

Minimum Standards	Suggestions
1. A PSAP must have at least one telecommunicator answering 911 calls at all times and will also staff sufficiently to meet minimum standard 4 by utilizing other staff employed by their PSAP, utilizing an agreement with another PSAP within their territory that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in ICA's Strategic Plan.	A PSAP could refer to ICA's 911 Strategic Plan for more information about virtual consolidation: https://www.icall1.org/files/2a99fa5a-625b-46d8-b4c5-33fae23d344c/section4, section 4.
2. For each medical call processed, the PSAP shall utilize EMD color interrogation protocols that contain at a minimum, the following: a) The specific pieces of information that must be obtained for each type: b) Pre-arrival instructions/post-dispatch instructions designed to address color or patient/citizen safety <i>relative to presence evidence</i>. c) PSAP should dispatch high priority medical, fire and law enforcement calls as soon as location and call type are verified.	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.
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://doit.syracuse.com/www.nena.org/resources/news%20standards/APCO-NENA_ANS_1_107.1.2015_1.pdf; 2) increase staffing levels to that there is enough staff to any not get on regular back. QA should be performed on all disciplines, Police and Fire included.
4. The PSAP shall not allow a telecommunicator to take/answer 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 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 that 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 recertified and what trainings they need in order to keep certified.
b. All PSAP trainers that 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 Telecommunicators Training Officer (APCO ANS 3.103.3.2017). Retrieved from: https://www.apcoet.org/documents/standards/101013-2017-core-competencies
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.apcoet.org/documents/standards/101013-2015-public-safety-telecommunicator/training/default
d. PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2013 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 30-digit phone numbers in 911 call counts and/or making non-emergency 911 calls/buses by PSAP or other government employees (provided that calls/buses not included).	A PSAP has any questions regarding call counts and ECATS please contact the ICA 911 Division.
7. Within percent (PNS) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds and twenty-five percent (25%) of calls arriving at the PSAP shall be answered within twenty (20) 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 Filter - Exclude Abandoned; Agency Affiliation - Default except unselected training. For the purposes of compliance with this standard, the box showing the "% answer time < 15 seconds" and "% answer time < 20 seconds" under the "Overall Percentage" will be used.	A PSAP could: 1) increase staffing numbers; 2) implement mandatory overtime.
8. If the transfer of 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Quality Recommendation.	A PSAP could 1) work with your neighbors to discuss transfer procedures; 2) run a wireless routing report to the PSATs, and work with the carrier/upgrading PSAPs to change the direction that the call sector points; 3) contact ECATS for training on the wireless routing toolkits.
9. The PSAP shall maintain a comprehensive readiness 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 failure, 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 Event/PSAP Disaster and Contingency Plans Model Recommendation (NENA-INF-017.3.2018). Retrieved from: https://doit.syracuse.com/www.nena.org/resources/news%20standards/nena-inf-017.3.2018_disaster.pdf; 2) reach out to your local emergency manager to discuss what their natural/man-made disaster planning entails and how you can incorporate your PSAP into the planning process.
Best Practices	
1. The PSAP should accept test-to-911 and adopt localized operating procedures for handling the test calls.	A PSAP could make this a priority to complete. The last legacy PSAP to cut over to the statewide NG911 system was September 2021. Upon completion any earlier or later in the case of UT could test to 911. Calling 911 is not an option. A PSAP could also refer to the NENA Information Document for Handling Test to 911 in the PSAP (NENA-INF-007.1.2013). Retrieved from: https://doit.syracuse.com/www.nena.org/resources/news%20standards/NENA-INF-007.1.2013_Test_Mex.pdf
2. The PSAP should adopt an Acute Trauma & Critical Stress Management Standard, which may include the Joint Critical Incident Stress Management Team. Any adopted standard should call for local staff to assume full responsibility for implementation and evaluation of all elements of the Comprehensive Stress Management Program ("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 B-3.1 Acute/Trauma and Critical Stress Management (NENA-NS02.2.2012). Retrieved from: https://www.nena.org/pages/well011pages%20PeerSupportTeamDevelopmentImplementationandDesign.pdf. Retrieved from: https://www.nena.org/pages/PeerSupport; 2) https://www.atism.org
3. The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA B-3.1 Center Operations Standards PSAP Operations SOPs located at: https://www.nena.org/pages/OperationsStandards	A PSAP could refer to NENA Standards. Retrieved from: https://www.nena.org/pages/Standards
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 Regional Public Safety Leader ("RPL") or APCO Certified Public Safety Executive ("CPSE"), 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.apcoet.org/ or https://www.nena.org/.
5. The PSAP should report to AGEC 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 MISC to ensure they understand the reporting requirement; 2) ensure that they are working with AGEC and understand the importance of geospatial routing.