

# INSIGHTS

Connecting to the future of public safety communications

Volume 30 / Issue 30

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Public Service Commission State 911  
Department

## PSC APPOINTS 911SSAC COMMITTEE MEMBERS

The Nebraska Public Service Commission has approved the appointment of 13 members to the 911 Service System Advisory Committee (911SSAC). The appointments follow the end of the tenure of all current committee members.

“We thank those who have served on this committee for their knowledge and expertise,” said Dave Sankey, Dir. State 911 Dept. “As the committee continues its work we look forward to a good mix of experienced members and new contributors.”

The 911SSAC makes recommendations to the PSC, on matters concerning the implementation, coordination, operation, management, maintenance, and funding of the 911 Service System as the State transitions to Next Generation 911.

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*“The committee is made up of both experienced members and new contributors,” said Dave Sankey, Dir. PSC State 911 Dept.*

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Appointed to serve a three-year term beginning July 2024 are:

- Bill Muldoon, Sarpy County 911 Dir.
- Shelly Holzerland, Dir. Communications Fremont/Dodge County 911
- Brett Lottman, Sheriff Nemaha County
- Neal Miller, Sheriff Buffalo County
- Mark Rempe, Fire Dept. Representative
- Brian Thompson, V.P. External Relations Consolidated Companies
- Jon Rosenlund, Emergency Management Dir. Grand Island
- Matt Watson, Cass County Chief Deputy
- Stan Shearer, EMS Omaha Fire Department
- Carla Zarybnicky, Southeast 911 Communications Dir.
- Kathy Allen, Douglas County 911 Dir.
- Tony Kosiba, Motorola
- Jessica Loos, Lincoln/Lancaster County 911 Dir.

One position on the committee remains open. Applications have been received and a full slate of members is expected by the 911SSAC meeting in August.

## DIRECTORS' DESK:



*State 911 Director Dave Sankey*

Empowering our nation's 911 communities to defend their critical infrastructure against cyber threats through the design and implementation of a secure resilient 911 ecosystem is the vision of the Cybersecurity and Infrastructure Security Agency (CISA).

To help achieve that vision CISA is sponsoring a series of Cyber Resilient 911 Symposiums. Along with other representatives from Nebraska, I had the privilege of attending the CISA's Central Region (5 & 7) summit held last month in Kansas City.

The gathering provided information on the cyber threat landscape, available tools, framework and solutions to help enhance cyber security measures in the 911 community. In addition, it helped to foster communication and collaboration among the 911 stakeholders in attendance.

This collaboration is essential and I look forward to continuing to build relationships as we look at the next steps needed to make the 911 system more resilient.

## CONTRACT WITH RAPIDSOS PROVIDES PSAPS ADDITIONAL SERVICES

The Nebraska Public Service Commission (PSC) has entered into a five-year contract with [RapidSOS](#) to provide its premium service UNITE to the 67 Public Safety Answering Points (PSAPs) in the state.

An added safety platform, RapidSOS enhances the Next Generation 911 environment by providing caller location information to 911 centers even if a wireless carrier is unable to deliver a call. Among the suite of services offered through RapidSOS UNITE, are enhanced caller location information and single sign-on access.

"RapidSOS is currently being utilized by many of the state's PSAPs," said State 911 Director Dave Sankey. "By elevating all PSAPs to the company's UNITE modules, it will provide even more tools to supplement caller location capabilities should a disruption in service occur."

More than 80 percent of emergency calls today, are made by wireless devices. With the integration of RapidSOS UNITE, PSAPs will receive an added layer of support in providing emergency response.

Director Sankey said, "We are pleased to be able to provide this additional service and are working with RapidSOS and the PSAPs to put together a plan to begin the implementation process."

# CELEBRATING OUR PUBLIC SAFETY TELECOMMUNICATORS #NPSTW2024

Every year the second full week in April is set aside to honor and say thank you to our Public Safety Telecommunicators. In Nebraska the 100's of men and women who provide critical/lifesaving support day-in and day-out were celebrated with a Proclamation from Governor Jim Pillen proclaiming April 14-20 as National Public Safety Telecommunicators Week #NPSTW2024. The week was filled with appreciation for the dedication of all who choose to put on the head-set and answer the call. Here is just a small sampling of the examples of gratitude we found on social media.



Wayne Police Department, Nebraska - Government  
17h

National Public Safety Telecommunicators Week is celebrated annually during the second full week of April to recognize and honor emergency dispatchers and their life-saving work. The need for emergency dispatchers is increasing steadily, with over 240 million emergency calls made to dispatchers every year in the US. This week we honor the unsung heroes of emergency services - our 911 dispatchers - who are always the first point of contact in an emergency and play a crucial ... See more

Hastings Police Department - Nebraska  
21h

Thank you to all the Public Safety Dispatchers! The true unsung heroes, the calm on the other end of the phone. We appreciate all that you do for us, all First Responders and our community! This week is for you! Thank you!

**Hastings 9-1-1**  
National Public Safety Telecommunicators Week

- Anna Sorensen, Communications Director
- Lori Clements, 9-1-1 Dispatcher & Communications Training Officer
- Sue Deepe, 9-1-1 Dispatcher
- Stacey Winn, 9-1-1 Dispatcher & Communications Training Officer
- Matt Pohlmeier, 9-1-1 Dispatcher & Communications Training Officer
- Melissa Conway, 9-1-1 Dispatcher
- Stephanie Sell, 9-1-1 Dispatcher
- Brice Sell, 9-1-1 Dispatcher
- George Reitz, 9-1-1 Dispatcher in training

*Thank you!*

York County 911  
1d

Today marks the first day of National Public Safety Telecommunicators Week in appreciation of our 911 professionals across the nation. Our 911 professionals in York County work tirelessly to make sure every call is answered in the protection of life safety and we anticipate needs of our field responders to ensure they get quality responses. We are the unseen heroes of public safety. Thank you York County 911 professionals for your service and commitment to this community!

**YORK COUNTY 9-1-1**

- Leila Luft, Communications Director
- Mindy Gerken, Deputy Director
- Kelly Miller, Communications Officer
- Jeana Due, Lead Communications Officer
- Mary Marget, Lead Communications Officer
- Rachel Borges, Communications Officer
- Tania Billington, Communications Officer
- Megan Pinney, Communications Officer
- Tyleigh Kirkpatrick, Communications Officer
- Kaylie Ruiz, Communications Officer
- Christy Pool, Communications Officer

*Thank you!*

NE PSC @NEB\_PSC · Apr 15

Showing our gratitude and appreciation as we recognize the 24/7 dedication of our 911 dispatchers during National Public Safety Telecommunicators Week #NPSTW Thank you for the critical/lifesaving support you provide #thankyou911

**EM** City of Grand Island - Hall County Emergency Management 3h · 🌐

This week is National Telecommunications Week and a great time to recognize the contributions that our Public Safety Dispatchers make to our community.

Did you know? In 2023, the Public Safety Dispatchers in Grand Island received nearly 39,000 911 calls, and another 39,000 calls on our "non-emergency" lines.

A big thanks to the 911 staff for all of their wonderful work!



**York County 911** 10h · 🌐

Deputy Director Mindy Gerken was awarded the Nebraska Emergency Service Communications Association (NESCA) Life Saver Award for 🏆 TWO 🏆 life saving incidents in the past year.

In April 2023, Mindy took a 911 call of a subject in cardiac arrest. Mindy quickly recognized that CPR was needed and was able to coach the caller to get hands on chest. With her guidance, the caller performed 5 minutes of compressions on the patient before EMS arrival. It was later reported that the pa... See more



**GIHallEMA** 10.1K posts Following

**GIHallEMA** @GIHallEMA · 1h

It's National Telecommunications Week and a great time to recognize the impact that our Public Safety Dispatchers make to our community. In 2023, our Dispatchers received 39,000 911 calls, and another 39,000 calls on our "non-emergency" lines.

A big thanks to the 911 staff!



**Lincoln Police** @Lincoln\_Police · Apr 20

As we wrap up National Public Safety Telecommunicators Week, please help us congratulate Jayme Evans as our Emergency Medical Dispatcher of the Year! This award recognizes her commitment to providing amazing customer service during many citizens' most difficult moments. #NPSTW



**911** **NASNA911** @nasna911 · Apr 19

Join the NASNA in recognizing the hard work of 911 telecommunicators by adding a leaf to the 911 Telecommunicator Tree of Life at [911treeoflife.org](http://911treeoflife.org). #WeAreNASNA #NPSTW #ThankYou911



**911 Telecommunicator Tree of Life**  
Celebrating 911 Telecommunicators  
and Honoring the Impact  
They Make in our Lives Every Day

The Tree of Life "grows" with every story told!

**SHARE A STORY, SPROUT A LEAF**

The 911 Telecommunicator Tree of Life has been "planted" with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities.

Visit [911treeoflife.org](http://911treeoflife.org) to "add a leaf" to the tree by sharing the name and story of a 911 telecommunicator who has inspired you!

[www.fbi.gov](http://www.fbi.gov) [APCO](http://www.apco.org) [NENA](http://www.nena.org) [IAED](http://www.iaed.org)

U.S. Department of Defense

**Mission Critical Partners** 2h · 🌐

This week, we shine the spotlight on the unsung heroes of public safety—our dedicated telecommunicators. These professionals are the first point of contact in emergencies, providing a calm voice in the storm and coordinating vital assistance when seconds count.

To all public safety telecommunicators, thank you for your unwavering dedication and for being our lifeline in times of need.



**Thank You 911**

**National Public Safety Telecommunicators Week**  
**APRIL 14-20, 2024**

## CITY OF GRAND ISLAND-HALL COUNTY EMERGENCY MANAGEMENT DIRECTOR HONORED

Join us in congratulating City of Grand Island-Hall County Emergency Management Director Jon Roselund on being honored as the “Partner of the Year” from the Nebraska Preparedness Partnership.

Roselund, who has served as a member of the 911 Service System Advisory Committee (911SSAC) since its inception has been Emergency Management Director in Hall County since 2007. He was nominated for the statewide honor by County Officials and received the award in April during the Nebraska Association of Emergency Management Conference held in Kearney.

The Nebraska Preparedness Partnership combines assets of the private sector with the resources, knowledge, and access of the public sector to fill gaps and take recovery to the next level.

Checkout the coverage on his award from our media friends at News Channel Nebraska

<https://www.newschannelnebraska.com/story/50757740/hall-county-emergency-manager-jon-roselund-wins-statewide-award>



*Sandra Hobson, Program Dir. NE Preparedness Partnership & Jon Roselund, City of G.I.-Hall County Emergency Management Dir.*

## APRIL BRINGS VIOLENT WEATHER TO THE HEARTLAND

They'll be remembered as the Arbor Day tornadoes. On April 26, severe weather moved across the state spawning tornadoes, hail, high winds and flooding rains causing millions of dollars in damages to businesses and homes.

The massive storms once again highlighted the important role our public safety telecommunicators play during severe weather events. We thank you for your commitment to our citizens and first responders.

For a look at the role of our 911 centers (PSAPs) during severe weather check out the story from our media friends at 10/11 News

<https://www.1011now.com/2024/05/07/local-agencies-work-keep-people-safe-severe-weather/>



## 9-1-1 NOTES

### Legacy Set-Aside Fund Spend Down Plan Reminder

Has your PSAP migrated to the Next Generation 911 System? If so, the clock is ticking to submit your PSAPs three-year process detailing how it will spend down its set-aside balance.

PSAPs that have transitioned from a legacy PSAP to an NG911 PSAP have three years to use up their remaining legacy set-aside fund balance. The three-year period to use up legacy set-aside funds begins on the date a PSAP makes the transition to NG911.

Legacy set-aside funds may be used for any eligible expense without seeking PSC approval. Legacy set-aside funds **may not** be used for personnel costs. PSAPs are encouraged to use legacy set-aside funds to cover PSAP costs of adjusting to the new funding allocation model.

If you have questions about your transition date or spending your legacy set-aside funds email us @ < [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) >.

### 2023-2024 Wireless Audit Packets Due Date Approaching

The deadline for online submission of 911 Service System fund Audit packets is approaching. All audit packets must be submitted to the PSC online by Tuesday, October 15. An email containing a packet of audit information for July 2023-June 2024, will be sent to your PSAP in July.

Just a reminder there is a lot of documentation required to complete the audit packet. Please take the time to ensure your PSAP has provided all of the necessary information before submitting the packet online.

Again, once you receive your packet, should you have questions about your audit, or the information required 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 E9-1-1? 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.

### Connect with us on Social Media

We 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) >.



## Contact Us

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[www.psc.nebraska.gov](http://www.psc.nebraska.gov)



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**CALL** if you can.

**911**  
nebraska

**TEXT** if you can't.