

PSAP Name: OREM CITY

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, in conformance with minimum staffing recommendations. The ECATS Staffing Forecast Module relies upon the following 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 - 90%, 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 total.	Y	12	None	Minimum Standard #1 states: "It should be noted, this formula returns data for call-takers; dispatchers do not count in the total." 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 telecommunicator.
#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	None	N/A
#3 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 call recordings from each dispatch (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 QAS, v.102.1, 2018.	Y	8	"Medical has been compliant for 12 months; Fire for 7 months; and Police for 3 months daily"	N/A
#4 The PSAP shall not allow a telecommunicator to take/process a 911 call above unless the telecommunicator has completed the PSAP's training operation and is SAR-Certified.	Y	12	None	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that satisfies the following elements: a) All certified telecommunicators shall maintain all required verifications 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 Academy of Emergency Dispatch ("IAED"), NENA, APOC, 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 1.103.1, 2015 or the NENA Minimum Training Standards.	Y	12	None	N/A
PSAPs are allowed to exempt non-clerical 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 20-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 are 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 unranked 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	"95.88% annual"	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	None	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 failure, 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)spaging back-up, 4)CAD back-up, and 5)hot seating protocol (where possible).
Best Practices				
#1 The PSAP should accept tests to 911 and adopt standard operating procedures for handling the test 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 V.1.1 Center Operations Standards PSAP Operations SOPs located at https://www.nena.org/page/OperationsStandards	N		"We purchased Lexipol for our updated policy manual in November. I have been working with Regina @ Toolsie (already on Lexipol) and trying to get all of our dispatch policies updated. This is my top priority for 2020."	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 (ENMP), APCO Registered Public Safety Leader (RPSL), 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.	Y	8	"Erica Brinkhoff attended UCA sponsored NENA course in March 2019 and received her CMCP certification."	N/A
#5 The PSAP should report to ASRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2019			