

PSAP Name: KANE COUNTY

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2019	PSAP Comments	UCA's Comments and Suggestions for Improvement
<p>41 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 time to formulate a minimum staffing level. The model should be run using the following variables: Service level goal: 80%, Answer Time Goal 12 seconds, Call Duration: the "mean" time calculated and shown by ECATS, Growth Factor: 10%, Wday 1p: 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.</p>	Y	12	"Report attached."	Minimum Standard #1 states: "It should be noted, this formula returns data for call-takers; dispatchers do not count in the totals." This report is strictly for call taking. The burden of radio traffic volume is not taken into consideration for this report. As PSAPs that perform both call taking and dispatching should have more on duty to be able to handle not only the call volume, but the radio traffic as well. PSAPs should also consider how to handle simultaneous 911 calls without placing undue pressure on a telecommunicator.
<p>42 For each medical call processed, the PSAP shall utilize CAD caller interrogation protocols that contain, at a minimum, the following:</p> <p>a) The specific pieces of information that must be gathered by each type of call; and</p> <p>b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence; and</p> <p>c) PSAPs should dispatch high priority medical, fire and law enforcement calls as soon as location and call-type are verified.</p>	Y	12	None	N/A
<p>43 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.</p>	Y	12	"QA third 12 months, waiting on police and fire"	A PSAP should review APCO/NENA ANS 1.107.1.2015. Chapter 2 states: "The Agency shall ensure all call members responsible for performing quality assurance review meet the minimum qualifications identified for the Quality Assurance Evaluator (QA2)", Chapter 5 states: "These reviews shall occur as soon as possible after the receipt of the call and/or following the radio dispatch or at least within five (5) days, notwithstanding extenuating circumstances that prevent such a review." The integrity of the QA process should be an important aspect of a PSAP's QA process. Consistency is key to this and will assist their telecommunicators perform their 911 duties in a better fashion. The call taker would know what they need to work on to make sure they are doing what's needed on 911 calls. Chapter 5 states: PSAP agencies shall, in the normal course of business, review at least 2% of all calls for service. When the 2% factor would not apply or be overly burdensome due to low or excessively high call volumes, agencies must decide on realistic level of case review." UCA suggest their in order to comply with this standard a PSAP should adopt the APCO/NENA ANS 1.107.1.2015 and make sure to have their QA case reviews written in their policies and procedures.
<p>44 The PSAP shall not allow a telecommunicator to teleprocess a 911 call alone unless the telecommunicator has completed the PSAP's training program and is EMD Certified.</p>	Y	12	None	N/A
<p>45 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:</p> <p>a) All certified telecommunicators shall maintain all required certifications listed under the PDST requirements</p> <p>b) All PSAP trainers shall be actively certified as a Trainer/Instructor from a nationally recognized organization, such as a PDST, International Academies of Emergency Dispatch ("IAED"), NENA, AEDS, or another organization approved in advance by the 911 Division.</p> <p>c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANS 1.103.2.2015 or the NENA Minimum Training Standards.</p> <p>PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2018, who obtain certification through another source such as an APCO or NENA.</p>	Y	12	None	N/A
<p>46 The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to, manipulating ECATS entries to include 10-digit phone numbers in 911 call counts and/or making non-emergency 911 calls by PSAP or other government employees (landmarked text calls/texts not included).</p>	Y	12	None	N/A
<p>47 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: Filter - Exclude Abandoned; Agency Affiliation - Default except unselect training. For the purposes of compliance with this standard, the box showing the "X" answer time <15 seconds" under the "Overall Percentage" will be used.</p>	Y	12	"911-03% Report attached"	N/A
<p>48 If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model.</p>	Y	12	None	N/A
<p>49 The PSAP shall maintain a comprehensive redundancy and back-up plan to mitigate events that may disrupt 911 service in a community; this may include, but is not limited to, major equipment failure, facility issues, natural or man-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.</p>	Y	12	None	A PSAP should review their CDOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 1)911 phone back-up, 2)radio traffic back-up, 3)spaging back-up, 4)CAD back-up, and 5)hot seating protocol (where possible).
Best Practices				
<p>51 The PSAP should accept text to 911 and adopt standard operating procedures for handling the text calls.</p>	Y	12	None	N/A
<p>52 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.</p>	Y	12	None	N/A
<p>53 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.</p>	Y	12	None	N/A
<p>54 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 ("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 responsibility.</p>	Y	10	"CMCP training was in March 2019"	N/A
<p>55 The PSAP should report to AGEC each error it identifies in the routing of 911 calls within 24 calendar days.</p>	Not applicable for 2019			