

**BEFORE THE BOARD OF DIRECTORS OF THE  
KLAMATH 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT**

**IN THE MATTER OF UPDATING POLICY )  
CHAPTER 1: INTRODUCTION, QUALITY )  
ASSURANCE CUSTOMER SERVICE**

**RESOLUTION 26-03**

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**BE IT RESOLVED** that Klamath 9-1-1 Emergency Communications District operates under its adopted District Policy and Procedures.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of Klamath 9-1-1 Emergency Communications District do hereby authorize and adopt the added and updated policy language to district policy chapter one.

Add red letter language to and remove striked through language from Chapter 1-3:

**Quality Assurance Customer Service**

~~The agency will solicit input from citizens on call handling performance in an effort to improve or maintain the quality of customer service. This process will be conducted through a standardized citizen evaluation form. To ensure an accurate representation of each designated duty shift, the procedure will specify an appropriate number of types of calls and hours of the day to be subject to evaluation.~~

Klamath 9-1-1 Emergency Communications District (the “District”) is committed to delivering accurate, timely, and compassionate emergency communications. This policy establishes a structured and equitable Quality Assurance (QA) program that continuously evaluates call-taking and dispatch performance, supports staff development, and ensures compliance with District procedures, applicable standards, and best practices. The purpose of this policy is to:

- Establish consistent sampling for evaluation.
- Support continuous improvement through feedback, coaching, and training.
- Confirm adherence to District policies, protocols, and regulatory requirements.

**Roles & Responsibilities**

- Operations Manager: Oversees QA program, schedules reviews, delivers feedback/coaching.
- QA Support Specialist (QA Reviewer): Conduct evaluations, maintain documentation, ensure fair sampling.

**Sampling & Evaluation Procedure**

Objective: Ensure evaluations are accurate and equitable by considering assigned duty shifts and incorporating a balanced review of various call types and times of day. The QA process will include random reviews, high-acuity or catastrophic events, and any focused incidents as designated by the Agency.

**Sample Guidelines**

- Call-Taking: Randomly review 6 calls per telecommunicator per month.

- Radio Dispatch Incidents: Randomly review 6 incidents per telecommunicator per month (for those regularly assigned to radio duties).
- Evaluation Cap: Limit total evaluations to 12 items per telecommunicator per month, unless additional reviews are required for performance remediation.
- Call Type Mix: Include a balanced selection of emergency, non-emergency, police, fire, and EMS calls.
- Time Block Coverage: Ensure evaluations reflect varied operational conditions across different times of day.
- Special Events: Incorporate any high-acuity, catastrophic, or focused events flagged by the Agency. (officer(s) involved shootings, mass casualty events, missing or abducted children, structure fires, natural disasters, etc.)

## Evaluation Criteria & Rubric

Each evaluation uses a standardized rubric with clear scoring and narrative feedback. Criteria include:

1. Call Reception & Professionalism: Greeting, tone, empathy, caller management.
2. Location/Callback Verification: Accuracy and timeliness; adherence to required verification steps.
3. Problem Identification & Protocol Compliance: Proper triage, use of scripted questions, protocol adherence (e.g., medical, fire, LE call flows).
4. Priority Assignment & CAD Accuracy: Correct coding, nature, priority, and incident creation accuracy.
5. Dispatch Operations: Timely unit assignment, correct resource selection, clear radio communications, updates, and statuses.
6. Pre-Arrival/Post-Dispatch Instructions: Appropriate and compliant delivery.
7. Documentation & Time Stamps: Completeness, clarity, and accuracy of CAD notes.
8. Policy & Procedure Compliance: Alignment with District policies and training.
9. Customer Service & Scene Safety Considerations: De-escalation, safety prompts, and caller guidance.
10. Overall Performance & Critical Incident Handling: Decision-making under pressure, multi-tasking.

## Scoring:

- Yes – Compliant
- No – Noncompliant / Variance identified (significant or minor)
- N/A – Not applicable or information unavailable

## Feedback, Coaching & Remediation

- Individual Feedback: Provided during the employee 1:1 quarterly evaluation conducted by the Operations Manager in January, April, July and October of each year.
- Coaching Plans: Targeted skills practice and protocol refreshers
- Remediation Thresholds:
  - If  $\geq 20\%$  of monthly evaluations are non-compliant, review possible Performance Improvement Plan (PIP) with clear goals and timeline (30–90 days).
- Positive Performance: Acknowledge exemplary work; consider as training exemplars (with consent).

## Appeals & Clarifications

- Telecommunicators may request clarification or reconsideration of an evaluation within 5 business days of feedback.
- A secondary reviewer (not the original evaluator) will conduct an independent review as needed.

## Confidentiality & Data Handling

- QA records, audio, and CAD extracts are confidential and used solely for training, performance evaluation, and compliance.
- Retention: Maintain QA records for 12 months (1 year) in the employee's working file, or in compliance with state records retention schedule if tied to active training or investigation.
- Access is restricted to Executive Director, Operations Manager, Communications Supervisor, QA Reviewers, and HR as appropriate.

## Reporting & Continuous Improvement

- Monthly Summary: Provides shift-level and district-level performance trends, including sampling compliance across call types and time blocks.
- Quarterly Review: Evaluates training needs, identifies policy updates, and recommends systemic improvements.
- Annual QA Report: Prepared by the Operations Manager and submitted to the Executive Director; outlines training requirements, staffing considerations, and policy revision recommendations.

## Training & Competency

- QA Reviewers will receive initial and annual refresher training on evaluation methods, rubric use, bias mitigation, and documentation standards.
- Telecommunicators receive orientation to the QA policy during onboarding and annual policy refreshers.

## Non-Discrimination & Fair Application

QA evaluations are conducted consistently and equitably for all personnel, ensuring no discrimination. Sampling and scoring methods are designed to minimize bias and provide an accurate representation of performance. All evaluation processes are documented and communicated clearly to promote transparency, and results are tracked and reviewed to maintain accountability throughout the QA program.

## Policy Maintenance

This policy will be reviewed annually or sooner if procedural, technological, or regulatory changes occur. Proposed amendments will be submitted to the Executive Director for review and presented to the Board of Directors for approval.

This matter having come before them at their meeting on February 18<sup>th</sup>, 2026.

ATTEST: \_\_\_\_\_  
Amanda Rose, Executive Director

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Sandra Fox, Board Chair