

EENA PSAP Certification Frequently Asked Questions

Q1. What is the objective of the Standard?

The objective of the Standard is to set a pan-European benchmark for the provision of emergency call handling services for all PSAPs. It aims to allow PSAPs measure themselves against specific emergency call related criteria based on the type of service that they provide.

Q2. What are the main criteria for the Standard?

There are several qualitative and quantitative criteria that the Standard is based upon, such as, having management buy-in to the development of a quality-focused, emergency call handling system with robust standard operating procedures, documentation and HR practices. Other such criterion relates to having a robust, sufficiently dimensioned communications network and resources, various call/incident-handling procedures with evidence based Key Performance Indicators (KPIs). Deployment and implementation of appropriate technology and procedures that matches the PSAPs' operations is also a key criteria for the Standard.

Q3. What are the benefits to me in gaining this Standard?

The key benefit is to allow each PSAP benchmark itself against a specific Standard and to understand what improvements, if any, would lead to better outcomes for citizens. It will also help PSAPs to plan for any improvements that it may need. For the PSAPs who achieve the Standard, it will be an opportunity to endorse its work, to celebrate its achievements and to recognise the PSAP staff who serve the citizens so well.

Q4. Is the EENA Quality Standard the same as the ISO:9001 Standard?

No. The EENA programme is seen as an extension to this Standard and is viewed as the authoritative benchmark specifically for PSAPs. Some PSAPs who have the ISO:9001 Standard should have the framework in place to meet the EENA Standard but may need to take improvement measures to meet EENAs' Standard.

Q5. How will I be audited?

EENA will provide each PSAP with the full Standard once it supplies the basic information about the service it provides (i.e. size of the PSAP, structure, geographic responsibility, number of emergency calls handled etc). Once the PSAP believes that it is ready to be audited against the criteria, it will make an application to EENA. EENA will estimate the effort and cost required based on the information supplied and assign an Auditor. The Auditor will conduct both a desktop and field audit and recommend a certain recommendation, which is peer reviewed. EENA will then decide finally on this Recommendation and Peer Review.

Q6. Who will carry out the audit?

The Auditor is an external consultant to EENA and is Lead Auditor trained. The Auditor is typically a Subject Matter Expert (SME) and is experienced in the area of PSAP management.

Q7. How long does the Standard last for? Are there annual checks done also?

The Standard is awarded for a period of three (3) years and an annual check is done to ensure continued compliance or if substantial changes have been made by the PSAP since the initial Certificate is awarded, which ever is sooner.

Q8. If I fail the audit, what happens?

The Auditor will make a series of recommendations based on the audit carried out which will outline the areas of non-compliance along with the necessary steps to treat same. The results of the audit are confidential and EENA will not release any details regarding the audit result. If you fail the audit, there will be additional costs to cover for the re-audit.

Q9. How much does it cost approximately?

The Audit will depend on the size, scale and complexity of the PSAP but we estimate that an Audit will typically cost the PSAP in the region of €12k for the 3 year award. Annual desk-based check ups will be included in the overall cost.

Q10. Are there any other costs that I should be aware of?

Other than the estimated fee, including the estimated annual check-up costs, there should be no further charges incurred once the audit is successful. However, if the base information supplied changes in any way which effects the estimations, then the costs may change.

Q11. How is the fee paid?

The fee is estimated by EENA based on the supplied information. EENA will raise an invoice for 85% of the value of the estimation at the beginning of the process, which upon payment, will trigger the Audit. Once this fee is paid, EENA will begin the Audit. The balancing invoice will be raised by EENA once the peer review process is completed.

In case of any inquiries, please do not hesitate to contact **Toby O'Brien** at tob@eena.org.

