Minimum Standards

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#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
#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.
	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 as set forth in APCO/NENA ANS 1.107.1.2015
#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.
#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.
#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).
#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.
#8	If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.

#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.
	Best Practices
#1	The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.
#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.
#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/Standards#PSAPOperations

#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.
#5	N/A for 2023

Suggestions

A PSAP could refer to UCA's 911 Strategic Plan for more information about virtual consolidation: https://www.uca911.org/File/a8ba8190-fae6-46df-a719-02fd812089e3

A PSAP could coordinate with the vendor that they work with for EMD training to ensure that all telecommunicators are EMD trained in the appropriate manner.

A PSAP could: 1) utilize the NENA and APCO Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. Retrieved from: https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/APCO-NENA_ANS_1.107.1.2015_Q.pdf;   2) increase staffing levels so that there is enough staff to carry out QA on a regular basis. QAs should be performed on all disciplines, Police and Fire included.

A PSAP could: 1) increase staffing numbers so an untrained person does not have to be alone; 2) implement mandatory overtime while the new employee is still being trained.

A PSAP could work with POST in order to coordinate telecommunicator POST certification and create a list of which telecommunicators are certified, need to be certified and what trainings they need in order to keep certified.

A PSAP could follow the APCO Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer. (APCO ANS 3.101.3-2017). Retrieved from: https://www.apcointl.org/~documents/standard/31013-2017-cto/?layout=default
A PSAP could follow the Minimum Training Standards for Public Safety Telecommunicators (Publication No. 3.103.2.2015). Retrieved from APCO International's website: https://www.apcointl.org/~documents/standard/31032-2015-public-safety-telecommunicator/?layout=default
If a PSAP has any questions regarding call counts and ECATs please contact the UCA 911 Division.
A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime.
A PSAP could 1) work with your neighbors to discuss transfer procedures; 2)run a wireless routing report in ECaTS, and work with the carriers/neighboring PSAPs, to change the direction that the cell sector points; 3)contact ECaTS for training on the wireless routing module.

A PSAP could 1) refer to the NENA Communications Center/PSAP Disaster and Contingency Plans Model Recommendation (NENA-INF-017.3-2018). Retrieved from:
https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-inf-017.3-2018_disaster.pdf ; 2) reach out to your local emergency manager to discuss what their natural/man man disaster planning entails and how you can incorporate your PSAP into the planning process.

A PSAP could make this a priority to complete. The last legacy PSAP to cut over to the statewide NG911 system was September 2021. Upon completion any visitor or citizen in the state of UT could text to 911, if calling 911 is not an option. A PSAP could also refer to the NENA Information Document for Handling Text-to-9-1-1 in the PSAP (NENA-INF-007.1-2013). Retrieved from
https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/NENA-INF-007.1-2013_Text_Mes.pdf

A PSAP could 1) Refer to NENA Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management (NENA-STA002.2-2022). Retrieved from
https://www.nena.org/page/WellnessContinuum ; 2) Peer Support Team Development, Implementation, and Oversight. Retrieved from:
https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-inf-044.1-2021_peer_sup.pdf; 3) https://www.utcism.org

A PSAP could refer to NENA Standards. Retrieved from
https://www.nena.org/page/Standards#PSAPOperations

A PSAP could refer to the certification courses listed on: https://www.apcointl.org/ or https://www.nena.org/.

N/A for 2023