

PSAP Name: RICH 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
#1 A PSAP shall utilize the ECAT's Staffing Forecast Module, provided to PSAPs by UCA's expense, to comply with minimum staffing recommendations. The ECAT's Staffing Forecast Module relies upon the following 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 ECAT's; Growth Factor - 0%, May 1st - 15 seconds; Additional Agents - 0, in order to claim compliance, a PSAP will need to meet the recommended staffing forecast (not the benchmark) of 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	"We always have 1 and up to 3 when needed for holidays or events."	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. If 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 under pressure on a telecommunicator.
#2 For each medical call processed, the PSAP shall utilize QMSD caller interrogation protocols that <u>provide, at a minimum, the following:</u> a) The specific pieces of information that must be gathered for each type of call; and b) The arrival instructions/prior 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 is confirmed.	N		"We are able to do this 90% of the time but not 100%."	In order to comply with this standard it is expected that a PSAP would comply 100% of the time all year long.
#3 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 recordings from each dispatch jurisdiction, fire and medical processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCO/NEHA Quality Assurance program standard as set forth in APCO/NEHA ANSI 1.037-2.015	Y	12	"We have a program through Power Phone."	A PSAP should review APCO/NEHA ANSI 1.037-2.015, Chapter 2 states: "The Agency shall ensure all staff members responsible for performing quality assurance reviews meet the minimum qualifications identified for the Quality Assurance Evaluator (QAE)." Chapter 3 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/QA process. Considering a key to this and well as their telecommunicator perform their 911 duties in a better fashion. The call taker would know what they need to ask to 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 to be evenly distributed due to low or seasonally high call volumes, agencies must decide on realistic level of case review." UCA suggest that in order to comply with this standard a PSAP should adopt the APCO/NEHA ANSI 1.037-2.015 and make sure to have their QA case review written in their policies and procedures.
#4 The PSAP shall not allow a telecommunicator to take/process 911 call alone unless the telecommunicator has completed the PSAP's training course and a <u>QAID Certificate</u> .	Y	12	"We are all certified through Power Phone."	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that includes the following elements: a) All certified telecommunicator shall maintain all required certifications listed under the NIOS <u>Job Requirements</u> ; b) All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as NIOS, International Association of Emergency Dispatch ("IAED"), NEMA, APCO, or another organization approved in advance by the 911 Division; c) Meets the APCO Minimum Training Standards for Public Safety Telecommunications as set forth in the APCO ANSI 3.103-2.015 or the NEMA Minimum Training Standards; d) PSAPs are allowed to exempt non-critical telecommunicators who were hired prior to April, 2018 who obtain certification through another source such as APCO or NEMA.	N		"We have not had 2 dispatchers scheduled for 2020 as of 2/20/20."	N/A
#6 The PSAP shall not intentionally manipulate 911 call counts or other data. Strategic incidents that are not limited to manipulating ECAT's services to include 3D-dip phone numbers in 911 call counts and/or making non-emergency 911 calls/ calls by PSAP or other governmental employees (mandated test calls/texts) <u>shall not be included</u> .	Y	12	None	N/A
#7 Ninety five percent (95%) of all 911 calls arriving at the PSAP shall be answered within three (3) minutes. This standard will be measured using the "PSAP Answer Time" report available through ECAT's. 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: Yes; Exclude Abandoned; Agency Affiliation - Default except untested training. For the purposes of compliance with this standard, the box showing the "95 answer time <15 seconds" under the "Overall Percentage" will be used.	Y	12	None	N/A
#8 If the transfer of a 911 call has to occur, the PSAP shall follow the NEMA Call Answering Standard/Model <u>Recommendation</u> .	Y	12	None	N/A
#9 The PSAP shall maintain a comprehensive redundancy and back-up plan to mitigate events that may disrupt 911 services 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 otherwise the performance ability of the PSAP.	Y	12	"Our 911 calls can roll to Cache County if needed."	A PSAP should review their COOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 3D11 phone back-up, 29 radio traffic back-up, 31page back-up, 31CAD back-up, and 31shot waiting protocol (before possible).
<b>Best Practices</b>				
#1 The PSAP should assess risk to 911 and adopt standard operating procedures for handling the best <u>results</u> .	N		"Our phone system is not yet compatible for Test 14 911."	Rich County PSAP's phone system will be upgraded with the new NIOS 3.1.1 Solution in the future.
#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 Program ("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	"We have 1st responder debriefings and if more help is needed we contract with River House Mental Health."	N/A
#3 The PSAP should have up-to-date Policies and Procedures including those policies and procedures listed in NEMA's 3.1 Center Operations Standards. PSAP Operators SOPs located at <a href="https://www.nema.org/page/OperationsStandards">https://www.nema.org/page/OperationsStandards</a>	N		"We are in the process of updating our Policies and Procedures to be compliant with this."	A PSAP could 1) refer to <a href="https://www.nema.org/page/OperationsStandards">https://www.nema.org/page/OperationsStandards</a> and use the related SOP's templates as a starting point; 2) work with your local emergency manager to assist with some of the SOP's that might already be in their emergency management plan.
#4 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 Member Professional ("NEM-EP"), 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 membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	9	"I attended the CMCP class last year."	N/A
#5 The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 30 calendar days.	Not applicable for 2019			