

IN THE KNOW

Statewide training updates

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Welcome to “In The Know”

The Nebraska Public Service Commission State 911 Department is excited to bring you our new Training Update Newsletter “In The Know”.

Look for the newsletter to highlight upcoming training opportunities, webinars, conferences, events and information as we begin the process of implementing Next Generation 911.

APCO Public Safety Telecommunicator 7th Edition November 26-30, 2018

Deadline for registration: October 15, 2018. Cost \$89.00 per application
This course is limited to 20 students on a first come, first serve basis. Request a registration form [here](#).

APCO’s PST course is ideal for training the new hire or as a refresher for existing staff. The course covers the basic skills, knowledge and abilities every successful public safety telecommunicator needs to meet the demands of this critical work.



The basic Public Safety Telecommunicator Training Course meets or exceeds the American National Standards as contained in the ANSI approved Minimum Training Standard for Public Safety Telecommunicators (APCO ANS 3.101.2.2015).

Building on foundational topics such as communication skills, call-taking and radio techniques, the PST course incorporates the most up-to-date information on technology and work related issues in Public Safety Communications Centers.

Students successfully passing the final exam receive certification, demonstrating completion of a training course that meets industry accepted national basic training standards.

TOPICS INCLUDE:

- Introduction to your New Career
- Preparing for your New Career
- Interpersonal Communications
- Telephone Communications Techniques: Call Processing
- Telephony, Traditional Technology
- Next Generation 9-1-1
- Telephony: TTY
- Telematics and Collision Notification Systems
- Computer aided Dispatch (CAD) and Related Technologies
- Radio Communications Techniques
- Radio Technology
- Call Classifications
- The Incident Command System
- Liability Issues

The class will be held at the Nebraska Law Enforcement Training Center (NLETC) in Grand Island and will be taught by APCO instructor and PSC State 911 Department Field Coordinator Troy V. Cordle, ENP.

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RapidSOS Demonstration



Founded in 2016 RapidSOS is an advanced emergency technology company seeking to improve location accuracy in 911 centers.

RapidSOS does not charge Public Safety to receive access to its service.

In August, the PSC hosted a RapidSOS webinar/demonstration with a representative from the tech company providing information on how RapidSOS works and its benefits to the public safety community

If you were unable to participate in the webinar or would like more information on RapidSOS visit their website @ <https://www.rapidsos.com/>



Avoiding Blind Transfers



As dispatchers, we've all had to transfer 911 calls. In order to make sure the transfer goes through and your fellow dispatcher receives the information needed to provide assistance to the caller, we must all make sure to avoid blind transfers.

The NENA standard provides a best practice for transferring a call. If your PSAP/Center does not have a policy on transfers this document is recommended to implement and add to your SOP. Please ensure all of your telecommunicators receive the information and are following best practices.

NENA Call Answering Standard/Model Recommendation
NENA 56-005.1

June 10, 2006, Revised 8/31/2017

Prepared by: National Emergency Number Association (NENA) Standard Operating Procedures Committee, Call –Taking Working Group

3.7 Transferring emergency calls. When emergency calls need to be transferred to another PSAP, the telecommunicator will transfer the call without delay. The telecommunicator will advise the caller: "Please do not hang up; I am connecting you with (name of agency)." The telecommunicator should stay on the line until the connection is complete and all pertinent information has been relayed to the answering PSAP.

Comment: For those calls that are transferred to another telecommunicator for dispatch of emergency services, it is important to ensure that the call has been transferred to the proper agency and that all necessary information has been relayed. If an emergency call must be handled by a secondary PSAP or dispatch authority, the call should be transferred rather than providing the caller with the telephone number of the secondary PSAP and advising them to call there instead

If you have questions or concerns relating to blind transfers please contact the PSC State 911 Department Field Coordinator Troy V. Cordle at:

troy.cordle@nebraska.gov

or

402-471.0224 Office

402-430-2822 Cell



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NESCA Fall Conference

Sept. 24-25

Quality Inn & Conference Center

7838 S. Highway 281

Grand Island, NE 68803

APCO/NENA Conference

Oct. 29-31

Beardmore Event Center

3730 Raynor Pkwy

Bellevue, NE 68123

Connect with the Us:

The State 911 Department offers several ways to keep in touch with us.

Connect with us on social media:

Like us on Facebook



Like us on Twitter



Visit our website: <http://psc.nebraska.gov>

Email us @ psc.training@nebraska.gov