

PSAP Name: SALT LAKE CITY 911

	Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2022	PSAP Comments	UCA's Comments and Suggestions for Improvement
#1	A PSAP shall have at least two telecommunications 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.	Y	12	"We use the ECoTS staffing tool to determine required minimum staffing numbers. In addition we have a significant amount of mandatory overtime to help meet these standards."	N/A
#2	For each medical call processed, the PSAP shall utilize EMO caller interrogation protocols that contain at a minimum, the following: 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.	Y	12	"All SLC911 dispatchers are required to utilize I&D EMO protocols on all medical calls for service."	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	N		"During a review of our best practices at the end of 2022 it was discovered that our current QA program does not meet all of the requirements listed in ANS 1.107.1.2015. This is being addressed and we anticipate that our program will meet those standards by July 1st 2023."	A PSAP could: 1) utilize the NENA and APCO Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. Retrieved from: https://cdn.ymaw.com/www.nena.org/resource/resmgr/Standards/APCO-NENA_ANS_1.107.1.2015_0.pdf ; 2) increase staffing levels so that there is enough staff to carry out QA on a regular basis. QAs should be performed on all disciplines, Police and Fire included.
#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 EMO Certified.	Y	12	"All employees are required to be EMO certified before the completion of training and are not allowed to process any calls on their own until they have completed our training program."	N/A
#5	The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements: 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.	N		"During a review of best practices at the end of 2022 we determined that our current training program does not meet this standard because all of our trainers are not certified by a nationally accredited organization. We are currently working on funding and anticipate that all trainers will become certified this year."	N/A
	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.				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 certified and what training they need in order to keep certified.
#6	The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to, manipulating ECoTS's 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	A PSAP could follow the APCO Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer. (APCO ANS 3.101.3-2017). Retrieved from: https://www.apcointl.org/documents/standard/31013-2017-cto/layout-default
#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 ECoTS. 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	"Last year we answered 95.90% of calls within 15 seconds and 96.66% within 20 seconds."	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 utilize the NENA call answering standard for when a transfer must occur. In addition we have agreements with other centers that we frequently need to transfer to that help eliminate those transfers. As a result SLC and VECC rarely need to complete transfers to one another."	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	N/A
	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.	Y	12	None	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		"During a review of our best practices at the end of 2022 it was discovered that we do not have all of the up to date policies required under this best practice. We anticipate having these by July 1st 2023."	N/A
#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 supervisor/supervisors 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	"The director is an RPL and CMP. This summer all management staff for SLC911 attended the CMP program in Rio Rancho, New Mexico."	N/A
#5	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	N		None	A PSAP could 1) work with your GIS department or individual responsible for your MSAG to ensure they understand the reporting requirement; 2) ensure that they are working with AGRC and understand the importance of geospatial routing.