

PSAP Name: LOGAN CITY COMMUNICATIONS

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2023	PSAP Comments	LCA's Comments and Suggestions for Improvement
41 A PSAP shall have at least two telecommunicators answering 911 calls at all times and will also staff sufficiently to meet minimum standard of by utilizing either staff employed by their PSAP, utilizing an agreement with another PSAP within the authority that PSAP can make calls and dispatch a full emergency response, or utilizing Mutual Assistance as defined in LCA's Strategic Plan.	Y	12	"We utilize our minimum staffing level 13 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
42 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following: a) The specific names of information that must be obtained for each base of call, and b) The verbal instructions for dispatch instructions designed to address caller or patient/victim safety and/or prevent evidence, and c) PSAP should dispatch high-priority medical fire and law enforcement calls as soon as location and call type are verified.	Y	12	"Our center uses the International Academies of Emergency Dispatch (IAED) system on all medical calls. Additionally, we maintain up to date back-up EMD card sets in use the IAED system. We have established procedures in place to ensure that medical calls are processed, entered and paged in the most time efficient manner possible. In addition we added an automatic paging system that notifies responders as soon as location and call type are verified."	N/A
43 The PSAP shall implement and maintain a Quality Assurance (QA) program that reviews 911 call recordings from each dispatcher, fire and medical personnel by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCO/NEHA Quality Assurance program standards as set forth in APCO/NEHA ANS 1.027.2015	Y	12	"Our center has 3 Supervisors who complete monthly quality assurance evaluations on dispatch employees. On 2023 there were 268 evaluations completed using our Frontline QA Tracker system. This system has resulted in more efficiency for the evaluators, better action expectations for those being evaluated and improved communication between the supervisors and the dispatchers being evaluated."	N/A
44 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	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
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 POST certification. 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), NEHA, 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 1.052.2015 or the NEHA 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/NEHA.	Y	12	"All dispatch telecommunicators are certified with POST. Our center has an in-house training team, supervisor assigned to training and a comprehensive (detailed 52 week) communications training program. All trainers are certified/accredited through APCO or NEHA CTO programs."	N/A
46 The PSAP shall not intentionally manipulate 911 call times on other dates. Examples include but are not limited to manipulating ECAT's services to include 20-digit phone numbers in 911 call counts and/or making non-emergency 911 calls/units by PSAP or other governmental employees/investigators/call-takers/ambulance.	Y	12	None	N/A
47 When a percent (90%) of all calls average the PSAP shall be answered within fifteen (15) seconds and receive five percent (5%) 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 ECAT. The purpose of compliance with this minimum standard, the following criteria should be used when generating the report: Select Range - Last Year (January-December) Period Option - Year Call Type - 911 Calls, Abandoned (Excludes Abandoned, Agency Affiliation - Default except accident training. For the purpose of compliance with this standard, the box showing the "% answer time + 15 seconds" and "% answer time + 20 seconds" under the "Overall Percentage" will be used.	Y	12	"The 2023 our overall answer Times <15 seconds were 99.87% and <20 seconds were 99.26%."	N/A
48 If the transfer of a 911 call has to occur, the PSAP shall follow the NEHA Call Answering Standard/Model Recommendation.	Y	12	"Our agency policy for transferring 911 calls includes language directly from the NEHA Call Standard/Model Recommendation and is available for review if needed."	N/A
49 The PSAP shall maintain a comprehensive readiness 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	"Our center has exceptional in-house support for radios, phone, CAD and other IT issues. Additionally, we have a back-up 911 center located 2.6 miles away that is equipped with phones, radios & computer equipment which can sufficiently support county wide dispatch services for extended periods of time. We have a detailed policy for evacuating our center and activating our back-up center. Additionally, we "store" our main dispatch center and utilize our back-up center each year to ensure it is in working order and capable of supporting our call volume for at least 72 hours. A dispatch 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				
50 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"We have a thorough policy addressing all various incoming text messages that are received via 911 that is available for review if needed."	N/A
51 The PSAP should adopt an Active Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team. Any adopted standard should call for local and assume local responsibility for implementation and evaluation of all elements of the Comprehensive Stress Management Program ("CSMP"). Such tools would include resources CSMP funding, identifying and coordinating CSMP resources and facilitating access to related services including Peer Support, Critical Incident Stress Management, local mental health trauma hospitals, and other elements of the CSMP.	Y	12	"We continue to recognize the importance of this best practice and provide regular training for both supervisor 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/hospitalized workers efforts and are part of our newly formed department Peer Support Team."	N/A
52 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEHA's 911 Center Operations Standards PSAP Operations SOPs located at https://www.neha.org/Page/OperationsStandards	Y	12	"We have a thorough division specific Policy & Procedure manual that is continually reviewed and updated to meet changing circumstances. We also have a proactive Policy & Procedure Committee that ensures each document is accurate, relevant, and useful. Our policies, procedures and other written directions thoroughly address the NEHA topics applicable to our area."	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"), APCO Registered Public Safety Leader ("RPST") 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.	Y	12	"The Director, Operations Supervisor and one of our Lead Dispatchers are all certified through the APCO RPST program. Additionally, another Lead Dispatcher completed the NEHA Center Manager Certification Program."	N/A
54 The PSAP should report to ACRS each year or identify in the routing of 911 calls within 14 calendar days.	N/A	N/A	N/A	N/A