

**Transportation and Telecommunications December 13, 2017 1:00 p.m.**

**Room 1113**

**FRIESEN:** [00:00:00] -- before the next gentleman and the [INAUDIBLE] report. We'll call that to order. And as usual, quiet your cell phones, please, and make sure that you fill out the sheet when you want to come forward to testify. When you do step up to testify, I ask you spell your name, first name, last name, and then we will proceed. Elice Hubbert is my committee clerk and Tip O'Neill is the legal counsel for the committee. And with that, I think we'll open it up. Oh. Have the senators introduce themselves. Sorry. They're looking at me all funny already. It's been a long day. Senator Geist, you may start.

**GEIST:** [00:00:47] Excuse me. OK. My name is Suzanne Geist. I represent District 25 which is the east side of Lincoln and all the way to the north Lancaster County line through Waverly.

**HUGHES:** [00:00:56] Dan Hughes, District 44, ten counties in southwest Nebraska.

**BOSTELMAN:** [00:01:05] Bruce Bostelman, District 23, Saunders, Butler, and most of Colfax Counties.

**FRIESEN:** [00:01:09] Maybe joining us lately will be Senator Murante, from the Omaha area, Senator Smith, and Senator Hilgers. I--

**GEIST:** [00:01:19] Hilgers won't be here.

**FRIESEN:** [00:01:19] He won't be here? OK. So I'm-- I'm Curt Friesen from District 34. So with those formalities out of the way, if anybody wishes to come forward and--

**HUGHES:** [00:01:30] Guess we're done then.

**FRIESEN:** [00:01:38] Be a short hearing.

**HUGHES:** [00:01:39] Yeah.

**HUGHES:** [00:01:41] [INAUDIBLE]

**FRIESEN:** [00:01:41] Thank you for stepping up.

**NEIL MILLER:** [00:01:49] Yes, sir. I was getting a little pressure back there, so. Senator Friesen, members of the Transportation and Telecommunications Committee, my name is Neil Miller, N-e-i-l M-i-l-l-e-r. I am the Buffalo County Sheriff and I also represent the Nebraska Sheriffs Association. I'm here today in support of the legislative resolution and the Next Gen Master Plan. I was also a stakeholder and have been coming to Lincoln for the last 13 months to meetings on putting this plan together that you looked at today. I'm very proud of that plan. I think that a lot of people were engaged. I think that a lot of people had an opportunity to have input into that plan and I think that plan fits Nebraska. I really believe that what we did was looked at how Nebraska currently looks, what was going on here, and how we could make the next-gen 911 get rolled out to this state in an affordable fashion but also one that met the needs of local government because local government is who's providing that service to-- to their constituents. I look at kind of what we did here and I look back and I've been around long enough that I remember back before jails had Nebraska Jail Standards in them. There were no Jail Standards. When I started in law enforcement, each county ran their own jail. The state really had kind of a hands-off approach to that whole thing. There was no mandatory training for corrections staff. So then we come up and 1979 I think is

when it was introduced as a bill, and in 1980 we passed Nebraska Jail Standards. What did that do for Nebraska? Well, it's what I think will happen with the 911 and bringing next-gen 911. It gave us state oversight. It gave us state standards. It gave us minimum training requirements for the people who were going to be working in those jails. It gave us a committee made up of members who ran jails, in other areas that involved jails of the Jail Standards Board. So I look at this and there's a lot of similarities in those two. And I think Jail Standards has been a good thing for Nebraska. I think this will be good for Nebraska and I-- here a while back, a few years ago I know they were looking. They thought that, well, with state oversight maybe the-- the sheriffs wouldn't-- wouldn't have a chance. Came out that Jail Standards could go away, maybe they'd be in favor of that. And I can tell you that the sheriffs were opposed to that and very much supportive of it. And I see this program heading the same way. The regional approach I think I believe in that. I think it's the way to go. It does a couple of things. It allows us to deal with the equipment that's-- and PSAPs that are open right now. But it lets them figure out who they want to partner with. It lets them decide who that is. And it has-- is a path for them when they can no longer do it because we're going to see some smaller places that they're not going to be able to do it. The technology that's going to be required, the mandatory certification that comes out of this, they need a place to go and they'll know, already know who their neighbors are and they'll have an easy transition to move that to somebody that maybe could do that for them. So I, I believe that this plan is set up and poised to do that for the state.

**FRIESEN:** [00:05:12] Thank you, Mr. Miller. Other questions from the committee? One question, I mean, what are some of the challenges you see moving ahead with this?

**NEIL MILLER:** [00:05:25] Is--

**FRIESEN:** [00:05:25] The program has been designed to be very flexible.

**NEIL MILLER:** [00:05:29] Yes.

**FRIESEN:** [00:05:29] But I'm sure there's going to be some challenges in implementing portions of this. Do you have any specific issues where you think that we need to be looking?

**NEIL MILLER:** [00:05:37] Well, I think that I'm surprised and I'm very pleased. There's huge support for the training aspect and getting the certification. One of the things that we're going to maybe struggle with, and we're working with the commission right now, is to-- to put some training together. I think we can-- we'll work through that. But that, we had a group that was doing it and then they ran into some problems, so right now we don't have training available but we're working again to get that. I think that challenges are going to be just how we get some of the connectivity in some of the places. We've got a lot of different phone companies in this state and we've got a lot of different ways to do business with those phone companies. And even though it's an IP system I see that there could be some local connections with the phone companies involved. And so I think that having coordination and having the ability to have a single agency go out and request how that connectivity could come about will make things a lot easier and cheaper for the counties and cities that run PSAPs. But I think it will be a challenge to get that. But-- but we'll work with it and we'll get it done. We're working that now. Our region, the south-central region, we've-- we've had about three or four or five different phone companies in there but we've-- we've worked through it. It just takes a little bit longer and but-- but we're there and that connectivity has happened. So it's a whole new way of doing business, Senator, so I think that some of the challenges are going to be getting our people to understand how all this technology is going to work. We talked this morning. There was discussion about if I don't have cell phone coverage, then how am I going to access 911? Well, the inter-- it's going to be an Internet of things and it's going to be a 911 network of things and it's things like a tablet that maybe has Wi-Fi connectivity but there's no cellular service but because of

Wi-Fi connectivity in my home, I can dial 911 from my tablet and that gets a 911 call through. It's got a GPS in it so it knows where I'm at. It can relay the information to there and I talk to my iPad or my tablet to the 911 dispatcher. There will be a lot of different ways that 911 one will have the ability to come to a 911 center. And I see that for us to understand all of those and to make sure that we're on top of that and that all of those are being enabled as much as we can for the public's use, I think that's why statewide coordination is going to be important. They can stay on top of that and they can help the PSAPs get to that point.

**FRIESEN:** [00:08:09] Thank you, Mr. Miller. Any other questions from the committee? Seeing none, thank you for your testimony.

**NEIL MILLER:** [00:08:14] Thank you.

**FRIESEN:** [00:08:15] Welcome.

**ISAAC BROWN:** [00:08:31] Thank you. Well, good afternoon, Senator Friesen and members of the Telecommunications/Transportation Committee. First let me thank you for allowing me the opportunity to appear today. I am going to, I think, read my testimony because I write a lot better than I ad lib, so if you'll bear with me. I strongly support and encourage moving forward with--

**FRIESEN:** [00:08:58] Could-- could you spell your name, first and last?

**ISAAC BROWN:** [00:08:59] I'm sorry. I'm sorry. My name is Isaac, I-s-a-a-c, Brown, B-r-o-w-n. I represent the McCook Police Department Red Willow County 911 system, as well as the Police Officers' Association of Nebraska. I do strongly support and encourage moving forward with implementation of the 911 System Services Act and the approval of the Nebraska Public Service

Commission Next Generation 911 Master Plan. As a 20-year administrator of a public safety answering point and a member of the Wireless Enhanced 911 Advisory Board, I know that next-generation services are vital to the safety and security of the citizens of Nebraska. After careful review of the proposed master plan, I am confident the plan will provide the mechanism, management, and oversight necessary to successfully bring next-generation services to Nebraska in a timely and cost-effective manner. I applaud the efforts of the Public Service Commission and the stakeholders in the development of a Next Generation 911 Master Plan. I'm confident the proposed plan can accomplish the goal of implementing next-generation 911 in Nebraska. The plan was developed by the Public Service Commission with input and participation of-- from numerous entities involved in the provision of 911 services in Nebraska. The numerous concerns and issues brought forward during the development of the plan were thoroughly discussed and needed change in-- changes and improvements to the plan were addressed. Critical issues such as the management of GIS, funding of implementation and ongoing maintenance, training standards, and options for inclusion of FirstNet technology are all adequately addressed in the plan. The Public Service Commission has mechanisms in place to address ongoing needs and required adaptations. I believe the resultant plan before you today will provide a clear roadmap for implementation of next-generation 911 services in Nebraska in a cost-effective and sustainable manner. The proposed plan provides for the oversight and implementation and management of 911 services in Nebraska. The State 911 Director and staff are in place to manage the implementation and ongoing operation of 911 services. For the provision of next-generation 911 to be successful, input and guidance from stakeholders is going to be absolutely vital moving forward, especially as issues and services evolve over time. The plan provides involved entities a robust role in the implementation and ongoing maintenance of next-generation 911 services through the creation of the 911 Service System Advisory Committee while resting overall authority and responsibility with the Public Service Commission. The proposed plan will provide the necessary structure for the implementation and ongoing operation of 911 services in Nebraska. It is important to the safety and security of our

citizens to be able to enjoy the benefits of next-generation 911 services. I believe the proposed 911 Systems Service Act the Next Generation 911 Master Plan provides a clear and cost-effective path through the acquisition of those services as well as assuring appropriate ongoing maintenance and management of 911 services. For those reasons I encourage-- encourage your support for the 911 System Service Act and Next Generation 911 Master Plan. And I certainly would--

**FRIESEN:** [00:12:57] Thank you, Mr. Brown.

**ISAAC BROWN:** [00:12:57] -- attempt to answer any questions you might have.

**FRIESEN:** [00:12:58] Any questions from the committee? Seeing none, thank you very much.

**ISAAC BROWN:** [00:13:04] Thank you.

**FRIESEN:** [00:13:22] Welcome.

**TIM SCHRAM:** [00:13:23] Good afternoon. Senator Friesen and members of the Transportation and Telecommunications Committee, my name is Tim Schram, spelled, first, T-i-m, last name is S-c-h-r-a-m, and I am currently the chairman of the Public Service Commission and I'm appearing before you here today to express the commission's support for the 911 Service Systems plan. This morning, State 911 Director David Sankey briefed you on 911 Service System Plan in detail. I would like to take a few moments this afternoon and discuss with you the highlights from the plan that I think are important as we prepare for the transition to next-generation 911. The current 911 system has served Nebraska and the country well for almost 50 years. It has evolved from a landline system that was unable to provide caller identification information of any type to a system that could identify the general location of a wireless caller. That system, however, has reached its

technical capacity and cannot handle the multimedia challenges of today's smartphone users. On average 80 percent of calls received in Nebraska's public safety answering points, PSAPs, today are from wireless callers. Our citizens use their wireless phones to obtain and share information. They share photographs, videos, text messages, just to name a few. They expect the same ability to communicate when it comes to an emergency. Despite limited text-to-911 interim solutions, our current 911 system limits callers primarily to voice calls to 911. As expressed this morning, there are two significant differences between the Legacy system that we use today and the next-generation 911 system. Instead of antiquated copper telephone lines, next-generation 911 utilizes high-speed fiber optics to develop a statewide Emergency Services Internet Protocol network, "ESInet." The ESInet will allow for the seamless flow of multimedia data from a citizen in need of emergency services to a 911 call taker who can dispatch appropriate emergency services. The other significant change is the ability to locate and route callers geospatially. Using geographic information systems, GIS maps, the locations of 911 callers will be identified and their calls will be routed to the appropriate PSAPs to respond to each emergency. Other critical elements have also been identified in the 911 Service System Plan, including developing statewide training standards and implementing a statewide training certification program for 911 call takers. Currently there are no uniform statewide basic training requirements or standards. PSAP policy and procedure development, planning for disaster recovery, continuity of operations, and coordination with the FirstNet development are also important considerations. The 911 Service System plan has been developed with input and direction from stakeholders representing the public safety community, telecommunications industry, and representatives of state and local government. As we move forward with implementation, individuals from these key areas will continue to play a critical role as members of the Service System Advisory Committee. The advisory committee will have the important role of recommending the best practices for implementation and operation of the next-generation 911 system to the commission and the 911 Director. Lastly, I would like to touch on the cost of the new system. The commission and the E-911 Advisory Board have worked for the past



several years to prepare for next-generation 911. Through careful planning and decision making, the Wireless 911 Fund has built a reserve, making it possible for the state of Nebraska to begin the process of implementing next-generation 911 without an increase in the current 45-cent wireless surcharge. I would also like to point out that current wireless rate of 45 cents ranks as one of the lowest rates in the country. The 911 Service System Plan recommends that a range between \$0.45 and \$1.25 be established to allow the commission the flexibility to increase the surcharge only if necessary in the coming years. The 911 Service System Plan is only considering the use of wireless funds to support the next-generation 911 system at this time. The reason for this is simple. Wireless phones have always been considered by the Legislature as a statewide resource. Since we live in a mobile society, it is imperative that our citizens and our visitors to our state have the ability to contact 911 whenever they may be in Nebraska. We need to ensure that we can provide the same quality of public service for people in need whether they are in Imperial or Omaha. Additionally, the 911 grant program authorized by Congress is expected to be released-- to release \$115 million in federal grant dollars in the spring of 2008. These grant funds are intended to assist with the deployment of next-generation 911. We intend to apply for these grant dollars and we'll keep you informed of the progress. This is an exciting time for public safety communications. We now have the ability and the resources to meet our citizens' expectations and improve public safety in our state through the transition to next-generation 911. The 911 Service System Plan provides us a roadmap to begin that transition. Thank you for this opportunity to present this information to you today. Should you or any of your staff have any questions, please feel free to reach out to the commission for assistance. I would be happy to answer any questions that you might have.

**FRIESEN:** [00:19:50] Thank you, Mr. Schram. Any questions from the committee? Senator Hughes.

**HUGHES:** [00:19:56] Yes, thank you, Mr. Chairman. Thank you, Mr. Schram, for coming. I'll kind

of ask you the same question I asked Mr. Sankey this morning. How far do you think we can get in a-- through the buildout process with the funds you have collected in the reserve and before we have go to an increase? And if we get some grant dollars, we just build out that much farther or-- I guess I'm trying to get a handle on what--

**TIM SCHRAM:** [00:20:26] I--

**HUGHES:** [00:20:27] -- the reserve is and how far that will get us.

**TIM SCHRAM:** [00:20:30] In the process I think the first key step is an RFP to determine what the cost or what the actual costs are. We have estimated cost at this time but once we have actual cost and the next year when the federal grant dollars are available, the amount of money that Nebraska may be eligible to receive, the commission would look at-- obviously we're not-- you know, we have to live within whatever dollars we have, within our means. And so going back into history of 911, I came to the commission in 2007 and we've seen a lot of transitions. We've seen phase one tower location, then we've seen phase two caller location, and then text to 911. In the phase two, when we were looking at caller location, that, that was done in a-- in a progressive means, you know, depending on how much funding was available from both the county and from the state. But as director Sankey stated this morning, we're going to look at regions and build regions and-- and based upon the dollars that are available, that determination will be made.

**HUGHES:** [00:21:52] But you've got some kind of an estimate of the dollars that you have? I mean will that build--

**TIM SCHRAM:** [00:21:58] Yes, currently--

**HUGHES:** [00:22:04] -- you know, [INAUDIBLE] aid or--

**TIM SCHRAM:** [00:22:04] Right. Currently I believe the balance of the Wireless Fund is in the neighborhood of \$12 million is our current balance and it was \$11.85 (million) the Last time I looked, so I'm using round numbers of \$12 million. So based upon that, those resources, based upon the federal grant dollars, may be available and-- and making the determination of actual cost, all of those components will play into that equation.

**HUGHES:** [00:22:35] OK, thank you. Thank you, Mr. Chairman.

**FRIESEN:** [00:22:36] Thank you, Senator Hughes. Senator Geist.

**GEIST:** [00:22:39] And just so that I'm clear, on the projections that were given earlier this morning, is the five-year upgrade also projected in the cost currently or is that an unknown that you hope to include in the cost?

**TIM SCHRAM:** [00:23:01] Without looking at the plan, I probably wouldn't be able to give you an honest answer at this point, Senator.

**GEIST:** [00:23:06] OK.

**TIM SCHRAM:** [00:23:06] But that was considered but I-- as far as those actual numbers, I don't know.

**GEIST:** [00:23:14] And I guess I'm not asking what the actual numbers are. I just wanted to know if, and I should have asked this question in the morning, but if that future, because every five years

then everything will be upgraded and I'm wondering if that initial, first five-year upgrade is in the projections that we're looking at current. It said five-year upgrade on-- on the slide.

**TIM SCHRAM:** [00:23:44] Yes.

**GEIST:** [00:23:44] So I just wondered if that's--

**TIM SCHRAM:** [00:23:45] I believe Mission Critical did have some estimates--

**GEIST:** [00:23:50] OK.

**TIM SCHRAM:** [00:23:50] -- I-- but subject to check with the plan.

**GEIST:** [00:23:52] OK. OK. Thank you.

**FRIESEN:** [00:23:54] Thank you, Senator Geist. Senator Bostelman.

**BOSTELMAN:** [00:23:57] Thank you, Chairman Friesen. Thank you, Commissioner Schram, for coming today and for the information. I have a couple comments. I think that \$0.45 to \$1.25 is a pretty significant increase. That's a little concerning to me in the sense I think following what Geist was saying. If every five years we've got to build funds up in that, that-- that's a lot because some things I hear from some of my constituents is we're paying enough on our phone, now we're going to tack, you know, another 80 cents onto something. That's-- that's a pretty significant increase. So that's a little concerning, I guess. The other thing is I'm also concerned costwise on the buildout. I think maybe that's something Senator Hughes was kind of touching on a little bit. We just spent a week going across the state on broadband and connectivity and it's lacking and it's because of fiber

and the lack of fiber and the cost of putting fiber in. Now we're talking about putting fiber in to connect everybody in this area and we come in with an \$8 million fee or cost to that entire program when we were being told it's, you know, if you did the entire state, it's \$250 million, whatever it is. I'm a little concerned on the cost, what that might be, that we're kind of-- we're-- we're not at-- we're not looking at the entire cost especially when we're looking at fiber because it was said there's fiber out-- a lot of fiber out there, but our hearings, from my take, was that, yeah, there's fiber but there's not enough. And so I don't know if you could speak to that at all.

**TIM SCHRAM:** [00:25:37] Well, and in those hearings it-- along with the federal and state support as far as fiber goes, the federal monies that are available are [INAUDIBLE] and legacy supports to Nebraska. And as-- as you heard earlier, they share our NUSF Fund and it continues to decline and we're looking to stabilize that and hopefully once we make that determination to stabilize it. We realize that we've got a lot of work to do in-- in the getting-- getting broadband deployed. The good news is that the FCC and the federal government recognizes the importance of broadband as well as the commission and the state. And as we move forward, the other thing I would say is the five-year, upgrading 911 equipment every five years. Previous to being a county-- to being a Public Service Commissioner, I was a county board member and the one thing I learned very quickly there was is that the longevity of 911 equipment is not long. It-- it gets replaced a lot and a lot of times the manufacturers that manufacture that equipment don't give the local PSAPs any options that we're discontinuing support on that equipment and it has to be replaced.

**BOSTELMAN:** [00:27:05] Well, I-- yeah, I-- I think you're right. I mean that-- Butler County recently went through that with their communication systems for their first responders' radios and that just because outdated and not being able to communicate with each other, so it does turn over. But I think part of the-- the question maybe that Senator Geist was asking that-- that I heard that might help in that a little bit is that this is going to be a buildout so we're not doing the entire state in

one year. So it will be a number of years so we'll have a-- each year there will be a different number of PSAPs that will be needing equipment so that could potentially be built in where there's a-- a number where it's not-- you know, it's a smaller number of-- of turnover of equipment needs because of when they come on-line.

**TIM SCHRAM:** [00:27:52] Right.

**BOSTELMAN:** [00:27:52] Right? Am I understanding that right?

**TIM SCHRAM:** [00:27:53] That-- that's correct. And also a page out of the report, out of the plan that I think the key thing Director Sankey-- one of the key things Director Sankey pointed out this morning was it is by regionalization of the ESInet and the number of connections of the ESInet. Currently if we took the PSAPs that we have in place, that-- that network would be \$1.2-- \$1,237,000. If we use Model 2 using regions, that cuts that, reduces that cost to \$582,000. And if you look at the five-year replacement of call handling equipment here on this page here, there-- with the current PSAPs that we currently have, it would be \$2-- \$2,152,800. By going to regions it would reduce that cost to \$1,117,800. So by doing that you're reducing the network by \$700,000 and you're reducing the call-handling equipment by right at a million dollars. So they-- they did have a projection on one of these pages here.

**GEIST:** [00:29:05] OK. Thank You.

**BOSTELMAN:** [00:29:05] Thank you.

**FRIESEN:** [00:29:06] Thank you, Senator Bostelman. So this morning, you know, your ability to collect 45 cents and basically you said that would be enough money for the next few years in order

to start building out the system along with your reserve. That correct?

**TIM SCHRAM:** [00:29:23] Correct.

**FRIESEN:** [00:29:24] And so with your ability to go up to-- up to 70 cents down the road, how long do you think that projects out before you would really require an increase in that limit?

**TIM SCHRAM:** [00:29:36] To give you an honest answer, Senator, there again I think it's important that we get the RFP out there to see what the actual cost is going to be. For me to-- to give you any numbers today I believe would be premature.

**FRIESEN:** [00:29:53] So it's-- it's little premature to say that we need to open up that range, that far yet till we get a little more clear understanding.

**TIM SCHRAM:** [00:30:00] Right. And-- and basically the plan looked at what other states' ranges were that-- that states do have next-generation 911 and we're-- we're basing that range on the-- on the states that-- that have developed a next-generation system.

**FRIESEN:** [00:30:19] OK. Thank you, Mr. Schram. Seeing no other questions, thank you for your testimony.

**TIM SCHRAM:** [00:30:23] Thank you.

**FRIESEN:** [00:30:40] Welcome.

**JON ROSENLUND:** [00:30:40] Good morning. My name is Jon Rosenlund, J-o-n R-o-s-e-n-l-u-n-

d. I'm emergency management and communications director for Grand Island and Hall County and I'm here representing the Nebraska Association of 911 Management. After reviewing the final report of the 911 Service System Plan, it appears that they've gone to great lengths to help overcome a number of the concerns that the 911 managers throughout the state had expressed. So we, we feel that we can be in full support of the plan in its current-- in its current form. We want to express our appreciation to the Public Service Commission and Director Sankey and their staff. They've really done a great job. When they put together their stakeholder committee to help develop this plan, it was broad, it was open, and it really did focus on ensuring that you could have a plan that will meet the needs of the locals because in the end 911 service, the receiving of a 911 call and the dispatching of that call to local agencies is always going to maintain at a local-level operation. We believe that this is a good roadmap for success. We also understand that a map is not the terrain and the implementation of that map to a large variety of centers, whether you're Douglas County with many, many consoles and many dispatchers, or out to Crawford where you may have one dispatcher sitting in that-- in that county agency. They're going to have to reach a sundry of, you know, local agencies who have different needs and different-- different requirements. And quite frankly, we all answer to different county boards who have very, very specific needs that they-- that they're going to have to meet. So we're looking forward to this plan is going to focus on statewide coordination, where it needs to be coordinated, but also focusing on the local implementation because in the end it's going to stay at home in that county or in that city facility. And then it's really going to fall down to the membership of that 911 board and the makeup. Through that board you want to be able to maintain that-- that-- the ability to tailor the plan to the local needs and to forecast new finances, new ways, new technologies, and listen to the local agencies as they voice their emerging concerns to the state and-- and utilizing the Public Service Commission and the State 911 Department as that stage manager to ensure that the locals have the ability to operate well. Appreciate the opportunity. We do think this is a good plan and it's the step that Nebraska needs to take.



**FRIESEN:** [00:33:42] Thank you, Mr. Rosenlund. Any questions from the committee? Seeing none, thank you. Any others wish to testify? Welcome.

**SHELLY HOLZERLAND:** [00:34:04] Good afternoon. My name is Shelly Holzerland, S-h-e-l-l-y; my last name is Holzerland, H-o-l-z-e-r-l-a-n-d. I'm the 911 director at Fremont/Dodge County and I'm also a representative of NESCA, which is the Nebraska Emergency Services Communications Association. We are a professional organization that represents the frontline dispatchers and supervisors in Nebraska's 911 centers. I'm here to speak in support of the Next Generation 911 Plan today. A lot of time, research, and hard work has been put into this plan. NESCA feels this plan is well thought out and will be a good start to our transition to next-gen 911. Our main focus is on the people who will run this system. NESCA is glad that the plan includes provisions for training and eventual certification of telecommunicators in Nebraska. It has been a longstanding goal in Nebraska to ensure that 911 services are available to all of Nebraska's residents whether they live in the Sandhills of the west or the eastern urban areas. We believe that this goal should extend to the people answering and processing the 911 services. With next-gen we will be expecting our dispatchers to do even more: more information will be coming in; more information will be shared; more technology to deal with; and more decisions for them to make in an instant. The people we have doing this job need standards and training to those standards and our ongoing support. Certification will ensure that every telecommunicator in every dispatch center in Nebraska will have equal access to quality training and every 911 center will be meeting minimum standards. Our responders, our citizens, and our dispatchers deserve no less. While there is more work to do, this plan is a good starting point and a way to begin planning for the future of 911. We feel that overall there is a good structure in the plan. Local control is very important to us. The 911 Service System Board and the way it is structured is vital to give input and to advise the 911 Director. With the governance structure described, there will be opportunities for everyone to have a voice in

shaping the way next-gen 911 looks in Nebraska. Thank you for your time today.

**FRIESEN:** [00:36:28] Thank you, Ms. Holzerland. Any questions from the committee? Senator Bostelman.

**BOSTELMAN:** [00:36:31] Thank you, Senator Friesen. Thanks for coming today. Question for you on--I don't know if this has been talked about and I'm curious--on the training and certification. Has there been discussion? Do you know what that looks like, how that's going to be conducted?

**SHELLY HOLZERLAND:** [00:36:45] I don't believe there's any, been any formal discussion yet. I think that the 911 Department will probably head that up but I don't--

**BOSTELMAN:** [00:36:53] I'm just kind of curious as--

**SHELLY HOLZERLAND:** [00:36:53] I don't know that there's a plan in place yet.

**BOSTELMAN:** [00:36:56] Yeah, if we've got somebody in Scottsbluff or Omaha, and then how we're going to connect them together, if it's going to be a written test, if it's going to be a verbal test.

**SHELLY HOLZERLAND:** [00:37:01] Traditionally NESCA provided a two-week training course at the Law Enforcement Academy that we ran into some problems with that in the fall and were not able to do that any longer. But that was the-- the model that we had before was in a central place. We provided the training and the people were able to come to us from across the state. I-- I don't know what the future plan is though.

**BOSTELMAN:** [00:37:25] OK. Thank you.

**FRIESEN:** [00:37:26] Thank you, Senator Bostelman. Any other questions from the committee?  
Seeing none, thank you for your testimony.

**SHELLY HOLZERLAND:** [00:37:32] Thank you.

**FRIESEN:** [00:37:37] Any others with to testify? Welcome.

**ERIC CARSTENSON:** [00:37:50] Thank you. Senator Friesen and members of the Transportation and Telecommunications Committee, my name is Eric Carstenson. Eric is E-r-i-c; Carstenson is C-a-r-s-t-e-n-s-o-n. I'm the president of the Nebraska Telecommunications Association. The NTA is a trade association that represents the majority of companies that provide landline voice or broadband connectivity throughout the state. And I'm a registered lobbyist to represent them. The NTA has monitored the work of the Public Service Commission, the 9/11 Department staff, the 911 working group, Mission Critical Partners in their efforts to develop the Next Generation Master Plan. There were members of the NTA that also participated in the 911 working group and we appreciate their work on this report. There's nothing in the report that the NTA finds fault with or disagrees with. The report does discuss surcharges and we'd suggest that consideration be given to equalizing surcharges across the state. But going forward the NTA is willing to add our technical expertise and work with the other industry partners to help develop and implement a robust safety network. And that concludes my testimony.

**FRIESEN:** [00:39:07] Thank you, Mr. Carstenson. Any questions from the committee? You answered all the questions right there.

**ERIC CARSTENSON:** [00:39:16] That's the first time.

**FRIESEN:** [00:39:18] Thank you, Mr. Carstenson. Anyone else wish to testify? Seeing none, we do have letters here from Lash Chaffin from the League of Municipalities--come on up--and Larry Dix, executive director of NACO. Welcome.

**ERIC CADDY:** [00:39:49] Thank you, Senator Friesen. Good afternoon, Senator Friesen and members of the Transportation and Telecommunications Committee. My name is Eric Caddy; that's E-r-i-c C-a-d-d-y, and I am a-- I am here today representing Mission Critical Partners, a national public safety consulting firm that has supported the Nebraska Public Service Commission and Nebraska stakeholders in the development of the Nebraska Service System Plan. This afternoon I'd like to provide the committee with some perspective related to the-- to national initiatives around next-generation 911 and how the Nebraska Service System Plan positions Nebraska in that discussion. Mission Critical Partners works throughout the country supporting several clients in transition to next-generation 911. In addition, Mission Critical Partners supports the National 911 Program on various activities. From this work we know that many states and major regions are transitioning in some form towards next-generation 911. There are a couple of topics I would like to focus on today with my comments. When we look at a transitional shift in technology, we categorize progress into groups based upon the level of progress and willingness to adapt change. These categories stem from a theory known as the diffusion of innovations, authored by Everett Rogers in 1962. Its fifth edition published in 2003. This theory describes how innovation adoption plays out in any given social group. Group one of the innovators, these adopters of technology are technology enthusiasts and are typically not concerned with the risks surrounding new technology. Next we have early adopters. They also are technology enthusiasts although they are slightly more conservative in their thinking. When they adopt a technology, it sends a clear signal the innovation is for real. Next we have the early majority. With the adoption of the Nebraska Service System Plan, this is where we see Nebraska fitting in the continuum. This group represents pragmatic

adopters who are deliberate in their thinking and approach. This group adopts when technology is ready for use. The Nebraska Service System Plan represents a plan for transition and keeps Nebraska advancing within this category along with many other states who have established state plans. The next group is a late majority. This group of adopters are typically skeptics and will not embrace a technology until it is thoroughly proven or operational pressures force adoption. Finally, there are the laggards. They are typically suspicious of innovation and reticent to change. With the approval of this plan, Nebraska takes the step of defining how transition to next-generation 911 will occur within the state. The next point I would like to provide comment on is ensuring Nebraska is positioned to benefit from federal grant funds-- grant funds. With the Next Generation 9-1-1 Act of 2012, approximately \$115 million have been set aside for grants and the criteria for applications should be released soon from the National 911 Program. We know that one requirement for successful applicants will be a state plan demonstrating statewide coordination for the implementation of next-generation 911. In November of 2017, Senate Bill 2061, the Next Generation 9-1-1 Act of 2017, was introduced that further defines and refines the NG 9-1-1 Act of 2012. While at this point Senate Bill 2061 is proposed legislation, there are points within the bill that indicate the desire of Congress to advance next-gen 911 implementation. Items of note within the proposed legislation are a proposed increase to the amount of funds and a higher match rate coming from the federal government up from 60 percent match to an 80 percent match. Some key points specific to what a state plan will need according to Senate Bill 2061 are: use of accredited, nonproprietary, consensus-based, standards-based approach in the design, deployment, and implementation of all aspect-- aspects of such services--the Nebraska Service System Plan references NENA i3 standards as well as standards from NIST and NFPA to meet these requirements; incorporation of the use of effective cybersecurity resources--the Service System Plan identifies key resources to use in the development of continuity of operations, disaster recovery, including cybersecurity standards; use of an open and competitive RFP process or applicable state equivalent--the Service System Plan covers this with the use of an RP-- RFP process in

procurement of ESInet services; includes input from relevant PSAPs, regional authorities, local authorities, and tribal authorities--the Service System Plan development consisted of 16 meetings for the stakeholder group along with two public hearings for broad and inclusive input; the inclusion of a government body--the Service System Plan puts forth a governance plan and proposed body. In ensuring sufficient staffing and training of staff at all levels, the Service System Plan presents recommendations to achieve training and certification for all levels of staff. The Nebraska Service System Plan presented here today achieves these points and demonstrates Nebraska clearly has defined where you are today and how you will transition to next-gen 911. This positions Nebraska to capitalize on the opportunity that will be presented through the federal grant application process. In closing, many 911 authorities and states take a collaborative approach to the development of next-generation 911 plans. The level of commitment made by Nebraska leadership was evident in the execution of LB938 and has not been seen often by the MCP team that worked to support Nebraska. The process of identifying a broad group of stakeholders and permitting a full year for development allowed a methodical and inclusive approach to the plan's creation and is commendable. The Service System Plan provides an actionable plan with a path forward for Nebraska to advance towards next-gen 911 and leverage new and emerging technologies. In February of next year the 911 industry will celebrate 50 years of the existence of 911. But the current infrastructure is not keeping pace with data, services, and newer technologies. How long can we ignore data-rich content currently available to and coming from communities and citizens? MCP is seeing the signs that we are nearing a tipping point where incredible change in 911 will occur. The 911 sector will change and there will be impacts. The Service System Plan provides Nebraska public safety with an executable path for transitioning to next-gen 911 with purpose, deploying a system that improves the capabilities of public safety answering points, lays the foundation for interoperability with FirstNet, and opens new paths for information to flow from Nebraska citizens to the PSAPs and personnel responding for calls or assistance. Thank you.

**FRIESEN:** [00:46:27] Thank you, Mr. Caddy. Any questions from the committee? Seeing none, thank you for your testimony.

**ERIC CADDY:** [00:46:38] Thank you, Senators. Thank you, Chairman.

**FRIESEN:** [00:46:53] Any others wish to testify? Seeing none, we will close the hearing on LR174. Our next committee will start at 2:30.

[00:47:01] BREAK