

INSIGHTS

Connecting to the future of public safety communications

Volume 17 / Issue 17

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

CONTRACT FOR ESINET & NG911 CORE SERVICES SIGNED SEALED & DELIVERED

The beginning of the new year proved to be an exciting one for the future of Next Generation 911 (NG911) in Nebraska as the Nebraska Public Service Commission (PSC) signed a multiyear contract with Lumen (CenturyLink)/Intrado to establish the statewide ESInet and NG911 Core Services.

“With the contract in place we can now move forward with building the backbone of a system that will provide NG911 service to the entire state,” said State 911 Director Davide Sankey.

The contract approximates a statewide ESInet serving seven PSAP regions (68 PSAPs), with the goal of having all regions connected to the ESInet by the end of 2022.

The initial five-year deal will provide NG911 services at a cost of nearly \$815,000 the first year and \$1.8 million each of the remaining four-years. At the end of the initial contract period, the PSC will have the option to extend the contract up to 10-years.

“The New Year brings a new phase as we begin the buildout of the backbone of the statewide NG911 system,”
State 911 Director, David Sankey

In late January, a kick-off meeting was held between members of the state 911 department, Lumen and Intrado. The virtual meeting provided an opportunity for the teams to get to know each other and to layout expectations as the state moves forward with the buildout of the NG911 platform. Watch for updates on the project and timeline as implementation effort progress.



DIRECTORS' DESK:



State 911 Director Dave Sankey

If we've visited on the phone or over any internet platform in the last weeks you've probably heard the enthusiasm in my voice or seen the smile on my face, that's because it is an exciting time for Nebraska as we begin the physical transition to an NG911 platform.

Following the signing of the contract with Lumen, members of the state 911 department gathered virtually with representatives from both Lumen and Intrado. This was an opportunity for Lumen/Intrado to introduce the members of their teams who will be working closely with all of us through the construction, implementation and continuing maintenance of the statewide NG911 system.

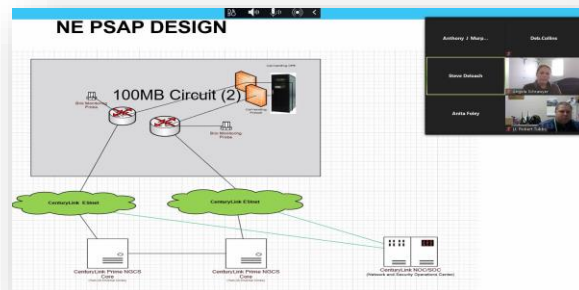
As I write this, site visits are underway in the SouthCentral/Panhandle region, the first region that will be connected to the statewide ESInet. A feat projected to take place by the fall of this year. Watch for updates as this phase of the project progresses.

We couldn't have achieved where we are today if it weren't for the unwavering commitment of all of our stakeholders. From our 911 Service System Advisory Committee (NG911 SSAC) and its many working groups, to our PSAPs, we are all in this together and it is together that we will continue to see this vitally important public safety communication project to fruition.

SOUTH CENTRAL/PANHANDLE FIRST REGION SLATED FOR ESINET CONNECTION

With site survey's underway, leadership of PSAPs in the South Central/Panhandle Region were provided a virtual opportunity to hear from the Lumen and Intrado teams working to build the ESInet and provide Core Services for the NG911 statewide system. Representative from the state 911 department also participated in the zoom get together.

Information on what PSAPs can expect from the site visits, as well as expectations as the buildout of the ESInet gets underway were topics of discussion. Questions were fielded and contact information for Lumen/Intrado were provided to the region.

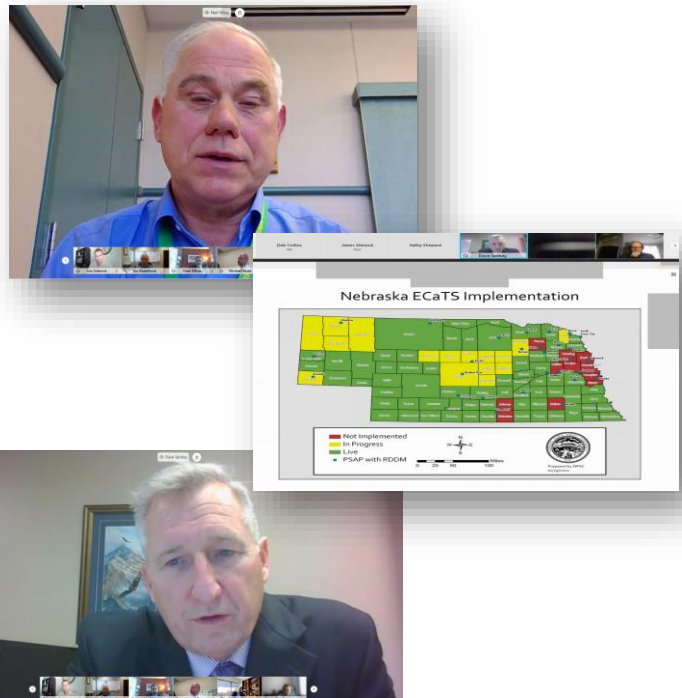


911 SERVICE SYSTEM ADVISORY COMMITTEE

Amid continued concerns about the spread of COVID-19, the 911 Service System Advisory Committee (911SSAC) held its first meeting of the New Year virtually. Committee members heard updates from the PSC on the ESINet & core services contract, ECaTs, regionalization efforts and 911 federal grant funds.

Working group reports, from GIS, training, technical, operations and funding were also provided. The training working group drew good discussion and will review some of its recommendations and provide an update at the next meeting. View a .pdf of the [working group updates](#) on the [Next Generation 911 page](#) of the [PSC website](#).

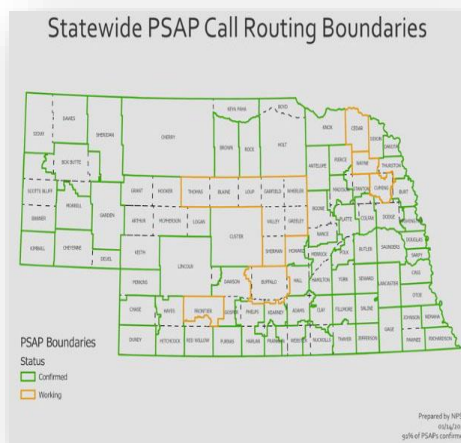
The next committee meeting will be held on May 12 at 1:00 pm., an online option will be made available.



GIS TEMPLATE/DATA AGREEMENTS AVAILABLE ON PSC WEBSITE

With nearly 91-percent of the state's Public Safety Answering Points (PSAPs) having agreed upon GIS boundaries, the GIS specialists in the State 911 Department want to remind PSAPs that a NE Cooperative Agreement template as well as a listing of completed data cooperative agreements can be found on the [GIS page](#) of the PSC website.

Questions about GIS? Our specialists would be happy to answer them. Just click or call utilizing the contact info on the [GIS webpage](#).



WIRELESS 911 ADVISORY BOARD HOLDS JANUARY MEETING

Selection of officers kicked-off the Wireless 911 January 20 board meeting, which was held virtually due to the ongoing pandemic. Current Chair Steve Reeves and Vice Chair Shelley Holzerland were retained for another year. The board then congratulated new member Bill Muldoon (Sarpy County) and recognized Sheriff Neil Miller on his reappointment to the board.

After updates from the PSC, the board approved six funding requests. Their next meeting will be held online beginning at 10:00 a.m., March 31. Instructions on participating can be found on the [State 911 meeting and hearing information page](#) of the PSC website.

LINCOLN NEWS ANCHOR ENCOURAGES CPR-THANKS DISPATCHER FOR HELPING TO SAVE NEWBORN SON'S LIFE

As a newscaster, reporting on stories involving emergency services is something 1011's Bill Schammert does just about every day. But it's not every day that he and his family are the focus of the story. In January, Schammert took to the air to thank a 911 dispatcher and Lincoln's emergency services for helping to save the life of his newborn son. The family was taking baby Cameron for a doctor's visit for what appeared to be a sinus infection, when he stopped breathing. A frantic call to 911, led to the calming voice of dispatcher Lisa Pachunka who guided them through CPR, while dispatching emergency medical services to the family's home. Thanks to her guidance and his parents' efforts baby Cameron started breathing on this own just before paramedics arrived. After spending a day and a half in the hospital the Schammerts' took their healthy baby boy back home. Along with his appreciation for the hero dispatcher, first responders and medical staff, Schammert stressed the importance of knowing CPR and encouraged everyone to learn this life saving method.



Bill Schammert 1011 NOW
January 11 at 8:22 PM · 🌐
I hope you'll forgive the tears, and take the time to watch and listen.
It's certainly not easy being vulnerable on TV, but it's so important to my family and ... See More



Lincoln Police Department
January 15 at 1:07 PM · 🌐
Today, Bill Schammert 1011 NOW stopped by the Emergency Communications Center to personally thank dispatcher Lisa Pachunka. Lisa answered the call to 911 that Bill never wanted to make. We appreciate him taking the time to thank Lisa and all our dispatchers for the exceptional work they do every day. Often times, dispatchers never know the outcome of a calls they take. Knowing this one had a good outcome adds positivity to the work they do. Great job, Lisa. Thank you fo... See More



NORFOLK UTILIZES NON- EMERGENCY NUMBERS DURING PANDEMIC



The city of Norfolk is utilizing non-emergency numbers to help provide some much-needed relief for its first responders and dispatchers during the COVID-19 pandemic.

Their efforts were highlight in a story by our media friends at KTIV-TV, Ch4, in Sioux City.

Checkout out the story on this successful effort @ <https://ktiv.com/2021/01/11/norfolk-city-officials-provide-an-update-on-911-call-flow-during-pandemic/>

9-1-1 NOTES

E911 Funding Applications Due April 15

2020-2021 funding applications for all PSAPs and WSP's receiving monies from the PSC are due by April 15. During the first part of March an email from the PSC was sent to all PSAPs containing an application and a call ratio summary sheet. WSP's that have previously applied also received an email with an application.

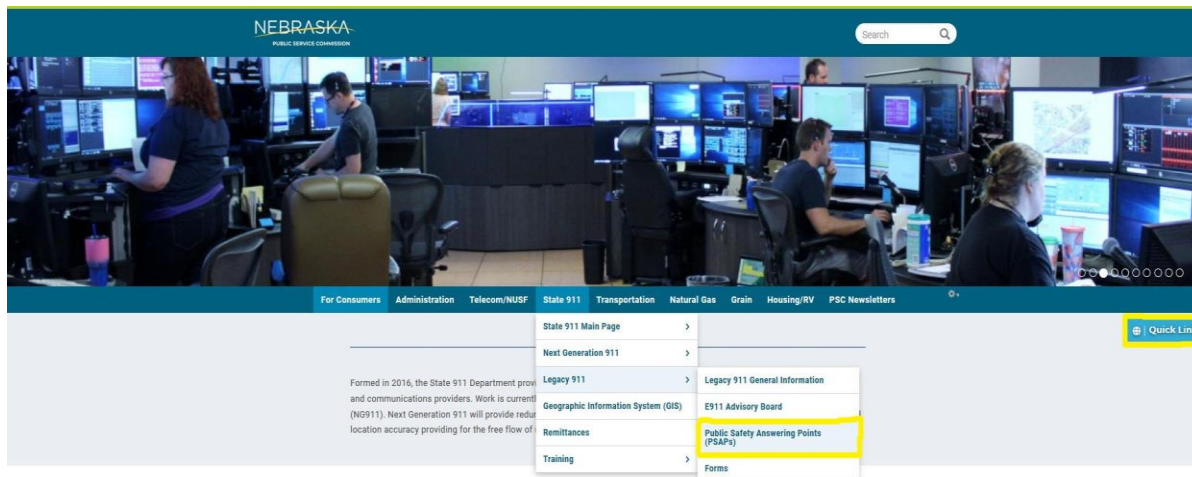
- Include call volumes (call data from MIS or ALI Retrieval forms are acceptable documentation for call volume).
- Provide copies of all new contracts

You can view the funding application and call ratios on the PSC website under the State 911 tab, on the PSAP page < <https://psc.nebraska.gov/state-911/public-safety-answering-points-psaps> > under the Funding Application and Call Ratio drop downs.

Also, just a reminder the state 911 department has gone paperless so all funding applications should be emailed to us @ psc.psap@nebraska.gov

Need PSC PSAP Information?

We've got what you're looking for. In need of PSAP contacts, funding applications, call ratios, set aside usage, or perhaps text-to-911 Wireless Service Provider (WSP) information you can find it all on our website [PSAP Information](#) page.



Can't find what you're looking for on the PSAP page? Try the Quick Links drop down on any State 911 page for a fast way of getting to specific 911 Department webpages such as forms, advisory board agendas, minutes etc.

While we're always happy to help you locate what you need, the information may just be a "click" away.

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.



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 [Twitter](#) @NEPSCNG911/ [Twitter](#) @NEB_PSC or visit the PSC website @< www.psc.nebraska.gov >.





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CALL if you can.

911
nebraska

TEXT if you can't.