## PSAP Name: TOOELE COUNTY

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	Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2019	PSAP Comments	UCA's Comments and Suggestions for Improvement
e1	APSW shall uslass the ECTS Scaffing Forested Mobile, provided to RMAP, at UCX's repents to the company with review and large scannersection. The company with review and large scannersection of the company with review and large scannersection of the company of t	¥	12	*Anoman of the term to displant again, see so and pt of the displant again, and the displant again as we required from 000-2000.	Section To Section 6.1 in the "To America In sect of 10 in terminal interms of their observation of the section for their section for thei
#2	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	Y	12	"All dispatch agents are Emergency Medical Dispatch and Emergency Fire Dispatch certified through the International Academies of Emergency Dispatch Buddle Medical Princips Charleston of Emergency Dispatch Buddle Medical Princips Dispatch Agents are the electronic service of the protocol cards, PROGA to process emergency calls within interface for the Motorolis Fies computer aided dispatch (EAD) program."	N/A
	a) The specific places of information that must be sothered for each troe of call and. § Per-arrival instruction/past-dispatch instructions designed to address caller or pasterly/ictim safety sofilor to preserve exidence, and () PAPA should dispatch high-priority medical, fine and law enforcement calls as soon as location and call- tions are verified.				
n	The PAPA shall implement and maintain is Quality Assumance (PAP) program that neview still call recording from each discipling police, fire and medicall processed by the PAPA and provide freeback to the suscided descommunication. The Quality hashold as an instrument the PAPCOMEND Quality Assumance programs that dead as see froth in PAPCOMENA ANCE 1.507.1.2005.6	¥	12	"Supervisors are Energency (Dapath Quality (D.C.)) certified through the international Academies of Energency Dapath Energy through the international Academies of Energency Dapath Energy Company (D.C.). They was the excellent Academy Academies (D.G.). They was the excellent Academy Academies (D.G.). They super the excellent Academy Academies (D.G.). They are the excellent Academy	N/A
84	The PSAP shall not allow a telecommunicator to take/process a 911 call alone unless the telecommunicator has completed the PSAP's training moreover and in SABI ContRed	Y	12	"All dispatch agents are certified through international Academies of Emergency Dispatch (MED) during training. They complete the training program prior to taking or processing a 9- 14.1 rull allow."	N/A
es	telecommunicate has completed the PSAP, training superam and it IMD Certified. The PSAP shall implement and maintain, either leterally or through a context, a training program that contains the following elements: a) All certified elecommunication shall maintain all required certifications listed under the POST requirements.	Y	12	*a) All dispatch agents are POST certified and maintain requirements. Toolel County 9-1-1 Dispatch Center Policy 203-	N/A
	b) \$2,0540 trainers shall be articular certified as a			*a) Ad dispatch agents are POST certified and maintain requirements. Tocole County 9-1-1 Dispatch Center Policy 203- Peace Officer Standards and Training (POST) Requirements policy action the requirements as specified in Unith Code Ann. 54-4-2, POST Suparborie Training and Certification Act. 7-10 All Intrinsers are Association of Publi-Safety Communications.	N/A
	trainer/instructor from a nasionally recognized organization, such as POSS, international Academies of Emergency Dispatch ("IAD"), RENA APCO, or another organization approved in advance by the 911 Division.			Officials (APCD) Communications Training Officians (ICTO) certified. 55g. Arisin Favure naive bearest Restinant ICTO instructors. Tocoles County 9-1-1 Dispatch Center Policy 201-Communications Training Officiar Energency Number Association (NDNA) CTO certified in June 2016. 6g. Arisis Favure and 65g. Harbert Persocation APCD (CTO) govern the training officer program, which adheres to APCD American Noticeal Standard (MRS) 3.1023. 2016.	
_	c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicates as set forth in the APCO ANS 3.00.3.2005 or the NENA Minimum Training Standards. FSAPs are allowed to exempt non-citizen telecommunicaters who were hired prior to April, 2018 who obtain certification through another source such			*cj Tooele County 9-1-1 Dispatch Center Policy 202- Training Program govern the training program, which adheres to APCO ANS 3.103.2.2015.*	N/A
	who obtain certification through another source such as 40°O or NENA				
**	who obtain certification through another source such a 8070 or NEM. The SEA of the SEA	¥	12	"Only mandatory 6-1-1 calls/texts are conducted to ensure equipment functionality and to provide training to newly hired dispatch agents in training."	N/A
17	governmental employees (smarthand start calls/view) and call call facilities and call	٧	12	The attached ECLS 1648 Assure Two report reflects that ONE of 489 4-1 of 1649 and only of the Control of 1649 and 1649	N/A
"	If the transfer of a 921 call has to occur, the PSAP shall follow the NENA Call Answering Standard (Model Recommendation.	Y	12	"Tools County 9-1-1 Digatch Center Policy 400-9-1-1 Transfer given the procedure for response to energency calls that need to be transferred to norther digatch center. The policy address to (9 stinced Emergency Number Association) NSR4 Call Answering Standard World Recommendation 56.005.1 June 10, 2005, Revised August 23, 2017.	N/A
*9	The PSAP shall maintain a comprehensive resiliency and back-up-plan to mitigate event that may disapt all service to a commonly, this major include, but is not limited to, major equipment failures, facility issues, anatural or man-wade dustants or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	2006, Fenned August 12, 2017.  Toosle County Communications Division Directive 4.6-FDC  Activation and Structure 4.7-Emergency Power  Chatagy/Sacustion govern the Back-up-plan in place to mitigate sents that may distript 4-1-s services in Toosle County. These directives were reviewed and followed in April 18, 2009 during that Great Usus Phistory for a limitative devauction of the Tocele County 9-1-1 Dispatch Center to the Tocele County	ASSA floads owner that CODD flats and make sum that they have the floativeing element, that establishes continues render to their 911 callent 1911 phones back-up, 73 ado 1 millio back-up, 73 paging back-up, 40,400 back- up, and 53 bot seating protocol (where possible).
#1	Best Practices The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Ą	12	"Toosle County 9-1-1 Dispatch Center Policy 421-Text Messages to 9-1-1 govern procedures for handling a 9-1-1 text messages. The policy adheres to the (National Emergency	N/A
62	The FAM thead adopt an Acuse Transmitt & Chronic United Circuits Classification of the Control Circuits Classification of the Control Circuits Classification of the Control and Supplement Last Acuse Control Circuits and Supplement Last Acuse Control Circuits and Supplement Acuse Control Circuits Control Circuit	Y	12	Notice County's 2-15 (Support Course of State Section County's 2-15 (Support Course) 2-1	SSS
*2	The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NEMA* 9-1-1 center Operations Standards PSAP Operations SOPs located at https://www.nena.org/page/OperationsStandards	N		"Toole Courty 9-1-1 Dispatch Creter has up-to-date policies and procedure. They are currently being migrated into Lesipol, which is a program designed to the journa a salid operation FAW Operations SON are being included. Chapters 1-4 are complete, they include; organization and administration, training and operations."	N/A
н	The PEAP should be manager@upervised by an inclinious possessing one or more of the following advanced certification: NISIA Center Managery Certification Programs ("CMEP"), NISIA Emergency Certification Programs ("CMEP"), NISIA Emergency Certification Programs ("CMEP"), NISIA Emergency Certification Programs ("CMEP"), NISIA Emergency Certification ("CAP"), and that manager/supervisor shall be provided fixed by the PEAP to supervisor that the provided fixed by the PEAP to supervisor in Industry associations and ongoing training and electricis superposite for their position and responsibilities.	¥	9	*Trestwine National Energency Number Anadolisins (NEAS).  Obsert Manager Certification Figure (NAC) (cyclindation in Natural 2018, 1859, 1	NA
es	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2029		"Tooele County GIS currently delivers an updated copy of the roads layer to AGRC quarterly, at a minimum."	
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