

INSIGHTS

Connecting to the future of public safety
Volume 10 / Issue 10

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

911 SSAC HAS BUSY SPRING

It's been a busy spring for the 911 Service System Advisory Committee (911 SSAC). Committee members are meeting monthly as they ramp up efforts toward the implementation of Next Generation 911 (NG911) in Nebraska.

During meetings held in April, May, newly retained consultant Mission Critical Partners (MCP) helped to map out next steps. Topics on the list formation of working groups and leadership for the groups. A list of the working groups and their chairs can be found below. Working group guidelines were established and group kick-off meetings were held for the technology, GIS and funding working groups with first reports expected to be submitted to the Committee in July



911 Service System Advisory Committee



“Getting our working groups going is a big step in moving forward as we work toward the implementation of NG911,” *State 911 Director, David Sankey*

Committee members also approved recommending the Commission move forward with pursuing a contract for the ECaTs Management Information System (MIS) for all PSAPs funded by the PSC. The recommendation will go before the Commissioners for their approval during the month of July.

911 SSAC Working Groups		
Group	Chair	Vice Chair
Technology	Neil Miller	-----
GIS	Brent Lottman	Troy Shoemaker
Funding	Jon Rosenlund	Randy Obermier
Operations	Owen Yardley	Stu DeLaCastro
Training	Shelly Holzerland	Carla Jones

The next 911 SSAC meeting will be held in Lincoln, on Wednesday, July 17, at 1:00 p.m., in the PSC Hearing Room.

911 SSAC Has Busy Spring Cont...

The PSC is excited to let you know it will be providing an opportunity for those individuals who would like to be able to view the 911 SSAC meetings to do so via Facebook live. The July 17 meeting will be the first 911 SSAC meeting to be broadcast via the [PSC's Facebook page](#). It is important to note comments will not be taken as a part of the Facebook live broadcast. Should you wish to participate in the meetings you will need to attend in person.



DIRECTOR'S DESK:



State 911 Director Dave Sankey

Having accurate, easy to access, informative reports is key to managing day-to-day operations in our Public Safety Answering Points (PSAPs). As we move forward as a state with the implementation of Next Generation 911 the 911 Service System Advisory Committee (911SSAC) is recommending providing the Management Information System (MIS) ECaTs to all state PSAPs funded by the PSC

The Emergency Call Tracking System or ECaTs works with all CPE providers compiling raw data into a clear-cut report detailing a PSAPs performance and future needs. As an example, the report provides information pertaining to call origination, call duration, peak call hours, calls on hold, calls answered and calls transferred.

While some of our PSAPs have MIS reporting, supplying all PSAPs with a single provider will put everyone on the same page when gathering essential data needed to effectively manage and operate our PSAPs.

On a statewide level, ECaTs will give us a better picture of what call volume looks like as we move forward with NG911. It will allow us to determine if calls are being routed properly through the ESInet and if they are reaching PSAPs in a timely manner. The ability to access this information in near real time will provide another layer of security in managing the interconnected networks on the statewide system.

I would like to thank the ECaTs working group for all of its hard work and the 911 Service System Advisory Committee (SSAC) for recommending the purchase. We are excited to be able to provide this product to our PSAPs. Should you like to find more about ECaTs visit their website @ <https://www.ecats911.com/pages/home.html> >.



ECaTs
Information into Insights

PROCLAMATION HONORS PUBLIC SAFETY TELECOMMUNICATORS

Representatives from Public Safety Answering Points (PSAPs), public safety agencies and the Nebraska Public Service Commission (PSC) joined Governor Pete Ricketts for the signing of a proclamation recognizing our state's Public Safety Telecommunicators/Dispatchers.

This is the second year the Governor has signed a proclamation raising awareness of National Public Safety Telecommunicators week (April 14-20) and honoring the dedicated, hard-working Public Safety Telecommunicators/Dispatchers in the state of Nebraska.

“The commitment of our public safety telecommunicators/dispatchers has never been more evident than during the recent extreme weather experienced in our state, said Commission Chair Mary Ridder. “This proclamation is just a small way of saying thank you for the life-saving role they play not only during disasters, but every day.”

The PSC will provide a copy of the signed Proclamation to Nebraska PSAPs for display. State 911 Field Coordinator James Almond will be distributing copies during his PSAP visits. Also, watch for posts on the PSC [Facebook](#) page as we snap pictures of your telecommunicators/dispatchers with the proclamation.



E911 ADVISORY BOARD MEETS IN LINCOLN

Election of officers and approval of funding requests were the order of business during the second quarter meeting of the E911 Advisory Board. Ike Brown of McCook was chosen as the Board's new chair and Stu DeLaCastro of Sarpy County will serve as Vice-Chair. The board also welcomed new member, Lt. Steven Reeves of North Platte.

Following the election of officers, State 911 Director Dave Sankey introduced the 911 Department's new Field Coordinator James Almond and provided updates on legislative bills and regionalization. The board then approved 17 PSAP funding requests and 4 text-to-911 requests.

The next E911 Advisory Board meeting will be held on Wednesday July 31 at 10:00 a.m. at the Saunders County Law Enforcement & Judicial Center, 387 North Chestnut, Suite 3, in Wahoo.



2019 NEBRASKA GIS SYMPOSIUM HELD IN SARPY COUNTY

The Embassy Suites in La Vista was the site of the 2019 [Nebraska GIS Symposium](#). Held every two-years, the event brings together GIS professional, companies, and exhibitors, for technical workshops, presentations, and project showcases.

Got Indoor Maps and *Creating and Managing Data for County 911* were just two of the dozens of sessions GIS professional were able to participate in during the three-day conference.

Participants also heard from State GIS Coordinator, John Watermolen, Harris Payne, from the Nebraska Department of Education and Keynote Speaker, Adam Carnow, of Esri.



TRAINING HIGHLIGHTS NESCA SPRING CONFERENCE

State public safety telecommunicators gathered in Grand Island for the Nebraska Emergency Communications Association (NESCA) spring conference (April 29-30).

The two-day event was chock-full of educational opportunities. The dispatch community from across the state was provided training on such topics as *Customer Service in Dispatch* to *Generational Differences* and *NCIC (National Crime Information Center)*.

In addition to the training opportunities, the spring conference provided networking opportunities and the chance to share experiences with others in the field of public safety telecommunications.



MEET YOUR STATE 911 TEAM



He may be the newest member of the State 911 Department team but he is definitely not new to the ways of 911.

James Almond, our new 911 Field Coordinator comes to us from our neighbors in Colorado, where he was a Certified Training Officer (CTO), Dispatcher in Garfield County. An ENP, James is very active in NENA/APCO, where he sat on the Executive Board of the Colorado chapter and was a previous co-chair of the NENA Telecommunicators Caucus. He looks forward to participating in the NENA/APCO Nebraska Chapter.

A native of Liverpool, England, James and his wife Kali have three children, two girls and a boy all under the age of five. As a family they enjoy, movies, live music and traveling.

If he hasn't already, look for James to be visiting your PSAP as he makes his way around the state.

Dates Changed for Basic Public Safety Telecommunicator Training

We've got an update on the Basic Public Safety Telecommunicator Training class scheduled for October. The date for the training has been changed to October 25-November 1. The location and time for the class remains the same. For more information visit the [Training page](#) of the State 911 Department page on the [PSC website](#). If you still have questions email us @ psc.training@nebraska.gov

DISPATCH TRAINING 2019



Public Safety Telecommunicator 1
7th Edition

October 25- November 1, 2019
9:00 A.M. - 5:00 P.M.

APCO Certified
40 hr. Basic Dispatch Course
to be held at NLTEC

Additional Information will be provided as it becomes available
Should you have questions, please email us @ psc.training@nebraska.gov

9-1-1 NOTES

Funding Applications Processed- Audit Information Provided

Funding applications for 2019-2020 have been processed by the State 911 Department. We would like to thank everyone for their hard work in getting the information to us in a timely manner.

Keep your eye out for a letter in the mail containing your PSAPs funding allocation and wireless ratio for July 1, 2019- June 30, 2020. Please make sure to share the information with your county clerk or treasurer. You can also view funding allocations 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.

In addition to the allocation letter, you 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. 1, 2019

If you have questions about your funding allocation or the audit packet, 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.



Need PSC PSAP Information?

We've got what you're looking for. In need of PSAP contacts, funding applications, call ratios, set aside usage, or perhaps text-to-911 Wireless Service Provider (WSP) information you can find it all on our website [PSAP Information](#) page.



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.

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 >.



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