



# **MissionCriticalPartners**

Because the Mission Matters

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September 16, 2020

SSAC Meeting

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**NEBRASKA**

**PUBLIC SERVICE COMMISSION**

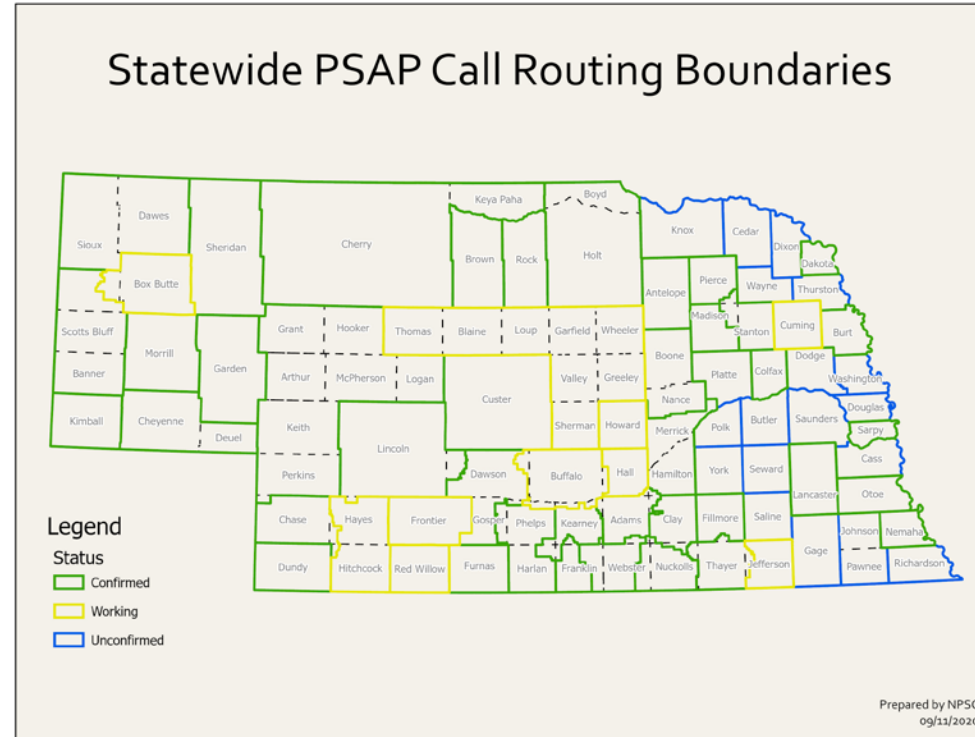
# SSAC Meeting Agenda

- Old Business
  - ECaTS Deployment Update
  - Regionalization Update
- Working Group Updates
  - GIS
  - Training
  - Technology
  - Operations
  - Funding
- New Business
  - NG911 update at NE APCO/NENA virtual conference



# GIS Working Group

- The PSC has PSAP boundary work in progress.
  - Nearly 60% of PSAPs have confirmed boundaries
- GIS Cooperative Agreement
  - Model for county to county GIS boundary communication
  - Provides summary of roles and responsibilities between PSAPs
    - Coordination of data
    - Communication if there are boundary changes
  - Suggests annual review between neighboring PSAPs



# 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”*

## *Working Group Members*

Shelly Holzerland – *Freemont/Dodge County 911*

Carla Zarybnicky – *Southeast Emergency Communications*

Heidi Gillespie - *Cheyenne County Emergency Communications*

Karen Green – *Douglas County 911*

Leila Luft – *York County Communications*

Cindy Lacy – *Sarpy County Emergency Communications*

James Almond – *Public Service Commission*

# 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.

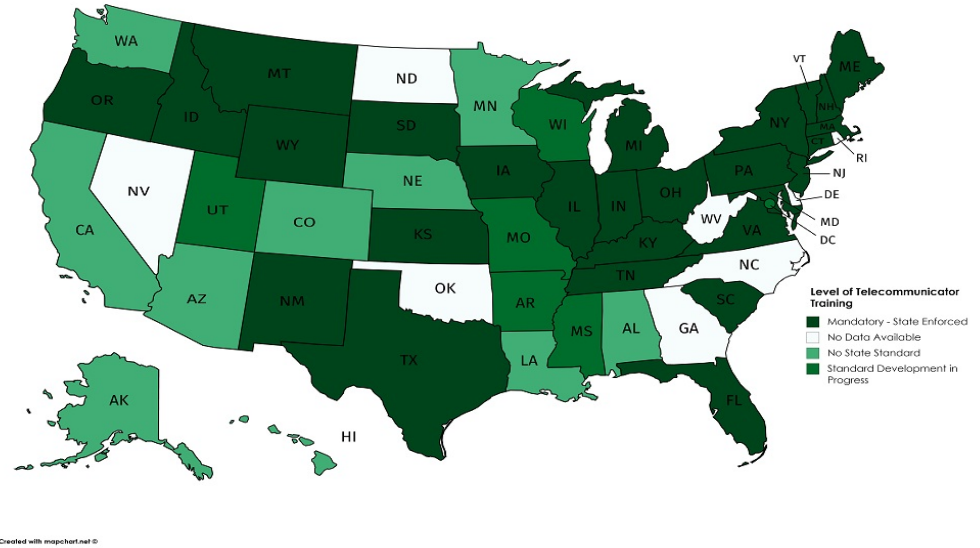
Provide the same level of service across the State

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

Align Nebraska with nationwide industry best practices and standards

# Developing the Future of Training in Nebraska

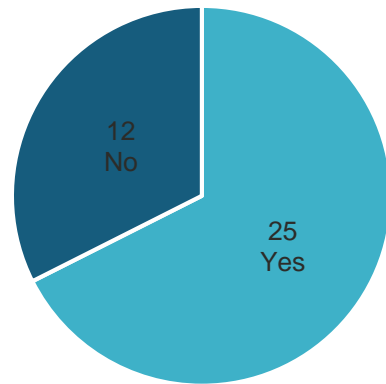
- 1) Identify goals and vision
- 2) Understand the current landscape
- 3) Research training programs
- 4) Establish the structure
- 5) Seek approval
- 6) Implement the changes



## Key Findings

- Approximately 68% of responding PSAPs have a written training policy
- Approximately 41% of responding PSAPs have minimum requirements for continuing education
- Small centers need access to training resources
- There is a need for minimum guidelines for training and quality assurance (QA)
- New telecommunicator training programs vary from eight hours to more than 100 hours statewide

**Nebraska PSAPs with a Written Training Policy**



# Nebraska Average Training Numbers

Of the 37 survey respondents...



Initial classroom training is offered in 15 PSAPs



Initial on-the job training for call takers in Nebraska is available in 29 PSAPs



Annual continuing education is required in 19 PSAPs



# Industry Best Practices and Standards



# 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

The State training requirements are intended to give PSAPs flexibility with how certification is obtained. The key objective of developing and implementing these requirements is to provide individuals working in a PSAP with the skillsets needed to perform their jobs, and to ensure a consistent level of service statewide. 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

# Considerations

## Legacy Provision

The legislation of Nebraska states that that there must be “mandatory and uniform technical and training standards applicable to public safety answering points...” Therefore, all employees within each of the PSAPs must participate and successfully complete required training associated with the position.

Each PSAP will decide how they handle training exemptions for telecommunicators. 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.

# Technology Working Group

- ESInet and NGCS RFP
- Host to Remote RFP or Regional Requirements
  - Working Group to reconvene to discuss next steps
  - Planning a late September / early October meeting

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	TBD
Anticipated Start Date	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



## 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
December - Jan	Funding approval