

Intro page for minimum standards and best practices:

Utah's citizens and visitors depend on 911 calls to be answered quickly and professionally so that fire, law enforcement and medical emergency responders can be dispatched in a competent and expeditious manner. This requires not only modern, state-of-the-art public safety technology systems, but also well trained PSAP personnel who are available when needed. The public expects that PSAPs provide a superior level of service, regardless of the geographic location of the PSAP or the fiscal resources of the local community, and the public deserves this level of service.

Utah Code Ann. §63H-7a-302, the 911 Division, in conjunction with the PSAP advisory committee, develop and report to the director minimum standards and best practices for PSAPs.