

PSAP Name: TOOELE COUNTY

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
#1 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.	Y	12	"Tooele County 9-1-1 Dispatch Center has at least two telecommunicators answering 9-1-1 calls at all times. The center is staffed sufficiently to meet minimum standard #7."	N/A
#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	"All employees are Emergency Medical Dispatch (EMD) certified through the International Academies of Emergency Dispatch (IAED). a) and b) They utilize the Medical Priority Dispatch System (MPDS). c) Zulu paging along with HiLink alerts ensure calls are dispatched as soon as the location and call-type are verified."	N/A
#3 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	Y	12	"Each shift supervisor is Emergency Dispatch Quality (ED-Q) certified through the International Academies of Emergency Dispatch (IAED) to quality assure calls. Together, they form the Quality Assurance Unit (QAU). They use the electronic version of the case review, AQUA, to provide feedback for medical and fire related calls. They use Frontline QA Tracker to provide feedback for police related calls. At least 2% of all police, 10% of all fire and medical calls, and all text-to-911 message sessions are reviewed. Quality Improvement Unit (QIU) meetings are conducted monthly. Tooele County 9-1-1 Dispatch Center Policy 414 – Quality Assurance Program govern the requirements, which adhere to the (Association of Public-Safety Communications Officials) APCO / (National Emergency Number Association) NENA ANS 1.107.1.2015. A copy of the policy is available upon request."	N/A
#4 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	"All employees are certified through the International Academies of Emergency Dispatch (IAED) and complete training prior to taking/processing a 9-1-1 call alone."	N/A
#5 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 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.	Y	12	"a) Employees are POST certified and maintain requirements. Tooele County 9-1-1 Dispatch Center Policy 203 – Peace Officer Standards and Training (POST) Requirements outline requirements as specified in Utah Code Ann. 53-6-3, POST Dispatcher Training and Certification Act." "b) All trainers are Association of Public-Safety Communications Officials (APCO) Communications Training Officers (CTO) certified. Sgt. Heather Prescott is an APCO CTO Instructor. Tooele County 9-1-1 Dispatch Center Policy 201 – Communications Training Officer (CTO) govern the training officer program, which adheres to APCO American National Standard (ANS) 3.103.2.2015." "c) Tooele County 9-1-1 Dispatch Center Policy 202 – Training Program govern the training program, which adheres to APCO ANS 3.103.2.2015. Copies of these policies are available upon request."	N/A
#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 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).	Y	12	"Only test 9-1-1 calls/texts are made to ensure equipment functionality and to provide training to newly hired employees."	N/A
#7 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.	Y	12	"The attached PSAP Answer Time report reflects that 99.38% of the 9-1-1 calls arriving at the PSAP were answered within fifteen (15) seconds and 99.69% were answered within twenty (20) seconds."	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	"Tooele County 9-1-1 Dispatch Center Policy 402 – CAD-to-Cad Call Handling and 9-1-1 Call Transfer govern the procedure for response to emergency calls that need to be transferred to another dispatch center. Tooele County 9-1-1 Dispatch Center is currently utilizing CAD-to-CAD with two agencies and has been working with other area agencies to establish console to console relays. A copy of the policy is available upon request."	N/A
#9 The PSAP shall maintain a comprehensive resiliency 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 failures, facility issues, natural or man-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	"Tooele County 9-1-1 Dispatch Center 502 – Emergency Operations Center Activation/Assistance Needed and Tooele County 9-1-1 Dispatch Center Policy 508 – Power Outage/Evacuation govern the back-up plan in place to mitigate events that may disrupt 9-1-1 services in Tooele County. Copies of these policies are available upon request."	N/A
Best Practices				
#1 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"Tooele County 9-1-1 Dispatch Center Policy 421 – Text Messages to 9-1-1 govern procedures for handling text-to-911 messages. The policy adheres to the (National Emergency Number Association) NENA-INF-007-1-2013, October 9, 2013. All text-to-911 message sessions are reviewed. A copy of the policy is available upon request."	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	"Tooele County 9-1-1 Dispatch Center utilizes the Utah Critical Incident Stress Management Team to help with critical incident events when needed. Health, Family Health and Preparedness, Emergency Medical Services 8426-5-700 - License Renewal Requirements for EMD states "a minimum of a two-hour course in critical incident stress management (CISM)" is required to renew an individual license for a two-year period or for a shorter period as modified by the Department to standardize renewal cycles. The two hour course was taught by Tooele Valley Behavior Health Crisis Coordinator, Subrina Langston, and held on 9/13/21 and 9/20/21. Tooele Valley Behavioral Health has local mental health trauma therapists available when an employee is struggling with a critical incident. Blomquist Hale is also utilized for confidential and professional EAP specialized care of employees and their families. Tooele County Sheriff's Office has a Chaplain assigned as part of our Triad of Care. Tooele County 9-1-1 Dispatch Center Policy 900 – Peer Support Program govern the program is in accordance with Utah Code 88B-5-901, 88B-5-902, 88B-5-903. A copy of the policy is available upon request."	N/A
#3 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	Y	12	"Tooele County 9-1-1 Dispatch Center has up-to-date policies and procedures contained in Lexipol. All standard operating procedures found in the NENA 9-1-1 Center Operations Standards PSAP Operations SOPs are included. A copy of the policy manual is available upon request."	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 ("ENP"), APCO Registered Public Safety Leader ("RPL") or APCO Certified Public-Safety Executive ("CPE"); 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	"Lt. Regina Nelson received National Emergency Number Association (NENA) Center Manager Certification Program (CMCP) certification in March 2019. Sgt. Shannon Gowans and Sgt. Heather Prescott received NENA 9-1-1 Center Supervisor certification in September 2019."	N/A
#5 The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2021		"Tooele County GIS currently delivers an updated copy of the roads layer to AGRC quarterly, at a minimum."	