

PSAP Name: SALT LAKE CITY 911

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
41. A PSAP shall allow the E-911 Staffing Forecast Model to be used by PSAP and UCA's reports to comply with minimum staffing recommendations. The E-911 Staffing Forecast Model relies upon the E-911's forecast which factors in call volume, call duration, and required call answering times to forecast a minimum staffing level. The model should be run using the following variables: Service level (e.g., 90%, answer Time (e.g., 15 seconds), Call Duration (e.g., "mean" time calculated and shown by E-911, length factor, 10% (e.g., 10 seconds), Additional Agents (e.g., 0, in order to show compliance, a PSAP will need to meet the recommended staffing forecast (not the forecasted) at all times during the calendar year. It should be noted, this formula returns data for call-takers; dispatchers do not count in the plan.	Y	12	"See attached #1. Our staffing model meets the E-911 Staffing Forecast to ensure both 911 and non-emergency time for service are answered in an expedient manner."	Minimum Standard #1 states, "It should be noted, this formula returns data for call-takers; dispatchers do not count in the model." This report is strictly for call-takers. The forecast of both traffic volume is not taken into consideration for this report. In PSAP that perform both call taking and dispatching should have more an ability to handle not only the call volume, but the radio traffic as well. PSAPs should also consider how to handle simultaneous 911 calls without putting undue pressure on a telecommunicator.
42. For each medical call processed, the PSAP shall utilize EMS color categorization primarily that categorizes, at a minimum, the following: a) The specific pieces of information that must be obtained for each medical call; b) Pre-arrival instructions/post-dispatch instructions designed to deliver color or patient/vehicle info and to preserve evidence; and c) PSAPs should dispatch high priority medical, fire and law enforcement calls as soon as location and call type are received.	Y	12	"We follow NREMT Medical and Fire Protocols and we are an accredited center of excellence."	N/A
43. The PSAP shall implement and maintain a Quality Assurance (QA) program that reviews 911 call recordings from each discipline (audio, fire and medical) processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCO/NEHA Quality Assurance program standard as set forth in APCO/NEHA AAG 3.121.2.2013.	Y	12	"We use NREMT's AQAP Evaluation Quality Assurance program for fire and medical and our public safety program follows the APCO/NEHA Quality Assurance Program Standard."	N/A
44. The PSAP shall not allow a telecommunicator to take/process a 911 call above unless the telecommunicator has completed the PSAP training program and is NREMT Certified.	Y	12	"We have never allowed this and still do not."	N/A
45. 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 PDST requirements. b) All PSAP trainers shall be actively certified as a trainer/coach under a nationally recognized organization, such as PDST, International Academies of Emergency Dispatch (IAED), NREMT, APCO, or another organization approved in advance by the 911 Division. c) Meet the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the latest AAG 3.121.2.2013 or the NEHA Minimum Training Standards. d) PSAPs are allowed to accept non-clinic telecommunicators who were hired prior to April 2019 who obtain certification through another source such as APCO or NEHA.	Y	12	"All training is conducted by trainers who have PDST, IAED, and NREMT certifications and our training program meets all of the APCO Minimum Training Standards for Public Safety Telecommunicators set forth in the APCO AAG 3.121.2.2013. Our training supervisors were also certified and also completed the Supervisor Training offered by UCA (thank you!)."	N/A
46. The PSAP shall not intentionally manipulate 911 call events or other data. Dispatchers shall be prohibited from manipulating E-911 services to include 10-digit phone numbers in 911 call events and/or routing non-emergency 911 calls/texts by PSAP or other government employees (landed text calls/texts not included).	Y	12	"We would never manipulate data."	N/A
47. Before the percent (P) of all 911 calls arriving at the PSAP shall be answered within 15 seconds. This report will be measured by the "PSAP Answer Time" report available through E-911. For purposes of compliance with this standard, the following criteria should be used when generating the report: Inter-Exchange Call, Non-Answered Emergency, Period Group, Prior Call Type, 911 Calls, Abandoned Calls, Incomplete Answer, agency affiliation. Initial agent unavailability training. For the purposes of compliance with this standard, the following criteria "Answer Time (15 seconds)" under the "Overall Percentage" will be used.	Y	12	"See attached #2."	N/A
48. If the transfer of a 911 call has to occur, the PSAP shall follow the NEHA Call Answering Standard (Global Recommendations).	Y	12	"We are compliant with the NEHA Call Answering Standard (Global Recommendations)"	N/A
49. The PSAP shall monitor a comprehensive history and back-up plan to mitigate events that may disrupt 911 services to a community; this may include, but is not limited to, major equipment failure, facility issues, natural or man-made disaster or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	"We have no responsibility for our phone system through our partnership with the Greater Wasatch Radio. We are able to go to any PSAP along the Wasatch Front and maintain our calls for service both 911 calls as well as non-emergency calls. We have a dedicated radio channel in place that allows us to talk to our partners at NREMT, APCO, and our CAD system is set up to receive us through dedicated 911 IT devices to ensure that we can maintain and still have our CAD, our RMR and our security officers on the same system."	N/A
Best Practices				
50. The PSAP should accept text to 911 and adopt standard operating procedures for handling the text calls.	Y	12	"We have had this ability, with all carriers, for several years now."	N/A
51. The PSAP should adopt an Active Response & Crime Scene Management Standard, which may include the Utah Critical Incident Stress Management Team. Any adopted standard should call for local staff to assume that responsibility for proper incident management of all elements of the Comprehensive Stress Management Program ("CSMP"). Such tasks include: evaluation of CSMP funding, identifying and coordinating CSMP resources and activities, and related issues including Peer Support, Critical Incident Stress Management, Individual Health Trauma Therapies, and other elements of the CSMP.	Y	12	"In January of 2018, we launched a peer support team for 911 dispatchers and their families. This team works with our SAP (Dispatch Assistance Program) and also is open to providing a peer support. We also have partnered with the ASSE (Utah Critical Incident Stress Management) to our dispatchers who can contact them directly and they can be sent to our appointments. These counselors are first responders who are trained to help with trauma issues. These services have been utilized by SL City and meet CSMP requirements."	N/A
52. The PSAP should have up-to-date Policies and Procedures including these policies and procedures based on NEHA's 911 Center Operations Standards PSAP Operators (OPS) located at: https://www.nema.org/ops/OperationsStandards	Y	12	"We have been in compliance with this best practice for several years now. We regularly review (annually) these operational standards developed by NEHA."	N/A
53. The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NEHA Center Manager Certification Program (CMCP), NEHA Emergency Number Professional (ENP), NREMT Registered Public Safety Leader (RPSL) or APCO Certified Public Safety Director (CPSD), and the 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	"SLC911's administrative team have attended and received their certifications from the NEHA CMCP class and have also attended the NREMT, CPSD, Communications Center Management course, see attached #3, which was approved by UCA last year. All of our administrative team members are actively working on their CPSD certification."	N/A
54. The PSAP should report to NREMT each year its distribution of the routing of 911 calls within 14 calendar days.	Not applicable for 2019			