

PROPOSED RULEMAKING

PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY

[4 PA. CODE CH. 120d]

9-1-1 Performance Review and Quality Assurance Standards

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

These proposed regulations are intended to promote the public's health, safety and welfare by establishing standards for performance review and quality assurance programs for the operation of county 9-1-1 emergency communications systems located throughout this Commonwealth. The standards contained in these proposed regulations are designed to promote Statewide adherence to established 9-1-1 center goals and procedures, to facilitate the learning process for 9-1-1 center personnel and to provide a framework for the continuous improvement of the overall operation of 9-1-1 emergency communications centers in this Commonwealth.

Need for the Proposed Regulations

These proposed regulations are needed to implement section 3(a)(8) of the act of February 12, 1998 (P. L. 64, No. 17) (Act 17) which made several statutory changes to the Public Safety Emergency Telephone Act (35 P. S. §§ 7011—7021). In particular, section 3(a)(8) of Act 17 required PEMA to establish standards for the conduct of performance review and quality assurance programs on the operation of county 9-1-1 emergency communications systems located throughout this Commonwealth. The purpose for establishing these performance review standards is to ensure that all county 9-1-1 centers consistently provide the best possible emergency communications service to the citizens of this Commonwealth.

Affected Persons

All citizens of this Commonwealth will benefit from the establishment of this performance review and quality assurance program because these standards will ensure that all 9-1-1 emergency communications center personnel will provide more effective, timely and professional emergency communications and dispatch services to the general public during life/threatening, public safety and other types of emergency situations.

Sunset Requirement

PEMA has not set a sunset date for these proposed regulations because all county 9-1-1 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose improvements such as these proposed regulations when required.

Paperwork Requirements

These proposed regulations will not change the amount of paperwork that State agencies and counties must prepare as part of the administration of their 9-1-1 emergency communications systems.

Regulatory Review

Under section 5(a) of the Regulatory Review Act (71 P. S. § 745.5(a)), on March 19, 1999, a copy of these proposed regulations was submitted to the Independent Regulatory Review Commission (IRRC), the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee. In addition to the proposed regulations, IRRC and the Committees were provided with a copy of a detailed regulatory analysis form prepared by PEMA in compliance with Executive Order 1996-1, "Regulatory Review and Promulgation." A copy of the form is available to the public from PEMA upon request. PEMA will consider comments or suggestions received from IRRC or the Committees, together with comments or suggestions received from the public, prior to adopting the proposed regulations.

If IRRC has objections to any portion of the proposed regulations, it will notify the Department within 10 days of the close of the Committees' review period. The notification shall specify the regulatory review criteria that have not been met by that portion of the proposed regulations. The Regulatory Review Act specifies detailed procedures for review, prior to final publication of the regulations, by the Department, the General Assembly and the Governor of objections raised.

Contact Person

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

CHARLES F. WYNNE,
Director

Fiscal Note: 30-53. No fiscal impact; (8) recommends adoption.

Annex A

TITLE 4. ADMINISTRATION

PART V. EMERGENCY MANAGEMENT AGENCY

CHAPTER 120d. 911 PERFORMANCE REVIEW AND QUALITY ASSURANCE STANDARDS

Sec.
120d.101. Purpose.
120d.102. Definitions.
120d.103. Scope.
120d.104. Standards and procedures for performance review.
120d.105. Types of quality assurance reviews.

§ 120d.101. Purpose.

(a) The purpose of this chapter is to implement section 3(a)(8) of the act which was added by section 3(a)(8) of the act of February 12, 1998 (P. L. 64, No. 17) to establish standards for performance review and quality assurance programs for 911 emergency communication's systems operating in this Commonwealth. The standards contained in this chapter are designed to:

(1) Promote Statewide adherence to established 911 center goals and procedures.

(2) Facilitate the learning process for 911 center personnel.

(3) Provide a framework for the continuous improvement of the overall operation of 911 centers in this Commonwealth.

(b) These procedures will provide the operational standards that are needed to ensure that 911 centers consistently provide the best possible emergency communications service to the citizens of this Commonwealth.

§ 120d.102. Definitions.

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

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

Agency—The Pennsylvania Emergency Management Agency.

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

Catastrophic loss—Exceptional loss of human life or significant dollar amount of property damage, or both.

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

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

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

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

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

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

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

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

Standard operating procedures—A set of policies and procedures developed and adopted by a 9-1-1 center to aid in directing the daily operations of the telecommunication's staff.

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

§ 120d.103. Scope.

The quality assurance reviews in this chapter will be employed in accordance with the time frames contained in § 120d.104 (relating to standards and procedures for performance review). These reviews will be used to evaluate the performance of various aspects of a telecommunicator's duties. In addition to measuring individual performance, these reviews will aid in determining whether the processes used by the telecommunicators are functionally efficient on a regular basis.

§ 120d.104. Standards and procedures for performance review.

(a) A random sampling of 9-1-1 communications center calls will be reviewed on a recurring basis by the quality assurance reviewer to ensure compliance with the standards in this chapter, as well as those outlined in the standard operating procedures of each 9-1-1 communications center. If needed, additional reviews will be per-

formed to ensure that each telecommunicator receives a minimum of one call-taking audit per month. All calls, whether voice or TDD/TTY, will be reviewed in the same manner. The quality assurance reviewer will complete an audit form for each review. It is also recommended that all incidents involving catastrophic loss be included in the review process.

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

(c) Twice a year, the quality assurance reviewer will review a segment of each telecommunicator's radio activity to determine adherence to the dispatch standards. At a minimum, each segment of the telecommunicator's radio activity that is monitored shall contain three emergency dispatched calls. The quality assurance reviewer will complete an audit form for each segment reviewed.

(d) The quality assurance reviewer will be designated by the director of each 9-1-1 communications center. It is recommended that the reviewer be at a supervisory level with a minimum of 3 years experience in the field of emergency telecommunications. Internal standards should be established to ensure that the review process is executed with consistency and objectivity.

(e) To provide optimum feedback, the date selected for review will not exceed 5 days prior to the audit. Telecommunications should receive the results of the review process within 5 days of the audit. Copies of each audit will be retained on file at the 9-1-1 communications center for 3 years.

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

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

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

§ 120d.105. Types of quality assurance reviews.

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

- (1) Answers the telephone quickly and correctly (within 10 seconds of the call, 90% of the time).
- (2) Asks and verifies the location of the incident or emergency.
- (3) Obtains the callback phone number from the person making the call.

(4) Determines the nature of the incident or emergency and selects and assigns the appropriate response to the incident.

(5) Accomplishes the tasks listed in paragraphs (1)—(4) quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time).

(6) Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until the required information is obtained.

(7) Controls the conversation with the caller, explains the possible emergency actions and employs calming techniques when required.

(8) Exhibits a professional demeanor at all times and acts in a courteous and tactful manner.

(9) Demonstrates proper documentation of the information received on call-taker screens or cards.

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

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

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

(3) Answers all radio transmissions promptly.

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

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

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

(7) Maintains a professional demeanor at all times.

(8) Abides by applicable Federal Communications Commission rules and regulations.

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

[Pa.B. Doc. No. 99-536. Filed for public inspection April 2, 1999, 9:00 a.m.]

[4 PA. CODE CH. 120b]

Public Safety Emergency Telephone Program

The Pennsylvania Emergency Management Agency (PEMA), under the authority contained in 35 Pa.C.S. §§ 7103 and 7313 (relating to power to adopt regulations; and powers and duties) proposes amendments to Chapter 120b to read as set forth in Annex A.

The proposed amendments are intended to promote the public's health, safety and welfare by establishing standards for the development of county 9-1-1 emergency

communications plans. Those plans and the technical requirements of these proposed amendments set forth minimum standards for the operation of public safety answering points (PSAPs). A PSAP is a telephone answering point within a county that an individual seeking emergency assistance (for example, fire, police, medical) can call on a 24-hour a day, 7 days-per-week basis. In addition, these proposed amendments also identify all of the eligible cost categories for the expenditure of county 9-1-1 fees that are collected from telephone subscribers under the authority of the Public Safety Emergency Telephone Act (35 P. S. §§ 7011—7021) (act).

Need for the Proposed Amendments

These proposed amendments are needed to make the regulations consistent with several statutory changes that the act of February 12, 1998 (P. L. 64, No. 17) (Act 17) made to the act. In particular, Act 17 expanded the types of expenditures that counties can incur for the operation of their 9-1-1 emergency communications systems to include training for their 9-1-1 personnel, the purchase of mobile communications equipment, the development and maintenance of a master street address guide, the erection of street signs on State and local highways and the conduct of public education activities. Act 17 also increased from 60 days to 90 days the time period that PEMA, the Pennsylvania Emergency Management Council and the Pennsylvania Public Utility Commission have to review and approve county 9-1-1 emergency communications plans and their contribution rates. All of these statutory changes have been incorporated into these proposed amendments.

Affected Persons

These proposed amendments should have a favorable impact on all counties operating a 9-1-1 emergency communications system because it expands the eligible cost categories for the expenditure of county 9-1-1 funds for the operation of those 9-1-1 systems.

Sunset Requirement

PEMA has not set a sunset date for these proposed amendments because all county 9-1-1 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose improvements such as these proposed amendments when required.

Paperwork Requirements

These proposed amendments will not change the amount of paperwork that State agencies and counties must prepare as part of the administration of their 9-1-1 emergency communications systems.

Regulatory Review

Under section 5(a) of the Regulatory Review Act (71 P. S. § 745.5(a)), on March 18, 1999, a copy of these proposed amendments was submitted to the Independent Regulatory Review Commission (IRRC), the Senate State Government Committee and the House Veterans Affairs and Emergency Preparedness Committee. In addition to the proposed amendments, IRRC and the Committees were provided with a copy of a detailed regulatory analysis form prepared by PEMA in compliance with Executive Order 1996-1, "Regulatory Review and Promulgation." A copy of the form is available to the public from PEMA upon request. PEMA will consider comments or suggestions received from IRRC or the Committees, together with comments or suggestions received from the public, prior to adopting the proposed amendments.

If IRRC has objections to any portion of the proposed regulations, it will notify the Department within 10 days of the close of the Committees' review period. The notification shall specify the regulatory review criteria that have not been met by that portion of the proposed regulations. The Regulatory Review Act specifies detailed procedures for review, prior to final publication of the regulations, by the Department, the General Assembly and the Governor of objections raised.

Contact Person

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

CHARLES F. WYNNE, Director

Fiscal Note: 30-51. No fiscal impact; (8) recommends adoption.

Annex A

TITLE 4. ADMINISTRATION

PART V. EMERGENCY MANAGEMENT AGENCY

CHAPTER 120b. PUBLIC SAFETY EMERGENCY TELEPHONE PROGRAM

§ 120b.102. Definitions.

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

* * * * *

County plan—An emergency communications plan developed by a county or two or more counties in concert and submitted to the Agency on a triennial basis outlining the [proposed] county's 9-1-1 system, including the contribution rate. The plan shall be unique to the county to meet the individual needs of the county, the local governments and emergency service providers within the county.

* * * * *

Directly related personnel salary and benefit costs—Wage, salary and benefit costs for personnel responsible for provision of 9-1-1 services. The term may include PSAP personnel at telephone answering or dispatch stations, or both, and 9-1-1 supervisory personnel. The amount of the contribution rate dedicated to salary, training and benefit costs may not exceed [60%] 70% of the total surcharge, subscriber fee, collected during each county's fiscal year.

* * * * *

§ 120b.103. Development of county plan.

Upon the agreement of the governing authority of a county to establish a 9-1-1 system, a plan shall be drafted which meets, at least, the minimum technical standards promulgated by the [Council] Agency. The formation of multijurisdictional or regional 9-1-1 systems is authorized.

(1) In counties which currently have a 9-1-1 system in operation, if a contribution rate is to be established, a 9-1-1 coordinator shall be appointed and a plan shall be developed that meets the minimum technical standards promulgated by the [Council] Agency.

(2) In counties which currently do not have an operational system, if a system is to be developed and a contribution rate is to be established, a 9-1-1 coordinator shall be appointed and a county plan shall be developed that meets the minimum technical standards as promulgated by the [Council] Agency.

* * * * *

(7) At a minimum, each county 911 plan shall contain the following information:

* * * * *

(iii) A description of the operational plan for the system, including the technical components as required by the [Council] Agency and as outlined in § 120b.104 (relating to technical standards for plans) in sufficient detail to describe the operational aspects of the system, including staffing, supervision, training, interrelationship with public agencies, daily operations, emergency operations and equipment requirements.

* * * * *

(8) Updating and expanding the present system shall require an amended plan to be filed with the Agency. A public meeting is not required for the amended plan unless the county proposes to change the contribution rate established in the existing county plan. An amended plan shall contain [the same information as an original plan as provided for in paragraph (7) and shall] the following information:

* * * * *

(iii) Provide a 9-1-1 fund balance summary statement indicating, by year, revenues accrued and expenditure totals for personnel [and], training, equipment [, by category,] and other eligible cost categories together with the current fund balance.

* * * * *

(11) A county plan shall be considered a public record under the provision of the act of June 21, 1957 (P. L. 390, No. 212) (65 P. S. §§ 66.1—66.4), known as the Right To Know Law.

§ 120b.105. Contribution rate.

Counties that presently have 9-1-1 systems may establish a contribution rate to cover nonrecurring and operating costs of an existing system by using the same contribution rate approval mechanisms as a new 9-1-1 system. A county which did not have a 9-1-1 system in operation on September 9, 1990, but which awarded a contract for a 9-1-1 system prior to September 9, 1990, shall be considered to have a present system. For the Commission to review the contribution rate requested by the county, the data called for in this chapter, as appropriate, shall be included in the county plan. The plan shall include:

* * * * *

(3) The estimated nonrecurring and recurring costs, if applicable, for each component of the 9-1-1 system for which the county is eligible for reimbursement. The costs may include the following:

* * * * *

(xii) Personnel salary, training and benefits.

* * * * *

§ 120b.106. Eligible costs.

* * * * *

(b) The costs may include the following items:

(1) *Nonrecurring costs.*

* * * * *

(xiii) **Mobile communications equipment.**

(xiv) **Development and maintenance of a master street address guide.**

(xv) **Erection of street signs on State and local highways.**

[(xiii)] (xvi) * * *

(2) *Recurring costs.*

* * * * *

(vii) Personnel salary, **training** and benefit costs directly related to the provision of 9-1-1 services subject to a maximum of [60%] 70% of the contribution rate revenue.

* * * * *

(x) **Public education costs.**

(c) The following costs are deemed to be ineligible costs:

* * * * *

(6) [**Mobile communications equipment including pagers, scanners or portable communications devices.**

(7)] * * *

[(8)] (7) * * *

[(9)] (8) Telephone costs not directly associated with the provision of 9-1-1 **services.**

[(10)] (9) * * *

* * * * *

§ 120b.108. Review and approval of plans.

* * * * *

(e) The Council shall have [60] 90 days to review the plan and make suggested revisions to the plan. The Council may contact the county for clarification or further information during the review of the plan.

(f) The [60] 90-day review period shall consist of [60] 90-calendar days, beginning with the day the Council receives the plan from the Agency.

* * * * *

(h) The Commission will have [60] 90 days to review the plan. The Commission's review applies only to the proposed contribution rate.

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(j) The [60] 90-day review period shall consist of [60] 90-calendar days, beginning the day the Commission receives the plan from the Agency.

* * * * *

§ 120b.113. Accuracy standards for 9-1-1 database systems.

(a) **The Master Street Address Guide (MSAG) is an information file prepared by a county that**

contains a list of all street names and address ranges within a county's 9-1-1 service area.

(1) **Associated with each street are the low/high address ranges as well as a designation for odd, even or all numbers as appropriate; street directionals, such as N, S, E, W; and street types such as ST (street), RD (road), LN (lane).**

(2) **The MSAG may also contain a Public Safety Answering Point (PSAP) designation and the appropriate emergency service providers (police, fire and medical) assigned to each address range.**

(b) **A Local Exchange Carrier (LEC) customer database contains the billed customer's telephone number, name and service address. Once a county creates an MSAG, the county and the LEC shall perform a database validation process every 6 months by comparing LEC customer data with the MSAG data.**

(1) **When substantive database mismatches are detected during the validation process and are subsequently corrected to the extent that at least 95% of the LEC's customer database matches the MSAG database, the LEC customer database may be loaded into the county's MSAG database.**

(2) **When 100% street addressing has not taken place within a certain geographical area of a county, the use of a partial county MSAG may be used as long as the data load represents an accuracy rate of at least 95%.**

(3) **Thereafter, additional validation processes shall be implemented by a county and the LEC or LECs to eliminate, insofar as possible, any substantive mismatches between the county's MSAG and LEC's customer database.**

[Pa.B. Doc. No. 99-537. Filed for public inspection April 2, 1999, 9:00 a.m.]

[4 PA. CODE CH. 120c]

Training and Certification Standards for 9-1-1 Emergency Communications Personnel

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

These proposed regulations are intended to promote the public's health, safety and welfare by establishing training and certification standards for 9-1-1 emergency communications personnel (for example, call takers, emergency dispatchers and supervisors) who work in the county 9-1-1 emergency communications centers throughout this Commonwealth.

These 9-1-1 center personnel are responsible for taking all calls made by the general public to a 9-1-1 center, for gathering all essential information from the caller about a possible emergency situation, and for dispatching all necessary emergency assistance (for example, fire, police, medical, rescue) to the scene of an actual or potential emergency. These proposed regulations are designed to establish uniform training standards that can be applied to all 9-1-1 center personnel throughout this Commonwealth so that the general public can be assured that all 9-1-1 emergency phone calls will be answered promptly

and efficiently and that, when needed, emergency response assistance will be provided as quickly and effectively as possible.

Need for the Proposed Regulations

These proposed regulations are needed to implement section 3(a)(6) of the act of February 12, 1998 (P. L. 64, No. 17) (Act 17) which made several statutory changes to the Public Safety Emergency Telephone Act (35 P. S. §§ 7011—7021). In particular, section 3(a)(6) of Act 17 required PEMA to establish minimum training and certification standards for all emergency dispatchers, call takers and supervisors who work in the county 9-1-1 emergency communications centers located throughout this Commonwealth. The purpose for establishing these training standards is to ensure that all 9-1-1 center personnel possess certain standard levels of training and competency which will enable the general public to receive more effective and timely emergency response services when they are needed.

Affected Persons

All citizens of this Commonwealth will benefit from the improved training standards established for all 9-1-1 emergency communications center personnel which will result in those personnel providing more effective, timely and professional emergency communications and dispatch services to the general public during emergency medical, fire, police and other possible life/threatening or safety situations.

Sunset Requirement

PEMA has not set a sunset date for these proposed regulations because all county 9-1-1 emergency communications systems operate on a continuing basis. PEMA continues to monitor those systems and will propose improvements such as these proposed regulations when required.

Paperwork Requirements

These proposed regulations will not change the amount of paperwork that State agencies and counties must prepare as part of the administration of their 9-1-1 emergency communications systems.

Regulatory Review

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Contact Person

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CHARLES F. WYNNE,
Director

Fiscal Note: 30-52. No fiscal impact; (8) recommends adoption.

Annex A

TITLE 4. ADMINISTRATION

PART V. EMERGENCY MANAGEMENT AGENCY

CHAPTER 120c. TRAINING AND CERTIFICATION

STANDARDS FOR 911 EMERGENCY

COMMUNICATIONS PERSONNEL

Sec.

- 120c.101. Purpose and definitions.
- 120c.102. Call taker certification.
- 120c.103. Emergency dispatcher certification.
- 120c.104. 9-1-1 center supervisor certification.
- 120c.105. Certification curriculum and instructors.
- 120c.106. Refresher training.
- 120c.107. Retention of records for audit.
- 120c.108. Right to enter and inspect.

§ 120c.101. Purpose and definitions.

(a) *Purpose.* The purpose of this chapter is to implement section 3(a)(6) of the act which was added by section 3(a)(6) of the act of February 12, 1998 (P. L. 64, No. 17) to provide for the training and certification of call takers, emergency dispatchers and supervisors who work for 9-1-1 emergency communications centers in this Commonwealth.

(b) *Definitions.* The following words and terms, when used in this chapter, have the following meanings, unless the context clearly indicates otherwise:

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

Agency—The Pennsylvania Emergency Management Agency.

§ 120c.102. Call taker certification.

(a) *Roles and responsibilities.* A call taker is responsible for taking all calls made by the general public to a 9-1-1 emergency communications center and for gathering essential information from the caller to determine whether or not emergency response services need to be provided to the location or incident described by the caller.

(b) *Certification.*

(1) The Agency will certify as a call taker an individual who meets the following qualifications:

(i) Completes an application on a form prescribed by the Agency.

(ii) Is 18 years of age or older.

(iii) Has successfully completed a call taker training course approved by the Agency.

(iv) Has passed a written examination prescribed by the Agency.

(v) Has passed a practical test of call taker skills prescribed by the Agency.

(2) A call taker's certification is valid for 3 years from the date the certification was issued by the Agency. To maintain certification as a call taker, an individual shall comply with the recertification requirements in subsection (c).

(c) *Recertification.* A call taker shall apply for recertification between 6 months and 60 days prior to expiration of the call taker's certification from the Agency. A call taker's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as a call taker an individual who meets the following qualifications:

(1) Completes an application on a form prescribed by the Agency.

(2) Is or was previously certified as a call taker by the Agency.

(3) Successfully passes a call taker written examination prescribed by the Agency.

§ 120c.103. Emergency dispatcher certification.

(a) *Roles and responsibilities.* An emergency dispatcher is responsible for taking the information gathered by a call taker, determining the appropriate response to the situation and dispatching the available emergency fire, police, ambulance, emergency management or other resources needed to deal with the emergency situation.

(b) *Certification.*

(1) The Agency will certify as an emergency dispatcher, for fire, police, ambulance or emergency management services, an individual who meets the following qualifications:

(i) Completes an application on a form prescribed by the Agency.

(ii) Is 18 years of age or older.

(iii) Has successfully completed requirements prescribed by the Agency to be a call taker.

(iv) Has successfully completed an emergency dispatcher fire, police, ambulance or emergency management training course prescribed by the Agency.

(v) Has passed a written examination prescribed by the Agency for emergency dispatcher fire, police, ambulance or emergency management.

(vi) Has passed a practical test of emergency dispatcher skills for fire, police, ambulance or emergency management prescribed by the Agency.

(2) An emergency dispatcher's certification is valid for 3 years from the date the certification was issued by the Agency. To maintain certification as an emergency dispatcher, an individual shall comply with the recertification requirements in subsection (c).

(c) *Recertification.* An emergency dispatcher shall apply for recertification between 6 months and 60 days prior to expiration of the emergency dispatcher's certification from the Agency. An emergency dispatcher's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as an emergency dispatcher an individual who meets the following qualifications:

(1) Completes an application on a form prescribed by the Agency.

(2) Is or was previously certified as an emergency dispatcher by the Agency.

(3) Successfully passes an emergency dispatcher written examination prescribed by the Agency.

§ 120c.104. 9-1-1 center supervisor certification.

(a) *Roles and responsibilities.* A 9-1-1 center supervisor is responsible for managing the overall operation of a 9-1-1 emergency communications center. A supervisor's duties include:

(1) Supervising the activities of all call takers and emergency dispatchers present in the 9-1-1 center.

(2) Providing decision making, direction and control, and other authority for the operation of the 9-1-1 center.

(3) Handling other duties and responsibilities as assigned by proper authority.

(b) *Certification.*

(1) To be certified as a 9-1-1 center supervisor, an individual shall:

(i) Complete an application on a form prescribed by the Agency.

(ii) Be 20 years of age or older.

(iii) Have successfully completed requirements prescribed by the Agency to be a call taker.

(iv) Have successfully completed requirements prescribed by the Agency to be an emergency dispatcher fire, police, ambulance and emergency management.

(v) Have successfully completed a front line supervisor course prescribed by the Agency and passed a written examination given for that course.

(vi) Have passed a practical test of 9-1-1 center supervisor skills prescribed by the Agency.

(2) A 9-1-1 center supervisor's certification is valid for 4 years from the date the certification was issued by the Agency. To maintain certification as a 9-1-1 center supervisor, an individual shall comply with the recertification requirements in subsection (c).

(c) *Recertification.* A 9-1-1 center supervisor shall apply for recertification between 9 months and 90 days prior to expiration of the 9-1-1 center supervisor's certification from the Agency. A 9-1-1 center supervisor's failure to apply for recertification in a timely manner may result in the individual not being recertified before the prior certification expires. The Agency will recertify as a 9-1-1 center supervisor, an individual who meets the following qualifications:

(1) Completes an application on a form prescribed by the Agency.

(2) Is or was previously certified as a 9-1-1 center supervisor by the Agency.

(3) Successfully passes a 9-1-1 center supervisor written examination prescribed by the Agency.

§ 120c.105. Certification curriculum and instructors.

(a) The Agency will review and approve certification curriculums, materials, schedules, examinations, fees, recordkeeping and other related matters that are necessary to implement the certification standards established by this chapter.

(b) The Agency will approve instructors who conduct the certification courses reviewed and approved by the Agency. Instructors shall have satisfactorily completed an

Agency approved training course for teaching the subjects they are expected to teach or they shall have the academic credentials and instruction experience necessary to demonstrate a broad command of the subject matter of the courses and competent instructional skills.

§ 120c.106. Refresher training.

(a) Call takers and emergency dispatchers who are certified in accordance with this chapter shall receive annual refresher training of sufficient content and duration to maintain their competencies, or shall demonstrate competency in those areas at least yearly. The Agency will publish annual guidelines concerning this matter.

(b) A record of the methodology used to demonstrate competency of the call takers and emergency dispatchers shall be maintained in accordance with § 120c.107 (relating to the retention of records for audit).

§ 120c.107. Retention of records for audit.

(a) A county, city, borough or any other public or private operator of a 9-1-1 emergency communications system in this Commonwealth shall maintain a record of the certification document and any related supporting documents for each employe, agent or representative who is certified by the Agency as a call taker, emergency dispatcher (such as fire, police, ambulance or emergency management), or 9-1-1 center supervisor. Records shall be retained for 4 years starting at the time the certification document or its supporting documents were signed and dated by the proper signatory to the document.

(b) A county, city, borough or other public or private operator of a 9-1-1 emergency communications center shall make the records described in subsection (a) avail-

able for audit by Commonwealth and Agency officials within 10 days after receiving a written request that those records be made available for audit. The audit request may be made at any time during the 4-year record retention period.

§ 120c.108. Right to enter and inspect.

(a) The Agency has the right to enter any 9-1-1 emergency communications center in this Commonwealth during regular and usual business hours, or at other times when the Agency deems necessary, to conduct the following activities:

(1) Inspect the employment records that pertain to the certification of all 9-1-1 emergency communications center personnel and the staffing of those personnel.

(2) Inspect the county plans, emergency dispatch protocols, and other documents related to the operation of the 911 emergency communications center and the dispatch of emergency services by that center.

(3) Inspect the equipment and other items required to be maintained at the 9-1-1 emergency communication center under § 120a.104(b) (relating to minimum standards for PSAP's).

(b) Agency reserves the right to enter any 9-1-1 emergency communications center and make inspections at least semiannually, and at other times upon complaint or a reasonable belief that violations of this Chapter or chapter 120b (relating to public safety emergency telephone program) may exist.

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