## PSAP Name: WASATCH COUNTY

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	Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant	PSAP Comments	UCA's Comments and Suggestions for Improvement
**	A PSP shall attice the ECH15 Strifting Encoded Module, provided to SPSP at ECCV segments, the compare shift provide to SPSP at ECCV segments, the compare shift methods and the segment of the segment of the segment for the segment of the segment of the segment of the forther is not advance, and denoties, and encode segment and the segment of the segm	N	in 2019	Valuation County has not a well the formula to 2018 to project tables (inserver, Valuation County has not all all the requirements a described in standard models 1 list schulds a harmer that XIS the majority of the time schuld a harmer tables of the majority of the time and inserver in harmer tables complement the forecast of a ways the Songe C harmas. Washing County in the Songe C harmas. Washing County is the Songe C harmas. Washing County is schwide and dark average the schwide and and a average performance."	Trans for that Warren's Lamping with reviewer anceler in a 1 brough particle particle strategies and the strategies and the strategies and the particle strategies and the strategies and the strategies and the strategies with the strategies and the strategies and the strategies and the strategies the strategies and the strategies and the strategies t
12	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	¥	12	"Waatch County has contracted with Priority Dapatch to provide and wats for our all taker/dispatches to use. Our shaft has these and sets to provide the critical information to the caller as well as responding units. They Wasatch County PSAP staff forse dispatch all high-priority calls as soon as the address and call-type are verified."	nja
8	a) The specific pieces of information that must be gathered for each type of call, and b) Pro-annial instructions/post-dispatch instructions designed to address caller or patient/within safety and/or to preserve endence, and c) PMAP should dispatch high-priority medical, fire and save enforcement calls as seen as location and call-type are worked.			This works Country's consolidation accounts of	
	andisection of the Association of Collins of Collins and Difference of Collins and Collins and Collins and Collins and Collins and Collins and Collins (Collins) and Collins and Collins).	N		Streams Council, sourcelly, this process of doubling the public proceeds. We have not formally proceedings to public acception of the council public of the council of the source of the source of the council of the method of the source of the method of the source of the method of the source of the source of the sourc	Let of a later wave extended with a later of the later o
#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 DMD	Ŷ	12	"Wasatch County currently has 8 EMD certified staff all of which have had the EMD certification prior to them taking any 911 calls."	N/A
15	Certified. The FSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Ŷ	12	"Wasatch County currently has all of the staff members certified with the Utah POST Dispatcher Certification. Wasatch County has one NNA trained and the received this through opportunity provided by Utah Communication's Authority in 2029. "	NJA.
	In All or offend selection markets and magnetic effective selection of the VOS requirements of the VOS				
к	The PSAP shall not interctionally manipulate Still call counts or other data. Examples include, but are not limited to, manipularing ECaTS services to include 10-digit phone numbers in Still call counts and/or making non-emergency Still calls, basis by PSAP or other governmental employees immediated basis callshows not included.	¥	12	"Wasatch County has not intentionally manipulated any 911 calls in to the FAM Wasatch County did undergo a 913 phone and Next Generation upgrade. During this upgrade several text calls and text messages were made to establish the system was working at optimum standards."	N/A
87	Note the spectral (EOQ) of all SLL calls and/or part for POP that the answer of adults filters (E) seconds. This standard the mean activation of POP Answer (Time Trapetor and/order the program of the component with an adult of the program of the component with adult of the program of the program of the component (the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program adult of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program of the program program of the program of the pro	Y	12	Watch Covery has not of intensionally manipulated any SLI calls in to the FSP. Watch County data any SLI calls in to the FSP. Watch County data and the second second second second second second and second second second second second second and second sec	NA
*1	If the transfer of a 911 call has to occur, the PSAP shall follow the NDNA Call Answering Standard(Model Recommendation.	Y	12	"Wasseth County PSAP does follow the NENA Call Answering Standard to transfer 911 callers to the correct PSAP that has the resources to assist the caller in the area that they are calling from. "	n(A
	The FAGA dual models a comparation with rest or an back of parts to making the match that may dimond by a larver to an externating this may include, but a real timbed to, major apparent failure, pack planaus, studier of non-an-and- disation or any other event that reduces or eliminates the performance assing of the FAGA.	¥	12	Waastch Courty has a competensive plan between us, Gammit and Uistah PSAF in the week on a negaramet thater or any other week as mentioned above. The plan has been exercised on intiglied occursion with both or and plantisch Sereinel Proce system and that of the newly installed VESA UIS system. Or and and paging systems have also been exercised. "We also have back-up mobile needs at each dispatch position for a radio failure."	1.545 Most of one-the COD group of white any term for the phase Hol Mosting Research, the endbackmann services in the Phase Term (Lines) (2014) groups of an 2 years with the V-ang 2 group grades up, 6/54 back-up, and Shet serving protect (where possible).
*1	The FS4P theads accept test-to-241 and adopt standard operating procedures for handling the test calls.	N		"Watch County was in the implementation process of installing phone explorance that was capable of accepting text to 912 calls. On Roomber 17, 2019 Wassch County PSAP installed VESIA 911 which allowed for un to accept their -bo-911. This product became live on humary 22, 2020. We are now able to accept these call types."	Wasach County PRAV was approved by UCX's Governing Board to upgrade their 911 phone system. This was done January 2010.
#2	The FAG Media deed and Acch Traumitit & Chronic Toma Management Stank, which may include the UNA Critical Incident Draw Management Tama . Any adopted tasked model call for local and the same task responsibility for implementation and evaluation of all elements of the Coopenhanius Stark Management Fragment (CAMF). Such task would include proceing CAMF funding, sites high and coordinating COM meanses and Articaling across to Stress Management, Such meetal hashit tourna therapists, and other elements of the COMP.	Y	12	Vilamith Coorty, does prodie employee the shifty in these CAM enrices perioded to them. We wait with our tocal mental hardth providers with all safety of produces mental hardth providers with all safety for our PSAP employees to take advantage of this service."	na
*1	The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in KDAX's 1-1 Contro Operations Standard PSAP Operations (SDF located at https://www.nena.org/page/Operation/Standards	N	٥	Waastch Courty PSAP is in the process of updating and drafting these policy and procedures, so that the PSAP has a clear understanding of the expectations of the standard operating procedures. This has been a work in progress with the new implementation of our new phone system."	A PSAP could 1] refer to https://www.news.org/page/OpensionsGandards and use the liated SOP's templates as a starting point; b] work with your local emergency managerin assist more of the SOP's that might already be in their emergency management plan.
#4	The PSAP should be managed/supervised by as individual possing one or more of the following advanced certifications: IKNA Center Manager Certification Program ("CMO"), IKNA Emerginary, Number Professional ("CMO"), ACO Ragitated Molic Sofety Lander ("Me") or ACO Certified Auloi-Sofety Safety ("Me") or ACO certified Auloi-Sofety Lander ("Me") or ACO catagorised provided table periodefaulticity on PSAP anagerise provided table periodefaulticity and PSAP support method holes outpoints and the audoin audoin and the audoin support and the audoin audoin and the audoin support and the audoin audoin and the audoin audoin audoin audoin and the audoin audoin audoin audoin audoin audoin autoin audoin audoin audoin audoin autoin audoin audoin audoin audoin audoin autoin audoin audoin audoin audoin autoin audoin audoin audoin audoin autoin audoin audoin audoin autoin autoin audoin audoin audoin autoin autoin autoin audoin audoin aut	¥	4	"Wasstch County became compliant with this best practice is September 2019 after the training class that was offened by the Utah Communications Authority. Our current dispatch supervisor attended the NENA training that was offered."	The tailing close sponsored to UCA is Expendente 2020 was the NDAR-5-1 Expension which has been ded at street. The cases that was needed to the bala grancit was the NDAR OLDP class that was offered as a UCA sponsored class in Neurch 2020 which was not attracted by the PAP. The PAP offered research one of the listed training courses to comply with this best practice.
6	topper internet sign in matery association and singing training and education appropriate for their position and responsibilities. The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Not applicable for 2019			