EENA

Certificate of Quality Standard for PSAPs

EENA's Certificate of Quality Standard for Public Safety Answering Points ("PSAPs") in Europe

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Introduction

EENA is an NGO based in Brussels since 1999 and its core objective is the improvement of European emergency services for the citizen using the pan-European number 112.

The work currently being done by EENA in that regard ranges from the establishment of a network of emergency service personnel to the development of a library of reference documents[1] for use by the emergency services, policy makers and regulators. In addition to this, EENA has been working for several years on the Next Generation 112 services and the deployment of integrated and interoperable systems.

During its time in operation, EENA has been in an advantageous position that has allowed it to observe and understand all facets of the emergency services chain across Europe by a multitude of organisations. This has given EENA an unparalleled insight into the different methods, standards and practices employed by Public Safety Answering Points "PSAPs" and it is with this knowledge that the concept of a quality standard is devolved from.

In an effort to help the emergency services and specifically Public Safety Answering Points ("PSAPs") to measure their quality of service to the citizen, EENA has designed a unique Quality Certification Programme ("the Programme") using the same principles of the ISO9001:2008 Quality Standard and the ISO19011 Quality Management System standards. EENA has also used the CEN 15838:2009 standard for Contact Centres as a reference point. The EENA Certificate of Quality Standard is awarded to the PSAP on the basis of the service it delivers to the citizen. It is positioned as a completely independent and separate standard that is available to those PSAP's who may have the ISO9001 standard already, where it will provide additional insight and value. For those PSAP's who do not already possess the ISO9001 standard, the EENA Certificate of Quality Standard will provide an opportunity to have the service it delivers to citizens assessed and validated. For all those organisations that participate, it will allow the benchmarking of the service against specific PSAP and emergency service related targets.

The criteria used in this Programme are specific to the service delivery objectives of PSAP's and is designed with their roles and responsibilities in mind. Whilst acknowledging that the national structures for PSAP's are different throughout the EU which results in quite different mandates for some PSAP's, the Programme has been designed to be all-inclusive and open to all PSAP's to apply for. Therefore not all the criteria may be applicable to all PSAPs. The audit will be based on the mandated services that the PSAP has in place and on the functions that it

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[1] http://www.eena.org/view/en/About112/library.html

performs within the emergency service chain. The audit criteria are assessed with both qualitative and quantitative metrics; the latter being aligned to specific numerical targets and Key Performance Indicators ("KPI's") wherever possible.

Aligning this Programme to the key principles of ISO9001:2008 is fundamental and affords the PSAP's with the knowledge that the awarding of the Programme is based on an international standard and common approach.

Objectives of the Quality Certification Programme

The objective of the Programme is to improve the quality of the emergency service for citizens all over Europe. By doing so, the vision is that European citizens will have access to a consistent, high-quality emergency services at home and also whilst travelling within Europe. It also will provide reassurance and confidence to visitors, as they move within the Member States, whilst on business or pleasure.

The Programme, the first of its kind in Europe, is focused on the principle of benchmarking so that each PSAP will be judged against specific audit criteria that pertains to the delivery of the emergency service. In this way, each PSAP will be able to identify any gaps that may exist in its service and equip it to make the necessary changes in order to comply with the Programme requirements.

The Programme will recognise the management and staff of the PSAPs who are successfully awarded the distinction for the high-quality service that they provide on a daily basis and motivate those have not attained the levels required by the Programme to do so. Each step of the way, EENA will be there to assist and guide the PSAP's on their journey and share best practice information.

Summary of the Programme and the audit criteria

The audit criteria for the Programme is summarised in the tables below and is explained in more detail in the full Standard itself.

Table 1: Sample criteria

Audit criteria	Criteria type	Summary of Requirements
Overall Quality management	Qualitative	Have the necessary effective processes in place to manage quality. To have sufficient resources to ensure the processes are supported. Monitor and evaluate these processes, change them where necessary. Continuously ensure that the quality of the emergency service is improved.
Documentation requirements	Qualitative	Have a quality policy, up-to-date and effective operating procedures, a quality manual, key performance indicators and 3rd party service level agreements.
Management responsibility	Qualitative	A management commitment at all levels towards providing the emergency service, have a system in place for capturing feedback and manage the control of operational documents. Management should also be setting targets, ensuring good communications exist internally for all staff and control all records and costs. Management should have in place a process for promoting 112 or related emergency numbers, if the responsibility lies with the PSAP.
Human Resource Management	Qualitative	Have a sound human resources strategy in place, have competency-based training programmes in place with training records and have sufficient infrastructure to delivery the emergency service, as mandated. Also have support systems in place for staff and monitor any work absenteeism and attrition rates for example.
System resilience, capacity and BCP	Qualitative	Have a robust security system in place for its buildings and information systems. Have any risks to its networks minimised and ensure there is sufficient capacity to deal with peak demand. Also have a place a Business Continuity Plan (fail over, evacuations) and a process for ensuring the service levels with external suppliers is managed.
Call Handling and Case management	Qualitative	Have an escalation path in place for calls/incidences, follow a set scripting system/process, capture all available data and recover case information

		whenever needed. Have an indexing system for calls/incidences, capture repeat callers and possess the ability to receive and utilise caller location information. Have the ability to deal with foreign language needs, disabled callers, repeat and false calls/callers and call back facilities. Have a protocol in place for deal with multi-agencies.
Call abandoned rate	Quantitative	To ensure that the % of calls abandoned before being answered is less than 12%.
Volume of complaints	Quantitative	To ensure that level of genuine complaints received is less than 1 per every 300,000 calls handled.
Routing accuracy	Quantitative	To ensure that no more than 8% of calls handled are routed to the incorrect emergency response organisation
Time to answer by a call-taker	Quantitative	To ensure that the average call answering time is less than 12 seconds.
Length of time to assign a resource vehicle	Qualitative	To ensure that the target for the average length of elapsed time to assign a resource vehicle is evidence-based on the priority of the incident and is being met.
Elapsed time to dispatch resource vehicle.	Qualitative	To ensure that the average length of elapsed time to dispatch the resource vehicle is evidence-based on the priority of the incident and is being met.
Arrival time for the resource vehicle.	Qualitative	To ensure that the average elapsed time for the resource vehicle to arrive at the incident is evidence-based on the priority of the incident and is being met.

Note: Not all the criteria may be applicable to the PSAP and the audit will be based on the mandate that the PSAP has and the functions that it performs within the emergency service chain. The tables above are for presentation purposes only; for the full audit criteria please see the relevant chapters.

To obtain a full copy of the EENA Certificate of Quality Standard

Consult the EENA website (http://www.eena.org) and follow the instructions to obtain a full copy of the Standard.

For further details or queries, please contact Mr Tony O'Brien, EENA Deputy Executive Director (tob@eena.org).