	Minimum Standards	**Suggestions**
#1	A PSAP shall utilize the ECaTS Staffing Forecast Module, provided to PSAPs at UCA's expense, to comply with minimum staffing recommendations. The ECaTS Staffing Forecast Module relies upon the Erlang-C formula which factors in call volume, call duration, and required call answering times to formulate a minimum staffing level. The model should be run using the following variables: Service Level Goal - 95%; Answer Time Goal-15 seconds; Call Duration- the "mean" time calculated and shown by ECaTS; Growth Factor - 0%; Wrap Up - 10 seconds; Additional Agents - 0. In order to claim compliance, a PSAP will need to meet the recommended staffing forecast (not the boundaries) at all times during the calendar year. It should be noted, this formula returns data for call-takers; dispatchers do not count in the totals.	A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime; 3) merge with one of your neighbors; or 4) functional consolidation. * It is important to note that this report does not include any radio operations, only call taking operations. This also does not take into consideration any scheduled breaks that are given during a shift.
#2	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain at a minimum, the following:	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) 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	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.
#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.	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.
#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.	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.

	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.	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://trac.apcointl.org/doc/911-resources/apco-standards/432-competencies-training-requirements-for-public-safety-communications-training-officers/file.html.
	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.	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/?s=Minimum+Training+Standards+for+Public+Safety+Telecommunicators
	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).	If a PSAP has any questions regarding call counts and ECATs please contact the UCA 911 Division.
#7	Ninety five percent (95%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) 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 <15 seconds" under the "Overall Percentage" will be used.	A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime.
#8	If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	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.
#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.	A PSAP could 1) refer to the NENA Communications Center/PSAP Disaster and Contingency Plans Model Recommendation (NENA-INF-017.2-2015). Retrieved from https://goo.gl/3qhXQH; 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.

	Best Practices	
#1	The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	A PSAP could 1) refer to the NENA Information Document for Handling Text-to-9-1-1 in the PSAP (NENA-INF-007.1-2013). Retrieved from: https://goo.gl/1Z6XLr; 2) Work with your CPE vendor to coordinate integrated Text to 911 within your PSAP.
#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.	A PSAP could 1) Refer to NENA Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management (NENA-STA002.1.2013). Retrieved from https://goo.gl/UGivTw; 2) https://www.utcism.org
#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/OperationsStandards	A PSAP could 1) refer to https://www.nena.org/page/OperationsStandards and use the listed SOP's templates as a starting point; b) work with your local emergency manager to assist with some of the SOP's that might already be in their emergency management plan.
#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.	A PSAP could refer to the certification courses listed on: https://www.apcointl.org/ or https://www.nena.org/.
#5	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	A PSAP could 1) work with your GIS department or individual responsible for your MSAG to ensure they understand the reporting requirement; 2) ensure that they are working with AGRC and understand the importance of geospatial routing.