

INSIGHTS

Connecting to the future of public safety communications

Volume 20 / Issue 20

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An online Publication of the Nebraska Public Service Commission State 911 Department

911SSAC MEETING INCLUDES UPDATE ON TRAINING STANDARDS

During its November meeting the 911 Service System Advisory Committee (911 SSAC) received updates on the completion and progress of several key projects as the state begins the final phase of implementation for Next Generation 911.

The Emergency Call Tracking System ECaTS is up and running in PSAPs statewide. PSAPs in need of training are asked to contact the PSC. Half of the 68 PSAPs have had a cybersecurity and physical security assessment completed. The assessment conducted at no cost includes onsite interviews, network scans, physical inspections and an assessment of a PSAPs network vulnerability along with a report prioritizing recommendations.

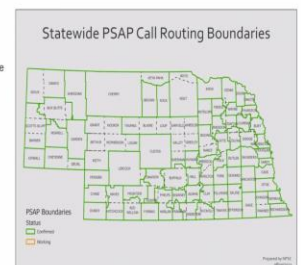
Committee members also learned the first ever Statewide Training Standards for PSAPs were approved by Commissioners and will take effect on January 1 and that the new funding model recommended by the committee was to go before the Commission before the end of the year.

An updated timeline on NG911 deployment was presented as well as continuing progress by the GIS working group with 100-percent of the PSAP call routing boundaries having been confirmed. The next scheduled meeting date for the Committee was set for February 16, beginning at 1:00 p.m., at the Buffalo County Law Enforcement Center, in Kearney.



GIS Working Group

- PSC & PSAP boundary work
 - 100% of the PSAP boundaries have been confirmed
 - PSC is working with Intrado on the data load



DIRECTOR'S DESK: MAKING THE TRANSITION



State 911 Director Dave Sankey

As we look to a new year, Next Generation 911 in Nebraska is becoming a reality. Together with state vendor Lumen we have all worked to implement the vast array of components required for a network that will deliver end-to-end emergency service management, and improved call routing, while working to meet National i3 standards established by the National Emergency Number Association (NENA).

Following a phased in approach, the state is currently in the process of transitioning the first region, the South Central/Panhandle Region to the statewide Emergency Services Internet Protocol Network (ESInet).

The region's two hosts have been connected and testing is under way. It is our expectation that all 22 PSAPs of the South Central/Panhandle Region will be brought onto the ESInet during the first months of the new year.

The state has also put a priority on ensuring PSAPs are taking the necessary steps to safeguard their facilities from security threats. PSC consultant Mission Critical Partners (MCP) is well underway with its cybersecurity and physical security assessments of the 68 PSAPs.

As you can see 2022 promises to be an exciting year for public safety communications in Nebraska. We look forward to sharing even more milestones in this implementation process in the year ahead.

NG911 Project Deployment

TASK	Start	Finish
South Central Region	Thursday 2/18/21	Thursday 2/15/22
Metro Region	Friday 4/30/21	Monday 3/31/22
North Central Region	Wednesday 6/30/21	Thursday 4/31/22
East Central Region	Monday 8/30/2021	Tuesday 5/31/2022
Mid East 911 Region	Saturday 10/30/2021	Monday 8/1/2022
North Eastern Region	Monday 1/3/2022	Tuesday 10/4/2022
South Eastern Region	Tuesday 3/30/2021	Sunday 12/4/2022

project deployment is estimated and subject to change

PSC SEEKS APPLICATIONS FOR 911 SERVICE SYSTEM ADVISORY COMMITTEE

The Nebraska Public Service Commission (PSC) is accepting applications from interested Nebraskans to apply for appointment to the 911 Service System Advisory Committee (911 SSAC) to fill a vacancy for a representative from the telecommunications industry.

Created by the Legislature with the passage of [LB993](#), the Committee makes recommendation to the PSC on matters concerning the implementation, coordination, operation, management, maintenance and funding of the 911 Service System as the state begins the transition to Next Generation 911.

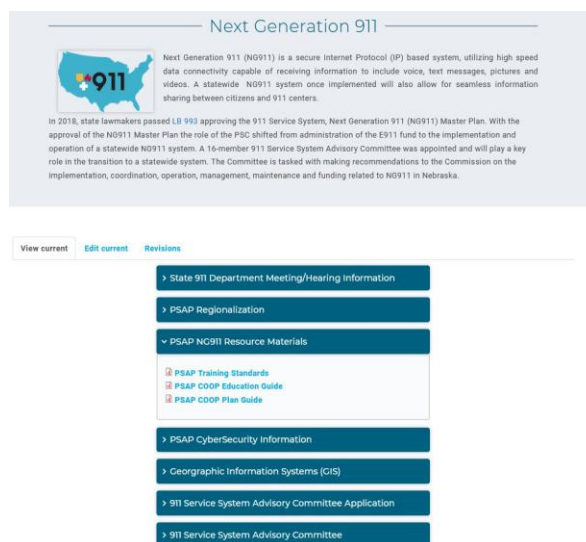
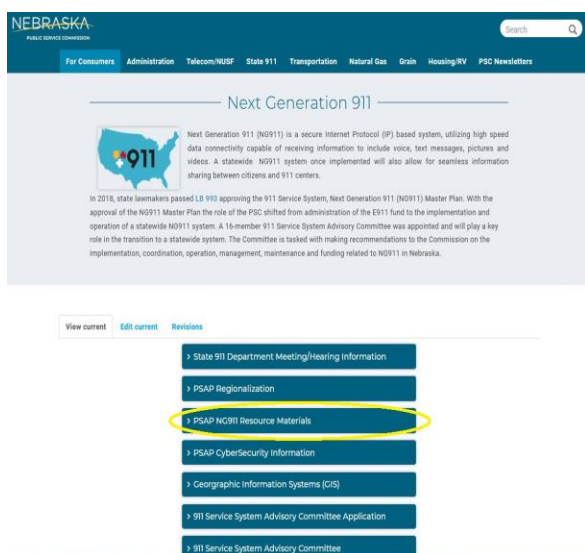
Those wishing to apply will need to fill out a [911 Service System Advisory Committee Application](#) found on the [Next Generation 911 page](#) of the PSC website.

The 911 SSAC consists of 14 members appointed by the Commission. Of the 14 members appointed, four shall be representatives of public safety agencies, County officials or employees (2), municipal officials or employees (2), two members of Public Safety Answering Points (PSAPs) and one representative each from the Nebraska Association of County Officials and the League of Municipalities.

Advisory Committee members serve for a term of three-years. Committee members serve without pay but will receive reimbursement for expenses related to Committee duties. A list of current 911 SSAC members can be found on the [Next Generation 911 page](#) of the [PSC website](#).

PSAP NG911 RESOURCE MATERIALS

One of the objectives of the 911 Service System Advisory Committee and its working groups is to provide PSAPs with resources to help as the state transitions to NG911. You can access the resource on the [Next Generation](#) page of the PSC website, by clicking on the PSAP NG911 Resource Materials accordion.



PSC TO HOST NG911 TRAINING REQUIREMENT WEBINARS

The PSC 911 Department along with the 911 Service System Advisory (911 SSAC) working group will be hosting a series of webinars designed to help PSAPs with the implementation of the new NG911 Training Standards.

A link to the webcast will be provided on the State 911 Department [training page](#) of the PSC website prior to the first webinar.

Should you have additional questions reference the planned webinars please contact PSC State 911 Department Field Coordinator James Almond @ james.almond@nebraska.gov

DATE	TIME	TOPIC
January 13	1300 hrs.	This webinar will last approximately one hour and will focus on minimum training requirements
January 27	1300 hrs.	This webinar will last 30 minutes and will focus on minimum training requirements for CTO's
February 10	1300 hrs.	This webinar will last 30 minutes and will focus on minimum training standard requirements for Supervisors
February 24	1300 hrs.	This webinar will last approximately one hour and will focus on minimum training requirements for Managers as well as Audit Requirements for PSAPs to remain complaint with new minimum standards

WIRELESS 911 ADVISORY BOARD MEETING HELD AT APCO-NENA CONFERENCE VENUE

The State APCO-NENA conference held at the Graduate Hotel in Lincoln was the site for the fall Wireless 911 Advisory Board meeting.

On the agenda an update from the PSC 911 Department on regionalization efforts, ECATs and NG911 deployment. Board members then approved 14 funding requests and held a discussion on set-aside usage and the ability for PSAPs to utilize 100% of set-aside funds for regionalization.

The next meeting was set for January 12, at 10:00 a.m., in the Commission hearing room in Lincoln



911 GOES TO LINCOLN



It was an overflow crowd as 911 Goes to Lincoln provided early arrivals to the State APCO-NENA Conference an update on Next Generation 911 (NG911) in Nebraska.

Buffalo County Sheriff Neal Miller kicked-off the event telling participants that it is an exciting time for the future of 911 in Nebraska and encouraged everyone to make sure they are involved as the state moves ever closer to the implementation of NG911.



An NG911 update was provide by the State 911 Department team, Lumen Technologies the company contracted to establish the statewide ESInet and NG911 core services talked about preparing for the NG911 environment. Attendees heard an update on proposed NG911 training standards and Emergency Medical Dispatch, and a refresher was given on the Emergency Call Tracking System (ECaTS).

The afternoon ended with presentations on Vertical (Z Axis) Location Technology and the 911 security audit project currently underway.



SARPY COUNTY DISPATCHERS RECEIVE LIFESAVING AWARDS

We saw this on our twitter feed and wanted to add our congratulations (we also retweeted it 😊) to the Sarpy County Dispatchers who received their County's Lifesaving Award.

All of the awards involved helping callers by providing instruction in CPR while at the same time sending medical assistance to the scene.

A big thank you for all you do to help save lives and keep our communities safe.

If you're PSAP is on twitter be sure to follow us [@NEB_PSC](#) or [@NEPSCNG911](#) so that we can share you tweets and perhaps feature your PSAP in an upcoming edition of our Insights newsletter.

Sarpy County @SarpyCountyGov · Oct 27
Three @SarpyCounty911 dispatchers received Lifesaving Awards on Oct. 26. (1/4)

📷 Emergency Communications Director Bill Muldoon (from left), Lead Dispatcher Sandy Adams, Senior Dispatcher Bryan Patten and Dispatcher Nick Manganaro



Sarpy County @SarpyCountyGov · Oct 27
Replying to @SarpyCountyGov

.@SarpyCounty911 Lead Dispatcher Sandy Adams talked an elderly man through the process of CPR on his wife until paramedics arrived. The woman was transported to the hospital in critical condition, but fully recovered. (2/4)

1 1 3

Sarpy County @SarpyCountyGov · Oct 27
.@SarpyCounty911 Senior Dispatcher Bryan Patten provided CPR instructions to a caller who witnessed another person in distress in a public space. The man recovered after being transported to a trauma center. (3/4)

1 1 4

Sarpy County @SarpyCountyGov · Oct 27
.@SarpyCounty911 Dispatcher Nick Manganaro received 2 Lifesaving Awards for actions he took on calls he received approximately 2 hours apart. The first was for an 81-y.o. man, and the second for a 4-month-old. Nick provided CPR instructions in both cases, and both survived. (4/4)

1 5

9-1-1 NOTES

New Look for Funding Applications

As we approach a New Year, we look forward to some exciting changes as the state begins transitioning PSAP regions to the NG911 system.

In December, the Commission approved an Order adopting the NG911 Funding Model Implementation Plan laying out the funding transition process for PSAPs that are shifting from enhanced wireless 911 service to NG911 service.

For the 2022-2023 funding application process that means all PSAPs will be receiving an updated funding application. The date for completing an annual application to receive funding has also been changed. Funding applications will now be required to be submitted to the Commission on or before March 31.

So, watch for an email from the PSC with the new application and other needed materials by January. Once you receive the updated application and materials should you have questions email us at psc.psap@nebraska.gov

Finally, a reminder the PSC 911 department uses a paperless process so all PSAP documentation will need to be sent electronically.

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.



Help Us Recognize PSAPs by Sharing Your Stories With Us

The State 911 Department is always on the lookout for stories of inspiration, accomplishments and community involvement to share with the readers of our quarterly newsletter. Has your PSAP received recognition? Have you honored a dispatcher/telecommunicator? Perhaps your employees have participated in a fundraiser. Let us know, so that we can share your news with others across the state. Email us with your news along with any pictures to james.almond@nebraska.gov or deb.collins@nebraska.gov then watch for your story in our next newsletter. 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 @< <https://psc.nebraska.gov> >.





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CALL if you can.

911
nebraska

TEXT if you can't.