

Minimum Standards	Compliant at the time of reporting:	If Y, how many compliant in 2019	PSAP Comments:	UCA's Comments and Suggestions for Improvement
A PSAP shall utilize the E911 Staffing Forecast Models, provided to PSAPs by UCA, up-to-date, to comply with minimum staffing requirements. The E911 Staffing Forecast Models use inputs such as E911 volume, which is not volume, call duration, and required call answering time to formulate a minimum staffing level. The model also takes into account the following variables: Service Level Goal - 90%, Answer Time Goal 30 seconds, Call Duration (the "time" from the time the call is received to the time the call is answered), and the following variables: E911 Calls, Growth Factor - 3%, Wipe Up - 10 seconds, Additional Agents - 0. In order to claim compliance, a PSAP will need to meet the recommended staffing forecast (at 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.	Y	12	"E911 staffing forecast models comply with a staffing level of one which we have been able to maintain."	Minimum Standard 41 states, "It should be noted, this formula returns data for call-takers. Dispatchers do not count in the totals." This report is strictly for call-takers. The number of radio traffic volume is not taken into consideration for this report. PSAPs that perform both call taking and dispatching should have more radio to be able to handle not only the call volume, but the radio traffic as well. PSAP should use a dispatcher/voice to handle simultaneous 911 calls without placing undue pressure on the coordinator.
For each medical call processed, the PSAP shall utilize AED (Automated External Defibrillator) protocols that are at a minimum, the following: a) All the necessary pieces of information that must be gathered for each type of call; b) Pre-arrival instructions (dispatch instructions designed to address either or patient/safety safety and/or to prepare ambulance and/or c) PSAPs should dispatch high-priority medical, fire and law-enforcement calls as soon as location and call-type are verified.	Y	12	"All dispatch staff has been certified at 2019"	N/A
The PSAP shall implement and maintain a Quality Assurance Program that includes a minimum of 100% of all calls, including all discipline phases, fire and medical processed by the PSAP and all calls that are not processed by the PSAP. The QA program should be a minimum meet the APCENQA Quality Assurance program standard as set forth in APCENQA ANSI 3.037.2.015.	Y	12	"We take an employee off duty every month for a minimum of a month for a month to review such from the past 3 months."	A PSAP should review APCENQA ANSI 3.101.2.015, Chapter 2 states: "The Agency shall ensure all staff members responsible for gathering quality assurance reviews meet the minimum qualifications identified for the Quality Assurance function [QA]." Chapter 3 states: "These reviews shall occur at least as often as the receipt of the call and/or the radio dispatch or at least within five (5) days, notwithstanding extraordinary circumstances that prevent such a review." The integrity of the QA process should be an important aspect of a PSAP's QA process. Consistency is key in this regard and without this, telecommunications perform their 911 duties in a better fashion. The call taker would know what they need to know to make sure they are doing what is needed on 911 calls Chapter 3 states: PSAP agencies shall, in the normal course of business, meet at least 25% of all calls for review. When the 75% factor would not apply to the hourly benchmarks due to low or extremely high call volume, agencies must decide on realistic level of call review. UCA suggested that in order to comply with this standard a PSAP should follow APCENQA ANSI 3.101.2.015 and make sure to have their QA call review written in their policies and procedures.
The PSAP shall not allow its telecommunicator to complete a 911 call alone unless the telecommunicator has completed the PSAP's training program as EMD Certified.	Y	12	"All dispatchers in 2019 were EMD Certified"	N/A
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 POC's requirements. b) All PSAP Trainers shall be actively certified as a telecommunicator, either as a telecommunicator, Emergency Dispatch, "EMD", NRECC, or another organization approved in accordance to the NRECC. c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANSI 3.103.2.015 or the NENA Minimum Training Standards.	Y	6	"PSAP trainer has been certified since 2018"	Now that this PSAP has a certified trainer, I suggest that this PSAP ensure that they have written policy that establishes their protocol for training in order to get the necessary training program for their employees. This CTO that provided the UCA sponsored NENA CTO course in June of 2019 trained telegraphists for implementation for this purpose. This PSAP should follow up with this CTO and make sure these strategies are being followed and enforced.
PSAPs are allowed to exempt non-emergency telecommunicators from these listed prior to April, 2020 while either certification through another source such as APCO or NENA.	Y	12	"We don't exempt anyone due."	N/A
The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to, manipulating E911 services to include 30-day grace periods in 911 call counts and/or making non-emergency 911 calls/911s by PSAP or other governmental agencies (instead they percent 25% of all 911 calls arriving at the PSAP will be answered within 30 seconds). This standard will be measured using the "PSAP Answer Time" report available through E911 for the purpose of compliance with the minimum standard, the following criteria should be used when generating the report: Select Report: Year: (January, December) Period: Group: Year: Call Type: 911 Calls, Abandoned: Filter: Address: Abandoned: Agency Affiliation: -Default: Select: Unrated: Training: For the purposes of compliance with this standard, the line showing the "75 answer time <3 seconds" under the "Overall Percentage" will be used.	Y	12	97.66%	N/A
If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Notice Recommendation.	Y	12	None	N/A
The PSAP shall maintain a comprehensive review and back up plan for the PSAP's E911 system. This plan should be a minimum, it 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 of the PSAP.	Y	12	"Dispatch is housed inside the lower County's Sheriff's Office, that has policies and plans in place for equipment failures but not limited to power failures, facility issues, or disasters. 911 calls will not reroute to Cedar City if unable to be answered here."	A PSAP should review their PSAP plans and make sure that they have the following elements, that establishes continuous review to their 911 calls: 9111 phones back-up, Zynpro traffic back-up, Splicing back-up, CAD back-up, and 24-hour seating protocol (where possible).
<b>Best Practices</b>				
The PSAP should accept text-to-911 and adopt standard operational procedures for handling the text calls.	Y	12	"Hawaii County has had text to 911 at 2019"	N/A
The PSAP should assign an Acute Triage/1st or Critical Street Management Division, which may include the Utah Critical Incident Street Management Team. Any assigned standard should call for local staff to ensure task responsibility for implementation and evaluation of all elements of the Comprehensive Street Management Program ("CSMP"). Such tasks would include procuring CSMP funding, identifying and coordinating CSMP resources and facilitating access to related services including New Support, Critical Incident Street Management, local mental health trauma resources, and other elements of the CSMP.	Y	12	"We have a contract with Southwestern Utah Health for any on job related mental health support."	N/A
The PSAP should have up-to-date Policies and Procedures including those policies and procedures from NENA's 3.1.1 Center Operations Standards (PSAP Operations) located at <a href="http://www.nena.org/Operations/Standards">http://www.nena.org/Operations/Standards</a>	Y	12	None	N/A
The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NENA Center Manager Certification Program (CMAP), NENA Manager Training Professional ("NMT"), APCO Registered Public Safety Leader ("RPSL") or APCO Certified Public Safety Leader ("CPSL") and that manager/supervisor shall be provided funding by the PSAP to support membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	9	"We only have CMAP certified since March 2019"	N/A
The PSAP should report to AGEC each month or identifies in the course of 911 calls within 24 calendar hours.	Not applicable for 2019			