

PSAP Name: BOX ELDER COMMUNICATIONS (DPS)

	<u>Minimum Standards</u>	<u>Compliant at the time of reporting: Y/N</u>	<u>If Y, how many months compliant in 2020</u>	<u>PSAP Comments</u>	<u>UCA's Comments and Suggestions for Improvement</u>
#1	A PSAP shall utilize the ECaTS Staffing Forecast Module, provided to PSAPs at UCA's expense, to comply with minimum staffing recommendations. The ECaTS Staffing Forecast Module relies upon the Erlang-C formula which factors in call volume, call duration, and required call answering times to formulate a minimum staffing level. The model should be run using the following variables: Service Level Goal - 95%; Answer Time Goal-15 seconds; Call Duration- the "mean" time calculated and shown by ECaTS; Growth Factor - 0%; Wrap Up - 10 seconds; Additional Agents - 0. In order to claim compliance, a PSAP will need to meet the recommended staffing forecast (not the boundaries) at all times during the calendar year. It should be noted, this formula returns data for call-takers; dispatchers do not count in the totals.	Y	12	None	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	None	N/A
	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.				
#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	Y	12	None	N/A
#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	"We have not had a any new hires in the year 2020, all other dispatchers are current on their certification."	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	"We have not had any new hires in the year 2020, this has given us the opportunity to get all our trainers certified and recertified."	N/A
	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.				
#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	None	N/A
#7	Ninety five percent (95%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) 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 <15 seconds" under the "Overall Percentage" will be used.	Y	12	"For 2020, UDPS Box Elder Communications Center was at 98.01%"	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	"UDPS Box Elder Communications Center follows the NENA Standard and do no blind transfers. Most transfers occur on reckless driving calls that are at the county lines to our neighboring agencies."	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	"We have a coop plan in place for disasters, back up center is Logan Dispatch for any 9-1-1 calls to be handled."	N/A
	<u>Best Practices</u>				
#1	The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	N	0	"We currently do not have capability to have the text to 9-1-1 in our center. This will occur in this year."	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	"Being a State Center we use the peer support team for the State and the CISM team when ever needed."	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	"Center and Bureau Policies are current and up to date. Policies are created when needed and existing policies are updated frequently."	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	"Manager is CMCP certified, 1 supervisor is certified with ENP 2nd supervisor will be going through the class when one is available."	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 2020			