

INSIGHTS

Connecting to the future of public safety communications

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Department

911 SERVICE SYSTEM ADVISORY COMMITTEE DISCUSSES TRAINING RECOMENDATIONS

The first meeting of the new year for the 911 Service System Advisory Committee (911SSAC) saw new leadership elected and continued discussion on training standards.

Bill Muldoon (Sarpy County) will serve as Chair and Jessica Loos (Lincoln) will serve as the committee's Vice Chair.

Working groups then presented updates, with the Training Working Group generating discussion. The conversation centered around a recommendation by the training working group that the Committee approve a document that would make Telecommunicator-CPR (T-CPR) a training requirement and Emergency Medical Dispatch (EMD) a best practice standard.

“Working groups play a key role in the NG911 process, and we value their input,” said State 911 Director Dave Sankey.

The language in the document as well as the need to add it as a separate piece in addition to the training standards already approved by the committee drew the attention of some of the members.

The committee decided to return the document to the working group for revisions and corrections before submitting it to the Commission for consideration. Committee members can reach out to the Training Working Group with any feedback they have on the document before the next meeting.

The 911SSAC will hold its next meeting beginning at 1:00 p.m. on May 17, at the Public Service Commission Office in Lincoln.



911SSAC WELCOMES TWO NEW MEMBERS

PSC Commissioners have approved Jessica Loos and Dave Collett as the newest members of the 911SSAC.

Loos, fills the vacant League of Nebraska Municipalities (LONM) position and Collett is the new Office of the Chief Information Officer (OCIO) representative.

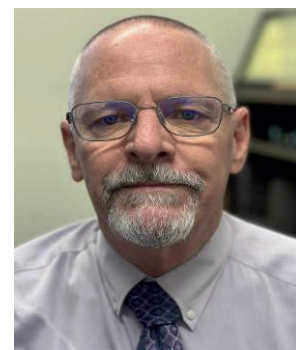
Loos, currently serves as the Communications Manager for the Lincoln Emergency Communications Center. Over the past decade she has served many roles to include Public Safety Dispatcher, Communications Training Officer, Mentor, and Training Coordinator. The Executive Council Representative on the Nebraska APCO/NENA Board of Directors, Loos has a Bachelor of Arts in Political Science from Doane College and has earned APCO's Registered Public Safety Leader (RPL) designation.

With more than 35 years working on public safety radio systems, Dave Collett is recognized as an expert in operation and maintenance of conventional, and trunked; analog, and digital radio systems. As the State recognized COML and COMT he was in charge of communications at the Multi-agency Command Center in Phoenix for the Final Four and Super Bowl XLIX.

Born and raised in Arizona, he moved to Nebraska in 2020 to manage the Nebraska State-wide Radio System. In that role he has increased coverage, added new partner agencies and added assets to the State Communications Unit.



Jessica Loos



Dave Collett

DIRECTOR'S DESK:



State 911 Director Dave Sankey

A new season has arrived and with an opportunity to once again say thank you to the dedicated, hardworking individuals of our state's 9-1-1 centers.

Established in 1981 and celebrated during the 2nd week in April, National Public Safety Telecommunicators Week (NPSTW) is almost upon us. It is a time to commend the hundreds of unseen heroes who day-in-and-day-out answer the call at PSAPs across our state.

Public safety telecommunicators are the first line of communications between citizens in need and emergency responders. Prepared to handle any type of situation, they are trained how to speak to people, how to calm them down, how to ask questions and when needed capable of providing lifesaving instruction.

Theirs is a demanding profession. What they do isn't easy. Their days and nights are spent helping to provide emergency services to citizens who are at their most vulnerable. For that we thank them. We thank them for always being there to answer the call and for doing so with compassion and the utmost professionalism.

During National Public Safety Telecommunicators Week, April 9-15, we encourage you to join us, as we say thank you to each and every one of our public safety telecommunicators. You are appreciated.

NENA CONFERENCE FOCUSES ON STANDARDS & BEST PRACTICES

Sandy beaches and lots of information greeted the attendees at the NENA Standards and Best Practices Conference in Clearwater, Florida. Among those on hand for the three-day conference was State 911 department GIS Specialist Christian Nielsen.

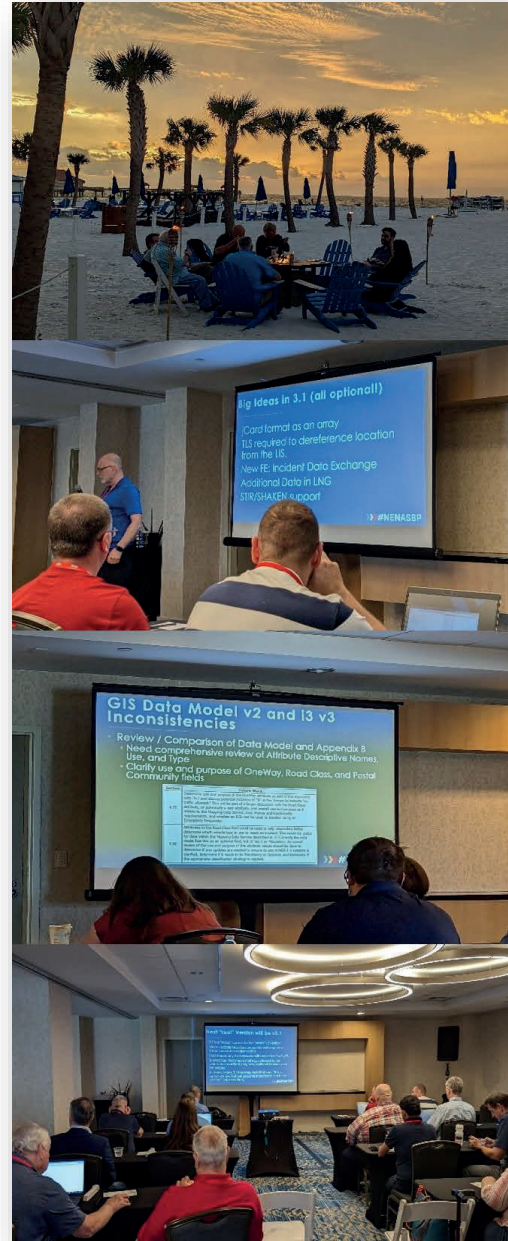
The January getaway provided endless opportunities to learn about the development and implementation of 911 technology and best practices as participants were given a seat at the table to discuss guidelines for Next Generation services.

Having participated in a work group developing a new NENA informational document outlining the ways GIS data is used in NG911 core services, Nielsen was on hand as the document was presented to workshop participants. The document provides information and guidance on GIS data workflows and how functional elements use GIS data.

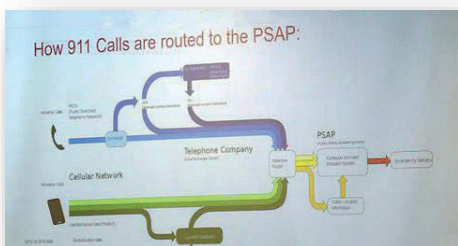
A new work group called “Future Think”, was also unveiled during the conference. This futurist committee will be tasked with researching and forecasting new technologies and changing demographics that are likely to affect our nation’s Public Safety Answering Points (PSAPs).

Nebraska APCO/NENA members might recall getting an early sneak-peek at this project from Brad Flanagan, as part of 9-1-1 Goes to Lincoln during the annual conference this past October.

Nielsen said the conference provided the opportunity to connect with members and engage in conversations on a variety of issues facing 911.



TEXT-TO-911 WORKSHOPS AID DEAF & HARD OF HEARING



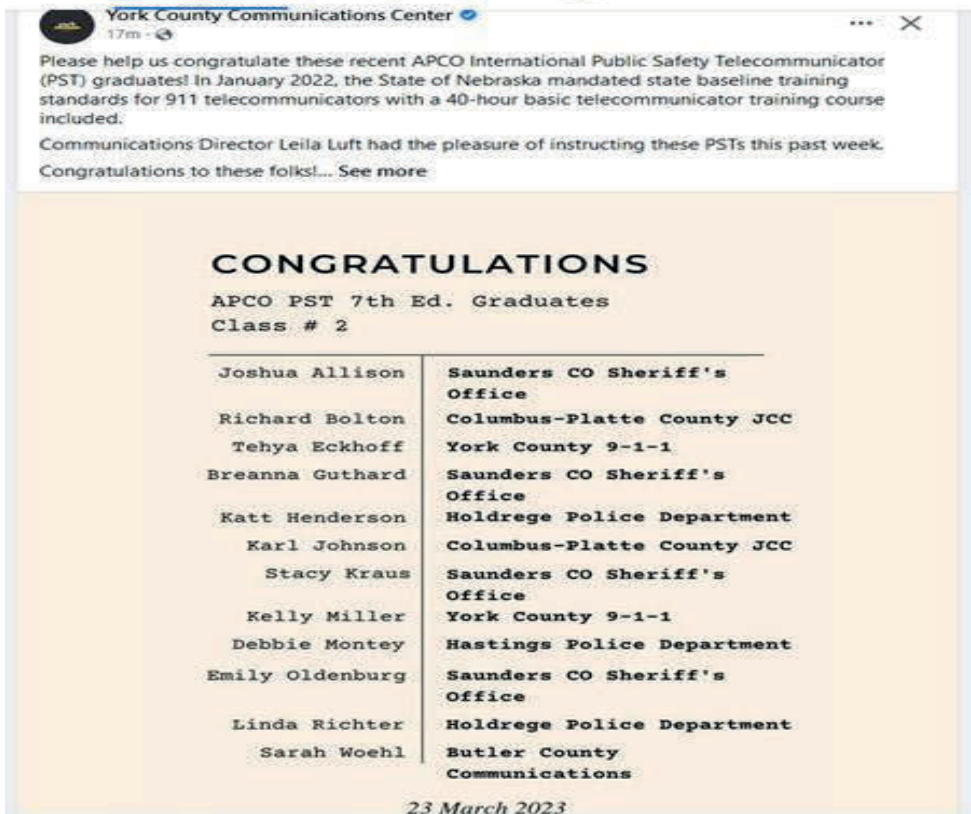
The PSC State 911 Department joined the Nebraska Commission for the Deaf & Hard of Hearing (NCDHH) and The Lincoln 911 Emergency Communications|911 Center, for the first in a series of workshops on Text-to-911.

ASL interpreters and CART was provided as members of the deaf & hard of hearing community learned how text-to-911 works, how to use it and what to do if text-to-911 doesn't work.

The next workshop is planned for 9:00 a.m., Saturday, April 15, at the [Buffalo County Sheriff's Office](#), 2025 Avenue A, Kearney. Additional workshops will be held at the [Scotts Bluff County Sheriff's Office](#) (4/22), [Norfolk Fire Department](#) (4/29) and [Cheyenne County Sheriff's Office](#) (5/13). Questions, contact James Almond at < james.almond@nebraska.gov >.

SEEN ON SOCIAL MEDIA

We're sharing the some of the social media posts we've seen from and about Nebraska Public Safety Telecommunicators over the last quarter! Keep up the good work, it's always fun to learn about the important work being done and the opportunities available across the state.



Sharing some ICYMI information from NENA on its recently launched workforce-recruitment resources:

NENA is proud to announce the launch of new workforce-recruitment resources to help 9-1-1 centers attract talent to the emergency-communications profession and address the 9-1-1 staffing crisis.

The four video PSAs – available for free to any 9-1-1 center or 9-1-1 authority – promote the rewarding and meaningful jobs available in the emergency-communications field; they can be used in recruiting and hiring efforts to reach candidates and educate them about the benefits of a career in 9-1-1. You can view and download the videos [here](#).

9-1-1 Notes

Funding Application Deadline

With the March 31 deadline for funding applications upon us, we'd like to thank those PSAPs that have sent in their applications and encourage those who have not completed their applications to reach out to us to let us know what, if any issues might be holding up, you're filing.

One of the changes made to the funding application over the past year, was the addition of several new questions. The answers provided in these questions will assist the PSC in providing accurate information required for federal reporting.

It is important that you answer the questions. If you don't have the answer, please reach out to your vendor or research your maintenance contracts for the information. If you still don't know the answer, do not leave the question blank, an appropriate answer would be "unknown". Also, it's important that you answer the question that is asked.

Part of the federal reporting is the certification that no jurisdiction that has control over 911 surcharge fees had not diverted any of those monies to anything other than 911 use. By signing the application form, you are certifying that 911 surcharge fee money has not been diverted.

If you have questions about your funding application and the information required, email us @ psc.psap@nebraska.gov

9-1-1 General Questions or Comments

Have a general question or comment regarding E9-1-1? Email us @ < psc.psap@nebraska.gov > our knowledgeable and experienced staff will work to answer your question or provide you information in a timely manner.

Sharing information Relating to 3G & the FCC

You may have received an email from State 911 Dept. Director Dave Sankey with information pertaining to the decommissioning of 3G and a spike in 911 calls entering PSAPs in Kentucky as voice only, with no data associated with them. This is apparently being caused by a lack of a roaming agreement between carriers to provide anything beyond voice to 911 agencies. The FCC is wanting to pursue conversations with carriers urging them to update their roaming agreements for 911. The email asked Nebraska PSAPs to let us know if they had experienced any of these same types of issues. Look for us to continue to share information as a way of raising awareness. 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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911
nebraska

TEXT if you can't.