

PSAP Name: LOGAN CITY COMMUNICATIONS

| Minimum Standards | Compliant at the time of reporting: Y/N | If Y, how many months compliant in 2021 | PSAP Comments | UCA's Comments and Suggestions for Improvement |
|---|---|---|---|--|
| <p>11 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.</p> | Y | 12 | "By policy our minimum staffing level is 3 dispatchers 24 hours a day. This number increases depending upon the time of day. Our agency Scheduling Policy, Minimum Coverage Guidelines and copies of past schedules are available for review if desired." | N/A |
| <p>12 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:</p> | Y | 12 | "Our center uses the International Academies of Emergency Dispatch ProQA system on all medical calls. Additionally, we maintain up to date back-up EMD card sets in case the ProQA system fails. We have established procedures in place to ensure that medical calls are processed, entered and paged in the most time effective manner possible. In addition to radio paging we also utilize a pre-page notification system that is built into our CAD system for all local fire & EMS responders. The system automatically sends text messages to the appropriate responders as soon as an incident has an address and nature code entered." | N/A |
| <p>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.</p> | | | | |
| <p>13 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</p> | Y | 12 | "Our center has 5 Supervisors who each complete monthly quality assurance evaluations on division employees. On 2021 there were 661 evaluations completed using our Frontline QA Tracker system. This online system has resulted in more efficiency for the evaluators, better written expectations for those being evaluated and improved communication between the supervisors and the dispatchers being evaluated." | N/A |
| <p>14 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.</p> | Y | 12 | "We do not allow employees to take a 911 call alone until they have successfully completed our in-house training program and are POST Certified." | N/A |
| <p>15 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:</p> | Y | 12 | "All division telecommunicators are certified with POST. Our center has an in-house training team, supervisor assigned to training and a comprehensive/detailed 16-week communications training program. All trainers are certified/re-certified through APCO or NENA CTO program. In addition, our training program is certified through APCO International's Project 33 Training Certification and meets or exceeds the APCO ANS 2.103.1-2010 Minimum Training Standard for Public Safety Telecommunicators." | N/A |
| <p>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.</p> | | | | |
| <p>16 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).</p> | Y | 12 | None | N/A |
| <p>17 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.</p> | Y | 12 | "For 2021 our Overall % Answer Times <15 seconds were 99.82 and <20 seconds were 100%." | N/A |
| <p>18 If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.</p> | Y | 12 | "Our agency policy for transferring 911 calls includes language directly from the NENA Call Standard/Model Recommendation and is available for review if needed." | N/A |
| <p>19 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.</p> | Y | 12 | "Our center has exceptional in-house support for radios, phone, CAD and other IT issues. Additionally, we have a back-up 911 center located 1.6 miles away that is equipped with phone, radios & computer equipment which can sufficiently support county-wide dispatch services for extended periods of time. We have developed a detailed policy for evacuating our center and activating our back-up center. Additionally, we "close" our main dispatch center and utilize our back-up center each May to ensure it is in working order and capable of supporting our call volume for at least 7 hours. A division employee is assigned to maintain the documents, equipment and cleanliness of the back-up center to ensure it is ready for use if needed." | N/A |
| Best Practices | | | | |
| <p>21 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.</p> | Y | 12 | "We have a thorough policy addressing all scenarios involving text messages that are received via 911 that is available for review if needed." | N/A |
| <p>22 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.</p> | Y | 12 | "We continue to recognize the importance of this best practice and provide regular training for both supervisors and front-line employees. We have an Employee Support and Assistance Policy, which supports employees in both formal and informal ways. Additionally, we continue to be actively involved with county-wide trauma/emotional wellness efforts and are part of our newly formed department Peer Support Team." | N/A |
| <p>23 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</p> | Y | 12 | "We have a thorough in-house policy & procedure manual which we continually review and improve based on changing circumstances. Our policies, procedures and other written directives thoroughly address the NENA topics applicable to our area." | N/A |
| <p>24 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 ("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 | 12 | "Our Director and Operations Supervisor are both certified through APCO RPL program. Additionally, one of our Lead Dispatchers attended the NENA Center Manager Certification Program in 2019 and another Lead Dispatcher is currently enrolled in the APCO RPL program." | N/A |
| <p>25 The PSAP should report to AGRIC each error it identifies in the routing of 911 calls within 14 calendar days.</p> | Not applicable for 2021 | | | |