

Insights

Connecting to the future of public safety communications

Volume 26 / Issue 26

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An online Publication of the Nebraska

911 SSAC RECOMMENDS UPDATED TRAINING REQUIREMENTS

The 911 Service System Advisory Committee (911SSAC) gave the go ahead during its May 17 meeting to proposed updates to the Nebraska Minimum Training Requirements.

Brought by the training working group, the changes include the inclusion of Telecommunicator-CPR (TCPR) as a training requirement and Emergency Medical Dispatch (EMD) as a best practice standard. After continued discussion on the importance of both disciplines, the committee passed the recommendations with minor changes.

The updated training requirements will now go to the Commission for its approval.

“The working groups play a pivotal role in the formation of Next Generation 911 policy,” said State 911 Director Dave Sankey.

Updates were also provided by the technology and operations working groups. The technology working group continues to research backup networking capabilities, while the operations working group continues development of a policy consideration document. Committee members were also briefed on the current state of regionalization and NG911 migration.

The next meeting of the 911SSAC will be held beginning at 1:00 p.m., on August 16, at the Nebraska Public Service Commission in Lincoln.



<p>Training Working Group Update</p> <p><small>Align: To identify and implement a foundation for minimum training standards and competencies for each level of PSAP employee to ensure telecommunicators are trained to provide consistent level of service across the State of Nebraska.</small></p> <p>Updates to the NE Minimum Training Requirements</p> <ul style="list-style-type: none">• Provided SSAC members with updated document for review, along with companion document documenting all changes. <p>Discussion and requested vote</p> <ul style="list-style-type: none">• Open discussion on changes• Request for vote for adoption of changes		
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911 WIRELESS ADVISORY BOARD MEETING SET FOR JULY

The 911 Wireless Advisory Board will hold its next meeting beginning at 10:00 a.m., on July 26, at the Public Commission office in Lincoln. If your PSAP is submitting a set-aside funding application for review by the board, the deadline for submission is Wednesday, July 12.

During its February meeting, board members voted to retain Steve Reeves as its chair and Shelly Holzerland as its vice-chair. Members heard updates on a variety of topics and approved five funding requests before adjourning.

Click [here](#) to view a draft copy of the boards' February minutes.

DIRECTOR'S DESK :



State 911 Director Dave Sankey

During its June meeting the Federal Communications Commission (FCC) opened a Notice of Proposed Rule Making (FCC 23-47) to advance the transition of Next Generation 911 (NG911).

Supported by a petition from the National Association of State 911 Administrators (NASNA 21-479) the FCC's Notice of Proposed Rule Making seeks comment on a proposal to further the transition of NG911 by requiring wireline, interconnected Voice over Internet Protocol (VoIP), and Internet-based Telecommunications Relay Service (TRS) providers to deliver 911 calls in an IP format upon request of NG911- capable authorities.

The FCC took similar action in December to require wireless providers to deliver 911 calls and texts in the same manner when requested to do so by an NG911 capable authority.

The proceeding is seen as an effort to help ensure that the nation's 911 system functions effectively, and to support the deployment of advanced 911 capabilities including video, text, and data to help first responders.

The move by the FCC is looked upon as positive by states that are working to deploy NG911 technology. I invite you to read more on the FCC's action at < <https://www.fcc.gov/document/fcc-proposes-action-expedite-transition-next-generation-911-0> >.

Federal Communications Commission		FCC 23-47
Before the Federal Communications Commission Washington, D.C. 20554		
In the Matter of	}	
Facilitating Implementation of Next Generation 911 Services (NG911)	}	PS Docket No. 21-479
NOTICE OF PROPOSED RULEMAKING		
Adopted: June 8, 2023		Released: June 9, 2023
Comment Date: (30 days after date of publication in the Federal Register)		
Reply Comment Date: (60 days after date of publication in the Federal Register)		
By the Commission: Chairwoman Rosenworcel and Commissioner Starks issuing separate statements.		
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CELEBRATING OUR PUBLIC SAFETY TELECOMMUNICATORS #NPSTW2023

Every year the second full week in April is set aside to honor and say thank you to our Public Safety Telecommunicators. In Nebraska the 100's of men and women who answer the call day-in and day-out were celebrated with a Proclamation from Governor Jim Pillen proclaiming April 9-15 as National Public Safety Telecommunicators Week #NPSTW2023. The week was filled with appreciation for the dedication of all who choose to put on the headset and answer the call. In our previous newsletter we encourage everyone to participate in thanking those who answer the call in Nebraska. Here is just a small sampling of the examples of gratitude that we found on social media.



Lincoln Police @Lincoln_Police · 14h
 Congratulations to our Emergency Medical Dispatcher of the Year - Gregg Witfohl!
 His commitment to excellence, calm demeanor & skill during several highly critical medical calls, including four CPR saves during 2022, earned him this prestigious award.
 #NPSTW #ThankYou911 #LPD



York County Communications Center
 Lead Comm Officer Jeana Due has been awarded Employee of the Year for 2022! She is the first recipient of this award and truly sets an extraordinary precedence for this recognition. Please help us give her a round of applause for her high performance!



Buffalo County Sheriff's Office
 This week, we recognize the invaluable contributions of the unsung heroes who work behind the scenes to keep our communities safe - the Buffalo County Emergency Dispatchers. National Public Safety Telecommunicators Week is a time to honor and thank these dedicated professionals for their tireless efforts in answering emergency calls, dispatching first responders, and providing critical support during crises. We are grateful for the countless hours that our emergency dispatch... See more



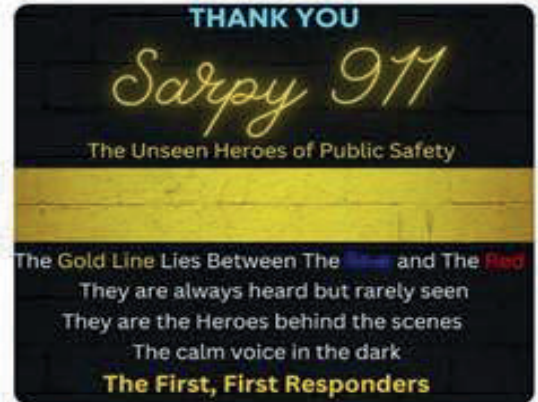
We'd like to express our thanks and appreciation for public safety telecommunicators in our local area around the country. You have accepted the challenge to serve your communities with diligence, dedication and courageous resilience. Your work and contribution to our communities does not go unnoticed!

National Public Safety Telecommunications Week



April 9-15, 2023  **Custer County**
EMERGENCY MANAGEMENT

Bellevue Police @BellevuePolice · 6m
We are so blessed to have the best of the best working @SarpyCounty911. You make more of an impact everyday than you will ever realize.
#Heroes #TheFirstFirstResponders



National Public Safety Telecommunicators Week
Each year during the second week of April, National Public Safety Telecommunications Week (NPSTW) is observed to recognize and celebrate the men and women who answer emergency calls, dispatch emergency professionals, and render life-saving assistance to citizens.
The need for emergency dispatchers is truly everlasting and increasing at a steady rate. According to a recent statistic, more than 240 million emergency calls are m... See more



Comm Officer Jordan Bedient was awarded the STAY GOLD Award during NPSTW 2023 for her high performance during an intense 911 call with a homicidal subject. Jordan used her skillsets and training to exemplify several of our core values: Guidance, Objective, Listening and Diligence. Please help us congratulate Jordan on her commendation!



GIH@IEMA @GBH@IEMA · 2m
It's National Public Safety Telecommunicator's Week April 9-15. Did you know that our Dispatchers manage around 55,000 emergency incidents every year? That includes incidents for law enforcement, fire, & medical emergencies that involve 15 different agencies and jurisdictions.



Mission Critical Partners @MCPinsights · Apr 10
In honor of National Public Safety Telecommunicators Week, we'd like to celebrate telecommunications personnel in the public safety community. You dedicate your lives to serving the public—and we can't thank you enough for your hard work! #NPSTW2023 bit.ly/3KOPi5



TEXT TO 911 FOCUS OF VICTIM ADVOCACY GROUP PRESENTATION

The state 911 department continues to work to provide important need-to-know information on texting “911”.

In addition to joining with the Nebraska Commission on the Deaf and Hard of Hearing (NCDHH) in a series of workshops, State 911 department staff recently provided a presentation at the Bright Horizons, victim advocacy center in Columbus.

“Bright Horizons saw the potential for live saving uses for text to 911 in Domestic Violence situations and wanted to make sure their support groups new how to use the technology,” said State 911 department field coordinator James Almond.

Almond, along with Christian Nielsen, state 911 GIS Lead, presented to two support groups as well as Bright Horizons staff members. Information was given on how text to 911 works and how to best use it.

Groups or organizations interested in learning more about text to 911 can contact james.almond@nebraska.gov to arrange a presentation.



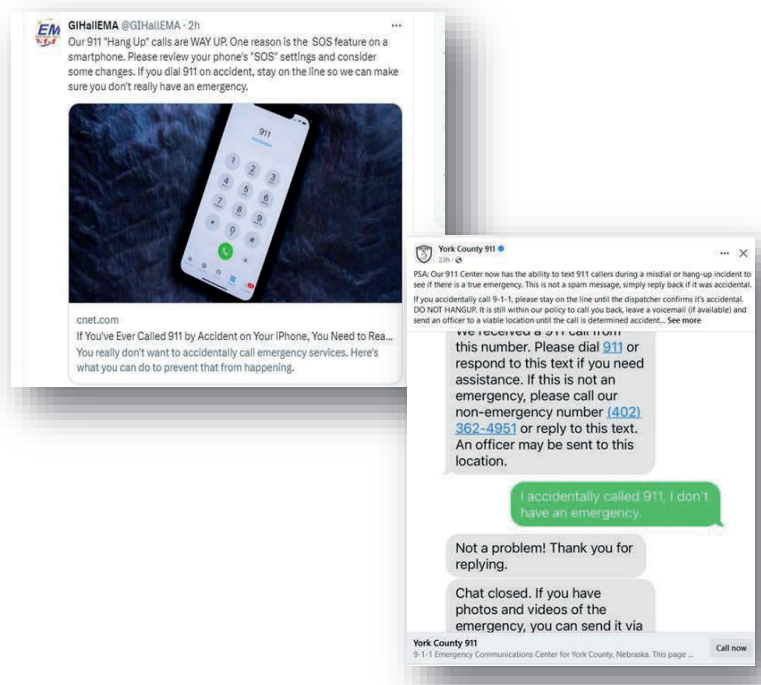
CITIZENS URGED TO STAY ONLINE IF THEY ACCIDENTALLY DIAL 911

Some PSAPs have seen an increase in accidental calls and hang-up to 911, thanks in part to the SOS feature on a popular smartphone.

On some versions of the iPhone there is a feature which allows you to press the side button on the iPhone several times to quickly get you in contact with 911.

The feature called Emergency SOS can be useful but can also be easy to trigger by accident.

PSAPs are recommending iPhone users review their phone's SOS settings. We are providing a link to an article with explaining the SOS setting and some possible changes that might help alleviate accidental emergency calls < <https://www.cnet.com/tech/mobile/if-youve-ever-called-911-by-accident-on-your-iphone-you-need-to-read-this/>>



9-1-1 NOTES

Allocation Information Update

As more and more PSAPs across the state transition from legacy PSAPs to NG911 PSAPs it is important to pay extra attention to your PSAPs funding allocation. The amount received will depend on where your PSAP is in the transition process.

You will receive a letter containing your PSAPs funding allocation and wireless ratio for July 1, 2023- June 30, 2024. Please continue to share the information with your county clerk or treasurer.

You can also view funding allocations for legacy PSAPs and NG911 PSAPs on the PSC website under the 911 tab, on the PSAP page < <https://psc.nebraska.gov/state-911/public-safety-answering-points-psaps> > under the Allocation drop down.

We've also added a page on the PSC website containing NG911 funding and eligible cost information < <https://psc.nebraska.gov/state-911/ng911-funding-eligible-costs> >. You may want to bookmark this page as we will continue to add and update information for PSAPs as they transition to NG911.

Wireless Audits

In addition to the allocation letter, you will receive an email containing a packet of audit information for July 1, 2022-June 30, 2023. The audit packet must be returned to the PSC State 911 Department by October 16, 2023.

If you have questions about either your funding allocation or the audit packet, please email the State 911 Department @ < psc.psap@nebraska.gov >.

Have a story to tell? Why not share it with us

The State 911 Department is always on the lookout for stories to share with the readers of our quarterly newsletter. Has your PSAP received recognition? Have you honored a dispatcher/telecommunicator? Perhaps your employees have participated in a fundraiser. Let us know, so that we can share your news with others across the state. Email us with your news along with any pictures to james.almond@Nebraska.gov Then watch for your story in our next newsletter. We also invite you to connect with us on social media. Like us on [Facebook](#) and [Twitter](#) @NEPSCNG911/ [Twitter](#) @NEB_PSC or visit the PSC website @< www.psc.nebraska.gov >.



Contact Us

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State 911 Dept.

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CALL if you can.

911 nebraska

TEXT if you can't.