



QUALITY ASSURANCE: Do you know what your Dispatchers are Saying?

By: Eddie Williams, ENP –Public Safety Market Development Manager, Replay Systems

There are over 195,000 full time public safety dispatchers in the United States. Those dispatchers answer over 200 million calls to 911 every year. Each of those 200 million calls cannot be repeated. The dispatcher has one chance to either assist the caller and solve the situation, or to complicate it. Employing a Quality Assurance (QA) program in your Center can help to ensure that every call entering your center is answered according to policy with the greatest chance of success.

While visiting local PSAPs last year, I was surprised to learn how many agencies are **not**

using a formal Quality Assurance (QA) program. Most coordinators I spoke with were interested in beginning a program, but did not know where to begin, what system to implement and how to establish a fair and beneficial program. The good news is voice logging providers have established a number of quality, easy to use systems that you can implement immediately with little training and upkeep.

Reasons to Implement a System

The three main reasons for implementing a QA system include; training, liability and policy enforcement. Training is often cited as the main reason primarily due to cost. Training is expensive. Depending on the agency, a new employee can be in their "academy" training for several weeks. In-service training can be a challenge as time is at a premium and training is often disruptive to an employee's schedule (just ask any night shift employee). A good QA program can pinpoint weaknesses in individuals and groups and allow a Coordinator to tailor their QA program where a Center needs it the most.



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Quality Assurance Continued.

QA can also find and quell any potential liabilities by addressing reoccurring errors early before they cause potential lawsuits and/or lost life or property.

Finally, a QA program can and should be used to ensure that the agency's policies are being followed; but bear in mind that it should not be used for disciplinary purposes or complaint response.

Implementing a Good QA Program

There are two parts to every quality QA program. The first part includes the policies and procedures that a Center puts in place. The second is the recording equipment and software that a Center employs to assist with the QA program. These two parts should work together flawlessly to ensure a fair and balanced program.

Policies and procedures begin in the Center. Coordinators need to ensure that fair policies are in place that will protect both the Center and local citizens. These policies should include well defined, clearly set goals that a dispatcher can readily attain. Priorities will vary between agencies but every policy should include specific questions and procedures that a dispatcher can recognize and work to achieve. These values will be used when creating your evaluation tool for reviewing a call.

The second part is your recording software.

Employing a good solution is key to pulling calls and giving a fair, timely evaluation. Solutions today provide random call sampling, screen capture, dashboard call stats as well as customizable evaluation forms.

Random Call Sampling

Choosing to review calls randomly allows for a fair view of a dispatcher's overall shift. Quality voice recorders can select calls based on a number of criteria including; time of day, type of call, length of call, etc. For a veteran employee you may only need to review 5% of their calls, whereas with a rookie or trainee, you may want to be reviewing one out of every 10 calls.

Screen Capture

Screen capture enables a reviewer to do more than just listen to the call, they can actually see how a dispatcher is reacting to a situation verbally and physically. They can track their movements and determine where an opportunity lies for further training.

Dashboard

The most effective reviews are those that occur soon after the event. The longer the delay, the less relevance and impact the QA review will have. Employing a recording solution with a Dashboard feature will allow dispatchers to see individual or group statistics in real time and track their performance

against other dispatchers. This feature also allows Coordinators to track call types (i.e. ambulance, fire, police, etc) and determine whether they need to provide their employees with further training on responding to a particular type of call.

Evaluation Forms

Having the proper QA forms is essential to doing a proper evaluation. APCO International has excellent resources for getting started. Go to www.apcointl.org. Under "APCO Resources" click "Resource Library", then click "Q" and you will see sample evaluation forms, policies, checklists, and summary forms, which can be customized for an individual agency. There is also an excellent article by the Training Course Instructor for the APCO Institute, Alicia Ihnken. Replay will help to create custom forms for your use that are tailored to your specific QA environment. Forms are very easy to create and customize for the end user.

The latest recording software is vital to ensuring policies are followed and situations are handled effectively; ultimately protecting both the dispatcher and the caller.

Contact Replay to find out more about our quality assurance solutions: (800) 722 – 3472, replay@replaysystems.com www.replaysystems.com

Prioriti Evaluator

VPI's Prioriti Evaluator is today's most advanced solution for objective call taker and dispatcher performance assessment and reporting. With customized reporting and evaluation forms this solutions is tailored to your individual needs.

Call Replay to see how Prioriti Evaluator can increase operational efficiency, reduce personnel turnover, and create more focused training programs. (800) 722-3472

NUMBER ONE

IN SALES & CUSTOMER SATISFACTION

In 2007, Replay Systems was named 'Dealer of the Year' by both VPI and A-VOX Solutions (now Cybertech).

Replay received the award from VPI for having the highest sales and customer satisfaction ratings out of all VPI channel partners in the VPI Alliance Partner network for 2007.

A-VOX recognized Replay for outstanding sales and service performance in 2007.

We promise to keep all this praise from going to our heads. It is our mission to "provide our customers with the very best technologies and services for the replay of voice and video critical to their business". We will continue to abide by our mission and give you, the customer, the best sales and service in the industry.



Case Study Morgan County, GA

Solution

VPI Priorti Voice with ANI/ALI, Instant Recall, Scenario Recreation, and Live Monitor.

Installation

Initial Installation in April 2003. Upgraded solution in December 2007.

Morgan County 911, located in Madison Georgia, fields calls for the Sheriff, Madison PD, City and County Fire, a private EMS company as well as afterhours calls for Utility and Gas.

In 2003 Bill Crew took over as Director of Morgan County 911 and began looking to replace their DAT recorder purchased in 1988. While the machine was old, the main reason Bill sought to replace the system was the poor quality of service he received from their current vendor.

In looking for a new solution, Bill wanted something reliable with a large storage capacity and easy problem resolution.

Bill ultimately purchased an open architecture VPI voice logging solution. With this solution his storage capacity went from four weeks to six months using double sided 9.4gb DVD ram. And, VPI's open

architecture nature ensured that it was reliable and any errors could be resolved quickly and easily.

"I like the way that anybody that has IT knowledge can work on the VPI system" said Bill. "I can call a technician with any errors and he can log into my system over the Internet, diagnose the problem and fix it. If it was something that requires a part, he can overnight the part and I can put it in while he assists me via phone. The whole process never takes more than 24 hours."

"The installation was easy too," explained Bill. "Tom Laherty from Replay Systems was excellent. Tom is professional and courteous. Of all the techs that I've had, for whatever equipment, Tom is one of the best. You can tell that he really cares about making sure that everything is right."



MULTIMEDIA MESSAGING

The Future is Now

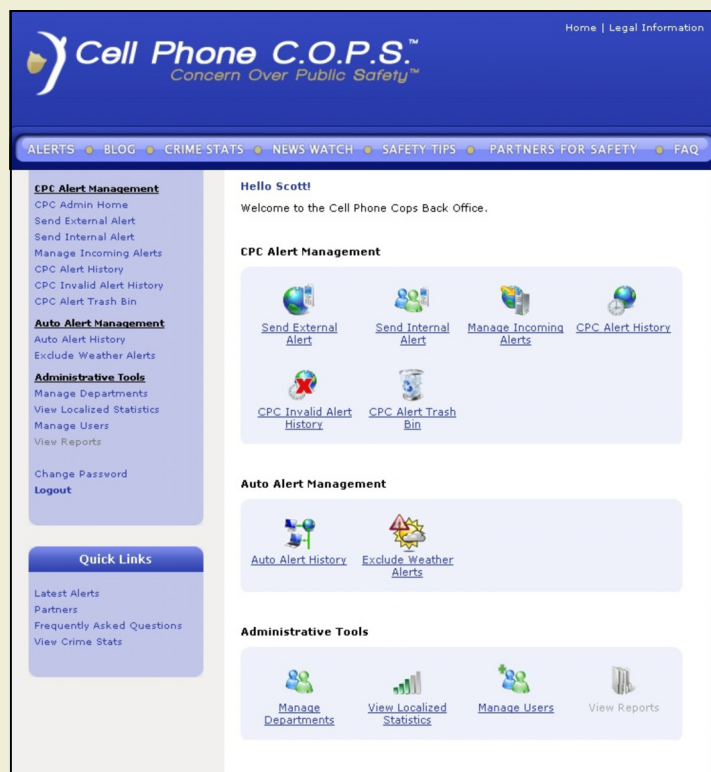
In the United States 139,000 emergency calls are placed to 911 every day using a cell phone. In 2006 over 18.5 billion text messages were sent every month and that number has grown by 250% each year for the last two years. The public is obviously onboard with the ease of instantaneous information transfer via mobile devices, shouldn't communications centers be up-to-date as well?

Replay thinks so. That is why we have recently partnered with Cell Phone C.O.P.S. (Concern Over Public Safety) to bring multimedia messaging into PSAP's around the country for an affordable price. The service is available starting at an annual rate of \$20,000.

Cell Phone C.O.P.S is a web based application that allows Communication Centers to receive, send and/or forward images, video (with sound) and text. This is an easy to use, standalone solution that is web based so it does not require any additional hardware.

Cell Phone C.O.P.S works through the Internet, giving agencies a private website that receives stores and categorizes all messages. Message alerts are sorted by type (incoming or outgoing) as well as recipient (internal and external) for easy searching.

So the next time a child goes missing, you could be sending his/her picture out to everyone in the State. Or when a Tornado is lurking, you could alert all residents by zip code to the threat. Or, when a suspicious person is on the loose, you could alert all police officers and residents to be on the look out. The possibilities are endless. Will you be prepared?



Call Replay at (800) 722-3472 to sign up for a personal demo of the system.

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06/07/08	NENA National
06/26/08	ESX
07/08/08	Florida CJIS
08/03/08	Natl APCO- Kansas City
09/07/08	North Carolina NENA/APCO
09/14/08	TENA
10/12/08	AL NENA

Lunch and Learn

5/19/08	Wood County, Wisconsin
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Congratulations Alex Morales

Fort Lauderdale Service Manager Alex Morales has been named 'Service Star' of the quarter for Quarter I of 2008. Alex has been with the company for over 11 years and is a major asset in the South Florida market. Congratulations Alex!

Lucky Number 8

Replay Systems has recently added two new Service Technicians to the Florida market bringing the total number of local Florida reps to eight! That's more than any other voice logging dealer in the State.

Replay has 17 direct technicians throughout the Southeast and Midwest US and partners with a third party service vendor to ensure our customers receive same day technical support to all of their service needs.

A-VOX name changes to Cybertech

In February 2008 A-VOX SOLUTIONS changed their name to Cybertech. Cybertech is the parent company of A-VOX and should be familiar to many of you as the maker of Dictaphone voice cards.

Replay Welcomes Ryan Hurley

Replay is very happy to welcome Mr. Ryan Hurley to the team. Ryan is the eldest son of Scott Hurley, president and CEO of Replay Systems.

A recent graduate of Florida State University, Ryan is involved in sales and marketing for Replay Systems. He has also been attending many tradeshows across the country. When you are attending the APCO/NENA shows, please feel free to seek out and welcome Ryan to the team.

Interested in learning about the newest innovations in voice logging?

Replay is hosting a number of on and offline learning sessions designed to educate you about the next generation voice logging solutions available today!

Visit us online at www.replaysystems.com for a list of our upcoming locations and times and sign up for a free session!