

**PSAP Name: SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER (SLVECC)**

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
<b>#1</b> 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 Consideration as defined in UCA's Strategic Plan.	Y	12	"The staffing forecast calls for between 5-17 employees to be on-duty at any given time during the year. SLVECC's lowest staffing numbers are during the early morning hours when we have at least 20 personnel on-duty. The number of employees on-duty from the approx. 0600 throughout the day increases to 28 or higher, depending on day and hour."	N/A
<b>#2</b> 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	"In March of 2021 SLVECC transitioned from Priority Dispatch to APCO Inelcom for our EMD protocols. This change from a protocol-based system to a criteria based one has increased efficiencies in our call to dispatch times as well as providing for more flexibility in the call-takers ability to move through the call as the call is triaged and processed. It has increased the call-taker's confidence and allows for more local control of the protocols as requested by our fire/EMS agencies and medical director."	N/A
<b>#3</b> 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 standards as set forth in APCO/NENA ANS 1.107.1.2015	Y	12	"SLVECC received over 313,286 9-1-1 calls in 2021 and a total of 886,396 administrative calls (in/outbound). Pulling 2% of total calls received (as stated in APCO/NENA ANS 1.107.1.2015 referenced above) would have required over 23,000 calls to be reviewed which SLVECC does not have the staff or resources to be able to accomplish. Our two QA Supervisors reviewed just over 1,000 calls most of which were Priority 1 calls, and ALL cardiac arrest and CPR calls were reviewed by our Medical Director and his staff for compliance and outcomes. The QA Supervisors only reviewed incoming 9-1-1 calls and the Operation Supervisors are tasked with reviewing the radio or dispatching portion of the calls. That the reference APCO/NENA AND Standards requires."	N/A
<b>#4</b> 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	"All newly hired personnel are in training from 14-16 weeks as they begin their careers here as call takers. During this period of time, they attend POST, BCI Certification, CPR Certification, and MED Certification Training, as well as additional internal instruction from SLVECC trainers in a classroom setting. Following their classroom time, they are then assigned a training officer who will work with them on the dispatch floor in real-world environment taking calls. At the end of their floor training, they will be given 3-days to pass a solo, during which time they will be working on their own but be monitored by a training officer with each call reviewed and critiqued. At the completion of their solo, they either released to work on their own, but remain on probation until there 1-year mark or they are provided an additional 2-weeks of training before once again trying to pass their solo."	N/A
<b>#5</b> 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.	Y	12	"SLVECC's Training Division is responsible for providing and confirming that each employee is working towards becoming and maintaining POST certification. Each year, the newly formed Training Division provides four mandatory quarterly 4-hour in-service training sessions. These quarterly training sessions are designed to provide for compliance with POST, CPR, BCI and EMD re-certifications and training hours."  "We have a Training Division made up of 21 employees of which all are APCO CTO Certified and/or NENA CTO certified. We have 12 POST certified instructors that assist in teaching our in-house classes to SLVECC staff to teach classes at POST."  "We have over 75 employees that have completed or in-house CTO certification modeled after the APCO CTO Program. We two Training Supervisors who have completed the Certified Public Managers (CPM) course and three that are FBI certified instructors. In 2021, we increased our training division by an additional 4 APCO certified CTO's bringing the Training Division to 21 total staff."	N/A
<b>#6</b> 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 text calls/texts not included).	Y	12	"All statistical data for this report was compiled based on the standards as provided by UCA and the ECATS system. These reports and stats are presented monthly to the SLVECC Board of Trustees as well as certain elected officials and the Executive Director of UCA. No attempts to manipulate or change the data provided have been done."	N/A
<b>#7</b> 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.	N	2	"SLVECC's Average 911 Answer Time for 2021 was 82.36% in the equal to or less than 15 seconds category. This was an increase of over 7% from 2020. SLVECC's Average 9-1-1 Answer Time for 2021 was 85.00% in the equal to or less than 20 seconds category. This was an increase of 10% over 2020. We have continued to hire personnel the greatest change was the implementation of the new Motorola Vesta N9111 Phone System in August of 2021. This validated many of the performance concerns SLVECC was having around the phone system and we expected to meet standards in 2022 with our operational changes and the continued use of the new 9-1-1 phone system. In January 2022 we met/exceeded the 15 second standard and were just under the 20 second standard."	A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime.
<b>#8</b> If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"If a 9-1-1 call is transferred to another PSAP or Dispatch center, they are transferred in accordance with the NENA Call Answering Standard/Model Recommendation in addition to the adopted CAD-to-CAD Call Handling and 9-1-1 Call Transfer Protocols adopted by the UCA PSAP Advisory Committee and UCA in 2021. This is accomplished by announcing the call to the receiving PSAP or Dispatch Center once they have answered the call. The announcement shall include the address and type of call."	N/A
<b>#9</b> 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	"SLVECC maintains the following levels of redundancy regarding the PSAP's necessary equipment and functionality: Control Stations for radio console back-up, handheld radios for each position, Amateur (Ham) radios, back up cellphones, satellite phones, laptops and jump drives, Motorola Public Emergency Notification Systems (including but not limited to IPAWS, WEA, and reverse notifications), GETS accounts; SLVECC has transitioned to the new UCA Statewide Motorola VESTA NG 9-1-1 Phone System and ESinet which allows for the SLVECC staff to report to any PSAP in Utah, login, and handle SLVECC calls. SLVECC also has a Telephone System Failure procedure that outlines possible actions taken depending upon the nature of	
<b>Best Practices</b>				
<b>#1</b> The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"SLVECC has been receiving SMS/Text to 9-1-1 calls since November 2015. SLVECC Procedure #40006 provides guidelines for handling these types of calls."	N/A
<b>#2</b> 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	"SLVECC currently has 4 staff who are active members if the Utah State CISM Team. They are all State Certified in the Peer Support Program. This includes individual peer support with referrals and safety plans through our EAP program. SLVECC also has created its own Peer Support Team made up of existing staff that have a passion and interest in this team and are trained and certified through our EAP provider in conjunction with the program implemented through the Unified Fire Authority here in Salt Lake County. Both the newly created Training Division and Peer Support Team is included in the SLVECC annual budget to allow for resources to be provided for these programs to continue to exist and be successful."	N/A
<b>#3</b> 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 <a href="https://www.nena.org/page/OperationsStandards">https://www.nena.org/page/OperationsStandards</a>	Y	12	"SLVECC maintains policies and procedures that are applicable to SLVECC and approved through various levels of management and agency oversight to include: The SLVECC Management Team, Police and Fire/EMS Operations Board, and the SLVECC Board of Trustees. The final approval and signature is completed by the Executive Director and then the Policies and Procedures are made public for all SLVECC personnel. These include the Administrative Handbook that includes all of the Human Resources and personnel actions policies, the Standard Operating Guidelines for Police, Fire/EMS, Call-Taking and General Operations. These guidelines cover such situations as call processing, call handling for 9-1-1 hang-ups, pursuits, containments, fire multi-unit responses, coding and restricting radio channels etc. There are also procedures and guidelines for evacuating the PSAP, pandemics, and other disaster situations."	N/A
<b>#4</b> 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	"SLVECC's Agency Liaison Officer and Executive Director hold CMCP, ENP and/or CPR certifications."	N/A
<b>#5</b> The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2021			