



May 9, 2012

Nebraska Public Service Commission
300 The Atrium, 1200 N Street
Lincoln, NE 68508

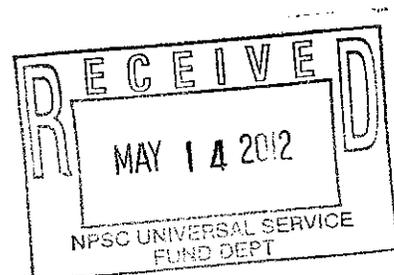
Re: Application No. 911-019-PI-118
Progression Order No. 5 Seeking Comment

Public Service Commissioners,

Thank you for the opportunity to provide comment on the possibility of making the costs of personnel an allowable expense of the Wireless 911 funds. Trained call takers are the crucial link in processing all 911 calls and with the advent of wireless 911, their jobs have become much more difficult and technical. Wireless 911 calls with location problems take a lot of time and the call takers must be thoroughly trained to handle them.

The Fremont Police communication center has 10 operator billets. 6 are classified as full time employees and 4 are part time. The average hourly wage is \$16.18.

All of these operators work as call takers/ dispatchers. There are two on duty a majority of the time. The only other task they have is a window where they assist the officers and the public. I am estimating that approximately 1 hour per day is spent assisting at the window. So I have 18,147 hours per year being spent on calltaking and dispatching; 9073 hours per year is spent on call taking. The total salary for that period of time is \$146,801. Subjected to my wireless/wireline ratio of 79%, I estimate that \$115,972 of this year's operator salaries would be an allowable expense. Dispatcher salaries are expected to increase by 1% next budget year.



As to the question regarding whether the WSP support should be adjusted, Fremont would like to support the adjustment. It should align with the costs being requested by the WSPs.

Sincerely

A handwritten signature in cursive script that reads "Shelly Holzerland". The signature is fluid and connected, with a prominent loop at the end of the last name.

Shelly Holzerland
PSAP Manager
Fremont Police Dept