## PSAP Name: SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

	Minimum Standards	Compliant at the time of	If Y, how many months compliant	PSAP Comments:	UCA's Comments and Suggestic
		reporting: Y/N	in 2024		
#1	A PSAP shall have at least two telecommunicators	¥	12	"Yes, the Salt Lake Valley Emergency	N/A
	answering 911 calls at all times and will also staff			Communications Center (SLVECC) is currently	
	either staff employed by their PSAP, utilizing an agreement with another PSAP within Utah whereby that PSAP can			outlined in the UCA Strategic Plan and has been so for all 12 months in 2024. Our	
	make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in UCA's Strategic			staffing model has been designed to meet the requirement of at least two	
	Plan.			telecommunicators available to answer 911 calls at all times. We ensure that our PSAP is	
				cars at all times. We ensure that our PSAP is sufficiently staffed to meet this and other standards."	
#2	For each medical call processed, the PSAP shall utilize EMD	Y	12	"Yes, the Salt Lake Valley Emergency	N/A
	caller interrogation protocols that contain at a minimum, the following:			Communications Center (SLVECC) is fully compliant with Minimum Standard #2, as	
				compliant with Minimum Standard #2, as outlined in the UCA Strategic Plan regarding Emergency Medical Dispatch (EMD)	
				anatomals. Minutilian ADCO Intelligences a	
				comprehensive Emergency Medical Dispatch system that integrates both software and desktop card guides, to ensure our	
				talar remaining the second state	
				EMD caller interrogation protocols for every medical call processed."	
	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				
#3	verified. The PSAP shall implement and maintain a Quality	Y	12	"Yes, the Salt Lake Valley Emergency	N/A
	Assurance ("QA") program that reviews 911 call recordings from each discipline (police, fire and medical) processed by			Communications Center (SLVECC) is fully compliant with Minimum Standard #3	
	the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum			regarding the implementation and maintenance of a Quality Assurance (QA)	
	the 95AP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCONENA Quality Assurance program standard with regards to 911 calls as set forth in APCO/NENA ANS 1.107.1.2015			program for 911 call recordings. VECC has developed a comprehensive QA program that	
	1.107.1.2015			adheres to APCO/NENA standards, specifically meeting the requirements	
				outlined in APCO/NENA ANS 1.107.1.2015."	
#4	The PSAP shall not allow a telecommunicator to independently process a 911 call, or text to 911 alone	¥	12	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) fully	N/A
	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			complies with Minimum Standard #4, which stipulates that a telecommunicator shall not	
	EMD Certified.			independently process a 911 call or text to	
_	No. Market de la la contra			the PSAP's call-taking training program and are currently Emergency Medical Dispatch (EMD) certified."	n (4
#5	The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the	¥	12	"The Salt Lake Valley Emergency Communications Center (SLVECC) fully	N/A
	following elements:			complies with Minimum Standard #5 as outlined in the mandate. The center has	
				established a comprehensive training program that is both thorough and in line with the required standards."	
	a. All certified telecommunicators shall maintain all required certifications listed under the POST requirements.			"a) All certified telecommunicators employed by SLVEOC maintain the necessary	N/A
				certifications as mandated by the Peace Officer Standards and Training (POST) requirements. This ensures that each	
				critical skills and knowledge required for effective and efficient public safety	
	b. All PSAP's lead/primary trainers shall be actively certified			communication." "b) SLVECC's lead and primary trainers are	N/A
	as a trainer/instructor from a nationally recognized organization such as Peace Officer Standards ("POST")			actively certified through nationally recognized organizations. These	l'
	organization, such as Peace Officer Standards ("POST") Instructor, International Academies of Emergency Dispatch ("IAED") Instructor, National Emergency Number Association ("NENA"), Association of Public Safety			recognized organizations. These certifications include those from Peace Officer Standards and Training (POST)	
	("IAED") Instructor, National Emergency Number Association ("NENA"), Association of Public Safety Communications Officials (" APCD") CTO, or another			Officer Standards and Training (POST) International Academies of Emergency Dispatch (IAED), National Emergency	
	Communications Officials (* APCO*) CTO, or another organization approved in advance by the 911 Division.			Number Association (NENA), and the	
				Association of Public Safety Communications Officials (APCO)."	
	c. Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANS			"c) The training program at SLVECC meets the APCD Minimum Training Standards for	N/A
	3.103.2.2015 or NENA Minimum Training Standards.			Public Safety Telecommunicators as set forth	
				NENA Minimum Training Standards. This commitment guarentees that all	
				instruction to perform their roles with competency and professionalism."	
	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. The PSAP shall not intentionally manipulate 911 call courts				
#6	or other data. Examples include, but are not limited to,	Y	12	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully	N/A
	manipulating ECaTS services to include 10-digit phone numbers in 911 call counts and/or making non-emergency			compliant with Minimum Standard #6,	
	numbers in 911 call counts and/or making non-emergency 911 calls/texts by PSAP or other governmental employees (mandated text calls/texts not included).			intentionally manipulate 911 call counts or other data. At SLVECC, we uphold the	
				highest standards of integrity and transparency in our operations and ensure	
				that all data related to 911 calls is accurately recorded and reported."	
87	Ninety percent (90%) of all 911 calls arriving at the PSAP	¥	8	"Yes, the Salt Lake Valley Emergency	N/A
	shall be answered within fifteen (15) seconds and ninety- five percent (95%) of calls arriving at the PSAP shall be			Communications Center (SLVECC) has made tremendous strides in meeting Minimum Standard #7, which requires that ninety	
	five percent (05%) 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			percent (90%) of all 911 calls arriving at the	
	purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Date Range - Last Year (January-December);			PSAP be answered within fifteen (15) seconds, and ninety-five percent (95%) of call be answered within twenty (20) seconds.	
	- Ecular Abandoned; Agency Affiliation - Default (unselect training). For the purposes of compliance with this standard, the box showing the "% answer time <			for calls answered within 20 seconds for the entire year of 2024. However, we did not meet the 95% standard during the months of	
	15seconds" and "% answer time < 20 seconds" under the			meet the 95% standard during the months of January through April. During those months	
	"Overall Percentage" will be used.			January through April. During those months, our performance fell slightly below the 95% mark. From May through December.	
				mark. From May through December, SUVECC exceeded the 93% standard for all 911 calls answered within 20 seconds.	
#3	If the transfer of a 911 call must occur, the PSAP shall	v	12	"As per the NENA guidelines, when a transfer	N/A
*3	If the transfer of a 911 call must occur, the PSAP shall follow the NENA Call Answering Standard/Model	r	12	"As per the NENA guidelines, when a transfer of a 911 call is necessary, the Public Safety A counting Point (NEAD) follows the	ne n
	www.imendebion.			Answering Point (PSAP) follows the established protocol to ensure the call is	
				seemlessly transferred and received by the appropriate agency or facility. Regarding the specific question of compliance in 2024,	
				we can confirm that we have been in full	
				compliance with this standard throughout the year. We maintained adherance to the	
				NENA Call Answering Standard consistently, without exception."	
	The PSAP shall maintain a comprehensive resiliency and	¥	12	"Yes, the Salt Lake Valley Emergency	N/A
89	back-up plan to mitigate events that may disput \$11			Communications Center (SLVECC) is fully compliant with Minimum Standard #9.	
63	service to a community. This may include, but is not limited			which mandates that a PSAP maintain a comprehensive resiliency and back-up plan	
63	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 event that reduces or				1
12	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 event that reduces or eliminates the performance ability of the PSAP.			to mitigate events that may disrupt 911 service to the community."	
10	service to a community. This may include, but is not limited to; major equipment fullware, facility issues, natural or man- made disasters or any other event that reduces or eliminates the performance ability of the PSAP.			to mitigate events that may disrupt 911 service to the community."	
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10	service to a community. This may include, but is not limited to, major equipment failures, fieldly issues, natural or man- made disasters or any other event that reduces or eliminates the performance ability of the PSAP. Best Practices	N/A	N/A	service to the community." "The SLVECC previously implemented a PSAP Mantal Health Crisis Protocol that is	N/A for 2025 reporting on 2024.
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_	ankee to a community. This may include, but in not limited, but my deray particular, feeling water, feeling water, feeling water made skaland or gang other west that reduces or alimitates the performance ability of the FSAP. Best Practices The FAAP should implement the State of Utub PSAP Mental health Craits Protect.	N/A Y	N/A 12	service to the community." "The SLVECC previously implemented a PSAP Memail health Crisis Protocol that is comparable to the State of Utah PSAP Memail Health Crisis Protocol, which complex with the state mandate." "The Salt Like Valley Temegnon: Communications Center (SLVECC) further	N/A for 2025 reporting on 2024. N/A
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