

INSIGHTS

Connecting to the future of public safety communications

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WORKING GROUP UPDATES HIGHLIGHT AUGUST 911 SERVICE SYSTEM ADVISORY MEETING

It has been a productive summer in continuing efforts to implement Next Generation (NG911) in Nebraska. Key to those efforts has been the involvement of the 911 Service System Advisory Committee (911SSAC). During its August meeting, committee members were provided status updates from their GIS, Training, Technology and Operations working groups.

The GIS working group reported that 100% of the PSAP boundaries have been confirmed and work is underway with Intrado on uploading data. An updated timeline was provided by the training working group and information was provided to committee members on a planned meeting with the state EMS director and the American Heart Association to discuss Emergency Medical Dispatch (EMD) and T-CPR. The Technology group is working on NG911 backup Network options to ensure that no call goes unanswered. Members of the Operations group are busy working on a Continuity Of Operations Plan (COOP) model policy as well a model communications plan for PSAPs. A good discussion was also held regarding the interaction between 911 and the new Mental Health Hotline number 988 which will go into effect in 2022. The Operations working group will meet with the Nebraska Mental Health Crisis Hotline Task Force to gain additional information and continue discussions.

State 911 Director Dave Sankey provided an update on Regionalization, ECATs, Cyber and Physical Security Contract and NG911 Deployment.

The meeting ended with a discussion on the 911 surcharge recommendation to the Commission, with the 911SSAC joining the Wireless 911 Advisory Board in recommending an increase in the surcharge from the current .45 to .70 cents. A hearing on Annual 911 Surcharge was held on August 24 with a decision from the Commission expected by the end of the year.

The next 911SSAC meeting was set for Wednesday, November 17, at 1:00 p.m., at the Public Service Commission in Lincoln.



Training Working Group	
Statewide Minimum Training Requirements	
May	• SSAC Approval
June	• Curriculum Reviewing & Writing • Final Operational Manual Review and E-CPR
August	• EMD and T-CPR Discussion with State Medical Director and American Heart Association
September	• PSC Present Order to Commission
October	• PSC and Working Group Present at NE NENA/APCO

NEW WEBSITE AIMS TO HELP REDUCE RANSOMWARE RISKS

In July, the Federal Government launched a new website to help organizations reduce their risk of ransomware.

[StopRansomware.gov](https://www.stopransomware.gov) is the new homepage for federal government agencies to pool resources that can give businesses and organizations the opportunity to better protect their networks no matter their size.

The new website includes information about the critical steps that should be taken to respond to and recover from a cyber-attack including a comprehensive Ransomware Guide and Cyber Hygiene services, available at no cost to help organizations scan for network vulnerabilities.

Not only are ransomware cases on the rise, such incidents have become more destructive and impactful. The Federal Government website [StopRansomware.gov](https://www.stopransomware.gov) is designed to enable organization to enhance their network defense while helping them to be more aware and prepared to deal with malicious cyber actors.



DIRECTOR'S DESK:



State 911 Director Dave Sankey

Each and every day Public Safety Answering Points (PSAPs) here in Nebraska and across the country face the possibility of having their center disrupted or held ransom by a cyber-attack.

The Public Service Commission (PSC) and the 911 Service System Advisory Committee (911SSAC) recognizes the risks associated with this threat and as such the PSC has entered into an agreement with Mission Critical Partners (MCP) to conduct cybersecurity and physical security assessments for each PSAP in Nebraska.

The assessments conducted by MCP are provided at no cost to the PSAPs and will include onsite interviews, network scans, physical inspections and an assessment of a PSAPs network vulnerability including a report of prioritized recommendations. To prepare for the assessments, the PSC and MCP held two webinars to share information about the project.

The past few years have shown the need for increased awareness of potential security threats that exist in the 911 environment and it benefits everyone involved with public safety communications to work together to minimize risks to their facilities and networks.

NENA APPROVES NEW VERSION OF ITS NG911 STANDARD



In July, the National Emergency Number Association (NENA) released the most recent version of its i3 standards for Next Generation 911 (NG911) infrastructure.

The new version includes key updates to NG911 infrastructure to ensure continued support for interoperability on a national and international scale, as well as improvements to cybersecurity, a significant call bridging update and more.

The NG911 i3 standard is an open standard developed with the contribution of a large community of industry, academic and public safety experts.

Visit the NENA website for more information on the latest i3 standard update @ <https://www.nena.org/news/572966/NENA-Releases-New-Version-of-the-i3-Standard-for-Next-Generation-9-1-1.htm>

NEBRASKA APCO-NENA 2021 CONFERENCE SET FOR OCTOBER 18-20

The 2021 Nebraska APCO-NENA conference returns to an in-person format at the Graduate Hotel in Lincoln, October 18-20.

The State 911 Department will help to kick things off with the return of the 911 Goes to Lincoln. State 911 Department team members and partners led by Director Dave Sankey will update participants on the NG911 deployment project underway and the projected migration of the South-Central/Panhandle region to the ESInet in the fall of 2021. Information will also be provided on GIS, ECaTs, training standards and ongoing PSAP regionalization efforts.

Checkout the conference schedule @ <https://www.neapconena.org/conference-schedule> and watch for pictures from the event in the next edition of the Insights newsletter.



WIRELESS 911 BOARD APPROVES FUNDING REQUEST AND MORE AT JULY MEETING



Wireless 911 board members approved seven funding orders during their July 14 meeting.

Board members who gathered both in-person and virtually heard an update from PSC State 911 Director Dave Sankey on PSAP Regionalization, ECaTs and NG911 deployment.

Information was also provided on an FCC order addressing diversion of 911 fees. Those interested in reading more were encouraged to access an online article by Urgent Communications @ <https://urgentcomm.com/2021/06/26/fcc-releases-order-addressing-diversion-of-911-fees/>

The board ended its meeting by approving a recommendation to increase the 911 wireless surcharge from .45 to .70 cents beginning in 2022. PSC Commissioners will review the board's recommendation and make a decision at a later date.

The board's next meeting will take place in October in Lincoln during the Nebraska APCO-NENA conference.



9-1-1 NOTES

2020-2021 Wireless Audit Packet Deadline is October 15

It's audit time again! Just a friendly reminder that all audit packets must be submitted online to the PSC by Friday, October 15.

Your PSAP should have received an email containing a packet of audit information for July 1, 2020-June 30, 2021. As you well know, there is a lot of documentation required in order to complete the audit packet. We would appreciate everyone taking the time to ensure your PSAP has provided all of the necessary information before submitting the packet information online.

If you have questions about your audit or 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.



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 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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