

# INSIGHTS

Connecting to the future of public safety communications

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

## 911 SSAC MEETING COVERS VARIETY OF TOPICS

From cybersecurity to Next Generation 911 (NG911) to the new funding model there were a lot of topics on the table at 911 Service System Advisory Committee's (911SSAC) May meeting.

For the past eight months the PSC and its consultant Mission Critical Partners (MCP) have been working with PSAPs statewide to build cybersecurity awareness and strengthen the security of the PSAP environment. At the May meeting MCP summarized the assessments indicating that Nebraska's PSAPs have a roadmap to strengthen the security of their environments.

PSC 911 Department Director Dave Sankey provided updates on regionalization and NG911. Sankey indicated that regionalization continues moving forward with a few remaining PSAPs finalizing their plans to join a region.

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*"With the migration to NG911 underway, it's an exciting time for public safety communications in Nebraska," State 911 Director, David Sankey.*

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NG911 migration also continues to progress. The South Central-Panhandle region was the first to migrate to the Emergency Services Internet Protocol Network (ESInet) with 21 of its 22 PSAPs connected. Four of the remaining six regions are on track to migrate to the ESInet in the late summer/early fall timeframe.

With the migration underway there was discussion on the new funding model and timing for PSAPs making the transition. The State 911 Department will conduct a webinar to assist PSAPs with navigating the new funding model as they move from a Legacy PSAP to a NG911 PSAP.

The next meeting of the 911SSAC will be held 1:00 p.m., Wed. August 31, at the PSC in Lincoln.



## 911 SSAC WELCOMES NEW MEMBERS

The 911SSAC welcomed some familiar faces to the committee during its May meeting.

Bill Muldoon, Emergency Communications Director for Sarpy County also serves on the Wireless 911 Board. He joins the committee representing county officials

After a short hiatus, Jon Osborne returns to the committee as a telecommunications representative.

The committee is made up of 14 members appointed by the Commission to serve a three-year term.

Find out more about the 911SSAC on the [NG911](#) page of the PSC website.



*Bill Muldoon  
County Official*

*Jon Osborne  
Telecom Rep.*

## DIRECTORS' DESK:



*State 911 Director Dave Sankey*

As you just read, it is a busy time for everyone associated with 911 communications across the state. The migration of the seven PSAP regions across the state to the ESInet is underway, the cybersecurity assessments are complete and we are all working through the transition to the new NG911 funding model.

As we head into the summer months, a reminder of the nationwide transition to the 988 mental health and suicide crisis number. The rollout of the new three-digit number will take place in mid-July.

In Nebraska, calls to the National Suicide Prevention Lifeline will continue to be answered at Boys Town where call takers screen, and provide crisis intervention and referrals.

Moving to an easy-to remember three-digit number provides an opportunity for public safety to work together to better assist individuals who may be suffering a mental health crisis.

The state 911 department, the 911SSAC and MCP continue to assist the Department of Health and Human Services (DHHS) and the Department of Behavioral Health (DBH) with it implementation plan for 988 in Nebraska by helping to make the work flow as efficient as possible.

If you would like to read more about the transition to 988 visit the DHHS website @ <https://dhhs.ne.gov/Pages/988.aspx> or view a DHHS video about the 988 transition @ <https://www.youtube.com/watch?v=HnXB3Bgorsg>



**988 is COMING!**  
Launching July 2022

In July 2022, 988 will become the national three-digit dialing code for the National Suicide Prevention Lifeline, replacing the current phone number of 1-800-273-TALK (8255).

The switch to the easy-to-remember 3-digit calling code 988 (like '911') for suicide prevention and mental health crisis services will make it easier for Americans in crisis to access the help they need and decrease the stigma surrounding suicide and mental health issues.

Moving to 988 is an opportunity to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline) to assist individuals in a behavioral health crisis. Nebraska's 988 Implementation plan is located at: <https://dhhs.ne.gov/988.aspx>

## FUNDING REQUEST FOCUS OF WIRELESS 911 ADVISORY BOARD MEETING

Members of the Wireless 911 Advisory Board met the morning of May 18, kicking off a day of meetings involving the State 911 department. Committee members voted to retain Steve Reeves as Committee Chair and Shelly Holzerland as its Vice-Chair.

Following updates on regionalization and NG911 deployment advisory board members discussed and approved 11 funding requests before adjourning.

The next meeting of the advisory board will take be hosted by Custer County Communications, located in the Custer County Courthouse, 431 S. 10<sup>th</sup> Avenue, Broken Bow. The meeting will begin at 10:00 a.m., Wednesday, August 24.



## RIBBON CUTTING HELD FOR NEW PUBLIC SAFETY RADIO SYSTEM

The Buffalo County Sheriff's Office joined Kearney Police, Fire, Emergency Medical Services (EMS), city/county and state officials for a ribbon cutting celebrating the first phase of a new city/county 800 MHz trunked public safety radio system. Planning for the new multimillion-dollar radio system which began several years ago includes radio towers (8) as well as upgraded radio equipment designed to enhance public safety communications for first responders.





## GOVERNOR'S PROCLAMATION RECOGNIZES NATIONAL PUBLIC SAFETY TELECOMMUNICATOR WEEK

A Governor's Proclamation honored the state's telecommunicators/dispatchers by recognizing April 10-16 as National Public Safety Telecommunicator Week (NPSTW).

Celebrated the second week in April each year, National Public Safety Telecommunicator Week provides an opportunity to recognize and celebrate the hundreds of hard-working individuals who day in and day out answers the call at Public Safety Answering Points (PSAPs) across the state.

During the Proclamation signing ceremony at the State Capitol, Lieutenant Governor Mike Foley presented the proclamation to Nebraska APCO/NENA representatives.

Telecommunicators/Dispatchers across the state were recognized for their dedication to public safety with awards and proclamations.

We saw lots of great social media posts. Here are just a few of the events and honorees we captured.



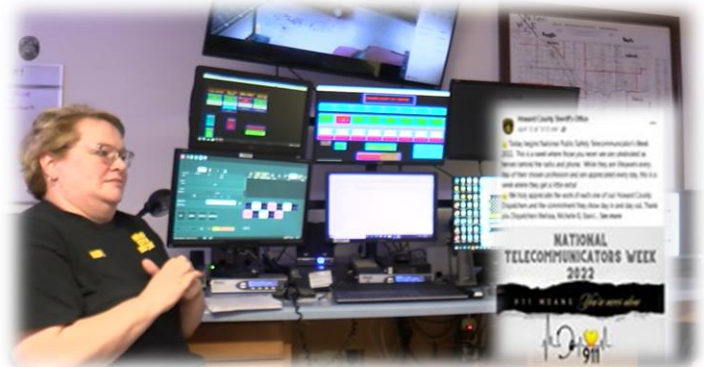
*Governor's NPSTW Proclamation Signing*



*Sarpy County dispatchers Life Saving Award Recipients; Teresa Smith, Nautica Geisslar, Dallas Keffer & Award presenter Megan Paschall, Incident Dispatch Team Leader*



*Buffalo County Board- NPSTW Proclamation*



*Howard County Dispatchers featured in NTV Story on NPSTW*



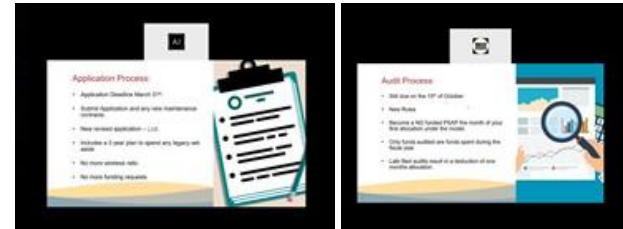
*Grand Island/Hall County Emergency Management Dept. & 911 Dept. shared examples of the great work performed by their 911 dispatchers*

## PSC PROVIDES TRAINING ON NEW FUNDING MODEL

On June 23, State 911 department staff hosted a training webinar focused on the Next Generation 911 (NG911) funding model.

The training provided Public Safety Answering Points (PSAPs) background on the NG911 funding model, any changes to the application and reminders on what is needed during the audit process.

If you missed the training webinar you can access a recording of both the training and Q & A on the PSC website @ <https://psc.nebraska.gov/state-911/training>



## 9-1-1 NOTES

### Allocation Information Update

As the transition from legacy PSAPs to NG911 PSAPs continues across the state you'll want to pay special attention to your PSAP's funding allocation depending on where your PSAP is at in the transition process.

You will still be receiving a letter in the mail containing your PSAPs funding allocation and wireless ratio for July 1, 2022- June 30, 2023. Please make sure to share the information with your county clerk or treasurer.

You can also view funding allocations for Legacy PSAPs and NG911 PSAPs 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 Allocation drop down.

We've also added a page on the PSC website containing NG911 funding and eligible cost information < <https://psc.nebraska.gov/state-911/ng911-funding-eligible-costs> > You may want to book mark this page as we will continue to add and update information for PSAPs as they transition to NG911.

### Wireless Audits

In addition to the allocation letter, you should have also received an email containing a packet of audit information for July 1, 2021- June 30, 2022. The audit packet must be returned to the PSC State 911 department by October 15, 2022.

If you have questions about either your funding allocation or the audit packet, you can email the State 911 Department @ [psc.psap@nebraska.gov](mailto: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](mailto: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](http://www.psc.nebraska.gov) >.



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**CALL** if you can.

**911** nebraska

**TEXT** if you can't.