

ELIZABETH POLICE DEPARTMENT GENERAL ORDERS



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**SUBJECT: COMMUNICATIONS QUALITY ASSURANCE
REVIEWS**

**EFFECTIVE DATE:
MARCH 6, 2023**

**ACCREDITATION STANDARDS:
NJSACOP COMMUNICATIONS: 3.1.9**

**BY THE ORDER OF:
CHIEF GIACOMO SACCA**

**BY AUTHORITY OF:
POLICE DIRECTOR EARL J.
GRAVES**

SUPERSEDES ORDER #:

PURPOSE: The purpose of this policy is to establish specific guidelines and procedures for the Elizabeth Police Department in implementing the agency performance measurement Communications Quality Assurance Program.

POLICY: It is the policy of the Elizabeth Police Department to administer a quality assurance program with the goal of evaluating Telecommunicator strengths, as well as identifying areas for improvement. The Elizabeth Police Department shall use the performance measurement process to enhance the knowledge, skills, and abilities of the Telecommunicator through the process of corrective training, when performance deficiencies are identified, and properly recognize exemplary performance.

PROCEDURE:

I. GENERAL

- A. The Elizabeth Police Department will adhere to APCO/NENA ANS 1.107.1 2015 Standard for administering quality assurance call reviews.
- B. The department will utilize a standardized Quality Assurance Tracking form (Appendix #1) to review and score call reviews.

II. QUALITY ASSURANCE EVALUATOR (QAE)

- A. Quality Assurance Evaluators (QAE) shall be responsible for reviewing calls for service processed by Telecommunicators in a manner that is objective, fair and accurate.
- B. The QAE shall gather all available records (i.e., CAD Report, recordings, call notes etc.) needed to evaluate the call.
- C. The QAE shall objectively evaluate the information and collected data, measuring it against the department operating procedures for processing calls for service.
- D. The QAE shall complete Appendix #1.
- E. The QAE shall receive training on conducting Quality Assurance Reviews.

III. CALL REVIEWS

- A. Each Telecommunicator shall be subject to at last 3 call reviews per month.
 - 1. Call reviews should be balanced between police and EMS calls.
- B. The QAE shall randomly selects call reviews to be completed based upon selection criteria by the QAE. For example, the QAE may designate that any time there is a "Shooting" call for service code used, a call review is required.
 - 1. The QAE shall have 5 days from the notification receipt to conduct a call review.
 - 2. Catastrophic or high-profile call reviews shall occur immediately unless directed otherwise by supervisory staff.
- C. The following incidents require a call review:
 - 1. Shooting;
 - 2. Fatal Crash Investigation;
 - 3. Hostage/Barricaded Subject;
 - 4. Bias Intimidation;
 - 5. Overdose Fatal/Non-Fatal;

6. Robbery;
 7. Mutual Aid Request;
 8. Carjacking;
 9. Murder;
 10. Aggravated Sexual Assault;
 11. Sexual Assault;
 12. Drowning;
 13. Citizen Complaint;
 14. Any other incident as identified by a Shift Commander.
- D. When conducting a call review of a medical related emergency, particular attention shall be paid to the adherence to transferring the caller for EMD pre-arrival instructions.

III. RECOMMENDATION FOR IMPROVEMENT AND RECOGNITION

- A. The results of the QA review shall be discussed with the Telecommunicator within 5 days of the review.
- B. Recommendations shall be clearly discussed during the review with the Telecommunicator by the QAE. Any feedback from the Telecommunicator will be documented in the "Comments" section.
- C. Recommendations shall, at a minimum, include:
1. Provide a means to identify gaps in performance;
 2. Evaluate strengths and weakness;
 3. Suggest steps to improve individual performance as well as department operations, and
 4. Recognize and commend exemplary performance.
- D. If the review reveals serious performance related issues, or a serious violation of department written directives, the review may be classified as a performance deficiency and referred for further investigation to the Internal Affairs function.
1. Repeated minor procedural discretions, may be addressed through counseling, or remedial training. A record of any counseling or remedial training will be made in Guardian Tracking.
- E. Supervisory personnel shall recognize exemplary performance by creating a Guardian Tracking entry.