

PSAP Name: LOGAN CITY COMMUNICATIONS

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2022	PSAP Comments	UCA's Comments and Suggestions for Improvement
41 A PSAP shall have at least two telecommunicators answering 911 calls at all times and will also staff sufficiently to meet minimum standard of by utilizing other staff employed by their PSAP, utilizing an agreement with another PSAP within state whereby that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consultation as defined in UCA's Strategic Plan.	Y	12	"By policy our minimum staffing level is 3 dispatchers 24 hours a day. This number increases depending upon the time of day. Our agency Scheduling Policy, Minimum Coverage Guidelines and copies of past schedules are available for review if desired."	N/A
42 For each medical call processed, the PSAP shall utilize EMD later investigation protocols that contain, at a minimum, the following:	Y	12	"Our center uses the International System of Emergency Dispatch (PoQA) system on all medical calls. Additionally, we maintain our 24-hour back-up EMD card sets in case the PoQA system fails. We have established procedures in place to ensure that medical calls are processed, entered and paged in the most time effective manner possible. In addition to radio paging we also utilize a pre-paged notification system that is built into our CAD system for all local fire & EMS responders. The system automatically sends text messages to the appropriate responders as well as an incident has an address and nature code entered."	N/A
43 a) The specific pieces of information that must be <u>included in each line of call-out</u> b) The verbal 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.				
44 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 APCU/NEHA Quality Assurance program standard as set forth in APCU/NEHA ANSI 3.037.2.035	Y	12	"Our center has 5 Supervisors who each complete monthly assurance evaluations on division employees. On 2022 there were 138 evaluations completed using our Feedback Tracker system. This system has resulted in most efficiency for the evaluations, better written expectations for those being evaluated and improved communication between the supervisors and the dispatchers being evaluated."	N/A
45 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	"We do not allow employees to take a 911 call alone until they have successfully completed our 6-hour training program and are POD2 Certified."	N/A
46 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 POD2 <u>obligations</u> . b) All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as NEDT, International Association of Emergency Dispatch (IAED), NEHA, APCU, or another organization approved in advance by the 911 Division. c) Meets the APCU Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCU ANSI 3.037.2.035 or the NEHA Minimum Training <u>Standards</u> . PSAPs are allowed to exempt non-critical telecommunicators who were hired prior to April, 2018 who obtain certification through another course such as <u>APCUC/NEHA</u> .	Y	12	"All division telecommunicators are certified with POD2. Our center has an in-house training team, supervisor assigned to training and a comprehensive/extended 16-week communications training program. All trainers are certified/identified through APCU or NEHA CTS program. In addition, our training program is certified through APCU International's Project 50 Training Certification and meets or exceeds the APCU ANSI 3.037.2.035 Minimum Training Standard for Public Safety Telecommunicators."	N/A
47 The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to: manipulating ECAT's services to include 2D (2d phone numbers in 911 call counts and/or making non-emergency 911 calls/texts by PSAP or other government employees (provided not call-hunters and individual).	Y	12	None	N/A
48 Being present 100% 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 ECAT. 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 (Filter - Exclude Abandoned, Agency Affiliation - Default except limited training. For the purpose of compliance with this standard, the line showing the "% answer time < 15 seconds" and "% answer time < 20 seconds" under the "Overall Percentage" will be used.	Y	12	"For 2022, our Overall % Answer Time <15 seconds were 99.75 and <20 seconds were 99.62%."	N/A
49 If the transfer of a 911 call has to occur, the PSAP shall follow the NEHA Call Answering Standard/Model Recommendation.	Y	12	"Our agency policy for transferring 911 calls includes language directly from the NEHA Call Standard/Model Recommendation and is available for review if needed."	N/A
50 The PSAP shall maintain a comprehensive readiness and back-up plan to mitigate events that may disrupt 911 services to a community. This may include, but is not limited to: major equipment failure, facility issues, natural or man-made disaster or any other event 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 back-up 911 center located 1.4 miles away that is equipped with phones, radios & computer equipment which can sufficiently support county-wide dispatch services for extended periods of time. We have developed a detailed policy for resourcing our center and activating our back-up center. Additionally, we "close" our main dispatch center and utilize our back-up center each day 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 back-up center to ensure it is ready for use if needed."	N/A
Best Practices				
51 The PSAP should accept text to 911 and adopt standard operating procedures for handling the text calls.	Y	12	"We have a thorough policy addressing all scenarios involving text messages that are received via 911 that is available for review if <u>desired</u> ."	N/A
52 The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Acute 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 Program ("CSMP"). Such tools would include procuring CSMP training, 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	"We continue to recognize the importance of this best practice and provide regular training for both supervisors and front-line employees. We have an Employee Support and Assistance Policy, which supports employees in both formal and informal ways. Additionally, we continue to be actively involved with county-wide trauma/crisis/medical wellness efforts and are part of our newly formed department Peer Support Team."	N/A
53 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEHA 3.0-3 Center Operations Standards PSAP Operations SOPs located at https://www.neha.org/page/OperationsStandards	Y	12	"We have a thorough division specific Policy & Procedure manual that is continually reviewed and updated to meet changing circumstances. We will have a proactive Policy & Procedure Committee that ensure each document is accurate, relevant, and useful. Our policies, procedures and other written directives thoroughly address the NEHA topics applicable to our area."	N/A
54 The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NEHA Center Manager Certification Program ("CMCP"), NEHA Emergency Responder Certification ("ERP"), APCU Regional Public Safety Leader ("RPSL") or APCU Certified Public Safety Executive ("CPSE") 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 one of our Lead Dispatchers are all certified through the APCU RPS program. Additionally, another Lead Dispatcher completed the NEHA Center Manager Certification Program."	N/A
55 The PSAP should report to AERC each error it identifies in the routing of 911 calls within 30 calendar days.	Y	3	None	N/A