PSAP Name: PROVO CITY

	Minimum Standards	**Compliant at the time of reporting: Y/N**	**If Y, how many months compliant in 2022**	**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	"We have had at minimum 2 call takers at all times."	N/A
#2	For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	Y	12	"Each of our dispatchers are EMD certified through Priority Dispatch."	N/A
	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.				
#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	"We have a quality assurance program that reviews, grades and provides feedback in a timely manner to our dispatchers. We have met or exceeded APCO NENA standards for the percentage of 911 calls reviewed."	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 EMD Certified.	Y	12	"We have met this standard and do not allow our dispatchers to take 9-1-1 calls alone until they are done with training."	N/A
#5	The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12	"We have one dispatcher who was hired prior to April 2018 who is a non-citizen and maintains APCO certifications as an equivalent to POST certification. All other dispatchers are POST certified. Our trainers are CTO certified through APCO."	N/A
	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.				
#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	"We have not and will not intentionally manipulate our 911 call count and other data."	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 < 20 seconds" under the "Overall Percentage" will be used.	Y	12	"0-10 seconds had 98.31%, 11-15 was 99.72%, 16-20 had 99.94%, and 41-60 had 100%."	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	"We follow the standard."	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	"We have plans in place to provide continuity of service should our center become non-operational."	N/A
	Best Practices				
#1	The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"We accept text to 9-1-1 calls and have standard operating procedure guidelines for their handling."	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	"We have a peer support team within dispatch, as well as cooperation agreements with the Provo Police and Provo Fire Peer support team as well. Some of our peer support members also serve on the Utah CISM team. We also provide access to mental health resources through Provo's EAP, as well as Stepstone."	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	"We have up to date policies and procedures that are reviewed on an annual basis to ensure we are following best practices and procedures and that they are kept up to date."	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	"Heather Perkins, the communications manager has her NENA Center Manager Certification."	N/A
#5	The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	Y	12	"We report all of our errors in a timely manner."	N/A