

CHAPTER 14
QUALITY ASSURANCE PROGRAM/9-1-1 PERFORMANCE
MEASUREMENT PROGRAM
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CHAPTER 14

QUALITY ASSURANCE PROGRAM/

9-1-1 PERFORMANCE MEASUREMENT PROGRAM

1. GENERAL. The Quality Assurance Program (QAP) and 9-1-1 Performance Measurement Program have been established to ensure Public Safety Dispatchers (PSD) and Public Safety Operators (PSO) are in compliance with departmental policies and procedures. These programs provide operational standards critical to ensuring communications centers (CC) provide the highest level of service to the public and field units and promote statewide adherence to 9-1-1 call answering standards. Analysis of these programs will assist in verifying compliance with existing policies, identify areas where additional policy or policy modifications are needed, and identify training needs of the CCs.

2. QUALITY ASSURANCE PROGRAM.

a. Purpose.

(1) The intent of the QAP is to provide timely feedback to the PSD and PSO on their job performance.

(2) In the course of authorized performance monitoring being conducted for the QAP, there is a possibility of discovering policy violations. It is the intent of the Department to address policy violations discovered within the scope of the QAP review. The Quality Assurance Reviewer (QAR) should remain focused on the purpose of the review and only review the appropriate number of calls to complete the CHP 158, Quality Assurance Program Checklist - Call Taking, and/or the CHP 158A, Quality Assurance Program Checklist - Dispatch Performance. Reviewers shall not review additional calls for the purpose of locating policy violations. If improper conduct is discovered during the QAP review, the following should apply:

(a) Conduct not rising to the level of adverse action should be viewed as a training opportunity. The QAR should discuss the incident with the employee.

(b) If the employee has engaged in previously-discussed, similar misconduct, and the conduct does not warrant adverse action, the QAR should cease completing the CHP 158 or CHP 158A, and take the following action:

1 Discuss the incident with the employee and document according to Highway Patrol Manual (HPM) 10.2, Internal Investigations Manual

2 Nothing in this section prohibits disciplinary action, with commander's approval, for those instances where the behavior or action becomes habitual after being addressed informally.

(3) Performance review for the purpose of progressive discipline should not be included in the QAP.

(4) Performance monitoring following the receipt of a citizens' complaint shall be handled in accordance with HPM 10.4, Citizens' Complaint Investigations. These calls will not be included in reviews related to the QAP.

(5) The QAP is intended to review employee performance alongside the CHP 100PSD, Monthly Job Performance Summary; and CHP 118PSD, Performance Appraisal Public Safety Operator/Dispatcher.

b. Policy.

(1) Service Desk Reviews.

(a) The PSD's/PSO's service desk performance shall be reviewed monthly and documented utilizing the CHP 158.

(b) Reviews shall address call handling procedures and documentation of incidents.

(c) The evaluation shall include a random sampling of either 9-1-1, allied agency, public, or other calls.

(d) The quantity of calls to be monitored and/or reviewed shall be no less than five calls per PSD/PSO. In the event the CC elects to review more than five calls per PSD or PSO, the total number of calls reviewed per PSD or PSO shall apply to all reviews completed during the review period.

(2) Dispatch Performance Reviews.

(a) The PSD's dispatch performance shall be reviewed quarterly and documented utilizing the CHP 158A.

(b) Reviews shall address radio transmissions and documentation of incidents.

(3) The reviews will also be evaluated to identify areas of job performance which may require additional training, and aid in determining if any processes in the CC require modification. Additionally, reviews will be evaluated on a recurring basis to ensure compliance with departmental policies.

(4) In order to effectively execute the QAP, each CC shall include QAP procedures in their Standard Operating Procedures. The CCs shall maintain an internal roster of quality assurance reviews completed for each employee during the review period.

(5) Trainees. Public Safety Dispatchers and/or PSOs who are receiving daily observation reports are not required to receive a quality assurance review.

(6) Transfers. If the PSD and/or PSO transfers during the middle of the reporting period, the CC receiving the transferred PSD and/or PSO is responsible for ensuring a CHP 158 or CHP 158A is completed for that reporting period. All previous CHP 158 and CHP 158As should be forwarded to the new command as soon as possible.

(7) All Public Safety Dispatch Supervisor (PSDS) I or PSDS II performing the duties of a PSD or PSO are subject to a quality assurance review.

(8) Retention. The CCs shall retain the original CHP 158 and 158A for one calendar year in a separate file adjacent to the employee's personnel file.

c. Program Coordination. The Communications Centers Support Section (CCSS) shall be responsible for the statewide standardized implementation of the QAP. The CCSS QAP coordinator reviews the CHP 158 and CHP 158A to ensure adherence to policy.

d. Roles and Responsibilities.

(1) Communications Center Commander.

(a) The CC commander selects personnel who will act as the QAR. A QAR may be selected from the PSDS staff, or the duties may be divided among all the PSDS staff in the CC.

(b) The CC commander, or their designee, shall review and approve each completed CHP 158 and CHP 158A.

(2) Quality Assurance Reviewer.

(a) After the QAR has completed the review(s), they should provide feedback to the PSD or PSO within five business days of the review. Feedback shall be provided no later than the end of the reporting period.

1 Feedback is only required on reviews where the QAR determined policy violations. If the PSD or PSO adhered to departmental policy, the PSD or PSO shall be provided an information-only copy of the review by the end of the reporting period.

(b) The QAR shall submit for signature to the CC commander, or their designee, only those CHP 158s and/or CHP 158As where policy was not followed, no later than the 5th day of the month following each reporting period. For example, the CHP 158 completed for January is due to the CC commander, or their designee, by February 5th.

(3) Communications Centers Support Section.

(a) The CCSS QAP coordinator shall audit compliance with the QAP policy quarterly and submit a report of the audit, through channels, to the Office of the Commissioner no later than the 20th day, of the second month, following the reporting period. For example, the QAP coordinator's audit report for the first quarter is due to the Office of the Commissioner by May 20th.

(b) An annual analysis of the QAP will be completed by CCSS to identify recurring policy or training issues. A report will be submitted to the Office of the Commissioner no later than March 15th annually.

e. Completing the CHP 158, Quality Assurance Program Checklist - Call Taking, and/or the CHP 158A, Quality Assurance Program Checklist - Dispatch Performance.

(1) ID Information. The appropriate ID information shall be entered in the space provided at the top of the CHP 158 and CHP 158A.

(a) Location Code. Enter the location code of the employee's permanent assignment.

(b) Name. Enter the last name, first name, and middle initial, of the employee.

(c) ID Number. Enter the employee's departmental ID number.

(d) Month/Year. Enter the month and year of the QAP review.

(2) Observations. Mark the appropriate box on the PSD's or PSO's adherence to departmental policy.

(a) A rating of "Not Applicable" indicates a standard did not apply to that particular call or radio transmission.

(3) Reviewer's Comments. The QAR will enter any comments in this space. If the QAP review was discussed with the employee, the QAR will check the corresponding box.

(4) Employee Comments. The employee will enter any comments in this space.

(5) Signatures.

(a) Signature of the Employee. The employee shall complete this section with their printed name, signature, ID number, and date. An employee signature shall be obtained for reviews where the QAR determined policy was not followed. A signature is not required if the employee adhered to departmental policy.

(b) Signature of Reviewer. The reviewer shall complete this section with their printed name, signature, ID number, and date. A reviewer signature shall be obtained for all reviews completed.

(c) Signature of Commander. The commander, or their designee, shall complete this section with their printed name, signature, ID number, and date. The commander's signature is only required for reviews where policy was not followed.

f. Submission Procedures.

(1) A copy of each CHP 158 and CHP 158A shall be submitted to CCSS at CTP@chp.ca.gov, or by interoffice mail, no later than the 20th day of the month following the reporting period. For example, a CHP 158A completed for the first quarter reporting period is due to CCSS by April 20th.

(2) Submission shall include the following:

(a) A memorandum signed by the Area Commander attesting to the total number of reviews completed for the review period. The memorandum shall indicate the number of reviews compliant and noncompliant with policy.

(b) All CHP 158s and CHP 158As completed during the review period.

3. 9-1-1 PERFORMANCE MEASUREMENT PROGRAM.

a. Purpose. The 9-1-1 Performance Measurement Program is designed to provide timely, accurate, and useful information about the quality and efficiency of service delivery via the statewide 9-1-1 system. Additionally, this program provides a framework for continuous improvement of the overall operation of the CCs.

b. Policy. Communications Centers Support Section shall be responsible for reporting on the performance of the statewide 9-1-1 system. The reporting includes 9-1-1 call answering performance, call volume data, outbound transfer counts, and call abandonment rates for every CC. This data will be compared to the California Office of Emergency Services' call answering performance standard that can be located in Chapter 4, Call Answering, of this manual.

c. Reporting Procedures.

(1) Communications Centers Support Section shall collect telephone system data utilizing performance monitoring software for all CCs.

(a) Call answering performance and all other telephone system data will be collected monthly.

(b) Data will be collected utilizing the Management Information System known as the Emergency Call Tracking System (ECaTS).

(2) If, upon collection, data is corrupted, CCSS shall contact the telephone system vendor for assistance with data cleaning.

(3) Communications Centers Support Section will review the telephone system data and prepare a detailed report of the statewide CC 9-1-1 call answering performance.

(a) This report shall be submitted through channels to the Office of the Commissioner no later than the 25th day of the first month following the report period.

d. Training. Communications Centers Support Section will provide training on the performance measurement program and ECaTS software, as needed, to field Divisions and CC personnel.