

Transcript Prepared by Clerk of the Legislature Transcribers Office
Transportation and Telecommunications Committee December 3, 2020
Rough Draft

FRIESEN: OK. I-- it's after 2:30 and I don't believe we need a quorum here. With that, I think we'll get started. Welcome to the Transportation and Telecommunications Committee. I'm Curt Friesen from Henderson, Chairman of the Transportation Committee and representative of District 34. And I'll have the members, starting with Senator Geist to my right, introduce themselves and we'll move around the table.

GEIST: All right, Senator Geist. I mean, I'm Suzanne Geist and I represent District 25, which is the east side of Lincoln and Lancaster County.

BOSTELMAN: Bruce Bostelman, District 23, Saunders Co-- Saunders, Colfax and Butler Counties.

GEIST: I started something.

FRIESEN: OK. We may have a few senators join us yet. I know there are some others in the building and we may have some on the phone yet as they call in and you'll hear the interruption when that happens. So we'll-- I'll try and introduce them as they come on board. With that, I guess, we'll-- it's invited testimony only. And David Sankey from Nebraska Public Service Commission will give us a report regarding the developments of the Nebraska 911 Service System. I ask everyone to silence their cell phones. And with that, welcome, Mr. Sankey.

DAVID SANKEY: Thank you, Senator. Well, Senator Friesen, and members of the Transportation and Telecommunications Committee, good afternoon. My name is David Sankey, D-a-v-i-d S-a-n-k-e-y, and I serve as the state 911 director with the Nebraska Public Service Commission. We appreciate this opportunity to update you on the progress that the commission has made towards the transition to Next Generation 911. I believe each one of you has a presentation packet with you. So if you like, I'll just follow along as I take you through the presentation. So if you go to the first slide there, just a brief overview, what is Next Generation 911, what are we talking about? Well, what we're talking about is transitioning the state's 911 system from the old copper wire legacy network that could basically only handle voice calls and some limited text calls to a-- an IP network, an Internet protocol network that allows for not only voice, but multimedia data as well, so pictures and text messages and videos and those types of things. So that's what we're talking about transitioning to. Talk a little bit about the road to Next Generation 911. In 2016 you, the Nebraska Legislature, passed LB938. LB938 created the 911 Service

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System Act and it established the Public Service Commission as the statewide implementation and coordinating authority. And you also required that the commission develop a 911 system implementation plan. So the commission went-- started developing, they-- they instituted the state 911 department. We contracted with a national public safety communication consultant, Mission Critical Partners, and we gathered a group of stakeholders from across the state. And we went to-- got busy putting together a 911 Service System implementation plan. We had several public hearings on that plan. And then the commission ultimately adopted the plan. And then that plan was presented to this body in December of 2017. In 2018, LB993 was passed and LB993 established the 911 Service System Advisory Committee, merged the Enhanced Wireless 911 Fund with the 911 Service System Fund so it's now the 911 Service System Fund and authorized the implementation of 911 Service System effective July 1, 2018. So we've been hard at work since that time preparing and planning for the Next Generation 911 system. So what did the plan say? Well, the plan said we wanted our PSAPs across the state and there are currently 68 PSAPs that the commission provides funding assistance to. We wanted to organize those into host remote regions and host remote regions means that the expensive backroom equipment is housed in the-- in the host PSAPs in each area. There are two hosts for each region at least, and then the rest of the PSAPs are connected to those hosts as remote PSAPs. Those remote PSAPs are connected through a regional IP network. It allows the PSAPs to share their resources, and it also provides for redundancy and resiliency throughout the region. So our PSAPs have been hard at work forming their regions. It also allowed for us to establish a statewide ESInet, Emergency Services Internet Protocol Network. And the plan then is to implement the statewide ESInet and then connect the host PSAPs in each region to that ESInet. Also provides for Next Generation 911 core services, which is, if you look-- if you think of it this way, the ESInet is the highway and the core service is the traffic that runs on the highway. And so what we need to do in order to be able to route calls geospatially is to get our GIS or geographic information system data to the point where when a caller calls on their phone, we know what their XY location is. That call is then routed to the appropriate PSAP so that we can get them emergency response. And then lastly, establish a committee to advise the commission on the implementation and operation of the system. And as I mentioned, LB993 did that. So the next page is a map of how the regionalization is progressing. And I'll start there in the southwestern part of the state, in western part of the state. That region is called the south central Panhandle region. Currently, the

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two host PSAPs are Kearney and Dawson County. Chadron plans to be a third host once they come on board and get connected to the system. So you can see that-- that region is quite large, quite diverse, but they are very mature in their development and we believe we'll have tremendous success with them. That's the region we're going to start with first once we get our ESInet up and running connecting them. If you look across the top that-- that region in red is the north central region. The hosts in that region are Valentine and O'Neill. If you traverse down to the orange region, that is the east central region. The hosts there are Wahoo and Columbus for now and they're in talks to perhaps have Grand Island be a host as well. Down in the southeast corner of the state, that's aptly named the southeast region. The hosts there are two data set, Windstream data centers. They use Windstream as their regional IP network right now and so they have their backroom equipment actually in the data center, which is just a little bit different configuration. The-- the region in blue is the metro region, Sarpy County, Douglas County and Washington County. Two regions that are still forming are the region you see there in green. Fremont and Schuyler will be the hosts for that region. And Burt County and Cuming County are going to join them as remotes. And then the northeast part of the state up there, the hosts have been identified. Those folks are working on coming together and forming their region. The hosts will be Norfolk and South Sioux City. And the other PSAPs that you see there will be remotes on that-- on that network. And then in the center of the state we have Broken Bow and we have an area that's-- that's called region 26. It's a little bit different type of region. That's an old emergency communications region out of Taylor. They're in discussions with the central region joining them. So as we start to develop the-- assign it and roll that out, the PSAPs will continue to mature in their regionalization. On the next slide, I'm going to talk to you a little bit about emergency call tracking systems. One of the things the commission did was, we contracted with the Emergency Call Tracking System known as ECATS to help collect MIS data. MIS data is Management Information System. So it's things like how many wireline calls came into the center? How many wireless calls came into the center? What time of day, are the-- are the largest amount of calls that they received? What day of the week are the largest amount of calls they received? All that type of data. Not all of the PSAPs in our state had that-- had that information so we thought it was prudent to go ahead and contract for that. And we are now in the process of deploying that to all of the PSAPs across the state so they have that information. The important thing for that is so we have better data, so they have better data to

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run their operations and we have better data that we collect to provide information to you folks on an annual basis. And just to run through it quickly, I mentioned the MIS-- the MIS data, but also there's a text to 911 module to collect that information about incoming text and outgoing text. There's a dashboard. So in near real time information, the PSAPs and the state can monitor the 911 calls across the state and see if there's-- if everything is flowing smoothly. There's a wireless routing analysis tool with this-- with this system to make sure that calls-- currently calls are routed to a PSAP based upon tower location and the tower assignment and where those calls are supposed to go. So that will help tell us if calls perhaps aren't being routed to the appropriate PSAP and changes need to be made and it needs to be routed somewhere else. The whole idea is to cut down on call transfers, saving time, saving lives in the-- in the end. There's a staffing module that the PSAPs have available to them. As I mentioned, it will tell you when your largest call volumes are, when you're busiest, and then that helps them develop a plan for staffing and then the i3 logger. And so when we talk about the i3 logger, the ESInet that we have issued an RFP for the standard across the country is the NENA i3 standard and NENA stands for the National Emergency Numbering Association. So that's the i3 that everybody is building their network to, the standard. The i3 logger will help us track the calls through the ESInet to the PSAP. So if there's a problem with getting the PSAPs, getting the calls to the appropriate PSAPs, we could track that and figure out what happened, what do we have to do to improve that process. So it's a way for us to monitor the system. The next slide is a map of our deployment and how that's going. Mostly you'll see the-- that the areas in green have their management information system up and running. They have ECATS. The areas in yellow are-- are pretty much waiting for the connectivity to the region. And once that happens, then they'll-- they'll be getting their data and then the PSAPs in red are working towards that. And hopefully we have all this in place in the next month or so, so that beginning in 2021 we're getting good data from all of the PSAPs. The next map is the progress that the commission has made on text to 911 implementation. The-- the counties that you see that are in green all have the ability right now on an interim basis to receive text to 911. And then, as I mentioned, as-- as regions mature and get-- and PSAPs get connected to regions, then that will make it easier for those other areas that aren't in green to be able to receive text to 911. Once we get to the point where we have all of the PSAPs connected to the Next Generation 911 system, they will all receive text, other data like pictures and-- and videos and those types of things. But this is

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what the commission has been doing in the interim. So the next slide is the 911 Service System Advisory Committee org. chart, if you would. There are 16 members on the 911 Service System Advisory Committee. There are two ex-officio members, myself and the state CIO or designee. Currently, Mr. Toner, the CIO has designated the statewide interoperability coordinator, Sue Krogman, for that position, so she's serving in that capacity. It is also important to have folks that represented various areas of public safety, so we have a law enforcement representative, we have a fire representative, we have an EMS representative, and an emergency management representative. We also have two folks that represent county officials or employees, two people that represent city officials or employees. We have two communication representatives-- telecommunication representatives on the committee. We have two PSAP managers, one that-- that works for a sheriff and one that doesn't. And then we have a representative of NACO and the League of Municipalities on the commission-- on the committee as well. The next slide shows you the-- the actual individuals that are currently serving on the committee. And I-- and I put this in here just to point out that we have folks that serve on this committee that are from all across the state. We have folks from Alliance and Omaha and Norfolk and Kearney and all across the state serving on this committee, so we have very good representative. It's a-- representation. It's a very good committee, and they're very active. The next slide, underneath our committee, the committee has formed five working groups to address very specific areas. They have established a technical working group, a GIS working group, a training working group. And as you recall, there are currently no training standards for telecommunicators in our state. And so the training working group is working on-- on developing those. A funding working group and an operations working group, and I'll go into more detail as we go through on each one of those groups. So the technical working group got together and they helped develop the technical capabilities or the technical requirements that were necessary for our request for proposal. And again, we've contracted with Mission Critical Partners, public safety communication consultant, to help us with that as well. Also working with state purchasing and commission staff. We've worked together to help develop those requirements. The things that are very, very important for this system is that it be redundant, it be resilient, that there's a 24-hour, 7 days a week network operation center, that the security is-- is monitored 24/7 as well, and that it has the capacity to meet the needs of Nebraska citizens so that when they got-- when they call 911, they can get their call to the 911 center. So the next slide is a little bit technical, but it's-- it's

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an illustration of what the call flow process would look like in the Next Generation 911 environment. On the left side of the slide there you-- you see the-- the various originating service providers. There's voice over Internet protocol. There's-- there's wireless, there's wireline. All those calls will come into the system. The next box there is LIS. It's the Location Information Server. So when-- when a-- when a 911 phone call is made, the XY coordinates in your phone will go with the call into the system. And-- and through this process, the next box there you see is-- is the LVF. That's the Location Validation Function. And then it goes into the Spatial Interface where it draws upon the GIS data that was created and loaded into the system. And it says, this is the location of the caller. This is the public safety answering point, the 911 center that the call needs to go through. So the other functions there you see are the ECRF, the Emergency Call Routing Function, and then the ESRP, which is the Emergency Services Routing Proxy. This is the server that says, for some reason PSAP-A is down. They can't take calls, whatever the reason is. Maybe they had to close their doors because they had to quarantine for two weeks or something. That hasn't happened by the way, but I'm just using that as an example. Then-- then it will say it-- the call needs to go to PSAP-B. So the important thing here is that every call gets answered. If not by the primary PSAP, it gets answered by a different PSAP who can make sure that the emergency services get dispatch. And then ultimately the call will end up in the PSAP there on the right side of the slide where those services can be provided. Talking about the RFP a little bit. So, as I mentioned, those entities work together. The-- the Public Service Commission staff, these-- the folks in state purchasing, our friends at Mission Critical Partners and our working group help put together all the requirements for the RFP. That RFP was released on March 17, and we basically gave the vendors three options. They could bid on the ESInet only, they could bid on the core services only, or they could bid on both. And what we found was most of the vendors went together. They worked with another-- with-- with a partner and they bid on option C. So that's the option that we went with. Throughout the process, it was-- it was-- it was quite a lengthy process. There was over 100 requirements that they had to meet. And I thank the evaluators, it was-- it was quite a task. But the highest scoring vendor was Lumen, was known as CenturyLink. They've rebranded their name. They're now Lumen. So on October 20, the commission voted to offer an intent to award to Lumen. Since that time, both the state and Lumen have been in contract negotiations trying to finalize that contract. We expect that contract to be completed in the next two weeks. So we are very, very close. The next slide talks about

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deployment. So in the next couple of weeks, what we intend to do is-- once that-- once that contract is executed, then we can sit down with those folks and we could start talking about establishing priorities and timelines and get a clearer idea of what it's going to take and how long it's going to take before we can connect that first region to the last region. As I mentioned earlier, we've already identified the south central Panhandle region as the first region. There's many reasons for that. They have good leadership in that area. They're more mature than a lot of the other regions are. They've been operating that way longer. They have-- they have a moderate call volume, which allows us to make sure that the system is working properly and they cover a large portion of the state. So once they get connected, we've probably got about a third of the state covered right there. We'll continue to connect regions every several months. And then the expectation is by the end of 2022, all of the regions, so all of the PSAPs will be connected to the Next Generation 911 system.

GEIST: By when, I'm sorry, by when will they all be connected?

DAVID SANKEY: By the end of 2022. So the next slide is talking a little bit about geospatial call routing. And as I mentioned earlier, all our calls will be routed based upon the latitude and longitude of the caller, the XY coordinates. Those are-- those are identified using GIS data. There are several ways that GIS data right now in our state is being created and developed. There are a couple of companies that the PSAPs contract with to help create and maintain their data. And there are about five counties, the larger counties, that have their own GIS staff that do that work for them. Then we've contracted with Intrado to provide GIS quality assurance, quality control. And Intrado, those folks are uploading that information to Intrado's system. And we're working on developing a statewide dataset so that we have a statewide map that all of our PSAPs can use. Currently, I will say most PSAPs have the GIS data for their own area. They don't necessarily have it for their neighbors. Those that have been in regions for a while, we've been working on a regional dataset. So some do have the ability to see into other counties if that's necessary. But we're working on a statewide GIS map. We're working on forming those boundaries so that they all match up and it's-- it's seamless. The critical GIS data layers that we need for Next Generation 911 are the road centerlines, the emergency services boundaries. So basically, what's the boundaries of the fire district or the law enforcement district or the EMS district in that area? Address points so that each individual structure has an address and then the PSAP boundaries. And that's currently at 86 percent completion. We're working with the--

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with the local representatives to get that map completed. So on the next slide is a-- is a map of the GIS call routing boundaries or the PSAP boundaries. And we're working with the locals to help identify what-- what do they want to see in their area? Do they want their boundaries to follow county boundaries, law enforcement boundaries? Or do they want their-- do they want their data to follow fire districts? Because sometimes a fire district doesn't necessarily stay within one county, it goes into other counties. So if you look out west, this is a-- this is a good example, I believe. And you look at Box Butte County, you can see that their lines extend into Sheridan County and Sioux County, Morrill County, Scotts Bluff County, because those fire districts go into those areas. They believe that the call should go to the PSAP in Alliance to provide the-- the fastest possible response and to dispatch those fire districts. So they've done it based on fire district. So you can see, even if you're in Sheridan County and you're within that box that includes Box Butte County, then when you make a call, the GIS data will say the call needs to go to Alliance and so that they can dispatch the appropriate call. So that's-- that's an example of how the-- how the calls will be identified, located, and routed in the Next Generation 911 environment. So I already mentioned that we contracted with Intrado to provide quality assurance, quality control, and we're developing a statewide dataset. Another thing that we're doing is there is a national standard, a national requirement that the GIS data that's being created, that it have a 98 percent or greater. We're-- we're shooting for 100 percent match with the current Master Street Address Guide and Automatic Location Information data. It's also known as MSAG and ALI data. Basically, that is the-- that is the information that the telephone companies have created. It's a-- it's a tabular database that-- that provides the location information currently. So what they're saying is we want the GIS data to match that data better than 98 percent. And it has to be there before we could begin routing calls geospatially. OK, I mentioned earlier we put together a training working group and there currently are no standards. That's one of the things that you folks identified in LB38-- LB938 that was necessary. The working group has established three goals: to provide the same level of service across the state; that all telecommuters have the same access to training opportunities, resources and support; and that Nebraska aligns with nationwide best practices and standards. And I think those are-- are very good goals for-- for them to focus on. So the training committee or the training working group, they are in the process of finalizing their recommendations and proposing those to the 911 Service System Advisory Committee. They haven't been adopted yet, but what they're looking at

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is this. Under-- under the box 01 there, they are talking about requiring a 40-hour basic telecommunicator course for every telecommunicator within their first six months of employment. And then under box 2 requiring that they be tested on their knowledge of that-- of that course. Under box 3, they're proposing that there be an additional 160 hours of on-the-job training and then under box 4 after their initial training is over, that there be 12 hours of continuing education annually. So that's what they're proposing at this-- at this point in time. But again, that has not been adopted by the 911 Service System Advisory Committee or the commission yet. It's important because our PSAPs are-- our PSAPs vary. We have very large PSAPs that-- that operate differently than our very small PSAPs. A lot of Nebraska's PSAPs are two-seat PSAPs, which basically they have one telecommunicator on duty at all times. And that telecommunicator also does the dispatching services as well. That doesn't-- isn't always the case when you get to some of our larger PSAPs in the Omaha-Lincoln area. They-- they operate a little bit differently. So it's important that the training standards be flexible enough to allow for those to meet the needs of those PSAPs. The other issue that came up was grandfathering. What do we do with the telecommunicators that have already been doing it for 15, 20 years? Are we going to require all of them to take the test over again and start over again? And so the committee's recommendations are that-- that they provide a PSAP with three different options. One is if they've already had-- had some course that-- that meets the requirements, then all they have to do is show documentation and they're-- they're fine. Or they can say, you know what, it's important for us that we know that our dispatchers can meet these requirements so we're going to just require them to test out of it, so they're going to take a test. Or lastly, a PSAP could decide, you know what, it's important, we want all of our telecommunicators to take the course over again and have that basic knowledge. And so they're leaving it up to the PSAP, but in some fashion they have to demonstrate that they have met those minimum training requirements that will be put in place. The next slide talks about the funding working group that we established. The commission has been providing funding support to PSAPs for more than 20 years. The current model that's being used is called the 911-SAM. It stands for Sustainment Allocation Model. It has reached its end of life and is really no longer useful. It's a complicated model. It's not very transparent. And so we've been working with the funding working group and the 911 Service System Committee to come up with a new funding model that is fair, it's equitable, it's sustainable for a long time and it's transparent and everybody can understand it. And I believe

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we've-- we've come a long ways toward achieving those. So the recommendations are that the 911 Service System Fund, and let me just say this. The 911 Service System Fund is made up of prepaid and postpaid wireless surcharge dollars that are collected by every user. So currently the wireless surcharge in Nebraska is 45 cents per line and per month, and then the prepaid is at 1 percent of the retail sale. So those monies are collected by the carriers and remitted to the commission. Those are the dollars that we're talking about using from the 911 Service System Fund to deploy Next Generation 911. So that fund would pay 100 percent of the cost of the ESInet, 100 percent of the cost to connect the host PSAPs to the ESInet, 100 percent of the costs for Next Generation 911 core services. And I mentioned earlier that Lumen has been-- we've offered an intent to award to Lumen. Their partner to provide the core services is Intrado. It used to be known as West and now they're Intrado. And 100 percent of the cost for text to 911, and in the interim, 100 percent of the costs for selective routing, which is the current way that 911 calls are routed to PSAPs. And we'll need to continue to pay that until we can get all the PSAPs on to the Next Generation 911 system, we could transition away from that. And then-- and then the PSAPs wanted us to continue to provide an allocation to them so that they can upgrade their equipment and use it for other purposes as they deem necessary. And then the recommendation is to continue to provide some support to the wireless carriers for their cost recovery. And we're working through that as well. So when will-- when will PSAPs transition from the current 911-SAM model to the new model? Well, that'll happen when they-- when they connect to the ESInet and join the Next Generation 911 system. As I mentioned, we wanted a system-- we wanted a fund that was fair and equitable and transparent and the-- and the formula that was come up with to allocate those dollars to the PSAP was-- was fairly simple. Every PSAP is going to get 40 percent. Every PSAP is going to get 40 percent based on their call volume, how busy they are. And-- and then the other-- the other 20 percent will be made up was, what's the population of their service area. So that was the formula that-- that was identified. This is a formula that other states are using and it was most palatable to the committee. The commission has adopted those funding recommendation and is working towards getting a final order in place so that-- so that's ready to go when our ESInet is ready to connect the first region of PSAPs. OK, this next slide kind of talks a little bit about some of the things that we're transitioning away from. There's a wireless wireline ratio, as you know, the wireline dollars that are collected anywhere from 50 cents to \$1. In most areas, it's \$1 per line. Those go directly to local governments as

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well as the voice over Internet protocol dollars. There used to be a ratio or there currently is a ratio of how they can spend that money. That's going to go away. We're continuing to finalize what are the allowable costs the PSAPs can use for 911. We want to make sure that they have available dollars for 911 when it's necessary and it's not being spent on other things that are outside of the 911 center. The 911 trunk costs and the ALI database costs that I mentioned earlier, those costs will go away for the PSAPs because we'll be-- we'll be providing those services with the IP network and the connection to the host PSAPs. And then, as I mentioned, wireline and VoIP funds will continue to go to the local governments to be used for 911 operations. Just want to talk about the 911 Service System Fund at a high level. I mentioned that the fund is-- the 45 cents per line is collected and remitted to the commission. If necessary, the commission does have the authority to increase that surcharge to 70 cents right now if they need additional-- if for some reason additional funding is necessary. Those dollars-- those-- those postpaid and prepaid 911 surcharge dollars collects about \$8.7 million a year. Currently, the commission is spending about \$9.8 million on the various things that I talked about, including administration costs. There's another \$1.3 million that we have obligated in current contracts with Mission Critical Partners and the ECaTS that I mentioned and with Intrado for our GIS. So those will be ending in the next few years. And then the cost that we expect that the ESInet and the core services will cost us on an annual basis is about \$1.8 million. So that-- that actually is very good news. When we first started talking about what's an ESInet and core services going to cost us, we were talking more about the \$4.5 million mark. So for that to cost us about \$1.8 million annually, at least for this-- for the next five years, that was very-- there was very positive development. The current fund balance is \$9.4 million. And we expect that-- that fund, you know, we've used a forecasting model and we expect with the current obligations that we will have and the current balance, that that fund will-- will last until we get to, you know, what we've established as a floor that that would last us through 2022. And then in addition to that, the commission applied for and was successful in receiving almost \$2 million in federal funds to help with the deployment of Next Generation 911. So as I know you're aware, the PSC has a process. The funding mechanism was proposed on April 1. There's several opportunities for public comment. I think there was about three different opportunities for public comment. There was a hearing on the funding model and-- and then ultimately on November 17, the commission adopted that model. And as I mentioned, we are-- or at least they adopted the recommendations and we're working

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on the final details of what that might look like and we hope to have that in place in the coming weeks. The last working group is the operations working group. We really see that this-- this group will last for years because what they're going to look at is, they're going to help develop model policies and procedures that PSAPs can adopt and mold for their use. They're going to help them with things like continuing [INAUDIBLE] planning and disaster recovery planning. And what we've-- what we've done is we've taken a representative from each region and we've put them on that committee. So each region is represented so that, you know, if a region is-- is a very rural region, they've got the same kind of input that perhaps maybe the metro region does. And so everybody's voice can be heard and we can-- we can develop model policies and procedures that are good for the whole state. That-- that working group is just getting started. So we are-- we are excited about that. But in summary, Senators, you know, for several years now we've been planning and preparing for Next Generation 911. And I'm pleased to say and excited to say that we are right now on the doorstep of implementation. And so in the coming weeks, we hope to have a contract in place and we hope to begin connecting our first PSAP-- our first regional PSAPs to the ESInet and transition with the Next Generation 911. So it's a very exciting time for public safety communications. And we thank you for your support and I'll be happy to answer any questions that you might have.

FRIESEN: Thank you, Mr. Sankey. Any questions? Senator Albrecht.

ALBRECHT: Thank you, Chairman Friesen, and thanks for being here. Sorry I was late. It's evident I'm from northeast Nebraska where it's all white, that it must be the last leg that's going on. Is that right?

DAVID SANKEY: They are the last region to form, yes.

ALBRECHT: OK, so but you are hopeful because you have Norfolk and South Sioux that have come together as the-- the two hubs, if you will--

DAVID SANKEY: Correct.

ALBRECHT: --for everything in-between, right?

DAVID SANKEY: Correct.

ALBRECHT: So you think that they'll all be hooked up and on-- online by 2022?

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DAVID SANKEY: That's our goal. So in-- again, once we have a contract in place then we can talk to the folks at Lumen and Intrado about establishing a-- a more accurate timeline. But in all the proposals that we received, all of them believe that they can complete the project by the end of 2022.

ALBRECHT: And do you think-- it is the last leg of the whole state to be finished? Do you think it has anything to do with Internet connectivity in that region? And the reason I ask that is I really feel like we are the last of the-- the state to be connected, you know, so.

DAVID SANKEY: I wouldn't say-- I can't say that it's because of poorer Internet connectivity. I-- I believe it's just a matter of-- it's just a matter of the folks in that part of the state getting together and organizing and working together to-- to develop their region. And that process started, you know, probably in the last year. And I can tell you that they meet monthly now and they-- and they have identified a chair for their regional group and they have met with telecommunication providers to see what kind of service that they can be provided and at what cost for their regional IP network. So they're moving along. I just say they got started a little bit later than some of the other regions did.

ALBRECHT: I'd like to visit with you later on who that person is and how often they meet. And--

DAVID SANKEY: Sure.

ALBRECHT: --try to understand that because I'd like to-- to make sure that it's moving along and-- and financially so you have this committee that checks on everyone, so if they get X number of dollars from their either cell service or their landline service or their retail service that was sold to people, who keeps track of those dollars in those cities?

DAVID SANKEY: So ultimately, it's up to the-- it's up to the treasurer in each county to work with the PSAP or the PSAP to work with the treasurer to keep track of all the various dollars. The-- the dollars that are provided by the 911 Service System Fund are just a portion of the dollars that are necessary to run a PSAP. You know, they also get the wireline dollars that I mentioned earlier and they-- and they are funded. Probably a majority of their funding comes from local general

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fund dollars. So the local treasurer is the one we work with. The 911 Service System Funds that we allocate are audited annually.

ALBRECHT: OK.

DAVID SANKEY: And so we have an auditor on our staff that works with the PSAP representative and the local treasurer to make sure that all the dollars were spent appropriately and they're all accounted for.

ALBRECHT: Very good. We'll visit again soon. Thanks.

DAVID SANKEY: You bet.

FRIESEN: Thank you, Senator Albrecht. Any other questions from the committee? So when you said Lumen, which is a spinoff of CenturyLink, has-- so far has got the bid.

DAVID SANKEY: Correct.

FRIESEN: So this-- how long will that contract last, until every entity is hooked up or is this a-- is it a definite time frame?

DAVID SANKEY: Yes. So-- so in the request for proposal, the initial term of the contract is 5 years, and then we have the opportunity to extend that contract annually for another 5 years. So if-- if we're pleased with the service that we're getting from Lumen and Intrado at the 5-year point, we can extend that each year for another 5 years. And then at the 10-year point, we would probably need to do another request for proposal.

FRIESEN: So what do they provide in that contract? Do they provide software, training technique or training--

DAVID SANKEY: Yes. So-- so they will establish the ESInet. They will provide the network. They will provide the training. They will provide network operations center so they will monitor the network 24/7. And in fact, I've been told that they're building a brand new network in Denver just to monitor 911 traffic across the country. And they will-- they will provide 24/7 security for the network. And they have a security operation center which is separate from that. So-- so they're the vendor that we're hiring to provide the 911 network. Now Intrado is the vendor that they've partnered with to provide the core services, all those things we kind of walked through the-- the various functional elements that are in that cloud that was on that one slide

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that locate and route calls to the appropriate PSAP based on the GIS data.

FRIESEN: Did you feel that all of the bidders had the expertise and the qualifications to fulfill a contract like this?

DAVID SANKEY: Yes, we had-- we had eight different vendors that submitted nine different bids. And all of them are well-known across the country. Some of the states use some of the other vendors. For our process Lumen and Intrado just scored the highest. And so, you know, following the state purchasing process, they scored the highest so they were the ones that the intent to award was offered to. And might I just say, if I can, the folks at state purchasing were absolutely fantastic to work with. They are extremely professional and-- and a pleasure to work with. Pete Kroll and Annette Walton over there were-- were very helpful for our process, actually critical to success.

FRIESEN: So when you're looking at the budget that was-- we're looking at here, I mean, it looked like in the next couple of years there's going to be a need for more funds. Our costs will exceed our revenue input?

DAVID SANKEY: It will depend on how quickly we can transition off of the current network into the Next Generation 911 network, because the cost that we pay for selective routing right now is \$2.6 million. Once we get on to the-- completely on to the Next Generation 911 network, we wouldn't have those costs anymore. So the sooner we can transition, perhaps the fund could sustain that, or perhaps it couldn't. We'll just have to continue to forecast those costs and see where we're at. As I mentioned, we've established a floor within our fund of at least four months of expenses. So once-- once we get close to that floor, we need to be talking to the commissioners about the possibility of increasing the surcharge if it's necessary.

FRIESEN: OK. Seeing no other questions, thank you, Mr. Sankey, for giving us this report. It's interesting. We've been working on it for a while and I'm glad to see it's moving ahead. I think it's going to be a good move for the state.

DAVID SANKEY: Thank you, Senator.

FRIESEN: With that, thank you, and I will close the hearing.