

PSAP Name: DAVIS COUNTY

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2021	PSAP Comments	UCA's Comments and Suggestions for Improvement
#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	"We are currently in the process of virtually consolidating all 4 PSAPs in Davis County. We hope to have it completed by the end of 2022."	N/A
#2 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following: a) The specific pieces of information that must be gathered for each type of call; and b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence, and c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified.	Y	12	"Davis Sheriff's Office 911 calls are dispatched within 60 seconds from the time the call is received and EMS is dispatched. For 2021, our center had 99% compliance on all EMD calls."	N/A
#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 as set forth in APCO/NENA ANS 1.107.1.2015	N	12	"Currently, Davis County 911 only reviews medical calls. We are in the process of implementing a quality assurance on all call disciplines."	A PSAP could: 1) utilize the NENA and APCO Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. Retrieved from: https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/APCO-NENA_ANS_1.107.1.2015_Q.pdf ; 2) increase staffing levels so that there is enough staff to carry out QA on a regular basis. QAs should be performed on all disciplines, Police and Fire included.
#4 The PSAP shall not allow a telecommunicator to take/process a 911 call alone unless the telecommunicator has completed the PSAP's training program and is EMD Certified.	Y	12	"Davis County Sheriff's Office 911 policy requires all telecommunicators to be EMD certified prior to taking any 911 calls."	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements: a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements. b) All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as POST, International Academies of Emergency Dispatch ("IAED"), NENA, APCO, 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 the 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.	Y	12	"Davis County 911 meets all standards set forth in both APCO/Nena regarding training."	N/A
#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	"Davis County does not manipulate any 911 calls or any data pertaining to that."	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 "PSAP Answer Time" report available through ECaTS. For purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Range - Last Year (January-December); Period Group-Year; Call Type - 911 Calls; Abandoned Filters - Exclude Abandoned; Agency Affiliation - Default except 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	12	"Davis County has a 99.28% answer rate for 15 seconds and 100% answer rate on 20 seconds."	N/A
#8 If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"Davis County meets the call transfer standard."	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	"Davis County has a resiliency back-up plan in case of disruption of 911 call. Our Generator type is a 700KW Sheriff/Jail, Make ONAN Start Generator with UPS. Run Time is Once a Week, Under load is One a Month. Our 911 lines can be transferred to Bountiful PSAP and/or contact CenturyLink for them to hard-wire 911 lines at a different PSAP. With our shared phone system Vesta 4, we can send dispatchers to Layton or Clearfield and have them sign on their phone system, and begin taking 911 calls. We are currently getting ready to cutover to the new Statewide Next Gen system."	N/A
Best Practices				
#1 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"Davis County has adopted the NENA standards on text-2-911."	N/A
#2 The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team. 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, Critical Incident Stress Management, local mental health trauma therapists, and other elements of the CSMP.	Y	12	"Davis County 911 has access to a Sheriff's Office Peer Support Group, the CISD team and the EAP (Employee Assistance Program)"	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 located at https://www.nena.org/page/OperationsStandards	Y	12	"The policy and procedure manual is an ongoing process."	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	"We have 2 APCO Certified Center Managers, COVID hampered any NENA supervisor training. We will explore that in the near future."	N/A
#5 The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2021			