

911 Service System Advisory Committee Meeting

November 15, 2023

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*) by Chair Muldoon at 1:00 pm

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, (*Shearer arrived at the meeting after rollcall*), Shoemaker – excused, Thompson – present, Zarybnicky – present, Sankey – present, and Collett – excused. Results are 10 voting members 4 excused. There is a quorum.

Consideration of meeting minutes: Minutes of the August 16, 2023, meeting a motion to accept the minutes made by Lottman and seconded by Holzerland. Vote as follows Muldoon – yes, Loos – yes, Allen – yes, Bauer – excused, Holzerland – yes, Lottman – yes, Miller – yes, Obermier – yes, Osborne – excused, Rosenlund – yes, Shearer – yes, Shoemaker – excused, Thompson – yes, and Zarybnicky – yes. Results 11 yes and 3 excused motion carries.

Old Business –

- Updates – Dave Sankey
 - Regionalization / NG ESINet Deployment – Map

Showing both on screen – Thurston County has had talks of joining the NE region at this time there are no dates set for this. Seward County makes 11 of the PSAPs in the SE region with Johnson connecting tomorrow and Saline County in December after that the rest will be connected in January/February which will make that region completely connected. The PSAP known as Mid Rivers is going to be taken over by the Webster County Sheriff's Office and they are looking at joining the SE region during the same time frame of June/July 2024. Custer County and Region 26 are looking at joining the EC region and connect to ESINet at the same time unknown date currently. NC region is looking at the December time frame. The SCP region is getting MSRP text to 911 through the ESINet. NE region will need a Motorola upgrade before they can receive their text to 911 through the ESINet.

- OSP Migration – Map shown of selective routers across the state of Nebraska. There are 40 OSPs that are working to get off of the Lata's and migrate over to the POI's on the NG system. They are in various stages of this migration across the state, and they are doing this even though it is at a cost to them currently.

- Annual 911 Wireless Surcharge – The PSC

Commissioners voted to have the wireless 911 surcharge remain at the same current rate of 0.70¢ across the state except for Douglas County which has a cap of 0.50¢.

- Outages

- Lumen – On August 20, 2023, they had a fiber-cut that impacted the network. The redundant back-up kept calls going until August 31, 2023, when that too was cut. That had a significant impact in the State of Nebraska forty PSAPs were affected in some way. Lumen made repair to the first fiber cut by the next morning.

- Windstream – On September 2, 2023, they suffered a water leak which caused an electrical short that started a fire that caused power loss. The back-up generator kicked on as it is designed to do, however, it developed issues which impacted 911 PSAPs in the Southeast Region of Nebraska.

The Public Service Commission has open investigations into both outages which also includes looking at proper notification of outages by the phone companies.

Updates - Working Groups

- Technical – Neil Miller – It is good that the ESINet doesn't go down during outages, however, if the calls are not getting to the ESINet from the tandem routers we are still having the outage in the PSAP. This should stop being a problem when the OSPs stop using the selective routers. For that to happen circuits need to be installed and testing needs to take place. Discussion of the possible need for an inspection of the 911 ecosystem from the dial of the caller to 911 all the way to the ring in the PSAP. Wanting a total understanding of how this technology works.

- Operations – Kathy Allen – Looking into a standard or policy, for what a PSAP does once it receives an outage notification. This could improve communication during an outage and speed the process of notification. Would like to see carriers being held accountable for failing to notify or the lengthy delays in notifying PSAPs of the outage and who is impacted. The delay or fail to notify by carriers is regulated by the FCC.

- Training – Shelly Holzerland – The group is gathering information on telecommunicator certifications in other states and how they are doing theirs and how it is working for them. Discussion on how the training requirements are being met, along with Virtual Academy and the CTO documentation program are good resources though it is not mandatory to use them.

New Business - None

Member Comments – Sankey – The PSC had a commissioner that was invited to a PSAP's local meeting. One of the topics discussed at this meeting was them showing interest in trying to get the NG 911 funding model reexamined to get each PSAP an increase in the amount they get from the fund. Discussion on this topic took place in this meeting, with the takeaway being that looking into changing the funding model at this point with the transition to NG 911 and still funding both the NG and the Legacy systems still occurring is premature. This early there is no data on what or how this new model will work after the Legacy costs go away.

Sankey – Introduction of Jackie as the new program manager from MCP

Sankey – Announcement to the committee that attorney Matt Effken will be leaving the PSC the end of this year to pursue other endeavors and we wish him the best of luck.

Miller – looking for support for LB673 which is a bill that should meet the needs of PSAPs and schools in the state of Nebraska digital indoor maps of the schools to the PSAPs with no cost to them.

Public Comments – PSC Commissioner Watermeier – listening to the history of the funding model from this group I want to express my appreciation for the work that you’ve put into this.

Next Meeting is scheduled for – February 21, 2024, 1:00 p.m. at the PSC.

Adjourn – at 2:32 p.m.

DRAFT