

# INSIGHTS

Connecting to the future of public safety communications

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Department

## MEETING RECOGNIZES NEW 911SSAC MEMBERS

The August meeting of the 911 Service System Advisory Committee (911SSAC), welcomed newly appointed committee members. With the terms of all previous 911SSAC members expiring, the Commission sought applications and approved 14 members to each serve a three year term.

First order of business was selection of a committee chair and vice- chair. Members voted to retain Bill Muldoon as chair and Jessica Loos as vice chair.

State 911 Director Dave Sankey then provided updates on regionalization, NG911 deployment and the ongoing investigation into past 911 disruptions.

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*“We are excited to move forward with our new group of committee members,” said David Sankey, Dir. State 911 Dept.*

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Committee members approved the Operations working group Outage Notification Policy making the template available for PSAPs to use. A discussion was also held on the possibility of refreshing the working groups.

In a discussion surrounding secondary communications centers the Committee voted to recommend that Richardson County not connect to the 911 Service System as a secondary communications center at this time. They also voted to recommend to the Commission that the current 911 surcharge of 70-cents & 50-cents for Douglas County remain the same for 2025.

The next 911SSAC meeting will be held on November 20, at 1:00 p.m., in the Commission hearing room in Lincoln.



## DIRECTORS' DESK:



*State 911 Director Dave Sankey*

I am pleased to report that the implementation of RapidSOS UNITE is underway. In June, the Commission entered into a five-year contract with RapidSOS to provide its premium service to all 67 Public Safety Answering Points (PSAPs) in our state.

Currently, RapidSOS is installing UNITE modules in a number of PSAPs statewide. They will be moving forward with implementation to all remaining PSAPs with the hope of completing the process in the coming months.

While many PSAPs currently utilize the basic RapidSOS platform, elevating all PSAPs to premium modules will provide even more tools to supplement caller location capabilities should a disruption in wireless service occur.

With more than 80 percent of emergency calls today made on wireless devices, the integration of RapidSOS UNITE will mean an added layer of support in providing emergency response.

We are excited about this partnership with RapidSOS and look forward to the benefits it will provide PSAPs in Nebraska.

## LINCOLN OPENS NEW EMERGENCY COMMUNICATIONS CENTER

In June, the City of Lincoln opened its new expanded Emergency Communications Center (LECC). Located at the Lincoln Police Departments Northeast Team Station, the new center features technology and facility upgrades improving both resources and the environment for 911 dispatchers.

According to a news release from the Mayor's office, the new expanded center has capacity for 61 staff members and allows the center to increase the number of communications consoles from 18 to 24. Currently there are 51 members of the LECC dispatch and supervisor team. A new class of seven dispatcher is currently in training.





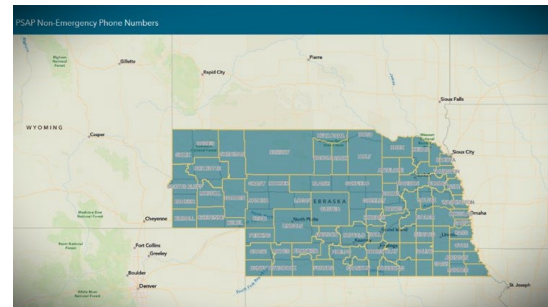
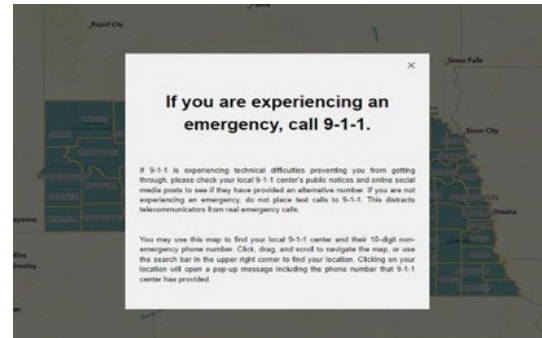
## PSAP NON-EMERGENCY NUMBER MAP AVAILABLE ON PSC WEBSITE

Connecting to Public Safety Answering Points (PSAPs) during an outage or disruption may involve the use of administrative lines.

In an effort to help make non-emergency numbers available, the Public Service Commission has developed an interactive statewide map of [PSAP non-emergency numbers](#).

The map which can be accessed on the PSC website encourages users to check with their local 911 centers's public notices and online social media to see if an alternate number is being provided. It also advises users if they are not experiencing a 911 emergency, to not place test calls to 911.

View the interactive PSAP Non-Emergency Number Map @ <https://gis.ne.gov/portal/apps/experiencebuilder/experience/?id=d7f7cee1964a4442a5c5bc78aca85599>



## STATE 911 DEPARTMENT TEAM MEMBER RETIRES

The Nebraska Public Service Commission and its State 911 Department congratulates Kathy Shepard on her retirement after 14-years of service to the State of Nebraska.

As an accountant with the State 911 Department, Kathy has worked closely with Public Safety Answering Points (PSAPs) reviewing financials related to audits of state 911 funds.

“If you operate a PSAP in Nebraska you're most likely familiar with Kathy,” said Dave Sankey, Dir. State 911 Dept. “She has been instrumental in helping PSAPs through the budgeting process.”

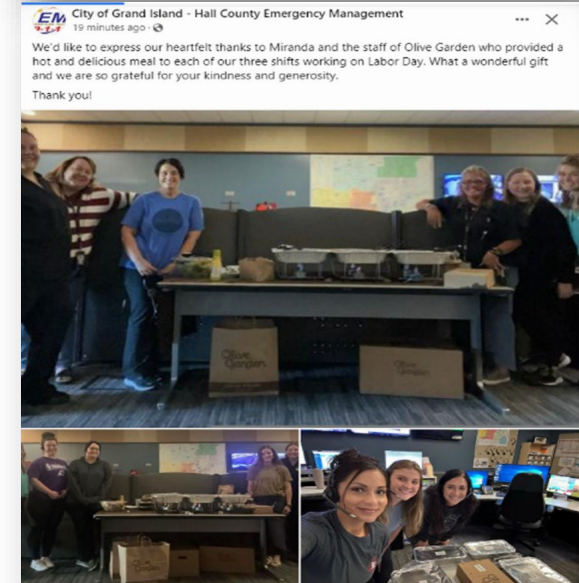
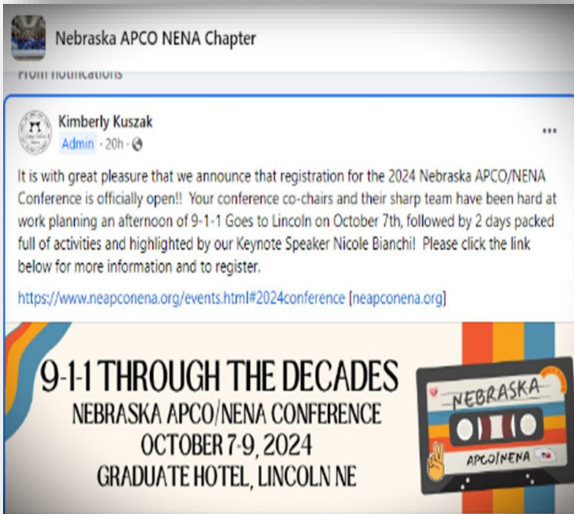
Family, friends and co-workers gathered to honor Kathy on her retirement.

Director Sanky said, “While we wish Kathy a well deserved retirement, we will miss not only her expertise, but her friendship.”



## 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.





## 9-1-1 NOTES

### October Deadline for 2023-2024 Wireless Audit Packets Approaching

The deadline for online submissions of wireless audit packets is approaching. All audit packets must be submitted to the PSC online by October 15.

An email containing a packet of audit information for July 2023- June 2024, should have been received by your PSAP. 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 necessary information before submitting the packet online.

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

### Legacy Set-Aside Fund Spend Down Plan

Has your PSAP submitted its plan detailing its three-year process to spend down your Legacy 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 balance. The three-year period to use up your Legacy set-aside funds begins on the date that your PSAP makes the transition.

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 cost of adjusting to the new funding allocation model.

If you have questions about your transition date or spending of your Legacy set-aside funds 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 911? 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.

### Sharing Information

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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**CALL** if you can.

**911** nebraska

**TEXT** if you can't.