

PSAP Name: CENTRAL UTAH 911

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant	PSAP Comments	JCA's Comments and Suggestions for Improvement
81 A PSAP shall utilize the ECRS Staffing Forecast Module provided to PSAs at JCA's request, to comply with minimum staffing recommendations. The ECRS Staffing Forecast Module relies upon the ECRS Formula which factors in call volume, call duration, and required answering time to formulate a minimum staffing level. The model should be run using the following variables: Service and Cost: 100, Average Time: 11 seconds, Call Duration: the "mean" time calculated and shown by ECRS, Growth Factor: 10, Interval: 10 seconds, Additional Agents: 0. In order to attain compliance, a PSAP will need to meet the recommended staffing forecast (and the benchmark) at all times during the calendar year. It should be noted, the formula returns data for call volume, dispatches do not count in the totals.	Y	See comments	"Minimum standard during same time frame as outlined by the ECRS model are three call takers. There are hours in the week that 1 is the forecast but was not met by a call taker CMV position. These calls were taken in a dispatch position as a secondary function of the position. Central Utah 911 has 6 additional dispatch positions that answer calls as needed and is able to meet the standard for an answer time. How positions have been prepared for the FY2021 budget to accommodate."	Minimum Standard states, "It should be noted, this formula returns data for call volume, dispatches do not count in the totals." This report is strictly for call taking. The burden of calls calls, volume is not taken into consideration for this report. If PSAs that perform both call taking and dispatching should have more on duty to be able to handle not only the call volume, but the calls with a well. PSAs should also consider how to handle simultaneous 911 calls without placing other personnel in a telecommunicator.
82 For each medical call processed, the PSAP shall utilize EMD call intervention 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/scene safety and/or to promote wellness, and c) PSAs should dispatch high-priority medical. Time and time enforcement calls as soon as location and call type are verified.	Y	12	"This area was met 12 out of 12 months. Central Utah 911 utilizes Priority Dispatch and the AEMD and AEMD protocols for caller intervention. Central Utah 911 also tracks the time to page based on the national standards as determined by NFPA. Medical calls were dispatched in 60 seconds on average or 91.42% of the time, 90 seconds 97.94% of the time and 120 seconds 99.23% of the time. First were dispatched in 64 seconds on average or 91.47% of the time and 100 seconds 98.25% of the time."	N/A
83 The PSAP shall implement and maintain a Quality Assurance (QA) program that reviews 911 call recordings from each dispatcher (audio, fire and medical) processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the NFPA/ANSI Quality Assurance program standard as set forth in NFPA/ANSI 1.107-1.2015.	Y	12	"Central Utah 911 met this 12 out of the 12 months. Calls are being reviewed for each dispatcher and each response. Notes and practices are reviewed by a Dispatch review committee and changes are submitted to be used for review and approval."	N/A
84 The PSAP shall not allow a telecommunicator to telecommunicate 911 call alone unless the telecommunicator has completed the PSAP's training program and is NAD Certified.	Y	12	"Compliant 12 out of 12 months. Each telecommunicator receives POST certification and is supervised by a supervisor until they are comfortable in dispatch room and on the job starting before taking calls on their own. Each employee is then assigned a mentor to work with after completion of these programs."	N/A
85 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 (graduate from a nationally recognized organization, such as POST, International Academies of Emergency Dispatch (IAED), NFPA, NFPA, or another organization approved in advance by the 911 Division. c) Meets the NFPA/ANSI Training Standards for Public Safety Telecommunicators as set forth in NFPA/ANSI 1.107-1.2015 or the NFPA Minimum Training Standards.	Y	12	"Compliance 12 out of 12 months. Central Utah 911 utilizes a training program designed and implemented in accordance with NFPA standard. All trainers are required to attend and successfully complete certification through NFPA before they are allowed to train new employees. All telecommunicators and dispatchers are NAD CMV Certified, 80% Certified, 100, 200, 300 certified. Each telecommunicator and dispatcher must successfully complete the certification delivered by POST. Each telecommunicator and dispatcher must successfully complete training programs specific to the disciplines that they are working before they are allowed to work on their own in the position. Each Telecommunicator and dispatcher is assigned a mentor following each phase of training. Each telecommunicator and dispatcher must meet continuing education requirements for each certification area. Each new requiring recertification must be successfully met by the employee after initial certification."	N/A
86 At all certified telecommunicators shall maintain all required certifications listed under the POST requirements. b) All PSAP trainers shall be actively certified as a trainer (graduate from a nationally recognized organization, such as POST, International Academies of Emergency Dispatch (IAED), NFPA, NFPA, or another organization approved in advance by the 911 Division. c) Meets the NFPA/ANSI Training Standards for Public Safety Telecommunicators as set forth in NFPA/ANSI 1.107-1.2015 or the NFPA Minimum Training Standards.				
87 PSAPs are allowed to accept non-emergency telecommunicator who were hired prior to April, 2013 who obtain certification through another source such as NFPA or NFPA.				
88 The PSAP shall not intentionally manipulate 911 call counts on other data. Examples include, but are not limited to, manipulating ECRS services to include 10 digit phone numbers in 911 call counts and/or routing non-emergency 911 calls from PSAP or other government employees (Unauthorized test calls/ texts not included).	Y	12	"Compliance 12 out of 12 months. No 911 call counts or data were manipulated."	N/A
89 Every five percent (5%) of all 911 calls arriving at the PSAP will be reviewed within 100 seconds. This standard will be measured using the "PSAP Answer Time" report available through ECRS. 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; Handled/Failed: Exclude Abandoned; Agency Affiliation: Default except conduct training. For the purpose of compliance with this standard, the bar charting the "Answer time <15 seconds" under the "Overall Percentage" will be used.	Y	12	"Compliant 12 out of 12 months with an overall average of 99.66% of the time."	N/A
90 If the number of 911 call lines is less, the PSAP shall follow the NFPA Call Answering Standard (Model Recommendation).	Y	12	"Compliance 12 out of 12 months. Central Utah 911 policy and procedures for call transfers meets the NFPA standard. New standards are being adopted monthly with through an NAD to further reduce the number of transfer times."	N/A
91 The PSAP shall maintain a comprehensive testing and backup plan to mitigate events that may disrupt 911 service to a community. (As may include, but are 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	"Compliance 12 out of 12 months. Central Utah 911 works with its county partners and partners in Tooele County to maintain a backup plan for mitigation of events. Central Utah 911 is equipped with a generator that has a load capacity to last current operations 72 hours and has the ability to call and maintain the operation with its partners. We also have a third battery UPS battery system to keep equipment running. Central Utah 911 is in 2017 updated its tested procedures and each member has received training on the procedures. Central Utah 911 is working with other county PSAs to develop plans for the event of an emergency. Central Utah 911 is also in the process of obtaining another 4 position emergency operations and backup facility on the west end of Utah County that will be a standalone from current operations and has worked with the county to establish the use of the NAD in the event of evacuations."	A PSAP should review their COOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 1) 911 phone back up, 2) generator back up, 3) backup back up, 4) 911 back up, and 5) 911 testing protocol (where possible).
Best Practices				
92 The PSAP should assign tests to 911 and adopt standard operating procedures for handling the test calls.	Y	12	"Compliant 12 out of 12 months in all areas covered by Central Utah 911."	N/A
93 The PSAP should adopt an Acute Trauma/ & Critical Stress Management Standard, which may include the Utah Critical Incident Stress Management Team. Any adopted standard should call for that staff to assume direct 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 building access to related services including Peer Support, Critical Incident Stress Management, and mental health resource therapists, and other elements of the CSMP.	Y	12	"Compliant 12 out of 12 months. Central Utah 911 currently facilitates the process and needs of CSMP and staff at their own request and programming for stress management. Central Utah 911 has in house Peer Support that has been certified peer support, support and has members and actively Certified members of the organization with the state Critical Incident Stress Management team, provides and CSMP program for employees for individual and family therapy, and quarterly brings a certified local mental health therapist to the center to meet with employees."	N/A
94 The PSAP should have up-to-date Policies and Procedures including testing policies and procedures based on NFPA 911 & 1 Center Operations Standards PSAP Operations SOPs located at http://www.ans.org/911/OperationsStandards	Y	12	"Compliant 12 out of 12 months. Central Utah 911 includes all appropriate and related policies and procedures as outlined by NFPA standards and State and local standards. We continually review and update policy as the ECRS is necessary or as standards change."	N/A
95 The PSAP should have management personnel or an individual possessing one or more of the following advanced certifications: NFPA Critical Incident Management Program ("CIMP"), NFPA Emergency Number Professional ("ENP"), NFPA Regional Public Safety Leader ("RPSL"), NFPA Certified Public Safety Executive ("CPSE"), and that management supervisor shall periodically have the PSAP support membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	9	"Compliant 12 of 12 months. Director certification as CMPEP and each member of management and supervisors are supported in ongoing training and education related to their positions."	N/A
96 The PSAP should report to AGSC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2019		"Central Utah 911 works hand in hand with county and state GIS to ensure accuracy in maps of the areas covered by the PSAP. Errors are identified and submitted to these agencies."	