

PSAP Name: LAYTON CITY

| Minimum Standards | Compliant at the time of reporting: Y/N | If X, how many months compliant in 2019 | PSAP Comments | LICA's Comments and Suggestions for Improvement |
|--|---|---|--|--|
| <p>45. A PSAP shall allow the ECATS Staffing Forecast Model, provided by FEMA at LICA's expense, to comply with minimum staffing recommendations. The ECATS Staffing Forecast Model relies upon the following formulas which factors in call volume, call duration, and required call answering times to formulate a minimum staffing level. The model should be set using the following variables: Service level goal: 95%, Answer Time Goal (15 seconds), Call Duration: the "mean" time calculated and shown by ECATS, Answer Factor: 40%, Drop Up: 10 seconds. Additional Agents: 0.5 in order to clean completion. A PSAP will need to meet the recommended staffing forecast (not the baseline) at all times during the calendar year. It should be noted, the formula returns data for call takers; dispatchers do not count in the totals.</p> | Y | 12 | None | 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 solely 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 deck 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 telecommunicator. |
| <p>46. For each medical call processed, the PSAP shall utilize EMS order interpretation protocols that contain, at a minimum, the following:</p> <p>a) The specific pieces of information that must be obtained for each medical call.</p> <p>b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/caregiver needs to preserve evidence, and</p> <p>c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as feasible and call type as appropriate.</p> | Y | 12 | None | N/A |
| <p>47. 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/NEMA Quality Assurance program standard as set forth in APCO/NEMA AAS 3.103.2.013.</p> | Y | 3 | Medical calls and on-scene | N/A |
| <p>48. The PSAP shall not allow a telecommunicator to take a personal 911 call unless the telecommunicator has completed the PSAP's training program and is NIOS Certified.</p> | Y | 12 | None | N/A |
| <p>49. The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:</p> <p>a) All certified telecommunicators shall maintain all required certifications listed under the POCST requirements.</p> <p>b) All PSAP trainers shall be actively certified as a trained instructor from a nationally recognized organization, such as POCST, International Academies of Emergency Dispatch (IAED), NEMA, APCO, or another organization approved in advance by the ILL Division.</p> <p>c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO AAS 3.103.2.013.2.015 or the NEMA Minimum Training Standard.</p> | N | | "While reviewing our training records, we found that one dispatcher who was POCST certified in another state prior to joining our center had not completed the process of challenging POCST certification test in Utah. All other requirements for this dispatcher meet the standard, other than the test itself. She will be taking the test shortly. All other aspects of our training program and all other dispatchers are fully compliant." | N/A |
| <p>50. PSAPs are allowed to exempt non-clerk telecommunicators who were hired prior to April 1, 2018 who obtain certification through another source such as APCO or NEMA.</p> | | | | |
| <p>51. The PSAP shall not intentionally manipulate 911 call reports in other data. Examples include, but are not limited to, manipulating ECATS versions to include 10-digit phone numbers in 911 call records, or using non-emergency 911 calls/texts by PSAP or other government employees (non-emergency text calls/texts not included).</p> | Y | 12 | None | N/A |
| <p>52. Meets five percent (5%) of all 911 calls arriving at the PSAP shall be answered within three (3) minutes. 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: Hour: Call Type: 911 Calls, Answered/Time: Exclude: Unanswered, Agency Affiliation: Default except untested training. For the purposes of compliance with this standard, the box showing the "% answer time (35 seconds)" under the "Overall Percentage" will be used.</p> | Y | 12 | "99.9%" | N/A |
| <p>53. If the transfer of a 911 call has to occur, the PSAP shall follow the NEMA Call Answering Standard/Outline Recommendation.</p> | Y | 12 | None | N/A |
| <p>54. The PSAP shall maintain a comprehensive readiness 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 failure, facility issues, natural or man-made disaster in any other event that reduces or alternates the performance ability of the PSAP.</p> | Y | 12 | None | A PSAP should review their CSOP plans and make sure that they have the following elements, that establish continuous service to their 911 callers: 1) 911 phone back-up, 2) radio traffic back-up, 3) staffing back-up, 4) CSOP back-up, and 5) other staffing protocol (where possible). |
| <p>Best Practices</p> | | | | |
| <p>55. The PSAP should assign team to 911 and adopt standard operating procedures for handling the best calls.</p> | Y | 12 | None | N/A |
| <p>56. The PSAP should adopt an Active Trauma & Critical Care Management Standard, which may include the Utah Critical Incident Stress Management Team. Any adopted standard should allow for staff to assume back responsibility for implementation and evaluation of all elements of the Comprehensive Crisis Management Program ("CCMP"). Such tasks would include providing CSOP training, identifying and coordinating CSOP resources and facilitating access to related services including Peer Support, Critical Incident Stress Management, local mental health trauma therapists, and other elements of the CCMP.</p> | N | | "We have most elements of the standard in our procedures, including training, inclusion in scheduling, and assignments, but are currently working on acquiring CSOP when required, availability of EAP, and city-wide health initiatives. We do not have an in-house peer support group and we have not identified specific therapists." | N/A |
| <p>57. The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEMA's 3-1-1 Center Operations Standards PSAP Operations SOPs located at: https://www.nema.org/pages/OperationsStandards</p> | Y | 12 | None | N/A |
| <p>58. The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NEMA Senior Manager Certification Program (CSMP), NEMA Emergency Response Professional ("NRP"), APCO Registered Public Safety Leader ("RPSL") or APCO Certified Public Safety Executive ("CPSE"), 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.</p> | Y | 9 | None | N/A |
| <p>59. The PSAP should report to AGEC, each error it identifies in processing of 911 calls within 14 calendar days.</p> | Not applicable for 2019 | | | |