

INSIGHTS

Connecting to the future of public safety communications
Volume 29 / 29 Issue

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Department*

UPDATES HIGHLIGHT 911 SSAC MEETING

The first meeting of the New Year for the 911 Service System Advisory Committee (911SSAC) provided members with updates on a variety of topics.

First order of business was committee leadership. Members voted to retain the committee's current Chair Bill Muldoon and Vice-Chair Jessica Loos.

Members then heard updates on regionalization, NG911 deployment status, Originating Service Providers (OPS) migration and the PSC's 911 outage investigation. State 911 Director Dave Sankey told the committee the Commission has held hearings on the Lumen and Windstream 911 outages and continues its process as it is currently consulting with an independent technical network expert.

Updates were also provided by the technology, operations and training working groups. The technology group continues to work on backup network capabilities, to help improve outage notification processes and carrier diversity. Outage communication is also being addressed by the operations working group. The training working group continues to explore telecommunicator certification and highlighted that the state has already completed the majority of requirements for such program.

Committee members then heard a presentation on the Volunteer Fire Department Radio Grant program from the office of the Chief Information Officer (CIO). The meeting wrapped up with an update on the current legislative session and bills affecting 911.

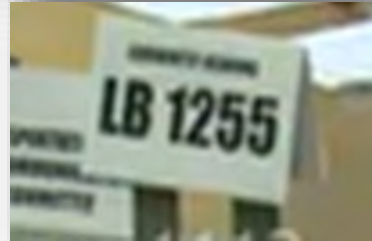
The Committee will hold its next meeting on Wednesday, May 8, beginning at 1:00 p.m., at the PSC Office in Lincoln.



DIRECTOR'S DESK:



State 911 Director Dave Sankey



Several bills dealing with 911 have been heard this year before the Legislature's Transportation and Telecommunications Committee. The Commission testified in support of two of those bills, LB1255 and LB1256.

LB1255, sponsored by Senator John Frederikson, would compel carriers to connect to the NG911 system in a defined period of time. Getting Originating Service Providers (OSPs) off the selective routers and onto the points of interconnect once a PSAP has transitioned to the NG911 System is crucial to removing the limitations of the aging legacy system.

We appreciate the efforts of the carriers as they work to connect to NG911 and believe this bill helps to clarify the process by providing carriers a defined period in which to complete the connection.

LB1256, sponsored by Senator Wendy DeBoer would enhance the reporting process when a 911 outage occurs. The bill would require 911 providers to file copies of outage reports to the Commission at the same time they file them with the Federal Communications Commission (FCC). It would further require the Commission to hold a public hearing within 90 days of receiving those reports. The Commission testified the legislation would be helpful to ensure transparency to the public and address any concerns related to an outage.

The Commission believes both of these bills will support the success, transparency, and accountability of the NG911 system. We will keep you updated on any progress with this legislation.

HULAC JOINS PSC LEGAL TEAM

Sara Hulac is the newest member of the Public Service Commissions legal team and will be working primarily with the State 911 Department.

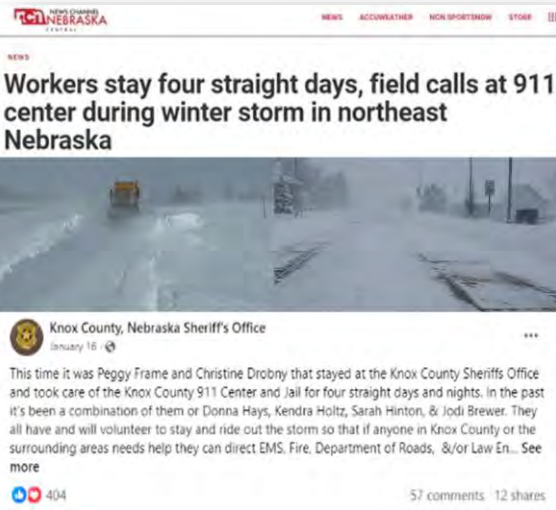
An attorney for 15-years, she is a graduate of the University of Nebraska College of law and also holds a Bachelor of Science degree from Creighton University. Sara comes to the PSC from her most recent position at the Nebraska State Patrol.

Raised in Omaha, she has lived in Lincoln for the past six years. Sara enjoys reading, hiking, plants, and crochet. She has two rambunctious dogs and two mischievous cats keeping her busy.



Sara Hulac PSC Legal Counsel

KNOX COUNTY DISPATCH EFFORTS HIGHLIGHTED



In late January a winter storm brought subzero temperatures, along with feet of blowing and drifting snow, closing schools and business, and making travel across much of the state treacherous or even impossible.

During the winter storm, telecommunicators/dispatchers across the state went above and beyond the call to help ensure the safety of our citizens, as they fielded calls and directed emergency services.

The efforts of two Knox County 911 center dispatchers were highlighted in a [media story by News Channel Nebraska \(NCN\)](#) which focused on their dedication as they stayed four straight days at work, fielding calls, taking care of prisoners, and directing EMS, Fire, and Department of Transportation Road crews.

According to Knox County Sheriff Don Henery, the two dispatchers stayed to help ensure the safety of the citizens. He said, they didn't want any accolades, as they were just doing their jobs. That sentiment appears to be a theme among our telecommunicators/dispatchers, who have long been referred to as the thin gold line, rarely seen, but always heard.

We thank the Knox County dispatchers and all 911 telecommunicators for their vigilance and preparedness as they perform critical functions 24 hours a day, 365 days a year.

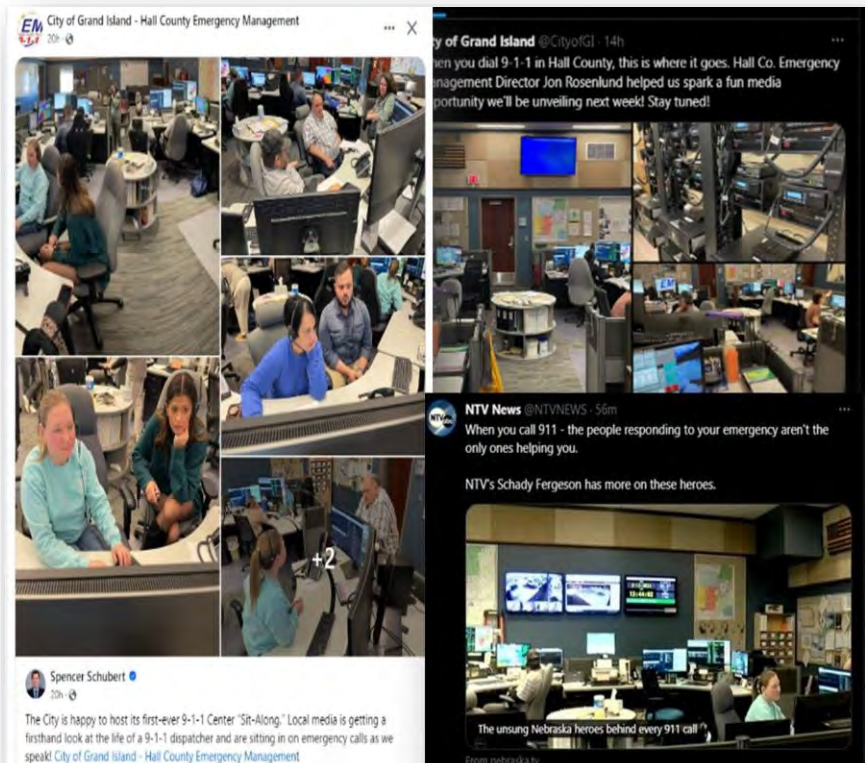
GRAND ISLAND 911 CENTER OFFERS 911 SIT ALONG

In February, the City of Grand Island/Hall County Emergency Management took the opportunity to invite media into its 911 Center for a behind the scenes look at a day in the life of a 911 dispatcher/telecommunicator.

Spearheaded by Hall County Emergency Manager Jon Rosenlund the media opportunity was called a "911 sit along". Reporters observed dispatchers in action and talked with them about the important role they play as they work to provide emergency services to citizens in need.

The stories provided great community outreach and a way to bring attention to the vital services provided by our state's PSAPs.

If you missed the stories check them out at [NTV News](#) and [KSNBLocal4](#)



LINCOLN 911 PARTNERS WITH THE 988 SUICIDE & CRISIS LIFELINE

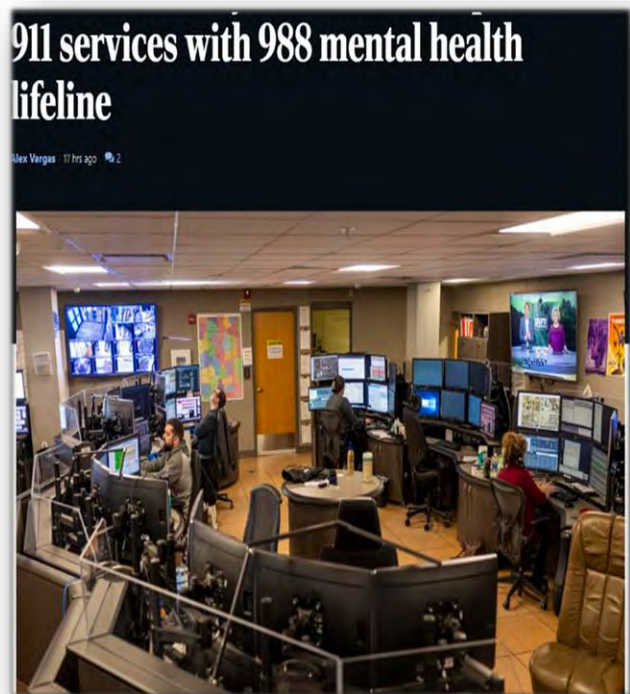
The Lincoln Emergency Communications Center (LECC) has announced it will partner with the Nebraska 988 Suicide & Crisis Lifeline.

The first of its kind partnership in the state will enable emergency telecommunicators to connect callers in suicidal crisis or emotional distress with trained mental health professionals at the 988 crisis lifeline.

The partnership will enable individuals in suffering emotional distress to connect directly with licensed crisis counselors without requiring law enforcement intervention.

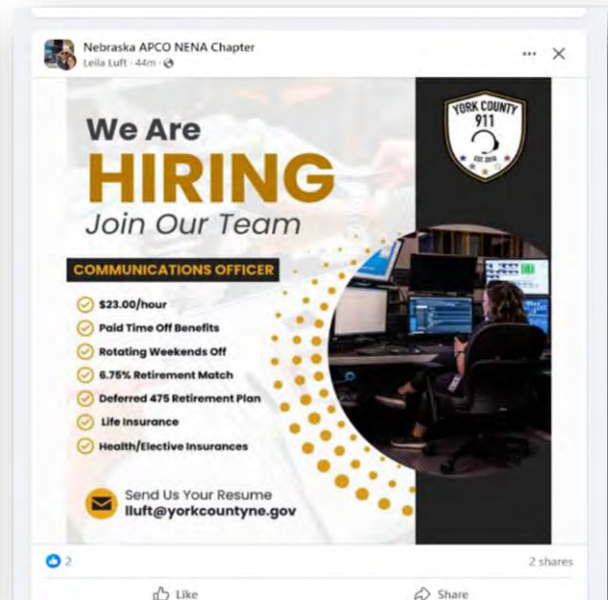
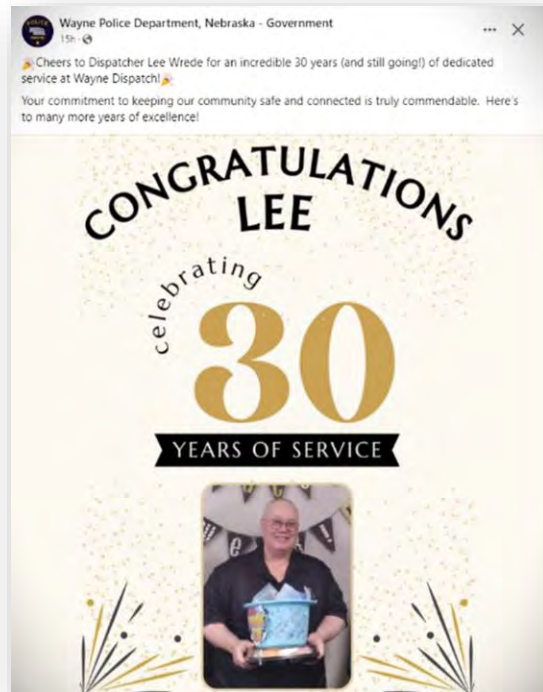
According to the 988 program manager the Nebraska Lifeline program has received 42,000 calls since becoming available in 2022.

You can access more information on the 988 Suicide & Crisis Lifeline @ 988lifeline.org



Seen on Social Media

We're sharing 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. 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 >.



9-1-1 NOTES

Funding Application Deadline

March 31 marks the deadline for filing of PSAP funding applications with the Public Service Commission. If your PSAP hasn't completed its application yet, please reach out to the PSC State 911 Department @ psc.psap@nebraska.gov to let us know what if any issues might be holding up your funding application.

A reminder to be thorough as your PSAP provides answers to the questions posed in the application. It is important to answer the question that is asked. If your PSAP does not have the answer to a question, please reach out to your vendor or research your maintenance contracts for the information. If you still don't know the answer, please do not leave the question blank. An appropriate answer would be "unknown".

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

Again, if your PSAP has questions about its funding allocation or the audit packet, email us @ 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 > our knowledgeable and experienced staff will work to answer your question or provide you information in a timely manner.





Contact Us

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911
nebraska

TEXT if you can't.