

# INSIGHTS

Connecting to the future of public safety communications

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Department

## 911 SERVICE SYSTEM ADVISORY COMMITTEE HOLDS FINAL MEETING OF 2023

The 911 Service System Advisory Committee (911SSAC) held its final meeting of the year on Wednesday, November 15.

Committee members gathered at the Nebraska Public Service Commission heard from State 911 Director Dave Sankey on the status of regionalization and Next Generation (NG911) migration across the state.

Discussion centered on the aging legacy 911 system and the need to continue the migration of all 911 services to the NG911 platform.

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*“The outages experienced in September highlight the need to transition off of the legacy 911 system,” State 911 Director Dave Sankey.*

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One of the big issues is moving Originating Service Providers (OSPs) off of the selective routers and onto the points of interconnect once a PSAP has migrated to the NG911 system.

During their discussion it was clear that committee members view the OSP migration as a critical step in the transition to NG911.

Committee members also heard from several working groups with the primary focus on improving communication when it comes to outage notifications. Discussion centered on three areas: notification from telecommunication providers to PSAPs, notification from PSAP to PSAP and notification from PSAPs to the public. The working groups will continue to gather information and provide updates to the committee on improving the notification process.

Before adjourning the committee members set their next meeting for 1:00 p.m., February 21, at the PSC headquarters in Lincoln.

## DIRECTOR'S DESK:



*State 911 Director Dave Sankey*

As we prepare to wrap up another year, it's a good time to reflect on the progress made with the migration to Next Generation of 911 Services.

2023 saw the continued deployment by region of Public Safety Answering Points (PSAPs) to the NG911 System. As I write this 54 of the 68 PSAPs across the state have been connected to the Emergency Services Internet Protocol Network (ESInet) and Core Services.

Congratulations to all who have successfully made the transition. As we know, the migration is a process, one that involves testing, and retesting to ensure everything is working as expected.

In December, the Commission had the opportunity to provide members of the Legislature's Transportation and Telecommunications Committee an update on a number of issues to include Next Generation 911 (NG911). Senators heard about the progress being made as PSAPs migrate to the ESInet. A topic of discussion was also the need to get Originating Service Providers (OSPs) off the selective routers and onto the points of interconnect once a PSAP has transitioned the NG911 System. State senators may look at ways to help facilitate this process. We will keep you updated as the legislative session gets underway in January.

## HEARING HELD ON WINDSTREAM 911 OUTAGE INVESTIGATION

A hearing into the investigation of 911 service outages involving telecommunication carrier Windstream was held on December 28 at the Nebraska Public Service Commission.

During the hearing, a representative of Windstream provided information and took questions from the Commissioners and Commission attorneys on its network outages in September and November which affected 911 services in the southeastern part of the state.

The Commission's ongoing investigation into the events is seeking to determine the cause and scope of the outages, why required redundancy failed and a solution to prevent such outages from happening again.

The Commission will take information learned at the hearing into consideration as part of its investigative process before issuing an Order.

A second investigatory hearing into an August outage affecting 911 service involving telecommunications carrier Lumen will follow a similar format. That hearing will be held on January 4.

## 911 GOES TO COLUMBUS

The PSC State 911 Department was front and center during the 911 Goes to Columbus session at the 2023 Nebraska APCO/NENA conference.

State 911 Director Dave Sankey provided an update on regionalization and NG911 deployment, while the department's field coordinator James Almond caught everyone up to speed on the activities of the 911 Service System Advisory Committee (911SSAC) working groups.

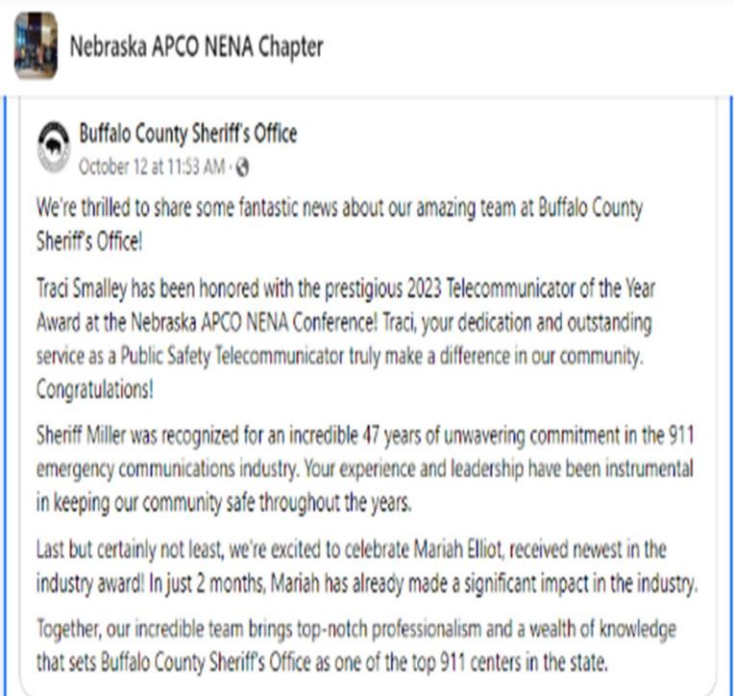
Also presenting was State 911 GIS lead Christian Nielsen, who talked about GIS readiness, geospatial routing, and the types of geospatial routing as it relates to NG911.

Other topics covered by participating speakers during the session, were trunked radio systems, status board reservation system and the 911 suicide & crisis hotline.



## NEBRASKA APCO/NENA CONFERENCE HIGHLIGHTS

The force was awakened in Columbus as the Nebraska APCO/NENA chapter held its 2023 fall conference. In addition to the great speakers and breakout sessions it was time to give out awards. Congratulations to 2023 Telecommunicator of the year, Traci Smalley, Buffalo County. First Line Supervisor of the year Jamie Carlson, Fremont/Dodge County 911 Center, and Spencer C. Seward County, Center Director. Buffalo County Sheriff Neal Miller was also recognized for 47-years of leadership and commitment to the 911 Emergency Communications industry.





## NEBRASKA APCO/NENA HIGHLIGHTS CONTINUED



Nebraska APCO NENA Chapter



Dodge County Sheriff's Office NE

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Jamie Carlson, Lead Dispatcher at Fremont/Dodge County 911 Communication Center was recognized as Line Supervisor of the Year at the recent Nebraska APCO-NENA Conference in Columbus, NE.

Jamie has been in public safety communications since 1996. After serving as dispatcher at three other agencies, she was an integral part in the formation of the team of dispatchers at Fremont/Dodge County 911. Jamie was promoted to Lead Dispatcher in 2018. She successfully completed the Leadership in Police Organizations program and is a certified 911 Center Manager through NENA. (National Emergency Number Association (NENA) is the only non-profit organization solely focused on improving 9-1-1.).

Congratulations Jamie, the citizens and responders of Dodge County are lucky to have you!

Congratulations to this year's award winners! 🏆

Center Director - Spencer C., Seward 911



## 9-1-1 NOTES

### E911 Funding Applications

As we approach the new year, please remember funding applications for the 2023-2024 process are due. Just like last year, funding applications must be submitted to the State 911 Department electronically and are due on or before March 31.

Watch for an email with your funding application and an updated instruction sheet around the first of the year. Once you receive the email, if you have any question about your funding application and the information required, email us @ [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov)

## Reminder to File a Legacy Set-Aside Fund Spend Down Plan

Has your PSAP migrated to the state's Next Generation 911 System? If so, we'd like to remind you that you have six months from the time a legacy PSAP becomes an NG911 PSAP to submit a plan to the Public Service Commission detailing a three-year process to spend down any Legacy set-aside balance.

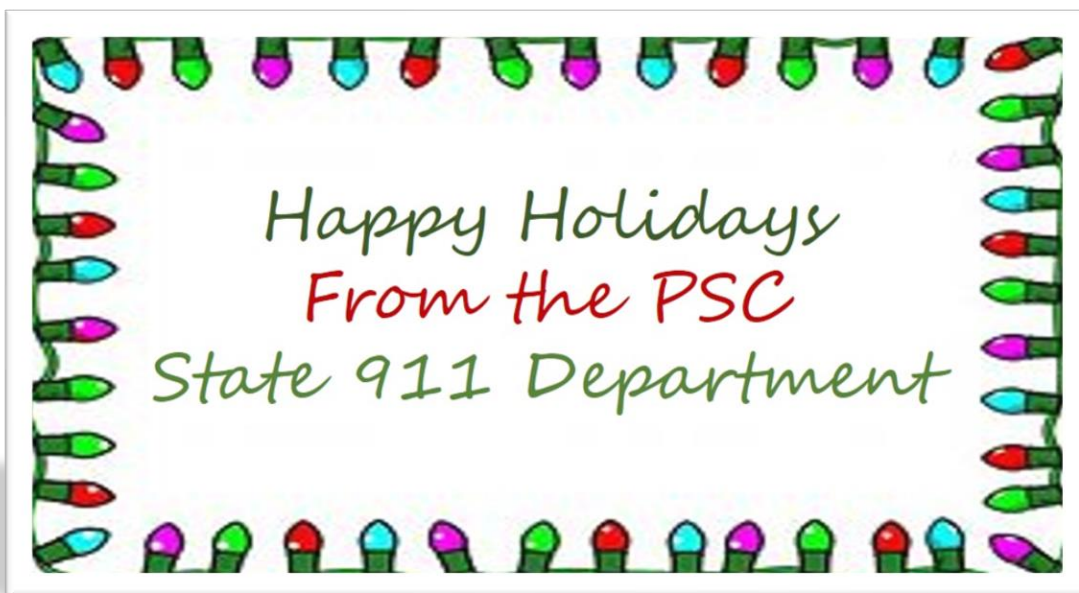
PSAPs that have transitioned from a Legacy PSAP to an NG911 PSAP have three years to use up their remaining legacy set-aside fund balance. Legacy set-aside funds may be used for any eligible expense without seeking PSC approval.

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 email us @ < [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) > our knowledgeable and experienced staff will work to answer your question and provide you information in a timely manner.

## Sharing information

The PSC State 911 Department is working to share information with PSAPs. If you haven't already we invite you to like us on [Facebook](#) and X @[NEPSCNG911](#) and @[NEB\\_PSC](#) or visit the PSC website @ < [www.psc.nebraska.gov](http://www.psc.nebraska.gov) >. We'd also like to hear from you. If you have anything you'd like us to highlight in our quarterly newsletter, please email us @ [james.almond@nebraska.gov](mailto:james.almond@nebraska.gov)





## Contact Us

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**911** nebraska

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