PSAP Name: SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is currently compliant with Minimum Standard #1, as outlined in the UCA Strategic Plan and has been so for all 12 months in 2024. Our staffing model has been designed to meet the requirement of at least two telecommunicators available to answer 911 calls at all times. We ensure that our PSAP is sufficiently staffed to meet this and other standards."	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with Minimum Standard #2, as outlined in the UCA Strategic Plan regarding Emergency Medical Dispatch (EMD) protocols. We utilize **APCO Intellicomm**, a comprehensive Emergency Medical Dispatch system that integrates both software and desktop card guides, to ensure our telecommunicators follow the appropriate EMD caller interrogation protocols for every medical call processed."	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with Minimum Standard #3 regarding the implementation and maintenance of a Quality Assurance (QA) program for 911 call recordings. VECC has developed a comprehensive QA program that adheres to APCO/NENA standards, specifically meeting the requirements outlined in APCO/NENA ANS 1.107.1.2015."	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) fully complies with Minimum Standard #4, which stipulates that a telecommunicator shall not independently process a 911 call or text to 911 unless they have successfully completed the PSAP's call-taking training program and are currently Emergency Medical Dispatch (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	"The Salt Lake Valley Emergency Communications Center (SLVECC) fully 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."	N/A
	a. All certified telecommunicators shall maintain all required certifications listed under the POST requirements.			"a) All certified telecommunicators employed by SLVECC maintain the necessary certifications as mandated by the Peace Officer Standards and Training (POST) requirements. This ensures that each telecommunicator is up to date with the critical skills and knowledge required for effective and efficient public safety communication."	N/A
	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.			"b) SLVECC's lead and primary trainers are actively certified through nationally recognized organizations. These certifications include those from Peace Officer Standards and Training (POST) International Academies of Emergency Dispatch (IAED), National Emergency Number Association (NENA), and the Association of Public Safety Communications Officials (APCO)."	N/A
	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.			"c) The training program at SLVECC meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in APCO ANS 3.103.2.2015, as well as the NENA Minimum Training Standards. This commitment guarantees that all telecommunicators receive the appropriate instruction to perform their roles with competency and professionalism."	N/A
	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with Minimum Standard #6, which mandates that a PSAP shall not 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."	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 (unselect 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	8	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) has made tremendous strides in meeting **Minimum Standard #7**, which requires that ninety percent (90%) of all 911 calls arriving at the PSAP be answered within fifteen (15) seconds, and ninety-five percent (95%) of call be answered within twenty (20) seconds. SLVECC successfully met the 90% threshold for calls answered within 20 seconds for the entire year of 2024. However, we did not meet the 95% standard during the months of **January through April**. During those months, our performance fell slightly below the 95% mark. **From May through December,** SLVECC exceeded the 95% standard for all 911 calls answered within 20 seconds.	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	"As per the NENA guidelines, when a transfer of a 911 call is necessary, the Public Safety Answering Point (PSAP) follows the established protocol to ensure the call is seamlessly 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 adherence to the NENA Call Answering Standard consistently, without exception."	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 event that reduces or eliminates the performance ability of the PSAP.	Y	12	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with **Minimum Standard #9**, which mandates that a PSAP maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service to the community."	N/A
	Best Practices				
#1	The PSAP should implement the State of Utah PSAP Mental Health Crisis Protocol.	N/A	N/A	"The SLVECC previously implemented a PSAP Mental Health Crisis Protocol that is comparable to the State of Utah PSAP Mental Health Crisis Protocol, which complies with the state mandate."	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 Programs ("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	"The Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with Best Practice #2, which involves adopting an Acute Traumatic & Chronic Stress Management Standard, including the integration of the Utah Critical Incident Stress Management Team (CISM) as a component of the Comprehensive Stress Management Program (CSMP)."	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with **Best Practice #3**, which requires that the PSAP maintain up-to-date policies and procedures, including those outlined in NENA's 9-1-1 Center Operations Standards and PSAP Operations Standard Operating Procedures (SOPs)."	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	"Yes, the Salt Lake Valley Emergency Communications Center (SLVECC) is fully compliant with **Best Practice #4**, which requires that the PSAP be managed and 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). Furthermore, this manager or supervisor is provided with funds to support membership in industry associations and ongoing training and education appropriate for their position and responsibilities."	N/A