

PEMA Guidelines

The following is a brief version of the PEMA guidelines.

- A random sampling of 911 communications center calls will be reviewed on a recurring basis by the quality assurance reviewer(s) to ensure compliance with the PEMA standards, as well as those outlined in the standard operating procedures of each 9-1-1 communications center. If needed, additional quality assurance reviews will be performed in order to ensure that each telecommunicator receives a minimum of one call-taking quality assurance review per month. All incidents involving catastrophic loss shall be included in the quality assurance review process.
- Those 911 communications centers and remote dispatch points that average more than 72 emergency dispatch calls per day shall perform a weekly quality assurance review of two percent of the total 9-1-1 emergency calls that they process per week.
- Twice a year, the quality assurance reviewer(s) will review a segment of each telecommunicator's radio activity in order to determine adherence to the 911 communications center's or remote dispatch point's dispatch standards. At a minimum, each segment of the telecommunicator's radio activity that is monitored shall contain three emergency dispatched calls.
- Call-Taking (Telephone Performance): The following telecommunicator performance standards will be checked by the quality assurance reviewer(s) during each quality assurance review:
 - Answers the telephone quickly and correctly (within 10 seconds of the call, 90% of the time)
 - Asks and verifies the location of the incident or emergency.
 - Obtains the callback phone number from the person making the call.
 - Determines the appropriate nature of the incident or emergency.
 - Accomplishes the above tasks quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time)
 - Selects and assigns the appropriate response to the incident (within 90 seconds of determining the above tasks, 90% of the time.)
 - Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until all required information is obtained.
 - Controls the conversation with the caller, explains all possible emergency actions and employs calming techniques when required.
 - Exhibits a calm and professional demeanor at all times and acts in a courteous and tactful manner.
 - Demonstrates proper documentation of all information received on call-taker screens and/or cards.
- Dispatching (Radio Performance): The following telecommunicator radio performance standards will be checked by the quality assurance reviewer(s) during each quality assurance review:

- Dispatches the appropriate police, fire, or EMS units within the prescribed time frame established by the 9-1-1 emergency communication centers or remote dispatch point's standard operating procedures.
- Provides all pertinent information to the responding police, fire, and/or EMS units and relays updated information about the incident or emergency to the responding units.
- Answers all radio transmissions promptly.
- Speaks clearly and concisely to the responding units.
- Listens attentively and understands each message that is received from the responding units.
- Exhibits a timely response to requests from field units.
- Maintains a calm and professional demeanor at all times.
- Holds consultations with dispatchers and/or supervisors when concerns are found while reviewing calls.
- Writes congratulatory letters when an employee(s) does an outstanding job on an incident.
- Select calls and send surveys to the public and field units for feedback on calls that the 9-1-1 Center handled.