

INSIGHTS

Connecting to the future of public safety communications

Volume 23 / Issue 23

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

911 SERVICE SYSTEM ADVISORY COMMITTEE HOLDS AUGUST MEETING

911 Service System Advisory Committee (911SSAC) members gathered in the Public Service Commission hearing room for their August meeting. Updates on regionalization, and NG911 deployment provided by State 911 director Dave Sankey, were followed by working group reports and discussion.

Geospatial call routing accuracy rates, were the topic of discussion by the GIS working group. Discussion focused on a proposal to have the state enter into a contract with Intrado to update the process of syncing Master Street Address Guide (MSAG) data with GIS data. It was decided to table the proposal to allow more conversation between the GIS working group, Public Safety Answering Point (PSAP) representatives and vendors.

The Training working group is exploring a potential training standard to include Telecommunicator CPR (TCPR) as a requirement and Emergency Medical Dispatch (EMD) as a best practice. The training which is offered through Virtual Academy would be at no expense to the PSAPs.

The Operations working group asked the committee for feedback on what the committee would like to see when it comes to NG911 policy and procedures. Committee members recommended the group come up with templates PSAPs could use when writing their NG911 policy and procedures.

The technical working group indicated its members continue to explore network redundancy.

The committee set its next meeting for November 30, at 1:00 p.m. in the PSC hearing room. View a draft of the August meeting minutes [here](#).



STATE 911 DIRECTOR PRESENTS AT NASNA

Interoperability was the focus of a National Association of State 911 Administrators (NASNA) regional workshop held in Salt Lake City. The July gathering was the third in a series of five workshops sponsored by NASNA in cooperation with the National 911 Program Office within the National Highway Traffic Safety Administration (NHTSA) and the Emergency Communications Division (ECD) of the Cybersecurity and Infrastructure Security Agency (CISA).



State 911 Director Dave Sankey spoke on governance at the workshop facilitated by Mission Critical Partners (MCP). During his presentation Sankey talked about the importance of communication in the state ecosystem (public safety, justice/corrections, and government sectors) to ensure that all systems are interoperable. He also addressed how Nebraska established its governance structure touching on legislation, advisory committee organization, and the role of the advisory committee in relation to the Public Service Commission.

The final two workshops focusing on Interoperability were held in Washington DC in September.

DIRECTORS' DESK:



State 911 Director Dave Sankey

We're seeing exciting progress made in the implementation of NG911 across Nebraska.

In December, the South Central/ Panhandle Region became the first region to migrate to the Emergency Service IP network (ESInet), the backbone of the NG911 platform. As of March, 21 of 22 PSAPs in the region have been a part of the 911 Service System. At the present time upgrades continue to be made and soon the region will be receiving text messages and implementing geospatial call routing through the ESInet.

The Lumen/Intrado team continues to work with telecommunication providers to build the necessary circuits to connect the remaining regions. The Metro Region will be next to join the ESInet. Pre-migration testing is currently underway with completion expected this fall.

Pre- migration work is also underway in the MidEast, Northeast and East-Central Regions with migration projected before the end of the year. The remaining two regions, North-Central and Southeast are scheduled for early 2023.

As you can see we have a lot to look forward to in the coming months as we continue to move toward full implementation of the 911 Service System.

E911 ADVISORY BOARD MEETS IN BROKEN BOW

Custer County 911 officials played host to the August meeting of the E911 Advisory Board. The meeting took place at the Custer County Courthouse which houses the 911 Communications Center.

Advisory board members heard NG911 updates and voted to approve funding requests from Cedar, Colfax, Fillmore and Washington Counties. The board also voted to recommend to Commissioners that the 911 surcharge remain at the current rate of \$.70 for all counties, with the exception of Douglas County which is capped at \$.50.

The board will hold its next meeting at 10:00 a.m., October 11, in the PSC hearing room.



TEXT TO 911 WORKSHOPS TO BE PLANNED FOR THE DEAF & HARD OF HEARING

The PSC State 911 Department is partnering with the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) on a series of workshops designed to provide information and answer questions about text to 911.

“Text to 911 plays a critical role for the deaf and hard of hearing community,” said Dave Sankey, State 911 Director. “These workshop will provide software demonstrations and answer questions to help citizens better understand what PSAPs need when communicating via text.”

Watch for more information on the workshops, times and locations in the coming months.

NEWLY DEVELOPED PROGRAM HONORS YORK COUNTY DISPATCHERS



*Communication Officers
CTO Kaylie Ruiz & Rachel Borges*

This spring, York County Communications Center management instituted an employee awards and recognition program as a way to recognize its members for exceptional performance and significant contributions made in the advancement of the department’s mission and values.

Communications Officers, CTO Kaylie Ruiz and Rachel Borges became the first to be honored as they received the YCCC Commendation Award. The two were recognized for going above and beyond their duty assignments to assist the York County Sheriff Department during a February 8 vehicle pursuit.

SEEN ON SOCIAL MEDIA

We know you don't always have the time to send the information our way, so we hope you don't mind that we share the some of the social media posts we've seen from and about Nebraska Public Safety Telecommunicators over the last quarter! Keep up the good work, it's always fun to learn about the important work being done across our great state.

Senior Public Safety Disptacher Lisa Pachunka and Public Safety Dispatcher Supervisor Lisa Brown were recently honored as the 2021 Civilian Employee of the Year by the City of Lincoln.

The two shared the award for their efforts in overseeing the Communications Centers switch to a new software system.

Join us in congratulating them for their hard work and well deserved recognition.



Lisa Pachunka & Lisa Brown
2021 City of Lincoln Civilian Employees of the Year



Congratulations to York County County Communications Director Leila Luft on her graduation from APCO International's Registered Public Safety Leader Program (RPL).

The program focuses on aspects of managing and supervising that are vital to developing successful Public Safety Answering Point (PSAP) operations.

Read more about the RPL program [here](#)

Leila Luft points to her name on the big board during the 2022 APCO Conference in Anaheim, California

The Lincoln Emergency Communications Center (LECC) is the second agency in Nebraska to have earned the APCO International Training Program Certification (P33). Amy Meier and her LECC team were honored for this accomplishment at this year's APCO conference in California. The program provides a way for public safety agencies to certify that their training materials and supporting documentation are reviewed and checked for compliance.



Lincoln Emergency Communications Center (LECC) earns APCO International Training Program Certification



9-1-1 NOTES

2021-2022 Wireless Audit Packet Deadline Approaching

The deadline for online submission of wireless audit packets is fast approaching. All audit packets must be submitted to the PSC online by Monday, October 17.

An email containing a packet of audit information for July 2021- June 2022, should have been received by your PSAP. Just a reminder there is a lot of documentation required in to complete the audit packet. Please take the time to ensure your PSAP has provided all of the necessary information before submitting the packet online.

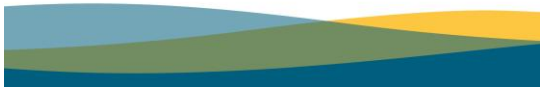
If you have questions about your audit or the information required, email us @ psc.psap@nebraska.gov

9-1-1 General Questions or Comments

Have a general question or comment regarding E9-1-1? 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.

Connect with us on Social Media

We 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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