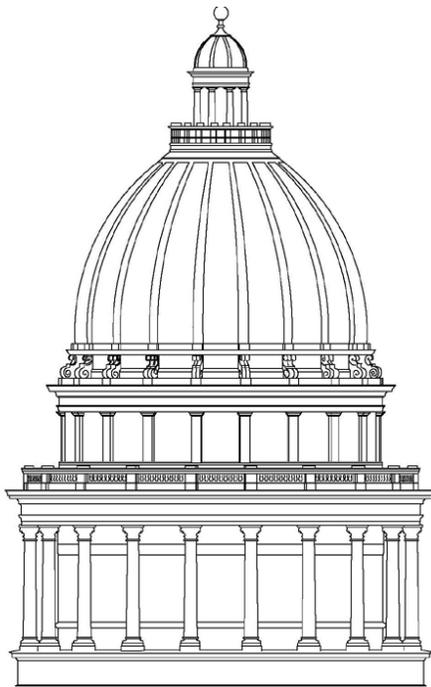
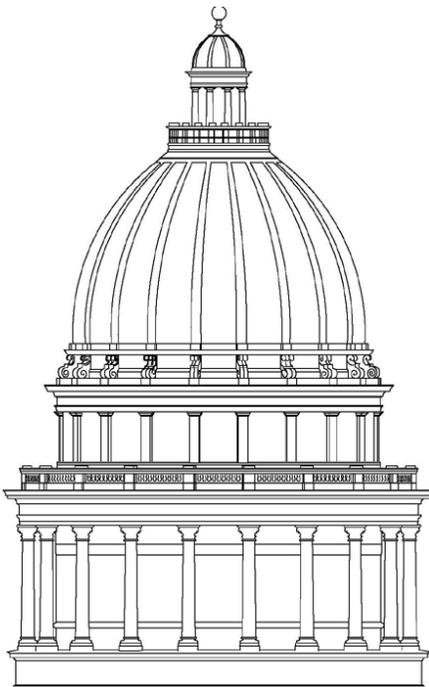


An In-Depth Follow-Up of 911 Audits And Review of 911 Staffing



A Report by the
Office of the Utah Legislative
Auditor General

Brief Recap of 2019 Audit



A Performance Audit of the Utah Communications Authority and Statewide 911 Operations

Audit 2019-15

Reducing 911 Call Transfers Could Improve Speed and Efficiency of 911 Service

Senate Bill 130, 2020 General Session addressed this

UCA Addressed Past Radio Equipment Procurement Issues with an Open Process

UCA addressed minor recommendations to improve that process

Concerns of Waste and Inefficiencies in UCA's Radio Division Were Largely Unfounded

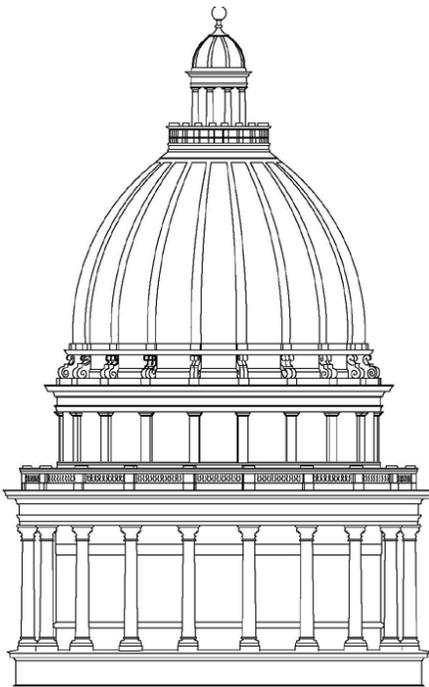
UCA did not appear to have inappropriately overbuilt its radio infrastructure

UCA Governance is Generally Effective

UCA addressed minor recommendations to improve certain processes

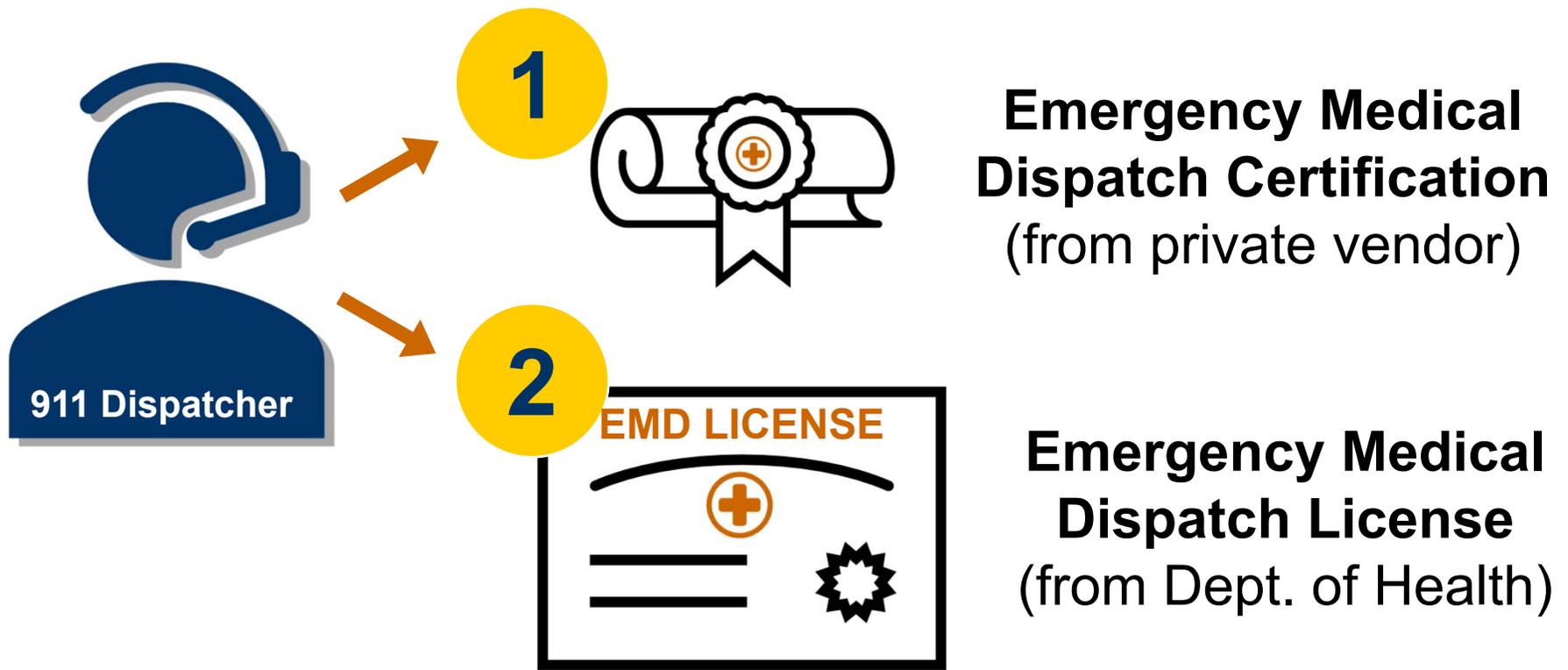
FOR MORE INFORMATION See Report #2019-15

Chapter II



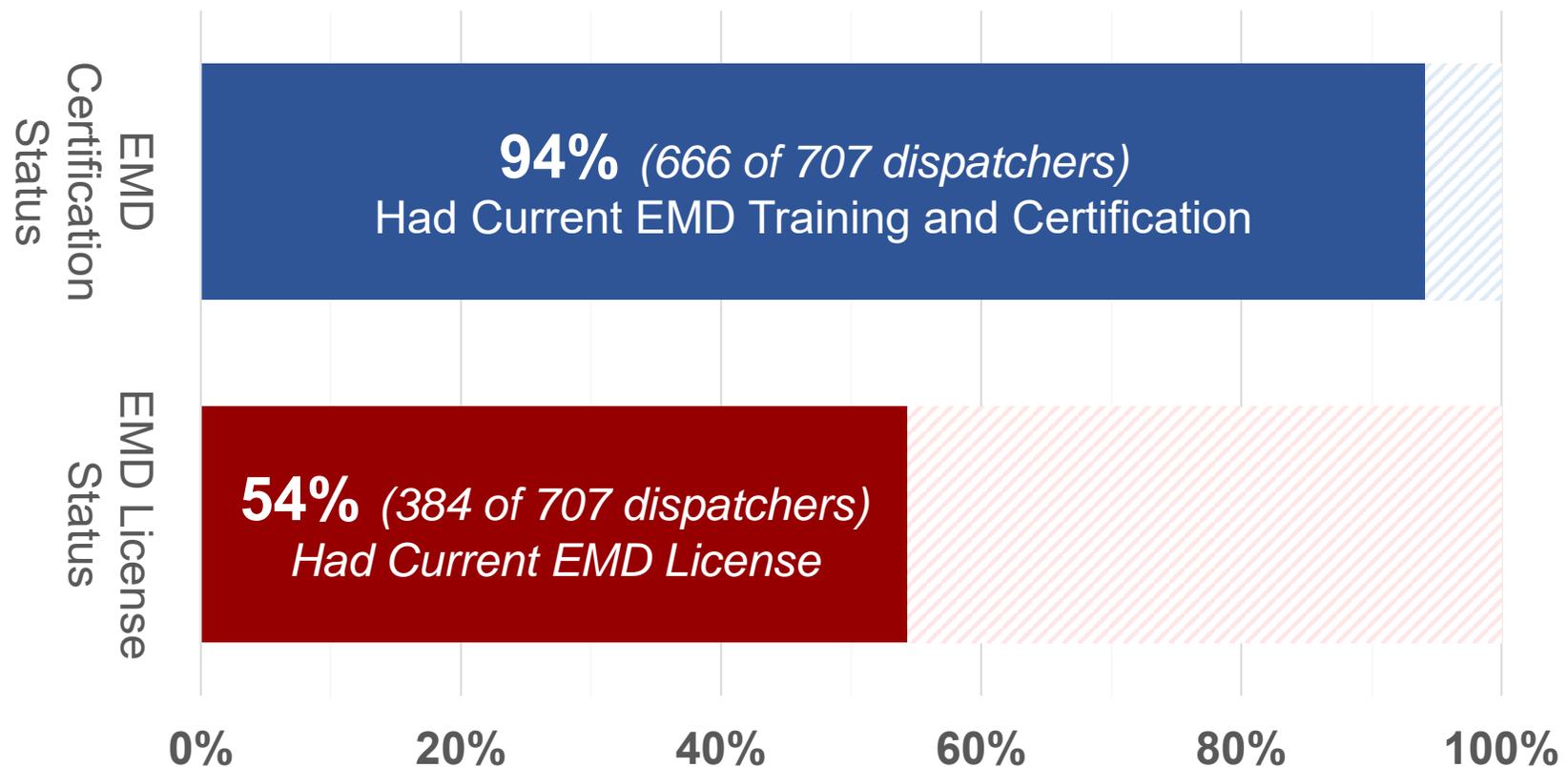
Medical Dispatch
Requirements Should Be
Refined and Enforced

911 Dispatchers Need Emergency Medical Dispatcher Certification *and* License



FOR MORE INFORMATION See Chapter II, pp. 6-7

Many 911 Dispatchers Are Out of Compliance with Licensing Requirements



FOR MORE INFORMATION See Chapter II, p. 6 (Figure 2.1)

EMD Training is Essential but The State License May Not Be

- The EMD certification is essential
 - 911 dispatchers need these key medical skills
- The EMD license adds no additional skill or training
 - Many PSAP leaders feel it is little more than an administrative and financial burden
- Eliminate license, consolidate EMD requirements within the EMS Dispatch Center Designation

FOR MORE INFORMATION See Chapter II, pp. 7-11

Dept. of Health is Not Adequately Monitoring or Enforcing EMD Requirements

- Noncompliance with EMD licensing requirements is a direct result of lax oversight
- The Bureau of EMS and Preparedness has known of deficiencies for years but has not taken meaningful action
- Department staff expressed a lack of desire to enforce EMD requirements as statute directs

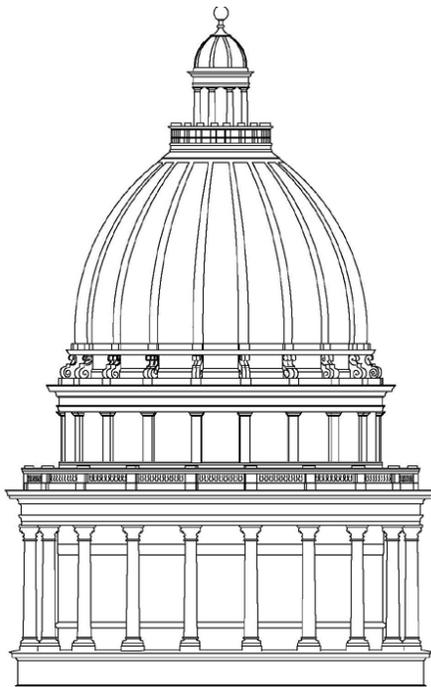
FOR MORE INFORMATION See Chapter II, pp. 11-14

The Dept. of Health Has Allowed Noncompliance

- We visited Rich County in 2019 and found they are not using EMD protocols. Health has known about this deficiency for years.
- In 2017, the Department awarded a PSAP its EMS Dispatch Center designation despite clear knowledge that no dispatchers were licensed.
- As of Feb. 2020, four active PSAPs' designations had been expired for multiple years

FOR MORE INFORMATION See Chapter II, pp. 11-14

Chapter III



**PSAP Performance and
Staffing Issues Need to
Be Addressed**



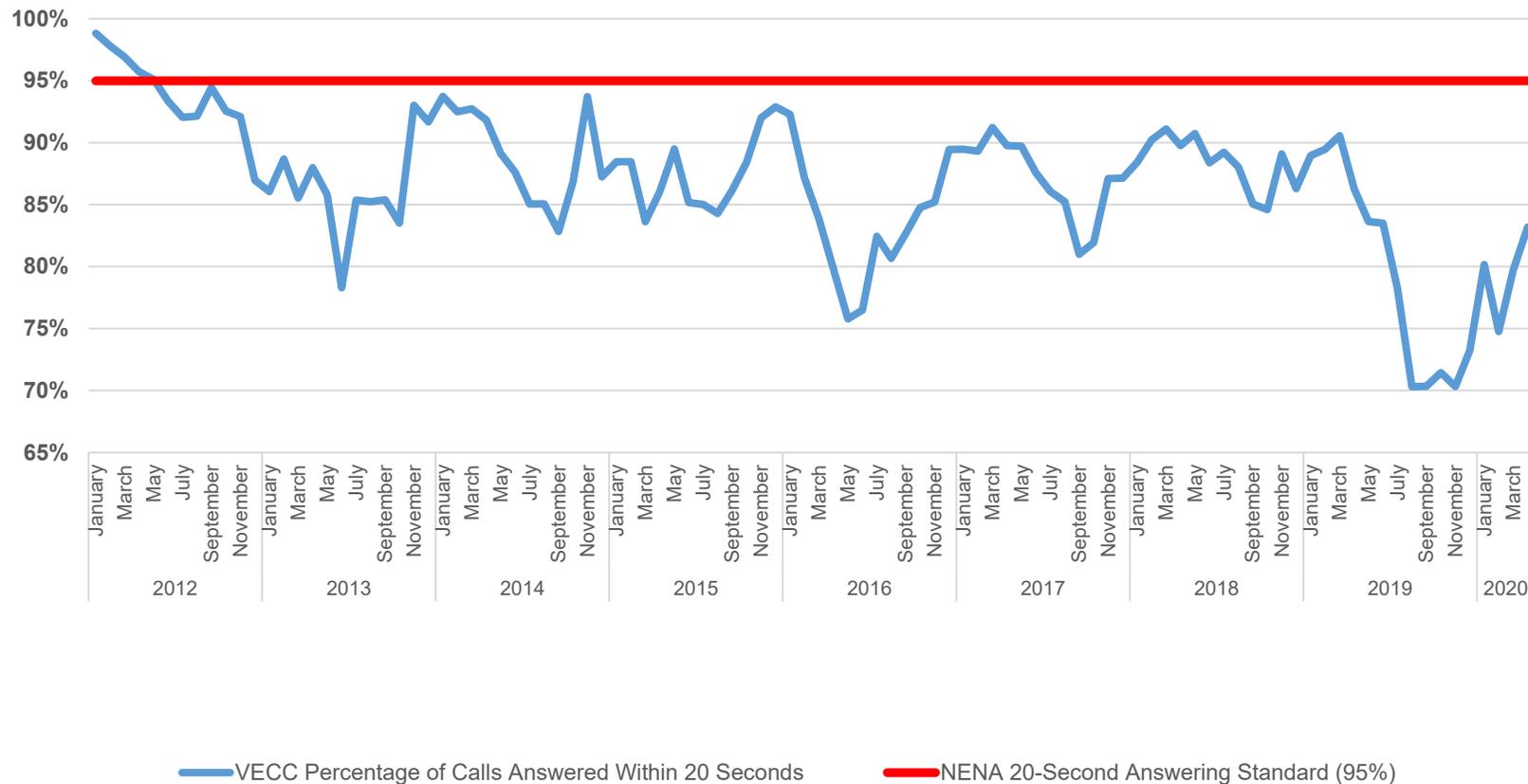
Salt Lake Valley Emergency Communications Center (VECC)

VECC Falls Significantly Short of National 911 Answering Standards

- National Emergency Number Association (NENA) standards state that 95% of 911 calls should be answered within 20 seconds
- VECC was the only PSAP in Utah that did not reach this standard in 2019
- VECC's high call volume means many are affected
 - In 2019, only 79.7% of emergency calls were answered in 20 seconds
 - 35,552 emergency calls were not answered according to NENA standard

FOR MORE INFORMATION See Chapter III, pp. 15-17

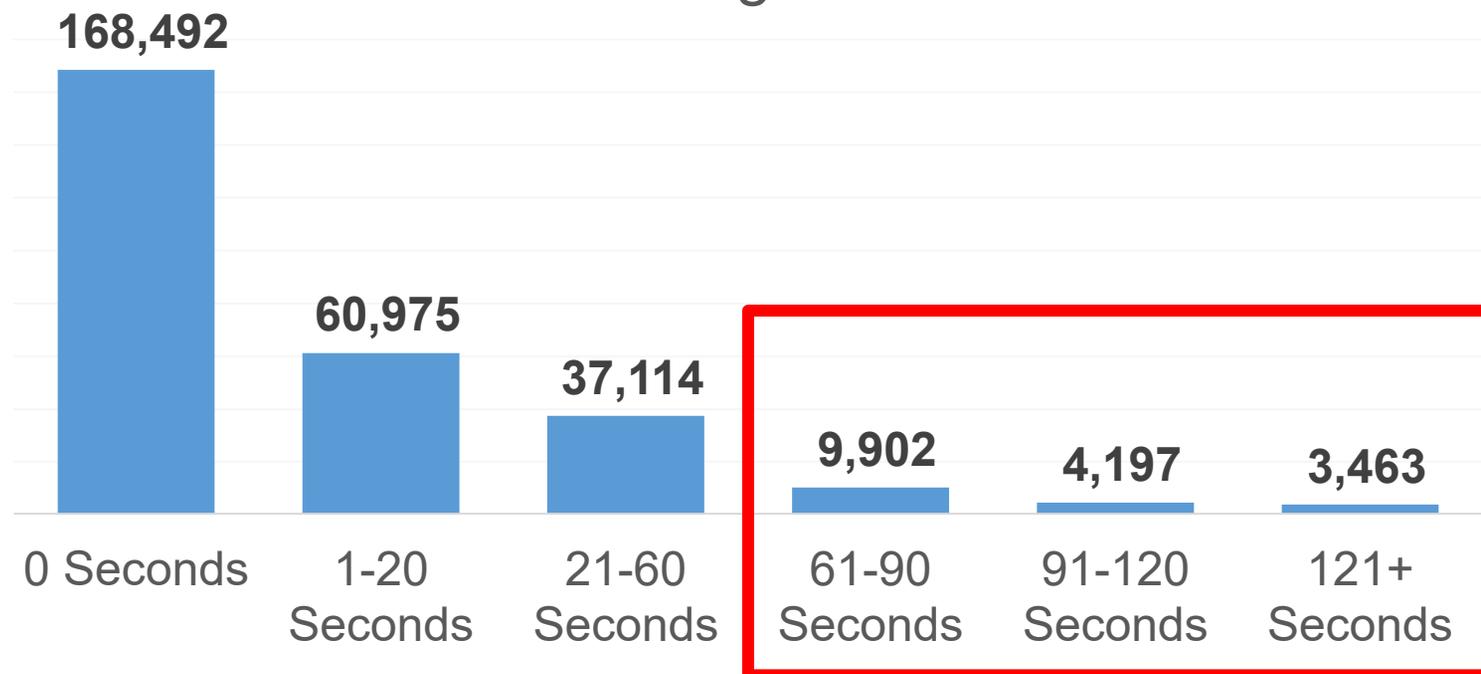
The Last Time VECC Answered More Than 95% Of its 911 Calls within 20 Seconds was May 2012



FOR MORE INFORMATION See Chapter II, p. 18 (Figure 3.2)

In 2019, 17,562 Emergency Callers Waited for More Than One Minute in the Queue

Count of 911 Calls in VECC Queue by Time Range in 2019



FOR MORE INFORMATION See Chapter II, pp. 18-19 (Figure 3.3)

Staffing PSAPs with a Single 911 Dispatcher Can Lead to Inadequate Coverage

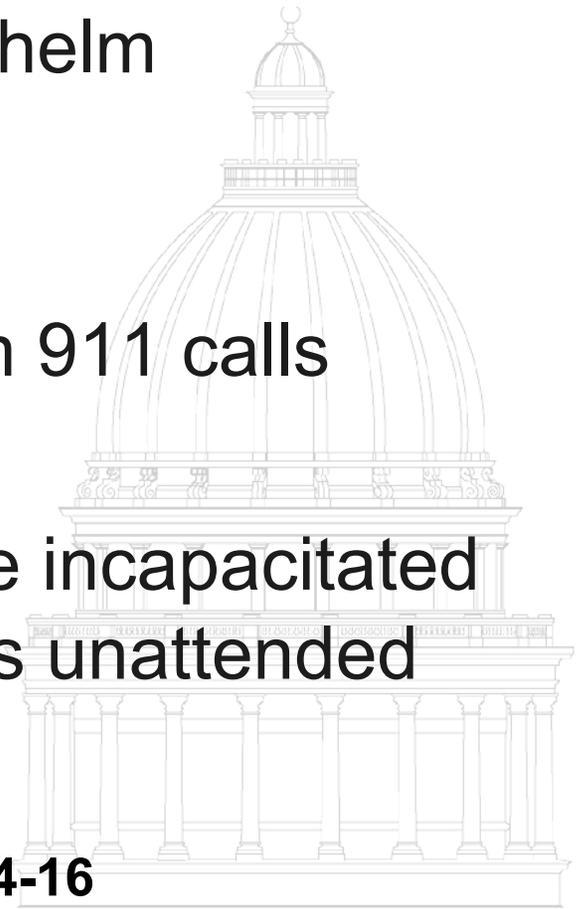
- A lot is required of 911 dispatchers
- Relying on one person to do everything has led to situations where that person has become overwhelmed and unable to adequately cover emergency phone lines



FOR MORE INFORMATION See Chapter III, pp. 20-22

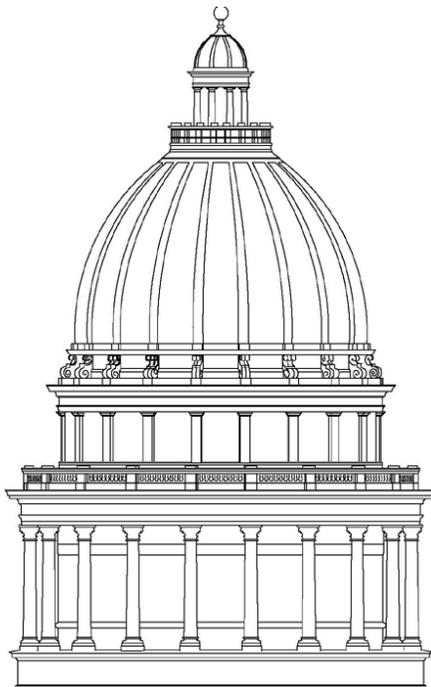
Staffing PSAPs with a Single 911 Dispatcher Can Lead to Inadequate Coverage

- Multiple emergency calls can overwhelm a single person
- Jail duties can take focus away from 911 calls
- Personal medical emergencies have incapacitated 911 dispatchers, leaving phone lines unattended



FOR MORE INFORMATION See Chapter II, pp. 14-16

Chapter IV

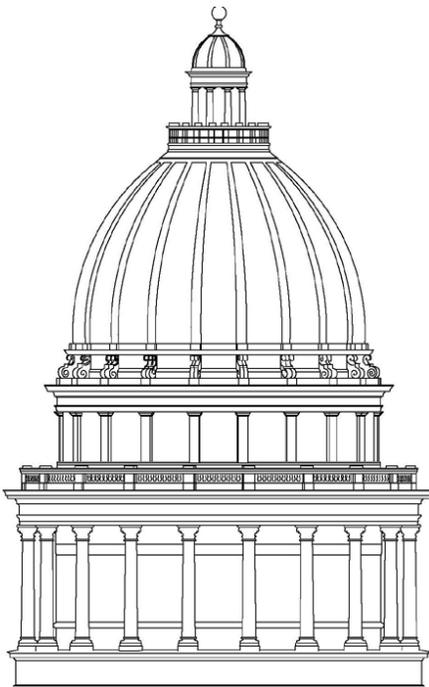


In-Depth Follow-Up of
*A Review of the
Administration of
911 Surcharge Funds*
(Report #2016-02)

**A Review of the Administration of 911 Surcharge Funds
(Report No. 2016-02)**

| Number of Recommendations Made to Agency | | Implementation Status |
|---|---|---------------------------------------|
| Legislature | 6 | 6 Implemented |
| Utah Communications Authority | 7 | 5 Implemented; 2 In Process |

Chapter V

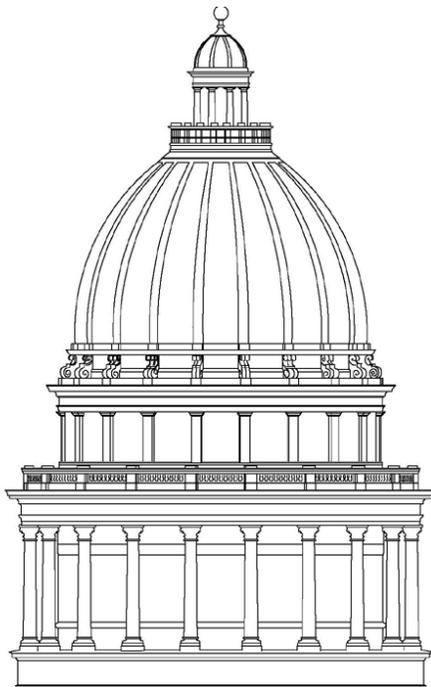


In-Depth Follow-Up of
*A Review of the Distribution and
Use of Local 911 Surcharge Funds
(Report #2016-08)*

A Review of the Distribution and Use of Local 911 Surcharge Funds (Report No. 2016-08)

| Number of Recommendations Made to Agency | | Implementation Status |
|--|---|--|
| Legislature | 2 | 2 Implemented |
| Utah State Tax Commission | 1 | 1 Implemented |
| Dept. of Public Safety | 4 | 2 Implemented; 2 Not Implemented |
| Local Governments | 2 | 2 Implemented |

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