

Wireless 911 Advisory Board Working Group Meeting Minutes
February 1, 2016
Nebraska Public Service Commission
Commission Hearing Room, 300 the Atrium, 1200 N Street, Lincoln, Nebraska

Meeting called to Order at 10:10 a.m.

Statement regarding Open Meetings Act

Julie Righter Dove conducted meeting.

Present in person:

Mark Conrey

Jenny Hansen, Douglas County 911 Director

Julie Righter Dove

John Korkie

Present by Telephone:

Neil Miller

Brenda Carlisle

Isaac Brown

Present from Commission: Commissioner Jerry Vap, Sue Vanicek, Joan Raffety, Jamie Reyes, Kathy Shepard.

PSAP Funding Requests: Discussion was had regarding the application process outlined in 911-019 that PSAPs must follow to utilize wireless 911 funds allocated through the cost model.

Discussion was had regarding the fact that PSAP education needed to be conducted to ensure that the process was being followed. A suggestion was made that PSAPs be required to complete a training regarding use of wireless funds as part of the funding request process.

Vendor education of the funding request process was discussed. By educating vendors of the funding request process, it will help the PSAPs to follow policies.

Discussion was had that the PSC should act as an advocate on behalf of the PSAPs when they experience difficulties with vendors.

Discussion was had regarding maintenance and support of 911 systems. A discussion was further had regarding the way that maintenance contracts work. Discussion was had regarding whether the PSAPs are updating their equipment when new revisions are released. The Commission would have to work together with vendors to determine what software and hardware updates are released to determine if equipment is being kept up-to-date.

Joan Raffety advised that PSAPs are required to have maintenance on equipment and that PSAPs are required to send in new maintenance agreements when they are entered into, but that traditionally, this has not been tracked due to time constraints. Discussion was had that communication between the Commission and 911 vendors would be beneficial. Information could be gained from the vendors regarding what equipment is in the PSAPs, what revision level the PSAP is at, what is coming in the future for the equipment.

A suggestion was made that the Commission inquire what the specific 911 plan is for each PSAP.

Discussion had that information is sought on an annual basis from PSAPs on their 911-SAM application regarding type of equipment, updates and maintenance. A suggestion was made that this may be more accurate if it is sought from the vendors.

A suggestion was made that the Commission work with the vendors to provide education to the PSAPs. That user groups could be established amongst the PSAPs with similar equipment.

A suggestion was made that a detailed list be compiled for PSAPs with regard to the process: The duties and responsibilities of the Commission, the PSAP and the vendor. That training is provided to the PSAPs regarding the process that is mandatory to future funding.

An observation was made that the Commission needs to be more communicative to the PSAPs. A suggestion was made that a newsletter be reinstated.

Joan Raffety discussed common PSAP issues with regard to wireless ratios.

Meeting concluded at 11:18 a.m.