

**PSAP Name: SAN JUAN COUNTY**

<b>Minimum Standards</b>	<b>Compliant at the time of reporting: Y/N</b>	<b>If Y, how many months compliant in 2021</b>	<b>PSAP Comments</b>	<b>UCA's Comments and Suggestions for Improvement</b>
#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	0	"San Juan County does not have enough staff to have two telecommunicators at all times. Approximately 11 months out of the year we had two dispatchers on various shifts."	A PSAP could refer to UCA's 911 Strategic Plan for more information about virtual consolidation: <a href="https://www.uca911.org/file/1aa99e3a-b35b-46df-9e11-15f1e82fc3a4">https://www.uca911.org/file/1aa99e3a-b35b-46df-9e11-15f1e82fc3a4</a> ; Section 4
#2 For each medical call processed, the PSAP shall utilize EMD 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 dispatchers are trained to ask specific questions and gather information. Instructions are given based on their level of training. Prior to EMD certification basic pre/post arrival instructions are given."	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	0	"San Juan County has not been able to complete the upgrade to APCO at this time, as was planned. San Juan County does however conduct Quality Assurance checks similar to the standard but it is not official."	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: <a href="https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/APCO-NENA_ANS_1.107.1.2015_Q.pdf">https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/APCO-NENA_ANS_1.107.1.2015_Q.pdf</a> ; 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 EMD Certified.	Y		"San Juan County does not allow dispatchers to answer or process 911 calls on their own until PSAP training has been completed. EMD training in our area is a challenge, we were upgrading to APCO to remedy this issue, however, it has not been completed @ this time."	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.  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.	N		"San Juan County only has one trainer certified through NENA CTO program. San Juan County had included that in the APCO upgrade but that has not been complete. We do have an in house training program."	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 trainings they need in order to keep certified. 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: <a href="https://www.apointl.org/documents/standard/31013-2017-cto/?layout=default">https://www.apointl.org/documents/standard/31013-2017-cto/?layout=default</a> A PSAP could follow the Minimum Training Standards for Public Safety Telecommunicators (Publication No. 3.103.2.2015). Retrieved from APCO International's website: <a href="https://www.apointl.org/documents/standard/31032-2015-public-safety-telecommunicator/?layout=default">https://www.apointl.org/documents/standard/31032-2015-public-safety-telecommunicator/?layout=default</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	"San Juan County does not manipulate the 911 system."	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	"99.76%"	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	"San Juan County follows the NENA Call Answering Standard for transferring calls."	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	"We send everything to Grand County in events of an emergency."	N/A
<b>Best Practices</b>				
#1 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"San Juan became capable of text-to-911 in 2020. We have not received the official training."	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	"San Juan County offers mental health assistance at no cost to the employee; in multiple disciplines. We have online services, we are partners w/ San Juan Counseling we employ two LCSW's and we have a CIT team to include critical incident debriefing."	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 <a href="https://www.nena.org/page/OperationsStandards">https://www.nena.org/page/OperationsStandards</a>			"San Juan County continues to work on policy and procedures, with our legal department."	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 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	"San Juan County dispatcher has completed NENA Supervisor and CTO training. Manager and Supervisor are the same in our department."	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			