

# Keith County Board of Commissioners

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**Lonnie Peters**  
Board Chairman  
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lpeters@keithcountyne.gov

January 22, 2010

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

**C.W. Baltzell**  
1710 West 4 St  
Ogallala NE 69153  
(308) 284-3380  
cbaltzell@keithcountyne.gov

RE: Application No. 911-019/PI-118

Dear Mr. Hybl:

**Rex Christensen**  
PO Box 106  
Keystone NE 69144  
(308) 726-2332  
rchristensen@keithcountyne.gov

As both the director of a seven county 911 Center and as a member of the Commission's Wireless 911 Advisory Board, I have reviewed the proposal presented to adopt a permanent funding mechanism for wireless enhanced 911 services. I agree that a permanent formula needs to be adopted and am favorable to most of the provisions of the current application.

**W.E. O'Connor**  
2193 Keystone-Sarben Rd  
Paxton NE 69155  
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boconnor@keithcountyne.gov

I agree that cost eligibility needs to be based on the ratio of wireless vs. wireline 911 calls; either the Commission's established percentage or provable by the PSAP. My area of concern is that the list of eligible costs for using surcharge funds is too restrictive and limited.

**Doug Teaford**  
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- Training. Basic training for dispatchers in call processing is the same for wireless and wireline 911 calls. With wireless calls, however, the actual address does not display on the screen as it does with wireline calls. Dispatchers must examine the mapping of the call, verify the confidence factor and translate that into an assignable street address when the call is dispatched. This requires specific training just for the wireless calls. Portions of some training costs need to be allowed.
- Personnel. Consideration needs to be given to making some personnel costs as eligible for funding. Wireless 911 calls cannot be processed as quickly as wireline calls. There are many more "false" 911 calls from cellular phones. Callers often do not know that their telephone has even made the call. It takes time for dispatchers to sift through information, make callbacks to verify and even work with wireless carriers directly in some cases. All this is done to verify that there is in fact no emergency situation occurring.
- Wireless 911 calls must be documented and recorded the same as other calls for service at the PSAP. A portion of logging recorder costs should be eligible. There are times when these recordings are immediately reviewed to insure accuracy and they are also subpoenaed as evidence in court. I know of at least one instance in Nebraska where a citizen complained to the Commission about the processing of a wireless 911 call. I believe in that case the Commission requested a copy of the audio file of that call. If that will continue in the future, at least a portion of the recorder costs should be listed as eligible.



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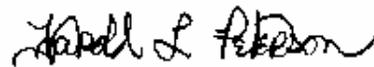
Mr. Mike Hybl

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- With data technologies and the call volume in some PSAP's, there must be a records management system in place to trace all calls for service; including wireless 911. Logic would be that a portion of costs related to interfacing the 911 telephone system into computer aided dispatch systems, logging recorders and other such equipment should also be eligible. A strong case can be made that a portion of computer aided dispatch operational costs should also be eligible for funding.

Much work has been done over the past few years to foster the development of wireless 911 throughout Nebraska. The Commission is to be commended for its diligence and perseverance toward this cause. I am confident that the Commission will continue to partner with local PSAP's as we work to develop and maintain efficient and professional wireless 911 services in Nebraska now and into the future.

Sincerely:

A handwritten signature in black ink, appearing to read "Harold L. Peterson". The signature is written in a cursive, flowing style.

Harold L. Peterson, Director  
Keith County 911/Emergency Management