

## **911 Service System Advisory Committee Meeting**

November 20, 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 1:01 pm by Chair Muldoon

**Roll Call** – Kathy Allen – present, Shelly Holzerland – excused, Tony Kosiba – excused, Jessica Loos – present, Brent Lottman – present, Neil Miller – present, Bill Muldoon – present, Mark Rempe – present, Jon Rosenlund – present, Stan Shearer – excused, Brian Thompson – present, Matt Watson – excused, Carla Zarybnicky – present, John Zaugg – present, Dave Sankey – present, and David Collett – present. 10 voting members, 4 excused at roll call.

**Consideration of meeting minutes:** Minutes of the August 14, 2024, meeting motion to accept the minutes by Miller seconded by Loos. Vote as follows Allen – yes, Holzerland – excused, Kosiba – excused, Loos – yes, Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – excused, Thompson – yes, Watson – excused, Zarybnicky – yes, and Zaugg – yes. Results are 10 yes 4 excused motion carries.

#### **Old Business –**

- Updates – Dave Sankey
  - NG 911 Deployment – maps shown regionalization, NG 911 implementation, and geospatial routing. Thurston County is still pending we've been waiting on Lumen and Motorola to get together with a date, and they have January 29, 2025, will be the cut-over date for Thurston County. The NE region is not geospatially routing they need an upgrade and are looking at the timeframe of when Thurston cuts over. The Mid-East region also needs an upgrade before they will be able to go to geospatial routing. Text to 911 the East Central region is doing testing to get their text MSRP through the ESINet. The NE region is pending an upgrade of equipment for this as well as the geospatial routing.
  - OSP Migration – List of some of the carriers progress shown – SIP - ALLO 89.7%, US Cellular/Dish 90.6%, Sinch/T-Mobile 84.9%, Verizon 93.0%. TDM - AT&T 99.2%, Frontier 100%, Great Plains 56.0%, and Windstream 100%. Rapid SOS Unite Deployment GIS Services – map shown. There are boundary issues with what Rapid SOS is using verses what the PSAP boundary the state uses. Which means that Rapid SOS information may come in, but no call comes

in or a call comes in with no Rapid SOS information. The PSC is working with Rapid SOS to get this resolved.

- 911 Outage Investigation Updates – Slide with dates shown. Lumen in August 2023 they had a cut in MN and then a cut in Omaha calls were not going to the ESINet. In April 2024, a cut in the Kansas City area effected 911 in SD, NE, and Las Vegas, NV. They found that this was a temporary circuit that had been in place for 10 years. Then in July 2024, hurricane Beryl hit Houston causing power loss. This again impacted 911 calls in Nebraska and South Dakota. Information that has been collected is being gathered along with a look at our contract, there needs to be a determination if the PSC has authority over their national network.  
Windstream – September 2023, we filed a complaint and have since come to a settlement. They are putting over a million dollars in updates to their system.

#### **Updates - Working Groups**

- 988/911 – Jessica Loos/Bill Muldoon
  - Standards Consideration – the standard document and the appendix A and B were previously distributed to the members of the committee before the meeting. Discussion was had on the standard documents. Motion made to recommend to the PSC that they adopt these standards by Zarybnicky seconded by Lottman. Vote as follows Holzerland – excused, Kosiba – excused, Loos – yes, Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – excused, Thompson – yes, Watson – excused, Zarybnicky – yes, Zaugg – yes, and Allen – yes. 10 yes 4 excused motion carries.
- Regulations – Sara Hulac
  - One meeting has been held and another one is scheduled. After our next meeting we will have something to share with the committee.

#### **New Business -**

- School Mapping – Sheriff Miller
  - LB1329 changed to 79-3110 are grants for indoor school mapping and is open until January 31, 2025. Discussion was had and the conclusion was even though we already know that there are not going to be enough funds available PSAPs should still apply and do so sooner rather than later.

#### **Member Comments – Sankey**

- Introduction of Taylor Synhorst new member of the State PSC 911 department. Announcement of the retirement of Jacki Synhorst at the end of the year.

**Public Comments**

- A member of the meeting audience introduced himself to the committee as Tom Weible a Lumen representative.

**Next Meeting is scheduled for** – February 12, 2025, at 1:00 pm in the hearing room at the PSC

**Adjourn** – at 1:40 pm by Chair Muldoon

DRAFT