

PSAP Name: MILLARD COUNTY				
Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2019	PSAP Comments	LCA's Comments and Suggestions for Improvement
<p>41 A PSAP shall utilize the ECATS Staffing Forecast Module provided by PSAP or LCA's expense, in compliance with minimum staffing recommendations. The ECATS Staffing Forecast Module relies upon the ECATS Forecast which factors in call volume, call duration, and required call processing times to formulate a minimum staffing sheet. The model should be set using the following variables: previous need (per 1000, Answer Time (all 15 seconds), call duration (the "mean" time calculated and shown by ECATS), Length of Call - 100, Ring Up - 10 seconds. Additional Agents - 0. In order to claim 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, the formula returns data for a call taker; dispatchers do not count in the plan.</p>	Y	12	Millard County Sheriff's Office in the 12 months of 2019 under "normal" operations we had one dispatcher on duty at any given time but during any emergency we would have a second dispatcher on between 10:00 to 11:00.	Minimum Standard of 84 states: "It should be noted, the formula returns data for call-takers; dispatchers do not count in the formula." 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 staff to be able to handle not only the call volume, but the radio traffic as well. PSAPs should also consider how to handle non-emergency 911 calls without placing undue pressure on a telecommunicator.
<p>42 For each medical call processed, the PSAP shall utilize EMS caller intervention protocols that support, at a minimum, the following:</p> <p>a) The specific pieces of information that must be obtained for each medical call, and</p> <p>b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/scene safety and to preserve evidence, 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 Millard County Sheriff's Dispatchers have been EMS trained.	N/A
<p>43 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 call recordings from each dispatch position, fire and medical, processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the ANSI/ENA Quality Assurance program standard as set forth in ANSI/ENA ANSI 1.107.1.2015</p>	N		Millard County Sheriff's Office is working on this standard and in the final stage of sheriff's approval for implementing this standard. This standard should be implemented within the next 3 months.	A PSAP should review ANSI/ENA ANSI 1.107.1.2015, Chapter 5 states: "The Agency shall ensure all staff members responsible for performing quality assurance reviews meet the minimum qualifications identified by The Quality Assurance Evaluation (QAE)", Chapter 5 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, substantially eliminating circumstances that prevent such a review." The integrity of the QA process should be an important aspect of a PSAP's process. Consistency is key in this and will assure that telecommunicators perform their 911 duties in a better fashion. The call taker would know what they need to work on 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 services. Where the 2% factor would not apply or be overly burdensome due to low or unusually high call volumes, agencies must decide on a realistic level of case review." LCA suggest that in order to comply with this standard a PSAP should adopt the ANSI/ENA ANSI 1.107.1.2015 and make sure to have their QA case reviews written in their policies and procedures.
<p>44 The PSAP shall not allow a telecommunicator to handle/press a 911 call after either the telecommunicator has completed the PSAP's training program and is EMS Certified.</p>	Y	12	All Millard County Sheriff's office Dispatchers are EMS-certified.	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 must maintain all required certifications listed under the PS02 requirements.</p> <p>b) All PSAP trainers shall be actively certified as a trained instructor from a nationally recognized organization, such as FEMA, International Academies of Emergency Dispatch (IAED), NEMA, APOC, or another organization approved in advance by the 911 Division.</p> <p>c) Meet the APOC Minimum Training Standards for Public Safety Telecommunicators as set forth in the latest ANSI 1.107.1.2015 or the NEMA Minimum Training Standards.</p> <p>PSAPs are allowed to exempt non-union telecommunicators who were hired prior to April 2018 who obtain certification through another source such as APOC or FEMA.</p>	Y	6	Millard County Sheriff's Office has a NEMA certified Center Training Officer.	N/A
<p>46 The PSAP shall not intentionally manipulate 911 call activity in other ways. Examples include, but are not limited to, manipulating ECATS services to include 10-digit phone numbers in 911 call center or routing non-emergency 911 calls/texts by PSAP or other governmental employees (mandated text calls/texts not included).</p>	Y	12	Millard County Sheriff's Office does not use any way to manipulate dispatch for communication reasons."	N/A
<p>47 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 ECATS. For purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Range List box: January/December/Period Group: Year Call Type: 911 Calls, Non-emergency Filter: Exclude Mandated Agency Affiliation: Default except limited training. For the purposes of compliance with this standard, the box showing the "N answer time <3 seconds" under the "Overall Percentage" will be used.</p>	Y	12	Millard County Sheriff's Office was able to meet the 95% of all calls in 15 seconds according to ECATS for each month of 2019.	N/A
<p>48 If the transfer of a 911 call has to occur, the PSAP shall follow the NEMA Call Answering Standard (Chapters 1-3).</p>	Y	12	"NEMA"	N/A
<p>49 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 failures, facility issues, natural or man-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.</p>	Y	12	Millard County Sheriff's Office has a standing plan with Redfish Communications Center and was used a couple of times during an outage last year."	A PSAP should review their COOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 12911 phone back-up, 24-hour staff back-up, Spilling back-up, ECATS back-up, and (Spill waiting protocol (where possible)).
Best Practices				
<p>51 The PSAP should avoid text to 911 and adopt standard operating procedures for handling the text calls.</p>	N		Millard County Sheriff's Office at this time is not set up with the proper equipment, are working with CenterLink to complete the process later. Upon the duration of the former 911 Board and the establishment of the current board, LCA's agreement to fund and install proper equipment has apparently been abandoned."	N/A
<p>52 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 full responsibility for implementation and evaluation of all elements of the Comprehensive Stress Management Program ("CSMP"). Such tasks would include providing CSMP training, 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.</p>	Y		Millard County Sheriff's Office has access to and utilizes the Utah Critical Incident Stress Management Team (MICC) conference during in-house provision for both identifying crisis and training resources for response."	N/A
<p>53 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEMA's 911 Center Operations Standards/PSAP Operations SOPs located at: https://www.nema.org/psap/OperationsStandards</p>	N		Millard County Sheriff's Office is working on this standard and in the final stage of sheriff's approval for implementing this standard."	A PSAP could 1) refer to https://www.nema.org/psap/OperationsStandards and use the latest SOPs template as a starting point to work with your local emergency manager to assist with some of the SOPs that might already be in their emergency management plan.
<p>54 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), APOC Registered Public Safety Leader ("RPSL") or APOC 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>	Y	9	Millard County Sheriff's Office has a NEMA certified Center Manager and NEMA certified supervisor."	N/A
<p>55 The PSAP should report to NSIC each year a description of the routing of 911 calls within 14 calendar days.</p>	Not applicable for 2019			