MissionCriticalPartners

Because the Mission Matters

January 20, 2021

SSAC Meeting

NEBRASKA

PUBLIC SERVICE COMMISSION
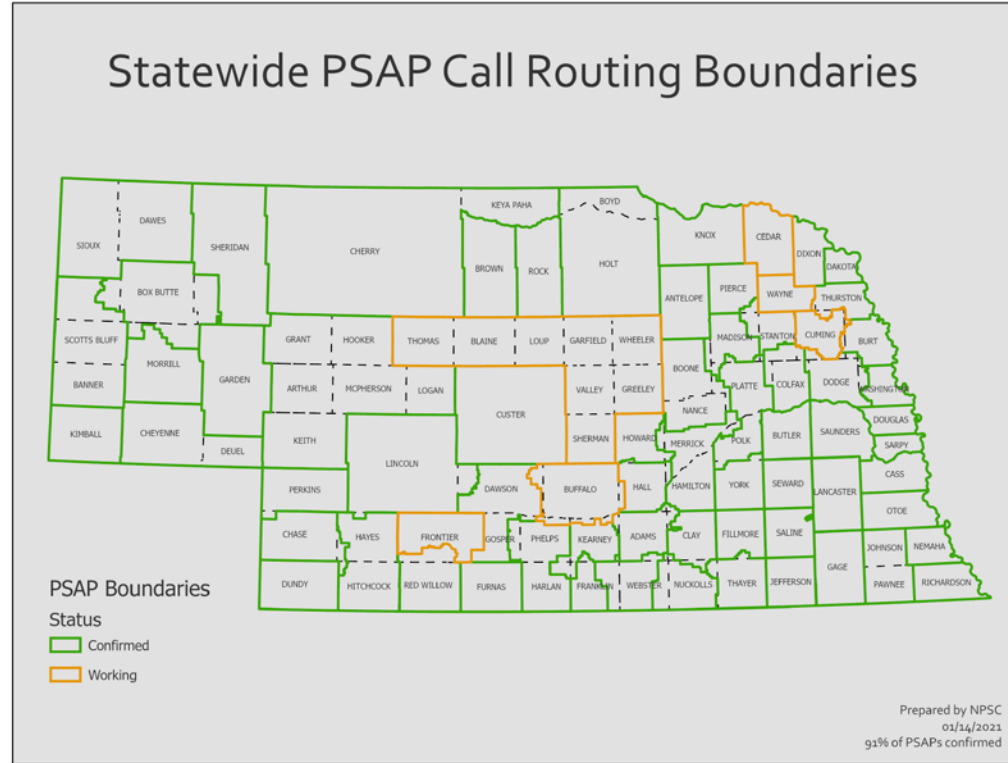
SSAC Meeting Agenda

- Old Business
- Working Group Updates
    - GIS
    - Training
    - Technology
    - Operations
    - Funding
- New Business

GIS Working Group

- PSC & PSAP boundary work

  - Nearly 91% of PSAPs have confirmed boundaries
  - Schedule meetings with outstanding areas

- GIS Cooperative Agreement

  - PSC has provided the document to PSAPs with confirmed boundaries
  - PSC will post the template to the GIS section of the website
  - Suggests annual review between neighboring PSAPs

Statewide PSAP Call Routing Boundaries

PSAP Boundaries
Status
Confirmed
Working

Prepared by NPSC
01/14/2021
91% of PSAPs confirmed

Training Working Group

Vision & Goals

To develop and implement a foundation for minimum training standards and certification for each level of PSAP employee to ensure telecommunicator's are trained to provide a consistent level of service across the State of Nebraska

Provide the same level of service across the State

Ensure all telecommunicators across the State have access to the same opportunities, resources, and support

Align Nebraska with nationwide industry best practices and standards

Training Working Group

Working Group Purpose (LB938)

*"The commission shall: be responsible for **establishing mandatory and uniform** technical and **training standards** applicable to public safety answering points and adopting and promulgating rules and regulations applicable to public safety answering points for quality assurance standards"*

Mission Critical Partners | Service System Advisory Committee

Document Updates

Section	Revision Description
Section 9	Added section nine to address other agency positions and the PSAP responsibility to ensure proper training, documentation and continuing education.
Section 12.1	Allowing a grandfathering option for all positions, not just telecommunicators.
Appendix A	• Revised Appendix A to describe the tool and use of the content. • Added clarifying language to call out the required Topic Areas and recommended Training Topics. • Added, "as applicable", to Training Topics and a description of "as applicable" to acknowledge that some content may not be applicable for those agencies that separate call-taker and dispatch positions.

Mission Critical Partners | Service System Advisory Committee

Industry Best Practices and Standards

Required Topic Areas

Roles and Responsibilities	Legal Concepts	Interpersonal Communication	Emergency Communications Technologies
Call Processing	Emergency Management	Radio Communications	Stress Management
	Quality Assurance	On-the-job Training	

Minimum Training & Continuing Education Requirements Recommendations

Position	Recommended Minimum Training	Continuing Education (annually)	Focus Areas
Telecommunicator	160 hours*	12 hours	Basic and advanced telecommunications methodology, standards and best practices
CTO	24 hours	12 hours	Adult learning styles and training for the trainer
Supervisor	8 hours	12 hours	Supervisory skills and working with employees
Manager	12 hours	12 hours	Management skills, future planning, standards and best practices

*This includes the 40-hour classroom/basic telecommunicator course and on-the-job training

Considerations

Flexibility

In the event that a PSAP has a training program they would like to use that is not included in the resources outlined in the requirements document, the following steps should be taken:

- Create a list of courses and course descriptions
- Demonstrate alignment with best practices and industry standards
- Provide the course curriculum to the PSC for approval

Appendix A also addresses flexibility for agency developed courses.

- Required training topics
- Recommended training content
- "As Applicable"

Considerations

Grandfathering Provision

Each PSAP will decide how they handle training exemptions for all positions. The options include:

- Provide documentation of course completion for employees
- Allow for employees to test out of each minimum training requirement
- Have employees take the course(s) based on their position

Compliance

The PSC will work collaboratively with PSAPs to support questions and concerns that arise as part of the process and ensure requirements are being followed.

Costs

Technology Working Group

- ESInet and NGCS RFP (Complete)

- Host to Remote RFP or Regional Requirements

  – Working Group to reconvene to discuss next steps in the coming month

Event	Date
RFP Issued	March 17
Last day to submit "notification of intent to attend pre-proposal conference"	March 30
Submit Written Questions	March 29
Optional Pre-Proposal Conference	April 1
Last day to Submit Questions AFTER Pre-Proposal Conference	April 7
Response to Written Questions (Round 1)	April 22
Response to Written Questions (Round 2)	May 7
Proposal Due Date	June 3
Oral Presentations (if required)	Aug 27 & 28
Intent to Award	Oct 20
Contract Execution	Jan 13
Kickoff Meeting with Lumen, PSC and MCP	Jan 28
Kickoff Meeting with Regions	TBD

Operations Working Group

Vision

Collaborating with the Nebraska PSAP community to create model operational policy for the purpose of ensuring the *delivery of quality 911 service to consumers statewide*. Including a focus on best practices; consistency; quality; and operationally focused technology deployments

Goals

– Create model policies and procedures
– Establish templates to share with the NE PSAP community
– Develop questions to help PSAPs identify the need for developing specific policies
– Create a resource center that allows individuals in the working group to share their policies
– Create a shared resource center via the PSC website for sharing model policies

Operations Working Group

Priorities

- Continuity of Operations Plan

- Call Taking & Call Processing

- High Risk/Low Frequency Events

- Facilities, Equipment, & Cybersecurity Events

Mission Critical Partners │ Service System Advisory Committee

Funding Working Group – Projected Activity

Date	Activity
Jan 14-28	Prep allocation model materials; finalize notes from 1/13 meeting (Complete)
Jan 29	Working group meeting – allocation Model; finalize recommendations for SSAC (Complete)
Feb 12	Working group recommendation to SSAC (Complete)
April 1	SSAC vote (Complete)
June – Sept.	Public comment period (Complete)
October - Nov	Funding recommendation to Commissioners (Complete)
December	Funding order adopted by Commissioners (Complete)
Jan – Feb	PSC develop details of the funding order
Mar	Order to implement to funding model