

INSIGHTS

Connecting to the future of public safety communications

Volume 27 / Issue 27

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Department

911 SERVICE SYSTEM ADVISORY COMMITTEE AUGUST UPDATE

Working group updates, the latest on the NG911 migration and a 911 surcharge recommendation topped the agenda for the August meeting of the 911 Service System Advisory Committee (911SSAC).

Committee members learned the migration of PSAP regions to the state ESInet continues on track with an expectation of all regions connected in early 2024. Updates were provided by the technical, training and operations working groups.

“Keeping the 911 surcharge at its present level will continue to support the state’s NG911 migration,”
David Sankey, State 911 Director.

Discussion was also held on the status of the 911 surcharge. Committee members voted to join the E911 Wireless Advisory Board in recommending the 911 surcharge remain at its current amount of seventy cents across the state except in Douglas County where state law caps the surcharge at fifty cents.

A hearing on the surcharge was held in August, after which Commissioners issued an Order keeping the surcharge at its current amount for 2024.

The next 911 SSAC meeting will be held on November 15 at 1:00 p.m., at the Commission office in Lincoln.



SANKEY APPOINTED TO NASNA BOARD

Dave Sankey, director of the state 911 department has been appointed to the board of the National Association of State 911 Administrators (NASNA). Established in 1989, NASNA works to facilitate the success of 911 programming at the State, U.S. Territory, and District Level, by providing its members networking, learning opportunities and productive partnerships.

“NASNA is a top resource for states as they continue to transition to the Next Generation of 911 services,” Sankey said. “I look forward to working with my fellow board members to support these efforts.”

A member of NASNA since 2016, Sankey will fill the role of board Treasurer.



DIRECTOR'S DESK:



State 911 Director Dave Sankey

First off, I'd like to thank my fellow state 911 administrators and NASNA board members for providing me the opportunity to be a part of the NASNA board.

As many of you may know NASNA is helping to lead the charge when it comes to proposing and supporting legislation designed to assist states in their efforts to transition to Next Generation 911 (NG911).

With that said, the Nebraska Public Service Commission has provided comments to the Federal Communications Commission (FCC) regarding its Notice of Proposed Rulemaking (NPRM) governing the delivery and allocation of costs for IP-based NG911 calls. This proposal by the FCC would require carriers to connect to a state's NG911 system and authorize the 911 authority in the state to determine where the point(s) of interconnect shall be.

The State 911 department believes this is a necessary step to aid in the transition to NG911 and we will continue to watch and keep you updated as the issue moves through the rulemaking process.

Read more from the FCC @ <https://www.fcc.gov/document/fcc->

E911 WIRELESS ADVISORY BOARD UPDATES BY-LAWS

During its August meeting, the E911 Wireless Advisory Board approved an update to its by-laws. The updated by-laws reflect the changing role of the board as the state continues its transition to Next Generation 911 (NG911).

In the new by-laws the Advisory board will meet only as necessary to carry out its duties. Under the old by-laws, the board was required to meet four times a year, with one of the meetings held outside of Lincoln.

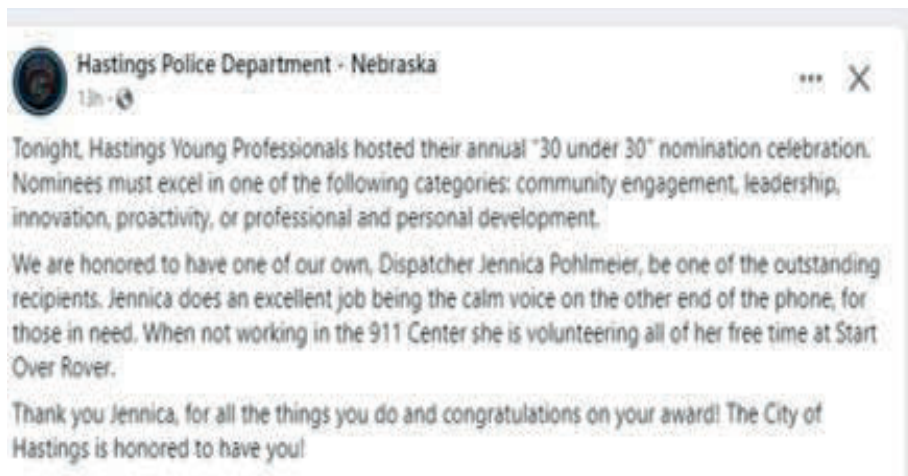
“With the continued implementation of NG911 in Nebraska, the role of this board has changed and will continue to change,” said Dave Sankey, State 911 Director. “Updating the by-laws will allow the members more flexibility to handle the duties that remain.”

Board members also approved a recommendation to keep the 911 surcharge at its current amount in 2024.



SEEN ON SOCIAL MEDIA

We’re sharing 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 and the opportunities available across the state.



NASHVILLE HOST APCO INTERNATIONAL ANNUAL CONFERENCE

Nebraska APCO/NENA members made their presence known as they joined hundreds of Public Safety Communicators in Nashville, Tennessee, “Music City” for the 2023 APCO International Conference & Expo.

Conference topics ranged from cybersecurity and traveling dispatchers, to breaking down GIS silos and leveraging technology to deliver increased safety.

Congratulations to NE APCO/NENA’s Jessica Loos for being named the new APCO International’s North Central Region Representative and a big thank you to the Nebraska APCO/NENA chapter for capturing pictures of the all the activities.



Nebraska APCO NENA Chapter



Nebraska APCO NENA Chapter



PSC Opens Investigations into 911 Outages

On September 12, the Nebraska Public Service Commission (PSC) opened separate investigations in to recent 911 outages involving telecommunications carriers Lumen ([911-075/PI-248](#)) and Windstream ([911-076/PI-249](#)).

“The disruptions in 911 service that occurred in these two separate incidents is unacceptable,” said Commission Chair Dan Watermeier. “The Commission expects 911 service providers to maintain diverse and redundant connections between 911 centers and their networks.

Determining why the outage resulted in the loss of 911 service over such a wide area of Nebraska will be essential to the Lumen investigation. A primary focus of the Windstream investigation will be to determine why a fire and loss of electrical power at a single Windstream facility resulted in a disruption of 911 service to a large portion of southeast Nebraska.

In both investigations the Commission seeks an explanation as to why the redundancy required of both telecommunications carriers failed and a solution to prevent this from happening again.

FEMA to Hold Training on Alerts and Warnings

The Federal Emergency Management Agency (FEMA), will be holding a virtual workshop, providing Collaborative Technical Assistance (TA) to help jurisdictions improve speed, reach and effectiveness of Alert & Warning (A&W) messages. Collaborative TA encourages extensive peer-to-peer engagement to enhanced learning.

If you are a public sector warning authority official and have not attended this workshop in the past, FEMA encourages you to register. Public sector warning authorities may include emergency managers, public information officers, social media coordinators and public outreach coordinators.

The workshop will be conducted virtually on October 24 & 25, from 11:00 a.m. to 4:00 p.m., ET with an orientation on October 17, from 3 to 4:30 p.m. ET. Attendance is limited to 175 individuals.

Register @ [Alert and Warning Technical Assistance Workshop: Nationwide Delivery Tickets, Tue, Oct 17, 2023 at 3:00 PM | Eventbrite](#)



When Minutes Matter: Alert and Warning Communications Collaborative Technical Assistance

The field of alerts and warnings (A&W) is rapidly evolving with advances in technology, use of social media, social science research into effective message design, and public expectations of warning services. Emergency managers must constantly update their A&W capabilities, processes, and messages.

Federal Emergency Management Agency (FEMA) is providing this Collaborative Technical Assistance (TA) to help jurisdictions improve the speed, reach, and effectiveness of A&W messages. Collaborative TA encourages extensive peer-to-peer engagement to enhance learning.

Participant Testimonial
I am so grateful to the other counties for participating with such a generous spirit of collaboration and sharing. It was invaluable to hear your practices and know that we're not alone in these challenges. For working away with some great ideas to bring back to my county - and, it always feels good to meet someone generally when I can say "a county is doing this and it's working really well!"

Who Should Participate?
Participants include those in the public sector with a role in communicating emergency protective action guidance such as:
• Emergency Managers
• Public Information Officers
• Social media communicators

This TA is available for up to 175 participants, limited to no more than 2 individuals per jurisdiction. Priority will be given to those that have not registered in the past.

TA Objectives and Outcomes:
Participants will document their communication channels, features, and authorization protocols; discuss real-world case studies; contribute to peer-to-peer learning; join in group discussions and activities; and identify key takeaways for improving alert and warning messaging practices. Participants will develop jurisdiction-specific strategies to:
• Reduce process delays in issuing A&W messages.
• Maximize message delivery to the public including vulnerable populations.
• Create research-based A&W messages that will move individuals to act.
• Manage social media during disasters.

TA Format:

Day	Activity	Objective
Day 1	Unit 1: Mapping Process Gaps	Strategies to reduce A&W A&W timing delays
	Unit 2: Maintaining the Reach of A&W Messages	Strategies to increasing citizen awareness and engagement
Day 2	Unit 3: Creating A&W for Resilient Communities	Message templates and strategies to increase public safety
	Unit 4: Developing Social Media A&W Content Strategies	Effective methods to craft and manage social media
	Panel: A&W Officer Panel	Q&A Session with Panelists

Delivery Schedule

- Pre-Work Webinar: Oct 17, 3:00 - 4:30 pm ET
- Day 1 Workshop: Oct 24, 11:00 am - 4:00 pm ET
- Day 2 Workshop: Oct 25, 11:00 am - 4:00 pm ET

Registration Link: [Alert and Warning Technical Assistance Workshop](#)

Contact Us with Questions: FEMA-TARequest@fema.dhs.gov

To request ASL or Live CC, please email FEMA-TARequest@fema.dhs.gov prior to Oct 6th to request these services.

Six (6) Continuing Education Credits (CECs) are available with full attendance.

September 2023

FEMA's mission is to help people before, during and after disasters.

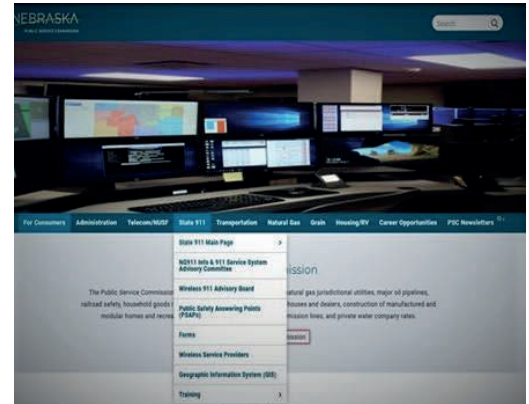
9-1-1 Notes

State 911 Webpages Streamlined

Need an Annual 911 audit form? Looking to fill out your PSAP's 911 Funding application. Look no further than the forms page of the State 911 department page of the [PSC website](#).

We've revamped our State 911 webpages consolidating information, reducing duplicate pages.

We hope you find the changes make the information you're looking for easier to access.



October Date for 2022-2023 Wireless Audit Packets 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 16.

An email containing a packet of audit information for July 2022- June 2023, 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 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

Legacy Set-Aside Fund Spend Down Plan

Has your PSAP migrated to the state's Next Generation 911 System? If so, the clock is ticking on spending down your 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. A plan detailing your PSAPs three-year process must be submitted to the Public Service Commission.

There are currently 40 PSAPs that have transitioned to NG911. The three-year period to use up your legacy set-aside funds begins on the date that your PSAP makes the transition.

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 about your transition date or spending your legacy set-aside funds email us @ < psc.psap@nebraska.gov >.



Contact Us

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CALL if you can.

911 nebraska

TEXT if you can't.