



# Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Emergency Communications Centers

APCO/NENA ANS 1.107.2-2025

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# FOREWORD\*

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#### **APCO Standards Program Manager**

APCO International

351 N. Williamson Blvd

Daytona Beach, FL 32114 USA

[standards@apcointl.org](mailto:standards@apcointl.org)

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# EXECUTIVE SUMMARY\*

The duties and responsibilities of those who serve our communities by accepting and processing emergency calls from the public have grown over recent years. The industry continues to be challenged by the type and nature of the calls received. Factors that affect the quality of service received are the heavy workload; constant changes within the Emergency Communications Centers (ECC); changes in technology; and customer expectations.

The origins of the first version of this standard were the result of at least one tragic event that may have been prevented if that agency had been performing reviews of call processing quality. Up until the creation of this standard, there was not an industry standard to guide quality assurance, improvements to processes and systems and effective feedback to the public safety telecommunicators.

This standard, as an available resource, has been completely updated and further establishes a quality assurance and improvement process to public safety communications agencies wherever they may exist. It helps ensure that the actions of Emergency Communications staff – whether call taking, radio dispatching, or using any other technology - are delivered to the highest standard. A frantic mother's plea for help should be handled the same anywhere in the world.

This Quality Assurance standard is intended to facilitate and support excellence in ECC and public safety telecommunicator performance.

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## Chapter One

# INTRODUCTION

### SCOPE

This standard defines the recommended minimum components of a quality assurance/quality improvement (QA/QI) program within an emergency communications center (ECC). It recommends best practices for implementing the QA/QI program to evaluate the performance of public safety communications personnel.

This revision has been developed with the goal of assisting emergency communications centers with the establishment, implementation and maintenance of a quality assurance and quality improvement program. Recommended minimum requirements for the evaluation and quality assurance of call processing are offered to ensure a consistent, effective, and efficient level of service. Information for implementing and evaluating the use of new and emerging technologies is included to assist agencies in an evolving industry.

The document is designed to be flexible and scalable so that agencies of all scopes may utilize it in the performance of quality assurance/quality improvement activities. Agencies are encouraged to determine how to best use the information contained herein to perform the recommended QA/QI activities.

The information provided herein should be used as a guideline to prioritize the establishment of a comprehensive Quality Assurance program.

## Chapter Two

# General Agency Responsibilities

### SCOPE

This chapter provides direction to the Agency outlining its responsibility in the establishment and maintenance of a quality assurance and quality improvement program.

### 2.1 General Agency Responsibilities

- 2.1.1 The Agency shall formally establish and implement a quality assurance and quality improvement (QA/QI) program.
- 2.1.2 The focus of the Agency shall be on evaluating telecommunicator strengths as well as identifying areas for improvement. The result should be a standardized operation that provides an environment of consistent and ongoing improvement in the delivery of call taking and dispatch services.
- 2.1.3 The Agency shall ensure the integrity of its QA/QI program through a clearly defined process for quality assurance case reviews that include call-taking and dispatching activities for public safety disciplines.
- 2.1.4 Supplemental resources, processes, or systems that the Agency utilizes additionally or as a substitute for call-taking and dispatch services shall have standardized and clearly defined processes for review.
- 2.1.5 The Agency shall establish a set of written performance standards to include base-line review requirements for all public safety telecommunicators to be evaluated as part of the QA/QI process.
  - 2.1.5.1 The Agency shall implement the policies and procedures to maintain a QA/QI program and ensure regular case reviews are conducted.
  - 2.1.5.2 The Agency shall provide feedback to the telecommunicator consistent with the policies of the Agency.
  - 2.1.5.3 Expectations shall be clearly defined within the Agency policies and procedures, inclusive of a case evaluation scoring system.
- 2.1.6 The Agency shall assign qualified personnel to perform case evaluations.
  - 2.1.6.1 The Agency shall provide comprehensive training and continuing education on the QA/QI process appropriate to the employee's position.



- 2.1.6.2 The Agency shall ensure all staff members responsible for performing quality assurance reviews meet the minimum qualifications identified for the quality assurance evaluator (QAE)<sup>1</sup>.
- 2.1.7 The Agency shall ensure that the QA/QI program has appropriate oversight and that those responsible are thoroughly familiar with quality assurance training and systems available to enhance the performance of its program and in the performance of case evaluations.
- 2.1.8 The Agency shall establish and/or adopt performance-scoring criteria to ensure consistent scoring of case evaluations.
- 2.1.9 The Agency shall provide telecommunicators with appropriate and effective feedback in the evaluation of calls for service.
  - 2.1.9.1 The Agency shall identify areas of strengths and deficiencies to the telecommunicator through the evaluation process.
  - 2.1.9.2 The Agency shall provide formal training and remediation assistance, as needed, such as utilizing a performance improvement plan.
- 2.1.10 The Agency shall periodically review, calibrate, and revise as necessary the QA/QI process to maintain the highest possible level of reliability and integrity.
  - 2.1.10.1 The Agency should identify and analyze industry trends and solicit employee input to revise the QA/QI process.
  - 2.1.10.2 The QAE shall be periodically assessed to ensure that they are fair and equitable in their evaluation techniques. Periodic review of their evaluations is necessary to ensure fairness and consistency.
- 2.1.11 The Agency shall provide resources and/or technologies necessary to conduct the quality assurance process.
- 2.1.12 The Agency shall ensure all individuals, whether in part-time, full-time, temporary capacity or as a volunteer performing the functions of a telecommunicator are subject to the quality assurance review process.
- 2.1.13 QA/QI program, processes, and requests for release of information shall comply with all applicable federal, tribal, state/provincial, and local laws, rules, and regulations.

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<sup>1</sup> APCO ANS 3.106.2-2017 Core Competencies and Minimum Training Standards for Public Communications Quality Evaluators (QAE) [www.apcointl.org](http://www.apcointl.org)

## Chapter Three

# Duties and Responsibilities

### SCOPE

The information provided below outlines potential roles and responsibilities for various teams involved in a Quality Assurance (QA) process. The delegation of roles and responsibilities may vary depending on the Agency's size, structure, and requirements. It is important to assess the Agency's specific needs and context before determining the appropriate delegation of roles and responsibilities.

### 3.1 Roles and Responsibilities

#### 3.1.1 Management Team

- 3.1.1.1 Determine an appropriate structure for the program goals, key performance indicators (KPIs), specific metrics, and reporting requirements.
- 3.1.1.2 Define the individual roles and responsibilities.
- 3.1.1.3 Determine qualifications and selection of qualified personnel.
- 3.1.1.4 Determine program oversight.
- 3.1.1.5 Approve the revision of policies and procedures as necessary based upon trends and policies, including state, provincial, and local legislation.
- 3.1.1.6 Define the types of reports and timelines for reports.
- 3.1.1.7 Define the integration and use of reports with performance evaluations.
- 3.1.1.8 Has decision-making and implementation responsibility and authority.

#### 3.1.2 Supervisory Team

- 3.1.2.1 As defined by the Management Team, an individual or group with roles and responsibilities to ensure the completion of day-to-day operations, activities, and other supervisory duties.
- 3.1.2.2 Ensure quality improvement actions are completed.
- 3.1.2.3 Can have a dual role as both evaluator and feedback provider.
- 3.1.2.4 Flag incidents for QA review per agency requirements.

- 3.1.2.5 Provide caring and compassionate feedback for potential emotionally charged incidents prior to addressing performance.
- 3.1.2.6 Ensure mental health and well-being issues are addressed according to agency policies.
- 3.1.2.7 Maintain appropriate documentation and metrics per agency requirements.

### 3.1.3 Training Team

- 3.1.3.1 Ensure appropriate training and development for all personnel with roles involved in the QA process.
- 3.1.3.2 Provide ongoing training and development of consistent and objective scoring, coaching, and counseling, and feedback for delivery.
- 3.1.3.3 Utilize feedback on trends to modify and enhance the training program.
- 3.1.3.4 Develop and help provide training in Performance Improvement Plans (PIP).
- 3.1.3.5 Develop continuing education according to analysis of trends.
- 3.1.3.6 Maintain appropriate documentation as per agency requirements.

### 3.1.4 Quality Assurance Team

- 3.1.4.1 It is important that the QA Team is diverse and has representatives from each of the operational groups. These include, but are not limited to, internal and external QA teams, management, supervisors, the training team, peers and evaluators. The level of responsibility can be adjusted depending on agency size and workload capacity.
- 3.1.4.2 The appropriate agency staff's involvement in developing and executing the QA process is critical to consistent quality improvement.
- 3.1.4.3 A QAE can be internal or external to the Agency. The Agency can also define a hybrid use of both internal and external QAE.
- 3.1.4.4 The QAE shall consistently evaluate calls for services processed by the Telecommunicator in a manner that is objective, fair, and accurate.
- 3.1.4.5 The QAE shall gather the available records (i.e., CAD incidents, call notes, recordings, etc.) needed to evaluate all pertinent information and data related to the random sampling of calls for service being reviewed.
- 3.1.4.6 The QAE shall objectively evaluate the information and data, measuring it against the policies and procedures adopted or defined by the Agency.

- 3.1.4.7 As directed by the Agency, the QAE shall provide timely, accurate, and objective feedback.
- 3.1.4.8 The QAE shall be responsible for creating and disseminating reports as defined by the Agency.
- 3.1.4.9 The QAE shall take part in the regular calibration process as defined by the Agency.
- 3.1.4.10 Peer-to-peer reviews shall only be used when the reviewer has been trained as a QAE and in limited circumstances to reduce bias and subjectivity.
- 3.1.4.11 A telecommunicator may request a QA review for training and feedback. Due to liability, telecommunicators shall not be encouraged to conduct their own evaluations outside of training and understanding of the QA process.
- 3.1.4.12 The QAE shall maintain appropriate documentation according to the agency requirements.

## Chapter Four

# Components of a QA/QI Program

## SCOPE

This chapter identifies the recommended best practices of a Quality Assurance/Quality Improvement program. Agencies may implement other elements as necessary to meet local, state/provincial, federal, or tribal requirements and agency specific needs.

## 4.1 Documents

The following Documents Shall be Included in the Agency's QA/QI Program

- 4.1.1 Evaluation Guidelines for call taking and dispatch. It is best practice for leadership to meet and agree to the criteria used in evaluations\* for call-taking and dispatch in Law, Fire, and EMD. Refer to section 4.3.1.1 for minimum list.
  - \*See evaluation guidelines Addendum #3 for protocol guidelines.
- 4.1.2 Scorecards: Once criteria are agreed upon, scorecards\*\* for each can be customized\*\*\* and adopted into the QA/QI program.
  - \*\*See addendum #1 for directions how to set up a scorecard, using the agreed upon guidelines.
  - \*\*\*See addendum #2 for sample templates and scorecards.
- 4.1.3 Evaluation Guidelines: The Agency shall establish standard evaluation guidelines defining minimum performance thresholds for each rating category to ensure compliance with agency expectations and industry recognized protocols.
  - 4.1.3.1 As applicable: rating categories defining minimum performance should include:
    - 4.1.3.2 Callback telephone number.
    - 4.1.3.3 Caller's name.
    - 4.1.3.4 Chief complaint and/or incident type selection.
    - 4.1.3.5 Location/address verification.
    - 4.1.3.6 Post-dispatch instructions.
    - 4.1.3.7 Pre-arrival instructions.

- 4.1.3.8 Protocol/systemized interrogation questions.
- 4.1.3.9 Professionalism during call and dispatch.
- 4.1.3.10 Appropriate use of technology and system functionality.
- 4.1.4 Oversight Committee: The Agency shall establish and maintain an oversight committee; set a schedule for providing insight and guidance; establish confidentiality rules and reporting procedures. Best practice is to meet four times annually, with the goal to review program results; trends and statistics; calibration and make recommendations as per chapter 5 section 5.7.
- 4.1.5 Record Keeping: Maintain records as per your records and retention local/state policy. The Agency shall establish a record-keeping system, including report forms or a computer-based data management system, to permit storage and subsequent evaluation of case records in a confidential manner.
  - See chapter 5.4 and Chapter 5.5 documentation criteria and reporting criteria.
- 4.1.6 Reporting and feedback: The Agency shall establish reporting and feedback directives defining processes of the QA/QI program., as per chapter 5, section 5.4.

## Chapter Five

# Review Process Requirements

## SCOPE

This chapter presents minimum requirements for the QA/QI case review and performance appraisal process. These requirements are listed in the form of objectives for review process controls, design considerations for achieving those objectives, and documentation indicating objectives have been met.

## 5.1 Process Requirements

- 5.1.1 The QA/QI case review process shall include random reviews, high acuity/catastrophic events, and any focused event as defined by the Agency.
- 5.1.2 The Agency shall meet the following minimum requirements when developing QA/QI case review criteria.
  - 5.1.2.1 Ensure a sufficient number of case reviews are conducted for both call-taking and radio dispatch responsibilities of a telecommunicator.
  - 5.1.2.2 The number of case reviews needed to effectively execute a quality assurance program will vary according to ECC workload.
- 5.1.3 ECC agencies shall, in the normal course of business, review a percentage of calls for service, dependent on their calls for service volume using Table 1 as the minimum percentage. The minimum percentages should not apply or be overly burdensome due to low or excessively high call volumes. Agencies should decide on realistic levels of case review.

**Table 1 – Recommended Minimum Percentage Review of Calls for Service**

ECC size	Annual Calls for Service	% of Calls for Service reviewed
Small	1-100,000	3%
Medium	100,000-500,000	2%
Large	500,000+	1%

- 5.1.4 The Agency shall ensure all cases involving catastrophic loss and/or high acuity calls for service are reviewed.

- 5.1.4.1 QA/QI case reviews involving high acuity/catastrophic events should be specifically identified by the Agency.
- 5.1.4.2 QA/QI case reviews shall begin within three (3) to five (5) days after the event, notwithstanding extenuating circumstances that prevent such reviews.
- 5.1.5 The Agency shall maintain appropriate documentation when, in the normal course of business, case reviews are not conducted pursuant to established agency and/or protocol criteria.
  - 5.1.5.1 Such incidents should be limited to events that created extenuating or exigent circumstances, within a specified period which prevented case reviews.
  - 5.1.5.2 Such incidents shall be documented and/or logged by the Agency and maintained pursuant to agency requirements.
- 5.1.6 The Agency should develop a process to conduct case review calibration to ensure consistency and fairness in the review process.
  - 5.1.6.1 Calibration of QAU/QAE should be conducted at a minimum quarterly.
  - 5.1.6.2 A participant in the calibration review process should be qualified to conduct reviews and can consist of a qualified individual or qualified team.
- 5.1.7 Recommended calibration team participants for the QAU/QAE
  - 5.1.7.1 QA supervisor/s, agency management team, internal/external directors, or a qualified person/team as defined by the Agency.
  - 5.1.7.2 Calibration review should consist of a random selection of cases that have already been evaluated by the QAU/QAE and an agency clearly defined acceptable score baseline.
  - 5.1.7.3 Calibration should be measured against quality assurance standards, score cards (see addendums), protocols, policies and procedures.
  - 5.1.7.4 Calibration feedback to the QAU/QAE should be actionable and provide the necessary coaching, training and resources needed to make improvements.

## 5.2 Performance Appraisal Procedures

- 5.2.1 The process shall adequately measure the quality and performance of the service provided with agency defined policies and procedures, protocols, and nationally recognized standards. This process includes, but is not limited to, the following criteria:



- 5.2.1.1 Analysis of performance trends.
  - 5.2.1.2 Compliance with protocols and standard operating procedures.
  - 5.2.1.3 Customer service.
  - 5.2.1.4 Optimizing the use of agency resources.
  - 5.2.1.5 Overall performance of each employee; and
  - 5.2.1.6 Reviewing the entirety of the operation.
- 5.2.2 The Agency shall determine how a QA/QI case review is conducted for high acuity and/or catastrophic loss event and define the process, if different than a normal review.

### 5.3 Documentation Criteria

- 5.3.1 All performance appraisals shall be maintained in accordance with a record-keeping or retention policy.
- 5.3.2 Review results and performance appraisals shall be recorded and submitted to the appropriate personnel for cumulative reporting in accordance with the Agency's written directives.
- 5.3.3 The performance appraisal findings and any actions resulting from the quality assurance process shall be documented and filed in accordance with agency written directives.

### 5.4 Reporting Criteria

- 5.4.1 The Agency shall develop appropriate reporting systems to inform management and employees about performance levels and help identify areas of superior performance as well as areas for improvement and remedial action.
- 5.4.2 The Agency shall develop a communication plan that defines the purpose of each report, the recipients, the sources of data, and the metrics used in case evaluations.
  - 5.4.2.1 Each report shall be written with a specific level of detail appropriate to the intended audience.
- 5.4.3 The Agency shall identify the most appropriate use and form of each type of Key Performance Report. These may include but are not limited to those that will be:
  - 5.4.3.1 Used for face-to-face discussions and performance appraisals.

- 5.4.3.2 Released in writing either by hardcopy or electronic means.
- 5.4.3.3 Disseminated as per agency policy, or in accordance with state or federal statutes; or
- 5.4.3.4 Used in formal presentations to both internal and external customers.

## 5.5 Recommendations for Improvement

- 5.5.1 All recommendations for improvement shall be derived from a structured QA/QI process using KPIs based on metrics established by the Agency. These recommendations shall, at a minimum:
  - 5.5.1.1 Provide a means to identify gaps in performance.
  - 5.5.1.2 Evaluate strengths and weaknesses.
  - 5.5.1.3 Suggest steps to improve individual performance as well as agency operations.
  - 5.5.1.4 Recognize superior performance.
  - 5.5.1.5 Evaluate trends of cumulative behavior and/or performance issues.
- 5.5.2 Recommendations shall be clearly articulated during the review process and shall be retained on file pursuant to agency policy.
- 5.5.3 Recommendations shall be reviewed on a regular basis, as determined by the Agency and in conjunction with agency employee evaluation procedures and/or guidelines to ensure compliance.
- 5.5.4 Final recommendations of commendation, remediation, or referral for disciplinary action pursuant to agency policies should be consistent and monitored for resolution.

## 5.6 Feedback Criteria

- 5.6.1 The Agency shall develop a communication plan that ensures timely, accurate, and objective feedback to each telecommunicator.
- 5.6.2 The communication plan shall allow for and solicit input into the process and review from all involved in the QA/QI process.
- 5.6.3 The Agency shall reinforce positive feedback and discussion of the event to include the wellness of the employee.

- 5.6.3.1 The Agency shall ascertain how the event impacted the employee and/or affected their stress level.
- 5.6.3.2 The Agency shall recommend/offer additional agency resources and training.
- 5.6.4 Dissemination of results to appropriate personnel should occur pursuant to agency guidelines.

## 5.7 Action Plans

- 5.7.1 The Agency shall establish action plans to address performance issues and wellness in response to QA/QI case review findings.
- 5.7.2 The QAE shall identify and analyze individual as well as agency performance.
- 5.7.3 The Agency shall determine action items as needed.
- 5.7.4 The Agency shall develop short-term goals and objectives for final recommendations as well as the entirety of the QA/QI program.
- 5.7.5 The Agency shall assign responsibility and timelines to final recommendations.
- 5.7.6 The QAE or assigned supervisor shall monitor implementation and/or completion of the action plan.
- 5.7.7 The QAE shall file final documentation in accordance with agency record-keeping and retention policies.

## Chapter Six

# Emerging Technology

### SCOPE

This chapter addresses the rapidly evolving technology present in the NG9-1-1 and Broadband systems bringing massive amounts of data into the ECC. A vigorous training and quality improvement process must be developed to ensure appropriate data is being captured and relayed to field responders in an accurate and timely manner. Data forms may include, but are not limited to; still images, video, text to 9-1-1, and map/subscriber/subscription-based services. Evolving technology and the method of delivery will require constant training and monitoring by management and QAEs.

### 6.1 NG9-1-1

NG9-1-1 will allow callers to provide data such as still photographs and video directly to the ECC. QA evaluators will need to analyze this data and determine if the incoming information will supplement or substantiate protocol questioning and/or if the incoming information was properly deciphered and relayed to responders.

- 6.1.1 The QAE will need to analyze the flow of information and accuracy being received from incident data, multimedia, and the relaying and updating of that information to responders.
  - 6.1.1.1 Safety information to include but not limited to hazards and weapons.
  - 6.1.1.2 Scene information to include the need for additional resources.
  - 6.1.1.3 Suspect information to include but not limited to vehicle and persons descriptions.
- 6.1.2 The QAE will need to analyze the flow of information and accuracy being received from PSAP to PSAP and the relay of that information to first responders.

### 6.2 Third Party Sources of Data

The Agency shall designate a process for determining the accuracy of the data coming into the PSAP. Third party application services and other subscriber-based services allow callers to input personal information into systems that carry data to the PSAPs. It is recommended that agencies maintain detailed network mapping of APIs and of functions and procedures allowing the creation, delivery, and exchange of applications that access the features or data of an operating system, application, or other service. The QAE will need to analyze the adherence to agency policies and procedures regarding the use of this data.

- 6.2.1 Mapping – to assist in determining or verifying location.
- 6.2.2 Visual data other than map – building size, location of hydrants, location of stored chemicals.
- 6.2.3 Text (protocol text to question compatibility).
- 6.2.4 Sound (GSW sensors, audible alerts for predetermined events).
- 6.2.5 Smart buildings.
- 6.2.6 Body/traffic CAMS/body armor impact events.
- 6.2.7 Panic button application-based services.
- 6.2.8 Cellular products enhanced emergency data.
- 6.2.9 Telematics/Automatic Crash Notification.
- 6.2.10 Other safety alert applications.

### **6.3 Automation and Artificial Intelligence**

Systems that utilize algorithms or artificial intelligence to perform QA/QI tasks will become increasingly common and capable. These systems will be utilized to automate certain tasks for efficiency, perform quality assurance tasks traditionally performed by a QA/QI evaluator, and perform tasks exceeding current capabilities.

Agencies that utilize these systems must have a way to validate that their automated QA/QI systems are accurately performing the tasks they are implemented to do. Automated QA/QI tasks shall be performed in a manner consistent with this standard, including agency protocols and procedures. The Agency shall ensure appropriate training for individuals who manage and/or utilize the system to perform QA/QI tasks. The Agency, utilizing the automated system, will ensure that oversight and calibration processes are in place to reflect accuracy and consistency in the scope of the tasks the system performs.

### **6.4 Threat/Vulnerability Monitoring**

The inflow of data may require real-time monitoring within the PSAP/ECC either independently or in cooperation with a regional authority. Procedures in place for monitoring these systems should include a method for QA/QI and be reevaluated periodically.

# Addendums

*Addenda are Informative material and not a part of the American National Standard (ANS)*

# Addendum 1

## INSTRUCTIONS FOR CUSTOMIZING AND UTILIZING THE CASE EVALUATION TEMPLATES

### 1. Setting Up Your Forms.

REFER TO CHAPTER 3, Sections 3.1.4.4, 3.1.4.5.

**Forms:** It is best practice for leadership to meet and agree to the criteria used in evaluations for call-taking and dispatch in Law, Fire, and EMD. Once criteria are agreed upon, scorecards for each can be customized and adopted into the QA/QI Program.

**Evaluators:** It is important to assess the agency's specific needs and context before determining the appropriate delegation of roles and responsibilities. Agencies may implement other elements as necessary to meet local, state/provincial, federal, or tribal requirements and Agency specific needs.

- a. The Agency shall establish reporting and feedback directives defining processes of the QA/QI program., *as per Chapter 5 Section 5.4*
  - Explain the process to your staff prior to implementing the program.
  - The Agency shall reinforce positive feedback and discussion of the event to include the wellness of the employee. *As per Chapter 5, Section 5.8.*
  - The Agency shall recommend and offer additional agency resources and additional training.

REFER TO CHAPTER 4

- b. The Agency shall establish standard evaluation guidelines defining minimum performance thresholds for each rating category to ensure compliance with agency expectations and industry recognized protocols.
  - Determine the desired point value for each question. Adjust the point value in areas that are aligned with agency expectations; the more important the question, the larger the point value should be. Each category is scored separately based on the percentage of total points for that group.
  - Determine if the question could be designated as “refused” or “NA.” Shade/highlight all the other questions in those columns where “refused” or “NA” would not be applicable. Note that most categories have no “refused” column.
- c. The Excel formulas are provided at the end of Addendum #2, which will automatically score the evaluation. REFER TO CHAPTER 5, Section 5.3 and 5.4
- d. Maintain records as per your records and retention local/state policy. The Agency shall establish a record-keeping system, including report forms or a computer-based data

management system, to permit storage and subsequent evaluation of case records in a confidential manner.

- Begin with creating an Excel spreadsheet with a roster of staff that will be used to track scores. The Agency shall track the data, and report the data *as per Chapter 5, Section 5.4*.
- Each report shall be written with a specific level of detail appropriate to the intended audience.
- The Agency shall identify the most appropriate use of reports and recommendations. *As per Chapter 5, section 5.5: All recommendations for improvement shall be derived from a structured Quality Assurance/Quality Improvement process using Key Performance Indicators based on metrics established by the Agency.*
- Set goals pertaining to overall scores desired by management, if a new program, consider starting the program with a lower threshold score, and once the staff has become accustomed to reviews and feedback, raise the bar in subsequent months.

### **Scoring Call-taking or Dispatching.**

REFER TO CHAPTER 5, Section 5.1.1 and 5.1.2

- a. The focus of the agency shall be on evaluating telecommunicator strengths as well as identifying areas for improvement. The result should be a standardized operation that provides an 5.2services. Ensure a sufficient number of case reviews are conducted for both call-taking and radio dispatch responsibilities of a telecommunicator.
- b. The number of case reviews needed to effectively execute a quality assurance program will vary according to ECC workload. *Refer to Table 1 in Chapter 5, Section 5.1.3*
- c. Scoring: Bring up the CAD incident for review. When the evaluator is reviewing a call-taker's work, a check of the CAD incident should be made to determine if the information was properly collected and entered into CAD. When the evaluator is reviewing a dispatcher's work, a check of the CAD incident should be made to determine if the pertinent information entered into CAD by the call-taker was disseminated to the responders in an accurate and timely manner.
  - For each question that the call-taker or dispatcher handles appropriately, place the point value in the "yes" column.
  - For each question that the call-taker or dispatcher handles inappropriately or forgets, place a zero in the "no" column.
  - For each question that the call-taker or dispatcher attempts to obtain the information, but the caller refuses to answer, place the point value in the "refused" column.
  - For each question that is not applicable, remove the point value all together from the "points" column and place an "NA" in the "NA" column.
- d. The QAE shall identify and analyze individual, as well as Agency performance. Refer to CHAPTER 5, Section 5.6 and 5.7  
Scorecards may utilize a Supervisor's Overview category:



- The first question is an overall review of the call and is intended to include any aspects of the call that are not specified on the QA form.
- The “See Supervisor” category has no point value and is used anytime an employee receives a “less than acceptable” evaluation.
- The “Exceeds Standards” category has no point value; however, can be reported each time a staff member goes above and beyond what is expected. Evaluations of this classification can be particularly useful at the annual performance evaluation time.
- Understandably, the comments section adds to the effectiveness and objectives of the QA process.
- Each QA evaluation can be organized into categories such as:
  - Exceeds expectations / requirements.
  - Meets expectations / requirements.
  - The QA review identifies call or incident processing issues that need improvement. Refer to Section 5.4 and 5.5.

## 2. Dissemination

REFER TO CHAPTER 5, Section 5.4, 5.5

The Agency shall identify the most appropriate use and form of each type of Key Performance Report. These may include but are not limited to those that will be:

- Used for face-to-face discussions and performance appraisals.
- Released in writing either by hardcopy or electronic means.

Disseminated as per agency policy, or in accordance with state or federal statutes; or

- Used in formal presentations to both internal and external customers.

All recommendations for improvement shall be derived from a structured Quality Assurance/Quality Improvement process using Key Performance Indicators based on metrics established by the agency. These recommendations shall, at a minimum:

- Provide a means to identify gaps in performance.
- Evaluate strengths and weaknesses.
- Suggest steps to improve individual performance as well as Agency operations.
- Commendations for superior performance.
- Evaluate trends of cumulative behavior and/or performance issues.

Recommendations shall be clearly articulated during the review process and shall be retained on file pursuant to agency policy.

## 3. Calibration

REFER TO CHAPTER 5, Section 5.1.1

- The Agency should develop a process to conduct case review calibration to ensure consistency and fairness in the review process.
- Calibration of QAU/QAE should be conducted quarterly, at a minimum.
- A participant in the calibration review process should be qualified to conduct reviews and can consist of a qualified individual or a qualified team.

## Addendum 2

### CASE EVALUATION GUIDELINES AND SCORING TEMPLATES

#### Call Taking for Law Enforcement Incidents

##### Interview Questions

1. Verified address of occurrence?
  - Obtained and verified the location of the occurrence including city, (state, if applicable), apt/unit #, access codes, cross streets, and common place/landmark names when applicable.
2. Caller's telephone number verified?
  - Contact number(s) of the caller were obtained unless anonymity was requested.
  - The telephone number of the patient verified (if different from caller's telephone number).
3. Asked about time of occurrence?
  - Obtained details regarding when the incident occurred; clarifies ambiguous times such as "just happened;" "not happening now," etc.
4. Asked about weapons?
  - Ascertained whether any weapons were used, seen or indicated as well as the existence of any weapons in or around the premise.
5. Asked about alcohol and drug use?
  - Ascertained whether or not any of the involved parties are currently under the influence of drugs or alcohol, or if there is any history of drug or alcohol abuse.
6. Asked if it is physical or verbal abuse?
  - When applicable, determined whether the altercation involved physical contact or was only verbal in nature.
7. Questioned about the need for an ambulance?
  - When applicable, obtained information regarding the presence and extent of injuries to any party including whether or not anyone was strangled or grabbed by the throat.
8. Questioned about direction of travel?
  - Information was obtained and clarified when applicable regarding the direction and mode of travel by persons of interest.

9. Questioned about number of subject/offender(s) involved?

- Questions regarding the number of parties / subjects involved were asked and the information obtained was clarified. Example “several” converted to a number i.e., “less than 10”.

10. Questioned about description of subject / offender(s)?

- Ascertained details regarding physical description - gender, age, race, height, build/weight, hair color, any distinguishing marks, scars, tattoos, features, facial hair, etc.
- Obtained clothing description (top to bottom; inside out) including accessories such as hat, glasses, scarves, backpack, purse, etc.

11. Questioned about the offender’s location?

- Information obtained and verified regarding the current or last known location of the offender(s) or subject(s).

12. Questioned about description of vehicle?

- Attempted to obtain details regarding the color, year, make, model, type, license plate number, and any distinguishing characteristics on the vehicle (i.e., dents, scratches, rust, etc.).

13. Asked if the caller wanted to see the officer?

- Verified whether or not the caller wished to speak with the responding officer(s).

14. Asked other incident specific questions?

- Standard operating procedures were followed according to the type of incident reported and specific details were obtained.

15. Caller’s name obtained?

- The first and last name of the caller was obtained and spelling verified unless anonymity was requested.

16. Caller’s address obtained?

- Caller’s current address was obtained, verified and recorded in the occurrence including apt/unit number.
- Ascertained whether the occurrence location is different from the Caller’s address.

### **CAD Skills**

1. Checked prior incidents at address?

- Location history was checked in CAD and pertinent results added to the occurrence.

2. Complete information added to CAD?

- All necessary information or explanations when information was not available was entered into the occurrence in a concise, organized manner.
3. Accurate information added to CAD?
    - The information entered was accurate according to the responses received from the Caller and query results.

### **Telephone Protocol / Skills**

1. Answered the 9-1-1 or emergency 10-digit line according to current call answering standards?
2. Proper greeting used?
  - Appropriate greeting according to Agency standards and protocols.
3. Listened and comprehended?
  - Caller was given time to answer questions.
  - Communication techniques such as paraphrasing or clarifying questions were used to ensure understanding.
4. Took control of call using good judgment?
  - Politely and professionally interrupted caller only when necessary.
  - Asked pertinent questions to redirect conversation back to current situation.
  - Professionally calmed emotional callers.
  - Redirected the caller's focus if their attention wavered or they got involved with the situation (i.e., conversed with or yelled at another person involved).
5. Remained calm?
  - The rate of speech remained consistent and did not speed up during stressful situations.
  - The volume of speech was appropriate to the current situation and environment (call-taker did not yell at the caller).
  - The tone of voice did not waver, speech was clear.
  - Information was added immediately (call-taker did not "freeze").
6. Proper tone of voice used?
  - Professional and polite.
  - Volume was appropriate to the situation.
  - Empathy/compassion was evident when applicable.
  - The call taker sounded engaged (not bored, sarcastic, or irritated).
7. Professional language used?

- No slang or police jargon was used.
- Addressed the caller respectfully.
- No swearing or inappropriate words/phrases were used.

8. Courteous?

- Addressed the caller by name.
- Explained reason for transfer or putting caller on hold.
- Provided updates to the caller when placed on hold for a prolonged period of time.
- Provided information to the caller regarding procedures (i.e., “officers will check the area first and then come to see you”), and anticipated delays.

9. Prolonged gaps of silence?

- Questioning continued while entering previous information into the incident. The call taker did not pause while typing; was able to multi-task.
- Explanations or other appropriate conversations were initiated when updating the call when no further information needed to be obtained.

10. Advised the caller that they will be transferred to another Agency?

- The caller is told which agency they will be speaking with and when the transfer is taking place.

11. Stayed on the line to announce transfer to another agency’s personnel?

- The call taker ‘introduced’ the caller to the new agency and provided a brief explanation.
- The call taker advised when they were disconnecting from the phone call.

12. Directed the caller to proper non-public safety Agency?

- Advised the caller that another agency may be able to assist them and why.

## Dispatching Law Enforcement Incidents

### Assignment of Incident

1. Processed incident promptly?

- According to Agency protocols, available units, call priority and number of incidents for service waiting.
- Attention was given to the incident as soon as practicable given radio traffic at the time the incident was received.

- Incident was dispatched, broadcasted or brought to the attention of a patrol supervisor when unable to be immediately dispatched.
2. Correct number of units assigned?
    - According to Agency standards and protocols regarding the minimum number of officers dispatched.
    - Control was taken by the dispatcher to ensure the correct number of units were assigned to the incident.
  3. Nature of the call was given when initiating dispatch?
    - Pertinent details regarding the nature of the incident were provided during the initial dispatch transmission.
  4. Double phrased location?
    - The location of the incident was provided twice. Once with the street address or intersection and once with cross streets and common-place name if applicable.
  5. Dispatched information accurately?
    - Information in the incident was interpreted and relayed accurately to the responding officers.
  6. Dispatched information concisely?
    - Incident information was provided to responding officers in a clear and concise manner.
    - Incident information was condensed, not read word for word.
    - Only pertinent details were provided.
  7. Notified officer(s) of prior incidents?
    - Responding officers were advised of previous calls for service to the address/location that are relevant or provided essential information (hazards, entry points, previous related occurrences, etc.).

### **Summarization**

1. Disseminated information about weapons?
2. Disseminated information about alcohol and drug use?
3. Disseminated information about physical or verbal abuse?
4. Disseminated information about number of offender(s)/subject(s) involved?
5. Disseminated information about description of offender(s)/subject(s)?
6. Disseminated information about offender(s)/subject(s) location?
7. Disseminated information about description of vehicle?

8. Disseminated information about direction of travel?
9. Notified officer if the ambulance/fire apparatus has been dispatched?
10. All pertinent information from CAD disseminated?
  - All pertinent information entered into the incident was provided to the responding officers including related query results (vehicle registration, NCIC, RMS, etc.).

### **Information Flow**

1. Answered radio traffic in a timely fashion? (needs to be measurable, timely fashion to one Agency may not be the same to another, for example - within 5 seconds)
  - According to agency standards.
2. Correctly identified units requesting information?
3. Correctly identified information requested?
  - The information requested was interpreted accurately and answered correctly.
4. Correctly identified information given?
  - Dispatcher demonstrated an understanding of the information provided by officers and/or call takers and responded appropriately:
    - i. Recognized what resources may be required from the information.
    - ii. Identified the incident to which the information pertained.
    - iii. Provided the necessary notifications according to the information.
5. Complete information added to CAD?
  - All pertinent details were entered into CAD.
6. Accurate information added to CAD?
  - All information was accurately entered into the CAD incident.
7. Dissemination of critical/confidential information appropriately?
  - Critical/confidential information was provided according to specific Agency protocols.

### **Radio Protocol/Skill**

1. Listened and comprehended?
  - Responded to all transmissions.
  - Requested information to be repeated when unable to hear or comprehend.
2. Articulated transmissions?
  - Information was provided with clarity and effectiveness.
  - Transmissions were easy and fluent; clear, distinct and precise.

3. Remained calm?
  - The rate of speech remained consistent, and did not increase.
  - The voice remained steady; it did not waver or sound excited.
4. Professional language used?
  - Slang or inappropriate words/phrases were not used.
  - When applicable, Agency specific codes were used to assist with comprehension.
5. Professional demeanor?
  - The demeanor was not sarcastic, bored, playful, etc.
  - Transmissions were professional; the tone was not angry or annoyed.

## Call Taking for Fire Incidents

### Interview Questions

1. Verified addresses of occurrence?
  - Obtained and verified the location of the occurrence including city, (state, if applicable), apt/unit #, access codes, cross streets, and common place/landmark names when applicable.
  - Verified the type of structure.
2. Caller's telephone number verified?
  - Contact number(s) of the caller were obtained unless anonymity was requested.
3. Asked about the number of occupants in the building?
  - Advised occupants to exit the building, if safe to do so.
4. Asked if anybody was injured?
5. Asked other incident specific questions?
  - Standard operating procedures were followed according to the type of incident reported and specific details were obtained.
6. Caller's name obtained?
  - The first and last name of the caller was obtained and spelling verified unless anonymity was requested.
7. Caller's address obtained?



- Caller's current address was obtained, verified and recorded in the occurrence including apt/unit number.
  - Ascertained whether the occurrence location is different from the caller's address.
8. Asked about time of occurrence?
- Obtained details regarding when the incident occurred; clarified ambiguous times such as "just happened;" "not happening now," etc.

### **CAD Skills**

1. Checked prior incidents at address?
  - Location history was checked in CAD and pertinent results added to the occurrence.
2. Complete information added to CAD?
  - All necessary information or explanations when information was not available was entered into the occurrence in a concise, organized manner.
3. Accurate information added to CAD?
  - The information entered was accurate according to the responses received from the caller and query results.

### **Telephone Protocol / Skills**

1. Answered call according to current call answering standards?
2. Proper greeting used?
  - Appropriate greeting according to Agency standards and protocols.
3. Listened and comprehended?
  - The caller was given time to answer questions.
  - Communication techniques such as paraphrasing or clarifying questions were used to ensure understanding.
4. Took control of call using good judgment?
  - Politely and professionally interrupted the caller only when necessary.
  - Asked pertinent questions to redirect conversation back to current situation.
  - Professionally calmed emotional callers.
  - Redirected the caller's focus if their attention wavers or they get involved with the situation (i.e., conversed with or yelled at another person involved).
5. Remained calm?
  - The rate of speech remained consistent, and did not speed up during stressful situations.

- Volume of speech was appropriate to the current situation and environment (call taker did not yell at the caller).
- The tone of voice did not waver, speech was clear.
- Information was added immediately (call-taker did not “freeze”).

6. Proper tone of voice used?

- Professional and polite.
- Volume was appropriate to the situation.
- Empathy/compassion was evident when applicable.
- The call taker sounded engaged (not bored, sarcastic, or irritated).

7. Professional language used?

- No slang or police jargon was used.
- Addressed the caller respectfully.
- No swearing or inappropriate words/phrases were used.

8. Courteous?

- Addressed the caller by name.
- Explained reason for transfer or putting caller on hold.
- Provided updates to the caller when placed on hold for a prolonged period of time.

9. Prolonged gaps of silence?

- Questioning continued while entering previous information to the incident. The call taker did not pause while typing; was able to multi-task.
- Explanations or other appropriate conversations were initiated when updating the call when no further information needed to be obtained.

10. Advised the caller that they will be transferred to another agency?

- The caller is told which agency they will be speaking with and when the transfer is taking place.

11. Stayed on the line to announce transfer to another agency's personnel?

- The call taker 'introduced' the caller to the new agency and provided a brief explanation.
- The call taker advised when they were disconnecting from the phone call.

12. Directed caller to proper non-public safety agency?

- Advised the caller that another agency may be able to assist them and why.

## Dispatching Fire Incidents

### Assignment of Incident

1. Processed incident promptly?
  - According to Agency protocols, available units, incident priority and number of incidents waiting.
  - Attention was given to the incident as soon as practicable given current radio traffic at the time the incident is received.
  - The incident was dispatched, broadcast or brought to the attention of a patrol supervisor when unable to be immediately dispatched.
2. Correct number of units assigned?
  - According to Agency standards and protocols regarding minimum number of fire personnel dispatched.
  - Control was taken by the dispatcher to ensure the correct number of units were assigned to the incident.
3. Nature of the call given when initiating dispatch?
  - Pertinent details regarding the nature of the incident were provided during the initial dispatch transmission.
4. Double phrased location?
  - The location of the incident was provided twice. Once with the street address or intersection and once with cross streets and common-place name if applicable.
5. Dispatched information accurately?
  - Information in the incident was interpreted and relayed accurately to the responding fire personnel.
6. Dispatched information concisely?
  - Incident information was provided to responding fire personnel in a clear and concise manner.
  - Incident information was condensed, not read word for word.
  - Only pertinent details were provided.
7. Notified fire personnel of prior incidents?

- Fire personnel were advised of previous calls to the address/location that are relevant or provided essential information (hazards, entry points, previous related occurrences, etc.).

### **Summarization**

1. Notified responders of scene safety issues?
  - All pertinent information from CAD disseminated.

### **Information Flow**

1. Answered radio traffic in a timely fashion? (needs to be measurable, timely fashion to one Agency may not be the same to another, for example - within 5 seconds).
  - According to Agency standards.
2. Correctly identified units requesting information?
3. Correctly identified information requested?
  - The information requested was interpreted accurately and answered correctly.
4. Correctly identified information given?
  - Dispatcher demonstrated an understanding of the information provided by fire personnel and/or call takers and responded appropriately:
    - i. Recognized what resources may be required from the information.
    - ii. Identified the incident to which the information pertained.
    - iii. Provided the necessary notifications according to the information.
5. Complete information added to CAD?
  - All pertinent details were entered into CAD.
6. Accurate information added to CAD?
  - All information was accurately entered into the CAD incident.
7. Dissemination of critical / confidential information appropriately?
  - Critical/confidential information was provided according to specific Agency protocols.

### **Radio Protocol/Skill**

1. Listened and comprehended:
  - Responded to all transmissions.
  - Requested information to be repeated when unable to hear or comprehend.
2. Articulated transmissions?
  - Information was provided with clarity and effectiveness.

- Transmissions easy and fluent; clear, distinct and precise.
3. Remained calm?
    - The rate of speech remained consistent, and did not increase.
    - The voice remained steady; it did not waver or sound excited.
  4. Professional language used?
    - Slang or inappropriate words/phrases were not used.
    - When applicable, Agency specific codes were used to assist with comprehension.
  5. Proper demeanor?
    - Transmissions were professional; the tone was not angry or annoyed.
    - The demeanor was not sarcastic, bored, playful, etc.

### **Mutual Aid and Automatic Aid**

1. Proper departments selected and notified?
2. Immediate dissemination of escalated alarm information (under 1-minute)?
3. Staging information disseminated?
4. Correct alarm level disseminated?
5. Appropriate notifications made in a timely fashion?

## **Call Taking for EMS Incidents**

### **Interview Questions**

1. Verified address of occurrence?
  - Obtained and verified the location of the occurrence including city, (state, if applicable), apt/unit #, access codes, cross streets, and common place/landmark names when applicable.
2. Caller's telephone number verified?
  - Contact number(s) of the caller were obtained unless anonymity was requested, or the caller refused.
  - The telephone number of the patient verified (if different from caller's telephone number).
3. Determined why an ambulance was needed?
  - Followed Agency's policy for determining chief complaint.
4. Determined if the caller is with the patient?

5. Determined the age or approximate age of the patient?
6. Determined if the patient was conscious/awake?
7. Determined if the patient was breathing?
8. Followed Agency's prescribed protocols/policies regarding further questioning for additional information?
9. Gave appropriate instructions to the caller/patient regarding bleeding control, airway maintenance, CPR, or childbirth according to the Agency's prescribed protocols/policies?
10. Gave appropriate instructions to the caller to assist the responders?
11. Questioned about the number of injured persons?
12. Caller's name obtained?
  - The first and last name of the caller was obtained, spelling verified unless anonymity was requested.
13. Caller's address obtained?
  - The caller's current address was obtained, verified, and recorded including apt/unit number.
  - Ascertained whether the occurrence location is different from the caller's address.

### **CAD Skills**

1. Checked prior incidents at address?
  - Location history was checked in CAD and pertinent results added to the occurrence.
2. Complete information added to CAD?
  - All necessary information or explanations when information was not available was entered into the occurrence in a concise, organized manner.
3. Accurate information added to CAD?
  - Information entered was accurate according to the responses received from the Caller and query results.

### **Telephone Protocol / Skills**

1. Answered call according to current call answering standards?
2. Proper greeting used?
  - Appropriate greeting according to Agency standards and protocols.
3. Listened and comprehended?
  - The caller was given time to answer questions.

- Communication techniques such as paraphrasing or clarifying questions were used to ensure understanding.
4. Took control of call using good judgment?
    - Politely and professionally interrupted caller only when necessary.
    - Asked pertinent questions to redirect conversation back to current situation.
    - Professionally calmed emotional callers.
    - Redirected the caller's focus if their attention wavers or they get involved with the situation (i.e., conversed with or yelled at another person involved).
  5. Remained calm?
    - The rate of speech remained consistent, and did not speed up during stressful situations.
    - Volume of speech was appropriate to the current situation and environment (call taker did not yell at the caller).
    - The tone of voice did not waver, speech was clear.
    - Information was added immediately (call taker did not "freeze").
  6. Proper tone of voice used?
    - Professional and polite.
    - Volume was appropriate to the situation.
    - Empathy/compassion was evident when applicable.
    - The call taker sounded engaged (not bored, sarcastic, or irritated).
  7. Professional language used?
    - No slang or police jargon was used.
    - Addressed the caller respectfully.
    - No swearing or inappropriate words/phrases were used.
  8. Courteous?
    - Addressed the caller by name.
    - Explained reason for transfer or putting caller on hold.
    - Provided updates to the caller when placed on hold for a prolonged period of time.
  9. Prolonged gaps of silence?
    - Questioning continued while entering previous information to the incident. The call taker did not pause while typing; was able to multi-task.

- Explanations or other appropriate conversations were initiated when updating the call when no further information needed to be obtained.
10. Advised the caller that they will be transferred to another Agency?
- The caller was told which agency they will be speaking with and when the transfer is taking place.
11. Stayed on the line to announce transfer to another agency's personnel?
- The call taker 'introduced' the caller to the new Agency and provided a brief explanation.
  - The call taker advised when they were disconnecting from the phone call.
12. Directed caller to proper non-public safety agency?
- Advised the caller that another Agency may be able to assist them and why.

## Dispatching for EMS Incidents

### Assignment of Incident

1. Processed incident promptly?
  - According to Agency protocols, available units, incident priority and number of incidents waiting.
  - Attention was given to the incident as soon as practicable given current radio traffic at the time the call is received.
  - The incident was dispatched, broadcast or brought to the attention of a shift commander when unable to be immediately dispatched.
2. Correct number of units assigned?
  - According to Agency standards and protocols regarding minimum number of EMS personnel dispatched.
  - Control was taken by the Dispatcher to ensure the correct number of units were assigned to the incident.
3. Nature of the call given when initiating dispatch?
  - Pertinent details regarding the nature of the incident were provided during the initial dispatch transmission.
4. Dispatched incident in order according to Agency policy?
5. Immediately notified out of quarters apparatus?



6. Double phrased location?
  - The location of the incident was provided twice. Once with the street address or intersection and once with cross streets and common-place name if applicable.
7. Dispatched information accurately?
  - Information in the incident was interpreted and relayed accurately to the responding EMS personnel.
8. Dispatched information concisely?
  - Incident information was provided to responding EMS personnel in a clear and concise manner.
  - Call information was condensed, not read word for word.
  - Only pertinent details were provided.
9. Notified EMS personnel of prior incidents?
  - EMS personnel were advised of previous calls to the address/location that are relevant or provided with essential information (hazards, entry points, previous related occurrences, etc.).

### **Summarization**

1. Notified responders of scene safety issues?
  - All pertinent information from CAD disseminated.

### **Information Flow**

1. Answered radio traffic in a timely fashion? (needs to be measurable, timely fashion to one Agency may not be the same to another, for example - within 5 seconds)
  - According to Agency standards.
2. Correctly identified units requesting information?
3. Correctly identified information requested?
  - The information requested was interpreted accurately and answered correctly.
4. Correctly identified information given?
  - Dispatcher demonstrated an understanding of the information provided by EMS personnel and/or call takers and responded appropriately:
    - i. Recognized what resources may be required from the information.
    - ii. Identified the incident to which the information pertained.
    - iii. Provided the necessary notifications according to the information.
5. Complete information added to CAD?

- All pertinent details were entered into CAD.
- 6. Accurate information added to CAD?
  - All information was accurately entered into the CAD incident.
- 7. Disseminated critical/confidential information appropriately?
  - Critical/confidential information was provided according to specific Agency protocols.

### **Radio Protocol / Skill**

1. Listened and comprehended?
  - Responded to all transmissions.
  - Requested information to be repeated when unable to hear or comprehend.
2. Articulated transmissions?
  - Information was provided with clarity and effectiveness.
  - Transmissions easy and fluent; clear, distinct and precise.
3. Remained calm?
  - The rate of speech remained consistent, and did not increase.
  - The voice remained steady; it did not waver or sound excited.
4. Professional language used?
  - Slang or inappropriate words /phrases were not used.
  - When applicable, Agency specific codes were used to assist with comprehension.
5. Professional demeanor?
  - The demeanor was not sarcastic, bored, playful, etc.
  - Transmissions were professional; the tone was not angry or annoyed.

## CASE EVALUATION AND SCORING TEMPLATES

Call taker's name - XXXX	CAD/RD Number -				
Evaluator's Name - QAE XXXX	Date & Time of Call -				
Nature of Call -	Address of Call -				
Call Taking for Police Incident					
Interview Questions	Points	Yes	Refused	No	NA
Verified address of occurrence?	200				
Caller's telephone number verified?	30				
Asked about time of occurrence?	30				
Asked about weapons?	80				
Asked about alcohol and drug use?	50				
Asked if it is physical or verbal abuse?	20				
Questioned about the need for an ambulance?	15				
Questioned about direction of travel?	25				
Questioned about number of subject/offender(s) involved?	20				
Questioned about description of subject/offender(s)?	20				
Questioned about the offender's location?	25				
Questioned about description of vehicle?	25				
Asked if the caller wants to see the officer?	10				
Asked other incident specific questions?	20				
Caller's name obtained?	10				
Caller's address obtained?	5				
	585	0	0		0.00%

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Checked prior incidents at address?	15			
Complete info added to CAD?	50			
Accurate info added to CAD?	50			
	<b>115</b>	<b>0</b>		<b>0.00%</b>

<b>Telephone Protocol/Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Answered call according to current call answering standards?	50			
Proper greeting used?	10			
Listens and comprehends?	80			
Takes control of call using good judgment?	25			
Remained calm?	30			
Proper tone of voice used?	15			
Professional language used?	20			
Courteous?	25			
<b>Telephone Protocol/Skills (cont.)</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
No inactive time while on phone	10			

Advises caller that they will be transferred to another agency?	15			
Stays on the line to announce transfer to other agency's personnel?	15			
Directs caller to a proper non-public safety agency?	10			
	<b>305</b>	<b>0</b>		<b>0.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Overall call handled properly?	100			
See Supervisor				
Exceeds Standards				
	<b>100</b>	<b>0</b>		<b>0.00%</b>

**Comments:**

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Interview Questions</b>	585	0	<b>0.00%</b>
<b>CAD Skills</b>	115	0	<b>0.00%</b>
<b>Telephone Protocol /Skills</b>	305	0	<b>0.00%</b>
<b>Supervisor's Overview</b>	100	0	<b>0.00%</b>
<b>Overall Score</b>	<b>1105</b>	<b>0</b>	<b>0.00%</b>

**Evaluator's Signature**

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**Employee's Signature (if applicable)**

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Dispatcher's name - XXXX	CAD/RD Number -
Evaluator's Name - QAE XXXXXX	Date & Time of Call -
Nature of Call -	Address of Call -

### Dispatching Police Incidents

Assignment of Call	Points	Yes	No	NA
Processes call according to current call processing standards?	25			
Correct number of units assigned?	25			
Nature given when initiating dispatch?	25			
Double phrased location?	25			
Dispatched info accurately?	40			
Dispatched info concisely?	20			
Notified officer of prior incidents?	30			
	<b>190</b>	<b>0</b>		<b>0.00%</b>

Summarization	Points	Yes	No	NA
Disseminated info about weapons?	80			
Disseminated info about alcohol and drug use?	50			
Disseminated info about physical or verbal abuse?	50			
Disseminated info about number of offender/subjects involved?	30			
Disseminated info about description of offender/subject(s)?	30			
Disseminated info about offender's/subject's location?	30			
Disseminated info about description of vehicle?	30			
Disseminated info about direction of travel?	30			
Notified officer if the ambulance/fire apparatus has been dispatched?	25			
All pertinent information from CAD disseminated?	30			
	<b>385</b>	<b>0</b>		<b>0.00%</b>

Information Flow	Points	Yes	No	NA
Answered radio traffic in a timely fashion?	20			
Correctly identified units requesting info?	20			
Correctly identified info requested?	20			
Correctly identified info given?	20			
Complete info added to CAD?	25			
Accurate info added to CAD?	25			
Dissemination of critical/confidential information appropriately?	30			
	<b>160</b>	<b>0</b>		<b>0.00%</b>

Radio Protocol/Skill	Points	Yes	No
Listens and comprehends?	60		
Articulates?	10		
Remained calm?	25		
Proper tone of voice used?	20		

Professional language used?	20		
Professional demeanor?	20		
	<b>155</b>	<b>0</b>	<b>0.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>
Overall call handled properly?	100		
See Supervisor			
Exceeds Standards			
	100	0	<b>0.00%</b>

Comments:

	Possible points	Actual Points	% Correct
Assignment of Call	190	0	0.00%
Summarization	385	0	0.00%
Information Flow	160	0	0.00%
Radio Protocol/Skills	155	0	0.00%
Supervisor's Overview	100	0	0.00%
Overall Score	<b>990</b>	<b>0</b>	<b>0.00%</b>

Evaluator's Signature

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Employee's Signature (if applicable)

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Call taker's name -	CAD/RD Number -				
Evaluator's Name - QAE XXXX	Date and Time of Call -				
Nature of Call -	Address of Call -				
Call Taking for Fire Incidents					
Interview Questions	Points	Yes	Refused	No	NA
Verified address of occurrence?	200				
Caller's telephone number verified?	30				
Asked about number of occupants in the building?	20				
In the case of a fire, occupants are told to get out if safe to do so	25				
Asked other incident specific questions?	20				
Caller's name obtained?	10				
Asked about time of occurrence?	15				
Caller's address obtained?	5				
	325	0	0		0.00%

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Checked prior incidents at address?	15			
Complete info added to CAD?	50			
Accurate info added to CAD?	50			
	<b>115</b>	<b>0</b>		<b>0.00%</b>

<b>Telephone Protocol/Skill</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Answered call according to current call answering standards?	50			
Proper greeting used?	10			
Listens and comprehends?	80			
Takes control of call using good judgment?	25			
Remained calm?	30			
Proper tone of voice used?	15			
Professional language used?	20			
Courteous?	25			
No inactive time while on phone?	10			
Advises caller that they will be transferred to another agency?	15			
Stays on the line to announce transfer to another agency's personnel	15			
Directs caller to proper nonpublic safety agency?	10			
	<b>305</b>	<b>0</b>		<b>0.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>
Overall call handled properly?	100		
See Supervisor			

Exceeds Standards			
	<b>100</b>	<b>0</b>	<b>0.00%</b>

**Comments:**

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Interview Questions</b>	325	0	<b>0.00%</b>
<b>CAD Skills</b>	115	0	<b>0.00%</b>
<b>Telephone Protocol /Skills</b>	305	0	<b>0.00%</b>
<b>Supervisor's Overview</b>	100	0	<b>0.00%</b>
<b>Overall Score</b>	<b>845</b>	<b>0</b>	<b>0.00%</b>

**Evaluator's Signature**

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**Employee's Signature (if applicable)**

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Dispatcher's name - XXXX	CAD/RD Number -
Evaluator's Name - QAE XXXX	Date and Time of Call -
Nature of Call -	Address of Call -

### Dispatching Fire incidents

Assignment of Call	Points	Yes	No	NA	
Processes call according to current call processing standards?	25				
Used SCAN method w/specific apparatus numbers?	40				
Immediately notify out of quarters apparatus?	40				
Correct number of apparatuses assigned?	25				
Dispatched info accurately?	40				
Dispatched info concisely?	20				
	<b>190</b>	<b>0</b>			<b>0.00%</b>

Summarization	Points	Yes	No	NA	
Notified responders of scene safety issues?	20				
All pertinent info from CAD disseminated?	30				
	<b>50</b>	<b>0</b>			<b>0.00%</b>

Information Flow	Points	Yes	No	NA	
Answered radio traffic in a timely fashion?	20				
Correctly identified apparatus requesting info?	20				
Correctly identified info requested?	20				
Correctly identified info given?	20				
Complete info added to CAD?	25				
Accurate info added to CAD?	25				
	<b>130</b>	<b>0</b>			<b>0.00%</b>

Radio Protocol/Skill	Points	Yes	No	
Listens and comprehends?	60			
Articulates?	10			
Remained calm?	25			
Proper tone of voice used?	20			
Professional language used?	20			
Professional demeanor?	20			
	<b>155</b>	<b>0</b>		<b>0.00%</b>

Mutual Aid & Automatic Aid	Points	Yes	No	NA	
Proper Divisions or departments selected & notified?	10				
Immediate dissemination of box information (under 1 minute)?	25				
Staging information disseminated?	10				
Correct box level disseminated?	10				
Notify Com Supv that notifications are needed?	20				
	<b>75</b>	<b>0</b>			<b>0.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	
Overall call handled properly?	100			
See Supervisor				
Exceeds Standards				
	<b>100</b>	<b>0</b>		<b>0.00%</b>

**Comments:**

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Assignment of Call</b>	190	0	0.00%
<b>Summarization</b>	50	0	0.00%
<b>Information Flow</b>	130	0	0.00%
<b>Radio Protocol/Skills</b>	155	0	0.00%
<b>Mutual Aid/Automatic Aid</b>	75	0	0.00%
<b>Supervisor's Overview</b>	100	0	0.00%
<b>Overall Score</b>	<b>700</b>	<b>0</b>	<b>0.00%</b>

**Evaluator's Signature**

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**Employee's Signature (if applicable)**

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Call taker's name -	CAD/RD Number -				
Evaluator's Name - QAE XXXX	Date and Time of Call -				
Nature of Call -	Address of Call -				
<b>Call Taking for EMS Incidents</b>					
<b>Interview Questions</b>	<b>Points</b>	<b>Yes</b>	<b>Refused</b>	<b>No</b>	<b>NA</b>
Verified address of occurrence?	200				
Verified caller's telephone number?	30				
Determined why an ambulance is needed?	25				
Determined if the caller is with the patient	25				
Determined the approximate age of the patient?	20				
Determined if the patient is conscious/awake?	25				
Determine if the patient is breathing?	25				
Followed agency's prescribed protocols/policies regarding further questioning for additional information?	30				
Gave appropriate instructions to the caller to assist the patient and responders?	30				
Gave appropriate instructions to the caller regarding bleeding control, airway maintenance, CPR, or childbirth according to agency's prescribed protocols/policies?	30				
Questioned about the number of injured persons?	15				
Caller's name obtained?	10				
Caller's address obtained?	5				
	<b>470</b>	<b>0</b>	<b>0</b>		<b>0.00%</b>

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Checked prior incidents at address?	15			
Complete info added to CAD?	50			
Accurate info added to CAD?	50			
	<b>115</b>	<b>0</b>		<b>0.00%</b>

<b>Telephone Protocol/Skill</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Answered call according to current call answering standards?	50			
Proper greeting used?	10			
Listens and comprehends?	80			
<b>Telephone Protocol/Skill (cont.)</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Takes control of call using good judgment?	25			
Remained calm?	30			
Proper tone of voice used?	15			
Professional language used?	20			
Courteous?	25			
No inactive time while on phone	10			
Advises caller that they will be transferred to another agency	15			

Stays on the line to announce transfer to another agency's personnel	15			
Directs caller to proper non-public safety agency	10			
	<b>305</b>	<b>0</b>		<b>0.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>
Overall call handled properly?	100		
See Supervisor			
Exceeds Standards			
	<b>100</b>	<b>0</b>	<b>0.00%</b>

**Comments:**

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
Interview Questions	470	0	0.00%
CAD Skills	115	0	0.00%
Telephone Protocol /Skills	305	0	0.00%
Supervisor's Overview	100	0	0.00%
<b>Overall Score</b>	<b>990</b>	<b>0</b>	<b>0.00%</b>

**Evaluator's Signature**


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**Employee's Signature (if applicable)**


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Dispatcher's name - XXXX	CAD/RD Number -
Evaluator's Name - QAE XXXX	Date and Time of Call -
Nature of Call -	Address of Call -

### Dispatching EMS incidents

Assignment of Call	Points	Yes	No	NA	
Processes call according to current call processing standards?	25				
Correct number of apparatuses assigned?	25				
Nature given with initial dispatch?	25				
Followed Agency's dispatch protocol?	40				
Immediately notify out of quarters apparatus/units?	40				
Dispatched info accurately?	40				
Dispatched info concisely?	20				
Notified EMS personnel of prior incidents?	30				
	<b>245</b>	<b>0</b>			<b>0.00%</b>

Summarization	Points	Yes	No	NA	
Notified responders of scene safety issues?	20				
All pertinent info from CAD disseminated?	30				
	<b>50</b>	<b>0</b>			<b>0.00%</b>

Information Flow	Points	Yes	No	NA	
Answered radio traffic in a timely fashion?	20				
Correctly identified apparatus requesting info?	20				
Correctly identified info requested?	20				
Correctly identified info given?	20				
Complete info added to CAD?	25				
Accurate info added to CAD?	25				
Dissemination of critical/confidential information appropriately?	30				
	<b>160</b>	<b>0</b>			<b>0.00%</b>

Radio Protocol/Skill	Points	Yes	No	
Listens and comprehends?	60			
Articulates?	10			
Remained calm?	25			
Radio Protocol/Skill (cont.)	Points	Yes	No	
Proper tone of voice used?	20			
Professional language used?	20			
Professional demeanor?	20			
	<b>155</b>	<b>0</b>		<b>0.00%</b>

Supervisor's Overview	Points	Yes	No
Overall call handled properly?	100		0
See Supervisor			

Exceeds Standards			
	<b>100</b>	<b>0</b>	<b>0.00%</b>

**Comment:**

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Assignment of Call</b>	245	0	0.00%
<b>Summarization</b>	50	0	0.00%
<b>Information Flow</b>	160	0	0.00%
<b>Radio Protocol/Skills</b>	155	0	0.00%
<b>Supervisor's Overview</b>	100	0	0.00%
<b>Overall Score</b>	<b>710</b>	<b>0</b>	<b>0.00%</b>

**Evaluator's Signature**

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**Employee's Signature (if applicable)**

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Call Taker's name - XXXX	CAD/RD Number - 202X-XXXX				
Evaluator's Name - QAE XXXX	Date & Time of Call - 05/01/2X 23:45:15				
Nature of Call - Disturbance - Bar Fight	Address of Call - 123 Main Street, Any town				
Call Taking for Police Incident					
Interview Questions	Points	Yes	Refused	No	NA
Verified address of occurrence?	200	200			
Caller's telephone number verified?	30			0	
Asked about time of occurrence?	30	30			
Asked about weapons?	80	80			
Asked about alcohol and drug use?					NA
Asked if it is physical or verbal abuse?	20	20			
Questioned about the need for an ambulance?	15			0	
Questioned about direction of travel?					NA
Questioned about number of subject(s)/offender(s) involved?	20	20			
Questioned about description of subject(s)/offender(s)?	20	20			
Questioned about the offender's location?	25			0	
Questioned about description of vehicle?					NA
Asked if the caller wants to see the officer?					NA
Asked other incident specific questions?	20			0	
Caller's name obtained?	10			0	
Caller's address obtained?	5			0	
	475	370			77.89%

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Checked prior incidents at address?	15	15		
Complete info added to CAD?	50		0	
Accurate info added to CAD?	50	50		
	<b>115</b>	<b>65</b>		<b>56.52%</b>

<b>Telephone Protocol/Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Answered call within 3 seconds	50	50		
Proper greeting used?	10	10		
Listens and comprehends?	80	80		
Takes control of call using good judgment?	25		0	
Remained calm?	30	30		
Proper tone of voice used?	15	15		
Professional language used?	20	20		
Courteous?	25	25		
No inactive time while on phone	10	10		

Advises caller that they will be transferred to another agency?				NA
Stays on the line to announce transfer to another agency's personnel?				NA
Directs caller to a proper non-public safety agency?				NA
	<b>265</b>	<b>240</b>		<b>90.57%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Overall call handled properly?	100		0	
See Supervisor		X		
Exceeds Standards				
<b>Comments</b>	<b>100</b>	<b>0</b>		<b>0.00%</b>

Even though you were told that a number of individuals were fighting, be sure to ask if an ambulance is needed. For incidents where the property is large try to pinpoint a specific area and keep the caller on the line until you have all the necessary information.

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Interview Questions</b>	475	370	<b>77.89%</b>
<b>CAD Skills</b>	115	65	<b>56.52%</b>
<b>Telephone Protocol /Skills</b>	265	240	<b>90.57%</b>
<b>Supervisor's Overview</b>	100	0	<b>0.00%</b>
<b>Overall Score</b>	<b>955</b>	<b>675</b>	<b>70.68%</b>

Evaluator's Signature

Employee's Signature (if applicable)



Dispatcher's name - XXXX	CAD/RD Number - 202X-XXXXX
Evaluator's Name - QAE XXXXXX	Date & Time of Call - 05/10/2X 17:15:59
Nature of Call - Armed Robbery	Address of Call - 456 Banking Center, Any town

### Dispatching Police Incidents

Assignment of Call	Points	Yes	No	NA
Processes call according to current call processing standards?	25	25		
Correct number of units assigned?	25	25		
Nature given when initiating dispatch?	25	25		
Double phrased location?	25	25		
Dispatched info accurately?	40	40		
Dispatched info concisely?	20	20		
Notified officer of prior incidents?	30	30		
	<b>190</b>	<b>190</b>		<b>100.00%</b>

Summarization	Points	Yes	No	NA
Disseminated info about weapons?	80	80		
Disseminated info about alcohol and drug use?				NA
Disseminated info about physical or verbal abuse?				NA
Disseminated info about number of offender/subjects involved?	30	30		
Disseminated info about description of offender/subject(s)?	30	30		
Disseminated info about offender's/subject's location?	30	30		
Disseminated info about description of vehicle?	30	30		
Disseminated info about direction of travel?	30	30		
Notified officer if the ambulance/fire apparatus has been dispatched?				NA
All pertinent information from CAD disseminated?	30	30		
	<b>260</b>	<b>260</b>		<b>100.00%</b>

Information Flow	Points	Yes	No	NA
Answered radio traffic in a timely fashion?	20	20		
Correctly identified units requesting info?	20	20		
Correctly identified info requested?	20	20		
Correctly identified info given?	20	20		
Complete info added to CAD?	25	25		
Accurate info added to CAD?	25	25		
Dissemination of critical/confidential information appropriately?	30	30		
	<b>160</b>	<b>160</b>		<b>100.00%</b>

<b>Radio Protocol/Skill</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	
Listens and comprehends?	60	60		
Articulates?	10	10		
Remained calm?	25	25		
Proper tone of voice used?	20	20		
Professional language used?	20	20		
Professional demeanor?	20	20		
	<b>155</b>	<b>155</b>		<b>100.00%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	
Overall call handled properly?	100	100		
See Supervisor				
Exceeds Standards		X		
<b>Comments</b>	100	100		<b>100.00%</b>

Outstanding! You handled the rapid pace of in-coming information from the tracker and the involved foot pursuit with professionalism and total control. Due to the coordinated efforts of the officers and yourself, the offender was apprehended.

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Assignment of Call</b>	190	190	100.00%
<b>Summarization</b>	260	260	100.00%
<b>Information Flow</b>	160	160	100.00%
<b>Radio Protocol/Skills</b>	155	155	100.00%
<b>Supervisor's Overview</b>	100	100	100.00%
<b>Overall Score</b>	<b>865</b>	<b>865</b>	<b>100.00%</b>

Call taker's name -	CAD/RD Number - 202X-XXXXX				
Evaluator's Name - QAE XXXX	Date and Time of Call - 5/2/2X 14:16:22				
Nature of Call - 10-50 PI rollover	Address of Call - 987 First St, Any town				
Call Taking for Fire Incidents					
Interview Questions	Points	Yes	Refused	No	NA
Verified address of occurrence?	200	200			
Caller's telephone number verified?	30		30		
Asked about number of occupants in the building?	20	20			
In the case of a fire, occupants are told to get out if it safe to do so	25	25			
Asked if anyone is injured?	15	15			
Asked other incident specific questions?	20	20			
Asked about time of occurrence?					NA
Caller's name obtained?					NA
Caller's address obtained?					NA
	310	280	30		

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	
Checked prior incidents at address?				NA	
Complete info added to CAD?	50	50			
Accurate info added to CAD?	50	50			
	<b>100</b>	<b>100</b>			<b>100.00%</b>

<b>Telephone Protocol/Skill</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	
Answered call according to current call answering standards?	50	50			
Proper greeting used?	10	10			
Listens and comprehends?	80	80			
Takes control of call using good judgment?	25	25			
Remained calm?	30	30			
Proper tone of voice used?	15	15			
Professional language used?	20	20			
Courteous?	25	25			
No inactive time while on phone	10		0		
Advises caller that they will be transferred to another agency				NA	
Stays on the line to announce transfer to other agency's personnel				NA	
Directs caller to proper nonpublic safety agency?				NA	
	<b>265</b>	<b>255</b>			<b>96.23%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	
Overall call handled properly?	100	100		
See Supervisor				
Exceeds Standards				
	<b>100</b>	<b>100</b>		<b>100.00%</b>

You handled this call quickly, with calmness and clarity. Just a reminder to remember that the caller does not know what you are doing, so silence while typing can unnerve the person on the other end of the phone.

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
Interview Questions	310	310	100.00%
CAD Skills	100	100	100.00%
Telephone Protocol /Skills	265	255	96.23%
Supervisor's Overview	100	100	100.00%
<b>Overall Score</b>	<b>775</b>	<b>765</b>	<b>98.71%</b>

Evaluator's Signature

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Employee's Signature (if applicable)

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Dispatcher's name -	CAD/RD Number - 202X-XXXXX
Evaluator's Name - QAE XXXX	Date and Time of Call - 5/2/2X 14:16:22
Nature of Call - House Fire	Address of Call - 1025 Second St, Any town

### Dispatching Fire incidents

Assignment of Call	Points	Yes	No	NA
Processes call promptly according to current call processing standards?	25		0	
Used SCAN method w/specific apparatus numbers?	40	40		
Immediately notify out of quarters apparatus?	40		0	
Correct number of apparatuses assigned?	25	25		
Dispatched info accurately?	40	40		
Dispatched info concisely?	20	20		
	<b>190</b>	<b>125</b>		<b>65.79%</b>

Summarization	Points	Yes	No	NA
Notified responders of scene safety issues?	20	20		
All pertinent info from CAD disseminated?	30	30		
	<b>50</b>	<b>50</b>		<b>100.00%</b>

Information Flow	Points	Yes	No	NA
Answered radio traffic in a timely fashion?	20	20		
Correctly identified apparatus requesting info?	20	20		
Correctly identified info requested?	20	20		
Correctly identified info given?	20	20		
Complete info added to CAD?	25	25		
Accurate info added to CAD?	25	25		
	<b>130</b>	<b>130</b>		<b>100.00%</b>

Radio Protocol/Skill	Points	Yes	No	
Listens and comprehends?	60	60		
Articulates?	10	10		
Remained calm?	25		0	
Proper tone of voice used?	20	20		
Professional language used?	20	20		
Professional demeanor?	20	20		
	<b>155</b>	<b>130</b>		<b>83.87%</b>

Mutual Aid & Automatic Aid	Points	Yes	No	NA
Proper Divisions or departments selected & notified?	10	10		

Immediate dissemination of box information (under 1 minute)?	25		0	
Staging information disseminated?	10	10		
Correct box level disseminated?	10	10		
Notify Com Supv that notifications are needed?	20	20		
	<b>75</b>	<b>50</b>		<b>66.67%</b>

<b>Supervisor's Overview</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	
Overall call handled properly?	100		0	
See Supervisor		X		
Exceeds Standards				
<b>Comments</b>	<b>100</b>	<b>0</b>		<b>0.00%</b>

You notified responders of important safety information provided by the caller. Fire doubles in size every minute, so it is imperative that the box information is out and ready to go so the incident can be toned out without any delay. Remember to notify out of quarters apparatus of the situation.

	<b>Possible points</b>	<b>Actual Points</b>	<b>% Correct</b>
<b>Assignment of Call</b>	190	145	76.32%
<b>Summarization</b>	50	50	100.00%
<b>Information Flow</b>	130	130	100.00%
<b>Radio Protocol/Skills</b>	155	130	83.87%
<b>MABAS</b>	75	50	66.67%
<b>Supervisor's Overview</b>	100	0	0.00%
<b>Overall Score</b>	<b>700</b>	<b>505</b>	<b>72.14%</b>

Evaluator's Signature

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Employee's Signature (if applicable)

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Call taker's name -	CAD/RD Number - 202X-XXXXX				
Evaluator's Name - Supervisor XXXX	Date and Time of Call - 5/2/2X 14:16:22				
Nature of Call - 10-50 PI rollover	Address of Call - 123 South St, Any town				
Call Taking for EMS Incidents					
Interview Questions	Points	Yes	Refused	No	NA
Verified address of occurrence?	200	200			
Verified caller's telephone number?	30	30			
Determined why an ambulance is needed?	25	25			
Determined if the caller is with the patient	25	25			
Determined the approximate age of the patient?	20	20			
Determined if the patient is conscious/awake?	25	25			
Determine if the patient is breathing?	25	25			
Followed agency's prescribed protocols/policies regarding further questioning for additional information?	30	30			
Gave appropriate instructions to the caller to assist the patient and responders?	30	30			
Gave appropriate instructions to the caller regarding bleeding control, airway maintenance, CPR, or childbirth according to agency's prescribed protocols/policies?	30	30			
Questioned about the number of injured persons?	15	15			
Caller's name obtained?	10	10			NA
Caller's address obtained?	5	5			NA
	470	470			100.00%

<b>CAD Skills</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Checked prior incidents at address?				NA
Complete info added to CAD?	50	50		
Accurate info added to CAD?	50	50		
	<b>100</b>	<b>100</b>		<b>100.00%</b>

<b>Telephone Protocol/Skill</b>	<b>Points</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Answered call according to current call answering standards?	50	50		
Proper greeting used?	10	10		
Listens and comprehends?	80	80		
Takes control of call using good judgment?	25	25		
Remained calm?	30	30		
Proper tone of voice used?	15	15		
Professional language used?	20	20		
Courteous?	25	25		
No inactive time while on phone	10	10		

Advises caller that they will be transferred to another agency				NA
Stays on the line to announce transfer to other agency's personnel				NA
Directs caller to proper non-public safety agency				NA
	265	265		100.00%

Supervisor's Overview	Points	Yes	No
Overall call handled properly?	100	100	
See Supervisor			
Exceeds Standards			
Comments	100	100	100.00%

You remained calm and collected during the call, even though the caller was hysterical. You obtained all the required information while reassuring the caller that help was on its way.

	Possible points	Actual Points	% Correct
Interview Questions	470	470	100.00%
CAD Skills	100	100	100.00%
Telephone Protocol /Skills	265	265	100.00%
Supervisor's Overview	100	100	100.00%
Overall Score	935	935	100.00%

Evaluator's Signature

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Employee's Signature (if applicable)

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Dispatcher's name -	CAD/RD Number - 202X-XXXXX
Evaluator's Name - QAE XXXX	Date and Time of Call - 5/2/2X 14:16:22
Nature of Call - Chest Pains	Address of Call - 842 Third St, Any town

#### Dispatching EMS incidents

Assignment of Call	Points	Yes	No	NA
Processes call promptly according to current call processing standards?	25	25		
Nature given with initial dispatch?	15	15		
Followed Agency's dispatch protocol?	40	40		
Immediately notify out of quarters apparatus/units?				NA
Dispatched info accurately?	40	40		
Dispatched info concisely?	20	20		
Notified EMS personnel of prior incidents?				NA
	<b>140</b>	<b>140</b>		<b>100.00%</b>

Summarization	Points	Yes	No	NA
Notified responders of scene safety issues?				NA
All pertinent info from CAD disseminated?	30	30		
	<b>30</b>	<b>30</b>		<b>100.00%</b>

Information Flow	Points	Yes	No	NA
Answered radio traffic in a timely fashion?	20		0	
Correctly identified apparatus requesting info?	20	20		
Correctly identified info requested?	20		0	
Correctly identified info given?	20		0	
Complete info added to CAD?	25	25		
Accurate info added to CAD?	25	25		
Dissemination of critical/confidential information appropriately?				NA
	<b>130</b>	<b>70</b>		<b>53.85%</b>

Radio Protocol/Skill	Points	Yes	No
Listens and comprehends?	60		60
Articulates?	10	10	
Remained calm?	25		0
Professional language used?	20	20	
Professional demeanor?	20	20	
	<b>135</b>	<b>50</b>	<b>37.04%</b>

Supervisor's Overview	Points	Yes	No
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Overall call handled properly?	100		0	
See Supervisor		X		
Exceeds Standards				
	<b>100</b>	<b>0</b>		<b>0.00%</b>

You correctly identified appropriate information updates for the call comments so that an accurate record was made. It is important to remain calm when dispatching high acuity call types (pedestrian struck by a freight train) and be attentive to radio transitions coming from the responders requesting additional resources.

	Possible points	Actual Points	% Correct
Assignment of Call	140	140	100.00%
Summarization	30	30	100.00%
Information Flow	130	70	53.85%
Radio Protocol/Skills	135	50	37.04%
Supervisor's Overview	100	0	0.00%
<b>Overall Score</b>	<b>535</b>	<b>290</b>	<b>54.21%</b>

Evaluator's Signature

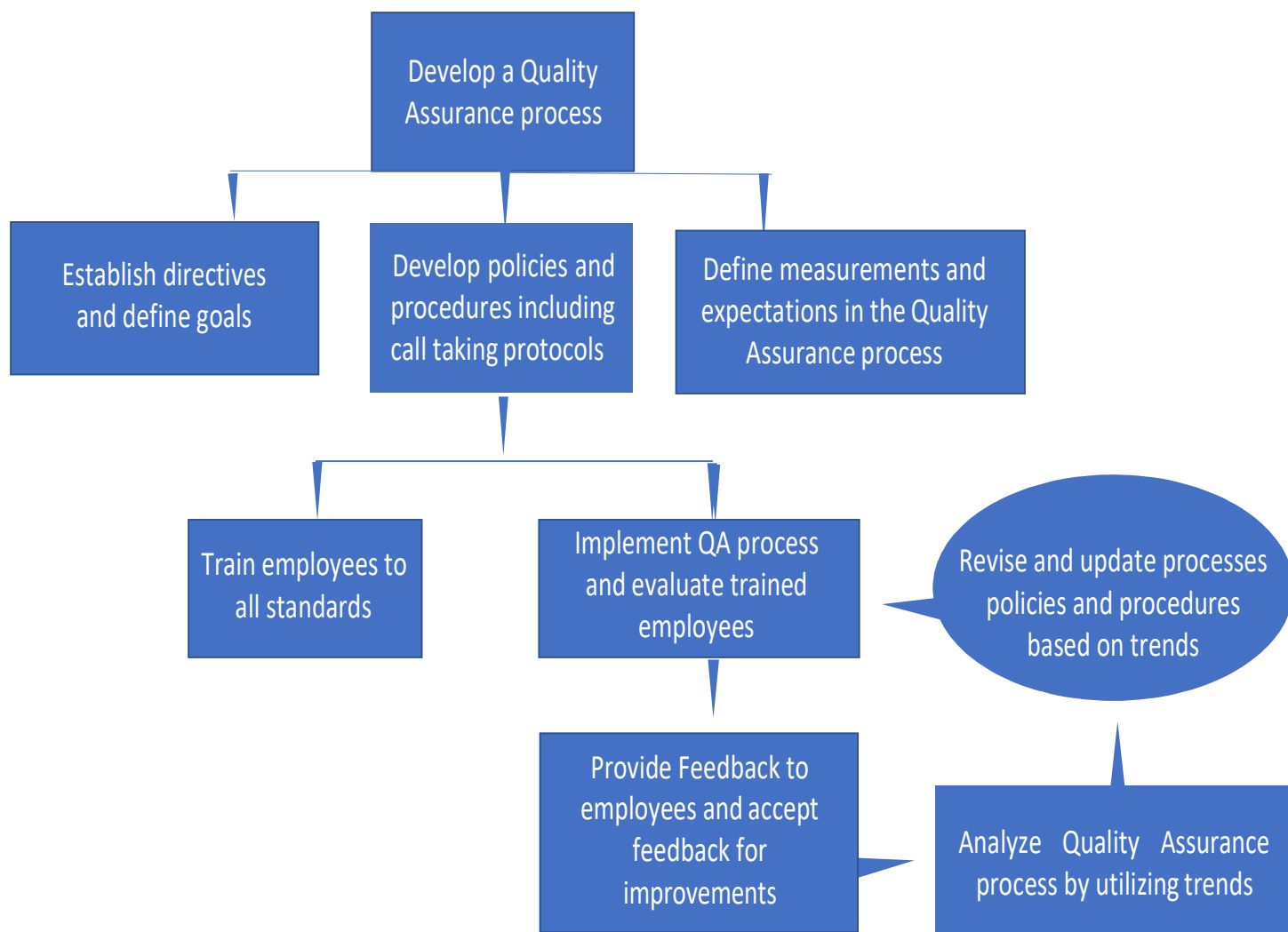
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Employee's Signature (if applicable)

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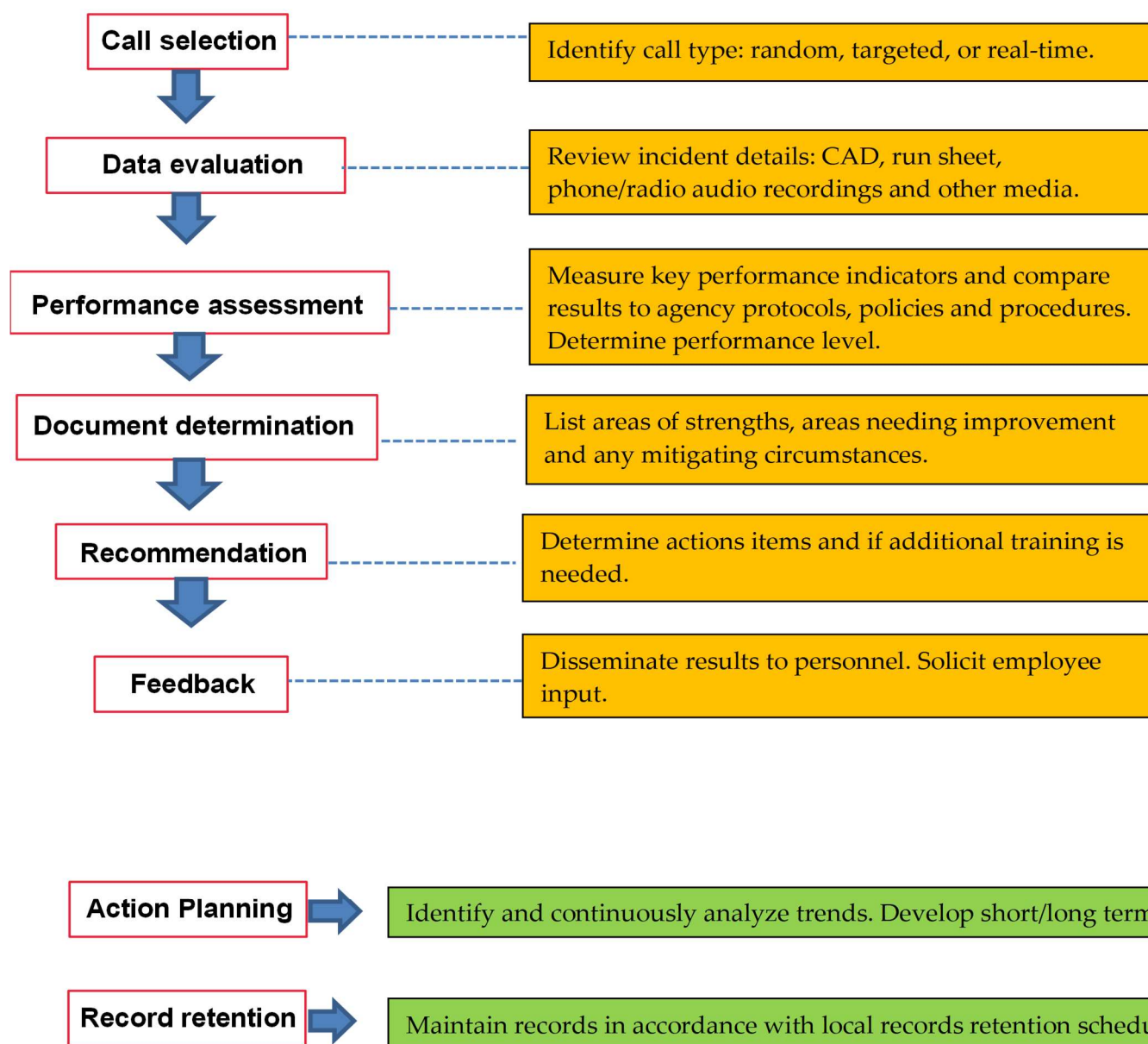
## Addendum 3

### Quality Assurance Process Overview Matrix



## Addendum 4

### Quality Assurance Process Flow Chart



# ACRONYMS AND ABBREVIATIONS

<b>AI</b>	Artificial Intelligence
<b>ANS</b>	American National Standards
<b>ANSI</b>	American National Standards Institute
<b>APCO</b>	Association of Public Safety Communications Officials
<b>CAD</b>	Computer Aided Dispatch
<b>ECC</b>	Emergency Communications Center
<b>EMD</b>	Emergency Medical Dispatch(er)
<b>KPI</b>	Key Performance Indicator
<b>KSA</b>	Knowledge Skills and Abilities
<b>NG911</b>	Next Generation 9-1-1
<b>QA</b>	Quality Assurance
<b>QAE</b>	Quality Assurance Evaluator
<b>QAU</b>	Quality Assurance Unit
<b>QI</b>	Quality Improvement
<b>PSAP</b>	Public Safety Answering Point
<b>SDC</b>	Standards Development Committee

# GLOSSARY

**Agency:** The hiring authority also referred to as the *authority having jurisdiction* (AHJ). The body that defines the roles, responsibilities, policies, procedures, and performance standards that direct the activity of the public safety telecommunicator.

**Artificial Intelligence (AI):** Computer systems that are able to perform tasks that previously would have required human intelligence to complete successfully. May include, but is not limited to systems that learn, solve problems, recognize complex patterns, adapt to new situations and make decisions without direct human interference.

**Calibration:** The act of measuring and adjusting the quality assurance program for fairness and effectiveness.

**Calls for Service:** A request or contact from the public that results in the provision of a public safety service or response.

**Call taking:** The act of answering emergency and non-emergency calls for service from the public and obtaining the information necessary to address the caller's concern.

**Case:** The record and data utilized to base the QA/QI evaluation and subsequent criteria scoring.

**Case Review/Evaluation:** Examination of a specific case by a QAE to ensure relevant performance standards were met. Information for the review is recorded with a goal towards improving deficient performance and recognizing exceptional performance.

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

**Commendation:** The act of commending; praise, favorable representation in words; an award or recognition for performance.

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

**Emergency Communications Center (ECC):** A facility designated to receive and process requests for emergency assistance, which may include 9-1-1 calls, determine the appropriate emergency response based on available resources, and coordinate the emergency response according to a specific operational policy.

**High Acuity:** Emergency situations that require an elevated or atypical emergency response. Such calls for service may involve large scale events that result in significant loss of life, property damage, or are of such magnitude that they produce a high-stress reaction in both telecommunicators and emergency responders.

**Key Performance Indicator (KPI):** Measurable value that an agency identifies as correlated with performance goals of an individual or group.

**Management Team:** An individual or group with the roles and responsibilities to make final recommendations and decisions to the agency.

**Oversight Committee:** A group of individuals established by the Agency, consisting of representatives of multiple disciplines, for which call-taking and/or dispatch services are provided which, as individuals, providing insight and guidance of policies and/or procedures related to the QA/QI program.

**Performance appraisal:** A written evaluation of an employee's job performance measured against established expectations.

**Protocol:** A system approved and/or recognized by the agency that includes the protocol used by a public safety telecommunicator to effectively manage a response including, but not limited to, systematic caller interrogation questions; pre-arrival instructions; subsequent response incidents to ensure an effective response; and a continuous quality improvement program.

**Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency public safety calls for service via telephone and other communication devices. Emergency calls for service are answered, assessed, classified, and prioritized. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls for service are routed directly from the telephone company's central office. A secondary PSAP is defined as a facility to which 9-1-1 calls for service are transferred from a primary PSAP.

**Public Safety Discipline:** The individual component(s) of the public safety system including, but not limited to, any law enforcement agency, fire department, rescue and/or ambulance authority for which a public safety communications center provides support and services.

**Public Safety Telecommunicator (Telecommunicator):** The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for service for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

**Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

**Quality Assurance Evaluator (QAE):** A qualified public safety professional who reviews telecommunicator work performance and documents an evaluation of the level of compliance with agency directives and standards.

**Quality Assurance Unit (QAU):** An individual or group with roles and responsibilities to conduct QA/QI activities for an agency.

**Quality Assurance Process:** A formal assessment process by which actual performance, behavior and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of service.

**Quality Assurance and Improvement Program:** An on-going program providing, at a minimum, the random case review evaluating emergency call-taking and dispatch performance, feedback on protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

**Quality Improvement:** An organized system that assesses and evaluates the process to improve the quality of services provided.

**Quality Improvement Process:** Actions taken to improve or correct areas of concern.

**Random:** Having no specific pattern.

**Real-time:** Occurring at the same time as the event is taking place (i.e., created live).

**Remediation:** The process by which a deficient skill is improved (i.e., remedial training, to remediate).

**Shall:** Within the context of this standard indicates a mandatory requirement.

**Should:** Within the context of this standard indicates a recommendation.

**Supervisory Team:** An individual or group with roles and responsibilities to ensure the completion of day-to-day operations, activities, and other supervisory duties.

**Training Team:** An individual or group with the roles and responsibilities for the initial training of new hires and the continuing education and training of established personnel.

**Written Directives:** A set of Agency or department specific policies, procedures, rules, regulations, and guidelines.



# ACKNOWLEDGMENTS

Special recognition goes to the committee members who provided their expertise in updating this document to successfully create this candidate standard.

**John Halaychik III, ED-Q, Co-Chair**

Assistant Director – 911  
Tompkins County Department of Emergency Response

**Rick Erickson, MLA, ENP, RPL**

Emergency Communications Manager  
The Woodlands Fire Department

**Robin Johnstone**

Communications Administrator  
Niagara Falls Regional Police Service

**Sabrina Abbott, EMD-Q**

Program Specialist – Emergency Communications QA/QI  
Westchester County Department of Emergency Services

**Jessica M Loos, ENP, RPL**

911 Communications Coordinator  
Lincoln (NE) Emergency Communications Center

**Lindsay Callahan, ENP**

911 Quality Coordinator  
Murfreesboro (TN) Emergency Communications Center

**Rob Browning**

Volunteer/Retired

**Chanel Waples, RPL**

911 Programs Manager  
Helena-Lewis & Clark County 911 Communication Center

**Lee Ann Delp**

Operations Manager  
North Shore Regional 911 Center

**Chet Ripka, ENP**

Fayette County 911 Communications  
Fayetteville, GA

**Eric Parry, ENP, Co-Chair**

Senior Consultant  
Federal Engineering, Inc.

**Matthew C. Harwell, MS, MA, ENP**

Public Safety Dispatch Supervisor  
Lincoln (NE) Emergency Communications Center

**Jacquelynn Costa**

Quality Assurance Supervisor  
Cuyahoga Emergency Communications System (CECOMS)

**Lauren Duhe**

Compliance Manager  
Orleans Parish Communications District

**Raymond Pheris, ENP**

Training & QA Manager  
Brazos County 9-1-1 District

**Jesse Martin**

Deputy Director of Technology  
Harrisonburg-Rockingham ECC

**Robert Little**

QA/QI Supervisor  
Columbus (OH) Emergency Communications Center

**Jason Long**

Law Enforcement Instructor III  
Kentucky State Police Academy

**Stephen King**

Communications Specialist  
Central Lane Communications Center

# NOTES



APCO International  
351 N. Williamson Blvd  
Daytona Beach, FL 32114

[www.apcointl.org](http://www.apcointl.org)  
[www.apcointl.org/standards/](http://www.apcointl.org/standards/)