



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS COMMAND
3000 MARINE CORPS PENTAGON
WASHINGTON, DC 20350-3000

IN REPLY REFER TO:

3000

G-3

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MARINE CORPS INSTALLATIONS COMMAND POLICY LETTER 8-15

From: Commander, Marine Corps Installations Command
To: Distribution List

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

Ref: (a) SECNAV Memo of 13 Sep 10
(b) CERS Capability Production Document of 7 Jun 12
(c) MCO 5210.11E Marine Corps Records Management Program
(d) MCICOM EDS Training Strategy
(e) MCO 11000.11 Fire Protection and Emergency Services Program
(f) APCO/NENA ANS 1.102.2-2010

Encl: (1) Emergency Dispatch Services Operations Guide
(2) Installation EDC Call Assessment Form
(3) MCICOM EDC Quality Assurance Summary Form

Reports Required: I. MCICOM EDC Quality Assurance Summary

1. Situation

a. Marine Corps Systems Command's Program Manager for Information Systems and Infrastructure, Product Manager Emergency Response Systems, Consolidated Emergency Response System (CERS) will modernize existing Marine Corps Installation Emergency Dispatch Centers (EDC) and installation telecommunication infrastructure in order to provide an Enhanced 911 (E911) Public Safety Answering Point (PSAP) capability similar to that provided by a civilian PSAP in accordance with (IAW) references (a) and (b).

b. The Emergency Dispatchers in each Marine Corps EDC will receive standardized training. In addition, Quality Assurance (QA) Call Assessment Reviewers (CAR) will be trained in a consistent manner. In order to retain this level of training a robust policy for QA must be established and enforced. The Marine Corps Order for Emergency Dispatch Services (EDS) will replace this interim policy in Fiscal Year 16.

2. Mission. Marine Corps Installation EDC will focus on consistent delivery of service with a courteous and respectful demeanor. In order to attain and consistently repeat this level of service, this policy's primary objective is to aid EDC Supervisors in implementing and sustaining a well-organized training and QA program that reflects the needs of the Emergency Dispatchers and the community they support. Adherence to the policies and procedures of this letter and the references will increase mission effectiveness throughout Emergency Dispatch Services (EDS) in the Marine Corps.

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. All EDC personnel will be trained to the same standard and will be measured by the same QA processes.

(2) Concept of Operations

(a) Installation EDC will apply the QA standards provided at enclosure (1) to all Emergency Dispatchers and emergency calls for service.

(b) Installation EDC will use the Call Assessment Form, enclosure (2), to compile individual Emergency Dispatcher data IAW with the Emergency Dispatch Services Operations Guide, enclosure (1).

(c) Installation EDC will use a completed Call Assessment Form, enclosure (2), to compile the Quality Assurance Summary Form, enclosure (3), and submit as Reports Required IAW with EDS Operations Guide, enclosure (1).

4. Administration and Logistics

a. Administration. Recommendations for changes to this policy should be submitted to the Installation Protection Branch, MCICOM G-3, via the chain of command.

b. Logistics. N/A.

c. Records Management. Emergency Dispatch Centers shall ensure records management and reporting requirements are met using current capabilities, and are in compliance with reference (c).

5. Command and Signal

a. Command. This policy is applicable to all Marine Corps Installations with organic EDC.

b. Signal. This policy is effective the date signed and will remain in effect until superseded or cancelled.


C. L. HUDSON

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Emergency Dispatch Services Operations Guide

1. Standards

a. Standard 1.0. All Marine Corps Emergency Dispatchers will be certified in Public Safety Dispatch in accordance with reference (d), which describes standardized training for Emergency Dispatch Protocols in Law Enforcement Dispatch (LED), Fire Service Dispatch (FSD) and Emergency Medical Dispatch (EMD). Training in use of Emergency Dispatch Protocols will be completed in the first six months of employment or prior to being assigned solo call-taking responsibilities on emergency lines. Trainees, certified as having completed EMD training only, may participate in the use of Emergency Dispatch Protocols under the direct and individual supervision of a fully certified operator.

b. Standard 2.0. All emergency calls for service will be answered in the following manner:

(1) E911 lines; "9-1-1, what is the location of your emergency?"

(2) Non-emergency Line; "<Installation name> Emergency Dispatch Center, do you have an emergency or crime in progress?"

c. Standard 3.0. All Marine Corps EDC will use the Marine Corps Installations Command provided Emergency Dispatch Protocols 100 percent of the time when answering emergency calls for service.

d. Standard 4.0. All Marine Corps Emergency Dispatchers will handle emergency calls for service to the following standards:

(1) Maintain a calm and professional demeanor.

(2) Obtain and document data required by this policy and, when available, the Marine Corps Computer Aided Dispatch (CAD) system and relay collected data/information accurately.

e. Standard 5.0. Quality Assurance (QA) will be a continuous effort consisting of call reviews and installation Quality Control audits at each EDC, which will be conducted by designated Call Assessment Reviewers (CAR) who are trained and certified in accordance with reference (d). Calls for service will be reviewed to ensure the most professional level of service is being provided in accordance with this policy letter. CAR are to follow the QA guidelines and use the proper forms for emergency calls for service reviews and Headquarters' submissions.

f. Standard 6.0. In accordance with reference (e):

(1) All emergency calls for service will be answered within:

(a) 15 seconds 95 percent of the time*

(b) 40 seconds 99 percent of the time*

(2) All emergency calls for service will be dispatched within:

*Simultaneous interpretation and Telecommunications Relay Service calls (TDD/TDY or video) are an exception.

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

(a) 60 seconds 95% of the time (measured from call answer)*

(b) 90 seconds 99% of the time (measured from call answer)*

2. Process. Quality Assurance is a continuous process to provide an increased level of professionalism and a standard level of service for customers. QA is a seven-step process: conduct EDC call assessment, provide feedback, plan and implement corrective action, share lessons learned, support QA audits, track personnel training, and act on MCICOM EDC Improvement Plans. Figure 1 defines the roles and responsibilities of all EDC personnel involved in the QA program. Figure 2 is an example of how QA processes for the seven-step process could be instituted at the installations.

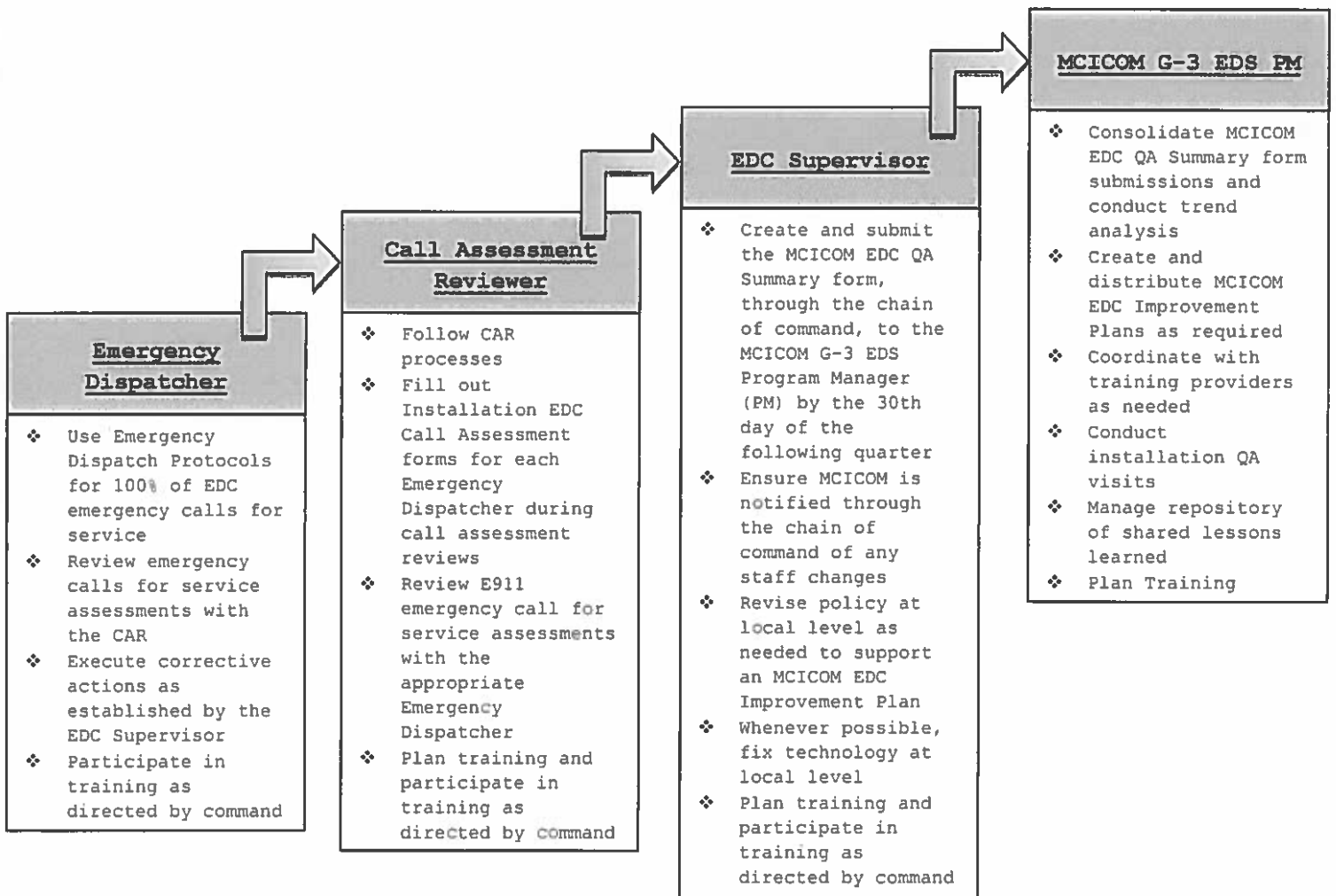


Figure 1 – Marine Corps EDC QA Responsibilities

QA Steps	Time Frame	Responsibilities
EDC Conduct Call Assessment	Weekly	<ol style="list-style-type: none"> 1. Pull and review calls for service, radio recordings and CAD call data 2. Ensure that all emergency calls for service are answered and dispatched within required allotted time 3. Identify and document training efficiencies/deficiencies 4. Identify and document technical issues 5. Identify and document professional/unprofessional behavior 6. Identify lack of or gained experience in personnel 7. Identify positive and negative actions 8. Ensure Emergency Dispatch Protocols are used for 100 percent of emergency calls for service 9. Fill out and use Installation EDC Call Assessment Form (Encl. 1 available from the MCICOM G-3 EDS PM to score metrics and expectations of dispatch staff 10. Compile data from Installation EDC Call Assessment Forms and populate MCICOM EDC Quality Assurance Summary Form (Encl. 2 available from the MCICOM G-3 EDS PM) 11. Send MCICOM EDC Quality Assurance Summary Form to the MCICOM G-3 EDS PM via the chain of command, by the 30th day of the following quarter
Provide Feedback	Monthly or as needed	<ol style="list-style-type: none"> 1. Provide employee with constructive positive/negative feedback 2. Identify if employee needs additional assistance in a particular area
Plan and Implement Corrections	As needed	<ol style="list-style-type: none"> 1. Revise policy at local level as needed to support an MCICOM G-3 EDC Improvement Plan 2. Fix technology at local level 3. Plan and implement training
Share Lessons Learned	Quarterly	<ol style="list-style-type: none"> 1. Support repository of calls for service when available so that all EDC may use them as training aides 2. Provide positive and correct examples to foster emergency dispatcher professionalism
Support QA Audits	As needed	<ol style="list-style-type: none"> 1. Serve as point of contact to MCICOM G-3 EDS PM or their representative during site visits
Track Personnel Training	As needed	<ol style="list-style-type: none"> 1. Ensure that the MCICOM G-3 EDS PM is notified of new hires via the chain of command 2. Once new hires are enrolled in required training, ensure they are progressing in each section to finish on time 3. Ensure that the MCICOM G-3 EDS PM receives completion emails after each section of required training (EMD, LED, FSD) via the chain of command
Act on MCICOM Improvement Plans (MIP)	As needed	<ol style="list-style-type: none"> 1. Serve as point of contact to MCICOM G-3 EDS PM for MIPs 2. Coordinate with the MCICOM G-3 EDS PM for any policy changes, training or financial details as required

Figure 2 - EDC Call Assessment Reviewer/EDC Supervisor Processes

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

3. Call Assessments. Call Assessment Reviewers are responsible for reviewing recorded EDC E911 emergency calls for service, radio recordings, and CAD incident data to ensure proper use of Emergency Dispatch Protocols in EMD, LED and FSD for each Emergency Dispatcher and completing the Installation EDC Call Assessment Form, enclosure (2). Regardless of whether they are part-time or full-time employees of the EDC, all Emergency Dispatchers will be subject to this QA review process. The following call assessment processes will be followed and call reviews will be conducted weekly.

a. A random sampling of emergency calls for service, radio recordings, and CAD incident data will be reviewed on a recurring basis by the CAR.

b. If needed, additional QA reviews will be performed in order to ensure that each Emergency Dispatcher receives a minimum of one call for service QA Call Assessment per month.

c. All random calls for service used for QA review, whether voice or TDD/TTY, will be reviewed in the same manner.

d. A minimum of ten emergency calls for service assessments will be performed each week in Marine Corps EDC that dispatch an average of 72 or less calls for service per day. Those Marine Corps EDC that average more than 72 emergency calls for service per day will perform a weekly QA assessment of two percent of the total emergency calls for service that they process per week.

e. While the emergency calls for service will be chosen at random, attention will be paid to the ratio of the three types of emergency calls for service (FSD, EMD and LED) and selected accordingly. If there were 50 FSD, 25 LED and 25 EMD emergency calls for service during the week then 50% of the selected emergency calls for service for assessment will be FSD and so on (proportionate stratified random sample) in accordance with reference (f).

f. Review all emergency calls for service which resulted in an EMD, FSD or LED dispatch action taking over two minutes (high risk, low probability emergency calls for service which support potential high liability calls). The appropriate Law Enforcement, Fire and Emergency Services, and medical personnel will participate in the emergency calls for service assessments for those calls which are in their areas of expertise.

4. Forms. The quarterly MCICOM EDC Quality Assurance Summary Form, enclosure (2), a compilation of the Installation EDC Call Assessment Forms, enclosure (1), will be delivered to the MCICOM G-3 EDS PM via the chain of command by the 30th day of the following quarter.

5. Non-Standard Calls

a. Some emergency calls for service/administrative calls will be non-standard in nature and do not fit into the typical emergency response process. These emergency calls for service/administrative calls must be tracked so that corrective action may be taken within the Emergency Dispatch Services stakeholder community to mitigate them.

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

b. Non-standard emergency calls for service/administrative calls will be tracked manually according to local standard operating procedures until CAD is instituted.

c. The following are the types of non-standard emergency calls for service/administrative calls to be tracked:

(1) Abandoned Calls/Disconnects. The Emergency Dispatcher will attempt a call back when an emergency call for service is routed to the Emergency Dispatcher and the call disconnects before the Emergency Dispatcher can determine if assistance is needed. The Emergency Dispatcher will call the number back only once to make this determination. If the phone is busy or there is no answer, additional attempts to contact the caller will not be made by the Emergency Dispatcher. If the callback attempt goes to voicemail, no message will be left.

(2) Silent Calls. In compliance with Public Law 101-336, also known as the Americans with Disabilities Act, all silent emergency calls for service will be interrogated with a Text Telephone/Telecommunications Device for the Deaf (TTY/TDD) to determine if the caller is attempting to report an emergency using a special communications device for the hearing impaired.

(3) Misdial. A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to the misdial.

(4) Unintentional E911 Call. An emergency call for service is classified as unintentional when the Emergency Dispatcher can hear conversation, radio, etc. in the background and have listened sufficiently and checked with a TTY/TDD to determine that there is no indication of an emergency situation.

(5) Prank Calls. Emergency Dispatchers will attempt to call back a suspected prank caller. Prank emergency calls for service should be treated as a real emergency until proven otherwise. The called party will be questioned to determine if further action is needed or a response is required.

(6) False Reports. False or unfounded emergency calls for service will be handled in accordance with local policy. Most installations have regulations in place providing for penalties for those who abuse the E911 system.

(7) Misrouted Calls. Emergency calls for service that are intended for another PSAP may be received at a Marine Corps Installation EDC. These emergency calls for service will be transferred to the appropriate PSAP, if possible, after advising the caller of the transfer.

(8) Foreign Language Calls. A foreign language translation service will be available to the Emergency Dispatcher to assist in processing foreign language emergency calls for service.

(9) Incomplete or No Data

(a) Automatic Location Identification (ALI) Failures. In the

Subj: INTERIM POLICY FOR EMERGENCY DISPATCH SERVICES (EDS)

event of a failure to provide a caller's location, an attempt to determine the address from which the call originated will be made through reverse look-up (where possible) or by contacting the telecommunications service provider.

(b) Automatic Number Identification (ANI) Failures. In the event an emergency call for service is received without an ANI display, the call will be treated as if received on a 7-10 digit emergency line. The Emergency Dispatcher will obtain the basic information from the caller. At a minimum, this information should include: the location of the incident, call back number, type of emergency, time frame, hazards, identity of those involved, and their location.

(c) Incorrect ALI-ANI Information. If the ANI or ALI information provided is not accurate, based on information provided by the caller, the dispatcher will complete and forward the appropriate report based on local procedures to effect a correction.

(10) Redundant Calls. Redundant emergency calls for service occur when several emergency calls for service have been received for the same incident. The Emergency Dispatcher will make sure that the caller is reporting the same incident and not an unrelated one. Once the Emergency Dispatcher is sure that the caller is reporting an incident that has already been received and any additional pertinent information is obtained, the caller will be advised that the call information has already been reported. These emergency calls for service should be disconnected as soon as possible to maintain availability of E911 lines.

(11) Wants and warrants. These administrative calls for service are requests for license plate checks against the law enforcement data base the installation is currently using.