

PSAP Name: ST GEORGE CITY

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliance in 2019	PSAP Comments	LICA's Comments and Suggestions for Improvement
<p>41 A PSAP shall allow the ECATS Staffing Forecast Module provided to PSAPs at LICA's request, to comply with minimum staffing recommendations. The ECATS Staffing Forecast Module relies upon the ECATS Formulas which factors in call volume, call duration, and required call answering times to formulate a minimum staffing sheet. The model should be set 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%, Drop to: 10 seconds. Additional Agents: 0. In order to claim compliance, a PSAP will need to meet the recommended staffing forecast (not the benchmark) at all times during the calendar year. It should be noted, the formula returns data for call takers, dispatchers do not count in the totals.</p>	Y	12	"12 months compliant"	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 takers. 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 E11 calls without placing another person on a telecommunicator.
<p>42 For each medical call processed, the PSAP shall advise EMS either emergency or non-emergency status, at a minimum, the following:</p> <p>a) The specific pieces of information that must be obtained for each call and</p> <p>b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/scene values and/or to preserve evidence, and</p> <p>c) PSAPs should dispatch high priority medical, fire and law enforcement calls as soon as feasible and call type.</p>	Y	12	"12 months compliant-Priority Dispatch only"	N/A
<p>43 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews E11 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 APCQ/NEHA Quality Assurance program standard as set forth in APCQ/NEHA AHS 3.101.2-2013.</p>	Y	12	"12 months compliant, we initiated the QA component of this system 3 years ago and we have the component 2 years ago."	N/A
<p>44 The PSAP shall not allow a telecommunicator to take/press a E11 call above unless the telecommunicator has completed the PSAP's training program and is EMD Certified.</p>	Y	12	"12 months compliant. Trainers during the CTO process will always have a console monitor with them and will step in and handle E11 or reject calls that present on E10/95 lines."	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 POST requirements.</p> <p>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), NEMA, APCQ, or another organization approved in advance by the E11 Division.</p> <p>c) Meets the APCQ Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCQ AHS 3.101.2-2013 or the NEMA Minimum Training Standards.</p> <p>d) PSAPs are allowed to exempt non-union telecommunicators who were hired prior to April, 2018, who obtain certification through another source such as APCQ or NEMA.</p>	Y	12	"12 months compliant"	N/A
<p>46 The PSAP shall not intentionally manipulate E11 call counts in other data. Examples include, but are not limited to, manipulating ECATS services to include 10-digit phone numbers in E11 call counts and/or, routing non-emergency E11 calls/texts by PSAP or other governmental employees (provided text calls/texts not included).</p>	Y	12	"12 months compliant. In addition, if actions are based on the data like in any capacity it should be reported to the USA Board and the LICA E11 Advisory Council/Board."	N/A
<p>47 Within five percent (5%) of all E11 calls arriving at the PSAP shall be answered within fifteen (15) seconds. This standard will be measured using the "PSAP Answer Time" report or tables through ECATS. For purposes of compliance with this criterion, the following criteria should be used when generating the report: Select Range: Last Year (January-December), Fiscal Group Year, Call Type: E11 Calls, Abandoned/Follow: Exclude Abandoned, Agency Affiliation: Default report contains nothing. For the purposes of compliance with this standard, the base timing for "the answer time (15 seconds" under the "Overall Percentage" will be used.</p>	Y	12	"12 months compliant, we are currently under 10 seconds for this benchmark."	N/A
<p>48 If the transfer of a E11 call has to occur, the PSAP shall follow the NEMA Call Forwarding Standard/Other Recommendation.</p>	Y	12	"12 months compliant and current transfer rate is less than 2%." In addition, Center staff is exploring ways to reduce the current number of calls further where practical. It should be noted in the evaluation that at this time the Saint George Consolidated Communication Center does not have a CAD-to-CAD system, however, in consideration of the relatively small number of call transfers, and calculated geographic distance between this center and other contiguous centers, we will need projects first at this time."	N/A
<p>49 The PSAP shall maintain a comprehensive incident and back-up plan to mitigate events that may disrupt E11 services to a community; this may include, but is not limited to, major equipment failure, facility issues, natural or man-made disaster or any other event that reduces or eliminates the performance ability of the PSAP.</p>	Y	12	We will only maintain a contingency plan for the primary center, but have an auxiliary as back up E11 center at Saint George Fire Station #1 and have a plan for that center as well in the event of a primary center failure or need to run both centers concurrently."	A PSAP should review their COOP plan and make sure that they have the following elements, that establish continuous service to their E11 callers: (1) E11 phones back up, (2) radio calls back up, (3) landline back up, (4) E11 calls back up, and (5) other meeting protocol (where possible).
<p>Best Practices</p>				
<p>49 The PSAP should accept text to E11 and adopt standard operating procedures for handling the texts.</p>	Y	12	"Integrated testing to E11 in 2018 and have developed an integrated standard to have to handle/manage those emergency calls."	N/A
<p>49 The PSAP should adopt an Acute Trauma & Critical Care Management Services, which may include the Utah Critical Incident Stress Management Team. Any assigned incident shall call for first shift to assume task responsibility for implementation and evaluation of all elements of the Critical Incident Stress Management Program ("CISMP"). Such tasks would include providing CISMP training, identifying and coordinating CISMP resources and facilitating access to related services including Peer Support, Critical Incident Stress Management, local mental health trauma therapists, and other elements of the CISMP.</p>	Y	12	"12 months compliant"	N/A
<p>49 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEMA's U.S. Center Operations Standards (PSAP Operations SOPs) located at: https://www.nema.org/pages/OperationsStandards</p>	Y	12	"12 months compliant"	N/A
<p>49 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 Responder Professional ("NERP"), APCQ Registered Public Safety Leader ("RPSL") or APCQ 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 responsibilities.</p>	N		"We'll they attend this class in 2020/2021."	A PSAP could refer to the certification courses listed on: https://www.apcqi.org/ or https://www.nema.org/
<p>49 The PSAP should report to AGC each error it identifies in routing of E11 calls within 14 calendar days.</p>	Not applicable for 2019		Errors and misroute are promptly reported to the AGC at the time we may have previously exceed the 14 day calendar day window in 2019. This will be rectified moving forward."	