

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-041/PI-158
Public Service Commission, on)
its own motion, seeking to)
investigate issues associated) ORDER OPENING DOCKET AND
with Plant CML equipment and) REQUESTING COMMENT
maintenance.)
)
) Entered: January 12, 2010

BY THE COMMISSION:

O P I N I O N A N D F I N D I N G S

The Nebraska Public Service Commission (Commission) hereby opens the above-captioned docket, on its own motion, to investigate issues associated with Plant CML equipment and maintenance.

The Enhanced Wireless 911 Act (the Act) provides in part, "The commission shall have any powers necessary to carry out the intent and purposes of the act." ¹ Furthermore, "The commission shall determine the most efficient method for providing enhanced wireless 911 service."² In anticipation of the costs and data development associated with Phase II, the Commission established a process by which implementation of Phase II can be handled in an efficient and cost effective manner.

On May 21, 2004, as part of that process, the Commission issued a Request for Proposal (RFP) to vendors in an effort to coordinate the purchase of Phase II equipment and services for all PSAPs that have implemented Phase I and require these resources. On August 31, 2004, the Commission designated Vendors of Choice for Phase II of Enhanced Wireless 911.

On October 24, 2006, the Commission approved new vendors and amended offerings and pricing from approved Vendors of Choice, including offerings by various vendors of the Plant CML products.

Since that time, Plant CML products have been purchased and installed by several Public Safety Answering Points (PSAPs), including Custer County. The equipment was ordered in September, 2007 and installed and accepted in May, 2008. The equipment in place is TCI Synapse equipment with GeoComm mapping software. PlantCML purchased TCI in March, 1997 and is now

¹ Neb. Rev. Stat. § 86-465(3).

² Neb. Rev. Stat. § 86-464.

responsible for support of the platform. Custer County has had a maintenance contract in place since the installation of the equipment and software.

On December 29, 2009, Custer County filed a letter with the Commission stating it had been experiencing problems with the Plant CML equipment and that efforts to resolve the issues have failed. Custer County requested a hearing before the Commission to address the problem. Subsequently, on January 6, 2010, Custer County provided copies of incident reports from July, 2008 through January 3, 2010. The reports outline a variety of issues experienced by Custer County with software, mapping display and equipment indicating that efforts to remedy issues have been unsuccessful.

Based upon Custer County's request and the information it has provided, the Commission opens this investigation to determine whether problems experienced by Custer County are isolated or are being experienced by other PSAPs utilizing the platform. The Commission requests comment from all interested parties, including but not limited to, PSAPs utilizing the Plant CML systems, any vendors providing the equipment, and any vendors providing maintenance on the product regarding any problems experienced, the types of corrective action that have been taken, and any proposed solutions to resolve the outstanding issues.

With respect to Custer County specifically, the Commission requests comment from Platte Valley, GeoComm, Ryan Public Safety and any others involved in the maintenance and repair of the software or equipment utilized by Custer County regarding the nature, extent and causes of the problems experienced by the PSAP and the corrective action taken to date.

The Commission would request that all comments be filed with the Commission **no later than February 19, 2010**. Any individual submitting comments should provide one original to the Commission and send one electronic copy via email to angela.melton@nebraska.gov.

The Commission will schedule any necessary public workshops or a public hearing on dates to be determined, if necessary, to further investigate the issues outlined herein.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned docket be, and it is hereby,

opened to investigate issues associated with Plant CML equipment and maintenance as outlined herein.

IT IS FURTHER ORDERED that comments should be submitted by all interested parties regarding the issues set forth herein no later than **February 19, 2010**.

MADE AND ENTERED at Lincoln, Nebraska, this 12th day of January, 2010.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director