**PSAP Name: GARFIELD 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 ECaTS Staffing Forecast Module, provided to PSAPs at UCA's expense, to comply with minimum staffing recommendations. The ECaTS Staffing Forecast Module relies upon the Erlang-C 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 ECaTS; Growth Factor - 0%; Wrap Up - 10 seconds; Additional Agents - 0. In order to claim compliance, a PSAP will need to meet the recommended staffing forecast (not the boundaries) at 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 ("sort of") | | "We have the capability of this I just don't know how to use it." | PSAP should contact ECaTS Support to schedule a traning webinar. ECaTS has made several attempts to contact all PSAPs to train on this module throughout 2019. 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. 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 911 calls without placing undue pressure on a telecommmunicator. |
| #2 | For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:<br>a) The specific pieces of information that must be gathered for each type of call; and<br>b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence; and<br>c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified. | Y | 12 | None | N/A |
| #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 | "Calls are reviewed periodically." | A PSAP should review APCO/NENA ANS 1.107.1.2015. 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 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, notwithstanding extenuating circumstances that prevent such a review." The integrity of the QA process should be an important aspect of a PSAPs QA process. Consistency is key to this and will assist their 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 service. Where the 2% factor would not apply or be overly burdensome due to low or exessively 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/NENA ANS 1.107.1.2015 and make sure to have their QA case reviews written in their policies and procedures. |
| #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 | None | N/A |
| #5 | The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:<br>a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements.<br>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.<br>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.<br>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. | Y | 9 | None | N/A |
| #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 | None | N/A |
| #7 | Ninety five percent (95%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) 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 <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 NENA Call Answering Standard/Model Recommendation. | Y | 12 | "We try to only transfer calls to another 911 center" | 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 | None | A PSAP should review their COOP plans and make sure that they have the following elements, that establishes continuous service to their 911 callers: 1)911 phones back-up, 2)radio traffic back-up, 3)paging back-up, 4)CAD back-up, and 5)hot seating protocol (where possible). |
| | **Best Practices** | | | | |
| #1 | The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls. | Y | 12 | None | 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. | N | | "We are working toward this" | A PSAP could 1) Refer to NENA Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management (NENA-STA002.1.2013). Retrieved from https://goo.gl/UGivTw; 2) https://www.utcism.org |
| #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 | | "We are also working toward have our P & P redone." | A PSAP could 1) refer to https://www.nena.org/page/OperationsStandards and use the listed SOP's templates as a starting point; b) 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: 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. | N | | None | UCA sponsored a NENA CMCP class March 2019 for each PSAP to participate in to help comply with this best practice. |
| #5 | The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days. | Not applicable for 2019 | | | |