

PSAP Name: LOGAN COMMUNICATIONS

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2024	PSAP Comments:	UCA's Comments and Suggestions
#1 A PSAP shall have at least two telecommunicators answering 911 calls at all times and will also staff sufficiently to meet minimum standard #7 by utilizing either staff employed by their PSAP, utilizing an agreement with another PSAP within Utah whereby that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in UCA's Strategic Plan.	Y	12	"By policy our minimum staffing level is 3 dispatchers 24 hours a day. This increases depending upon the time of day. Our scheduling Policy Minimum Coverage Guidelines and copies of past schedules are available for review if desired."	N/A
#2 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain at a minimum, the following:	Y	12	"Our center uses the International Academies of Emergency Dispatch ProQA system on all medical calls. Additionally, we maintain up-to-date back-up EMD card sets in case the ProQA system fails. We have established procedures to ensure that medical calls are processed, entered, and paged in the most time-effective manner possible. In addition, we have added an automatic paging system that notifies appropriate responders as soon as location and call-type are verified."	N/A
a) The essential information that must be gathered for each chief complaint.				
b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence.				
c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified.				
#3 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 call recordings from each discipline (police, fire and medical) processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCO/NENA Quality Assurance program standard with regards to 911 calls as set forth in APCO/NENA ANS 1.107.1.2015	Y	12	"Our center has 5 supervisors who complete monthly quality assurance evaluations on all division employees using frontline QA tracker system. This online system has resulted in more efficiency for the evaluators, better written expectations for those being evaluated, and improved communication between the supervisors and the dispatchers."	N/A
#4 The PSAP shall not allow a telecommunicator to independently process a 911 call, or text to 911 alone unless the telecommunicator has successfully completed the PSAP's call taking training program and is currently EMD Certified.	Y	12	"We do not allow employees to take 911 or text to 911 calls until they have successfully completed our in-house training program and are EMD Certified."	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12	"All division telecommunicators are certified through POST. Our center has an in-house training team, a supervisor assigned to training, and a comprehensive/detailed 16-week communications training program that meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO AND 3.103.2.2015 or the NENA Minimum Training Standards. All trainers are currently certified/recertified through the APCO or NENA CTO program."	N/A
a. All certified telecommunicators shall maintain all required certifications listed under the POST requirements.				
b. All PSAP's lead/primary trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as Peace Officer Standards ("POST") Instructor, International Academies of Emergency Dispatch ("IAED") Instructor, National Emergency Number Association ("NENA"), Association of Public Safety Communications Officials ("APCO") CTO, or another organization approved in advance by the 911 Division.				
c. Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANS 3.103.2.2015 or NENA Minimum Training Standards.				
PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2018 who obtain certification through another source such as APCO or NENA.				
#6 The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to, manipulating ECATS services to include 10-digit phone numbers in 911 call counts and/or making non-emergency 911 calls/texts by PSAP or other governmental employees (mandated test calls/texts not included).	Y	12	"N/A"	N/A
#7 Ninety percent (90%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds and ninety-five percent (95%) of calls arriving at the PSAP shall be answered within twenty (20) seconds. This standard will be measured using the ECATS "PSAP Answer Time" report. For purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Date Range - Last Year (January-December); Period Group- Year; Call Type - 911 Calls; Abandoned Filters - Exclude Abandoned; Agency Affiliation - Default (unset/let training). For the purposes of compliance with this standard, the box showing the "% answer time < 15seconds" and "% answer time < 20 seconds" under the "Overall Percentage" will be used.	Y	12	"For 2024 our Overall % Answer Times <15 seconds were 99.75% and <20 seconds were 99.9%"	N/A
#8 If the transfer of a 911 call must occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"Our agency policy for transferring 911 calls includes language directly from the NENA Call Standard/Model recommendation and is available for review if needed."	N/A
#9 The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service to a community. This may include, but is not limited to, major equipment failures, facility issues, natural or man-made disasters or any other events that reduces or eliminates the performance ability of the PSAP.	Y	12	"Our center has exceptional in-house support for radios, phones, CAD, and other IT issues. Additionally, we have a backup 911 center located 1.6 miles away equipped with phones, radios, and computer equipment that can sufficiently support county-wide dispatch service for extended periods. We have a detailed policy for evacuating our center and activating our backup center. Additionally, we "close" our main dispatch center and utilize our backup center each year to ensure it is in working order and capable of supporting our call volume for at least 7 hours. A division employee is assigned to maintain the documents, equipment, and cleanliness of the backup center to ensure it is ready for use if needed."	N/A
<b>Best Practices</b>				
#1 The PSAP should implement the State of Utah PSAP Mental Health Crisis Protocol.	N/A	N/A	N/A	N/A for 2025 reporting on 2024.
#2 The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team ("CISM"). Any adopted standard should call for local staff to assume task responsibility for implementation and evaluation of all elements of the Comprehensive Stress Management Program ("CSMP"). Such tasks would include procuring CSMP funding, identifying and coordinating CSMP resources and facilitating access to related services including Peer Support, CISM, and local mental health trauma therapists.	Y	12	"We continue to recognize the importance of this best practice and provide regular training for supervisors and frontline staff. We have an Employee Support and Assistance policy which supports employees formally and informally. Additionally, we actively participate in county-wide trauma/emotional wellness efforts and are part of our department Peer Support Team."	N/A
#3 The PSAP should have up-to-date policies and procedures including those policies and procedures found in NENA's 9-1-1 Center Operations Standards PSAP Operations SOPs.	Y	12	"Our thorough division-specific Policy & Procedure manual is continually reviewed and updated to meet changing circumstances. We also have a proactive Policy & Procedure Committee that ensures each document is accurate, relevant, and valuable. Our policies, procedures, and other written directives thoroughly address the NENA topics applicable to our area."	N/A
#4 The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NENA Center Manager Certification Program ("CMCP"), NENA Emergency Number Professional ("ENP"), APCO Registered Public Safety Leader ("RPL") or APCO Certified Public Safety Executive ("CPE"); and that manager/supervisor shall be provided funds by the PSAP to support membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	12	"The Director, Operations Supervisor, and two Lead Dispatchers are all certified through either APCO RPL or NENA Center Management Certification Programs."	N/A