

LEGISLATURE OF NEBRASKA  
ONE HUNDRED EIGHTH LEGISLATURE  
SECOND SESSION

**LEGISLATIVE BILL 929**

Introduced by Fredrickson, 20.

Read first time January 04, 2024

Committee:

1 A BILL FOR AN ACT relating to telecommunications; to amend sections  
2 86-1025 and 86-1029.02, Revised Statutes Cumulative Supplement,  
3 2022; to state legislative findings; to provide for dual capability  
4 between the 911 service system and the 988 Suicide and Crisis  
5 Lifeline; to provide duties; to provide immunity from liability; and  
6 to repeal the original sections.

7 Be it enacted by the people of the State of Nebraska,

1           Section 1. (1) The Legislature finds that:

2           (a) In 2020, Congress enacted the federal National Suicide Hotline  
3 Designation Act of 2020, Public Law 116-172. This federal act designated  
4 988 as the universal three-digit telephone number within the United  
5 States for the purpose of the national suicide prevention and mental  
6 health crisis hotline system operating since 2005 through the National  
7 Suicide Prevention Lifeline;

8           (b) The three-digit 988 code became operational nationally in 2022,  
9 and is a more universal and easy-to-remember way to connect individuals  
10 experiencing mental health-related distress with mental health care  
11 professionals; and

12           (c) The 988 Suicide and Crisis Lifeline is a national effort,  
13 organized at the state level, and serves as an alternative to 911 in  
14 addressing the growing need for mental health-related crisis intervention  
15 in order to save lives.

16           (2) The Department of Health and Human Services shall:

17           (a) Oversee administration of the 988 Suicide and Crisis Lifeline in  
18 Nebraska, including contracting for services provided by trained  
19 counselors, call-center operators, and other service providers helping  
20 operate the 988 Suicide and Crisis Lifeline network in the state; and

21           (b) Coordinate and cooperate with the Public Service Commission to  
22 ensure that the 988 Suicide and Crisis Lifeline has the capability to  
23 connect individuals to the 911 service system and also receive  
24 communications from the 911 service system as provided under subdivision  
25 (6) of section 86-1025.

26           (3) Except for failure to use reasonable care or for intentional  
27 acts, each person involved in the provision of 988 Suicide and Crisis  
28 Lifeline service, including 988 service providers, call-center operators,  
29 and counselors, shall be immune from liability or the payment of damages  
30 in the performance of installing, maintaining, or providing such service,  
31 including providing interoperable connections between the 988 Suicide and

1 Crisis Lifeline and the 911 service system.

2 Sec. 2. Section 86-1025, Revised Statutes Cumulative Supplement,  
3 2022, is amended to read:

4 86-1025 The commission shall:

5 (1) Serve as the statewide coordinating authority for the  
6 implementation of the 911 service system;

7 (2) Be responsible for statewide planning, implementation,  
8 coordination, funding assistance, deployment, and management and  
9 maintenance of the 911 service system to ensure that coordinated 911  
10 service is provided to all residents of the state at a consistent level  
11 of service in a cost-effective manner;

12 (3) Be responsible for establishing mandatory and uniform technical  
13 and training standards applicable to public safety answering points and  
14 adopting and promulgating rules and regulations applicable to public  
15 safety answering points for quality assurance standards;

16 (4) Appoint the members of the committee and act on the committee's  
17 recommendations as provided in section 86-1025.01; ~~and~~

18 (5)(a) Determine how to allocate the 911 Service System Fund in  
19 order to facilitate the planning, implementation, coordination,  
20 operation, management, and maintenance of the 911 service system;

21 (b) Create a mechanism for determining the level of funding  
22 available to or for the benefit of local governing bodies, public safety  
23 answering points, and third-party service or infrastructure providers for  
24 costs determined to be eligible by the commission under subdivision (5)  
25 (c) of this section; and

26 (c) Establish standards and criteria concerning disbursements from  
27 the 911 Service System Fund for the planning, implementation,  
28 coordination, operation, management, and maintenance of the 911 service  
29 system. In establishing such standards and criteria, the following may be  
30 eligible for funding:

31 (i) Costs incurred by or on behalf of governing bodies or public

1 safety answering points to provide 911 service, including, but not  
2 limited to, (A) acquisition of new equipment and related maintenance  
3 costs and license fees, (B) upgrades and modifications, (C) delivering  
4 next-generation 911 core services, and (D) training personnel used to  
5 provide 911 services; and

6 (ii) Costs incurred by or on behalf of governing bodies or public  
7 safety answering points for the acquisition, installation, maintenance,  
8 and operation of telecommunications equipment and telecommunications  
9 service required for the provision of 911 service; and -

10 (6) Adopt statewide uniform standards for technical enhancement,  
11 support, training, and quality assurance that will allow the 911 service  
12 system to communicate, coordinate, and engage with the 988 Suicide and  
13 Crisis Lifeline. Such standards shall provide that service users calling  
14 the 911 service system can be connected to the 988 Suicide and Crisis  
15 Lifeline, and individuals calling the 988 Suicide and Crisis Lifeline can  
16 be connected to the 911 service system, when deemed appropriate by the  
17 call-center operators. The purpose of such dual capability is to  
18 facilitate the provision of appropriate emergency services, including  
19 instances requiring counseling services for an individual in  
20 psychological distress. The standards shall be completed so that the dual  
21 capability to connect individuals between both the 988 Suicide and Crisis  
22 Lifeline and the 911 service system is operational no later than January  
23 1, 2025.

24 Sec. 3. Section 86-1029.02, Revised Statutes Cumulative Supplement,  
25 2022, is amended to read:

26 86-1029.02 Any person involved in the provision of next-generation  
27 911 service who: (1) Receives, develops, collects, or processes  
28 information for any 911 database; (2) provides local exchange,  
29 interexchange, or transport service in connection with any next-  
30 generation 911 service; (3) relays, transfers, operates, maintains, or  
31 provides next-generation 911 service or systems capabilities, including

1 interoperable connections between the 911 service system and the 988  
2 Suicide and Crisis Lifeline; or (4) provides next-generation 911  
3 communications service for emergency service providers shall, except for  
4 failure to use reasonable care or for intentional acts, be immune from  
5 liability or the payment of damages in the performance of installing,  
6 maintaining, or providing next-generation 911 service.

7       Sec. 4. Original sections 86-1025 and 86-1029.02, Revised Statutes  
8 Cumulative Supplement, 2022, are repealed.