

INSIGHTS

Connecting to the future of public safety
Volume 11 /11 Issue

IN THIS ISSUE

- 911 SSAC Making Strides
- Nebraska Awarded Federal NG911 Grant
- Director's Desk
- Keep up- to -date on NG911
- E911 Advisory Board
- Document Signing & Deadlines
- Sarpy County 911 Center Tips for 911 misdials
- Meet Your State 911 Team
- 911 Notes



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

911 SSAC MAKING STRIDES

Working groups and a focus on contracts and RFPs marked a productive third quarter for the 911 Service System Advisory Committee (911 SSAC).

With the approval of a contract for the Emergency Call Tracking System (ECaTS), efforts are now moving forward with data sharing agreements and equipment deployment. Under the contract, all PSAPs across the state will receive the ECaTS system. RDDM (data collectors) have been shipped to the host PSAPs in each region. PSAPs that have not yet joined a region will also receive an RDDM. An ECaTS representative will contact your PSAPs to arrange for installation of the RDDM device and to set up training for users.

Your PSAP should have also received a letter from the Commission containing a Data Sharing Agreement. The Data Sharing Agreement was an arrangement worked out with the 911 SSAC to clarify data access. Please sign the agreement and return it to the PSC as soon as possible. The 911 SSAC is excited for the ECaTS deployment and believes PSAPs will find the system to be very beneficial in the operation of their 911 centers.

The Committee has decided to adjust its fourth quarter meeting schedule and meet only during the month of November. A revised 911 SSAC meeting schedule can be found on the [Next Generation 911](#) page of the PSC website.

“We are excited about what ECaTS brings to the table and feel PSAPs will benefit greatly from what the system has to offer,” State 911 Director, David Sankey.

The committee also welcomed four new members, Kathy Allen-Douglas County 911 Director, Captain Michael Bauer- Norfolk Police Department, John Osborne-CenturyLink and Sue Krogman-NEMA. The new members replace former members who either retired or resigned their positions.



Nebraska Awarded Nearly Two Million in Federal Grant Funds for NG911

The long awaited announcement regarding the 911 Grant Program awards has finally been made. The PSC was notified the first part of August that the U.S. Department of Transportation along with the U.S. Department of Commerce has awarded the state of Nebraska \$1,990,409 for the implementation of Next Generation 911 (NG911) services. The grant which was applied for by PSC state 911 Department will be administered by the PSC.

PSC Commission Chair Mary Ridder said, "I want to thank the hard work of not only our 911 department staff, but all of our PSAPs for their diligent use of 911 funds. This grant will play an important role as we work together to deploy NG911 services in Nebraska."

The state 911 department in consultation with the 911 Service System Advisory Committee (911 SSAC) developed the state's plan for utilization of the grant monies. The state will have until March 31, 2022 to apply the funds.



DIRECTOR'S DESK:



State 911 Director Dave Sankey

If you've had the opportunity to participate in, or watch the PSC Facebook page livestream of the 911 Service System Advisory (911 SSAC) meetings this summer, you know our working groups are hard at it. Each working group plays a key role in our continued progress toward the implementation of Next Generation 911 in Nebraska.

Over the course of the past several months the funding, GIS and technical working groups have been meeting and providing the committee updates on their progress.

Among the goals of the funding working group, is to develop a sustainable funding model that is easily understood, embraced by local officials, and can be equitably applied. This new funding model would replace the 10-year old SAM funding model, which is known to be complex and outdated. Service System costs are a key player in any funding decisions and the working group will be evaluating those costs as it moves forward.

PSAP boundary collaboration has been identified by the GIS working group as its top priority for GIS data development. A workflow process was developed and an aggressive timeline was set by the GIS group to accomplish this task.

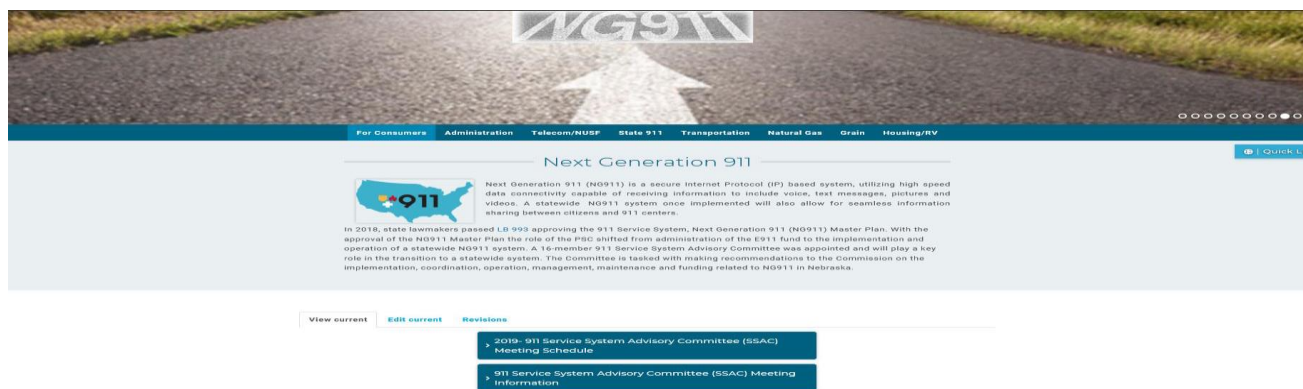
The Request For Proposal (RFP) process for an Emergency Services Internet (ESInet) and Core Services is the focus of the technical working group. The group hopes to have an RFP for release this fall.

As you can see, the working groups have a lot on their plates and are making great strides. I would like to thank the group members for their expertise, time and dedication to this process. There is more to come. The training working group will kick-off in early October and in the near future we will be seeking members for our operation working group.

We invite you to visit the [Next Generation 911 page](#) of the PSC website for the latest information being provided to the 911 SSAC.

Keep up-to-date on NG911

Interested in following what the PSC and the 911 Service System Advisory Committee is doing as the state transitions to Next Generation 911 (NG911)? Be sure to check out the PSC website [Next Generation 911](#) page under the State 911 department tab. Committee information, meeting updates, agenda's, minutes and the Insights newsletter can all be found on the PSC website.



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.

E911 ADVISORY BOARD HOLDS JULY MEETING IN SAUNDERS COUNTY

The Saunders County Law Enforcement & Judicial Center in Wahoo, was the site of the July 31 E911 Advisory Board meeting. First order of business was to welcome a new board member. Carolyn Petersen, was appointed by Governor Ricketts to fill the vacant public member position on the Board. Peterson is from Valentine and has a history in public safety communications having working as a dispatcher both in New York State and Cherry County. You may also know her from her days at KVSH (940-AM) in Valentine. She is currently the Campus Coordinator for Mid Plains Community College, Valentine Campus.



State 911 Director David Sankey, updated the board on the progress being made as the state works to implement Next Generation 911. He provided information on current activities of the 911 Service System Advisory Committee (911 SSAC). Those interested are encouraged to visit the [Next Generation 911](#) page of the PSC website for 911 SSAC informational updates.



Carolyn Petersen, Valentine

The board then approved 12 funding requests from PSAPs in Chase, Douglas, Franklin, Garden, Jefferson, Keith, Morrill, Saline, Sarpy, Washington and York Counties. The next meeting of the E911 Advisory Board will be held in October during the NENA/APCO Conference in Lincoln.



Document signing & Deadlines

Just a reminder, when emailing or sending documents to the PSC 911 Department, they **must be signed** or you'll get them back. Having to return documents for signatures, can jeopardize the documents progress and could delay its approval.

It's also important to remember, that deadlines matter. If you are submitting a request for approval by the E911 Advisory Board, that **request must be received two weeks prior to the date of the upcoming E911 Board meeting**. If your request isn't received by the deadline, it could again jeopardize the requests placement on the agenda and ultimately its approval. If you have questions about deadlines or the signing of documents, email us at psc.psap@nebraska.gov and will be happy to help you out.

SARPY COUNTY 911 CENTER PROVIDES TIPS TO CONSUMERS ON 911 MISDIALS

The Sarpy County 911 Center was featured in a [story](#) by an Omaha TV station (KETV-CH7), on the problem of accidental calls to 911.

Many of us at one time or another have had our cell phone mistakenly dial a number. When that number is 911, a hang-up by the caller results in the 911 telecommunication specialist/dispatcher having to redial the number to ensure there is no emergency.

Sarpy County 911 Center officials offered this simple tip to the consumer, stay on the line, and let the 911 call taker know it was an accidental dial.

Good advice, that if taken will help to eliminate call backs freeing up dispatchers for true emergencies.



MEET YOUR STATE 911 TEAM

Media releases, the PSC website, social media and newsletters, are just a few of the ways we keep you informed. Working to get the word out on all things PSC is Deb Collins.

Deb transitioned from a TV journalist to state employee in 2004 when she took over as Public Information Officer for the Nebraska State Patrol. In October 2016, she joined the PSC filling the role of media and communications manager.

Deb and her husband Ken have a son Parker and a miniature dachshund named Oreo. They enjoy golf, traveling, husker sports and spending time with family.



9-1-1 NOTES

Is Your PSAP Getting the Most from Wireless Funds?

Wireless funds are meant to help ease the burden on other funds being used to pay for the costs of a 911 center. Failure by a PSAP to use its call ratio to its fullest extent will result in other funds not receiving the full benefit of the 911 surcharge.

With each new fiscal year, the PSC figures a PSAPs call ratio for wireless fund and a notification of this ratio is sent to each PSAP in June. The ratio amount should be shared with anyone overseeing the payment of eligible cost with wireless funds. This would include sharing the wireless ratio amount with your County or City Clerk.

If you're not sure of your PSAPs wireless ratio, visit the [PSAP information page](#) of the PSC website and click on Call Ratio.

PSAP Audit Information

Each PSAP should have also received an email containing a packet of audit information for July 1, 2018- June 30, 2019. The audit packet must be returned to the PSC State 911 department by Oct. 15, 2019.

If you did not receive an audit notice or your audit packet or you have questions about your audit, please email us @ 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 > 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 >.



Contact Us

Nebraska Public Service Commission-
State 911 Dept.

1200 N Street, Suite 300

Lincoln, NE 68509

402.471.3101

www.psc.nebraska.gov



CALL if you can.

911 nebraska

TEXT if you can't.