

Nebraska Public Service Commission

Next Generation 9-1-1

NG 911 Consultant Pre-Proposal Conference

September 11, 2018

LB 938 (2016)

- Created the 911 Service System Act
- Authorized the Public Service Commission (PSC) as the statewide agency to:
 - Plan
 - Implement
 - Coordinate
 - Manage
 - Maintain
 - Provide Funding Assistance

The PSC's Responsibilities

- Serve as the statewide coordinating authority
- Provide service to all residents of the state at a consistent level in a cost effective manner
- Establish uniform training and technical standards
- Coordinate the development of policy and procedures
- Develop a Plan to Implement Next Generation
 - http://www.psc.nebraska.gov/ng911/NE_SSP_07NOV2017_Final.pdf

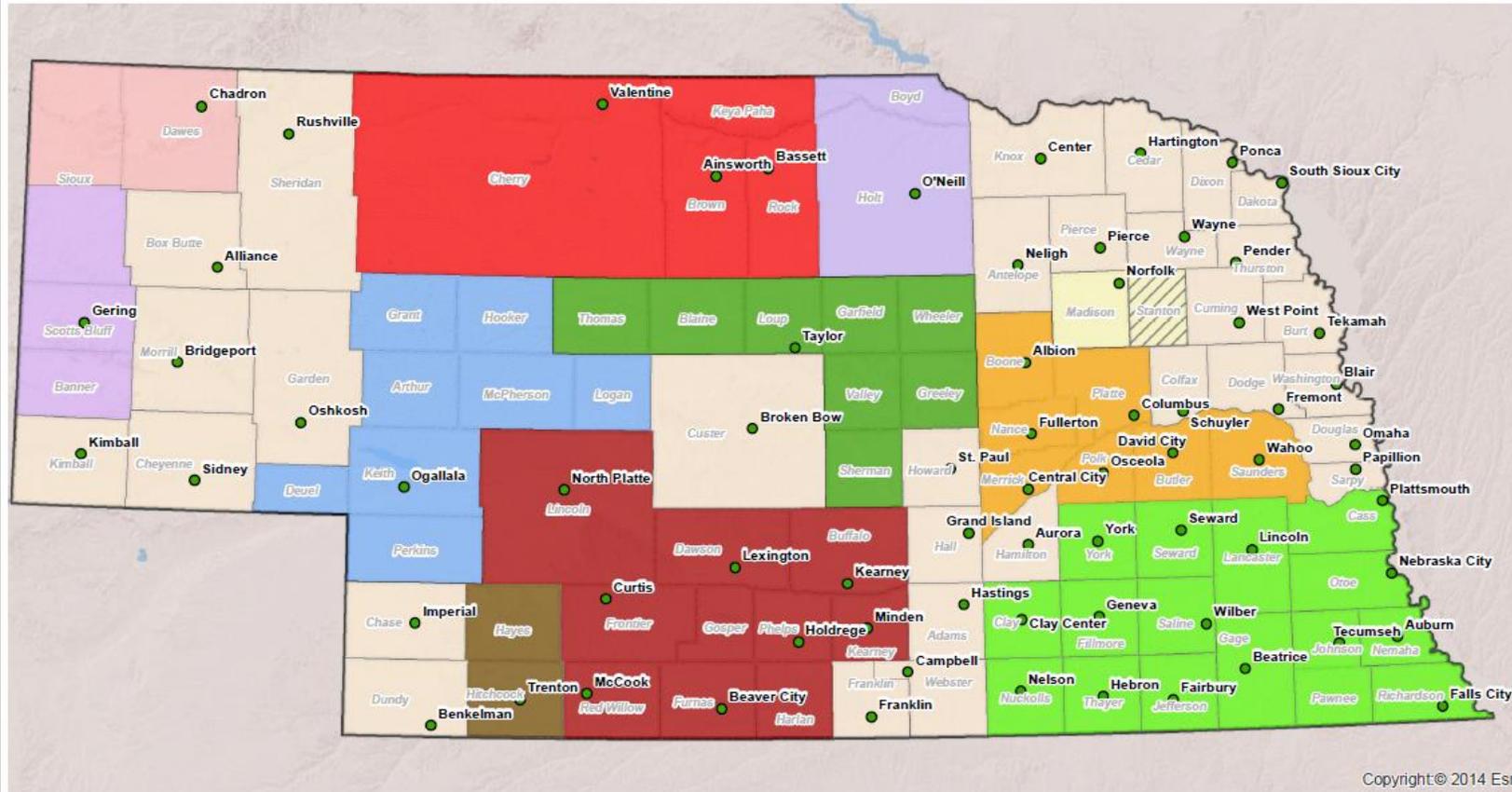
The 911 Service System Plan

- 911 System Design
- Governance
- Geographic Information System (GIS)
- Continuity of Operations and Disaster Recovery
- PSAP Policies and Procedures
- Training and Education
- FirstNet
- Funding

Regionalization

“Regionalized systems share equipment allowing participating PSAP’s to continue autonomous operations. Consolidation represents a condition where all technology and operations are managed by a single governing authority providing services for multiple jurisdictions.”

Nebraska PSAP Collaborations



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● PSAP Locations	■ Southeast 911: Clay; Nuckolls
PSAP Coverage Areas	■ Dawes, N 1/2 Sioux
■ County level PSAP Areas	■ Grant, Hooker, Arthur, McPherson, etc.
Consolidated, Combined or Other PSAP Areas	■ Hayes, Hitchcock
■ Banner, Scottsbluff, S 1/2 Sioux	■ Holt, Boyd
■ East Central 911	■ Madison
■ Consolidated Equipment, separate areas	■ Stanton - Norfolk PD (Madison Co.) answers Stanton
■ Multimode Environment w/ Remote PSAPs: Lincoln; Red Willow	■ Thomas, Blaine, Loup, Garfield, Wheeler, etc.
□ County Boundaries	

Prepared by: NPSC
PSAP_Locations
4/17/2017

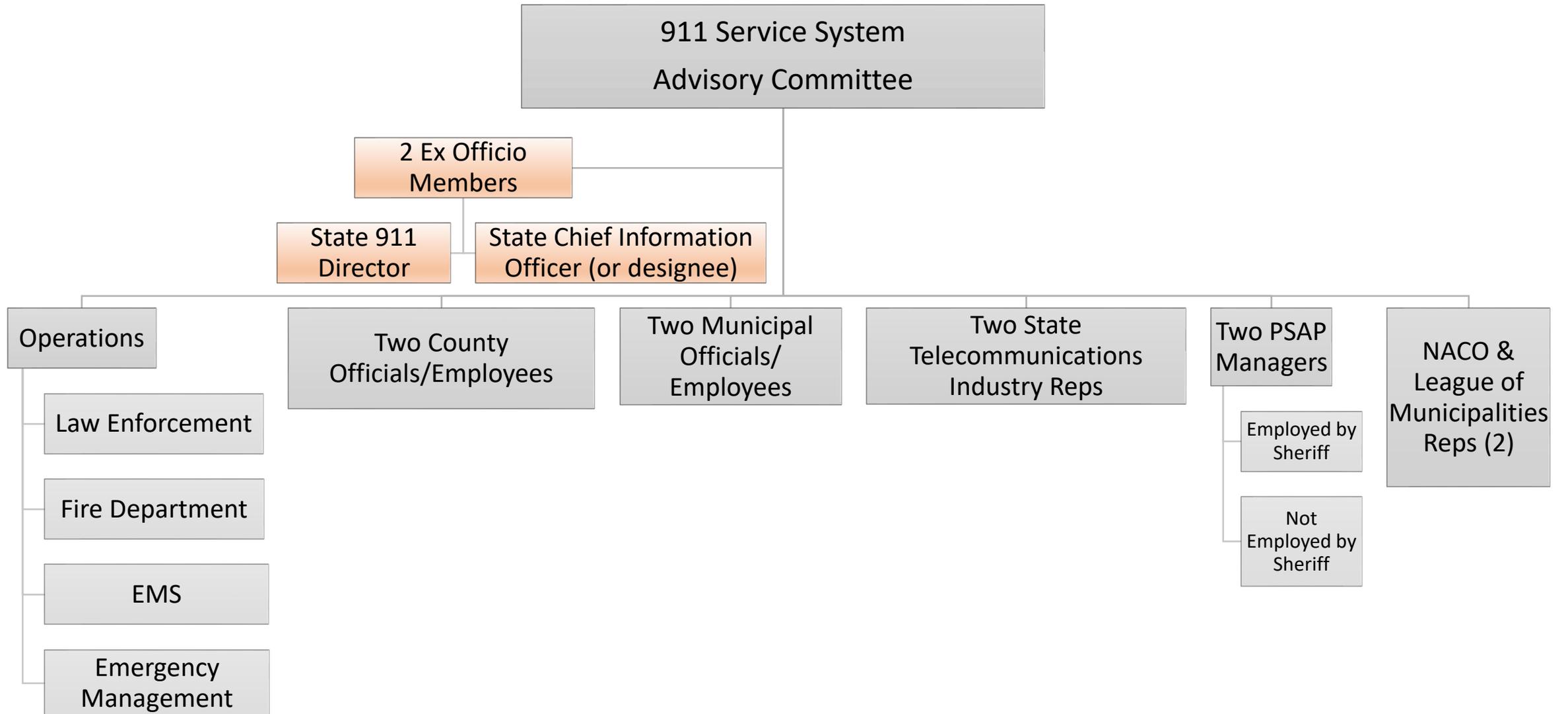
911 System Design

- Statewide ESInet (Emergency Service Internet Protocol Network)
- Hybrid System – A statewide ring that connects regional networks
- Network shall have at least 10 GB of fiber optics with backup capabilities
- Redundant and Resilient
- RFP for vendor hosted solutions

Governance

- **911 Service System Advisory Committee:**
 - A working group of representatives from all disciplines to provide recommendations to the 911 Director and the Commission on operations related to the system.
 - Utilize sub-committees or working groups on the following:
 - Technical
 - Operations
 - Training and Education
 - Disaster Recovery and COOP
 - FirstNet Integration

911 SSAC Org Chart



911 Service System Advisory Committee

911 SSAC

- Reviews recommendations from working groups
- Reviews current state and conditions
- Makes recommendations to the PSC



PSC

- Reviews and considers recommendations from the 911 Service System Advisory Committee
- Makes determination on adoption of recommendations
- Enacts other 911-related policy
- Authorizes 911 Director to lead staff in execution



911 Staff @ PSC

- Executes adopted policy of the PSC
- Supports PSAP community
- Responsible for coordination and implementation of NG911 in Nebraska

Geographic Information System

- Geospatial Call Routing:
 - 911 Callers will be located utilizing GIS mapping
 - Calls will be routed to the appropriate PSAP based on GIS mapping
- Important GIS Layers:
 - Street Centerline
 - PSAP Boundary
 - Emergency Services Boundary
 - Address Point Layers
- PSC and Vendor Partners are currently working on aggregating state level data
- QA/QC – Quality Assurance/Quality Control

NG9-1-1 Call Flow



Call routing based on calling device location and spatial databases

COOP and Disaster Recovery

- Enhance the resiliency of the system and PSAPs
 - Physical Security
 - Building Standards
 - Cybersecurity – Help PSAPs develop plans to meet NITC standards
 - Develop “failover” plans to re-route calls to alternate PSAPs Conduct testing exercises

Policies and Procedures

- Form a policy and procedures working group
- Create a survey tool to identify needs
- Adopt national industry-based standards
- Work to adopt policy and procedures that meet the needs of the system and individual PSAPs.

Training and Education

- Establish mandatory Training Standards and a State Certification Program
- Form a training and certification working group
 - Develop a “basic” telecommunicator training program
 - Develop training standards that meet national standards
 - Create and disseminate a survey tool
 - Conduct regional webinars and training events
 - Create training and certification analysis report

FirstNet

- Nationwide data network that provides interoperability to first Responders
- Both NG 911 and FirstNet developing together
- Will allow for seamless flow of information from the citizen to the first responder
- Communication between the two programs is essential
- CIO or representative to serve on the Service System Advisory Committee

Cost Estimates

- ROM – Rough Order of Magnitude Costs were identified (Estimates)
- Four key areas in the Next Generation Environment:
 - Network
 - Next Generation Core Services
 - Text-to-911 recurring fees
 - Estimated annual call handling equipment

Funding Considerations

- General Fund dollars are NOT a consideration
- Available Surcharge Funds:
 - Post-Paid Wireless – Remitted to the PSC (\$0.45 - \$0.70)
 - Pre-Paid Wireless – Remitted to the PSC (1.0%)
 - Wireline – Remitted to local governments (\$0.50 to \$1.00)
 - VoIP – Remitted to local governments (\$0.50 to \$1.00)
 - Douglas County capped at \$0.50 for both surcharges
- Grant Funds - \$115 million available

LB 993 (2018)

- Created the 911 Service System Advisory Committee
- Merged the E911 Wireless fund with the 911 Service System Advisory Fund
- Authorized the PSC to begin implementation July 1, 2018

Consultant Duties

- ESInet Specifications and Development
 - To include assistance with the RFP process
- Core Services Specifications and Development
 - GIS Technical Assistance
- PSAP Policy and Procedure Development
- Technical and Training Standards Development
- Call Handling Equipment Specifications and Development
- Funding Mechanism Development
- General Consulting Services

