PSAP Name: METRO EMERGENCY COMMUNICATIONS

	Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2024	PSAP Comments:	UCA's Comments and Suggestions
#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	"We were compliant all 12 months of the year. Our staffing never goes below 6 dispatchers."	N/A
#2	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain at a minimum, the following:	Y	12	"All of our dispatchers are APCO EMD certfied and follow the interrogation protocols outlined above."	N/A
	a) The essential information that must be gathered for each chief complaint.				
	b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence.				
	c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified.				
#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 with regards to 911 calls as set forth in APCO/NENA ANS 1.107.1.2015	Y	12	"We have dedicated QA supervisor who follows the APCO/NENA recommendations."	N/A
#4	The PSAP shall not allow a telecommunicator to independently process a 911 call, or text to 911 alone unless the telecommunicator has successfully completed the PSAP's call taking training program and is currently EMD Certified.	Y	12	"Our call takers are not allowed to answer the phone independently until they have completed training."	N/A
#5	The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12	"We use APCO's training program and all of our trainers are APCO CTO Certfied. All of our dispatchers obtain Utah's POST dispatcher certification within the first year of employment. Our dispatchers are also APCO EMD certified an we use APCO EMD Certified instructors for the course. We meet the training requirements set for by APCO and NENA standards."	N/A
	a. All certified telecommunicators shall maintain all required certifications listed under the POST requirements.				
	b. All PSAP's lead/primary trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as Peace Officer Standards ("POST") Instructor, International Academies of Emergency Dispatch ("IAED") Instructor, National Emergency Number Association ("NENA"), Association of Public Safety Communications Officials (" APCO") CTO, 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 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.				
#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	"We follow this standard."	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 ECaTS "PSAP Answer Time" report. For purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Date Range - Last Year (January-December); Period Group- Year; Call Type - 911 Calls; Abandoned Filters - Exclude Abandoned; Agency Affiliation - Default (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	"We had 99.55% <15 seconds and 99.86% answered <20 seconds."	N/A
#8	If the transfer of a 911 call must occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"We follow the NENA call answering standards and recommendations."	N/A
#9	The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service 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	"We have a dispatch resiliency plan to address issues that would hinder our 911 service."	N/A
	Best Practices				
#1	The PSAP should implement the State of Utah PSAP Mental Health Crisis Protocol.	N/A	N/A	N/A	N/A for 2025 reporting on 2024.
#2	The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team ("CISM"). 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, CISM, and local mental health trauma therapists.	Y	12	"We have a CISM and Peer Support team. We also utilize 1st Watch Wellness to give our dispatchers access to mental health trauma therapists with specific 1st responder knowledge as well as access to therapists through Provo City's Employee Assistance Program."	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.	Y	12	"We have up-to-date policies and procedures that are reviewed regularly to ensure we remain in compliance and up to date."	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	"The Metro Emergency Communications Center Communications Manager is CMCP certified."	N/A