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 2018	PSAP Comments	UCA's Comments and Suggestions for Improvement
45	A PSAP shall utilize the ECaTS Staffing Forecast Module, provided by PSAPs at UCA's expense, to comply with the requirement to maintain a staffing level. The 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: Call Volume: Use "busiest" hour calculated and chosen 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 1 call taker, dispatchers do not count in the totals.	Y	12	"The staffing forecast calls for between 8 and 12 employees to be on duty at any given time during the year. SLVECC's lowest staffing level occurs at 3:00 AM. The number of employees need to have at least 12 people on duty. The number of employees needed increases from there up to 17 or higher, depending upon the day and hour."	Minimum Standard 45 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 takers. It is important to understand how dispatchers and call takers impact one another. In PSAPs that perform both call taking and dispatching should have more on duty to be able to handle not only the call takers, but the radio traffic as well. PSAPs should also consider how to handle simultaneous 911 calls without placing undue pressure on a telecommunicator.
49	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 certified through IAED for Medical, Fire and Police, and move to v.15.2. Information is obtained in the beginning of the medical call for the address, phone number, exactly what happened, age, conscious and breathing status. The Chief Complaint is selected based on what information is obtained from the caller. Pre-Arrival and 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 transferred to the dispatch the same as the address collected in the Master Chief Complaint entered. Calls are dispatched based upon priority as per SLVECC policy 400205.	N/A
	a) The specific pieces of information that must be collected for each type of call; and				
	b) Pre-arrival instructions/post-dispatch instructions to callers to address life and property/public safety and/or to stabilize the situation;				
	c) PSAPs should dispatch high priority medical, fire and law enforcement calls as soon as location and call type are ascertained.				
46	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 Standards (QAS) 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 3 force disciplines as meeting their accreditation requirements. SLVECC has two Quality Assurance Coordinators who review MEDPRO, SECRO, and SO EMD calls every week, including random and critical 911 items. These calls are pulled through a random and focused process. SLVECC received 202,603 911 calls in 2018 and a total of 429,414 911 and administrative calls in 2018. Pulling 2% of the total calls received (as stated in the APCO/NENA ANS 1.107.1-2015 standard) would require the review of 8,588 calls per year 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 5,000 call evaluations in 2018, which exceeds the 2% mark based on the number of 911 calls. These QA Coordinators only have the time to review calls that are pulled through the random and focused process rather than the referenced APCO/NENA ANS standard inquiries, which would also require additional personnel and expense in order for SLVECC to be, a able to accomplish these tasks. SLVECC did complete a merger with the Unified Police Dispatch Center (UPD) last year. Each of the previous UPD Dispatchers/Call Takers had a radio and/or Call Taking QA performed on them for the previous three years. The QA Coordinators evaluated the included categories such as Customer Service, Professionalism, Adherence to Protocols, Appropriate Use of Equipment, Knowledge of Jurisdictions, Caller Control, Problem Solving, and Disseminating	N/A
47	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 IAED Certified.	Y	12	"Newly hired employees are in training for 12 weeks. During this time, they attend POST, 911, CPR, EMD, EFD, and SPD training, as well as receive internal training on our computer aided dispatch system and are included in the 12 weeks is 8 weeks of On the Job (OTJ) training with a trainer - who sits with them and monitors how much call received is processed. At the end of their training they will be given 5 days to pass a test, during which they will take calls alone. The trainer is still there to assist/help and/or help with such call. They are given a pass or fail at the end of the test. If they receive a fail, then they receive an additional two weeks of training before trying again to pass their test."	N/A
48	The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12	"SLVECC's Training Coordinators are responsible for confirming that employees are working towards becoming and maintaining POST certification. Training Coordinators log into the Utah Training Tracking System and indicate whether it qualifies for POST, CPR, 911, EMD, EFD, SPD, or other hours. The Training Coordinators then verify each employee has the required hours in DPS and submits that information to POST ensuring their continued certification."	N/A
	a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements;	Y	12		
	b) All PSAP trainers shall be actively certified as a training/education trainer in nationally recognized emergency dispatch training programs (examples of Emergency Dispatch ("IAED"), NENA, APCO, or another organization approved in advance by the 911 Division.	Y	12	"We have 7 employees who have completed the APCO CTO certification and 5 employees who have completed the IAED Trainer certification. We use the CTO and trainer instructors that help train in house classes to the new employees or teach classes at POST. We have 0 employees who have completed our in house CTO program which is modeled after the APCO CTO program. We have 2 employees who have completed and the Certified Public Managers (CPM) course (parts 1 & 2) and is an FBI certified instructor."	
	c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO/ANSI 3.103.1-2015 or the NENA Minimum Training Standards.	Y	12	"The topics contained in APCO's Minimum Training Standards are taught to all SLVECC employees during their initial 12 weeks training period, except radio + text-to-911 which is taken when they move from call taking to a dispatch position."	
	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.	N	0	"We have 1 employee that is not a U.S. Citizen and therefore not POST certified. She was hired prior to April 2018 and plans on to receive through either an APCO or NENA Telecommunicator course or series."	The PSAP Directors group requested that this be added to Minimum Standards on May 2018. UCA's Governing Board approved this additional language June 2018. the PSAP should pursue getting this requirement done as soon as possible in 2019.
49	The PSAP shall track emotionally 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 counted).	Y	12	"The report contained in APCO's Minimum Training Standards are taught to all SLVECC employees during their initial 12 weeks training period, except radio + text-to-911 which is taken when they move from call taking to a dispatch position."	N/A
50	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 parameters should be used: Call Type: Incoming; Select Range: Last Year (January-December); Period Group: Year; Call Type: 911 Calls; Abandoned Filters - Include Abandoned; Agency Affiliation - Default except unselect training. For the purposes of compliance with this standard, the box drawing the "% answer time <15 seconds" under the "Overall Percentage" will be used.	N		"SLVECC's Average 911 Answer Time for 2019 was 77.19 (this is the equal to or less than 15 seconds category. This is equated to the Center's significant turnover in 2019 and we have increased our efforts to hire a sufficient amount of staff that will allow us to be successful in meeting this standard in the future."	SLVECC has consistently had a lower than required call answering time. 2019 is the first time SLVECC has started it's due to low staffing levels. UCA agrees that increasing staffing will help improve call answer times.
51	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 and Procedure #400206 provides guidelines for announcing the call to the receiving Center when they have answered. The announcement will include the address and type of call."	N/A
52	The PSAP shall maintain a comprehensive redundancy and backup plan to ensure continuity of operations and service in a catastrophe. Disasters include, but are 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 and backup plan to ensure continuity of operations and service: Redundancy: Control stations for radio consoles; Handheld radios for each radio position, Antenna (Hand radio, Backup cell phones, Satellite phone, Laptops and jump drives, Motorola Public Emergency Notification System (includes IPAWS/WEA alert + and reverse notification), IAETS cards. The Center participates in the Utah Telecom Relay Service Program 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: 24/7 phones back up, Zoetis radio back up, Equipping back up, ECaD back up, and Other seating protocol (where possible).
	Best Practices				
45	The PSAP should continue to use the 911 and adopt standard operating procedures for handling the text calls.	Y	12	"SLVECC has been receiving SMS/Text tech 9-1-1 calls since November 2018. SLVECC Procedure #400206 provides guidelines for handling 1 Text-to-911 Call."	N/A
46	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 responsibility for the following elements of a minimum 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, but not limited to, Critical Incident Stress Management, local mental health trauma therapists, and other elements of the CSMP.	Y	12	"SLVECC currently has supervisors who are active members of the Static CISM Teams. They are also both State Certified in the Peer to peer Program. This includes a blend of peer support with referrals and safety plans through our EAP program. SLVECC also has a number of Chaplains who are available at any time to all team members."	N/A
48	The PSAP should have up to date Policies and Procedures including these policies and procedures: Operations Policy & Procedures, 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 Executive Director, Operations Policy & Procedure 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 Policies and Procedures include, but are not limited to, 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 Transfers, Text-to-911, Radio Communications, Multi-Unit Responses such as Evacuation Fires or Hostile situations, Restricting channels, etc. There are also procedures for evacuating the shops to a center, pandemics, and other disaster situations. In total, not including the Employee Handbook, there are currently 22 Call Taking, 22 Fire Operations, 17 Police Operations Policies and Procedures, 4 General Operations Policies, as well as 16 for ongoing Operations Policies & Procedures. This will change a week to month."	N/A
49	The PSAP should be managed/supervised by an individual possessing one or more of the following: advanced degree, APCO Registered Communications Manager Program ("CMP"), NENA Emergency Number Professional ("ENP"), APCO Registered Public Safety Leader ("PRL") 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	9	"SLVECC's Deputy Director over Operations and the Police Operations Manager both attended the NENA Center Manager Certification Program (CMCP) sponsored by UCA in March 2019."	It is UCA's hope that SLVECC's new Executive Director will attend of the listed APCO or NENA trainings as soon as possible if he has not already certified.
50	The PSAP should report to 911KC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2018			