

## 911 Service System Advisory Committee Meeting

August 31, 2022

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

### Minutes

**Meeting called to order** – Statement regarding Open Meetings Act (*in the room, and posted on the PSC website*) 1301 by Chair Miller

**Roll Call** – As follows Miller – present, Lottman – present, Allen – present, Bauer – excused, Holzerland – present, Muldoon – excused, Obermier – excused, Osborne – present, Rosenlund – present, Shearer – excused, Shoemaker – present, Zarybnicky – present, Thompson – present (*1304 late after roll call*), Sankey – present, Krogman – present. Results 8 voting members at the time of roll call.

**Consideration of meeting minutes:** Minutes of the May 18, 2022, meeting  
Motion to accept the minutes by Holzerland seconded by Zarybnicky. Vote as follows Miller – yes, Lottman – yes, Allen – yes, Bauer – excused, Holzerland – yes, Muldoon – excused, Obermier – excused, Osborne – yes, Rosenlund- yes, Shearer – excused, Shoemaker – yes, Thompson – excused, Zarybnicky – yes. Results 8 yes and 5 excused. Motion carries.

#### **Old Business –**

- Updates – Dave Sankey
    - Regionalization -SCP region when Dawes County connects that region will be complete. EC region will be complete after Region 26 and Custer County connect. The NE region is waiting on Pierce and Thurston Counties to join, and they will be completed. North Central, Southeast, Metro, and the Mid-East Regions are all in place. Mid Rivers is the only PSAP left that is still trying to decide which direction they will be going in.
    - NG 911 Deployment – Twenty-one of the Twenty-two PSAPs that make up the SCP region were connected to the ESINet between December 2021 and March 2022. They will be upgrading to Viper 7 then they will be receiving text messaging through the ESINet and will be implementing geospatial call routing. The Metro region will be the next to join the ESINet, scheduled for late September. They are doing pre-migration testing now. Mid-East region is scheduled in October. The NE region are doing circuit configurations and it is looking like October/November for them. North Central is scheduled for November. The EC region is ordering circuits now. SE region is still considering which direction they will be going for their network provider that is looking like it could be as late as the second quarter of 2023 depending on which way they go.
- Telephone companies are still working to establish direct connection to the points of interconnect in each Lata, we have 2 companies actively in the process now.

Once text to 911 is delivered through the ESINet, PSAPs should work to terminate their current text to 911 contracts.

**Updates - Working Groups**

- GIS – PSC GIS Specialist Christian Nielsen – geospatial call routing map shown with verbal update by Christian. GIS and MSAG need to be at a 98% accuracy match or higher. Intrado is offering to improve the process of syncing the MSAG data with the GIS data by contracting for these services. The GIS working group is recommending to the SSAC board to have this brought before the PSC to get the state contract with Intrado upgraded to include this service at a cost of \$24,000 a month for the entire state. PSAPs will still need their mapping services with Geo Comm/GWorks/ or In-house GIS people, this is only to sync up the MSAG with GIS data. More discussion on this between working group and SSAC members along with a Geo Comm representative. It was decided to table this, have the working group have some more conversations with GIS and PSAP people, and vendors to answer some of the questions brought up in the discussion and then bring that information back to the board.

- Training – Shelly Holzerland – the group is working on a recommendation down the road for training standard to include TCPR as a requirement and EMD to be a recommended best practice. Discussion on EMD as a training standard or best practice. There would be no expense to the PSAP as this is offered through virtual academy. A document on statistics of EMD and TCPR was distributed to board members for review.

- Technical – Neil Miller – the group is still looking into network redundancy. We have 2 paths into the hosts from the ESINet, we would like to have that kind of back-up between the hosts and the remotes as well. With Fiber becoming more and more popular across the state we are going to start seeing more options available to us in the future. Right now, looking at FirstNet and Verizon frontline.

- Operations – Kathy Allen – The working group provided guidance to the 988 representatives on the best procedures to contact 911 if necessary. The group would like to know what the board wants from the working group when they asked for NG policy and procedures. Are they to write policy and procedure models or develop a guide on how PSAPs should be writing their policy and procedures for NG? The feedback was to have the group come up with templates that PSAPs could use to assist them with writing their policy and procedure for NG data management and things that will be coming with NG 911.

**New Business** - The APCO/NENA conference will be October 11-13, 2022, here in Lincoln at the Graduate Hotel with 911 goes to Lincoln on Tuesday afternoon prior to the conference.

**Member Comments** – Sue Krogman – If any PSAPs are interested there is going to be a INTD tactical dispatch class available you can reach out to me for information. Also, we are having a tactical dispatch team responsible for communications during the Murdock Luke Bryant concert event.

**Public Comments** – PSC Commissioner Schram – Thanking all board members for their commitment and hard work. Announcing that NUSF has funding for cell towers and the work that is going on with fiber and Wi-Fi across the state. 911 through Wi-Fi this could be possibly considered as a secondary or redundant option for 911 systems.

PSC James Almond – There are about 14 people left to sign up for virtual academy- we are showing good information on dispatchers that are signed up and that have currently passed the dispatcher competency testing.

**Next Meeting is scheduled for** – November 30, 2022, at 1:00 pm in the hearing room at the PSC

**Adjourn** – at 2:24 pm by Chair Miller