

INSIGHTS

Connecting to the future of public safety
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Department

CONSULTANT HIRED FOR NG911 IMPLEMENTATION

The Nebraska Public Service Commission (PSC) has entered into a contract with Mission Critical Partner (MCP) to provide consultant services for the implementation of Next Generation 911 in Nebraska. The consultant was chosen through the state's RFP process.

"We are excited to have a consultant on board," said State 911 Director Dave Sankey. "Our consultant will help guide us through the implementation process, providing support on everything from developing technical requirements for a statewide system to a new funding mechanism."

"We are excited to have our consultant on board. They will be instrumental in guiding us as we move toward NG911 implementation," State 911 Director Dave Sankey

Those familiar with the PSC's process to create an NG911 master plan may remember MCP. The consulting firm was instrumental in assisting the commission with the plan's development. MCP has indicated many of the same team members who worked on the initial plan will continue to support the PSC and its stakeholders during the implementation process.

Celebrating its 10th year, MCP is a public safety consulting and lifecycle services management firm that specializes in delivering innovative solutions helping their clients enhance and evolve their public safety communication systems and operations. Visit their website @ <https://mcp911.com/>



WEST SERVICES TO PROVIDE QAQC FOR NG911 GIS MAPPING



West Corporation has been chosen by the PSC through the RFP process to provide Quality Assurance, Quality Control (QAQC) testing for the state's GIS data as Nebraska moves to implement NG911.

In February, West representatives met with the State 911 department team and GIS data creators and maintainers from across the state to talk about their process and the services they will provide. West will now begin reaching out to data providers and creators to start the process of gathering needed data.

West Corporation is a global provider of communication and network infrastructure services. Visit their website @ <https://www.west.com/>



DIRECTORS' DESK:



State 911 Director Dave Sankey

The long awaited announcement of preliminary funding allocations available for each state through the federal government's 911 Grant Program has arrived. In February, the PSC was notified Nebraska was eligible for \$1.8 million dollars in grant funding.

The 911 Grant Program is administered by the Department of Transportation's National Highway Safety Administration (NHTSA) and the Department of Commerce's National Telecommunications and Information Administration (NTIA). Under the NG911 Advancement Act, grant funding is provided for the migration to an IP-enable emergency network, and operation of NG911 services and applications.

The PSC in consultation with the Service System Advisory Committee (911 SSAC) developed the state's plan for utilization of grant monies. Work is now underway to complete the final application and submit it to the federal government before the April 2 deadline.

Once the final application is approved and the awarded allocation received, the state will have a maximum of three years, ending no later than March 31, 2022, to utilize the funds.

This notification of preliminary funding is very exciting news. We look forward to putting the funds to good use for the benefit of our 911 centers and citizens as we continue our work toward the implementation of NG911 in Nebraska.



E911 ADVISORY BOARD HOLDS FIRST MEETING OF THE NEW YEAR

The E911 Advisory Board members gathered in the PSC hearing room for their first meeting of the New Year. Newly elected Chair Buffalo County Sheriff Neil Miller called the meeting to order and the minutes from the last meeting of 2018 were then approved.

State 911 Director Dave Sankey, provided updates to the board on the approval of West to provide QA/QC for GIS. He also updated members on the progress of Text-to-911 implementation across the state with the East Central Region going live and the Southeast Region preparing to.

The board then approved funding requests for Garden, Saline, Sarpy, Thayer, Washington and York Counties as well as one for the North Central Region. Discussion also took place on a Computer Aided Dispatch (CAD) project involving York County with the board advising the project would be recommended at the wireless ratio.



THREE APPOINTMENTS MADE TO E911 ADVISORY BOARD

We say welcome to one new E911 Advisory Board member and it's nice to have you back to two others. Governor Pete Ricketts recently reappointed Shelly Holzerland and Brian Thompson to the board. Steven Reeves of North Platte was also appointed to fill the vacancy left by longtime board member Julie Righter Dove, who retired as a PSAP Director at the end of the year.

"We are pleased to have Shelly and Brian returning and to welcome Steve to our advisory board," said State 911 Director Dave Sankey. "This a very active group that always has a lot on its plate. We look forward to continuing our partnership."

E911 Advisory board members are appointed for a term of three-years. The advisory board meets quarterly to conduct business. At least one of advisory board meeting each year is held outside of the city of Lincoln. The next advisory board meeting is scheduled for Wednesday, April 17, at 10:00 a.m. in the Commission Hearing Room, 1200 N Street, Suite 300.



*Lt. Steven Reeves, North Platte-
newly appointed E911 Advisory
Board member*

SOUTHEAST REGION 911 ANNOUNCES TEXT-TO-911 SERVICES

The State 911 Department is pleased to share information from the Southeast Region 911 on the availability of Text-to-911 services for its 16 member counties in southeast Nebraska.

According to information provided by the Southeast Region 911, as of January 22, Text-to-911 service was available to the public, through most wireless carriers in the Southeast Region.

The Southeast Region 911 reminds its citizens that while this is exciting technology, Text-to-911 is not meant to take the place of calling using standard voice. For information regarding Text-to-911 and the need to “Call if you can, Text if you can’t” please see the Federal Communications Commission (FCC) website @ <https://www.fcc.gov/consumers/guides/what-you-need-know-about-text-911>.



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|----------------|------------------|---------------|---------------|-----------------|
| Beatrice | Cass County | Clay County | Falls City | Fillmore County |
| Johnson County | Jefferson County | Lincoln | Nemaha County | Nuckolls County |
| Otoe County | Saline County | Seward County | Thayer County | York County |

How to Text-to-911

1. Always Remember “Call if You Can, Text if You Can’t.”
2. Enter the numbers “911” in the “To Field”.
3. The first text message to 911 should be brief and contain the location of the emergency and type of help needed.
4. Push the send button
5. Be prepared to answer questions and follow instructions from the 911-call taker.
6. Text in simple words- do not use abbreviations.
7. Keep text messages brief and concise.
8. Once you have initiated a Text-to-911 conversation, do not turn off your phone until the dispatcher tells you it is okay to do so.



PSC WEBSITE GETS A NEW LOOK

We are starting the New Year off with an updated look for our new mobile-responsive [website](#).

Created along with Nebraska Interactive, the PSC’s new website features drop-down menus for each department, along with easily operated search engines, online payments, data and updated forms.

You can still find us at < www.psc.nebraska.gov >. We hope you will take the time to visit our new site.

Just a quick note... pages bookmarked on our old site will need to be updated by bookmarking them on the new site.



Our Website is to provide information, planning, implementation, coordination, funding assistance, equipment, management and maintenance of Nebraska's 911 service system to ensure cost-effective 911 service is provided to all residents and visitors of the state at a consistent level of service in a cost-effective manner.

David Baskley has served as Director of the State 911 Department since September 2016. He has more than 30 years of Public Safety experience in Nebraska, having served 27 years with the Nebraska State Patrol. A graduate of the FBI National Academy and the National Executive Institute, Baskley holds a Leadership degree in Criminal Justice.

MEET YOUR STATE 911 TEAM



If you in anyway deal with PSAP funding requests, allocations, or audits then you are probably already familiar with Kathy Shepard. You may not have met her in person, but chances are you have talked with her over the phone or shared information through email exchanges.

As an Accountant with the State 911 Department, Kathy works closely with PSAPs reviewing financials related to audits of state 911 funds.

When she is not at work, Kathy enjoys spending time with her children and grandchildren. She likes to bowl and golf and during volleyball season can be found courtside as a referee at any number of high school volleyball matches.

9-1-1 NOTES

E911 Funding Applications

It is the first of the year and you know what that means, 2018-2019 funding applications for all PSAPs and WSP's receiving monies from the PSC are due by April 15. An email from the PSC was sent to all PSAPs with an applications and a call ratio summary sheet attached. WSP's that have previously applied also received an email with an application. The emails should have been received by the first part of March.

A few key things to remember when filling out your funding application are:

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

If you have questions about your funding application and the information required, email us @ psc.psap@nebraska.gov

9-1-1 General Questions or Comments

Have a general question or comment regarding E9-1-1? 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.

Sharing information on Best Practices Document.

In February, you may have received an email from State 911 Dept. Director Dave Sankey with a link to the recently released NENA document on < [Recommended Best Practices for Supplemental 911 Location Data](#) >. We hope you found the information helpful. Look for us to continue to share information as a way of raising awareness. 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

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CALL if you can.

911 nebraska

TEXT if you can't.