

# INSIGHTS

Connecting to the future of public safety communication  
Volume 13/13 Issue

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

## STATE ISSUES RFP FOR ESINET AND CORE SERVICES

The long awaited Request for Proposal (RFP) for a statewide ESInet and Core Services for Next Generation 911 (NG911) in Nebraska has been released.

“The ESInet and Core Services are the heart of NG911 implementation,” said David Sankey, State 911 Director. “The release of the RFP is a major step forward toward accomplishing our goal.”

The RFP which was released by State Purchasing on March 17, states that the Public Service Commission is seeking a vendor(s), to provide an Emergency Services Internet Protocol network (ESInet) and Next Generation 911 Core Services to connect the Public Safety Answering Points (PSAPs) across the state to the Statewide 911 Service System.

Bids are expected to be received by June 3, 2020. View the RFP @ <http://das.nebraska.gov/materiel/purchasing/6264/6264.html>

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“Securing a provider will mark a major step forward in the implementation of NG911 in Nebraska,” *State 911 Director, David Sankey*

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In a proactive approach and in accordance with the guidelines limiting gathering size, the PSC for the foreseeable future will be holding meetings in a virtual setting.

The 911 Service System Advisory Committee (911SSAC) meeting scheduled for April 1, at 1:00p.m., will be held via WebEx. Those wishing to participate can access the WebEx link to the meeting on the 911 SSAC agenda on the PSC website @ <http://tiny.cc/911SSACMeeting>

Due to the fact the meeting will be held via WebEx, there will be **no** Facebook live broadcast of the meeting.

We want to thank everyone for adapting to this new meeting format. We appreciate your patience and understanding as we adjust to this evolving situation.

## 911 SSAC Welcomes New Member

The 911 SSAC welcomes its newest member, Stan Shearer. A 33-year veteran of the Omaha Fire Department and with 28-years of experience as a paramedic he fills the vacant Public Safety/EMS spot on the Committee. Shearer is no stranger to the NG911 process, he previously served as a NG911 stakeholder committee member and was also involved with the State's FirstNet Committee.

Shearer will serve a three-year term. With his appointment, there are currently no vacancies on the 911 SSAC.

### DIRECTOR'S DESK:



*State 911 Director Dave Sankey*

There have been several times in this column that I have expressed my appreciation and thanks for the hard work and dedication of our 911 Service System Advisory Committee (911 SSAC), and the many members of our five working groups. This time, I would like to focus on the importance of these partnerships.

I believe, the framework that has been established in Nebraska for the implementation of Next Generation 911 (NG911) is a model of state and local collaboration. From the very beginning of this process, it has been important to bring together individuals and representatives of groups and organizations who are doing the work, day in and day out.

By forming our committee and working groups with this in mind, we are hearing from, and receiving feedback from, those of you who are in the trenches. You are the ones who are taking the calls, managing the centers and working hard to provide the highest standard of public safety communication.

I can't stress enough the importance of these partnerships, as we work to develop a system that supports our locals on a statewide basis. We are not here to dictate. We are here to collaborate, and in doing so, value your perspective and input.

Implementation of NG911 is a complicated process, that when completed, will provide for a state of the art emergency communications network serving everyone within our borders.

As Henry Ford once said, "Coming together is a beginning; keeping together is progress; working together is success."

I am confident that by staying the course and continuing to partner, together we will achieve our goal.

## WIRELESS 911 ADVISORY BOARD HOLDS FIRST MEETING OF NEW YEAR



Wednesday, February 12, marked the first meeting of the New Year for the Wireless 911 Advisory Board. The meeting was held in Lincoln in the hearing room of the Nebraska Public Service Commission.

First order of business was to elect leadership positions for the New Year. Steve Reeves, of North Platte was elected to serve as advisory board chair, while Shelly Holzerland of Dodge County will fill the role of vice-chair.

The board then heard information on Legislative Bill (LB) 1156. The bill introduced by Senator Vargas (District 7) Omaha, would require the State Board of Education to develop a statewide school panic button program. Steve Reeves provided insight into use of the Panic Button program in the North Platte school district. An update was also given by State 911 Director David Sankey on PSAP regionalization efforts as the state works towards the implementation of NG911.

Approval was given to six separate PSAP funding requests. The approved requests were from the cities of Alliance & Hastings and the Counties of Kimball, Nuckolls, Polk and York.

The next meeting of the Wireless 911 Advisory Board was schedule for 10:00 a.m., on Wednesday, May 13.

## WIRELESS 911 ADVISORY BOARD MEMBER UPDATE

Nebraska Governor Pete Ricketts recently appointed Timothy Higgins of Kearney to serve a three-year term on the Wireless 911 Advisory Board. Higgins, a Buffalo County Board member fills a vacancy on the board for a County Official or Employee.

The Governor also reappointed Issac Brown of McCook and Carolyn Petersen of Valentine to the Advisory Board.

Brown, who has served on the board for 15-years and Peterson who was appointed last year to fill a vacant public member position, will each serve a three-year term.



*Issac Brown and Timothy Higgins*



*Carolyn Petersen*

## NEBRASKA APCO/NENA & NESCA HOLD JOINT WORKSHOP

Nebraska APCO/NENA together with the Nebraska Emergency Service Communications Association (NESCA) held a joint workshop on February 11. This first ever joint venture was hosted by the Cheyenne County Emergency Communications Center and was held at Western Nebraska Community College in Sidney. A one-day event the workshop brought together frontline dispatchers from across the state.

In addition to the opportunity to network with other telecommunication specialists the 36 attendees received training in customer service, complacency, the opioid addiction crisis and PTSD in veterans. A presentation on Rapid SOS was also provided.



## “A DAY IN THE LIFE” FEATURES DOUGLAS COUNTY DISPATCHER

A shout-out to Douglas County Dispatcher Michelle Hatch who was recently featured in a story by Omaha’s Fox 42 TV station.

The piece on Hatch focused on [a day in the life of a 911 dispatcher](#). A 20-year Public Safety Communications veteran, she used the opportunity to talk about the positive impact dispatchers have in the lives of the public and the importance of have a solid support system.

The report also talked about the need for dispatchers and encouraged anyone interested to consider applying.



## York County 911 Center Part of Open House

Area residents and invited guests were recently given an opportunity to tour the newly completed expansion and renovations to the York County Courthouse.

Those who attended were given a firsthand look at the new 911 emergency communications center which combines 911 dispatch services for the city and county.

The communications center with its upgraded technology is located within the Sheriff’s office inside the new addition.



*York County new 911 Center*



## 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.

## MEET YOUR STATE 911 TEAM



Meet GIS Specialist Christian Nielsen. Christian joins Kea Morovitz in providing GIS guidance in best practices, standards and education for the Nebraska Public Service Commission (PSC).

A native of Colorado, he studied Geography at the University of Denver and worked in higher education before moving to Lincoln in 2018 where he worked in the GIS field.

In his spare time, Christian is an avid reader who enjoys the outdoors, especially, hiking, climbing and cycling.

## 9-1-1 NOTES

### It Is Funding Application Time!

The first of the year is always an exciting time for the PSC State 911 Department as we prepare for a new year of funding applications for 2020-2021.

Just a reminder, funding applications for all PSAPs and WSPs receiving monies from the PSC are due by April 15, which falls on a Wednesday this year. An email from the PSC was sent to all PSAPs with an application which includes a call ratio summary sheet. WSPs that have previously applied also should have received an email with an application.

A few key items to remember when filling out your funding applications include:

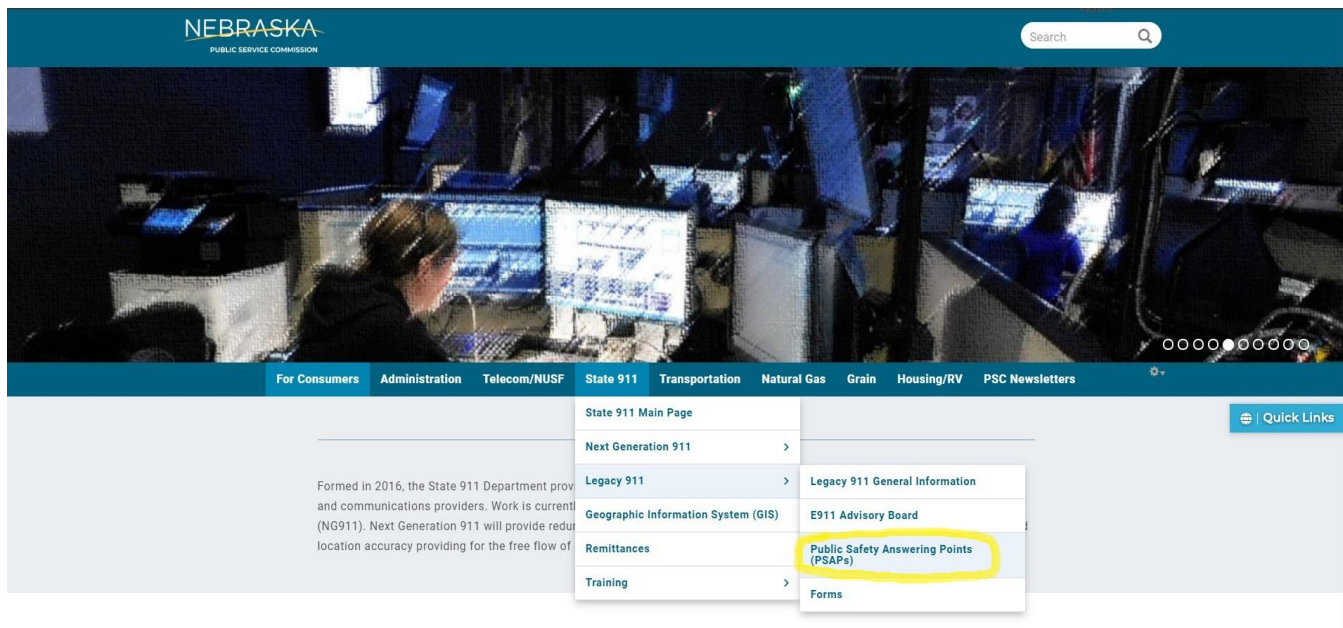
- Call volumes (call data from MIS or ALI Retrieval forms are acceptable documentation for call volumes)
- Provide copies of all new contracts.

You should have gotten your email with the funding application by the first part of March. If you haven't, please reach out to us @ [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) and we'll work with you to get the information you need.



## 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.

## Helping to Keep You Informed by Sharing Information

You may have received an email from State 911 director David Sankey sharing with you information that the Centers for Disease Control (CDC) has issued guidance for EMS and PSAPs regarding the Coronavirus (COVID-19). The guidelines can be found on the CDC website @ < <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html> >. We plan to continue to share information on a variety of topics as a way of raising awareness, so we hope you will watch for future emails.

We also invite you to connect with us on social media. Like us on [Facebook](#) and [Twitter / Twitter](#) or visit the PSC website @ [www.psc.nebraska.gov](http://www.psc.nebraska.gov)



## Contact Us

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**CALL** if you can.

**911** nebraska

**TEXT** if you can't.