

911 Service System Advisory Committee Meeting

September 16, 2020

Meeting convenes at 1:00 P.M.

At the PSC hearing room 1200 N Street 300 the Atrium
Lincoln, NE

Meeting Minutes

Meeting called to order: At 1:00 p.m. by Chairperson Miller. Announcement of the Open Meetings Act located on the wall of the hearing room with copies available. Chair Miller advised that any board members joining via webex or on the phone would not be able to vote however, they would be otherwise able to participate.

Roll call was taken and results are as follows: present in the hearing room Neil Miller, Stu DeLaCastro, Kathy Allen, Michael Bauer, Shelly Holzerland, Carla Zarybnicky, Brent Lottman, Randy Obermier, Jon Osborne, Brian Thompson, Shane Weidner, Dave Sankey, viewing via webex/phone Jon Rosenlund, and Sue Krogman, excused Troy Shoemaker and Stan Shearer. 11 voting members present in the room make a quorum, with 2 excused and 1 via phone – no vote.

Consideration of the minutes of the May 13, 2020 meeting: Motion to accept the minutes by DeLaCastro, seconded by Obermier. Chair Miller advised vote to accept the minutes say aye: all 11 members voted aye. All opposed say nay: None. Motion carried minutes approved.

Old Business –On going-

Regionalization – Director Sankey – A map was handed out to the board members, and on screen for webex viewers, showing the status of the state's regionalization up to date. Director Sankey explained the map as follows: All the counties in the panhandle now have orders to join the South Central Panhandle Region. It is just a matter of getting those PSAPs cut over. If you move to the North Central Region, it is all the PSAPs in solid red are a part of that region now. Antelope County has an approved funding order to join that region. They are working toward getting cut over. In the center, there is Broken Bow and Taylor with Region 26, they are in discussions about what they want to do in the future and are talking with the East Central Region about joining them. The East Central Region Columbus, Grand Island, Wahoo is up and running and doing well. The Omaha Metro Area is complete. The South East Region is waiting on Adams and Saline counties to cut over to be complete. The Mid Rivers PSAP is in talks with the PSC about what they will be doing in the future and where they would like to go. (Mid Rivers PSAP is located between the South Central

Panhandle region and the South East region.) If you go up to not quite to the North East part of the state, but look at Schuyler and Fremont, they are now forming a new region and they will be called the Mid-East 911 Region. Burt and Cuming counties will be joining them as remotes in the future. The North East portion of the state, the City of Norfolk and the City of South Sioux City will be the hosts for the North East 911 Region. Then it will just be a matter of getting the rest of those PSAPs on as remotes. The regionalization process is going along well.

ECaTS deployment – Director Sankey – A map was handed out to board members, and on the screen for webex viewers, showing the progress of ECaTS in the state. Description as follows: the PSAPs in green on the map are on the MIS ECaTS system and data is being received from them. There are a few that are still waiting to be connected as part of the regions and when that happens, we will receive their data as well. Examples of that are Chadron and Kimball County. We are getting dashboard information on the South Central Region, still waiting on it from East Central Region. We are getting it from the South East Region we are not getting it from the North Central Region. The city of Norfolk is in red on the map and should not be, ECaTS just started getting South Sioux's data although that has not made it to South Sioux or the PSC. Wayne and Hartington are good, those folks in red we are working with to get them going. We are still waiting on 3 PSAP DSA's Thurston, Washington and Douglas when we receive those, we will work with those folks to get them transitioned over from power metrics to ECaTS. The ones in red in the South East region are waiting to cutover to that region when that happens, we will start receiving their data. The information belongs to the PSAP if the PSC receives any requests for data those will be referred to the PSAP.

RFP process update – Director Sankey advised this would be covered under the Technical working group update.

Public Hearing on proposed new funding mechanism – Director Sankey advised this would be covered under the Funding working group update.

Updates – Working Groups

GIS Working Group Update – Brent Lottman/Molly Falls MCP

The PSC has boundary work in progress. Nearly 60% of PSAPs have confirmed boundaries.

GIS Cooperative Agreement – model for county-to-county GIS boundary communications. Provides summary of roles and responsibilities between PSAPs. Coordination of data, communication if there are boundary changes. Suggests annual review between neighboring PSAPs. This agreement went out a while back and my understanding is no one commented on it. We would like to get this template approved

if no one has any questions or suggestions on it. Some discussion on state-to-state boundaries and the agreement template.

Chair Miller stated we are looking for a motion to approve the model MOU Boundary Agreement template. Motion by Lottman, seconded by Holzerland. Roll call vote as follows: Allen – Yes, Bauer –yes, Holzerland – yes, Zarybnicky – yes, Lottman – yes, Obermier – yes, Osborne – yes, Rosenlund – web/phone - no vote, Shoemaker – excused, Thompson – yes, Shearer – excused, Miller – yes, DeLaCastro – yes, and Weidner – yes. Results: 11 yes, 1 web/phone - no vote, and 2 excused motion carries.

Training Working Group Update – Shelly Holzerland – (LB938)

Presentation on the working group task of establishing mandatory and uniform technical and training standards applicable to PSAPs. Adopting and promulgating rules and regulations applicable to PSAPs for Quality Assurance Standards.

The training standard needs to be as flexible as possible so that it could be adapted and easily intergraded for the various sizes of PSAPs across the state. The standards should not be difficult for PSAPs to meet. The following goals were formed: 1) to provide the same level of service across the state, 2) ensure all telecommunicators across the state have the same opportunities, resources, and support and 3) align Nebraska with nationwide industry best practices and standards. A template was developed, and the next step is seeking approval from this committee, we would like to get feedback and then follow the communication process before submitting it to the PSC Commissioners for approval. We are looking forward to receiving feedback and comments so that the plan for standards can be adjusted as it need be. The final step will be to implement the changes; we will then communicate so that everyone understands the training programs and timelines. We do understand that it will take a lot of dialog to get to a standard that will work for everyone.

Technical Working Group Update – Neil Miller/Director Sankey –

The final steps of the RFP process for the ESINet and Core Services are completed the scores have been tabulated and we are at the next step, before an intent to award can be awarded the PSC Commissioners have to be briefed and vote. Once the Commissioners have had an opportunity to vote on the bidder that scored the highest, they can deliver an intent to award. We are hopeful that this takes place in the next couple of weeks.

After the intent to award is delivered, it will probably take 1-2 months to finalize a contract with the vendor. It will probably take another few months for the vendor to get up and running before the first region could be put on the ESINet. Looking optimistically at the first part of next year before the first region can be implemented.

Operations Working Group Update – Stu DeLaCastro –

This is a new working group that depends largely on what the other working groups are doing. The purpose of this group is to collaborate with the Nebraska PSAPs to create model operations policy for ensuring the quality of 911 service to consumers' statewide. With focus on best practices, consistency, and focused technology deployments. The process for operational guidelines and policy template review are to draft operational guideline template, share with the 911 Service System Advisory Committee, obtain their approval, regional communications, and ongoing PSAP support. A survey went out to the PSAPs asking about current policies that are in place. Some feedback from that has been received and it will be prepared to share with this committee at the next 911 SSAC meeting.

Funding Working Group Update – Jon Rosenlund –

There was a productive hearing on the new funding mechanism proposal. There were questions and comments made at the hearing, there is a period for public post hearing comments that ends today. The next step is for the PSC Commissioners to vote on an order approving it. This is on target and on schedule.

New Business – NENA/APCO Conference Update – Director Sankey -

This conference has been rescheduled to a one day virtual meeting, at some point during that we will be doing a NG 911 update on where we are at and what everyone has been doing.

Member Comments – None

Public Comments – None

Next Meeting is scheduled for - November 18. 2020 at 1:00 here at the PSC in the Hearing Room

Adjourn Meeting - At 2:47 p.m. by Chair Miller

DRAFT