

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska ) Application No. 911-070/PI-219  
Public Service Commission, on )  
its own motion, seeking to )  
investigate 911 System call )  
congestion experienced at the ) ORDER OPENING INVESTIGATION  
Douglas County Public Safety )  
Answering Point due to a Mass )  
Calling Event on July 5, 2018. )  
Entered: August 7, 2018

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission) hereby opens the above-captioned investigation into 911 System call congestion experienced at the Douglas County Public Safety Answering Point as a result of a mass calling event on July 5, 2018.

The National Emergency Numbering Association ("NENA") defines a "Mass Calling Event" as "[a] period of high 911 call volume triggered by an accident, man-made, natural, or weather related event."<sup>1</sup>

According to NENA:

Depending on the trigger, these events can be short duration, or last for several hours. Regardless of the duration, the added call volume can impact the ability of the 9-1-1 network to deliver calls to Public Safety Answering Points (PSAPs). It can also affect the ability of PSAPs to be able to handle the traffic, and dispatch the necessary emergency services.

\* \* \* \*

During periods of high call volume to 9-1-1, not all calls can be answered as quickly and efficiently as Public Safety agencies typically are able to do during periods of normal call volume. In this case, some calls could experience network congestion and route to some sort of treatment (i.e. regular or fast busy tone, or an announcement that all circuits are busy, etc.).<sup>2</sup>

On the evening of July 5, 2018, the Douglas County PSAP experienced an abnormally high number of 911 calls over a

<sup>1</sup> NENA Master Glossary of 9-1-1 Terminology, NENA-ADM-000.18-2014 (July 29, 2014).

<sup>2</sup> NENA Information Document on The Effect of Mass Calling Events on Legacy SR to PSAP Trunking, NENA-INF-002.1-2012 (August 28, 2012).

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sustained period of time, resulting in an unknown number of wireless callers receiving a "fast busy tone," or otherwise being unable to contact the PSAP after dialing 9-1-1. The apparent cause of this highly elevated call volume was a large number of non-emergency noise complaints prompted by the unauthorized discharge of fireworks in and around the City of Omaha.

The Commission opens this investigation to develop information on the Mass Calling Event which occurred on July 5, 2018, in order to determine what actions of the Commission or other parties may be warranted to minimize the negative consequences of such events in the future. Areas of inquiry will include: whether the existing 911 infrastructure has sufficient capacity to meet the anticipated demand for emergency services; whether there is sufficient 911 trunking in place to deliver the NENA recommended Grade of Service for 911 trunk groups<sup>3</sup>; whether PSAP policies and procedures should be adopted to address Mass Calling Events; and whether additional efforts should be made to remind the public to contact 911 only in case of emergency and promote alternative means for making non-emergency reports to law enforcement

O R D E R

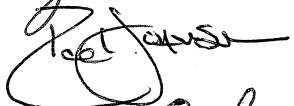
IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned investigation be, and it is hereby opened.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 7th day of August, 2018.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:







//s//Frank E. Landis

Commissioners Dissenting:

//s//Mary Ridder

  
Chair

ATTEST:

  
Deputy Director

<sup>3</sup> See NENA E9-1-1 Voice Circuit Requirements, Providing a P.01 Grade of Service Technical Information Document, NENA 03-506 Issue 1 (April 13, 2007).