MissionCritical**Partners**

Because the Mission Matters

May 12, 2021

SSAC Meeting

NEBRASKA

PUBLIC SERVICE COMMISSION

SSAC Meeting Agenda

- Old Business
    - ECaTS
    - Regionalization
    - Grant Updates
- New Business
    - National 911 Call Centers
    - NG911 Deployment Project
- Working Group Updates
    - GIS
    - Training
    - Technology
    - Operations
    - Funding
- 911 SSAC Appointments

National 911 Call Centers

Failover Routing Scenarios

- 911 & administrative lines unavailable into the PSAP
- Error/failure on the carrier network
- Improperly provisioned VoIP phone
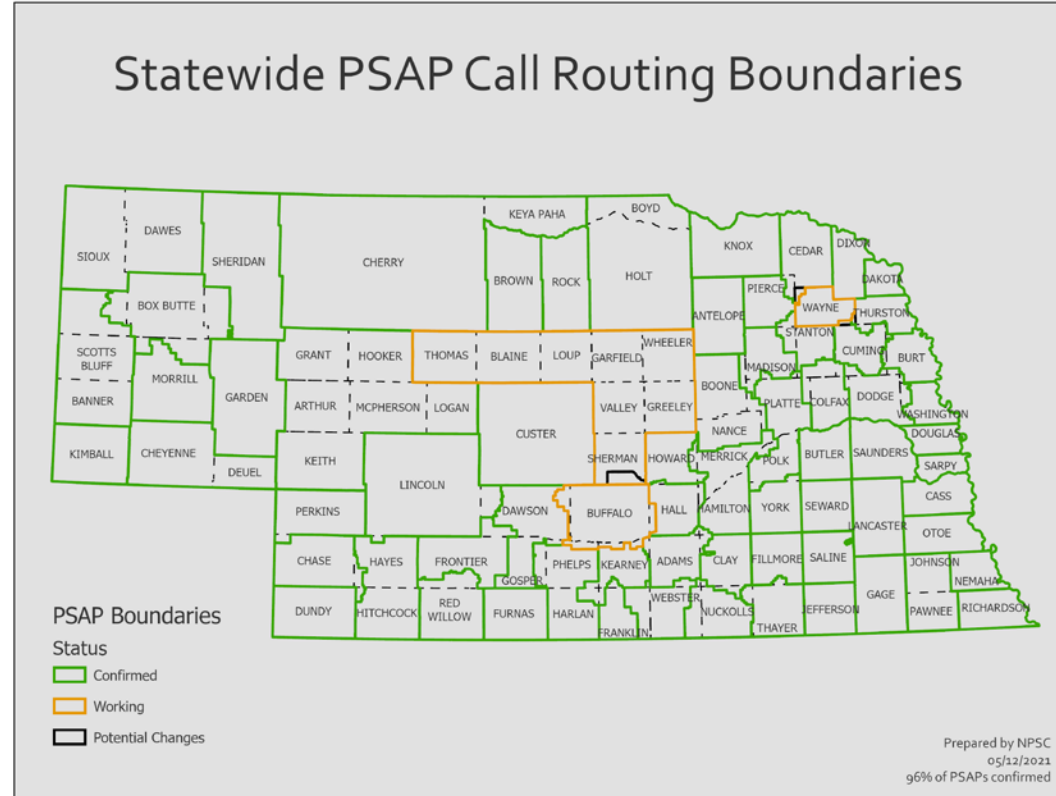- No address information

Direct Calls

- Telematics
- Satellite
- Telephone relay services

GIS Working Group

- PSC & PSAP boundary work

  – Nearly 96% of PSAPs have confirmed boundaries
  – Scheduling meetings with outstanding areas

Statewide PSAP Call Routing Boundaries

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"

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

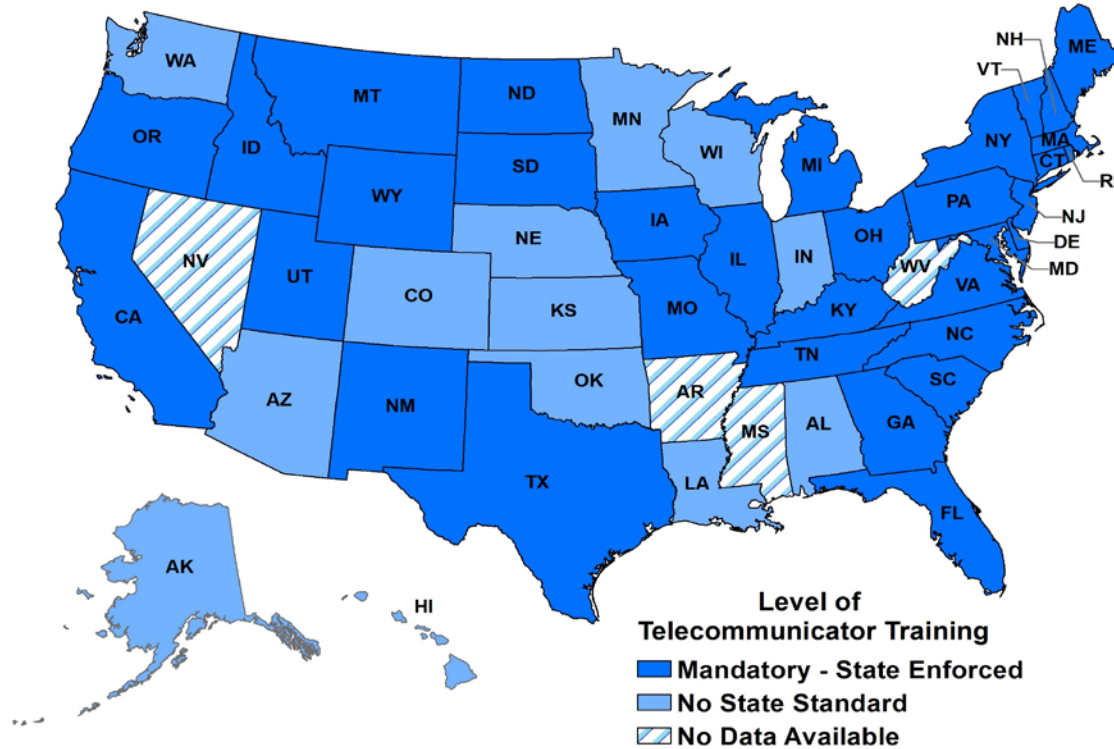Mission Critical Partners | Service System Advisory Committee

Document Updates

Section	Revision Description
4.2	Simplified section 4.2 referencing the new Appendix B with a full list of standards.
6.3	Added explanation of demonstrating alignment.
8	Changed management agency developed course standard alignment from 'shall' to 'should.'
11	Added clarification to Special Considerations.
Appendix B	Added Appendix B for a list of common standards for use when developing a training program.
Appendix E	Added Appendix E as an example agency developed curriculum description.

Minimum Training & Continuing Education Requirements Recommendations Summary

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

Training Standards

Level of Telecommunicator Training
- Mandatory - State Enforced
- No State Standard
- No Data Available

Technology Working Group

- Host to Remote RFP

- Regional Requirements

- Backup Network Options

Operations Working Group

Priorities

- **Continuity of Operations Plan**

- Call Taking & Call Processing

- High Risk/Low Frequency Events

- Facilities, Equipment, & Cybersecurity Events

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 – June	PSC develop details of the funding order
July	Order to implement to funding model