

**Marion Area Multi-Agency Emergency Telecommunications  
STANDARD OPERATING PROCEDURES**

**SOP 10.38  
Quality Assurance Program**

Effective: 03/13/2014

Revised: 03/13/2014

**Policy**                      **QUALITY ASSURANCE PROGRAM**

**Rationale**                      To establish standards for review and quality assurance in the 911 Emergency Communications Center. The goal of the QA Program is to ensure the Agency provides consistent and superior emergency service communications

**Responsibility**              All METCOM employees

<b>Procedures</b>	<b>1.</b>	A random sampling of communication center activity will be reviewed to ensure compliance with the Standard Operating Procedures, Guidelines, Employee Training Manuals and additional resources within the Agency.	
	<b>2.</b>	One QA Audit form will be completed by the QA Committee via group consensus after each call presented for review.	
	<b>3.</b>	There will be two separate QA groups. <ul style="list-style-type: none"> <li>• Fire/EMS QA/Policy Review Committee</li> <li>• Law Enforcement QA/Policy Review Committee</li> </ul>	
	<b>4.</b>	The QA / Policy Review Committees will meet bi-monthly to review calls.	
	<b>5.</b>	As part of the QA review process, any rating below a 4 shall include follow up with the dispatcher(s) involved.	
	<b>6.</b>	As part of the QA review process, upon request dispatcher(s) may request to listen to the audio of the call from the review and/or request a printed copy of the QA Audit form.	
	<b>7.</b>	Auto review call types will be:	
	<ul style="list-style-type: none"> <li>• School Lockdown</li> <li>• Pursuits</li> <li>• Weapons Calls</li> <li>• Multiple Agency Response</li> <li>• Armed Robberies</li> <li>• Calls Requested for Review by an Agency</li> </ul>	<ul style="list-style-type: none"> <li>• MVA Heavy</li> <li>• Train or Airplane involvement</li> <li>• MCI / MPI calls</li> <li>• Child Fatality</li> <li>• Air Ambulance Activation</li> <li>• Water Rescue or Special / Technical Rescue</li> <li>• Any call where an RCO is needed</li> </ul>	