81	Minimum Standards	Suggestions A PSAP could: 1) increase staffing numbers; 2) Implement manufatory quertime: 3) marrie with one
62	A PSAP shall utilize the ECaTS Staffine Forecast	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
	Module, provided to PSAPs at UCA's expense, to	of your neighbors; or 4) functional consolidation. * It is important to note that this report does not
	ECaTS Staffing Forecast Module relies upon the Erlang-	include any radio operations, only call taking operations. This also does not take into
	and required call answering times to formulate a	consideration any scheduled breaks that are given
	minimum staffing level. The model should be run using the following variables: Service Level Goal - 95%;	during a shift.
	Answer Time Goal-15 seconds; Call Duration-the	
	Factor - 0%; Wrap Up - 10 seconds; Additional Agents	-
	meet the recommended staffing forecast (not the	
	AFSEP shall utilise the ECSTS Soffing Forecast Models, producted to PAPSE at ECXTS requires, to the ECSTS Soffing Forecast Developed to PAPSE at ECXTS requires, to the ECSTS Soffing Forecast So	
	For each medical call processed, the PSAP shall	A PSAD could coordinate with the vandor that they
	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 belecommunicators are EMD trained in the
	a) The specific pieces of information that must be	appropriate manner.
	b) Pre-arrival instructions/post-dispatch instructions	
	 b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence. 	
	and/or to preserve evidence. c) PSAPs should dispatch high-priority medical, fine and law enforcement calls as soon as location and call-	
#3	tipe are verified. The PARP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 call recordings from an full-cipion (police), the and medicall processed by the PARP and provides feedback to the associated telecomessicator. The QA program should at a minimum waset the APCO/MENA Quality Assurance program shalland as set form in APCO/MENA APCO/MEN	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
	recordings from each discipline (police, fire and	the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points. Retrieved from:
	medical) processed by the PSAP and provides feedback to the associated telecommunicator. The QA	Points. Retrieved from: https://cdn.ymaws.com/www.nena.org/resource/resmg
	program should at a minimum meet the APCO/NENA Quality Assurance program standard as set forth in	https://doi.ymaws.com/www.nena.org/resource/resmg/fstandards/APCO-NDNA_ANS_1.107.1.2015_Q.pdf; 2) iccrease 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 forcess a 921 call alone unless the selecommunicator has completed the PSAP's training program and in DMD Certified. The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	A PSAP could: 1) increase staffing numbers so an untrained person does not have to be alone; 2) implemen mandatory overtime while the new employee is still being
es	telecommunicator has completed the PSAP's training program and is EMD Certified.	mandatory overtime while the new employee is still being trained.
	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	A PSAP could work with DOST in reductor con-
	All certified telecommunicators shall maintain all required certifications listed under the POST requirements.	A PSAP could work with POST in order to coordinate belocommunicator POST certification and create a list of which telecommunicators are certified, need to be
	required BISS.	certified and what trainings they need in order to keep
	b. All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as PGST, International Academies of Emergency (logasth (*LAGO*), MINA, APCO, or another organization approved in advance by the 911	ont Had. A PEAP could follow the APCO Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer. (APCO ANS 5.101.3- 2017). Retrieved from: https://lacs.apcointer.org/dos/P1 mescures.(Apco-standards/N22-competencies-training- mescures.(Apco-standards/N22-competencies-training- resources.)
	organization, such as POST, International Academies	A PSAP could follow the APCO Core Competencies and Minimum Training Standards for Public Safety Communications Training Office: (APCO ANS 1.105.3- 2017). Retrieved from: https://trac.apcointi.org/doc/911
	another organization approved in advance by the 911	Communications Training Officer. (APCO ANS 3.101.3- 2017). Retrieved from: https://trac.apcoint.org/doc/91/ recources/apco-standards/432-competencies-training- requirements-for-public-safety-communications-training- officers/file.html.
	Division.	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 Milnimum Training Standards for Public Safety Telecommunicators (Publication No. 3.103.2.2015). Retrieved from APCO International's
	APCO ANS 3.103.2.2015 or the NENA Minimum Training Standards.	3.103.2.2015). Retrieved from APCO International's website:
*6		https://www.apcointl.org/?s=Minimum=Training=Standa ds=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	
	JULIS who obtain certification through another source such as APCO or NENA.	Ma M M has an annual and a second as a sec
	such as AFCO or NEWA. The PSAP hall not intentionally manipulate 911 call counts or other data. Examples include, but are not lented to, manipulating ECATS services to include 10-digit phose numbers in 931 call counts and/or making non-emergency 911 calls/best by PSAP or other governmental employees (mandated test calls/hests by pSAP or colors).	If a PSAP has any questions regarding call counts and ECATs please contact the UCA 911 Division.
	digit phone numbers in 911 call counts and/or making	
87	Note the percent (25%) of a 2311 calls arriving at the PSAP Johalbe arrawed within filter (15) accords. This stated with be measured using the 15 calls of the percent of the percent of the percent of the percent of the percent of the far purpose of compliance with his molecular stated, the following criter's should be used when generating the report I select Ringer-Last Year (Jamery December-Lyrind Concy, here you'll all year- lessing the percent of the percent of the Jamery Affatton - Orbital except number to make a fact that the percent of the percent of the percent of compliance with this standard, the box showing the "Ts arrower time GS seconds" and the "Ts arrower time GS seconds and the condi-	A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime.
	the PSAP shall be answered within fifteen (15) seconds. This standard will be measured using the	mandatory overtime.
	"PSAP Answer Time" report available through ECaTS. For our poses of compliance with this minimum.	
	standard, the following criteria should be used when	
	(January-December); Period Group-Year; Call Type -	
	Agency Affiliation - Default except unselect training.	
	the box showing the "% answer time <15 seconds"	
*6	If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model	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; 1) contact
	Recommendation.	A PSAP could 1) work with your neighbors to discuss transfer procedures; 2) on a wireless routing report in ECBTs, and work with the carriers/neighboring PSAPs, to change the direction that the cell sector points; 3) one lot ECBTs for training on the wireless routing module.
19	The PSAP shall maintain a comprehensive resiliency	A PSAP could 1) refer to the NRIVA communications Center/PSAP Obstate and Contingency Plans Model Recommendation (NRIVA-MS-017.2-2015), Betrieved from https://psa.gl/plans/clir.2/ read-out-by-serviced- energency-manager to discuss what their natural/man man disaster famining entails and how you can incorporate your PSAP into the planning process.
	and back-up plan to mitigate events that may disrupt \$11 service to a community: this may include but is	Center/PSAP Disaster and Contingency Plans Model Recommendation (NENA-INF-017.2-2015). Retrieved
	issues, natural or man-made dissaters or any other	from https://goo.g(/SqhXQH; 2) reach out to your local emergency manager to discuss what their natural/www
	event that reduces or eliminates the performance ability of the PSAP.	man disaster planning entails and how you can incorporate your PSAP into the nienning proves
11	Best Practices The PSAP should accept text-to-911 and adopt	A PSAP could 1) refer to the NENA Information Document
	standard operating procedures for handling the text calls.	for Handling Text-to-9-1-1 in the PSAP (NENA-INF-007.1- 2013). Retrieved from: https://goo.gl/126XLr; 2) Work
		A PSAP could 1) refer to the NENA Information Document for Handling Text-to-9-1-1 in the PSAP (NENA-INF-007.1-2011), Retrieved from: https://goo.gl/12834; 2) Work with your OF vendor to coordinate integrated Text to 91 within your PSAP.
#2	The PAP should adopt an Acole Traumstic & Chronic Seres Meragement Euroders, which may locked be follow Cross (Incoders New Mesagement Team. Any adopted standard should out for be call stiff to assure and expansibility for replicementation and evaluation. Management Programs ("COMP"). Such tasks would have proved the Parishing, Metrifying and coundwaters ("COMP resources and Establishing assess to related services incoding Per Support, College Incident Services Management, load metal health stress Management, load metal health stress Management, load metal health stress Management, load metal for the COMP.	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/UGA/Tw; 2) https://www.utciam.org
	The PSAP should adopt an Acute Traumaric & 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	Acute/Traumatic and Chronic Stress Management (NENA STA002.1.2013). Retrieved from https://goo.gl/UGivTw;
	adopted standard should call for local staff to assume task responsibility for implementation and evaluation	2) https://www.utcism.org
	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 hexale.	
	trauma therapists, and other elements of the CSMP.	
12	The DCAD should have up to date finition and	A PSAP rounded 11 reafter An
#3	Procedures including those policies and procedures	https://www.nena.org/page/OperationsStandards and
	The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NTNA'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	A PSAP could refer to the certification courses listed on: https://www.apcointi.org/ or https://www.nena.org/.
	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	
	The PSAP should be managed/supervised by an individual possessing one or move of the following advanced certificions: NSAM Centre Manager Certification Program ("CMCP"), NSAM Entergrees: Number Professions: ("SSAM"), AND Repleted Public Safety, Leader ("SRL") or APCD Certified Public Safety Leader ("SRL") or APCD Safety Leader	
		l
5	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar	A PSAP could 1) work with your GIS department or individual responsible for your MSAG to ensure they
6		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
is		A PSAP could 1) work with your GIS department or individual responsible for your MSAG to ensure they understand the reporting requirement?, Jensure that they are working with AGIG and understand the importance of geoupstial routing.