

PSAP Name: DPS UINTAH BASIN COMMUNICATIONS

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2019	PSAP Comments	JICA's Comments and Suggestions for Improvement
<p>41 A PSAP shall utilize the ICA's Staffing Forecast Model(s) provided in PSAP and ICA's response to comply with minimum staffing recommendations. The ICA's Staffing Forecast Model relies upon the following factors 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 and Load: 95%, Answer: Two (2) to 15 seconds, Call Duration: The "mean" time calculated and chosen by ICA's, Growth Factor: 0%, Ring Up: 10 seconds, Additional Agents: 0. In order to demonstrate compliance, a PSAP will need to meet the recommended staffing forecast (not the baseline) 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	None	Minimum Standard #1 states: "It should be noted, this formula returns data for call-takers; dispatchers do not count in the totals." This report's details for call-taking. The burden of radio traffic volume is not taken into consideration for this report. PSAPs that perform both call-taking and dispatching should have more an ability 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 telecommunication.
<p>42 For each medical call processed, the PSAP shall utilize EMS order investigation protocols that contain, at a minimum, the following:</p> <p>a) The specific names of information that must be submitted for each line of call and</p> <p>b) Pre-arrival instructions/post-dispatch instructions regarding address, caller or patient/scene safety, and/or additional information, and</p> <p>c) PSAPs should dispatch high priority medical, fire and law enforcement calls as soon as location and call type are confirmed.</p>	Y	12	"All dispatchers are EMD Certified under the answer 0-1. All calls are processed as above above."	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/NEMA Quality Assurance program standard as set forth in APCO/NEMA Model 3.0 (1/1/2019).</p>	Y	12	None	N/A
<p>44 The PSAP shall not allow a telecommunicator to take/process a 911 call after unless the telecommunicator has completed the PSAP's training program and is EMD Certified.</p>	Y	12	"All dispatchers are required to complete the PSAP's training program in location 911 calls and must be EMD-Certified to take and process 9-1-1 calls."	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 PSAP's telecommunicator.</p> <p>b) All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as NFED, International Academies of Emergency Dispatch ("IAED"), NEMA, APCO, 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 JAK 3.0 (1/1/2019) for the NEMA Minimum Training Standards.</p> <p>d) PSAPs are allowed to accept non-union telecommunicators who were hired prior to April, 2013, who obtain certification through another approved such as APCO or NEMA.</p>	Y	12	"All of our dispatchers maintain all certifications listed under PSCT requirements. Our CTC's are currently certified under APCO and NEMA."	N/A
<p>46 The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to: manipulating ECR's services to include 911 phone numbers in 911 call counts and/or making non-emergency 911 calls known by PSAP or other government employees (standardized test 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 three minutes. This standard will be measured using the "PSAP Answer Time" report available through CTS. The purpose of compliance with this minimum standard, the following information should be taken into account when generating the report (times): Range: Last Year (January-December), Period: Group: Peer Call Type: 911 Calls, Standardized Time: (Include Department Agency Affiliation - Default except unlisted training, for the purpose of compliance with this standard, the box showing the "X" answer time <15 seconds) under the "Overall Percentage" will not used.</p>	Y	12	"DPS Uintah Basin is in compliance with this standard at 99.28%."	N/A
<p>48 If the transfer of a 911 Call has to occur, the PSAP shall follow the NEMA Call Answering Standard (Global) Recommendation.</p>	Y	12	"Transfers are minimal, and if they occur the dispatcher transfers without delay the call while staying on the line and enroute to the appropriate and all pertinent information relayed as outlined by the NEMA Call Answering Standard (Global) Recommendation."	N/A
<p>49 The PSAP shall maintain a comprehensive readiness 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 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 CDOF plans and make sure that they have the following elements, that includes continuous review to their 911 callers. 1)911 phone back-up, 2)radio traffic back-up, 3)paging back-up, 4)KAC back-up, and 5)not listing protocol (where possible).
Best Practices				
<p>50 The PSAP should accept text to 911 and adopt standard operating procedures for handling text calls.</p>	Y	12	None	N/A
<p>51 The PSAP should adopt an Incident Response & Crisis Stress Management Standard, which may include the Joint Critical Incident Stress Management Team. Any adopted standard should call for local staff to assume task responsibility for regular training and evaluation of all elements of the Comprehensive Stress Management Program ("CSMP"). Both levels would include processing CSMP funding, identifying and coordinating CSMP resources and utilizing access to related services including Peer Support, Critical Incident Stress Management, Individual Health & Wellness, and other elements of the CSMP.</p>	Y	12	"We have access to the DPS Peer Support Program, also the Joint Critical Incident Stress Management Team. We have certified specialists members on both teams."	N/A
<p>52 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEMA 9-1-1 Center Operations Standards PSAP Operators SOPs located at: https://www.nema.org/psap/OperationsStandards</p>	N		"We are currently working on these to become up to date and complete."	A PSAP could 1) refer to Nema (https://www.nema.org/psap/OperationsStandards) and the listed SOP's template as a starting point to work with their emergency manager to assist with some of the SOP's that might already be in their emergency management plan.
<p>53 The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NEMA Center Manager Certification Program ("CMCP"), NEMA Emergency Number Professional ("ENP"), APCO Registered Public Safety Leader ("RPSL") or APCO Certified Public Safety Executive ("CPSE"), and that manager/supervisor shall be provided funds by the PSAP to support memberships in industry associations and ongoing training and education appropriate for their position and responsibilities.</p>	Y	12	"The Center Manager is NEMA Center Manager Certified through their CMCP program."	N/A
<p>54 The PSAP should report to NEMA each error it identifies in the routing of 911 calls within 24 calendar days.</p>	Not applicable for 2019			