on the phone until police arrive on scene.

iii.　Commendations for superior performance.

What does this mean?
PSAPs may use the QA process as a way to reinforce good performance and recognize excellence. QA staff and/or supervisor staff can document appreciation

to the employee and recognize a job well done. PSAPs may incorporate the following "exceeds requirement" employees:

- Notation in the PSAPs monthly publication
- Letter of commendation
- Acknowledgment in staff meeting/training session
- Incorporate the call in the PSAPs training program

iv. **Remediation referral for disciplinary action pursuant to the PSAP's written directives.**

What does this mean?
A PSAP must have directives in place that define disciplinary policies, procedures, and criteria as part of a QA/QI program. Each PSAP should define the disciplinary or other personnel actions that are appropriate for their circumstances. Examples of disciplinary actions may include requiring the telecommunicator to take additional training courses, be subject to a second quality assurance review process outside of the normal time frames identified in this section, or other actions as defined by the PSAP.

v. **Actions plans to address individual as well as PSAP performance issues in response to QA findings.**

What does this mean?
The PSAP must have a process in place to assist with performance improvement and/or address PSAP performance issues that includes action plans. As an example of an action plan, A PSAP may use a Performance Improvement Plan (PIP) to assist an employee who is not meeting performance expectations.
A PIP should:
- clearly and objectively set out where the employee is deficient
- set out the improvement expected of the PSAP using measurable objectives
- state whether any support or training will be provided
- provide for the timescales and frequency of reviews
- make clear any actions there will be if the employee fails to improve

Another example would be for PSAP management staff to meet regularly to evaluate and discuss the performance of the PSAP. The PSAP management staff then communicates performance problems to all telecommunicators and documents the communications.

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.**

> What does this requirement mean?
> PEMA is in the process of developing software to support the administration of these requirements. An effective date for these requirements will be published based on when the software is expected to be live for PEMA and PSAP use. It is anticipated the effective date will be 1/1/2020. However, this is subject to change based on the availability of the software.

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

> What does this requirement mean?
> PEMA is in the process of developing software is support of the administration of the newly adopted minimum requirements. PSAPs will be required to use the software to document their training and QA/QI programs, directives, policies, and procedures.
>
> For training, a PSAP must have a documented training program that includes the minimum requirements for each training level (trainee, call-taker, dispatcher, supervisor). As part of documenting a training program, a PSAP will be required to show how their training program satisfies the minimum requirements for each training level. PSAPs will also document any training requirements above the minimum requirements that are specific to their PSAP. For each training requirement, a PSAP will have to provide the following curriculum information:
> - Training Topic
> - Course Title
> - Delivery Method (i.e. classroom, webinar, etc.)
> - Learning Objectives (i.e. description of what the employee will be able to do following training)
> - Hours (i.e. minimum hourly requirement for the course or subject)
> - Assessment Method (i.e. practical exam, written exam, certificate, etc.)
>
> For QA/QI, a PSAP must have a documented QA/QI program the meets the minimum requirements adopted by PEMA in consultation with the 911 Advisory Board. For QA, a PSAP will be required to document their directives, policies, and procedures for:
> - Case review criteria
>   - Policies and procedures for randomly selected events

- o Identification and definition of catastrophic events
- o Identification and definition of other events included in a PSAP's QA program
- o Calculation of the number of cases reviewed
- Evaluation guidelines
  - o Scoring criteria
  - o Method(s) used to measure the quality of performance
- Record-keeping criteria
  - o Description of record-keeping system
- Reporting and feedback
  - o Directives, policies and procedures for disseminating QA review results

For QI, a PSAP will be required to document their directives, polices, and procedures for:
- Identification of performance gaps.
- Evaluation of strengths and weaknesses.
- Commendations for superior performance.
- Remediation referral for disciplinary action pursuant to the PSAP's written directives.
- Actions plans to address individual as well as PSAP performance issues in response to QA findings.

c) 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.

What does this requirement mean?
After an effective date is established for the new training and QA/QI requirements, every PSAP will be required to document their training and QA/QI programs using the PEMA software. The timeframe for PSAPs to document their training and QA/QI programs will be determined by PEMA in consultation with the 911 Advisory Board. PEMA will perform an initial review of each PSAP's training and QA/QI programs to ensure the training and QA/QI programs meet the newly adopted minimum requirements and the documented programs satisfy PEMA's policies and procedures for documenting training and QA/QI programs. If a PSAP's training and QA/QI programs meet all requirements, the PSAP's training and QA/QI programs will be certified by PEMA. **PEMA will <u>not</u> have a role in certifying training program content or protocols.**

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

<u>What does this requirement mean?</u>
During PEMA's initial review of a PSAP's training and QA/QI programs, any areas of noncompliance with the new minimum requirements will be identified. A PSAP will have two years to address any deficiencies to establish compliance with these newly adopted requirements.

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.**

<u>What does this requirement mean?</u>
Once a PSAP's training program is certified by PEMA, any current telecommunicators who do not meet the PSAP's current requirements for training and certification will have one year to comply with the PSAP's requirements as outlined in the training program certified by PEMA.

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.**

<u>What does this requirement mean?</u>
Once a PSAP's training program is certified by PEMA, any individuals hired after the certification date must comply with a PSAP's requirements for training and certification as outlined in the training program certified by PEMA.

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).**

<u>What does this requirement mean?</u>
Formula based funds, also known as 83% funds, are the primary funding source for PSAP operations in Pennsylvania. PSAPs will be expected to support training and QA/QI related costs using formula based funds. In some cases, statewide interconnectivity funds may be

used to support training and/or QA/QI related initiatives. However, PSAPs must not rely on statewide interconnectivity funds to meet training or QA/QI needs.

Under Act 12, PEMA has taken a block grant approach to administering 83% funds. Using a block grant approach, the current eligibility criteria for 911 funding provides PSAPs with flexibility to meet the individual circumstances of their operations. It is the PSAP's responsibility to manage these funds to meet current and future needs. PEMA has funded many PSAP technology and system costs across Pennsylvania using statewide interconnectivity funds. Also, PEMA is in the process of procuring a statewide NG911 system as a service. Once the statewide NG911 system is implemented, it is anticipated that most call delivery costs a PSAP pays for today using 83% funds will be covered by PEMA using statewide interconnectivity funds. The anticipated result is that counties will have the ability to use 83% funds for other purposes such as training, QA/QI, GIS, etc.

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.**

What does this requirement mean?
Under Act 12 to date, statewide interconnectivity funds have been distributed to Pennsylvania PSAPs through a grant process. PEMA works with the 911 Advisory Board to establish funding priorities for the statewide interconnectivity grant program each year. PEMA will consider applications for training and QA/QI initiatives only if training and QA/QI initiatives are included in the funding priorities for a given year.

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.**

What does this requirement mean?
Registration simply means the PSAP will create a record for a telecommunicator on the PEMA software program. A PSAP must create a record for each telecommunicator in the PEMA software within 90 days of the effective date of the requirements. PEMA is working with the software developers to make this process as efficient as possible for PSAPs.

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.**

> What does this requirement mean?
> New telecommunicators are only required to have a record on the PEMA software after they have completed the trainee requirements of a PSAP's training program. Once an individual completes the trainee requirements, the PSAP will have 30 days to register (create a record) the telecommunicator on the PEMA software.

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

> What does this requirement mean?
> When a telecommunicators leaves employment from a PSAP, the PSAP will have 30 days to notify PEMA of the telecommunicator's status using the software.

SECTION 3.04   COMPLIANCE

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

> What does this requirement mean?
> A PSAP is responsible for taking any actions necessary to establish and maintain compliance with the newly adopted registration, training, certification, and QA/QI requirements.

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

> What does this requirement mean?
> After PEMA initially certifies a PSAP's training and QA/QI programs, PEMA will conduct a certification review of a PSAP's training and QA/QI programs every two years. The certification reviews will consist of ensuring a PSAP's training and QA/QI program meet the minimum requirements and the PSAP is following their documented directives, policies, and procedures.

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.**

What does this requirement mean?
PEMA will consult with the 911 Advisory Board to develop and formalize procedures for PSAP certification reviews.

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.**

What does this requirement mean?
A certification review may be completed by PEMA visiting a PSAP, remotely using the software, or a combination of a site visit and remotely using the software.

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.**

What does this requirement mean?
PEMA's approach to certification and compliance under the new requirements is clear and direct. The certification reviews will consist of ensuring a PSAP's training and QA/QI program meet the minimum requirements and the PSAP is following their documented directives, policies, and procedures. **PEMA will not have a role in certifying PSAP training program content/materials or protocols.**

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.**

What does this requirement mean?
If it is determined that a PSAP's training or QA/QI programs do not meet the minimum requirements or a PSAP is not following documented directives, polices, and procedures, these will be identified as areas of non-compliance after a PEMA certification review. The PSAP must take actions to address the deficiency.

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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.**

> <u>What does this requirement mean?</u>
> PEMA will consult with the 911 Advisory Board to establish corrective action directives that a PSAP must follow to address a deficiency as a result of a certification review.

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.**

> <u>What does this requirement mean?</u>
> PEMA's primary focus is assist PSAP's with establishing and maintaining training and QA/QI programs that meet or exceed the new minimum requirements. PEMA will exhaust all efforts to assist PSAP's with meeting and maintaining compliance with the new requirements.   As part of developing the corrective action directives and to maintain alignment with Act 12 of 2015, PEMA and the 911 Advisory Board will consider situations where a PSAP is continually non-compliant with training and QA/QI requirements or the PSAP's directive, policies, and procedures. After exhausting attempts to assist a PSAP with establishing compliance without success, further actions will be defined that may include ineligibility for 15% funding or withholding 911 funds as provided in Act 12.

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**.

> <u>What does this requirement mean?</u>
> After a PEMA certification review, the PSAP and County Commissioner, Executive, or other senior official will be notified of the results of the certification review including when areas of non-compliance are 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 in consultation with the 911 Advisory Board.**

   <u>What does this requirement mean?</u>
   For each instance of non-compliance identified during a certification review, the PSAP must develop and implement an improvement plan to address the identified issue(s). PEMA will work with the 911 Advisory Board to develop an improvement plan template and corrective action procedures.

3. **The improvement plan must include every progressive step a PSAP will take to address the area of noncompliance.**

   <u>What does this requirement mean?</u>
   The improvement plan submitted by a PSAP must include a step-by-step plan the PSAP will follow to resolve the issue(s).

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.**

   <u>What does this requirement mean?</u>
   When a PSAP submits an improvement plan, PEMA will review the plan to ensure the plan is completed according to 911 Program policies and procedures and the plan is reasonable to correct the issue in a timely manner. PEMA may consult with the 911 Advisory Board in the review of submitted improvement plans.

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.**

   <u>What does this requirement mean?</u>
   PEMA will work with the 911 Advisory Board to establish step-by-step corrective action procedures. PEMA may exclude one or more steps of the corrective action procedures based on the severity of the issue of if a PSAP has a strong history of maintaining full compliance with the new requirements.

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.**

<u>What does this requirement mean?</u>
After a PEMA certification review, the PSAP and County Commissioner, Executive, or other senior official are notified of the results of the certification review including when areas of non-compliance are identified. The same individuals will be notified when the PSAP has successfully completed the improvement plan and the issue(s) identified during a certification review is resolved.

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.

<u>What does this requirement mean?</u>
A summary of PSAPs who are non-compliant with the new requirements along with the status of corrective actions will be provided at each 911 Advisory Board meeting.

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.**

<u>What does this requirement mean?</u>
A PSAP may outsource part or all of their training or QA/QI programs to satisfy their needs. The services provided by third party must meet all minimum requirements for training and QA/QI.

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).

> What does this requirement mean?
> PSAP must maintain training and certification records for a telecommunicator, trainee, call-taker, dispatcher, supervisor, or 911 coordinator for at least three years or the PSAP's record retention whichever is longer.

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.**

> What does this requirement mean?
> A PSAP must retain emergency operating records for all emergency calls that allow the PSAP to demonstrate compliance with the new training and QA/QI requirements. Examples of records may include CAD records, QA reviews, employee training records, etc.

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, dispatch 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.

> What does this requirement mean?
> PEMA will be conducting a certification reviews of a PSAP's training and QA/QI program every two years. The PSAP must cooperate and the provide the access and information needed to enable PEMA to complete certification reviews.