

# INSIGHTS

Connecting to the future of public safety communications

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## SOUTH-CENTRAL/PANHANDLE REGION CONNECTED TO STATE'S NG911 SERVICE SYTEM

Wednesday, February 16 was a big day for Next Generation 911 in Nebraska as a news conference announcing the migration of the state's first Public Safety Answering Point (PSAP) region to the Emergency Services Internet Protocol Network (ESInet) was held at the Buffalo County Law Enforcement Center in Kearney.

Providing information at the news conference on the state's progress with NG911 implementation was Buffalo County Sheriff Neil Miller, Nebraska Public Service Commissioner Mary Ridder, Dist. 5, and the National Sales Director for Public Safety from Lumen Jim Carlson.

At the time of the news conference 20 of the 22 PSAPs in the South-Central/Panhandle region were receiving 911 calls through a secure IP network (ESInet) which is the backbone of NG911. One of the two remaining PSAPs joined the region and was connected to the ESInet in Mid-March the final PSAP will join as an NG911 PSAPs in the coming weeks.

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*"We've laid the foundation for NG911 in Nebraska with the migration of our first region to our state's NG911 Service System," Commissioner Mary Ridder, Dist. 5*

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While 911 calls are being received in the region via the ESInet, additional NG911 services such as Geospatial call routing, texting, pictures and video will be phased in as the implementation process continues across the state.

Commissioner Mary Ridder, Dist. 5, told those in attendance at the news conference that the implementation of the Nebraska Next Generation 911 System was made possible through the collaboration of public and private partners.

Sheriff Neil Miller said the deployment of NG911 in the South-Central/Panhandle region will allow new technology within 911 services to be available to citizens moving forward.

The migration process will continue with the goal of having the remaining six PSAP regions connected to the Nebraska Next Generation 911 Service System by the end of the year.



*News conference on the migration of the South-Central/Panhandle region to the the Nebraska NG911 Service System*





## 911 Service System Advisory Committee Meets in Kearney

The 911 Service System Advisory Committee (911SSAC) met in Kearney following the morning news conference on the South-Central/Panhandle region migration to the Nebraska NG911 Service System.

The Buffalo County Emergency Operations Center in Kearney was the site of the meeting. 911 as committee members selected a chair and vice-chair for the 2022. Buffalo County Sheriff Neil Miller will retain the chair position and Nemaha County Sheriff Brett Lottman will be the new vice-chair. Stu DeLaCastro informed the committee the meeting would be his last as he is retiring at the end of the March. DeLaCastro has served on the committee since its formation in 2018. State 911 department director Dave Sankey joined 911SSAC committee members in thanking him for his years of dedication and service to the state and the advancement of 911 communications.

Updates on regionalization, NG911 deployment and cyber security awareness were provided along with working group updates from GIS, Training, Technical and operations.

The next committee meeting will be held Wednesday, May 18, at 1:00 p.m. at the PSC offices in Lincoln.

### DIRECTOR'S DESK:



*State 911 Director Dave Sankey*

As you've seen February 16 was a big day for Next Generation 911 in our state, with the announcement of the migration of the first PSAP region to the Nebraska NG911 Service System. A big thank you to all of the PSAPs in the South-Central/Panhandle region for their work with Lumen and the State 911 department staff on the installation of equipment and testing to help ensure a successful migration to the state's ESInet.

This milestone is proof of the importance collaboration has played in efforts to implement NG911 in Nebraska. The framework established from the very beginning of this process has relied on bringing together individuals and representatives of groups and organizations with interest in public safety communications. The 911 Service System Advisory Committee (911SSAC) and its many working groups has been the backbone of this process.

As we progress with the migration of the remaining six PSAP regions the need to rely on these partnership continues. Currently we have openings for volunteers on the 911 Service System Advisory Committee (911SSAC). This committee is instrumental in the decision-making process as it provides recommendations to the PSC Commissioners on all aspects of the Nebraska NG911 Service System. Members are appointed to the 911SSAC by the Commission and serve for a term of three years.

I want to thank those who are already volunteering and to encourage anyone with an interest in public safety communications to consider giving of their time as we work together to implement a state-of-the-art emergency communications network serving everyone within our borders.

## PSC LOOKS TO FILL THREE VACANCIES ON THE 911 SERVICE SYSTEM ADVISORY COMMITTEE (911SSAC)

The Nebraska Public Service Commission (PSC) is looking to fill three open positions on the 911 Service System Advisory Committee (911 SSAC). Committee members are needed to fill vacancies for a representative of the telecommunications industry, a County Official and League of Nebraska Municipalities (LONM).

“The announcement by Stu DeLaCastro of his retirement from the Committee, leaves us with three open positions,” said Dave Sankey, PSC 911 Department Director. “Stu has been with us since the formation of the 911 SSAC and while we will miss his leadership, we wish him all the best as he begins this new life chapter.”

Created by the Legislature with the passage of [LB993](#), the Committee makes recommendation to the PSC on matters concerning the implementation, coordination, operation, management, maintenance and funding of the 911 Service System as the state begins the transition to Next Generation 911.

The PSC is accepting applications from interested Nebraskans to apply for appointment to the 911 Service System Advisory Committee (911 SSAC) to fill a vacancy for a representative from the telecommunications industry and a County Officials. Recommendations to fill the vacancy for a representative from the League of Nebraska Municipalities (LONM) will come from the League.

Those wishing to apply will need to fill out a [911 Service System Advisory Committee Application](#) found on the [Next Generation 911 page](#) of the PSC website.

The 911 SSAC consists of 14 members appointed by the Commission. Of the 14 members appointed, four shall be representatives of public safety agencies, County officials or employees (2), municipal officials or employees (2), two members of Public Safety Answering Points (PSAPs) and one representative each from the Nebraska Association of County Officials and the League of Municipalities.

## WIRELESS 911 ADVISORY BOARD MEETS IN LINCOLN



Funding requests were the main focus of the February 10, Wireless 911 Advisory Board meeting held at the PSC office in Lincoln. Advisory Board members approved requests from 29 funding requests from 24 cities/counties.

State 911 Director Dave Sankey provided several updates, he reminded the board that the new funding model will be taking effect for those PSAPs that have transitioned to the ESInet. A PSAP will move to the new funding model in the third month after its migration to the Nebraska NG911 Service System. The PSC approved an increase in the 911 Wireless Surcharge. The surcharge increased from .45 cents to .70 cents across the state with the exception of Douglas County which is capped by law at .50 cents. The new surcharge rate went took effect January 1, 2022. New training standards also took effect January 1, Sankey told the board, the PSC has agreed to a contract with Virtual Academy for telecom training and tracking and that webinars will be held to explain how this will work.

The next meeting of the advisory board will be held on May 18, at 10:00 a.m., at the PSC office in Lincoln.

## 9-1-1 NOTES

### Changes made to Funding Application

With the implementation of NG911, ECaTS, and a new funding model, there have been changes made to the PSAP application form. The first change was moving the deadline from April to March. Thank you to everyone who has met the March 31 funding application deadline. If you have not, we hope you are working with our State 911 Department to complete the process.

In addition to the deadline change, PSAPs will no longer need to submit call volume documentation. Call and text volume will be figured using ECaTS data. PSAPs will need to continue to submit copies of any newly signed maintenance/support contracts with the application.

You will notice several new questions throughout the application. Although the questions will not apply to every PSAP (based on their NG911 transition status), the questions will assist the PSC in providing the accurate information required for federal reporting. Included in the federal reporting is certifying that no jurisdiction that has control over 911 surcharge fees has not diverted an of those monies to anything other than 911 use. By signing the application form, you are certifying that 911 surcharge fee money has not been diverted.

With new training standards taking effect January 1, we have also added questions to the training section of the application.

Finally, under the GIS section, if you have an in-house GIS person instead of a vendor, please provide their name and contact information. If this person is different from your MSAG Coordinator, please provide the name of your MSAG coordinator as well.

If you have questions about your funding application and the information required, email us @ [psc.psap@nebraska.gov](mailto: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](mailto:psc.psap@nebraska.gov) > our knowledgeable and experienced staff will work to answer your question or provide you information in a timely manner.

### Sharing information on Cybersecurity Threats

In February, your PSAP received an email from State 911 Dept. Director Dave Sankey with information on a joint Cybersecurity Advisory from the Cybersecurity and Infrastructure Security Agency (CISA), the Federal Bureau of Investigation (FBI), the U.S. Cyber Command Cyber National Mission Force (CNMF) and the United Kingdom's National Cyber Security Centre (NCSC-UK.) Due to the heightened concerns of Cybersecurity threats related to the increased tensions around the world, the information included actions that can be taken by your PSAP to protect against malicious activity. Look for us to continue to share information as a way of raising awareness. 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](http://www.psc.nebraska.gov) >.



## Contact Us

Nebraska Public Service Commission-  
State 911 Dept.

1200 N Street, Suite 300

Lincoln, NE 68509

402.471.3101

[www.psc.nebraska.gov](http://www.psc.nebraska.gov)



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