

911 Service System Advisory Committee Meeting

May 8, 2024

Meeting convenes at 1:00 p.m. at
PSC Hearing Room
1200 N Street 300 the Atrium
Lincoln, NE 68509

Minutes

Meeting called to order – Statement regarding Open Meetings Act (*in the room, and posted on the PSC website*) at 1300 by Chair Muldoon

Roll Call – As follows Muldoon – present, Loos – present, Allen – present, Bauer – excused, Holzerland – present, Lottman – present, Miller – present, Obermier – present, Osborne – excused, Rosenlund – present, Shearer – excused, Shoemaker – excused, Thompson – present, and Zarybnicky – present. Results 10 voting members present, 4 excused. (Non -voting members present David Collett and Dave Sankey)

Consideration of meeting minutes: Minutes of the February 21, 2024, meeting motion to accept the minutes by Holzerland seconded by Rosenlund. Vote as follows Muldoon – yes, Loos – yes, Allen – yes, Bauer – excused, Holzerland – yes, Lottman – yes, Miller – yes, Obermier – yes, Osborne – excused, Rosenlund – yes, Shearer – excused, Shoemaker – excused, Thompson – yes, Zarybnicky – abstain. Results 9 yes, 4 excused and 1 abstain motion carries.

Old Business –

- Updates – Dave Sankey
 - Regionalization – Map shown – All PSAPs have committed to regions. Thurston County is working towards connecting to the NE region and the ESINet directly. The PSAP Mid Rivers is closing, and their calls will temporarily go to Hastings and Franklin PSAPs.
 - NG 911 Deployment – Map shown - Webster County Sheriff is working to become the primary PSAP for the area that was Mid Rivers, they are hoping to get that in place by the end of the year. Lincoln 911 is in the process of getting a new building they won't be connecting until after that happens, then the SE region will be completely connected to the ESINet. The EC region is left, and Butler County is migrating today, Grand Island and Custer County will be the last two to connect for that region.
 - GIS/TDMS – Christian Nielsen – working with Intrado to bridge the gap between the old MSAG and the NG GIS data environment. Hoping to be able to start transitioning more than one PSAP at a time. Discussion on the old way of doing things allowed for PSAP boundaries to go outside of the County jurisdiction, whereas the new way the boundary stops at the county lines.
 - OSP Migration – Telcos using routers in 4 latas.

or connect to the data centers either in Chicago or Denver. 21% basically testing or installing, 36% are connected directly, 11% still waiting on PSAPs to connect and then they can.

- 911 Outage Investigation Updates – Last August

Lumen had a fiber cut which resulted in an outage, the PSC opened an investigation into this and hired engineers to look at the data that's been received so far, additional questions were sent to Lumen and are waiting to receive answers on those. Two days later Windstream in the SE Region had a flood that resulted in outages, then in November and again in January they had other outages both are included in the investigation we are looking at having this wrapped up 30-45 days after their response.

On April 17, 2024, Lumen had outages that effected South Dakota, Las Vegas, and other places in Nevada along with issues in several Nebraska PSAPs with different carriers. The PSC has opened an investigation on that as well. The FCC is aware of the first two investigations.

- Legislation – **LB646** – proposed to eliminate the cap in Douglas County and raised the surcharge from 0.70¢ to \$1.00. It did not go anywhere. **LB673** – to provide maps to first responders of schools, (language did not specify GIS maps), it was amended to 1329 and passed with the language “printable maps”. **LB929** – DHHS, 911, and 988 standards. This law requires that the three develop interconnect between 911 and 988 standards. This was amended to 1200 and passed. **LB1255** – carriers to connect to the NG system by January 1, 2026. Amended to 1031 passed with no emergency clause. **LB1256** – time requirements on carriers to provide the same report they give to the FCC to the PSC, CTIA is exempt, the PSC will then have 90 days to hold a hearing. **LB1257** – Did not go anywhere. **LB1378** – taking funds for radios was amended to 1412 did not pass. (*No money from the fund or current interest*) **LB1417** – eliminate certain boards and committees did not pass. **LB1300** – did pass – protection of NE network, confidential briefings to discuss vulnerabilities to threats and cyber security.

Updates - Working Groups

- Operations – Kathy Allen
 - Outage Notification Policy – Before MCP left we put together a draft policy would like to send that out to everyone and get some feed back before submitting a final draft to the board.

New Business -

- Rapid SOS Premium – Jessica Loos – Discussion on the benefits of using Rapid SOS in the 911 centers, especially during outages. Further discussion on the benefits that their new premium service in PSAPs could provide. If the PSC would pay for this service, then every PSAP in the state would have the equal benefits of using this product, and it would possibly be more cost effective going into a statewide contract verses each PSAP purchasing it on their own. Some PSAPs may not have the funds to purchase the premium service.

Motion to have the PSC use money from the 911 service system to pay for Rapid SOS premium service statewide for every PSAP by Loos seconded by Zarybnicky. Vote as follows Loos – yes, Allen – yes, Bauer – excused, Holzerland – yes, Lottman – yes, Miller – yes, Obermier – yes,

Osborne – excused, Rosenlund – yes, Shearer – excused, Shoemaker – excused, Thompson – yes, Zarybnicky – yes, and Muldoon – yes. Results are 10 yes and 4 excused motion carries.

- Richardson County – Brent Lottman – Richardson County Sheriff’s office wants to break away from having their calls taken/dispatched by Falls City. They would be considered a secondary PSAP and the calls for them would be answered by Falls City and immediately transferred to Richardson County. Falls City is the funded and recognized PSAP for that jurisdiction so there would be no funding provided to Richardson County for their equipment and services. Richardson County S.O. could try to plead their case to the PSC Commissioners, however, the PSC rules and regs state only one PSAP per jurisdiction will be funded and that would be Falls City. We should have a vote of approval for this; however, they are still working on their interlocal agreement. Then we should wait and see what that interlocal agreement looks like before a vote is taken. This should be tabled until after that, we could always hold a special meeting or even online to get this done if necessary.

- Committee Appointments – Dave Sankey – All board members expire June 30, 2024, we have sent out public notice seeking applicants for the 3 year term for members. The closing date for applications is May 24th and the PSC Commissioners will make the new appointments at a Grist meeting in June.

Member Comments – Chair Muldoon – I would like to congratulate Jon Rosenlund on his being named Partner of the year by NEMA this year.

Zarybnicky – complaint about receiving SPAM calls on 911 lines recordings from social security, PayPal, car warranty extensions etc. Discussion on this noting that several PSAPs from the SE region are getting frequent calls, although it does happen in PSAPs across the state a little less frequently and some only on admin lines.

Public Comments – PSC Commissioner Schram – thanks to every member that has served on this committee, and the application deadline for new appointments is May 24th. Thanks, given to the outstanding jobs done in the centers during the tornados in April. Comments on 988 finding an alternate method other than area code. It was interesting to me to hear about the SPAM calls on the 911 lines, the FCC should know about this as they have some legislation going on that might be helpful with this.

Next Meeting is scheduled for – August 14,2024, at 1:00 pm at the PSC in the hearing room.

Adjourn – at 1414 by Chair Muldoon