

INSIGHTS

Connecting to the future of public safety
Volume 12 /12 Issue

IN THIS ISSUE

- 911 SSAC Hears Working Group Updates
- NG911 Legislative Update
- Director's Desk
- Sarpy County Joins Metro Region
- Share Your PSAP Story
- Three new Joint 911 Communications Centers Open
- Sheriff Miller Honored
- 2019 Nebraska APCO/NENA Conference
- 911 Wireless Advisory Board
- 911 Assistant Devices Alert
- Telecommunicators Training
- Meet Your State 911 Team
- 911 Notes



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

911 SSAC HEARS WORKING GROUP UPDATES

Presentations from five working groups capped off the final meeting of 2019, for the 911 Service System Advisory Committee (SSAC)

Much of the attention focused on the funding working group. Chair Jon Rosenlund detailed the key funding recommendations developed by the group over the past year. He stressed, the way 911 is currently funded in the state, will need to change to accommodate a Next Gen environment. The presentation drew lively discussion from the committee. It was determined a period of time was needed for committee members to provide comment and suggestions to the working group before a vote on the funding recommendations was taken.

Committee members also heard updates from the technology working group which continues its efforts to secure a Request For Proposal (RFP) for the ESInet and Core Services.

“Having a funding plan identified is key to moving forward with the implementation of NG 911,” State 911 Director, David Sankey. “

The GIS working group provided information on its planned regional workshops. The first workshop was held in October in the Southeast Region. The workshops are designed to reconcile regional GIS boundaries. A second workshop is planned for mid-December in the South Central Region. The training working group held its kickoff in October. The group has conducted a training survey as it works to develop and implement a foundation for minimum training standards and certification for each level of PSAP employees. Stu DeLaCastro, has been identified as the chairperson for the operations working group. Its objectives include interconnectivity, policies and procedures and NG911 best practices.

A PowerPoint presentation of the information provided by the working groups can be found on the PSC website NG911 page @ <https://psc.nebraska.gov/state-911/next-generation-911> under the 911 Service System Advisory Committee (SSAC) meeting information.



State 911 Department Updates Legislative Committees on NG911

During the first week in December, PSC state 911 department director David Sankey updated a joint session of the Legislature's Transportation and Telecommunications and Appropriations committees on the status of Next Generation 911 in Nebraska. The joint hearing provided an opportunity to let lawmakers know the progress being made as the state works toward implementation of NG911. Director Sankey, gave an overview of the process and highlighted the efforts of the 911 Service System Advisory committee and its working groups.



DIRECTORS' DESK:



State 911 Director Dave Sankey

2019 has proven to be a productive year in the state's efforts to implement Next Generation 911 (NG911) in Nebraska. The progress we've experienced wouldn't have been possible if not for the hard work and dedication of both the 911 Service System Advisory Committee (911SSAC) and the many volunteers on our working groups.

I recently had the opportunity to attend the fall meeting of the National Association of State 911 Administrators (NASNA) in Minnesota. NASNA focuses on public policy issues impacting 911 and serves as an informational sharing and support network for state 911 program administrators.

While at the meeting, I visited with a number of 911 administrators from states in various stages of the process of implementing NG911. I came away from my time spent in Minneapolis with the realization that Nebraska is right where it needs to be in its NG911 process. With the support of our consultant, along with the commitment of our 911 SSAC and working groups, we are utilizing logic and discipline to help guide us as we move forward in a systematic manner.

I would like to thank everyone who has worked so hard to get us to this point and look forward to with excitement and enthusiasm for the new year ahead.

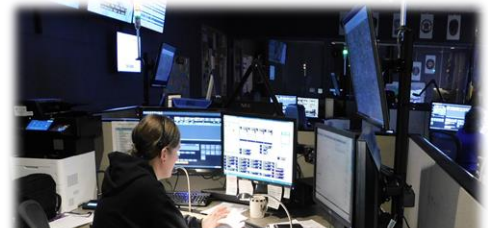
SARPY COUNTY JOINS METRO REGION

Sarpy County Emergency Communications has successfully merged into the metro region joining together with Douglas, Washington & Pottawattamie Counties in August.

The County was authorized by the PSC to utilize 911 Service System Funds to complete a phone system upgrade project, making for smooth transition into the metro region.

In addition to the phone system upgrade, becoming a part of a region provides Sarpy County with an additional level of redundancy, a big step in providing a more advanced level of service to the public.

Read more about their regionalization and 911 upgrades and on the Sarpy County Website @ <http://bit.ly/2mUzptX>



Sarpy County Emergency Communications

SHARE YOUR PSAP STORY WITH US

Tell us what is happening at your PSAP? Have you made changes to better serve the public? Has your center received recognition? Maybe you've honored a dispatcher/telecommunicator or perhaps your PSAP has participated in fundraising efforts.

The state 911 department is always on the lookout for stories to share with the readers of our quarterly newsletter.

Let others know the great work being done to improve service and public safety across the state, email your news along with any pictures to james.almond@nebraska.gov then watch for your PSAP to be featured in our next newsletter.

JOINT 911 COMMUNICATIONS CENTERS OPEN IN GRAND ISLAND, COLUMBUS & YORK

It has been an exciting fall for public safety communications in the state with the opening of three joint communications centers.

An October grand opening was held for the newly built \$3.4 million dollar Grand Island-Hall County Emergency Management & Communications Center. The 10,664 square foot facility co-locates Emergency Management with the Grand Island & Hall County Communications centers.

After more than a decade in the making the City of Columbus/Platte County joint 911 Communications center is up and running. The newly renovated 911 center located in the Columbus Municipal Airport, Administration building will provide a single location for dispatchers from both the city and county to work as one.

In York County, a recently completed expansion of the York County Courthouse, is the new home of the York Police Department & York County Emergency Communications Center. The new addition with a cost of two million dollars is designed to withstand an F5 tornado.



Grand Island-Hall County Emergency Management & Communications Center



Photo Courtesy Columbus Telegram



York Emergency Communications Center

SHERIFF MILLER HONORED BY FIRSTNET AUTHORITY BOARD

Join us in congratulating Buffalo County Sheriff Neil Miller on being honored with the Harlin R. McEwen Public Safety Broadband Communications Award by the FirstNet Authority Board.



Sheriff Miller received the award during the December 2019 FirstNet Authority Board and Committee meeting in Hollywood, Florida,

Established in 2017, the McEwen Award recognizes the spirit of service, commitment, and dedication that is a proud tradition among public safety.

Sheriff Miller was honored for his remarkable leadership and significant contributions to the advancement of public safety broadband communications across Nebraska.

Read the Buffalo County news release on the award received by Sheriff Miller @ buffalocounty.ne.gov/files/Sheriff/



NEBRASKA APCO/NENA CONFERENCE HELD IN LINCOLN

The Cornhusker Marriott hotel in Lincoln was the site of the Nebraska APCO/NENA chapter fall conference, Oct 21-23.

With the theme “Dispatch Detectives Get Clued In”, participants in the three day conference were treated to a detailed wrap up on Nebraska Task Force 1’s Response to the 2019 Flood, as well as a variety of educational sessions to include: Cyber Security: Challenges & Opportunities for NG911; PSAP Performance Metrics; and Got Indoor Maps?

PSC State 911 Department members played an active role in the conference, with director Dave Sankey and GIS specialist Kea Morovitz participating in the 911 Goes to Lincoln breakout session. They provided updates on the current status of the state’s efforts to implement NG911 in Nebraska as well as the importance quality GIS information plays in the process. Those attending also received updates on FirstNet and the Nebraska Emergency Management Agency (NEMA)



The 911 Advisory Board held two meetings (October & December) to close out 2019. During the October meeting, held in conjunction with the APCO/NENA conference, board members voted to recommend the PSC leave the 911 wireless surcharge fee at the current \$0.45 for the next year. Funding requests were also approved for 10 Public Safety Answering Points (PSAPs).

The December meeting was held at the Nebraska Public Service Commission, where board members approved five funding requests.

911 WIRELESS ADVISORY BOARD ACTIVITY



911 ASSISTANT DEVICES ALERT

The State 911 Department was recently contacted by one of our PSAPs with a heads-up about 911 assistant devices. The PSAP, received a call from someone who was making a test call on a pendant device called “Guardian 911 Alert Plus”. The call came in as WPH2 and plotted an address. The pendant however was connected to a throw away cell phone so there was no valid callback number. The concern for the PSAP was, if the individual pushed the button but wasn’t able to talk, the PSAP would have difficulty ascertaining the problem or locating the caller.

In doing some checking, the PSAP found these types of devices are available for sale over the internet by various makers and with various designs. The issues raised by the PSAP are valid concerns, if the device in question is not connected to a subscription service, with a call center (such as Lifeline).

We want to thank our friends at Keith County 911 for raising awareness of this issue, and encourage all PSAPs, to be aware of these devices and discuss how to deal with them should a call come in.

TELECOMMUNICATORS ATTEND TRAINING IN G.I.

Twenty-four public safety telecommunicators/dispatchers from across the state attended the second Basic Public Safety Telecommunicator Training course put on by the PSC state 911 department.

The weeklong course held at the Nebraska Law Enforcement Training Center in Grand Island was taught by state 911 department field coordinator James Almond. Those in attendance, received training to include interpersonal communications, call process, traditional telephone technology, Next Generation 911, Computer-Aided Dispatch (CAD) and related technologies and more.

“It was a great week, with a very engaged group,” Almond said, “I am excited for these individuals to return to their PSAPs so that they can apply what they’ve learned.

The PSC state 911 department would expect to hold additional trainings in the coming year. Check-out training availabilities on the State 911 [Training Information](#) page of the [PSC website](#).



*Basic Public Safety Telecommunicator Training Course
NE Law Enforcement Training Center*



*Class participants tour new Grand Island- Hall County
Emergency Management & Communications Center*



MEET YOUR STATE 911 TEAM

Meet Jackie Synhorst, the State 911 Department's Administrative Assistant (AA).

Jacki joined the Commission in 2011, as a Nebraska Telephone Assistant Program (NTAP) specialist, where she stayed before transitioning to her role in the State 911 department.

She enjoys reading, spending time out of doors and all things football. Jacki and her husband Paul are empty nester and are awaiting the birth of their first grandchild this spring.

9-1-1 NOTES

We're Going Paperless!

The PSC State 911 Department is working on going paperless and our PSAPs are a big part of the process. Beginning January 1, 2020, **all PSAP documentation** to include, funding applications, fund usage requests, and audit information will need to be sent into our department electronically. Some of you have already made the transition, thank you. For those of you who have not, here are some quick tips;

- Complete all documentation (please remember to sign your documents)
- Scan all documentation
- Email all documentation to psc.psap@nebraska.gov

Just a reminder, when sending in your 2020-2021 funding applications, please include **call volumes from the entire year** either fiscal or calendar, whichever your PSAP works off of (call data from MIS or ALI Retrieval forms are acceptable documentation for call volumes). Also, **include all newly signed contracts** from 2019.

If you have questions about your funding allocation or the audit packet, email us @ psc.psap@nebraska.gov

Fund Usage Request Deadline

If your PSAP will be submitting a Fund Usage Request for approval by the 911 Wireless Advisory Board it's important to remember the request must be received **two weeks prior to the meeting date**. If your request isn't received by the deadline, it will not be placed on the agenda and you will need to wait for the next board meeting for approval. Also please remember **to sign your documents** before scanning and sending them in electronically.

Again, if you have questions about deadlines or the signing of documents, email us at psc.psap@nebraska.gov and we will be happy to help you out.

Connect with us on Social Media



Interested in connecting with the PSC? Like us on [Facebook](#) and [Twitter](#) @NEPSCNG911/ [Twitter](#) @NEB_PSC or visit the PSC website @< www.psc.nebraska.gov >.



Contact Us

Nebraska Public Service Commission-
State 911 Dept.

1200 N Street, Suite 300

Lincoln, NE 68509

402.471.3101

www.psc.nebraska.gov

