

PSAP Name: WASATCH COUNTY

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2021	PSAP Comments	UCA's Comments and Suggestions for Improvement
#1 A PSAP shall have at least two telecommunicators answering 911 calls at all times and will also staff sufficiently to meet minimum standard #7 by utilizing either staff employed by their PSAP, utilizing an agreement with another PSAP within Utah whereby that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in UCA's Strategic Plan.	N		"We do not meet this standard 24 hours a day. Typically we have six hours of single coverage. However, on rare occasions we have single coverage for 10 hours due to illness or vacations by staff. Wasatch County was not compliant for the reporting period."	A PSAP could refer to UCA's 911 Strategic Plan for more information about virtual consolidation: https://www.uca911.org/file/1aa99e3a-b35b-46df-9e11-15f1e82fc3a4 ; Section 4
#2 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	Y	12	"Wasatch County PSAP uses APCO IntelliComm EMD interrogation protocols and they are used as directed by our Vendor. The PSAP dispatches all high priority calls once the location and call-type are verified. Wasatch County was compliant with this standard throughout all 12 months."	N/A
a) The specific pieces of information that must be gathered for each type of call; and b) Pre-arrival instructions/post-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 are verified.				
#3 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 program standard as set forth in APCO/NENA ANS 1.107.1.2015	Y	12	"We use a QA program provided with APCO IntelliComm Software and we will be utilizing an Eventide Software QA program to further enhance our QA program. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#4 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 EMD Certified.	Y	12	"Wasatch County PSAP complies with this standard and all of our staff are EMD certified. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12	"Wasatch County PSAP staff all have attended and maintain annual training for Utah POST Dispatch. Wasatch County has a certified training officers through APCO and through NENA. Wasatch County was compliant with this standard throughout all 12 months."	N/A
a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements. 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"), NENA, APCO, or another organization approved in advance by the 911 Division. c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANS 3.103.2.2015 or the NENA Minimum Training Standards. 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.				
#6 The PSAP shall not intentionally 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 included).	Y	12	"Wasatch County does not intentionally manipulate 911 call. We only use test calls during times of 911 implementation. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#7 Ninety percent (90%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds and ninety-five percent (95%) of calls arriving at the PSAP shall be answered within twenty (20) 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 criteria should be used when generating the report: Select Range - Last Year (January-December); Period Group- Year; Call Type - 911 Calls; Abandoned Filters - Exclude Abandoned; Agency Affiliation - Default except unselect training. For the purposes of compliance with this standard, the box showing the "% answer time < 15seconds" and "% answer time < 20 seconds" under the "Overall Percentage" will be used.	Y	12	"Wasatch County PSAP staff have exceeded this standard at 98.5% at less than 15 seconds and we are at 99.98% at less than 20 seconds. Wasatch County was compliant with this standard throughout all 12 months. Please see attached report."	N/A
#8 If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"Wasatch does follow NENA call transfer protocols by NENA Call Answering/Model. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#9 The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service 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.	Y	12	"Wasatch does have the ability to dispatch from our Emergency Operations Center. We can also hot seat at Summit County Dispatch and dispatch from their physical location. Wasatch County was compliant with this standard throughout all 12 months."	N/A
Best Practices				
#1 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"Wasatch County can and does accept text to 911 calls. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#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 Programs ("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	"Wasatch County PSAP has access for services related to stress management through Wasatch Mental Health. We are in the beginning stages of implementing an employee wellness program that will further enhance our employee opportunities. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#3 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA's 9-1-1 Center Operations Standards PSAP Operations SOPs located at https://www.nena.org/page/OperationsStandards	N	0	"We are working on this and we will anticipate having this complete around quarter 3 of 2022. This is a work in progress and Wasatch County is formalizing our Operation SOP's as per this best practice. Wasatch County was not compliant for the reporting period to the NENA standard."	A PSAP could refer to NENA Standards. Retrieved from https://www.nena.org/page/Standards
#4 The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NENA Center Manager Certification Program ("CMCP"), NENA Emergency Number Professional ("ENP"), APCO Registered Public-Safety Leader ("RPL") 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	12	"Wasatch County PSAP is managed by the NENA Center Manager. Wasatch County was compliant with this standard throughout all 12 months."	N/A
#5 The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2021			