

Fact Sheet:

- 1- Dispatchers are paid an hourly wage equivalent to secretaries.
- 2- Police questioning has been streamlined as a direct result of the 2019 Audit by Matrix
- 3- While calls are processed according to discipline, the median number of seconds before call information is sent to a dispatcher is as follows (p. 20):
Police – 41 seconds, Fire – 30 seconds, and Medical – 32 seconds
- 4- SLC911 cannot control unit availability. As a result, there are times when calls reach the queue and there are not available units to send. Unfortunately, this is not a dispatch issue and the audit reflects this on page 11.

'The most notable issues with this processing time lie on the police side, where nearly half of all calls are coded for dispatch within 30 seconds but are not dispatched to field units for three minutes. This delay could be the result of inefficient dispatch procedures, but given the 911 Center's professional environment, the efficiency of dispatchers observed on site by the project team, the speed with which calls are processed, and the positive impression of the 911 Center held by the public, the delay is more likely a symptom of limited availability among field units. While Police Department staffing and operations are outside the scope of this study, the data analyzed in the course of this study suggests that an examination of the Department's personnel and deployment strategy is urgently necessary.

It should also be noted that the Salt Lake City Police Department used non-patrol staff to saturate patrol in 2018 from June 10th to October 6th. As shown in Appendix E, this period

- 5- SLC911 has significantly improved call answer times. The recent Report to the Utah Legislature, Number 2020-06, An In-Depth Follow-Up of 911 Audits, submitted in August, indicate that SLC911 was out of compliance for 32 months during the 60-month time period of 2015 to 2019. Since that time, SLC911 has improved and is currently meeting all compliance standards set forth by NENA.
- 6- CAD has been upgraded and as of June 2019, information sharing was completed so ensure that all disciplines "see" important log information.
- 7- This is a procedure that SLCPD has implemented. SLC911 does not speak to police policies, and as such, SLCPD should be consulted for additional information. SLC911 does refer callers to MCOT who are non-violent and do not need police, fire or medical assistance.
- 8- To comply with SB198 and SB130, SLC911 and SLVECC now have an integrated CAD with Unified Police, Cottonwood Heights, Sandy, Riverton, Draper, Herriman and Taylorsville. All fire agencies in the county will be moving to the same CAD platform on September 29, 2020. All other police agencies in the county will be moving to Versaterm within the next 10 months, removing the need to transfer callers and comply with SB130. Additionally, SLC911 and their partners have been working on an aggregator to eliminate call transfers between SLC911 and DPS. This implementation should occur at the end of 2020.