

PSAP Name: MILLARD COUNTY

	Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2023	PSAP Comments	UCA's Comments and Suggestions for Improvement
#1	A PSAP shall have at least two telecommunicators answering 911 calls at all times and will also staff sufficiently to meet minimum standard #7 by utilizing either staff employed by their PSAP, utilizing an agreement with another PSAP within Utah whereby that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in UCA's Strategic Plan.	Y	12	"Our overflow calls go to Richfield Communicators as defined in UCA's Strategic Plan."	N/A
#2	For each medical call processed, the PSAP shall utilize EMO caller interrogation protocols that contain, at a minimum, the following: a) The specific pieces of information that must be gathered for each type of call; and b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or to preserve evidence, and c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified.	Y	12	"Millard County Sheriff's Office is using APCO IntelliComm Software System"	N/A
#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.	Y	12	"Millard County Sheriff's Office Quality Assurance program uses APCO IntelliComm Software System and follows APCO/NENA ANS 1.107.1.2015 standards"	N/A
#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 EMO Certified.	Y	12	"All of Millard County Sheriff's Office dispatchers are POST dispatcher certified and certified in emergency medical dispatching (EMD)."	N/A
#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 shall maintain all required certifications listed under the POST requirements. b) All PSAP trainers shall 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. 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. PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2018 who obtain certification through another source such as APCO or NENA.	Y	12	A. All dispatchers are currently certified and meet POST training requirements. B. Millard County PSAP has a certified training officer from both NENA and APCO. C. All dispatchers are currently certified with APCO using APCO ANS 3.103.2.2015 standards."	N/A
#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 10-digit phone numbers in 911 call counts and/or making non-emergency 911 calls/texts by PSAP or other governmental employees (mandated test calls/texts not included).	Y	12	"Millard County Sheriff's Office has NOT manipulated 911 calls into this agency. All test calls have been at the request of Motorola Solutions for quality assurance reasons."	N/A
#7	Ninety percent (90%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds and ninety-five percent (95%) 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 Filters - Exclude Abandoned; Agency Affiliation - Default except unselect training. For the purposes of compliance with this standard, the box showing the "% answer time < 15seconds" and "% answer time < 20seconds" under the "Overall Percentage" will be used.	Y	12	"Millard County Sheriff's Office PSAP was able to meet our call answering times 97.75% within 15 seconds and 98.91% within 20 seconds exceeding standards."	N/A
#8	If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"Transfer calls are done using NENA standards using a soft handoff to the next agency."	N/A
#9	The PSAP shall maintain a comprehensive resiliency 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 failures, facility issues, natural or man-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	"Millard County Sheriff's Office has plans along with physical redundancy with back up systems."	N/A
Best Practices					
#1	The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"Millard County Sheriff's Office became text capable in March of 2022."	N/A
#2	The PSAP should adopt an Acute Traumatic & 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 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 health trauma therapists, and other elements of the CSMP.	Y	12	Millard County has staff that has been trained for this requirement along with access to other professional services available."	N/A
#3	The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA's 9-1-1 Center Operations Standards PSAP Operations SOPs located at https://www.nena.org/page/OperationsStandards	Y	12	"Millard County Sheriff's Office PSAP has up to date guidelines in place."	N/A
#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 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 membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	12	"Millard County Sheriff's Office PSAP has a NENA certified manager, supervisor, and CTO trainer. Also funding is available for ongoing training and other certifications."	N/A
#5	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	N/A	N/A	N/A	N/A