PSAP Name: SAN JUAN 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 PGM shall calling the CC115 Staffing Forecast Muldia, and Control and Control Staffing Forecast Muldia, monoun and anding occurrencedulations. The IC155 Staffing records Muldia relies granter foreign c_C100 and a white monoun calling interpret foreign c_C100 and a white monotonic moleculation of the IC155 staffing for monotonic moleculation. The IC155 staffing for monotonic moleculation of the IC160 and Statements Additional Advances. The IC160 and Statements Additional Advances and the IC160 and years. It should be noted that the IC160 and years and the IC165 County Foreign C-100 (New Ig) and Statements Additional Advances Advances and the IC160 and years. It should be noted that the IC160 and years and the IC160 and years of the IC160 and YEAT.	N		"San Juan County has been making improvements with Hatfing and will have? dispatchers when possible."	Samuel Based and paint of handla based for the human second data to use and equivalence and constraints ¹⁰⁰ . Note your work for calling the samuel second second second second second second second second the performance of the second second second second second second second second second second second second second second second second second second
12	For each medical call processed, the PSAP shall utilize DAD caller interregation protocols that contain, at a minimum, the following:	¥	٤	"All dispatchers can give specific instructions and dispatch high-priority calls. All dispatchers are trained to gather pertinent information. Those that are FMD certified can give more adsuraced instructions than those that are not DND. For approx. 6 months all dispatchers were EMD."	A FSBF could cound noise with the matter than they were with well the DSDF rearing by ensure that all telecommunication are DSDF instead in the appropriate manner.
	a) The specific pieces of information that must be authened for early land (main) b) Pre-aminal instructions/post-dispatch instructions designed to address callier or patient/victim safety and/or to preserve exidence, and () PSAM should dispatch high-priority medical, Fire and law enforcement call as isons as location and call-type are				
*2	enforcement calls in some in location and call spage an III De Flore and III proverse mensense a caller Research of CAC (III program that in always Static Call Researching Hannan Call (III and III) and III and III and III and III and III IIII and IIII and IIII and IIII and IIII and IIII and IIII and IIII IIII and IIII and IIII and IIII and IIII and IIII and IIII and IIII IIIII and IIII and IIIII and IIII and IIII and IIII and IIIII and IIIII IIIII and IIIII and IIIIIIII and IIIIIIIIII	Ν	0	"San Juan County is in the process of developing a Quality Assumation Program is compliance w/ ACCI/NEBA Kandrads. Currently, we conduct Quality Assumates measures that are unitiar to the ACCI/NEBA Kandrads but are not in a policy."	A PAP good now APCONTAG WILL BUT 2 STL: Database 2 alone. "The Spectrum control moments applications during the PAP database strength of the Spectrum control moments applications during the PAP database strength of the Spectrum control moments applications and the Spectrum control moments and the Spectrum control moments and the Spectrum control moments and the spectrum control moments and the Spectrum control moments and the
#4	The PAGM dual care above a biocommunication to main/process 120 and allows offense the webcommunication has completed the PSAP's training arrage an and is EMO Centified.	No response, see comments		"Sen Juan County does not allow call takens to answer 911 on their own until PSAP training is completer, however EMD is not provided in our area we are forced to travel and do to based on the available class schedules. There will always be gaps."	A call failer without the proper GND confliction should not be assuming \$11 calls
65	The PG4 bail implement and maintain, either internally or through a contrast, a training program that contains the following elements:	¥	6	San Juan County has an internal training program, we work as quickly as possible to get all dispatchers EMD and PGST certified; however we are @ the mency of the EMD wendor and PGST as to how aften we can get new dispatchers into training."	
	a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements.				A PSAP could work with POST in order to coordinate telecommunicator POST certification and create a list of which telecommunicators are certified, need to be writing of our best telecommunications are certified.
	 All PSAF trainers shall be actively certified as a trainer/instructor from a nationally necesptised agriculation, such as PGS7, International Academies of Energency Digastoff ("NAG"), NSNA, APCO, or another argenization agrouped in advance by the SII Dialion. Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as use for this in the APCO AVI 310.3.2015 or NSNA Minimum Training Standards for Public 				Apple of the appropriate of the formation of the second strategy of
	PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2018				
*6	APCO or NINA Der PSAP hals och intertrössally manipulate 931 call courto or other data. Kannplen include, bat an ext lambed ta, manipulating EC aTS services to include 10-digit phore numbers in 931 call courts and/or makingmost annegener 931 califyhota by PSAP or other governmental amforgere 1 manifold test califyhotas cal include).	Y	12	"San Juan County does not manipulate the 911 system."	N/A
17	In the 220 set of the Minkowski theory Gradentic Minkowski theory Gradenti	N		"ECaTs 911 report states San Juan County's 93.88%"	On the 1504 and is impose all assertigities it is insert adding
*1	follow the NDNA Call Answering Standard/Model Recommendation	Y	12	'San Juan County follows the NENA Call Answering Standard for transferring	N/A
19	The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may dirung 611 service to a community thin may block, but is not limited to, major equipment failures, facility lasses, natural or mam-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	calls." "San Juan County has an MOU in place withh Grand County."	A PSAP should review their COOP plans and make sum that they have the following elements, hat establishes continuous wrices to their SLL callers . 1381 planes back any _plands traffic and-up, Zigaeleg back-up, 4JCAD back-up, and Splet wasting pretex (where possible).
#1	Best Practices The ISGP thould accept test-to-911 and adopt standard operating procedures for handling the test calls.	N		"Our current equipment is not capable of text to 911; however, we have a cell phone in dispatch for emergencies when caller does not have enough service to call."	San Jaan PSAP was approved by UCA's Governing Board to upgrade their 911 phone system. This should be done in the 3rd quarter of 2000.
#2	The FOM should adopt an Acute Tournet's & Creence Zeross Mongement Zerodical, which may include the UMA exclamation of the Composition of the Acute State magnetistic by implementations and evaluation of all magnetistic by implementations and evaluation of all memory of the Composition of the Composition of the Magnetic of the Composition of the Composition of the massaces and Policitating access to include services massaces and Policitating access to include services and access and the Composition of the Composition of the Magnetic Science and the Markov and Science and Science with the descents of the COMP.	¥	12	The hand Country offlers mental health at the iolital counts the country. SIC aliab has 2 LCSW's constant for immediate assistance. S.C DMS has a critical incident debriefing accessible to us."	NA
*3	The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA's 9- 5-1 Center Operations Standards PSAP Operations SOPs located at https://www.nena.ons/page/Operations/Standards	N		"San Juan County has a new act of policies being reviewed by the County Attorney @ this time."	N/A
84	Lacato da Lacato da esta Maña da al mana ancheza Dioxestisso Anchedo al mana de la companya de la companya de la companya presentaria por esta mare el de Fallowing adaunced entratistariano. RIAN de la companya fuenciar al companya de la companya de la companya (CAPE): a de las manager/uperaises entratis provider la de la companya de la companya de la cardo esperaista de la compañío una de separativa.	Y	6	"San Juan County dispatch supervisor completed NEAA Supervisor Training in 2028. Marager and Supervisor are the same in our department."	N/A
_	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.				