

Proposed Position: Statewide 911 Quality and Compliance Coordinator

Agency/Office: South Dakota State 911 Coordination Office

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Purpose

The purpose of this memorandum is to request approval and classification establishment for a new position titled **Statewide 911 Quality and Compliance Coordinator**. This position is recommended following findings from the **National Highway Traffic Safety Administration (NHTSA) statewide assessment of South Dakota's 911 system** and is necessary to ensure compliance with statutory obligations, maintain operational consistency statewide, and support the continued development of South Dakota's Next Generation 911 (NG911) system through the State 911 Coordinator.

Background

South Dakota has successfully implemented a statewide an NG911 Emergency Services Internet Protocol Network (ESInet) serving 28 Public Safety Answering Points (PSAPs). The NG911 system significantly expands the technical capabilities, operational complexity, and oversight requirements of the statewide 911 program.

Currently, the State 911 Office operates with a single State 911 Coordinator responsible for administrative, technical, compliance, financial, training, and strategic planning functions. The NHTSA statewide assessment identified this staffing model as insufficient to meet the expanding operational and statutory requirements of the program.

The assessment specifically states that the responsibilities assigned to the Coordinator cannot reasonably be accomplished by one individual, particularly within a NG911 environment requiring ongoing performance monitoring, data analysis, NG911 development and compliance enforcement.

NHTSA Assessment Findings Supporting Position Creation

The NHTSA assessment identified multiple program areas requiring additional staffing resources, including:

1. Quality Assurance and Quality Improvement

The assessment recommends development of a comprehensive statewide quality assurance program monitoring technical, operational, fiscal, and contractual components of the 911 system. Currently, no statewide QA monitoring program exists due to staffing limitations, resulting in reliance on inconsistent self-reporting by individual PSAPs.

2. Compliance Reviews and Auditing

South Dakota conducts PSAP compliance reviews on a one and three-year cycle. The assessment recommends increasing review frequency, expanding audit scope, and incorporating performance evaluation measures. Current staffing levels limit the ability to conduct comprehensive compliance monitoring or enforce operational standards.

3. Performance Standards Development and Monitoring

The assessment found that statewide performance standards are not clearly articulated or consistently monitored. National best practices from NENA, APCO, and NFPA require implementation of measurable service delivery benchmarks. Additional staff resources are necessary to develop, implement, and monitor these standards.

4. Training and Certification Oversight

While South Dakota requires telecommunicator certification, the assessment identified gaps in minimum statewide training standards, continuing education requirements, recertification programs, training consistency and coordination with South Dakota Law Enforcement Training. Expanded program oversight is recommended to ensure uniform statewide service delivery. Emphasis will be placed on helping with Quality Improvement.

Position Functions

The proposed position will provide subject matter expertise and program management support in the following areas:

- Development and implementation of statewide QA/QI programs with emphasis on Quality Improvement and resources to assist with this
- Conducting compliance audits and performance reviews of PSAP operations with ongoing availability in identified areas
- Development and monitoring of statewide performance standards
- Data analysis and reporting related to 911 system performance

- Support for statewide strategic planning and NG911 program development
 - Work on a part-time basis an average of 16 hours per week
 - Further evaluation of working hours and completed projects in 6 months
 - IT support and mileage costs
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Alignment with Statewide Public Safety Goals

Creation of this position supports statewide goals to:

- Ensure equitable and consistent emergency response services across all jurisdictions
 - Maintain compliance with national public safety standards
 - Offer resources to help PSAP's advance compliance and training programs
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Fiscal and Operational Impact

The addition of this position represents a proactive investment in safeguarding the state's NG911 infrastructure and operational performance. The cost of the position is offset by reduced liability risk, improved compliance monitoring, enhanced grant and funding oversight, and improved uniformity in service delivery outcomes.

Conclusion

The NHTSA statewide assessment clearly identifies the need for additional staffing resources to support the State 911 Office. Establishment of the Statewide 911 Quality, Compliance, and Training Program Coordinator position is essential to ensure statutory compliance, statewide service consistency, and continued advancement of South Dakota's NG911 program.

Approval of this position will align South Dakota with national best practices and strengthen the state's ability to provide reliable, efficient, and equitable emergency communications services to all residents and visitors.

South Dakota Statewide 911 Quality and Compliance Coordinator

Position Summary

The Statewide 911 Quality and Compliance Coordinator supports the State 911 Coordinator and governing Board/Commission in ensuring the effective, efficient, and compliant operation of South Dakota's Next Generation 911 (NG911) system. This position is responsible for developing, implementing, and monitoring statewide programs related to quality assurance, compliance reviews, performance standards, training and certification, public education, and operational best practices across all Public Safety Answering Points (PSAPs).

This position helps to continue uniform statewide service levels, compliance with statutory requirements, and alignment with national public safety standards including those established by NENA, APCO, NFPA, and other recognized industry authorities.

Essential Duties and Responsibilities

Quality Assurance and Quality Improvement (QA/QI)

- Develop, implement, and maintain a comprehensive statewide QA/QI program for all operational, technical, fiscal, and contractual components of the 911 system.
 - Establish statewide QA standards aligned with national best practices and regulatory requirements.
 - Develop procedures for PSAP-level QA/QI testing and monitoring.
 - Analyze data from ECaTS, call handling systems, trouble ticket platforms, and other reporting tools to identify trends and system performance issues.
 - Provide recommendations to improve operational efficiency, service delivery, and compliance.
 - Monitor adherence to emergency dispatch protocol programs including Emergency Medical Dispatch (EMD), fire dispatch, and law enforcement dispatch procedures.
 - Develop reporting metrics and dashboards to track performance and compliance statewide.
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Compliance Reviews and Auditing

- Plan, coordinate, and conduct statewide PSAP compliance reviews and operational audits.

- Increase frequency and depth of compliance reviews as NG911 services expand.
 - Evaluate PSAP adherence to statutory requirements, operational standards, training mandates, and system performance benchmarks.
 - Review financial documentation related to 911 funding, expenditures, and grant compliance as assigned.
 - Prepare detailed audit reports including findings, recommendations, corrective action plans, and follow-up compliance monitoring.
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Performance Standards and Operational Oversight

- Develop and maintain statewide performance standards for 911 call answering, processing, dispatching, and service delivery.
 - Integrate nationally recognized standards including NENA, APCO, and NFPA guidance.
 - Monitor PSAP performance metrics and identify agencies requiring technical assistance or remediation.
 - Develop and maintain performance evaluation models for adoption by local jurisdictions and PSAP administrators.
 - Continued development of applicable administrative rules.
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Strategic Planning and Program Development

- Assist in development, maintenance, and implementation of the State 911 Master Plan.
 - Assist in evaluation and adoption of statewide operational and technical standards.
 - Collaborate with PSAPs, vendors, regional partners, and public safety stakeholders to promote statewide program consistency and best practices.
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Data Analysis and Reporting

- Develop and maintain statewide reporting tools related to system performance, compliance, training, and quality metrics.

- Prepare reports and presentations for the State 911 Board, legislative committees, and stakeholder groups.
 - Track statewide certification, compliance, and training trends.
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Supervision and Organizational Relationships

- Works under the general direction of the State 911 Coordinator.
 - Collaborates with PSAP administrators, state agencies, SDLET, training organizations, vendors, and national public safety associations.
 - May assist in coordinating contractors, consultants, or regional QA program partners.
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Minimum Qualifications

Experience

- Minimum of five years of progressively responsible experience in public safety communications, emergency communications program administration, or 911 system operations.
 - Experience with NG911 technologies, PSAP operations, or statewide public safety program management preferred.
 - Experience conducting audits, compliance reviews, training program development, or quality assurance initiatives highly desirable.
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Preferred Qualifications

- Certification or experience with Emergency Medical Dispatch (EMD) or emergency communications training programs.
 - Familiarity with NENA, APCO, or NFPA standards and best practices.
 - Experience working with ESInet systems or NG911 infrastructure.
 - Experience with data analysis platforms or performance monitoring systems.
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Knowledge, Skills, and Abilities

- Thorough knowledge of PSAP operations and emergency communications systems.
 - Knowledge of NG911 architecture and emerging public safety technologies.
 - Ability to interpret and apply statutes, administrative rules, and industry standards.
 - Strong analytical and auditing skills.
 - Ability to develop statewide policy and operational standards.
 - Strong written and verbal communication skills.
 - Ability to build collaborative relationships with diverse stakeholders.
 - Ability to manage multiple complex projects simultaneously.
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Position Impact

This position supports the continued maturation of South Dakota's NG911 system by ensuring statewide service consistency, regulatory compliance, and implementation of nationally recognized best practices. The role directly supports public safety outcomes and enhances emergency response effectiveness across the state.