

INSIGHTS

Connecting to the future of public safety communications
Volume 32 / 32 Issue

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An online Publication of the Nebraska Public Service Commission State 911 Department

PSC APPROVES WINDSTREAM REMEDIATION PLAN

The Public Service Commission (PSC) has entered into a stipulated agreement with Windstream and dismissed the department complaint ([911-078/DC-104/C-5596](#)) against the telecommunications carrier concerning three separate 911 outages/disruptions.

As part of the stipulated agreement Windstream will invest more than one million dollars into its network reliability and diversity as a part of a 911 Remediation Plan. The improvements agreed upon include:

- Enhanced backup systems to address power outages.
- Provide an additional layer of reliability and protection against outages by adding a new network path. This third path has the capacity to carry all of Windstream's traffic in Nebraska should the other two paths go down and repairs need to be made.
- Engage a third-party auditor to complete a system reliability and engineering review of its Nebraska network.

"The improvements agreed upon in the remediation plan will result in a positive impact on public safety communications in our state," said *State 911 Director, David Sankey*

The stipulated agreement follows an investigation involving three separate Windstream service disruptions (Sept. 2 & 3, Nov. 28, 2023, and Jan. 13, 2024). As part of its investigation the PSC conducted data requests, held a public hearing, and sought analysis from outside experts on network infrastructure, specifically in the area of 911 network requirements. As a result of the investigation a complaint was filed by the State 911 department. The department complaint resulted in the stipulated agreement and remediation plan approved by the Commission.

View the Orders as well as the mediation plan on the PSC website at < <https://psc.nebraska.gov/state-911/windstream-911-outage-investigation> >.

PSC HOLDS HEARING ON LUMEN 911 OUTAGE/DISRUPTIONS

On November 4, the PSC held a hearing for telecommunications carrier Lumen, concerning three separate service outages/disruptions affecting 911. The three separate outage/disruptions occurred on August 31, 2023, April 17 & July 9, 2024, and impacted 911 service over a wide area of Lumen's network. An initial hearing regarding the August 31, 2023, Lumen outage was held in January. As the Commission expanded its investigation to include the 2024 disruptions it conducted additional data requests and sought analysis from outside experts on network infrastructure specifically in the area of 911 network requirements < <https://psc.nebraska.gov/lumen-affiliates-911-outage-investigation> >.

Commissioners will now deliberate the testimony and information presented at the hearing before issuing an Order regarding the outcome and potential action regarding the investigations.

DIRECTOR'S DESK:



State 911 Director Dave Sankey

In December, the Nebraska Public Service Commission acted on the recommendation of the 911 Service System Advisory Committee (911SSAC) and adopted statewide uniform standards that will allow Public Safety Answering Points (PSAPs) on the 911 service system to communicate, coordinate, and engage with the 988 Suicide Crisis Lifeline (988).

The standards provide for the ability of a PSAP to transfer a caller with permission to the 988 Suicide & Crisis Lifeline and the ability for 988 to transfer calls to a PSAP. The standard also recommends that PSAP telecommunicators have training suitable for carrying out their ability to transfer calls and receive calls from 988.

Required by state statute (Neb. Rev. Stat. §86-1025), the uniform standards were developed over several months through the hard work of an ad-hoc 911SSAC working group, in conjunction with the Department of Health and Human Services, representatives of Boys Town and the University of Nebraska Public Policy Center. I want to thank everyone who gave of their time and expertise to complete this project.

The [911-988 statewide uniform standards](https://psc.nebraska.gov/ng911-information-911-service-system-advisory-committee) are available on the NG911 Info/911 Service System Advisory Committee page of the PSC website, under PSAP NG911 Resource Materials < <https://psc.nebraska.gov/ng911-information-911-service-system-advisory-committee> > Should you have a question regarding the approved standards please reach out to the State 911 Department at psc.state911@nebraska.gov.

In closing I would like to extend my appreciation to everyone for their commitment as we are in the final stage of PSAP migration to the NG911 Service System. It has been a productive year and we look forward to having all PSAPs connected to the system in the first half of 2025.



911 GOES TO LINCOLN PRELUDE TO NEBRASKA APCO/NENA FALL CONFERENCE

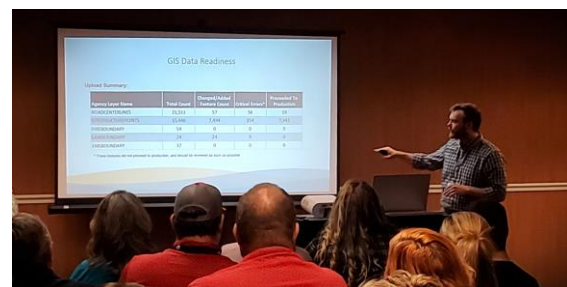


The Graduate hotel was the site for this year’s 911 Goes to Lincoln update. Held in conjunction with the Nebraska APCO/NENA fall conference, the pre-session provides important information on public safety communications projects and initiatives across the state.

Nebraska Public Service Commission (PSC) State 911 Department Director Dave Sankey, kicked-off the PSC’s presentation providing an update on the status of the implementation of Next Generation 911. Sankey told those in attendance that there is only one region with a PSAP that has yet to be connected to the Next Generation 911 Emergency Services Internet Protocol Network (ESInet) and Core Services. That migration is progressing with completion expected after the first of the year. Once completed all 68 Public Safety Answering Points will be connected to the NG911 system in Nebraska.

State 911 Department staff also provided updates on the PSAP Rapid SOS deployment and GIS routing.

The three-day fall conference drew members from across the state providing training opportunities, recognition, keynote speakers, and breakout sessions on a variety of current issues specific to the 911 environment.



AS 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.

Nebraska APCO NENA Chapter
Anonymous participant · a day ago ·

Four members of Nebraska TERT deployed yesterday to support our peers in the Buncombe County 911 Center in Asheville, NC. Updates will be provided as our team arrives at their destination and receive additional mission details.

Interested in becoming a member of Nebraska TERT? Co-coordinators, Sharon Codr and Spencer Conradt, will be at this year's Nebraska APCO NENA conference to answer any questions you may have. They can also be contacted at scodr@lincoln.ne.gov and scorrad@lincoln.ne.gov.



Wayne Police Department & 9-1-1 Communications, Nebraska
a day ago ·

Congratulations to our newest 911 Dispatcher, Cassandra, on completing her Dispatch Training Program!

Cassandra has successfully completed several months of 911 Dispatch training. Monday will mark Cassandra's first shift as a solo dispatcher.

To become a 911 dispatcher, it takes a strong person who must stay calm in stressful situations. They must have strong communication skills and the ability to multitask... [See more](#)



Megan Paschall
October 28 ·

Sarpy County 911 will be hosting the NENA 911 Center Supervisor course February 2025 in Gretna, NE. The registration is open on the NENA website.

We are also hosting the NENA CTO Program in January 2025 for anyone interested.





New 9-1-1 Training Opportunity

9-1-1 Center Supervisor

This course gives new supervisors the skills they need to succeed in their positions. Experienced supervisors leave with updated, refreshed skills that further their careers.

Using a combination of lecture and practical exercises, students learn the supervisor's role in 911, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and many other skills and tips for their toolbox.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Word and PDF reader software.

This is a 3-day course.

3 Days

WHEN February 19 - 21, 2025, 8:30 AM - 5:00 PM (Daily)

WHERE Gretna Volunteer Fire Dept District 1
21825 Capehart Rd, Gretna, NE 68028

COST \$445 for NENA members
\$595 for Non-members

REGISTRATION Register online at www.nena.org/education/calendar

FOR MORE INFORMATION Megan Paschall - mpaschall@sarpy.gov
Carol Workman - Training Coordinator - cworkman@nena.org

EM City of Grand Island - Hall County Emergency Management
about an hour ago ·

Remember folks! We are in a high fire danger this weekend, so be really careful out there and have a great day!!

WHY IS TODAY A 911 DISPATCHER'S FAVORITE DAY?

 BECAUSE IT'S 10-4

City of Grand Island - Hall County Emergency Management
Government organization

[Send message](#)

9-1-1 NOTES

Legacy Set-aside Spending Plan

As PSAP migrate to the NG911 service system, it's important to remember that once that transition occurs your PSAP has six months to submit a plan to the PSC detailing your three-year process to spend down legacy set-aside funds.

Legacy set-aside fund can 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 model.

If your PSAP has questions related to the legacy set-aside spend down plan, please reach out to the PSC State 911 Department @ psc.psap@nebraska.gov

911 Funding Applications

As we approach a new year, please remember funding applications for the 2025-2026 process are due on or before March 31. Funding applications must be submitted to the State 911 Department electronically.

Watch for an email with your funding application and updated instructions around the first of the year. Once you receive the email if you have any questions about the information required, please email us @ psc.psap@nebraska.gov





Contact Us

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www.psc.nebraska.gov



CALL if you can.

911
nebraska

TEXT if you can't.