

INSIGHTS

Connecting to the future of public safety communications
Volume 35 / 35 Issue

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911SSAC LEADERSHIP POSITIONS NAMED

At the August meeting of the 911 Service System Advisory Committee (911SSAC), Jessica Loos was named the new committee chair. Per the committee's by-laws, Loos, who had been serving as vice-chair, moves into the position of chair. Bryan Thompson was nominated to fill the role of vice-chair and was elected to the spot on a voice vote. The committee did discuss some potential amendments to the by-laws, with a plan to revisit the discussion at its next meeting.

State 911 Department Director Dave Sankey let committee members know that all 68 PSAPs are now connected to the ESINet and all but one region (Northeast) are geospatially routing calls. Updates were also provided on OSP migration, legislation affecting 911, Rapid SOS, and current and pending RFPs.

Director Sankey then shared information on an Order approved by the Commission in August that will extend the time PSAPs have to spend down their legacy set-aside funds. The Order ([911-073/PI-232](#)) gives PSAPs an additional three-years to utilize the funds.

Previously, the spend down of set-aside funds was tied to the date a PSAP transitioned to the ESINet. The Order removes that requirement and sets a date of June 30, 2028, for all PSAPs to spend these funds. If the funds are not used by the end of June 2028, the PSAPs allocation will be reduced until their set-aside balance is zero.

During further discussion, the committee voted to refresh the funding working group with a goal of revisiting the funding model. The next meeting of the 911SSAC was then scheduled to be held at the Commission, beginning at 1:00 p.m., Wednesday, November 19.

DIRECTOR'S DESK:



State 911 Director Dave Sankey

A little more than a year ago, the Commission entered into a contract with RapidSOS to provide its premium service UNITE to all PSAPs in Nebraska. I am pleased to report that the Commission has extended its contract with RapidSOS and amended it to provide additional services. Added to the suite of amenities currently provided, all 68 PSAPs will now receive the voice and text translation module from RapidSOS. Look for additional information from PSC Staff on next steps.

Another quick update, we are fast approaching the time to have Originating Service Providers (OSPs) connected to the Points of Interconnect (POIs). Getting OSPs off the selective routers and onto the POIs is critical to removing the limitations of the aging legacy system. With more than 66 % of the OSPs connected to the POIs we would expect everyone to meet the end of the year deadline.

Dispatchers, First Responders Receive Life-Saver Awards

A family from Utah shared its heartfelt thanks to four members of the Buffalo County Sheriff's Office and the Kearney Police Department for helping to save the life of their son. The young man suffered a medical emergency during their travels on I-80.

In the message delivered during a video call the mother of the young man thanked 911 Communication Officers Mariah Elliott and Katryna Thomas for sending emergency medical services and law enforcement while providing CPR instructions to them over the phone until help arrived.

A ceremony honoring Elliot and Thomas along with Buffalo County Sheriff Deputy Reno Hunt and Kearney Police Officer Joshua Stokey with their department's Life-Saver Awards followed the emotional thank you.

For more about the award ceremony checkout the story from our media friends at NTV NEWS < <https://nebraska.tv/news/local/four-honored-for-lifesaving-efforts-in-kearney-medical-emergency> >



SARPY COUNTY EMERGENCY COMMUNICATOR SHARES STRATEGIES DURING APCO 2025

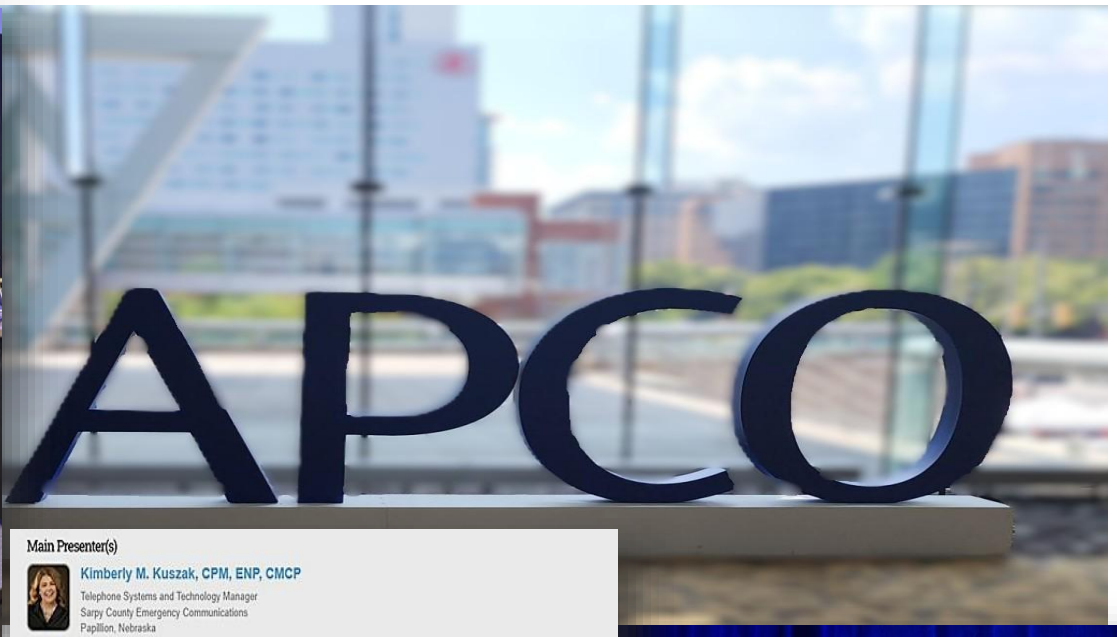
Attendees at this year's Association of Public Safety Communications Officials (APCO) conference, held in Baltimore, were given the opportunity to hear from one of Nebraska's own during a breakout session focused on strategies for managing 911 system outages.

Presented by Kimberly Kuszak, Telephone Systems & Technology Manager for the Sarpy County Emergency Communications in Papillion, the session provided participants with essential strategies to prepare for, mitigate, respond to, and recover from 911 system outages.

Kuszak, who submitted a paper on her proposal to APCO said she was honored to be selected to present on her topic. She indicated that it had been a great experience and that she had received much positive feedback.

As part of the session attendees examined the different types of outages, effective response measures, and best practices for managing each situation. The session also included actionable community outreach strategies to strengthen public awareness and preparedness before and during potential outages.

Interested in learning more, catch Kuszak's presentation during a breakout session at the Nebraska APCO/NENA annual conference in Lincoln, Oct. 7-8.



Main Presenter(s)



Kimberly M. Kuszak, CPM, ENP, CMCP
Telephone Systems and Technology Manager
Sarpy County Emergency Communications
Papillion, Nebraska

This session focuses on equipping attendees with essential strategies to prepare for, mitigate, respond to, and recover from 9-1-1 system outages. Participants will explore the various types of outages, effective response measures, and best practices for managing each scenario. Additionally, the session will provide actionable community outreach strategies to enhance public awareness and preparedness before and during potential outages.

Learning Objectives:

- Understand the Types and Causes of Outages: Gain insight into the various forms of 9-1-1 system disruptions, including system failures, natural disasters, cyberattacks, and power/connectivity issues.
- Learn Strategies to Prepare for and Mitigate Impact: Explore proactive measures such as risk assessments, redundancy planning, and personnel training to reduce outage vulnerabilities.
- Explore Effective Response and Recovery Techniques: Develop a comprehensive understanding of response measures during outages and evaluate post-outage recovery practices to ensure continuous improvement.



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! It's always exciting to learn about the important work being done and the opportunities available across the state.



9-1-1 NOTES

October Deadline for 2024-2025 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 2024-June 2025, 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 your packet 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 9-1-1? 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.



Sharing Need to Know Information

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 >.



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