

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

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BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the ) Application No. 911-060.61  
Commission, on its own motion, )  
seeking to investigate and )  
determine whether additional )  
funds from the Enhanced )  
Wireless 911 Fund should be ) ORDER APPROVING FUNDING  
made available to public safety )  
answering points for costs to )  
implement text to 911 )  
solutions: Otoe County. ) Entered: October 12, 2016

BY THE COMMISSION:

On May 6, 2014, the Nebraska Public Service Commission (Commission) entered an order on its own motion seeking to investigate and determine whether additional funds from the Enhanced Wireless 911 Fund should be made available to public safety answering points (PSAPs) for costs to implement text to 911 solutions.

On November 4, 2014, the Commission released Progression Order No. 3 in this docket, setting out the procedure to fund text to 911 outside the cost model for PSAPs ready to implement technology solutions on an interim basis. The staff proposal adopted set out the application process for PSAPs seeking interim funding for text to 911 solutions.

On August 9, 2016, Otoe County submitted its application as part of the fourteen counties of the Southeast 911 Region requesting text to 911 for an Airbus integrated CPE solution.

The Region's Airbus CPE provides for the Call Taker's User Interface to have a direct integration with West's Text to 911 service. The TCC services will connect to the region's two host CPE locations, reducing total costs as each PSAP does not have to have direct connectivity to the TCC. Use of the Airbus integrated CPE Text-to-911 solution will allow call takers to receive incoming texts from within the same application used to process other 911 calls. The integrated solution will also enable PSAPs to include text calls when they assess their overall call-handling statistics and performance metrics that can be used to identify trends/impacts of text to 911 across the Region. The cost for Otoe County to implement this solution will be \$4,500.00.

The Wireless Enhanced 911 Advisory Board considered the request at its August 29, 2016 meeting and recommended the request be approved.

# O P I N I O N   A N D   F I N D I N G S

According to Neb. Rev. Stat. 86-465(2), costs incurred by public safety answering points for the provision of enhanced wireless 911 service may be eligible for payment from the Enhanced Wireless 911 Fund, according to standards and criteria established by the Commission.

Pursuant to the staff proposal adopted in Progression Order No. 3 in this docket, the Commission may approve funding requests for text to 911 technology solutions costs such as text control center contracts, staff training, trunks necessary for additional text traffic, other costs related to the provision of text to 911 services not attributed more generally to 911 emergency response services. Progression Order No. 3 further specified that the Commission intended to limit approval of text to 911 related service contracts to no more than three years.

The application was reviewed by technical subject matter experts, Mission Critical Partners, who advised the Commission that the technology proposed by Otoe County was Next Generation 911 compatible and covered all wireless carriers currently deploying text to 911. MCP held no reservation in the technical design of the solution.

The Commission finds the application submitted by Otoe County contains eligible costs under the interim text to 911 funding orders. PSAPs must submit invoices for payment by the Commission or submit invoices with evidence of payment for reimbursement to the PSAP from the Enhanced Wireless 911 Fund.

# O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the text to 911 technology solution funding request submitted by Otoe County be, and is hereby, approved in an amount not to exceed **\$4,500.00** in non-recurring costs.

IT IS FURTHER ORDERED that Otoe County submit required documentation to justify all expenditures for payment or reimbursement from the Enhanced Wireless 911 Fund.

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ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska this 12<sup>th</sup> day  
of October, 2016.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

//s//Rod Johnson  
//s//Crystal Rhoades  
//s//Tim Schram  
//s//Gerald L. Vap

  
Chairman

ATTEST:

  
Executive Director