

911 Service System Advisory Committee Meeting

May 18, 2022

Meeting convenes at 1:00 p.m. at
PSC Hearing Room
1200 N Street 300 the Atrium
Lincoln, NE 68508

Meeting Minutes

Meeting called to order – Statement regarding Open Meetings Act (*in the room, and posted on the PSC website*) by Chair Miller at 1:01 pm

Roll Call – As follows Miller – present, Lottman – present, Allen – present, Bauer – present, Holzerland – present, Muldoon – present, Obermier – present, Osborne – present, Rosenlund – present, Shearer – excused, Shoemaker – excused, Thompson – present, Zarybnicky – present, Sankey – present, and Krogman – via webex. Results 11 voting members, 2 excused there is a quorum.

Welcome New Members – New members welcomed and announced by Chair Miller

- Bill Muldoon – County Official
- Jon Osborne - Telecommunications Representative

Consideration of meeting minutes: Minutes of the February 16, 2022, meeting Motion to approve the minutes by Lottman, second by Obermier. Vote as follows Miller – yes, Lottman – yes, Allen – yes, Bauer – yes, Holzerland – yes, Muldoon – abstain, Obermier – yes, Osborne – yes, Rosenlund – yes, Shearer – excused, Shoemaker – excused, Thompson – yes, and Zarybnicky – yes. Results 10 yes, 1 abstain, and 2 excused motion carries.

Old Business –

- Updates – Dave Sankey
 - Regionalization – there has not been much of a change in regionalization across the state. The SCP and the NC regions are established. Custer County and Region 26 are going to be joining the EC region when they connect to the ESINet. Thurston and Pierce Counties will be joining the NE region and they are working towards that. No changes to the Mid-East or SE regions. There is one PSAP that we will need to reach out to and try to assist them on finding a direction to go or region to join and that is Mid Rivers, which is partially in both Webster and Franklin Counties.

- NG 911 Deployment – the SCP region has migrated to the ESINet with one PSAP left to connect, which is Dawes County, that will make 22 PSAPs completed. We are looking at the Metro Region to be the next to connect, however they are working to upgrade their systems right now because Nebraska uses Intrado, and IA uses ComTech they believe the upgrade will work out the issues they are having between the two systems. It is looking like a July timeframe. The NC would be next in the July/August timeframe, and they are working with Solacom to correct some issues they are having. The NE

region is working with their Motorola ECW so they can connect their region at the same time they connect to the ESINet. The EC region is moving their host from Saunders County to Grand Island in Hall County, they are planning this project for the same time they connect to the ESINet as well. The SE region will be the last to connect as they are starting the RFP process to change their IP network provider to change host locations and won't be connecting until after all that is completed in early 2023.

NG911 New Funding Model – both the legacy and new funding model allocations have been published. For PSAPs that have connected to the ESINet they begin the new funding model with the new allocation amount two full months after the month they connected. At this time, they will also need to be reaching out to their phone providers and getting the circuit costs to stop being billed. James Almond, Tina Bartlett, and Kathy Shepard from the PSC will be putting together a training webinar covering the new funding model and answer questions about the transition in June.

Question on Cozad telephone and Frontier outage. It was down about 1 hour and as far as we are aware there were no critical calls missed. Discussion on different types of outages and PSAPs needing to develop a route for where 911 calls are going to go in the event of an outage.

- Cyber Security Results Summary – Heidi Hieserich (MCP) – presented overview statewide results. Assessment went from August 2021 through March 2022 we took an internal look at the vulnerabilities, and the physical security of facilities across the state with results from 67 out of the 68 PSAPs that participated. Discussed were the top vulnerabilities across the state, along with description of how to fix them. Each PSAP received an in depth finding and suggestions to improve the vulnerabilities found in their center.

- Secondary Communications Center MOU – discussion on security and technical requirements being met, training standards will also apply for them. They will need to cover their own equipment and connection costs to equal the region. No direct calls being taken by the secondary centers only transfers.

Motion to recommend to the PSC approval of the MOU between the Mid-East Region of PSAPs and the Nebraska State Patrol (NSP) made by Zarybnicky, second by Lottman. Vote as follows Lottman – yes, Allen – yes, Bauer – yes, Holzerland – abstain, Muldoon – yes, Obermier – yes, Osborne – abstain, Rosenlund – yes, Shearer – excused, Shoemaker – excused, Thompson – yes, Zarybnicky – yes, and Miller – yes. Results 9 yes, 2 abstain, 2 excused motion carries.

Updates - Working Groups

- GIS – Brent Lottman – PSC Christian Nielsen – there is geo-spatial call routing in a lot of the SCP region. (*Map shown*) This area is error free. There are some barriers because of the boundaries with counties and call routing don't match up. The legacy routers are still in place so if a call cannot be geospatially routed it will route that way. We are seeing fewer and fewer errors which is progress.

- Training – Shelly Holzerland – Kimberly Bartholomew from Chase County has joined the training working group. Minimum training standards went into effect January 1, 2022. Now the working group is looking at EMD training, we sent out surveys to the PSAPs to find out where they are with meeting the training requirements already in place and who uses EMD and what program they are using for it. Discussions on is there a need of having something available across the state, whether it does any good to use it in the PSAPs.

- Technical – Neil Miller – has been discussing what is the plan for backup network. Should there be a requirement to have a secondary connection for backup. The thought is no call goes unanswered. Need to have more than one pathway from communities into 911 when there is a possible outage. Several different possibilities that we thought would work and found out they won't work. PSAPs need to have a plan if they are out of their 911 system for where their calls will be routed to and get answered. This needs to be arranged between agencies before the outage happens.

- Operations – Kathy Allen – Working for guidelines and policies covering what the 988 folks should be asking callers that should be passed on to 911. Looking at developing statewide model policy/procedures for what's next in NG911.

New Business - None

Member Comments – Question and discussion on how the transition from legacy to the new funding model went for Buffalo County.

Public Comments – PSC Commissioner Schram thanking the group for the work and time that they put in being part of this committee.

Sankey introduced the PSC's new Executive Director Tom Golden to the committee members.

Next Meeting is scheduled for – August 31, 2022, at 1:00 pm in the PSC Hearing Room

Adjourn – by Chair Miller at 2:46 pm