

Nebraska Regional Interoperability Network (NRIN) Board

November 17, 2017; 10:00 AM CST; 9:00 AM MST

Business Meeting
Buffalo County EOC
1500 Central Ave.
Kearney, NE 68847

I. *Call to Order*

A. **Roll Call and Confirmation of Quorum**- 14 of 14 Directors attending meets the 8 (majority) required for a quorum. 12 attended in person, 2 attended via videoconferencing.

<i>PET Region</i>	<i>Director Name</i>	<i>Attendance</i>
Panhandle	Nan Gould	X
	Heidi Gillespie	X
Southwest	Roger Powell	X
	Brandon Myers	X
North Central	Caleb Johnson	X
	Alma Beland	X
South Central	Chip Volcek	X
	Jon Rosenlund	X
East Central	Shelly Holzerland	X
	Tim Hofbauer	X
Northeast	Brian Kesting	X
	Kevin Mackeprang	X
Southeast	Brad Eisenhauer	X
	Carla Jones	X
<i>NEMA (Ex-Officio)</i>	Sue Krogman	X
<i>OCIO (Ex-Officio)</i>	Tracy Rocolo	X
<i>OCIO (Ex-Officio)</i>	Amy Sutherland	X
<i>NPPD (Ex-Officio)</i>	Matt Schnell	
<i>Tri-County (Ex-Officio)</i>	Phil Brazelton	

Others in attendance: Vanessa Zobeck, Quinn Lewandowski, Amy Sutherland, Dave Sankey, Mark Rempe, Ray Richards, Robert Tubbs

B. Open Meetings Law information – verification of public notice, availability of copy of law in the meeting location- NEB. REV. STAT. §§ 84-1407 through 84-1414 (1999, Cum. Supp. 2006, Supp. 2007)

Tim Hofbauer called the meeting to order at 10:00 Central Time and verified public notice and availability of copy of law in the meeting location.

C. Review and Approval of Meeting Minutes

Nan Gould made a motion to approve the meeting minutes. Brian Kesting seconded this motion; the motion passed by unanimous vote with no abstaining votes and no dissensions.

- **Yea:** Gould, Gillespie, Myers, Johnson, Beland, Volcek, Rosenlund, Holzerland, Hofbauer, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None

- **Abstentions:** None

D. Review of Agenda

The agenda was approved by consensus.

II. Subcommittee Meetings

A. Finance

- i. PSAP Phone/Internet cost survey results*
- ii. Tower cost update*
- iii. Cost models with updated PSAP call volumes*

The NRIN Finance Subcommittee met for a 15 minute session. The report is listed below.

B. Technical

- i. Platte Valley Service Agreement – additional information*

The NRIN Technical Subcommittee met for a 15 minute session. The report is listed below.

C. Policy/Administration/Outreach (add Heidi)

- i. Prep for NRIN Draft Video Presentation*

The NRIN Policy/Administration/Outreach Subcommittee met for a 15 minute session. The report is listed below.

III. Report Back from Subcommittees

A. Finance

The Finance Subcommittee is reviewing the survey results showing PSAP costs for 911, telephone, and internet fees. There is a wide disparity between the 911 trunk line charges between PSAPs that needs to be investigated. The subcommittee would like to see additional documentation showing the source of the charges and will work with the PSAP manager association to review the anomalies.

B. Technical

The Technical Subcommittee discussed training options and management/maintenance agreements. There are clarifications needed from OCIO regarding the monitoring process. Juniper is coming to the next meeting to present options for routers.

C. Policy/Administration/Outreach

- i. NRIN video – Draft Viewing and Feedback*

Three regions sent \$4,000 to South Central for the NRIN video. An additional \$3,000 from three other regions are pending. The video will be modified to address critiques and should be ready by December 13th for the NACO conference. Pixel Bakery will be commissioned to build a backdrop for presentations and some color brochures that match the video.

Video critique:

- Some members believed that the video is too 911 specific and people may confuse NextGen911 with NRIN services or fee placement between NRIN or the Public Service Commission (PSC). Dave Sankey disagreed with this statement and thought it shows connectivity between the PSAPs. The group decided that the target audience would not be confused because they may not be familiar with the different services. The video will accompany brochures and an NRIN

- representative for the presentations to the county boards which will minimize confusion.
- The map needs to look like the Nebraska regions so that the zoom goes into the proper regional placement.
 - Add a comparison to show PSAP locations to NRIN locations. Show a focus on the regions instead of the state to emphasize the regionalization. Show a water tower with the name of the town instead of the graphic with the city with a dish to decrease the urban graphics. Sue Krogman will send pictures of towers and locations to Quinn Lewandowski for use with the video.
 - Instead of showing the link from urban city to urban city, show the graphic from county seat or water tower. Instead of the urban skyline, show a county courthouse. Show silos or rural landscapes instead of mesas when zooming into a regional location.
 - Increase the volume for the subliminal messages.
 - At the beginning of the video, add a synopsis on how NRIN began; NRIN was built in cooperation with NEMA funded by the Homeland Security grant and then launch into how NRIN is being used. Indicate this was built in cooperation with local government and NEMA, when you hear NRIN think “better public service”.
 - Add an NRIN logo to the video. Quinn Lewandowski suggested using the NRIN logo on the binders from a few years ago. Jon requested to have Pixel Bakery create the logo but their cost would be approximately \$1,000. The Public Policy Center may be able to utilize a design undergraduate to design the logo. Quinn will look into this option.
 - Add 911 equipment sharing verbiage to the section referring to text to 911.
 - Remove the verbiage referring to cell coverage being low and instead state that the transport of 911 telephone calls and texts between PSAPs and across the state will save costs. Do not indicate that NRIN will improve cell coverage – it is a back haul to strengthen shared 911 systems and reduce 911 costs.
 - The Policy Administration committee, Jon Rosenlund, and Sue Krogman will meet next Tuesday morning to discuss these changes.

IV. Action Items

A. NRIN Use Approval

Cheyenne County made a request to add phones from their Emergency Communication Center PSAP to NRIN. They estimate using 5-10MB of bandwidth.

Jon Rosenlund made a motion to approve the NRIN Use request from Cheyenne County’s Emergency Communication Center. Carla Jones seconded the motion; the motion passed by unanimous vote with no abstaining votes and no dissensions.

- **Yea:** Gould, Myers, Johnson, Beland, Volcek, Rosenlund, Holzerland, Hofbauer, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None
- **Abstentions:** Gillespie

The East Central Region made a request to add their Mutual Aid Base Stations and 911 systems to NRIN. These stations and systems have been using NRIN for a few years; this request is a formality.

Jon Rosenlund made a motion to approve the NRIN Use request from the East Central Region for their Mutual Aid Base Stations and 911 systems. Heidi Gillespie seconded the motion; the motion passed by majority vote with one abstaining vote and no dissensions.

- **Yea:** Gould, Gillespie, Myers, Johnson, Beland, Volcek, Rosenlund, Holzerland, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None
- **Abstentions:** Hofbauer

B. Platte Valley Service Agreement

Jon Rosenlund made a motion to approve the Platte Valley Service Agreement. Nan Gould seconded the motion; the motion passed by unanimous vote with no abstaining votes and no dissensions. Caleb Johnson noted that the NRIN Board has waived competitive bidding requirements because this is a professional service agreement and there are limited parameters of providers; there are only two providers and one has opted not to bid.

- **Yea:** Gould, Gillespie, Myers, Johnson, Beland, Volcek, Rosenlund, Holzerland, Hofbauer, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None
- **Abstentions:** None

C. NACO Booth

NRIN will have a booth at NACO on December 13th – 14th and Sue Krogman requests volunteers to attend the booth. Tim Hofbauer will present NRIN to NACO during the sessions. Sue, Nan Gould, Heidi Gillespie, Shelly Holzerland, and Carla Jones will rotate shifts for the booth. There is a charge for the booth and NACO will bill the South Central region for the cost. Sue informed the Board that the amount is \$387.50 for the booth. Chip Volcek will provide a sign and Sue will provide a backdrop for the booth. Sue will print brochures to handout.

Carla Jones made a motion to approve the NRIN NACO booth expense. Alma Beland seconded the motion; the motion passed by unanimous vote with no abstaining votes and no dissensions.

- **Yea:** Gould, Gillespie, Myers, Johnson, Beland, Volcek, Rosenlund, Holzerland, Hofbauer, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None
- **Abstentions:** None

D. Reallocation of Marketing Funds for Monitoring

At the last meeting, there was mention of remaining funds that had been allocated to marketing costs. Chip Volcek requested to move the remaining funds that are set to expire on August 31st to cover OCIO monitoring Solar Winds.

Chip Volcek made a motion to reallocate marketing and advertising funds to monitoring as needed. Alma Beland seconded the motion; the motion passed by majority vote with one abstaining vote and no dissensions.

- **Yea:** Gould, Gillespie, Myers, Beland, Volcek, Rosenlund, Holzerland, Hofbauer, Kesting, Mackeprang, Eisenhauer, Jones
- **Nay:** None
- **Abstentions:** Johnson

E. OCIO Monitoring Agreement

OCIO has a ticket to bill the regions for the Solar Winds monitoring. Tracy Rocolle plans to have this agreement and the monitoring active by the beginning of January 2018. OCIO will bill one county, recurring monthly, for the entire region. Once this agreement is active, the existing monitoring fees for three counties will be removed.

Tim Hofbauer requested changes to Solar Winds monitoring features: add monitoring to detect the fan performance and/or temperature of the unit, reduce timing of alert emails or add power outage monitoring. Tracey suggests calling the operations desk at 402-471-2047 for immediate assistance instead of emailing someone directly.

The OCIO Monitoring Agreement was not available at this meeting so the Board abstained from voting.

V. Updates and Discussion Items

A. Update and Discussion on NRIN Sustainment and Financing

i. OCIO Update

Amy Sutherland with OCIO will become the primary NRIN support coordinator in six months to one year. She is stationed in North Platte and is currently secondary assistance to Tracey Rocolle at OCIO but will become primary once Tracey transitions to another role. Amy has networking, Juniper, and Cisco background with phone and data systems.

Tracey Rocolle suggested adding a step prior to Board approval for technical feasibility sign-off on the user agreement form. This will be a discussion between the county and the OCIO to determine technical needs for proper implementation. The OCIO will approve the technical aspects and bill the county for the conversation and equipment needs review.

Tim Hofbauer requested Tracey and Amy attend the NRIN meeting every month. Once the county is on the network, the billable time for installment shifts to NRIN. Amy inquired about a timeline for installment of the sites. Sue Krogman stated that there is a timeline from start to finish but the buildout is subject to grant fund availability and site installment is subject to Cornerstone workloads.

ii. Monitoring, Management, and Maintenance Agreements – Technical Committee Recommendations

OCIO will provide monitoring and management. Platte Valley will provide maintenance. The management contract is currently not billable as time and materials and is billed by the hour. Billing by time and materials would allow on-call management of routers and is preferred by the Board. The NRIN board will add information to the management contract detailing additional support needs. The service level agreement (SLA) for monitoring is statewide coverage.

- iii. Regional points of contact and process for monitoring outages – update on each region providing information to Sue Krogman**
East Central’s Sheriff Department dispatch will provide monitoring in this region. Sue Krogman needs the information for a contact person for each tower site in every region.
- iv. SCG Consulting Services discussion on connectivity prices and descriptions and potential consultation**
Tim Hofbauer inquired how the Board would pay for this service. Stacen Gross is concerned about the quality of data he could collect because the providers may not be willing to be transparent on pricing. The Finance Subcommittee is working with the PSAPs to collect pricing information. The Board decided that this is a duplicate effort and decided to continue working with the PSAP Manager Association to obtain these costs.
- v. Update on PSAP phone cost survey, tower costs, and cost model using updated PSAP call volumes – Finance Subcommittee**
The PSAP tower costs spreadsheet were updated by Mark DeKraai but did not include the agreement with OCIO. The total cost is currently estimated around \$689,000 a year. The regions will see costs savings when there are multiple trunk lines and equipment sharing. The Finance committee needs to work with the Public Service Commission (PSC) for call volume data. The subcommittee members are concerned about the validity of the financial numbers on PSAP costs. There are many inconsistencies even within the same provider. This may require additional documentation from the counties to compare charges. Data collection continues on this effort.
- vi. Fee schedule conversation – Finance Subcommittee and All**
This conversation is pending final outcome of the cost survey currently being conducted.
- vii. Replacement part costs – Cisco/Juniper equipment – Sue Krogman**
Juniper is coming to the next meeting.
- viii. Investment Justification process preparation – recommendations for NRIN priorities (e.g., buildout, management, monitoring, maintenance) – All**
The Investment Justification (IJ) for NRIN finances has to be reported by the end of February. Sue Krogman will complete the buildout IJ and the Board is responsible for monitoring, maintenance, and management (estimates can be based on past history). Chip Volcek will create the IJ for the NRIN Board.
- ix. Legal representation, liability and insurance coverage – Caleb Johnson**
Caleb Johnson asked the Board to hold the conversation regarding legal services until he can have additional conversations with Cline Williams and Mark DeKraai. Liability coverage with NIRMA may be problematic because NRIN is its own entity and NIRMA articles states it only covers county entities. Representatives who are not from a NIRMA county may not be covered. NRIN Board members are appointed to the Board by a group of county officials, at least one of which belong to NIRMA. The NRIN Board make-up is similar to NACO’s setup. Caleb will present this

information to the NIRMA underwriters for consideration. Non-NIRMA/Non-County employees on the NRIN Board need to email Caleb so he can narrow the parameters on each of the Board members. Douglas, Lincoln, and two counties in the Northwest are not NIRMA Counties.

x. *Financial Report – Chip Volcek*

There was one change on the financial report from the last update. Three MOU's have been added. Kevin Mackeprang and Tim Hofbauer will MOU additional funds bringing the total to \$11,250 to use for advertising, marketing, and the remaining funds from the 2015 grant to OCIO monitoring.

xi. *NRIN Board booth at NACO – Sue Krogman*

The NRIN Board booth at NACO was approved and will be attended by four Board members in rotating shifts.

B. *Updates on NRIN Uses – UPDATE FROM AGENDA*

i. *Update on two proposals to NPPD – Tim Hofbauer and Sue Krogman*

The last NPPD meeting was postponed. This topic will be discussed at the next NRIN Board meeting.

ii. *Update on teletype – Sue Krogman*

NRIN cannot currently provide services for teletype because of a technical standard required by the FBI for networks handling detective information. This standard was not in place when the NRIN buildout began. The current NRIN equipment is not compliant with this standard so radios need to be updated. Sue Krogman and Tim Hofbauer spoke with Ceragon; they have a radio that is compliant. As the NRIN system is expanded, these radios can be added. A complete switch out of existing radios is cost prohibitive.

Sue inquired to Dave Sankey with PSC if wireless 911 funds be used to provide PSAPs with an in and out connection for NG911. Dave Sankey replied that, under the current model, each PSAP is allocated a certain amount of funds each year and they need to spend up to 25% of the funds. If they don't spend 25%, the remaining can be set aside for future equipment purchases and software upgrades for 911 call-taking purposes only. There is a possibility that these funds can be used for the PSAP to upgrade their radios if they are re used to receive the 911 call. Tim Hofbauer will contact Ceragon and inquire into buying back the radios. Tim requested that Sue refrain from installing non-compliant radios.

iii. *Update on other regional or state uses – All*

None

C. *Update on NRIN Build-Out – Sue Krogman*

i. *NEMA Update – Sue Krogman*

There are not many changes since last meeting. The North Central Region is having major discussions regarding tower funding. Sue Krogman is helping to locate a spot for the towers to allow the region to connect into the rest of the state. Cornerstone is finishing Cass County in the next few weeks. Once FCC licensing comes through, Cass County will be active. The KUTT tower by Fairbury is pending electricity at the tower and then will be completed. The KUSO tower connecting Albion and

Humphrey will be worked after the KUSO tower completion, then Tri-Counties connection to ORION is next. The timeline is based on when equipment is available.

ii. Panhandle – Nan Gould & Heidi Gillespie

No update

iii. Southwest – Roger Powell & Brandon Myers

No update.

iv. North Central – Caleb Johnson & Alma Beland

Alma Beland has the only dispatch center in eight counties. The County Board is interested in how to get NRIN equipment on their courthouse because there are a lot of single sheriff counties that spend a lot of time traveling for information. Sue Krogman will send equipment cost to Alma to present to the County Board for approval. Tim Hofbauer will contact Alma to discuss how his region connected to the rest of the state using a connection that's already established by working with Tracy Rocolle at OCIO.

v. South Central – Chip Volcek & Jon Rosenlund

The South Central Region is meeting with Alma Beland and Harlan County to get Guthrie updated. Cornerstone is changing the connection in order to connect these two regions.

vi. Southeast – Carla Jones & Brad Eisenhauer

No update.

vii. East Central – Shelly Holzerland & Tim Hofbauer

Tim Hofbauer and Sue Krogman will discuss changing connections.

viii. Northeast – Brian Kesting & Kevin Mackeprang

No update.

ix. Tri-County – Phil Brazelton

Not present.

D. Other Updates and Discussion

i. Other updates from regions or state agencies

Nextgen911 plan was adopted on November 7th by the Public Service Commission. The plan will be presented to legislature on December 13th. At 1pm on the 13th, there will be a hearing in front of the appropriations and telecommunications committee. If legislation is passed, the plan will be implemented in January and installed in July.

VI. Executive Session (if needed)

No Executive Session was needed today.

VII. Comments and adjourn

A. Next steps and agenda for next meeting

- i. **Next meeting** –December 15, 2017 at 10:00 AM CST in the Buffalo County EOC in Kearney, NE. There was a suggestion to change the next meeting from December 8th to the Friday after NACO (December 15th) to minimize travel.

1. **Action steps (complete prior to the next meeting):**

- I> **Sue Krogman:**
 - i. Send pictures of tower sites to Quinn Lewandowski for use in the video.
 - ii. Print NRIN brochures for NACO booth. Set NACO booth schedule.
 - iii. Send Alma Beland costs to put NRIN equipment on their courthouse.
- II> **Quinn Lewandowski:**
 - i. Contact University of Nebraska design department to discuss logo creation.
 - ii. Adjust User form to add technical feasibility sign-off.
 - iii. Move up OCIO Update on the agenda.
 - iv. Remove NEMA update from the agenda.
- III> **Tim Hofbauer:**
 - i. Update the OCIO management contract to include additional details regarding support needs.
 - ii. Contact Ceragon to inquire into a buy-back for non-compliant radios.
 - iii. Contact Alma Beland regarding the possibility of connecting through existing lines instead of adding equipment for connection.
- IV> **Policy Admin/Outreach Subcommittee:**
Meet on Tuesday, November 21st to discuss video changes.
- V> **All Board Members:**
 - i. Send points of contact to Sue Krogman for each tower site.
 - ii. Contact Caleb Johnson if you are not affiliated with NIRMA in your professional capacity.
- VI> **Chip Volcek:**
 - i. Create the IJ for the NRIN projects.

ii. **Agenda items to add**

- 1. Add standing action item to approve running list of bills and the financial report.

B. Subsequent Meetings

- i. December 15, 2017
- ii. January 12, 2018 and the second Friday of each month thereafter

C. Member Comments

No member comments.

D. Public Comments

No public comments.

Adjourn Jon Rosenlund made a motion to adjourn the meeting at 12:34 CST. Chip Volcek seconded this motion. The motion passed by unanimous vote with no abstaining votes and no dissension.