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Regulatory Analysis Form

(1) Agency
Pennsylvania Emergency Management Agency

(2) I.D. Number (Governor's Office Use)
30 - 53

REVIEW COMMISSION

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.

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(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.

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(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.

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(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.

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(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
SAVINGS:	\$	\$	\$	\$	\$	\$
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
Total Savings	0	0	0	0	0	0
COSTS:						
Regulated Community	10,000	10,000	10,000	10,000	10,000	10,000
Local Government	0	0	0	0	0	0
State Government *	15,000	15,000	15,000	15,000	15,000	15,000
Total Costs	25,000	25,000	25,000	25,000	25,000	25,000
REVENUE LOSSES:						
Regulated Community	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
State Government	0	0	0	0	0	0
Total Revenue Losses	0	0	0	0	0	0

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

* These costs are based upon a projected part-time staff position at the Pennsylvania Emergency Management Agency. The regulated community costs are based upon a general survey of that community.

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(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.

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(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.

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(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.

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

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REVIEW COMMISSION

2021

DO NOT WRITE IN THIS SPACE

Copy below is hereby approved as to form and legality. Attorney General

BY _____
(DEPUTY ATTORNEY GENERAL)

DATE OF APPROVAL _____

Check if applicable
Copy not approved. Objections attached.

Copy below is hereby certified to be a true and correct copy of a document issued, prescribed or promulgated by:

PENNSYLVANIA EMERGENCY
MANAGEMENT AGENCY

(AGENCY)

DOCUMENT/FISCAL NOTE NO. 30-53

DATE OF ADOPTION: February 29, 2000

BY: *[Signature]*

DIRECTOR

TITLE: _____
(EXECUTIVE OFFICER, CHAIRMAN OR SECRETARY)

Copy below is hereby approved as to form and legality. Executive or Independent Agencies.

BY: *R. E. Ormaldi*

4/3/00
DATE OF APPROVAL

(Deputy General Counsel)
(~~Chief Counsel, Independent Agency~~)
(Strike inapplicable title)

Check if applicable. No Attorney General approval or objection within 30 days after submission.

Notice of

Final 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

A. Statutory Authority

The Pennsylvania Emergency Management Agency (PEMA), under the authority contained in 35 Pa. C.S. § 7313 (relating to power to adopt regulations) adopts Chapter 120d (relating to Performance Review and Quality Assurance Standards) to read as set forth in Annex A. These regulations were previously published as proposed rulemaking at 29 Pa. B. 1717 (April 3, 1999).

B. Effective Date.

These regulations will become effective upon publication in the Pennsylvania Bulletin.

C. Background and Purpose.

These regulations are needed to promote the general public's health, safety and welfare by establishing standards for performance review and quality assurance programs for the operation of county or municipal 911 emergency communications centers and remote dispatch points located throughout this Commonwealth. The standards contained in these regulations 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 this Commonwealth.

D. Comments.

Written comments, suggestions and possible changes were solicited within a 30-day period after the proposed amendments were published. Comments were received from the emergency communications offices of Berks and Northampton Counties, the City of Philadelphia Fire Department, and the Pennsylvania State Association of Township Supervisors.

Following the close of the public comment period, PEMA received comments from the Independent Regulatory Review Commission (IRRC). The regulations contained in Annex A are responsive to the comments and suggestions received from the above-named commentators.

For ease of reference, PEMA will address the comments in the order in which the regulatory sections appear.

Section 120d.102. Definitions.

IRRC commented that the term “Quality assurance review” was defined in this section but that PEMA then used the term “audit” to refer to quality assurance reviews in other sections of the regulation. For consistency and clarity reasons, IRRC recommended that “quality assurance review” should be used in place of the word “audit.” PEMA agrees with this comment and has replaced the word “audit” with the term “quality assurance review” throughout this regulation.

IRRC also recommended that a new definition for “quality assurance action” be added to the regulations in order to identify who is responsible for initiating the actions and when the actions will be imposed. PEMA agrees with this comment and added the new definition of “quality assurance action” to clarify when this process will be performed by the quality assurance reviewer.

For clarification purposes, PEMA rewrote the definition of “Catastrophic loss” to state that such a loss means the loss of three or more human lives and/or property damage or loss exceeding twenty thousand dollars.

PEMA also rewrote the definition of “Communications center” to state that the definition includes “remote dispatch points” and to state that a communications center may be operated by a county, city, borough or township.

Section 120d.103. Scope.

IRRC and a commentator questioned whether this regulation will apply to the staffs of “remote dispatch points” (RDPs). New subsection 120d.103(b) makes it clear that any county, city, borough, or township that operates a RDP included in a 911 county plan shall be responsible for implementing the performance review and quality assurance standards of this Chapter.

By way of background, RDPs dispatch local police units, private ambulance services and local fire companies within the jurisdictional boundaries of a municipality. Because RDPs play a vital role in the dispatch of emergency services, RDPs and 911 communications centers are joined together in an interdependent and mutually supporting relationship. The important communications and public safety linkage between RDPs and 911 communications centers is why most RDPs are clearly identified in a county’s 911 plan as being a vital part of the county’s overall 911 emergency communications and dispatch program. Under the provisions of a county 911 plan, calls to a 911 communications center for emergency response assistance can be transferred to a RDP where a dispatcher determines the appropriate emergency response and dispatches the necessary equipment and personnel. For this reason, both RDP personnel and county 911 communications center personnel must meet the same performance review and quality assurance standards set forth in this Chapter in order to ensure that those personnel will provide the most effective,

timely and professional emergency communications and dispatch services to the general public during life threatening, public safety and other types of emergency situations.

PEMA's statutory authorities for this regulation are the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021), as amended, and the Emergency Management Service Code (35 Pa. C.S.A. §§ 7101-7707), as amended. Section 7013(a)(8) of the Public Safety Emergency Telephone Act requires PEMA "to establish standards for performance review and quality assurance programs for 911 systems to ensure public safety and improve the performance of 911 systems." Section 7015(c) requires that PEMA review all county plans for completeness. The Act defines a county plan as "A document submitted by the county on a triennial basis to the Pennsylvania Emergency Management Agency, outlining its proposed or existing 911 system, including a contribution rate, for the forthcoming three years." Thus, if any county 911 plan describes or includes a RDP in its emergency communications and dispatch protocols and procedures, PEMA considers that RDP to be a vital component of the county's 911 emergency communications system and those RDP personnel are subject to the quality assurance requirements of this Chapter. Conversely, any RDPs not mentioned in a county's 911 plan are not considered by PEMA to be a vital or integral part of a county's 911 emergency communications system. For this reason, those RDP personnel are not required to participate in this Chapter's performance review and quality assurance program.

The second authority that PEMA used for the development of this quality assurance program is found in Section 7313(3) and (9) of the Emergency Management Service Code. (35 Pa. C.S.A. § 7313(3) and (9)).

Section 7313(3) permits PEMA to develop regulations for a wide range of emergency management services and activities. Because 911 activities involve emergency communications and the emergency dispatch of medical and health services, firefighting services, police services, and rescue services, all 911 services clearly come within the definition of "emergency services" as defined in Section 7102 of the Emergency Management Service Code. Thus, PEMA's authority to develop and promulgate regulations under Section 7313(3) of the Emergency Management Service Code provides additional statutory authority for the promulgation of this regulation.

More specifically, Section 7313(9) of the Emergency Management Service Code allows PEMA to "make or request of Commonwealth or local agencies and officials, studies, surveys and reports as are necessary to carry out the purposes of this part."

Therefore, PEMA used the authority of both the Public Safety Emergency Telephone Act and the Emergency Management Service Code to not only develop the 911 performance review and quality assurance standards for call takers,

dispatchers, and supervisors but also to establish a quality assurance review process by which counties and municipalities must periodically review the performance of their 911 communication center or RDP personnel and maintain reports and records on their performance. The maintenance of the quality assurance review forms and reports will ensure all 911 center personnel and RDP personnel in the 67 counties possess the mandated standard levels of training and competency which will enable the general public to receive the most effective and timely emergency response services available to them.

One other comment remains concerning Section 120d.103. IRRC and one county questioned whether or not counties would be responsible for performing quality assurance reviews of RDP employees. PEMA believes that each city, borough, or township that operates a RDP needs to be responsible for conducting the quality assurance reviews because the RDP personnel are their employees, not the employees of a county. As a result, Subsection 120d.103(b) clearly states that each city, borough, or township that operates a RDP shall be responsible for implementing the quality assurance provisions of this Chapter as they apply to their employees.

Section 120d.104. Timeframes and Procedures for Quality Assurance Reviews.

IRRC commented that this section should include specific performance criteria that the quality assurance reviewer would use when examining a telecommunicator's work. IRRC suggested that if the reviewer is to use the criteria or standards in Section 120d.105 (relating to Quality Assurance Review Standards), then Section 120d.104 should reference Section 120d.105. PEMA agrees with this comment and has included the necessary reference to Section 120d.105 in this section.

IRRC recommended that the words "It is also recommended" be removed from the last sentence of Subsection 120d.104(a) because it is inappropriate regulatory language. PEMA agrees and the phrase has been removed from the subsection.

IRRC commented that Subsection 120d.104(b) also contained the words "Although it is recommended" which is inappropriate regulatory language. PEMA agrees and has removed that phrase from this subsection. IRRC further commented that if PEMA intended to establish an exception to the weekly call taking quality assurance review, it should expressly state when the exception is applicable. PEMA agrees with this comment and has rewritten the subsection to state that while an exception will be allowed from the weekly call taking quality assurance review, the monthly review process may not last longer than 90 days without the written permission of PEMA.

IRRC commented that Subsection 230d.104(d) contained the words "It is recommended" which is inappropriate regulatory language. PEMA agrees and has removed the phrase from this subsection.

IRRC and two commentators expressed concern that recorded 911 calls will be included as part of the quality assurance review and thus be subject to Pennsylvania's Right-To-Know Law. PEMA does not share this concern because this regulation does not require any quality assurance reviews, individual 911 calls, or any 911 performance review reports to be included in a county 911 plan. As a result, any 911 calls will not become part of a public record that would be subject to the provisions of the Right-To-Know Act. Nevertheless, in order to remove any further concern about this matter, Subsection 120d.104(e) has been rewritten to state that "Actual transcripts or recordings of phone calls made to or from a 911 communication center or remote dispatch point are not public records pursuant to the Right-To-Know Act (65 P.S. § 66.1 – 66.4) and shall not be included in the text of any quality assurance review."

IRRC also questioned the need to retain quality assurance reviews for three years as mentioned in Subsection 120d.104(e). PEMA reexamined this need and has reduced the retention period to one year.

Section 120d.105. Quality Assurance Review Standards.

IRRC and one commentator questioned the requirement in Subsection 120d.105(b) that a telecommunicator must dispatch police, fire or emergency medical services units within 90 seconds of obtaining pertinent information, 90% of the time. The county commentator stated that in large counties with a high volume of 911 calls, the county is required to dispatch personnel on a priority basis. PEMA recognizes that the volume of 911 calls vary greatly from one county's 911 communications center to another. As a result, this subsection has been rewritten to state that a telecommunicator will dispatch emergency response units within the prescribed time frame established by the 911 center's or RDP's standard operating procedures. The 90-second requirement has been eliminated. This change will provide all of the counties with the flexibility that they need to determine the timeframe that a telecommunicator must follow in the dispatch of emergency response units.

IRRC commented that Subsection 120d.105(b)(8) contained a general reference to Federal Communications Commission rules and regulations that needs to be more specific. PEMA has re-examined this requirement and removed the reference in its entirety because it is not needed.

IRRC and one commentator observed that the Department of Health is not required to review and approve the emergency medical dispatch program as a requisite to its use by the 911 communications center as so stated in Subsection 120d.105(c). Based upon this observation, PEMA deleted the reference to the Department of Health's approval of the emergency medical dispatch program. Instead, each 911 communications center or remote dispatch point must use the emergency medical dispatch protocols that it is licensed to use.

Lastly, IRRC and one commentator stated that some of the quality assurance review standards contained in Section 120d.105(a) and (b) were too subjective and provided the quality assurance reviewer with too much discretion in evaluating performance. PEMA disagrees. The quality assurance standards contained in this subsection require each telecommunicator to be evaluated by a set of clear and specific performance criteria. These standards are currently being used by numerous counties throughout the Commonwealth in existing quality assurance programs. Therefore, because these standards were developed in close consultation with those counties, PEMA believes that the quality assurance standards as contained in this subsection are not only reasonable and adequately descriptive in nature but also widely acceptable to the 911 communications community that must implement these standards.

E. Fiscal Impact/Affected Persons.

This regulation will require the counties to incur costs in the implementation and administration of these performance review and quality assurance standards. However, the costs should be minimal because most counties already have existing quality assurance programs in place. In addition, Act 17 of 1998 makes training costs an eligible expenditure from county 911 fees that are collected under the authority of the Public Safety Emergency Telephone Act. As a result, because the performance review and quality assurance program is interrelated and dependent upon the effectiveness of an overall training program, the counties will be able to budget for these costs through an already existing fee collection program.

All citizens of the Commonwealth will benefit from the improved quality assurance standards established for all 911 emergency communications center personnel which will result in those personnel providing more effective, timely, and professional emergency communications and dispatch services to the general public during emergency medical, fire, police and other possible life/threatening or safety situations.

F. Paperwork Requirements

These regulations will require a modest increase in the amount of paperwork that State agencies and counties must prepare as part of the administration of their 911 emergency communications systems.

G. Sunset Requirements.

PEMA has not set a sunset date for these regulations because all county 911 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose amendments to these regulations when required.

H. Regulatory Review.

Under Section 5(a) of the Regulatory Review Act (71 P.S. § 745.5(a)), on March 18, 1999, a copy of the proposed rulemaking, published at 29 Pa. B. 1717 was submitted to IRRC and the Chairpersons of the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee for review and comment. In compliance with section 5(b.1) of the Regulatory Review Act, the agency also provided IRRC and the Committees with copies of all comments received from the public.

In preparing these final-form regulations, PEMA has considered all comments received from IRRC, the Committees and the public.

These final-form regulations were deemed approved by the House and Senate Committees on _____, 2000. IRRC met on _____, 2000 and approved the amendments in accordance with section 5(c) of the Regulatory Review Act.

I. Contact Person.

Questions regarding these amendments may be directed to Mark Goodwin, Chief Counsel, Pennsylvania Emergency Management Agency, 2605 Interstate Drive, Harrisburg, PA 17110-9364.

J. Findings.

- (1) Public notice of proposed rulemaking was given under section 201 and 202 of the act of July 31, 1968 (P.L. 769, No. 240)(45 P.S. § 1201 and 1202) and the regulations promulgated thereunder at 1 Pa. Code §§ 7.1 and 7.2.
- (2) A public comment period was provided as required by law and all comments were considered.
- (3) These regulations are necessary and appropriate for the administration of the Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021).

K. Order.

PEMA, acting under the authority of the Public Safety Emergency Telephone Act and the Emergency Management Service Code, orders that:

- (a) The regulations of PEMA, 4 Pa. Code Chapter 120d are hereby adopted as set forth in Annex A.

- (b) PEMA shall submit this order and Annex A to the Office of General Counsel and the Office of Attorney General for approval as to legality and form as required by law.
- (c) PEMA shall certify this order and Annex A and shall deposit them with the Legislative Reference Bureau as required by law.
- (d) This order shall take effect immediately upon publication in the Pennsylvania Bulletin.

4 PA. CODE CHAPTER 120d.

911 PERFORMANCE REVIEW AND QUALITY ASSURANCE STANDARDS

§ 120d.101. Purpose.

(a) 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 communications systems operating in the Commonwealth. The quality assurance standards contained in this chapter are designed to:

- (i) Promote statewide adherence to established 911 communications center goals and procedures.
- (ii) Facilitate the learning process for 911 communications center personnel.
- (iii) Provide a framework for the continuous improvement of the overall operation of 911 communications centers in the Commonwealth.

(b) These procedures will also provide the operational standards that are needed to ensure that 911 communications 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:

Act – The Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021).

Agency – The Pennsylvania Emergency Management Agency

Call-Taking—The act of answering 911 calls from the public and obtaining the information necessary to dispatch a public safety unit, such as fire, police, medical and rescue, to the reported location of the emergency.

Catastrophic loss—The loss of three or more human lives and/or property damage or loss exceeding twenty thousand dollars.

911 Communications center—A 911 Public Safety Answering Point or PSAP; also referred to as a remote dispatch point in this chapter. A communications center may be operated by a county, city, borough or township.

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 dispatched calls—Emergency incidents to which a 911 communications center dispatches public safety units.

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.

Performance appraisal—A yearly written evaluation of a telecommunicator’s job performance measured against established 911 communications center expectations and standards.

Quality assurance action—An action taken by a quality assurance reviewer or 911 center supervisor after the occurrence of a quality assurance review of a telecommunicator in order to correct or improve job performance deficiencies identified by the quality assurance review. The quality assurance action may require the telecommunicator to take additional training courses or instruction, be subject to a second quality assurance review process outside of the normal timeframes identified in this section, or be subject to disciplinary or other personnel actions deemed appropriate by the 911 communications center supervisor or reviewer.

Quality assurance review—A quality assurance process that is used to assess the job performance of a telecommunicator.

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 911 communications center to aid in directing the daily operations of the telecommunications staff.

Telecommunicator—A full-time or part-time 911 communications center call-taker or emergency dispatcher.

§120d.103. Scope.

(a) 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.

(b) The quality assurance provisions set forth in this chapter shall apply to all 911 communications centers operating in this Commonwealth and to all remote dispatch points operated by a city, borough, or township of the Commonwealth which are included within the 911 communications system identified in a county 911 plan. Each county, city, borough, or township that operates a 911 communications center or remote dispatch point included in a 911 county plan shall be responsible for implementing the quality assurance provisions of this chapter as they apply to their employees.

§120d.104. Timeframes and Procedures for Quality Assurance Reviews.

(a) A random sampling of 911 communications center calls will be reviewed on a recurring basis by the quality assurance reviewer to ensure compliance with the quality assurance review standards set forth in section 120d.105, as well as those outlined in the standard operating procedures of each 911 communications center or remote dispatch point. If needed, additional quality assurance reviews will be performed in order to ensure that each telecommunicator receives a minimum of one call-taking quality assurance review per month. All calls, whether voice or TDD/TTY, will be reviewed in the same manner. The quality assurance reviewer shall complete a review form for each quality assurance review. All incidents involving catastrophic loss shall be included in the quality assurance review process.

(b) A minimum of ten call-taking quality assurance reviews shall be performed each week in 911 communications centers and remote dispatch points that dispatch, on average, 72 or less emergency dispatch calls per day. Those 911 communications centers and remote dispatch points that average more than 72 emergency dispatch calls per day shall perform a weekly quality assurance review of two percent of the total 911 calls that they process per week. The weekly quality assurance review process may assume a monthly review process to accommodate those 911 centers that may have personnel and/or scheduling constraints. However, a monthly quality assurance review process may not last for a period of time greater than 90 days without the written permission of PEMA. In addition, the minimum number of quality assurance reviews required by this subsection shall remain unchanged during such a monthly review process.

(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 911 communications center's or remote dispatch point's 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 a quality assurance review form for each segment reviewed.

(d) The quality assurance reviewer (or reviewers) will be designated by the director of each 911 communications center or remote dispatch point. The reviewer(s) shall be at a supervisory level with a minimum of three years experience in the field of emergency telecommunications.

Internal standards shall be established to ensure that the quality assurance review process is executed with consistency and objectivity.

(e) In order to provide optimum feedback, the date selected for a quality assurance review will not exceed five days prior to the review. Telecommunicators shall receive the results of their quality assurance review within five days of the review. Copies of each quality assurance review will be retained on file at the 911 communications center for one year. Actual transcripts or recordings of phone calls made to and from a 911 communications center or remote dispatch point are not public records pursuant to the Right to Know Act (65 P.S. § 66.1 – 66.4) and shall not be included in the text of any quality assurance review.

(f) The quality assurance reviews will be used to support the development and assessment of goals and expectations on the telecommunicator's yearly performance appraisal. The quality assurance 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 911 communications center or remote dispatch point require modification or change.

(g) All telecommunicators, whether they are part-time or full-time employees of the 911 communications center or remote dispatch point, shall be subject to this quality assurance review process.

(h) Any quality assurance actions that are initiated in response to the results of a quality assurance review will be documented and placed in the 911 communications center's or remote dispatch point's records.

§120d.105. Quality Assurance Review Standards.

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

- (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 calm and 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 by the quality assurance reviewer during each quality assurance review:

- (1) Dispatches the appropriate police, fire, or EMS units within the prescribed time frame established by the 911 emergency communication center's or remote dispatch point's standard operating procedures.
- (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 calm and professional demeanor at all times.

(c) **Emergency Medical Dispatch.** Emergency medical dispatch protocols will be utilized by all 911 emergency communications centers and remote dispatch points. Due to the existence of various emergency medical dispatch programs, each 911 emergency communications center and remote dispatch point must use the quality assurance process associated with the program that it is licensed to use.

TRANSMITTAL SHEET FOR REGULATIONS SUBJECT TO THE
REGULATORY REVIEW ACT

RECEIVED

I.D. NUMBER: 30-53
SUBJECT: 911 Performance Review and Quality Assurance Standards
AGENCY: PA Emergency Management Agency

2000 APR 20 PM 2: 52

REVIEW COMMISSION

TYPE OF REGULATION

- Proposed Regulation
- X 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
4/20/00	<u>Carol Albata</u>	HOUSE COMMITTEE ON VETERANS AFFAIRS AND EMERGENCY PREPAREDNESS
4/20/00	<u>Denise Nilson</u>	
4/20/00	<u>Valene Keller</u>	SENATE COMMITTEE ON STATE GOVERNMENT
4/20/00	<u>Jamy Godo</u>	
4/20/00	<u>Jessica Villanovet</u>	INDEPENDENT REGULATORY REVIEW COMMISSION
		ATTORNEY GENERAL
		LEGISLATIVE REFERENCE BUREAU

April 10, 2000