VoiceProducts

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Operational Improvement and NG911 Readiness Assessment

Nowhere is quality of service more important than in 9-1-1 communications. There is much at stake when a call goes wrong: your agency's reputation, potential liability and expensive litigation, and most importantly, peoples' lives. Below are questions in three key areas—Quality Assurance, Performance Metrics and Next Gen Recording—agencies should consider to determine where improvements can be made to their processes and quality of service.

Quality Assurance (QA) Assessment

- Do you have issues with staff retention?
- How do you ensure new processes and best practices are being adopted successfully?
- Are you worried/concerned about your call takers' and dispatchers' day-to-day performance?
- When it comes to performance reviews, are you relying on data or instinct?
- Do you currently have a QA process?
- Describe your Quality Assurance process.
    - What types of calls do you evaluate: EMS, Fire, Police? Do you use different evaluation forms for different call types?
    - Do you use any call taking protocol/triage platforms such as Priority Dispatch AQUA, APCO Adviser 9-1-1 or PowerPhone? If so, for EMS only?
    - How do you score calls and report on QA? Spreadsheets? Paper forms? Custom database?
    - What percentage of calls do you currently evaluate? 2% is the minimum standard recommended by APCO and NENA.
    - Are there any call types for which you're required to evaluate 100% of all calls?
    - Do you perform QA evaluation on dispatch or call taking only?
    - Do you currently do any screen recording to help with the quality evaluation process?
    - Do you (or when will you) accept text messages? If so, how do (or will) you QA them?
    - How do you currently notify employees of their completed evaluations?
    - What is your call taker/dispatcher QA acceptance process?
    - Do you permit disputes? If so, how do you record and track the disputed evaluations?
- About how much time does it usually take to find the right call to evaluate? Do you begin this process by looking up CAD records?
- If we reduce the time it takes to find and evaluate calls by 50%, how would you use the time gained? Would you evaluate more calls or focus on more coaching?

Performance Metrics Reporting Assessment

- Describe your performance metrics reporting process today.
  - How often do you compile/receive reports?
  - How much time do you invest into running reports from various systems and comparing data?
- What metrics do you measure?
  - Do any metrics combine Telephony and CAD data (like 'Time to Dispatch' or 'Hello to Hello')?
- By what criteria do you measure your metrics?
  - Incident Type
  - Priority
  - Shift
  - Dispatched Agency
- Do you feel you have enough staff in your center? Are there times you're overloaded? How would you prove that to your management to get more funding?

Next Gen Recording Readiness Assessment

- What are your plans with respect to NG9-1-1 and FirstNet LTE? How do you envision these impacting you?
- Do you currently support Text-to-911? What are you plans for recording and evaluating text conversations?
- Are you open to cloud-based technology/Recording as a Service (RaaS)? How do you feel about putting your data outside of your premise?
- Are you open to sharing your IT infrastructure with regional/state agencies in a hosted environment, or prefer to keep your IT on premise?
- Any consolidation or equipment sharing plans?
- What changes do you expect for your radio, CAD, 911 console/call taking environment? Any being moved into the cloud?
- Would screen recording help you to identify discrepancies between voice communications and data entry (CAD)? Confirm compliance?
- How do you share recordings outside your agency, with detectives, DAs and the media? How do you share recordings within the agency?
- How long does it take to fulfill incident audio recording requests?

NICE Inform Evaluator gives you the tools you need to reduce risk and improve the effectiveness of your telecommunicators' emergency communications—by proactively identifying and mitigating knowledge gaps and compliance issues. It can also help improve employee engagement, accountability and job satisfaction by identifying and recognizing exemplary performance or strengths in incident response.

Contact Voice Products today for more information or for a demo!