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 2020**	**PSAP Comments**	**UCA's Comments and Suggestions for Improvement**
#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	"The staffing forecast calls for between 6 and 17 employees to be on duty at any given time during the year. SLVECC's lowest staffing numbers are during very early morning hours when we have at least 12 people on duty. The number of employees on duty increases from there up to 17 or higher, depending upon the day and hour."	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. In 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.
#2	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	Y	12	"SLVECC is a Tri-Accredited Center of Excellence through the International Academy of Emergency Dispatch (IAED). We utilize and maintain certifications for each telecommunicator through IAED. We are currently operating on IAED EMD vl3.2. In Q1 2021 we will be transitioning to APCO Intellicom for EMD and other protocols. This change will increase the effectiveness and efficiencies in our call processing and dispatching of EMS calls. Information is obtained in the beginning of the medical calls for the address, phone number, exactly what happened, age, conscious and breathing status. The Chief Complaint is selected based on what happened. In the IAED protocols, each Chief Complaint has a Pre-Arrival and/or Post-Dispatch Instructions that are applicable to the situation. These instructions vary based on the Chief Complaint selected and are given to the caller at the appropriate time according to the protocol. The call is available to be dispatched based upon priority as per SLVECC policy #6003."	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.				

#	Requirement				Response	N/A
#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		"SLVECC is an IAED Tri-Accredited Center of Excellence and the QA Coordinators follow the requirements of the IAED accreditation process when reviewing 911 calls. SLVECC was just re-certified by IAED in all t hree disciplines as meeting their accreditation requirements . SLVECC has two Quality Assurance Coordinators who review 80 EPD, 30 EFD, and 30 EMD calls every week, including calls received on 911 lines. These calls are pulled through a random and focused process. SLVECC received 284,183 911 calls in 2020 and a total of 845,734 10 digit emergency and administrative calls in 2020. Pulling 2% of the total calls received (as stated in the APCO/NENA ANS 1. 107.1.2015 referenced above) would have required over 22,500 calls to be reviewed, which SLVECC does not have the staff or resources to be able to do. The two QA Coordinators were able to complete just over 6,700 call evaluations in 2020, which exceeds the 2% mark based on the number of 911 calls. These QA Coordinators only review incoming telephone calls and do not include t he dispatching portion of the call that the referenced APCO/NENA ANS standard requires, which would also require additional personnel and expense in order for SLVECC to be able to accomplish those tasks."	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		"Newly hired employees are in training for 14 weeks. During this time, they attend POST, BCI. CPR, EMD, EFD, and EPD training, as well as receive internal instruction from SLVECC trainers in a classroom setting. Included in the 14 weeks is 8 weeks of On the Job (OTJ) training with a trainer, who sits with them and monitors how each call received is processed. At the end of their training they will be given 3 days to pass a solo, during which they will be working on their own, but a different trainer is monitoring and grading each call. They are given a pass or fail at the end of the solo . If they receive a fall, then they receive an additional two weeks of training before trying again to pass their solo ."	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			N/A
	a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements.	Y	12		"SLVECC's Training Coordinators are responsible for confirming that employees are working towards becoming and maintaining POST certification. Each year, employees enter their hours into our Training Tracking System and indicate whether it qualifies for POST, CPR, BCI, EMD. EFD. EPD. or other hours. The Training Coordinators then verify each employee has the required hours in CDE and submits that information to POST ensuring their continued certification."	
	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.	y	12		"We have 12 employees who have completed the APCO CTO certification and 6 employees who have completed the NENA CTO program. We have 14 POST Certified Instructors that help teach in house classes to the new employees or teach classes at POST."	

	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	"We have over 50 employees who have completed our in-house CTO program which is modeled after the APCO CTO program. One of our Training Coordinators has completed the Certified Public Managers (CPM) course (parts 1 & 2) and is an FBI certified instructor. The topics contained in APCO's Minimum Training Standards are taught to all SLVECC employees during their initial 14-week training period, except radio training which is done when they move from call -taking to a radio channel. In 2020 SLVECC created a new dedicated training division consisting of a Training Manager 2 Training Coordinators, 2 QA Supervisors, and 13 CTOs."	███████████
#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	"Statistical data for this report is compiled from the ECaTS reports and furnished to the SLVECC Governing Boards and Executive Director on a regular basis. No attempts to manipulate the data have been attempted ."	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.	N	0	"SLVECC's Average 911 Answer Time for 2020 was 75.82% in the equal to or less than 15 seconds category . This is equated to the Center's significant turnover in 2020, new Executive Director, and many other changes. We have increased our efforts to hire a sufficient number of staff that will allow us to be successful in meeting this standard in the future. During Q3 & A4 we have already seen significant improvements in our performance and leveled our attrition rates."	SLVECC has consistently had a lower than required call answering time. 2020 is the first time SLVECC has stated it's due to low staffing levels. UCA agrees that increasing staffing will help improve call answer times.
#8	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 911 call is transferred to another PSAP or Dispatch Center they are transferred in accordance with the NENA Call Answering Standard/Model Recommendation as per Operations Procedure #40010. This is done by announcing the call to the receiving Center once they have answered it. The announcement will include the address and type of call."	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	"SLVECC maintains the following levels of redundancy regarding the Dispatch Center necessary equipment and functionality: Control stations for radio consoles, Handheld radios for each radio position, Amateur {Ham} radio, Backup cell phones, Satellite phone, Laptops and jump drives, Motorola Public Emergency Notification System (includes IPAWS/WEA Alert s and reverse notifications), GETS cards. The Center participates in the Wasatch Front Multi-Node telephone system, which allows for SLVECC employees to log into the system from other node locations and accept Center telephone calls. SLVECC also has a Telephone System Failure procedure that outlines possible actions to be taken depending upon the nature of the problem."	A PSAP should review their COOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 1)911 phones back-up, 2)radio traffic back-up, 3)paging back-up, 4)CAD back-up, and 5)hot seating protocol (where possible).
	Best Practices				
#1	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 t hese types of calls."	N/A

#	Standard	Compliant	Months	Narrative	Plan
#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	"SLVECC currently has two supervisors who are active members of the State CISM Team. They are also both State Certified in the Peer Support Program. This includes individu al peer support with referrals and safety plans through our EAP program. SLVECC also has a team of Chaplains who are available at any time to all team members. In Q4 of 2020 VECC partnered wit UFA and Bloomberg Hale to train and certify additional VECC members to be an internal Peer Support Team on-site and available in times of need. The training and certification of VECC staff is now included in the annual budget and will continue to grow and provide support for VECC and other PSAPs in the region if requested."	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	"SLVECC maintains Policies and Procedures that are applicable to our Center and approved through the levels of management to include: The SLVECC Management Team, Operations Board, and the Board of Trustees. The final approval and signature is completed by the Executive Director and then the P&Ps are made public for all SLVECC team members. These include an Employee Handbook that includes all of the Human Resources and personnel actions policies, as well as, Operations Policies and Procedures for Police, Fire and Call-Taking, and General Operations. These Procedures cover such situations as Call Processing, Call Handling for 911 Hangups, Pursuits, Containments, Fire Multi-Unit Responses such as Structure Fires or HazMat situations, Restricting channels, etc. There are also procedures for evacuating the dispatch center, pandemics, and other disaster situations. In total, not including the Employee Handbook, there are currently 22 Call-Taking, 27 Fire Operations, 17 Police Operations, and 26 General Operations Policies and Procedures, as well as 16 Emergency Operations Policies & Procedures. This will always be a work in progress."	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	"SLVECC's Agency Liaison Officer and Executive Director hold MCP, ENP and/or CPE certifications."	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			