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# Regulatory Analysis Form

(1) Agency

**Pennsylvania Emergency Management Agency**

(2) I.D. Number (Governor's Office Use)

30-53 R274

**Mizner**

IRRC Number: 2021

(3) Short Title

**911 Performance Review and Quality Assurance Standards**

(4) PA Code Cite

**4 Pa. Code Chapter 120d**

(5) Agency Contacts & Telephone Numbers

Primary Contact: **Mark Goodwin**  
**717-651-2010**

Secondary Contact:

(6) Type of Rulemaking (Check One)

- Proposed Rulemaking  
 Final Order Adopting Regulation  
 Final Order, Proposed Rulemaking Omitted

(7) Is a 120-Day Emergency Certification Attached?

- No  
 Yes: By the Attorney General  
 Yes: By the Governor

(8) Briefly explain the regulation in clear and non-technical language.

**This regulation establishes standards for performance review and quality assurance programs for 911 emergency communications centers in the Commonwealth of Pennsylvania.**

(9) State the statutory authority for the regulation and any relevant state or federal court decisions.

**The Public Safety Emergency Telephone Act (35 P.S. §§ 7011 - 7021), as amended.**

## Regulatory Analysis Form

(10) Is the regulation mandated by any federal or state law or court order, or federal regulation? If yes, cite the specific law, case or regulation, and any deadlines for action.

**The Public Safety Emergency Telephone Act.**

(11) Explain the compelling public interest that justifies the regulation. What is the problem it addresses?

**This regulation is mandated by state law and is intended to promote the public's health, safety and welfare by establishing standards for performance review and quality assurance programs for county 911 emergency communications centers throughout the Commonwealth. The standards contained in this regulation are designed to promote statewide adherence to established 911 center goals and procedures, facilitate the learning process for 911 center personnel, and provide a framework for the continuous improvement of the overall operation of 911 centers in the Commonwealth.**

(12) State the public health, safety, environmental or general welfare risks associated with non-regulation.

**Non-regulation is not an option. As stated above, this regulation is mandated by state law.**

(13) Describe who will benefit from the regulation. (Quantify the benefits as completely as possible and approximate the number of people who will benefit.)

**All citizens of the Commonwealth will benefit from these 911 quality assurance procedures in that they will provide the operational standards that are needed to ensure that 911 centers consistently provide the best possible emergency communications service to the citizens of the Commonwealth.**

## Regulatory Analysis Form

(14) Describe who will be adversely affected by the regulation. (Quantify the adverse effects as completely as possible and approximate the number of people who will be adversely affected.)

**This regulation does not adversely affect any people, parties, or groups of people.**

(15) List the persons, groups or entities that will be required to comply with the regulation. (Approximate the number of people who will be required to comply.)

**This regulation applies to all 911 center personnel. This is a small select group of individuals that does not exceed 2,000 persons statewide.**

(16) Describe the communications with and input from the public in the development and drafting of the regulation. List the persons and/or groups who were involved, if applicable.

**PEMA formed a working group of representatives from county 911 emergency communications centers, state agencies, private industry and labor unions to discuss, review, and develop the performance review and quality assurance standards contained in this regulation.**

(17) Provide a specific estimate of the costs and/or savings to the regulated community associated with compliance, including any legal, accounting or consulting procedures which may be required.

**This regulation will require the counties to incur costs in the implementation and administration of these quality assistance standards. However, because these standards are closely related to the training standards that will be implemented through 4 Pa. Code Chapter 120c, the costs should be minimal if not totally absorbed into the counties overall 911 training and certification programs.**

## Regulatory Analysis Form

(18) Provide a specific estimate of the costs and/or savings to local governments associated with compliance, including any legal, accounting or consulting procedures which may be required.

**Costs associated with this will be minimal. Standards proposed will be inserted into existing program initiatives currently in place. There will be no need to incur costs for accounting or consulting.**

(19) Provide a specific estimate of the costs and/or savings to state government associated with the implementation of the regulation, including any legal, accounting, or consulting procedures which may be required.

**Costs associated with this will be minimal. Standards proposed will be inserted into existing program initiatives currently in place. There will be no need to incur costs for accounting or consulting.**

## Regulatory Analysis Form

(20) In the table below, provide an estimate of the fiscal savings and costs associated with implementation and compliance for the regulated community, local government, and state government for the current year and five subsequent years.

	Current FY Year	FY +1 Year	FY +2 Year	FY +3 Year	FY +4 Year	FY +5 Year
<b>SAVINGS:</b>	\$	\$	\$	\$	\$	\$
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
<b>Total Savings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>COSTS:</b>						
Regulated Community	10,000	10,000	10,000	10,000	10,000	10,000
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
<b>Total Costs</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>
<b>REVENUE LOSSES:</b>						
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
<b>Total Revenue Losses</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

(20a) Explain how the cost estimates listed above were derived.

**The regulated community costs are based upon a general survey of that community.**

## Regulatory Analysis Form

(20b) Provide the past three year expenditure history for programs affected by the regulation.

**No data available. New program, thus no expenditure history is available.**

Program	FY - 3	FY - 2	FY - 1	Current FY

(21) Using the cost-benefit information provided above, explain how the benefits of the regulation outweigh the adverse effects and costs.

**As stated earlier, these regulations are mandated by state law. As a result, a cost-benefit analysis is not applicable.**

(22) Describe the non-regulatory alternatives considered and the costs associated with those alternatives. Provide the reasons for their dismissal.

**There are no non-regulatory alternatives available.**

(23) Describe alternative regulatory schemes considered and the costs associated with those schemes. Provide the reasons for their dismissal.

**See 21 and 22 above.**

## Regulatory Analysis Form

(24) Are there any provisions that are more stringent than federal standards? If yes, identify the specific provisions and the compelling Pennsylvania interest that demands stronger regulation.

No.

(25) How does this regulation compare with those of other states? Will the regulation put Pennsylvania at a competitive disadvantage with other states?

**PEMA is not aware of any similar regulations in any other states. This regulation does not put Pennsylvania at a competitive disadvantage with any other states.**

(26) Will the regulation affect existing or proposed regulations of the promulgating agency or other state agencies? If yes, explain and provide specific citations.

No.

(27) Will any public hearings or informational meetings be scheduled? Please provide the dates, times, and locations, if available.

No.

## Regulatory Analysis Form

(28) Will the regulation change existing reporting, record keeping, or other paperwork requirements? Describe the changes and attach copies of forms or reports which will be required as a result of implementation, if available.

**The regulations will require the counties to maintain performance review records on their 911 emergency communications center personnel and to revise and update those records when personnel changes occur within their 911 centers.**

(29) Please list any special provisions which have been developed to meet the particular needs of affected groups or persons including, but not limited to, minorities, elderly, small businesses, and farmers.

**Not applicable.**

(30) What is the anticipated effective date of the regulation; the date by which compliance with the regulation will be required; and the date by which any required permits, licenses or other approvals must be obtained?

**To Be Determined.**

(31) Provide the schedule for continual review of the regulation.

**This regulation will be reviewed in light of any statutory changes to the Public Safety Emergency Telephone Act or when needed to keep the regulations in conformance with technological or other changes in the 911 emergency communications field.**



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FACE SHEET  
FOR FILING DOCUMENTS  
WITH THE LEGISLATIVE REFERENCE BUREAU  
(Pursuant to Commonwealth Documents Law)

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LEGISLATIVE REFERENCE BUREAU  
REVIEW COMMISSION

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<p>Copy below is hereby approved as to form and legality. Attorney General</p> <p>BY: <u>[Signature]</u> (DEPUTY ATTORNEY GENERAL)</p> <p>FEB 02 1999 DATE OF APPROVAL</p> <p><input type="checkbox"/> Check if applicable Copy not approved. Objections attached.</p>	<p>Copy below is hereby certified to be a true and correct copy of a document issued, prescribed or promulgated by:</p> <p><b>PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY</b> (AGENCY)</p> <p>DOCUMENT/FISCAL NOTE NO. <u>30-53</u></p> <p>DATE OF ADOPTION: _____</p> <p>BY: <u>[Signature]</u> <b>DIRECTOR</b></p> <p>TITLE: _____ (EXECUTIVE OFFICER, CHAIRMAN OR SECRETARY)</p>	<p>Copy below is hereby approved as to form and legality. Executive or Independent Agencies.</p> <p>BY: <u>[Signature]</u></p> <p><u>6 9 99</u> DATE OF APPROVAL</p> <p>(Deputy General Counsel) (Chief Counsel, Independent Agency) (Strike inapplicable title)</p> <p><input type="checkbox"/> Check if applicable. No Attorney General approval or objection within 30 days after submission.</p>
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Notice of  
Proposed Rulemaking  
Pennsylvania Emergency Management Agency  
4 Pa. Code Chapter 120d.  
911 Performance Review and Quality Assurance Standards

# **PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY**

## **4 Pa. Code Chapter 120d.**

### **911 Performance Review and Quality Assurance Standards**

The Pennsylvania Emergency Management Agency (PEMA), under the authority contained in 35 Pa. C. S. § 7313 (relating to powers and duties) and 35 P.S. § 7013 (relating to power to adopt regulations) proposes to adopt regulations in Chapter 120d., as set forth in Annex A.

This regulation is intended to promote the public's health, safety and welfare by establishing standards for performance review and quality assurance programs for the operation of county 911 emergency communications systems located throughout the Commonwealth. The standards contained in this regulation are designed to promote statewide adherence to established 911 center goals and procedures, to facilitate the learning process for 911 center personnel, and to provide a framework for the continuous improvement of the overall operation of 911 emergency communications centers in the Commonwealth.

#### **Need for the Proposed Regulations.**

These proposed regulations are needed in order to implement Section 3(a)(8) of Act No. 17 of 1998 (P.L. 64, No. 17) which made several statutory changes to the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021). In particular, Section 3(a)(8) of Act No. 17 required the Pennsylvania Emergency Management Agency to establish standards for the conduct of performance review and quality assurance programs on the operation of county 911 emergency communications systems located throughout the Commonwealth. The purpose for establishing these performance review standards is to ensure that all county 911 centers consistently provide the best possible emergency communications service to the citizens of the Commonwealth.

#### **Affected Persons**

All citizens of the Commonwealth will benefit from the establishment of this performance review and quality assurance program because those standards will ensure that all 911 emergency communications center personnel will provide more effective, timely, and professional emergency communications and dispatch services to the general public during life/threatening, public safety and other types of emergency situations.

#### **Sunset Requirement**

PEMA has not set a sunset date for this regulation because all county 911 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose improvements such as this regulation when required.

## Paperwork Requirements

These proposed regulations will not change the amount of paperwork that State agencies and counties must prepare as part of the administration of their 911 emergency communications systems.

## Regulatory Review

Under section 5(a) of the Regulatory Review Act (71 P.S. § 745.5(a)), a copy of these proposed regulations was submitted on 2/18/99 to the Independent Regulatory Review Commission, the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee. In addition to the proposed amendments, the Commission and the Committees were provided with a copy of a detailed regulatory analysis form prepared by the agency in compliance with Executive Order 1996-1, "Regulatory Review and Promulgation." A copy of the form is available to the public from the agency upon request. The agency will consider any comments or suggestions received from the Commission or the Committees, together with any comments or suggestions received from the public, prior to adopting the proposed amendments.

As provided by sections 5(c) and 6(a) of the Regulatory Review Act, the proposed amendments will be deemed approved by the Committees on \_\_\_\_\_ and by the Commission on \_\_\_\_\_, unless the Committees or the Commission recommend disapproval before these dates. If the Committees or the Commission recommends disapproval, the Regulatory Review Act provides detailed procedures for review by the agency, the Governor and the General Assembly.

## Contact person

Interested persons are invited to submit written comments, suggestions or objections regarding these amendments to Mark Goodwin, Chief Counsel, Pennsylvania Emergency Management Agency, P.O. Box 3321, Harrisburg, Pennsylvania 17105, within 30 days following publication of this proposed regulation in the Pennsylvania Bulletin.

Charles F. Wynne  
Director

## CHAPTER 120d.

### 911 PERFORMANCE REVIEW AND QUALITY ASSURANCE STANDARDS

#### § 120d.101. Purpose.

The purpose of this chapter is to implement Section 3(a)(8) of the act (35 P.S. §7011-7021) which was added by Section 3(a)(8) of the act of February 12, 1998 (P.L. 64 No. 17) to establish standards for performance review and quality assurance programs for 911 emergency communication's systems operating in the Commonwealth. The standards contained in this chapter are designed to promote statewide adherence to established 911 center goals and procedures, facilitate the learning process for 911 center personnel, and provide a framework for the continuous improvement of the overall operation of 911 centers in the Commonwealth. These procedures will provide the operational standards that are needed to ensure that 911 centers consistently provide the best possible emergency communications service to the citizens of the Commonwealth.

#### §120d.102. Definitions.

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

*Call-Taking*—The act of answering 9-1-1 calls and obtaining the information necessary to effect a dispatch.

*Catastrophic loss*—Exceptional loss of human life and/or significant dollar amount of property damage.

*Communications center*—A 9-1-1 Public Safety Answering Point or PSAP; also referred to as a dispatch center in this chapter.

*Day*—Refers to an actual 24-hour day, not a “working day”.

*Dispatching*—The act of alerting and directing the response of public safety units to the desired location.

*Emergency medical dispatch protocols*—A system or program that enables patients to be assessed and treated via telephone by utilizing current accepted emergency medical dispatch standards.

*Emergency Dispatched Calls*—Emergency incidents to which a communications center dispatches public safety agencies.

*Performance appraisal*—A yearly written evaluation of an employee’s job performance measured against established expectations and standards.

*Quality assurance review*—An audit that is used to assess the job performance of a telecommunicator or telecommunication’s process.

*Radio activity*—The act of dispatching and communicating on a public safety radio frequency.

*Standard Operating Procedures*—A set of policies and procedures developed and adopted by a 9-1-1 center to aid in directing the daily operations of the telecommunications staff.

*Telecommunicator*—A full-time or part-time public safety call-taker and/or dispatcher.

### **§120d.103. Scope.**

The quality assurance reviews set forth in this chapter will be employed in accordance with the time frames contained in Section 120d.104. These reviews will be used to evaluate the performance of various aspects of a telecommunicator’s duties. In addition to measuring

individual performance, these reviews will aid in determining whether the processes used by the telecommunicators are functionally efficient on a regular basis.

**§120d.104. Standards and Procedures for Performance Review.**

(a) A random sampling of 9-1-1 communications center calls will be reviewed on a recurring basis by the quality assurance reviewer to ensure compliance with the standards set forth in this chapter, as well as those outlined in the standard operating procedures of each 9-1-1 communications center. If needed, additional reviews will be performed in order to ensure that each telecommunicator receives a minimum of one call-taking audit per month. All calls, whether voice or TDD/TTY, will be reviewed in the same manner. The quality assurance reviewer will complete an audit form for each review. It is also recommended that all incidents involving catastrophic loss be included in the review process.

(b) A minimum of ten call-taking audits will be performed each week in 9-1-1 communications centers that dispatch, on average, 72 or less emergency dispatch calls per day. Those 9-1-1 centers that average more than 72 emergency dispatch calls per day shall audit 2% of the 9-1-1 calls that they process. Although it is recommended that audits be performed on a weekly basis, the quality assurance review process may assume a monthly configuration to accommodate 9-1-1 centers that have personnel and/or scheduling constraints. However, the minimum number of audits required shall remain unchanged.

(c) Twice a year, the quality assurance reviewer will review a segment of each telecommunicator's radio activity in order to determine adherence to the dispatch standards. At a minimum, each segment of the telecommunicator's radio activity that is monitored shall contain

three emergency dispatched calls. The quality assurance reviewer will complete an audit form for each segment reviewed.

(d) The quality assurance reviewer (or reviewers) will be designated by the director of each 9-1-1 communications center. It is recommended that the reviewer(s) be at a supervisory level with a minimum of three years experience in the field of emergency telecommunications. Internal standards should be established to ensure that the review process is executed with consistency and objectivity.

(e) In order to provide optimum feedback, the date selected for review will not exceed five days prior to the audit. Telecommunicators should receive the results of the review process within five days of the audit. Copies of each audit will be retained on file at the 9-1-1 communications center for three years.

(f) The audit reviews will be used to support the development and assessment of goals and expectations on the telecommunicators' yearly performance appraisal. The audit reviews will also be used to identify areas of the telecommunicator's job performance which may require additional or supplemental training, and aid in determining whether any processes of the 9-1-1 communications center require modification or change.

(g) All telecommunicators, whether they are part-time or full-time employees of the 9-1-1 communications center, shall be subject to this quality assurance review process.

(h) Any quality assurance actions that are initiated in response to the results of an audit review will be documented and included as part of the audit.

**§120d.105. Types of Quality Assurance Reviews.**

(a) Call-Taking - (Telephone Performance): The following telecommunicator performance standards will be checked by the quality assurance reviewer during each 9-1-1 telephone audit:

- (1) Answers the telephone quickly and correctly (within 10 seconds of the call, 90% of the time)
- (2) Asks and verifies the location of the incident or emergency.
- (3) Obtains the callback phone number from the person making the call.
- (4) Determines the nature of the incident or emergency and selects and assigns the appropriate response to the incident.
- (5) Accomplishes the above tasks quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time)
- (6) Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until all required information is obtained.
- (7) Controls the conversation with the caller, explains all possible emergency actions and employs calming techniques when required.
- (8) Exhibits a professional demeanor at all times and acts in a courteous and tactful manner.
- (9) Demonstrates proper documentation of all information received on call-taker screens and/or cards.



(b) **Dispatching - (Radio Performance):** The following telecommunicator radio performance standards will be checked during each audit review:

(1) Dispatches the appropriate police, fire, or EMS units within the prescribed time frame (usually within 90 seconds of obtaining all pertinent information, 90% of the time).

(2) Provides all pertinent information to the responding police, fire, and/or EMS units and relays updated information about the incident or emergency to the responding units.

(3) Answers all radio transmissions promptly.

(4) Speaks clearly and concisely to the responding units.

(5) Listens attentively and understands each message that is received from the responding units.

(6) Exhibits a timely response to requests from field units.

(7) Maintains a professional demeanor at all times.

(8) Abides by applicable FCC rules and regulations.

(c) **Emergency Medical Dispatch.** Emergency medical dispatch protocols will be utilized by all 9-1-1 emergency communications centers. Due to the existence of various emergency medical dispatch programs, each 9-1-1 emergency communications center must use the quality assurance process associated with the program that it is licensed to use. The Pennsylvania Department of Health must approve the emergency medical dispatch program as a requisite to its use by the 9-1-1 emergency communications center.

**TRANSMITTAL SHEET FOR REGULATIONS SUBJECT TO THE  
REGULATORY REVIEW ACT**

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INDEPENDENT REGULATORY  
REVIEW COMMISSION

I.D. NUMBER: 30-53  
 SUBJECT: 911 Performance Review and Quality Assurance Standards  
 AGENCY: PA EMERGENCY MANAGEMENT

**TYPE OF REGULATION**

- X Proposed Regulation
- Final Regulation
- Final Regulation with Notice of Proposed Rulemaking Omitted
- 120-day Emergency Certification of the Attorney General
- 120-day Emergency Certification of the Governor
- Delivery of Tolled Regulation  
 a. With Revisions                      b. Without Revisions

**FILING OF REGULATION**

DATE	SIGNATURE	DESIGNATION
3-18-99	<i>Carol O'Keefe</i>	HOUSE COMMITTEE ON VETERANS AFFAIRS AND EMERGENCY PREPAREDNESS
3-17-99	<i>Shelly J. Tada</i>	
3-18-99	<i>J. G. ...</i>	SENATE COMMITTEE ON STATE GOVERNMENT
3-19-99	<i>Valerie Heaven</i>	
3/19/99	<i>Kim ...</i>	INDEPENDENT REGULATORY REVIEW COMMISSION
		ATTORNEY GENERAL
3/18/99	<i>Maya G'acci</i>	LEGISLATIVE REFERENCE BUREAU

February 4, 1999