

# INSIGHTS

Connecting to the future of public safety  
Volume 15 / 15 Issue

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

## SEPTEMBER MEETING BRINGS 911 SSAC MEMBERS BACK TOGETHER AGAIN

For the first time since the COVID-19 pandemic hit in March, members of the 911 Service System Advisory Committee (911 SSAC) were back together in person.

The Committee's September 16 meeting got underway in the Commission hearing room with proper social distancing and masks in place. The need to social distance reduced the space available for the public and staff within the hearing room, so an online option was offered for anyone wanting to participate but not wanting or able to attend in person.

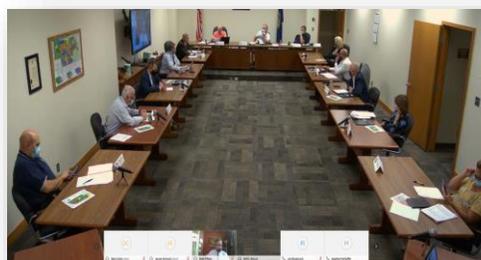
While the committee hasn't been together in person for several months its members and working groups have still managed to be very productive. GIS working group chair Nemaha County Sheriff Brett Lottman, told members, that 60% of PSAPs have confirmed boundaries. The Committee then voted to approve a County MOU boundary template. The Training working group presented its vision and goals for the group and released its findings from a PSAP survey on training issues. Training working group chair Shelly Holzerland

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“Our 911 SSAC working groups are making great progress. We thank them for all of their hard work and dedication to the process,” *State 911 Director, David Sankey.*

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said they had responses from 37 PSAPs to their survey and while they would have liked more, they were able to get a pretty good picture what training is taking place. She indicated there would be a lot more discussion going forward, but the group was pleased with its progress to this point. Operations, funding and the technical working groups also provided updates. View a [pdf](#) with more detail on the working group updates [here](#) or visit the State 911 Department, [Next Generation page](#) of the PSC website. The next meeting was scheduled for November 18.



**GIS Working Group**

- The PSC has PSAP boundary work in progress:
  - Some cities of refuge have confirmed boundaries
- GIS Cooperative Agreement
  - Make for easier to clarify GIS boundary coordination
  - Provide clarity of roles and responsibilities between PSAPs
  - Coordination of data
  - Identification of areas and boundary overlap
  - Support shared needs between overlapping PSAPs

**Statewide PSAP Call Routing Boundaries**

**Key Findings**

- Approximately 68% of responding PSAPs have a written training policy
- Approximately 41% of responding PSAPs have minimum requirements for continuing education
- Small centers need access to training resources
- There is a need for minimum guidelines for training and quality assurance (QA)
- New telecommunicator training programs vary from eight hours to more than 100 hours statewide

**Nebraska PSAPs with a Written Training Policy**

# Public Hearing Held on NG911 Funding Mechanism

The month of September also brought a public hearing before the PSC to consider adopting the recommendations of the 911 Service System Advisory Committee (911 SSAC) for the creation of a new funding model for Next Generation 911 (NG911).

District 3 Commissioner Tim Schram was the hearing officer for the September 2 hearing held online and in the Commission hearing room. State 911 Director David Sankey was first to testify offering an overview of the process. Jon Rosenlund, who serves as the chair of the 911 SSAC funding working group and is director of the Hall County Emergency Management & Communications walked those attending the hearing through the details of the new funding model and talked about the process used by the funding working group and 911 SSAC to reach agreement on the recommendation.

The [New Funding Model](#) can be found on the [minutes](#) from the April 1, 911 SSAC meeting. The PSAP allocation model is based on three components.

- An equal distribution base amount (40%)
- PSAP call volume (40%)
- PSAP service area population (20%)

Buffalo County Sheriff Neill Miller, chair of the 911 SSAC also testified. He thanked everyone who participated in developing the model saying it was a challenging process, but in the end a group of 13 people came together on plan which was supported by the committee. He called the new funding model very transparent and a good start.

Those testifying also answered questions from Commissioners. The hearing ended with a date of September 16 set for anyone wanting to provide post hearing briefs.



**SSAC Funding Working Group  
Recommendations**

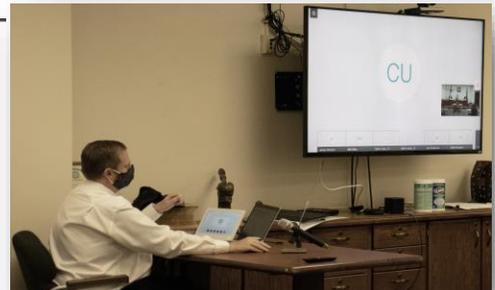
PSAPs Will Continue to Receive All Wireline and VoIP 911 Surcharge Funds

Public Service Commission Will Use Wireless 911 Funds to pay the following costs of Next Generation 911 Deployment and Operation

- 100% of the cost to provide the E911
- 100% of the cost to connect host PSAPs to the E911
- 100% of Next Generation Core Services for the PSAPs
- 100% of Text-to-911 costs
- 100% of Legacy Selective Router costs
- Annual Funding Allocation to PSAPs
- Wireless Service Provider Cost Recovery

**New PSAP Funding Allocation Model**

- The new PSAP allocation model for wireless 911 funds will be transparent and based on measurable data.
- PSAP Allocations based on three simple components:
  - An Equal Distribution Base Amount
  - PSAP Call Volume
  - PSAP Service Area Population



**Proposed Allocation Model Percentages**

Allocation Percentage	Description	Details
40 Percent	Equal Distribution Base Amount	40% of the total annual PSAP allocation will be divided into equal shares and distributed to each PSAP
40 Percent	Call Volume	40% of the total annual PSAP allocation will be distributed to each PSAP based on its share of statewide 911 call volume determined via ECA/TS
20 Percent	Service Area Population	20% of the total annual PSAP allocation will be distributed to each PSAP based on its share of statewide population (determined via [annually revised] census data.

**When a PSAP Joins the NG911 System:**

- The New PSAP Allocation Model will take effect.
- The wireless/wireline ratio will no longer apply.
- PSAP costs for 911 trunks and AUI Database services will end
  - Helps PSAPs adjust to the New Allocation Model
- New rules for use of legacy set-aside funds will take effect.
- Each PSAP will continue to be audited annually to confirm 911 Service System funds were used for eligible purposes according to legal requirements



## DIRECTORS' DESK:



State 911 Director Dave Sankey

After years of planning and preparation we are on the doorstep of implementation of Next Generation 911 (NG911) in Nebraska.

Since my last column, we've made great strides in opening the door to deployment. We held our first inperson meeting since the COVID-19 public health emergency began back in March as many of our 911 SSAC members gathered in the PSC hearing room on a Wednesday in September and were updated on the progress made by our working groups. These groups have put us on the path to new recommendations and guidelines and their hardwork has helped get us where we are now. And where we are now is pretty exciting.

The next time I write, we will have selected a vendor(s) for the NG911 EsiNet and Core Services. We will have a new funding model in place and we will have seen important advances in GIS development, training standards and certification recommendations.

Thanks to the efforts of everyone involved, we are on the threshold of tremendous opportunities that await all Nebraskans as we prepare to walk through the door to NG911 implementation.

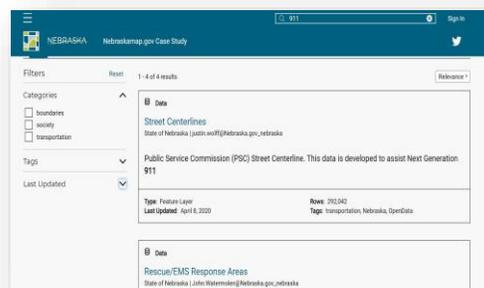
## State 911 GIS Data Housed on New Website

We've moved, our GIS data that is. In order to improve efficiency and access, GIS data maintained by the PSC will now reside with the rest of the state's GIS information.

As of July 1, state 911 GIS data can be found at [NebraskaMAP](http://www.nebraskamap.gov/) < <http://www.nebraskamap.gov/> > State 911 GIS data can be searched on the website by typing "911" into the search data box.

This repository is also great for finding all state government approved material for your needs.

If you have questions as we transition state 911 data to [NebraskaMAP](http://www.nebraskamap.gov/) we encourage you to visit the [GIS page](https://psc.nebraska.gov/state-911/geographic-information-systems-gis) of the PSC website @ < <https://psc.nebraska.gov/state-911/geographic-information-systems-gis> > for contact information.



## WIRELESS 911 ADVISORY BOARD HOLDS AUGUST MEETING

August 19 marked the first in-person meeting of the Wireless 911 Advisory Board since the start of the COVID-19 pandemic. Advisory Board members wore masks and were social distanced in the Nebraska Public Service Commission Hearing Room for the 10 a.m. meeting. The meeting was also available for viewing in an online platform for those unable to attend.

Long-time board member Ike Brown was recognized at the start of the meeting by Board Chair Steve Reeves. Brown will retire at the end of the month (see below). The board then heard an update on the RFP for the Next Generation 911 ESInet and Core services, the September 2 public hearing on the NG911 funding mechanism, Text-to-911 and regionalization from State 911 Director Dave Sankey, before approving funding requests for Antelope, Burt, Butler, Colfax, Dawes and Scottsbluff Counties.

The Advisory Board's next meeting was scheduled for 10:00 a.m., October 21 in the PSC hearing room in Lincoln. An online option will also be made available.



## MCCOOK POLICE CHIEF IKE BROWN RETIRES –RECOGNIZED BY PSC



After 16-years of service to the state as a member of the Wireless 911 Advisory Board and 39-years of service to the citizens of McCook, McCook Police Chief Ike Brown retired at the end of August.

Brown, who started his career in law enforcement as a military police officer, joined the McCook PD in 1981 and was the first McCook police officer to graduate from the FBI Academy. As Chief of Police in McCook, Brown oversaw a department of 16 officers and 7 civilians.



During his final Wireless 911 Board meeting on August 16, the PSC honored Brown for his dedication and commitment to the citizens of the state.

## NEWS STORY FEATURES LINCOLN 911 COVID-19 SAFETY PRECAUTIONS

The Lincoln Lancaster County 911 Communications Center was the focus of a TV news story highlighting the extra precautions being taken by first responders in order to continue serving the public during the COVID-19 pandemic.

As essential employees, the story focused on efforts the Communications Center is taking in order to ensure its staff stays safe and is able to continue working during unprecedented time.

View the full report @ <https://www.1011now.com/video/2020/07/31/lincoln-dispatch-operates-during-pandemic/>



## BARB LISKA RETIRES AS SEWARD COUNTY 911 DIRECTOR

For more than 45-years she served the citizens of Seward County. In July, Barb Liska retired from her post as Seward County 911 Director as friends, family and co-workers gathered to thank Barb for her service and wish her well.

Liska began her career as a dispatcher for the Seward Police Department in 1974. She was named Director of the Seward County Communications Center in 1996, with the Consolidation of City and County Services.

In 2015, she oversaw the move of the Communications Center into the brand-new Justice Center.

Honored by the Nebraska Emergency Service Communications Association (NESCA), as dispatcher of the year in 1984, Liska served as the organizations president in 1991 and was again honored by the group in 2011 with the Laura Becker's President's award.



**JUDD REED MEMORIAL AWARD**  
The fifth annual Judd Reed Memorial Award was presented to Barb Liska of the Seward County 911 Center. This award was created in 1999 to honor a communications officer who has dedicated their life to improving public safety throughout Nebraska. Barb has been heavily involved in planning NESCA conferences over the years, as a past president of NESCA, and has been an instructor at the basic dispatcher course at the Nebraska Law Enforcement Training Center in Grand Island. It would be surprising to guess the number of communications officers Barb has helped to train over the years and we're all lucky to have her. Congratulations Barb!

## FUNDRAISER AIDS FAMILY & PAYS TRIBUTE TO LONGTIME POLK COUNTY DISPATCHER

The Polk County Fairgrounds on Saturday, August 29<sup>th</sup> was the sight of a tremendous outpouring of support for the family of long-time Polk County dispatcher Deb Pinney, who lost her brave battle with stage 4, head and neck cancer on July 23.

Mask and social distancing were encouraged during the day-long event, which featured a free donation meal, poker run, as well as live & silent auctions.

All proceeds from the day will go help the family with expenses and to celebrate Deb's legacy.

Read more about the day's events on the [Team Deb Facebook page](#).



## 9-1-1 NOTES

### Audit Packets to be Submitted Online-Due October 15

The PSC State 911 Department would like to thank PSAPs for helping us to go paperless by submitting funding applications online. We would encourage you to keep up the good work as we are requiring all audit packets also be submitted online by October 15.

Your PSAP should have received an email containing a packet of audit information for July 1, 2019- June 30, 2020. There is a lot documentation required in order to complete the audit packets. We would appreciate you taking the time to ensure your PSAP has provided all the necessary information before submitting the packet online to the PSC.

All audits containing the requested documentation must be submitted online by October 15. We will be emailing another friendly reminder during the month of September.

If you have questions about the audit packet or the online process email us @ [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov)

## Regionalization & Text-to-911

Has your PSAP gotten text-to-911 capabilities because you recently joined a region? If so, remember to file a text-to-911 request for funding. This will enable us to get a 911-060 Order approved by the Commission so that we can pay the text-to-911 costs for your PSAP. All text-to-911 costs are paid by the PSC outside the cost model, but you have to have a funding request approved for that to happen. Questions? Send us an email to [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) and we'll help you sort things out.



## 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. 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](http://www.psc.nebraska.gov) >.



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