

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.37

Date Issued: September 26, 2007

Date Revised: November 19, 2008

Date Effective: January 1, 2009

Subject: 9-1-1 Bucks Award Certification

POLICY: The E-911 Authority shall sponsor a recognition program for call takers and dispatchers in the system by generating “9-1-1 Bucks” to be issued for exceptional and exemplary performance.

PURPOSE: To establish the guidelines that will be used to administer the “9-1-1 Bucks” program.

PROCESS: INDIVIDUAL AWARD OR QUARTERLY COMPLIANCE AWARD

INDIVIDUAL AWARDS:

- 1) PSAP Managers, Supervisors or Quality Assurance personnel may submit to E9-1-1 staff the narrative of performance or wav file of a call in which an employee shall be recognized. The Authority QA Analysts may also recognize such performance in their reviews.
- 2) A qualifying event can be varied and the award will be based on a case by case basis.
- 3) An employee can receive such awards based on exemplary customer service in call handling or any exemplary activity or support functions of 9-1-1.

QUARTERLY COMPLIANCE AWARDS:

- 1) Each agency may award a quarterly compliance award for a single individual for each discipline used at the agency. (EMD, EFD or EPD)
- 2) To be eligible, each employee in each discipline must have a minimum of three calls reviewed.
- 3) If QA Analyst is being provided and tracked in-house by the agency, it is their responsibility to advise Authority staff who the recipients are. This notification must be made within the first two weeks of the month following the quarter. (second week in April for first quarter; second week in July for second quarter; second week of October for third quarter; and second week of January for fourth quarter)

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GENERAL PROCEDURES:

- 1) It is the intent of this program to differ from the Telecommunicator of the Quarter program to offer incentives on a regular basis for extraordinary skills, abilities and performance.
- 2) Each recipient will received 10 9-1-1 Bucks per award.
- 3) The 9-1-1 Bucks are good for one year (1) from date of issue and may be used in whole or in part by the winner to purchase clothing or similar type items bearing the E9-1-1 logo. Redemption can be made by contacting the QA personnel at the 9-1-1 office.
- 4) The terms of this program will be reviewed annually and will be based on funds availability by the Authority.
- 5) The final review and awarding of the “9-1-1-Bucks” will be accomplished by the Protocol Manager or QA Analyst.