

Communications Department

9-1-1

3603 North 156th Street
Omaha, NE 68116

Mark S. Conrey
Chief of Communications

May 8, 2012

Mr. Mike Hybl
Executive Director
Nebraska Public Service Commission
1200 N Street, 300 the Atrium
Lincoln, NE 68509-4927

Re: PSC Application No. 911-019/PI-118

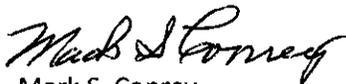
Public Service Commission

1. Douglas County 911 Communications Department offers the following response to the Commission's request for costs related to salaries for those individuals directly responsible for the receipt and processing of 911 calls for the current fiscal year and the next.
 - a) Douglas County has 18 authorized and 17 funded operator positions whose primary and only job is to answer the 911 calls from the public. They must verify addresses, phone number and obtain information concerning the emergency. If a 911 caller reports a fire or medical emergency they transfer the call into the Fire Dispatch portion of the 911 center. Since their sole duties involve the answering of 911 calls, 100% of their salaries are directly related to processing 911 calls. The combined salaries for the 17 operators, not including overtime or any benefits is \$680,000.00. Since the wireless percentage used by Douglas County is 55% the eligible operator costs would be **\$374,000**.
 - b) Douglas County has 3 Fire and Medical dispatch positions that answer 911 calls transferred from the operators and dispatch Rescue Squads and Fire Apparatus depending on the nature and evaluation of the call. We utilize a staffing factor of 4.6 personnel per 24 hour position. Since there are 3 positions this would equate to (3 * 4.6) 14 dispatchers. Since the duties involve both the processing of 911 calls and dispatching it is almost impossible to assign an exact time involved in both duties. The handling of medical calls almost triples the time of an average 911 call. The dispatching of medics has to occur simultaneously, so in my estimation in analyzing the duties and the job processes I believe that the time is split evenly between the two tasks. Therefore I would like to offer it would be appropriate to conclude that 50% of the job should be considered as directly processing 911 calls and therefore 50% of the salaries

would be eligible for consideration of reimbursement. Using the staffing factor of 4.6 personnel for three 24 hour positions 14 dispatchers answer 911 calls and dispatch fire and medical apparatus. The combined salaries equates to \$712,475.00. Using the premise that 50% of those salaries are eligible for reimbursement the personnel cost equates to \$356,237.50. Since Douglas County uses 55% as there wireless percentage the eligible dispatch costs would be **\$195,930**.

- c) The duties of entering wants and warrants, records management, handling walk in requests from the public, and monitoring and feeding prisoners are not tasks performed at this center so any other hours would not have to be deducted from the 2080 full time hours of a single employee.
 - d) The estimated eligible personnel costs in this year's budget equates to **\$569,930**. Next year's budget would add approximately \$70,000 to that amount.
2. In response to whether the "WSP" Support Per Tower" input should be adjusted to more closely align with costs currently being requested by WSP's, Douglas County supports the adjustment. Over the last several years several of the wireless providers have merged. As a result the number of towers has been significantly reduced. In the Metro area for example all the Alltel towers were incorporated by Verizon reducing the number of towers by at least 50%. The same thing happened between Sprint and Nextel. Using this as a measuring stick the adjustment being considered makes sense and is easily supported.

Sincerely,



Mark S. Conrey
Douglas County
Chief, Communications