

INSIGHTS

Connecting to the future of public safety communications
Volume 33 / 33 Issue

IN THIS ISSUE

- Lumen Investigation Closed, Findings Issued
- Director's Desk
- Norfolk Dispatcher Aids Roadside Delivery
- 911 SSAC Approves 911/988 Quick Start Guide
- 911 Clean-up Bill Passes
- Kimball County Dispatcher Retires
- As Seen on Social Media
- 911 Notes -Funding Application Deadline



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

PSC CLOSES LUMEN INVESTIGATION ISSUES FINDINGS

The Nebraska Public Service Commission has issued an Order ([911-075/PI-248](#), [911-077/C-5581/PI-252](#)) closing its investigation and issuing its findings into three separate 911 outages/disruptions involving telecommunications carrier Lumen.

The three separate outage/disruptions occurred on August 31, 2023, April 17 & July 9, 2024, impacting service over a wide area of Lumen's Nebraska network.

Through its investigation and hearings, the Commission found that Lumen's level of performance was not acceptable for Nebraska's 911 system and that the carrier failed to meet the level of service (five-nines) provided within its state contract.

"The independent testing underway is important to determine whether Lumen is capable of fulfilling its contractual obligations to provide the level of service expected and demanded moving forward," State 911 Director, David Sankey

In its Order, the Commission directed the State 911 department to identify potential changes to the state's current 911 system. To support that process, Commission consultant 911 Authority has begun independent verification and validation testing of the Next Generation 911 system provided by Lumen.

Additional information to include the Order can be found on the PSC website at < <https://psc.nebraska.gov/lumen-affiliates-911-outage-investigation> >.

DIRECTOR'S DESK:



State 911 Director Dave Sankey

Always heard, but rarely seen Public Safety Telecommunicators are often the first point of contact in an emergency. That contact can be the difference between life and death. In Nebraska, Telecommunicators continue to expand their ability to save lives through the implementation of Telecommunicator CPR (T-CPR).

In December of 2023, the Public Service Commission approved a directive requiring that dispatchers/telecommunicators in Nebraska be trained in Telecommunicator Cardiopulmonary Resuscitation or T-CPR. The directive adopted as an update to the [Training Standards for Public Safety Answering Points \(PSAPs\)](#) is paying dividends.



A recent [media story](#) highlighted just one instance of how T-CPR standards and training helped to save the life of a Papillion woman who suffered a heart attack while camping with her family in Saunders County. A real life example that highlights the hardworking men and women in PSAPs across our state, who through their commitment to training continue to make a difference in providing life-saving service to our citizens.

We thank you for your devotion as the PSC works to support continuing education and training efforts to PSAPs in Nebraska.

NORFOLK DISPATCHER AIDS ROADSIDE DELIVERY



From saving lives, to helping bring a new life into the world. Norfolk dispatcher Alayna Ping was the calm reassuring voice on the other end of the line in December when Erica and Austin Daake called 911.

The Daake's who were headed to the hospital to deliver their baby, got an unexpected surprise when their little bundle of joy decided to make her entrance early.

Ping provided instruction and sent emergency services their way. Despite the early arrival mom, dad and their new baby girl are doing great and are thankful for the calm reassurance Ping provided.

The couple's roadside delivery story was highlighted by our media friends. You can view their story @ <https://www.1011now.com/2024/12/29/norfolk-dispatch-helps-expectant-mother-deliver-baby-road/>

911 SSAC APPROVES 911/988 QUICK START GUIDE

The 911 Service System Advisory Committee (911SSAC) members got together in mid-February for their first meeting of year.

State 911 Director Dave Sankey provided an update on Next Generation 911 (NG911) letting everyone know that all 67 PSAPs are connected to the NG911 System. That was accomplished when Thurston County joined the Northeast Region and was migrated to NG911 in late January. In addition, over 70-percent of calls to PSAPs are being Geospatially routed. Director Sankey then provided a run-down of proposed legislation with the potential to affect 911.

Committee members also reviewed and approved a 911-988 Quick Start Guide. The guide will be provided to the PSAPs and posted to the PSC website under [911/988 Standards and Materials](#) on the NG911 Information & 911SSAC page.

Before adjourning the next meeting was set for 1:00 p.m., Wednesday, May 21, at Public Service Commission in Lincoln.

911 CLEAN-UP BILL PASSES

In late January, the Nebraska Public Service Commission provided testimony before the Transportation and Telecommunications Committee (TNT) on [LB362](#). Sponsored by Senator Wendy DeBoer, the bill is clean-up legislation that ensures Nebraska's 911 statutes are consistent and aligned with current practices.

State 911 department Director Dave Sankey provided testimony in support of the bill as did representatives of the Sheriffs and Police Associations, the Nebraska Association of County Officials (NACO) and the Nebraska Telecommunications Association (NTA).

[LB362](#) was advanced out of the TNT Committee to the floor, where senators quickly moved the bill without opposition. Passed by the legislature and signed into law by the Governor in March, it will take effect 90 days after the end of the legislative session.



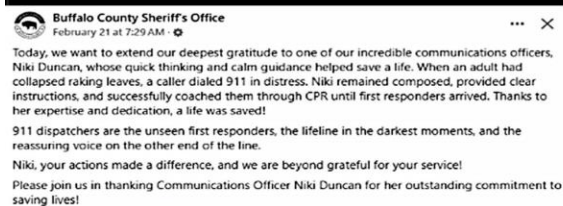
KIMBALL COUNTY DISPATCHER RETIRES AFTER NEARLY 28 YEARS OF SERVICE

We join the Kimball County Sheriff's Office and the PSAP community in congratulating Darlene Tiner (971) on her recent retirement (Feb. 13). Tiner served as a dispatcher/jailer for nearly 28 years in the Kimball County Sheriff's Office. Visit the Kimball County SO Facebook page for more on Tiner's retirement @ <https://www.facebook.com/profile.php?id=61556236764531> or view a story by our media friends on Tiner's service to the citizen of Kimball County @ <https://rivercountry.newschannelnebraska.com/story/52377273/dispatcher-retires-after-nearly-28-years-behind-the-board>



AS SEEN ON SOCIAL MEDIA

We're sharing the some of the social media posts we've seen from and about Nebraska Public Safety Telecommunicators Niki Duncan over the last quarter! Keep up the good work, it's always fun to learn about the important work being done across our great state.



9-1-1 NOTES

STATE 911 DEPARTMENT WELCOMES NEW STAFF

The PSC State 911 Department is pleased to welcome Taylor Synhorst and Katie Mattson to its team.

Taylor joins the State 911 Department as program analyst. With a Bachelor of Arts in Economics and Finance from Eastern New Mexico University, he is back in his hometown of Lincoln and is excited to be a part of the 911 department team contributing to its roll of keeping Nebraskans safe. When he's not working, he enjoys golfing, staying active with his wife and spending time at home with their two dogs.

With 10 years of experience, Katie joins the State 911 department as its Administrative Program Officer. Katie comes to the PSC from Ameritas. In addition to her weekday duties, she also works weekends at PetSmart. When she gets free time, this busy mother of two, can be found doing something fun with her kiddos.



*Taylor Synhorst
Program Analyst*



*Katie Mattson
Administrative Program Mgr*

Funding Application Deadline

The deadline for filing of PSAP funding applications is March 31. If you PSAP has not completed its applications yet, please reach out to the PSC State 911 Department at psc.psap@nebraska.gov to let them know what if any issues might be holding up your funding application.

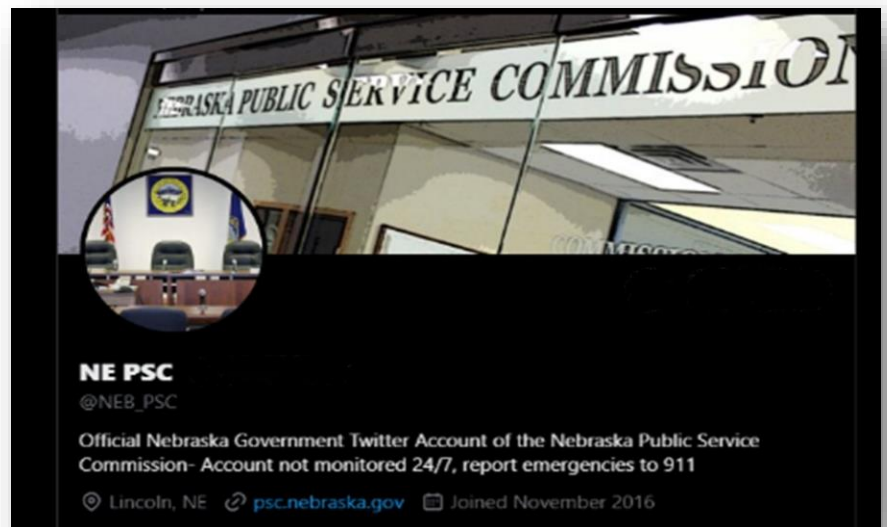
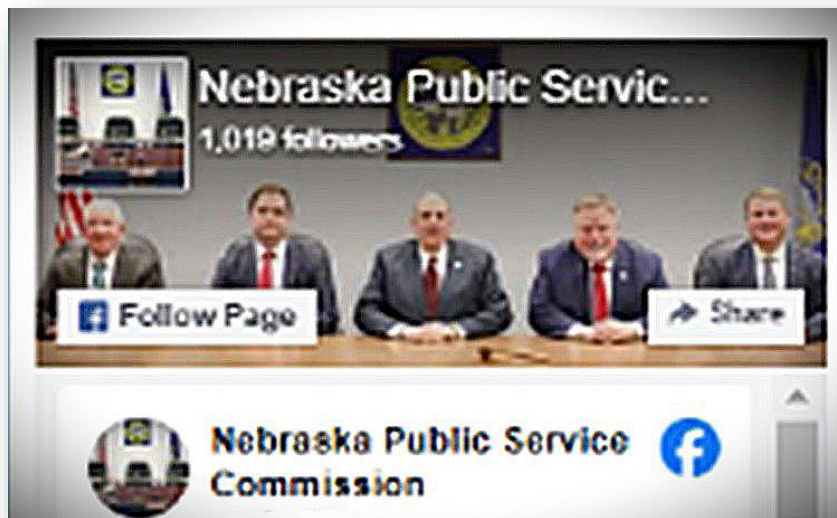
There are a number of question on the application, it is important that your PSAP is thorough in providing answers to the questions and in answering the question that is being asked. If your PSAP does not have the information needed to answer the question you are encouraged to reach out to your vendor or review your maintenance contracts for the needed information. If you still don't have the answer, please do not leave the question blank. An appropriate response would be "Unknown".

It's important to remember that part of the federal reporting requirement is the certification that jurisdictions that have 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 you PSAP has not filed its funding application by the March 31 deadline please email the us @ psc.psap@nebraska.gov

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 [X @NEB_PSC](#) or visit the PSC website @< www.psc.nebraska.gov >.





Contact Us

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