

# INSIGHTS

Connecting to the future of public safety  
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## 911 SERVICE SYSTEM ADVISORY COMMITTEE NAMED

Fourteen representatives from across the state have been approved by the Nebraska Public Service Commission to serve as members of the 911 Service System Advisory Committee.

Commissioners voted to approve the new committee members at their July 10 meeting. Those selected were among 31 people who submitted an application to the PSC. Of the 14 members appointed four are representatives of public safety agencies (Owen Yardley, Lincoln; Troy Shoemaker, Alliance; Andrew Snodgrass, Nebraska City; Jon Rosenlund, Grand Island), two are county officials or employees (Neil Miller, Buffalo County; Stuart DeLaCastro, Sarpy County) and two are city officials or employees (Shelly Holzerland, Fremont; Carla Jones, Beatrice). The Telecommunications industry has two representatives (Ann Prockish, Omaha; Brian Thompson, Lincoln), two members represent PSAPs (David Sleeter, Douglas County; Brent Lottman, Nemaha County) and one representative from NACO (Randy Obermier, York), and the League of Municipalities (Karla Rupiper, Papillion).

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*“It’s an exciting time,” said State 9-1-1 Director Dave Sankey. “Everything continues to move forward. Our advisory committee in place and we are working on issuing RFP’s and holding workshops.”*

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Created by LB 993, the Advisory Committee will make recommendations to the PSC on matters concerning the implementation, coordination, operation, management maintenance and funding of the 911 Service System as the state begins the transition to NG911.

State 911 Directory Sankey and Office of the Chief Information Officer (OCIO), CEO Ed Toner, will also sit on the committee. Advisory Committee members held their first meeting in late August, with initial plans to meet again in October.





*911 Service System Advisory Committee members-left-right front row: Brian Thompson, Jon Rosenlund, Karla Rupiper, Carla Jones, Ann Prockish, Troy Shoemaker Back Row: David Sankey, David Sleeter, Owen Yardley, Brent Lottman, Randy Obermier (not pictured, Neil Miller, Stu DeLaCastro, Shelly Holzerland, Andy Snodgrass & Ed Toner)*

## DIRECTOR'S DESK



I would like to welcome the new members of the PSC's 911 Service System Advisory Committee. Appointed by the Commission, the advisory committee members have a big job and a lot of work ahead of them as we move forward with the implementation of NG911 in our state. We appreciate their willingness to serve and their dedication to the process.

The State 911 staff used the initial meeting of the Advisory Committee, to welcome our new members and to get everyone up to speed on where we are at and where we need to go as the state works to transition from the current Legacy 911 system to a new IP based NG911 system.

An overview of NG911 was provided along with an update on the Request For Proposal (RFP) and grant process. Committee members were given a draft and presentation on proposed By-Laws as well a briefing on an upcoming RapidSOS demonstration being hosted by the PSC.

In October, the Committee will meet to elect leadership as members fill the chair and vice-chair positions. By-Laws will be voted on and funding will be among the topics discussed.

Our committee members bring with them a vast array of experience and expertise and we are excited to begin a new era of 911 service in Nebraska.

## PSC HOLDS WORKSHOP ON NG911 FUNDING MECHANISM

Public safety, county and city government along with industry representatives joined the PSC's State 911 Department for a morning [workshop](#) on a proposed Funding Mechanism for Next Generation 911 (NG911).

The workshop, held on June 13, was part of the Commission's responsibility in fulfilling provisions of LB993, which cleared the way for the implementation of NG911 in Nebraska.

The new law directs the Commission among other things, to determine how to allocate the 911 Service System Fund in order to facilitate the planning, implementation, coordination, operation, management, and maintenance of the 911 system. Create a mechanism for determining the level of funding available, and establish standards and criteria concerning disbursements from the 911 Service System Fund.

"We had a great turnout for the workshop," said State 911 Director David Sankey. "We appreciate all of the comments and suggestions and look forward to continued discussions as we move toward the implementation of NG911 in Nebraska."

The workshop featured six questions for the participants to discuss and provide input to the Commission. Written comments were also taken through July 13.

The Commission, along with the 911 Service System Advisory Board Members will take the comments under advisement and if needed schedule an additional workshop.



## Training a Big Part of the State 911 Field Coordinator Role



*State 911 Dept. Field Coordinator Troy Cordle presents a class on civility in the workplace to Lincoln 911 dispatchers*



As we move into the NG911 environment, training is at the top of the list for the PSC State 911 Department.

A former dispatcher, State 911 Field Coordinator Troy Cordle, can relate to the intricacies and stresses, faced by those who don the headsets in Public Safety Answering Points (PSAPs) across the state.

That experience provides him with a unique perspective as he meets with PSAP directors and employees, answering questions and providing information about Next Generation 911.

A Certified Training Specialist, Cordle is looking forward to working on a new training and certification program as a part of the NG911 transition.

"We have dedicated dispatchers in our PSAPs all across the state," Cordle said. "Our goal is to help them become even more cohesive in providing assistance to the citizens they serve."

Watch for the State 911 Department new training newsletter "In The Know" this fall. The newsletter will contain information on upcoming training opportunities.

## PSC FACILITATES MEETING ON GIS



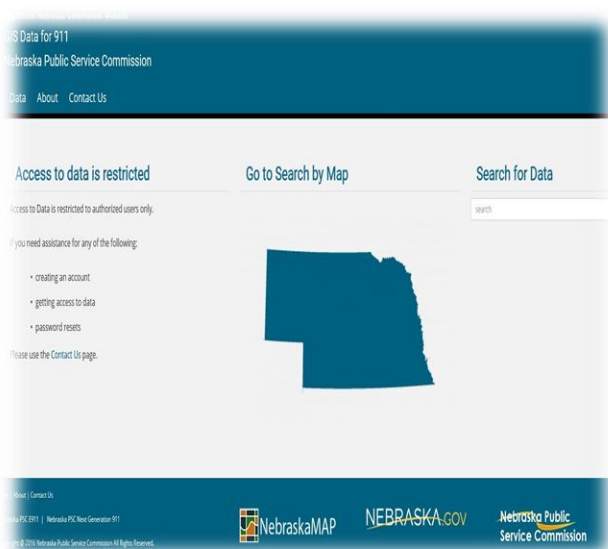
Fostering relationships and opening lines of communication were among the goals of a meeting facilitated by the PSC.

The gathering, which took place in late June in Sarpy County, included subject matter experts from four eastern Nebraska PSAPs, which do not use vendors for their 911 GIS.

“It’s important that the PSAPs and their in-house GIS departments are working collectively as we transition to Next Generation 911,” said Dave Sankey, State 911 Director. “By bringing everyone together we hope to further promote dialogue between the two groups on what is required of GIS in an NG911 environment.”

Those attending included representatives from Douglas, Lancaster, Sarpy and Washington Counties. A representative from Mission Critical Partners (MCP) joined PSC staff in discussing topics ranging from NITC and NENA Standards for street centerlines and address points, to the communication matrix needed for NG911.

## GIS DATA REPOSITORY REMINDER



Just a quick reminder that the PSC has developed a new [GIS Data Repository](#) for use. The secure online site is available for subscribers to browse and download the State’s GIS Data used by the Public Safety Answering Points (PSAPs) for their 9-1-1 calls.

The data is updated quarterly as improved information is received and is for informational purposed only.

Should you have any questions about the site or accessing it feel free to contact PSC GIS Specialist Kea Morovitz at [kea.morovitz@nebraska.gov](mailto:kea.morovitz@nebraska.gov)

## E911 Advisory Board Holds 3<sup>rd</sup> Quarter Meeting

The PSC Hearing Room in Lincoln was the sight of the Wireless (E911) Advisory Board 3<sup>rd</sup> quarter meeting.

State 911 Director Sankey, provided an update on the progress being made toward the implementation of NG911.

Advisory board members then approved funding requests for seven PSAPs to include the Counties of Chase, Cheyenne, Douglas, Howard, Johnson and Washington as well as the city of Hastings.

The next advisory board meeting will be held on Monday, October 29, at 10:00 a.m. at the Beardmore Event Center in Bellevue. The meeting will coincide with the Nebraska APCO/NENA Conference.



## Traveling State Proclamation Collage Continues to Grow

Since April, we have been gathering pictures of our state's PSAPs and 911 Center employees holding the state proclamation recognizing their hard work and dedication as a part of National Public Safety Telecommunicators week.

You will recall members of the PSC and representatives from public safety agencies and PSAPs joined Governor Ricketts at the State Capitol on April 9 for the signing of the proclamation.

So far, we have captured 54 pictures for our collage and we are looking for more, so watch for the traveling state proclamation in your area.



## Meet your State 911 Team

We'd like you to get to know us. The State 911 Team is made up of employees who perform a variety of jobs within the Nebraska Public Service Commission. For the next several editions of the *Insights* newsletter, we'll introduce you to a member of our team.

First up – Matt Effken. Matt joined the Nebraska Public Service Commission in September of 2016. An attorney, Matt is a member of the PSC legal team and serves as legal counsel for the State 911 Department. In addition to writing Orders, he advises the department on conducting business in conformance with state statutes, regulations and agency guidelines.

When he's not at work, Matt enjoys spending time with his wife Liane and their chocolate lab Dakota.



## E9-1-1 Notes

### Early Audit Notices in your “Email”

It is never too early to start thinking about your audit. Individuals responsible for handling PSAP funding should have received an email containing an early audit notice. Packets with audit information for July 1, 2017—June 30, 2018, were sent out in May. The Audit packet must be returned to the PSC State 911 Department by Oct. 15, 2018.

If you did receive an early audit notice or your audit packet or have questions about your audit, please email us @ < [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) >.

In addition, if you need reimbursement for Text to 911 be sure to email us your documentation. Without the proper paperwork, we will not be able to provide compensation.



### What's Your PSAPs Set-Aside Balance?

When the PSC completes a PSAP audit, the PSAP will receive a letter stating its set-aside balance. This information is **very important**. Once received, please share this balance information with your County Treasurer. If there is a difference in the amount, please contact the PSC < [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) > so the discrepancy can be identified and corrected.

### Paying for GIS

Just a reminder, 100% of wireless funds can be used for Address Point Layer creation. However, you cannot use set-aside funds or your annual allotment as payment until the data has been approved by the PSC GIS Specialist and you have been notified of that approval. Questions contact us at < [psc.psap@nebraska.gov](mailto:psc.psap@nebraska.gov) > our knowledgeable and experienced staff will work to answer your question or provide you information in a timely manner.

### Helping to Keep You Informed by Sharing Information

From outages to workshops, the PSC is working to share information with PSAPs across Nebraska. Be sure to mark your calendar for the Nebraska APCO/NENA Conference Oct. 29-31, at the Beardmore Event Center in Bellevue. 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) >.



## Contact Us

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