

# INSIGHTS

Connecting to the future of public safety communications

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## LUMEN PROVIDES PROJECT UPDATE FOR 911 SERVICE SYSTEM ADVISORY COMMITTEE

With a mix of in-person and online participation, the 911 Service System Advisory Committee (911 SSAC) had a full agenda for its May 12 meeting.

On tap, an update from LUMEN on the NG911 Deployment Project. Lumen team members told the committee that the project was moving along well and that everything was on track to migrate the South-Central region to the NG911 platform in November. A kick-off meeting for Lumen, the State 911 Department and Metro Region representatives was held in mid-May.

State 911 Director Dave Sankey provided an update on ECaTs deployment and regionalization efforts, followed by updates from the committee's working groups. View a PowerPoint of the information provided to the committee on the [Next Generation 911](#) page of the PSC website under the 911 Service System Advisory Committee (SSAC) Meeting Information tab.

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*“We are excited with the progress being made on the NG911 Deployment Project and look forward to beginning the migration in the fall,” State 911 Director, David Sankey.*

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As a part of the working group updates, committee members voted to approve the recommended training standards put together by the training working group. The recommended training standards will now be presented to the Commissioners to vote on. View the recommended training standards [here](#).

The next 911 SSAC meeting will be held Wednesday, August 11, at 1:00 p.m., online and in the Commission hearing room in Lincoln.



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## DIRECTOR'S DESK:



State 911 Director Dave Sankey

The 911 SSAC meeting held in May marked the first time Committee members have gathered in person since the Governor's Executive Order that allowed public meetings to be held virtually expired.

Despite the expiration of the Executive Order, not much has changed for meeting participants due to the legislature's passage of [LB83](#) which provides additional options for public meetings.

[LB83](#), signed into law by the Governor on April 21, allows for public meetings to continue to be held virtually as long as at least one member of the Committee is present at the physical location of the meeting. It also makes it possible for committee members participating virtually to vote on action items presented during a meeting.

As noted, we had a good mix of in-person and online participation during our May meeting and look forward to committee members continuing to participate through which ever means best suits their needs.

We also encourage PSAPs representatives, the public safety community and the public to attend our meetings either virtually or in person (as long as room capacity allows). Meetings are posted on the PSC calendar on the homepage of the [PSC website](#) and information on participating virtually can be found on the [State 911 Department meeting and hearing information page](#).

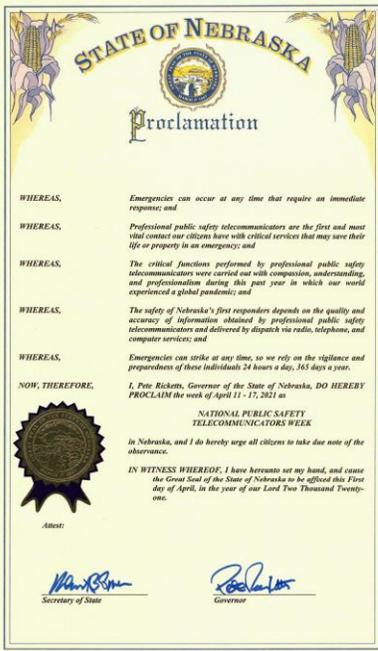
## TELECOMMUNICATORS/DISPATCHERS HONORED

The month of April marked National Public Safety Telecommunicators Week.

Established in 1981 and celebrated during the second week in April, it is a time to commend and thank the hundreds of dispatcher/telecommunicators across our state who dedicate their lives to serving the public through their devotion to our citizens and first responders.

This year's proclamation points out the unwavering commitment and sacrifices made by this dedicated group in the wake of a global pandemic.

If your PSAP would like a copy of this year's proclamation contact PSC Field Coordinator James Almond @ [james.almond@nebraska.gov](mailto:james.almond@nebraska.gov)



Gov. Ricketts Presents Proclamation to Lincoln 911 Center Dispatchers

## LONGTIME SCOTTS BLUFF COUNTY 911 COMMUNICATIONS DIRECTOR RETIRES

Thank you for your dedication, your service and your friendship. That was the message co-workers, friends and family had for Ray Richards upon his retirement as director of the Scotts Bluff County Communications Center.

Richards, who began his career in public service as a law enforcement officer, also worked as a dispatcher before serving as the Communications Center director for 13-years.

In addition to his director duties, Ray served as a member of the Wireless 911 advisory board in the late 2000's.

“Ray’s contribution to the PSC and the 911 community across the state was greatly appreciated,” said State 911 Director David Sankey. “His retirement is well deserved, and we wish him all the best.”

Tyler Rexus was named the new 911 Coordinator for Scotts Bluff County.



## SARPY COUNTY DISPATCHER HONORED WITH PEER ACHIEVEMENT AWARD



For her efforts during a November active shooter incident, Sarpy County Emergency Communications honored dispatcher Teresa Smith with its 2020 Peer Achievement Award.

The annual award is based on nominations from fellow dispatchers and supervisors with the recipient selected by vote.

A 20-year veteran, Teresa is described as a team member you can count on to answer call-back pages to ensure her fellow dispatchers don't work short.

## CLAY COUNTY OPENS NEW PSAP

Clay County has a new 911 Emergency Communications Center. Opened March 3, the new center merges dispatch for police, fire, and emergency medical service for community and rural residents of Clay County.

With upgraded systems, the new center is designed to help meet the increase in demand for services in Clay County.



## STARKEY NAMED 2020 DISPATCHER OF THE YEAR BY IMPACT DISPATCH

We add our congratulations to Senior Dispatcher Shasta Starkey for being recognized as 2020 Dispatcher of the year by Impact Dispatch.

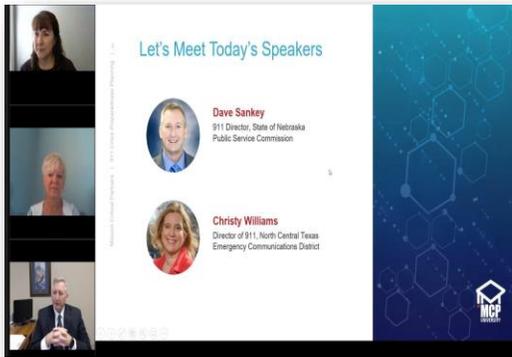
Starkey has worked in the city of Lincoln Emergency Communications Center for nearly eight years.

In remarks to Impact Dispatch about her role as a public safety telecommunicator, Starkey said, “you are helping people on what is potentially their worst day. To me that is an honor and a privilege, and I am humbled quite often that I am able to do that.”

Impact Dispatch offers training and more with the goal of supporting dispatchers in the best way we know how. Read more on Impact Dispatch and their recognition of Shasta Starkey on their website @ <https://www.impactdispatch.com/recognition/>



## WEBINAR LOOKS AT 911 CRISIS PREPAREDNESS



A global pandemic, natural disasters, nationwide or localized outages affecting phones and internet. These are all examples of situations that can have a dramatic impact emergency response.

911 crisis preparedness was the topic of a March webinar by national public safety consultant Mission Critical Partners and featuring PSC State 911 Director Dave Sankey and North Central Texas Emergency Communications 911 Director, Christy Williams, ENP.



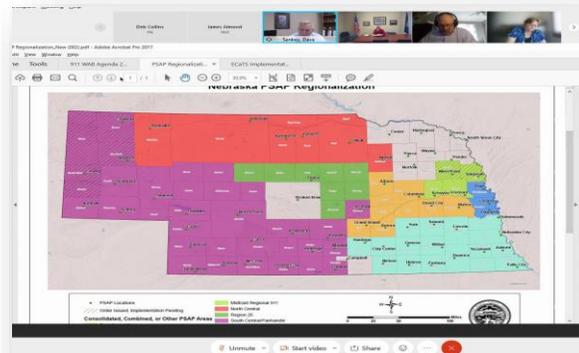
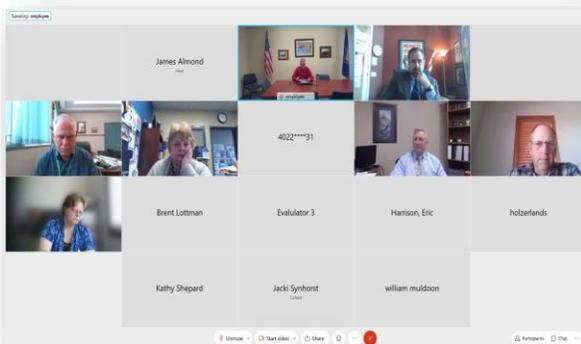
Does your PSAP have a plan in place should a crisis arise? Does that plan include a crisis communication component?

The webinar stressed the importance of including a crisis communications portion in your PSAP's Continuity of Operations Plan (COOP) and conducting tabletop exercises of the plan on a regular basis.

View the webinar @ <https://tinyurl.com/9dudf8cyh>

## Wireless 911 Advisory Board Holds March Meeting

911 Wireless Advisory Board members recommended seven funding request for approval by the PSC during its March 31 meeting. During the meeting held virtually, board members were also provided an update on ECaTs deployment, PSAP regionalization efforts and efforts underway to deploy the ESINet and NG911 Core Services. The advisory board's next meeting will be held beginning at 10:00 a.m., Wednesday, July 14, in the PSC hearing room in Lincoln. View a draft of the March 31 meeting minutes on the Wireless 911 Advisory Board page of the PSC website @ <https://psc.nebraska.gov/state-911/wireless-911-advisory-board>



## 9-1-1 NOTES

### Funding Applications Processed- Audit Information Provided

Funding applications for 2021-2022 have been processed by the State 911 Department. A big thank you to everyone for getting the information to us in a timely manner.

Keep your eye out for a letter in the mail containing your PSAPs funding allocation and wireless ratio for July 1, 2021- June 30, 2022. Please make sure to share the information with your county clerk or treasurer. You can also view funding allocations on the PSC website under the State 911 tab, on the PSAP page < <https://psc.nebraska.gov/state-911/public-safety-answering-points-psaps> > under the Allocation drop down.

Also, watch for an email in July containing a packet of audit information for July 1, 2020- June 30, 2021. The audit packet must be returned to the PSC State 911 department by Oct. 1, 2021

If you have questions about your funding allocation or the audit packet, email us @ [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov)

### 9-1-1 General Questions or Comments

Have a general question or comment regarding 9-1-1? Email us @< [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) > our knowledgeable and experienced staff will work to answer your question or provide you information in a timely manner.



### Have a Story to Tell? Why Not Share It With Us!

The State 911 Department is always on the lookout for stories 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](mailto:james.almond@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 @< [www.psc.nebraska.gov](http://www.psc.nebraska.gov) >.



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