NEBRASKA STATE RECORDS BOARD
MINUTES
June 30, 2026

Agenda Item 1. CALL TO ORDER, ROLL CALL. The meeting of the Nebraska State Records Board ("NSRB") was called to order by Chairperson Robert B. Evnen at 9:01 a.m. on June 30, 2026.

Roll Call was taken. The following NSRB members were present:
Robert Evnen, Secretary of State, State Records Administrator and Chairperson
Lieutenant Governor, Joe Kelly, representing the Governor
Lee Will, Director of Administrative Services
Joey Spellerberg, State Treasurer
Suzanne Geist, representing the Attorney General
Jason Jackson, representing the General Public
Sean Blocher, representing the Banking Profession
Ryan Maloley, representing the Legal Profession

Absent at Roll Call:
Mike Foley, Auditor of Public Accounts *(arrived at 9:04 AM)*
Beau Reid, representing the Insurance Profession

Vacant NSRB Positions:
Representatives of the Media Profession and Libraries

Staff in attendance:
Libby Elder, NSRB Executive Director
Tracy Marshall, NSRB Recording Clerk
Colleen Byelick, Chief Deputy Secretary of State and General Counsel

Agenda Item 2. ANNOUNCEMENT OF OPEN MEETINGS ACT. The Chairperson announced that in accordance with the Nebraska Open Meetings Act, reproducible written materials to be discussed at the open meeting and a copy of the Nebraska Open Meetings Act were located on the table by the entrance.

Agenda Item 3. NOTICE OF MEETING. The Chairperson announced that public notice of the meeting was duly published in the Lincoln Journal Star on May 27, 2026, and on the State's public meeting calendar website. The public notice and proof of publication relating to the meeting would be made a part of the meeting minutes.

Agenda Item 4. ADOPTION OF AGENDA. The Chairperson brought the NSRB's attention to the adoption of the agenda. Mr. Kelly moved to adopt the agenda. Ms. Geist seconded the motion.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher		
Voting Against:	None				
Absent:	Foley, Reid				

The motion carried.

Mr. Foley arrived at 9:04 a.m.

Agenda Item 5. APPROVAL OF MINUTES. The Chairperson requested a motion to approve the minutes of the March 30, 2026, meeting. Mr. Kelly moved to approve the minutes as presented. Ms. Geist seconded the motion.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Agenda Item 6. APPROVAL OF FINANCIAL REPORT. Ms. Elder provided a summary of the March 30, 2026, Cash Fund Balance Report. Mr. Foley moved to approve the Cash Fund Balance Report. Mr. Will seconded the motion. There was no further discussion.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Agenda Item 7. PUBLIC COMMENT.

There was no public comment.

Agenda Item 8. EXECUTIVE DIRECTOR'S REPORT

Agenda Item 8.a. Review of Template Agreements. Ms. Elder provided a list of agreements signed pursuant to NSRB authority, including Citizen Payment Processing addendums, Statements of

Work, and a Termination Agreement and Revised Addendum 17 for the Secretary of State.

Agenda Item 8.b Designation Method of Notice. Ms. Elder explained that pursuant to changes to the Open Meetings Law under LB 596 (2026), each public body shall give reasonable advance publicized notice of the time and place of each meeting by a method designated by the public body and recorded in its minutes. The NSRB's current and long-standing method of notice is publication in the Lincoln Journal Star and use of the State's Public Meeting Calendar.

LB 596 is effective July 18, 2026, and the next NSRB meeting will be in September. Proceeding with a motion to designate the NSRB's method would allow NSRB notices for the September meeting to be in compliance with the law.

Mr. Foley asked whether publication in a newspaper was required. Ms. Elder explained newspaper publication is not required for the NSRB, and there are options for compliance, including use of the State public meetings calendar and NSRB website. The Chairperson stated that the immediate purpose was to memorialize the Board's current method in order to comply with the statute.

Mr. Foley stated that readership of the Lincoln Journal Star was declining and suggested using the State website rather than newspaper publication. Mr. Jackson asked whether a future agenda item could be added to discuss revising the method of publication. The Chairperson stated that such an item would be added for discussion.

Mr. Spellerberg moved that the Nebraska State Records Board give advance publicized notice of each regular meeting by publication in the Lincoln Journal Star in conjunction with posting notice on the State's public meeting calendar. Ms. Geist seconded the motion.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher		
Voting Against:	Foley				
Absent:	Reid				

The motion carried.

Agenda Item 9. PROJECT UPDATE.

Agenda Item 9.a. Resident Assistant - Statewide Artificial Intelligence Chatbot. Mr. Sloan reported that agencies have provided positive feedback on the concept of implementation of a statewide chatbot and reported metrics on usage of the DMV Chatbot.

There was discussion on the measurement of user satisfaction and the ability for users to give a thumbs up or thumbs down on the response given. DMV Deputy Director Mitch Greenwald shared that there is a dashboard to review user feedback.

Mr. Will asked whether any user frustration related to the chatbot is due to being unable to process individualized items, such as driver license applications or reinstatements. Mr. Greenwald stated that the chatbot does not have access to personally identifiable information and therefore cannot answer questions requiring access to a specific individual's record.

Mr. Sloan described the three-phase implementation approach for the statewide chatbot: (1) model creation and governance; (2) public beta testing on Nebraska.gov; and (3) implementation on agency websites.

Mr. Sloan reported that the governance committee had been assembled and met on June 17, 2026. He stated that the committee includes technology professionals, public information professionals, agency leadership, and OCIO representation.

Mr. Sloan described the planned statewide kickoff presentation for more than 150 invited state employees, including agency leadership, technical leadership, and public information officers.

Mr. Sloan stated that agency testing was expected to begin July 1, with a targeted September public beta launch on Nebraska.gov, along with a Nebraska.gov redesign.

Mr. Sloan reported that agency implementation was targeted for the fourth quarter and noted that agencies do not need to be on Tyler-managed websites to use the technology. For non-Tyler websites, Tyler would provide a code package.

Mr. Jackson asked whether there was an objective quality measure to determine whether the chatbot answers questions correctly. Mr. Sloan described a baseline or ground-truth testing approach in which agencies evaluate whether the model answers a set of questions proficiently and then retest after model changes.

Mr. Jackson asked how the efficiency gains represented to the NSRB would be measured. Mr. Hughes stated that the governance committee had been asked to identify the efficiency metrics that would be meaningful to agencies, such as call volume reduction, increased online transactions, reduced in-person transactions, and reduced time spent on websites.

Mr. Jackson stated that he would be interested in taxpayer savings and whether the technology produces a net reduction in government costs rather than only additional technology costs.

Action Item 10. NEW BUSINESS

Agenda Item 10.a. Approve Department of Water, Energy and Environment - Addendum 1

Ms. Elder presented Addendum 1 for the Nebraska Department of Water, Energy, and Environment (“DWEE”) and explained that State law establishes protections for groundwater supplies through a permitting and registration system. DWEE administers this registration system. The online service was previously governed under an addendum with the Department of Natural Resources (now part of DWEE) and included a portal fee of 7%.

Following some fee increases for DWEE, Tyler Nebraska has agreed to reduce the portal fee from 7% to 3%. This change is being implemented alongside updated statutory fees for various water well and groundwater-related services administered by the agency. Despite the reduction in the portal fee percentage from 7% to 3%, the anticipated growth in transaction volume and increased fees is expected to result in an increase in annual portal fee revenue.

Mr. Foley moved to approve Addendum 1, seconded by Mr. Maloley.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Action Item 10.b. Approve DMV Addendum 20 - API Access to TLR Data.

Ms. Elder presented Addendum 20 for the DMV. The DMV operates an online service that allows Nebraska.gov subscribers to obtain title and registration files through file transfer. A statutorily authorized fee is charged to the subscriber account for each matching record returned. The DMV has requested the development and implementation of an Application Programming Interface (API) connection for access to title and registration information. Users of the API service will be assessed a recurring monthly access fee of $150 in addition to the statutorily authorized $3.00 fee charged per matching record returned.

DMV Director Lahm stated that the proposal originated after a company contacted the DMV seeking to purchase vehicle records. Under the current process, the available option is to purchase bulk records, which was cost prohibitive for the company's needs. Director Lahm stated that DMV referred the company to Tyler to explore a practical solution and the proposed API would provide authorized entities with a secure automated method to request the records they need rather than purchasing the entire database. Director Lahm stated that the service would complement existing records processes and provide a more efficient and affordable option for organizations with recurring business needs while maintaining appropriate security safeguards.

Mr. Foley moved to approve DMV Addendum 20, seconded by Mr. Blocher

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

11. PROJECT PRIORITY REPORTS & REVIEW OF PROJECT STATUS REPORTS

Action Item 11.a. Project Priority Report

Ms. Erb presented the Project Priority Report. Ms. Erb reported that the project management office experienced a notable increase in regulatory and mandatory work with twelve initiatives in intake or planning, all being managed as self-funded enhancements across multiple applications. Ms. Erb stated that the initiatives were essential to meeting regulatory and statutory obligations but created significant demand on PMO and delivery resources.

Ms. Erb stated that the report reflected status as of June 22, 2026. Projects showing June completion dates had been completed with two exceptions: the DMV State Office Building device refresh, which was scheduled for June 30 completion; and the Neligh utility billing application, which was re-baselined to July because of a third-party system integrator dependency.

Ms. Erb reported that twenty-two projects were completed during the previous quarter. Notable work included improved public search capabilities for the Nebraska Brand Committee, DMV integration with a new card vendor, and a significant body of accessibility work for applications and public-facing websites. Ms. Erb stated that additional accessibility details would be provided later in the meeting.

Mr. Kelly moved to approve the Project Priority Report, seconded by Mr. Will.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Agenda Item 11.b. Review of Project Status Reports. Ms. Elder presented status reports from local government and state government partners with projects in progress or completed with Tyler Nebraska. Ms. Elder noted that, on the local government side, Sarpy County projects experienced delay due to transition in the Tyler employee assigned to the projects, but those projects have been completed.

On the state government side, Ms. Elder noted that the Brand Committee reported delayed deployment due to issues that were remedied, and the project was completed within the estimated month of completion.

She also noted a Department of Insurance delay resulting from communication challenges regarding expected timing, which Tyler quickly resolved and deployed the project. Ms. Elder discussed the Secretary of State payment devices refresh, which initially failed due to firewall issues and continues to move forward with further attempts and bug resolution.

Mr. Jackson stated that he appreciated the revised visual presentation of project status information.

There was discussion about a Department of Agriculture project where the agency had previously paid the portal fee on behalf of the customer. Mr. Will requested a listing of services for which the State currently pays the transaction fees.

Agenda Item 12. NEBRASKA INTERACTIVE, LLC dba TYLER NEBRASKA REPORTS

Agenda Item 12.a. DMV Pilot Project – AI Powered Voice Assistant.

Mr. Flautt with Tyler Technologies presented a DMV pilot project to extend the generative AI model to an interactive voice assistant for the DMV. Mr. Flautt stated that the service would initially handle after-hour calls, with a proposed sixty-to-ninety-day pilot and a decision point with DMV on whether the system should be expanded to business hours. Mr. Flautt stated that the goals include answering questions, appropriately routing callers, and reducing time for citizens. Mr. Flautt provided a demonstration of the voice assistant.

Mr. Greenwald stated that the DMV views the pilot as the next phase of implementation of AI, and that DMV's current customer telephone experience can be improved.

Mr. Will asked how after-hours calls involving personal information or circumstances would be handled. Mr. Greenwald stated that the system is more sophisticated than voicemail and would create a case, assign it to the right person so that DMV could call the citizen back with the research already started.

Agenda Item 12.b. and Agenda Item 12.c. Secretary of State Voter Registration and Certificate of Good Standing Outage.

Ms. Elder presented two Secretary of State outage items and the question of whether penalties should be assessed. The first outage involved the voter registration system and began at approximately 4:41 a.m. on April 26, 2026, extending to approximately 8:04 a.m. on April 27, 2026, for approximately twenty-seven hours of downtime.

Ms. Elder stated that the outage impacted public-facing voter registration services during a critical period leading up to the online registration deadline for voters.

The second outage involved Nebraska certificates of good standing from approximately 3:50 p.m. on May 6, 2026, and continuing for approximately 17 hours. Ms. Elder stated that users could access the website and initiate a certificate of good standing, but the filings were not generated after payment, so affected users could not retrieve filings and refunds had to be issued.

Ms. Elder explained the contract penalty provisions, stating that a penalty is assessed if a hosted service is out for more than two hours during peak time, 7:00 a.m. to 7:00 p.m., or three hours during off-peak time, 7:00 p.m. to 7:00 a.m. She stated that the penalty is $2,000 per hour over those periods, subject to a cap of $20,000 per occurrence.

The Chairperson stated that each outage would reach the maximum and that, if the Board determined the outages were the responsibility of Tyler Nebraska, the Board had discretion to assess a penalty up to $20,000 for each outage.

Mr. Hughes acknowledged the outages and described corrective actions. For the voter registration outage, Mr. Hughes stated that the application did not come back up after monthly patching, and that the monitoring team miscategorized the severity. As a result, the monitoring alert was silenced until the next business day, when the issue was identified and the service restored. Regarding the certificates of good standing outage, a nonstandard deployment took place, which required an additional permission in production that was not present in the test environment.

There was discussion of who has the authority to approve maintenance, especially during strict no-change periods.

Mr. Will moved that the NSRB make the determination that the loss of functionality was the responsibility of Tyler Nebraska, and that penalty of $20,000 be assessed for each of the two outages. The motion was seconded by Mr. Foley.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Agenda Item 12.d. General Manager Report. Mr. Hughes reported that Tyler Nebraska participated in the CIO and IT Leadership Forum with Dr. McCarville and the OCIO team, and shared customer satisfaction statistics.

Mr. O'Flaherty reported on a distributed denial of service (DDoS) attack and stated that DDoS mitigation worked as expected, Tyler was able to scale quickly, and Nebraska citizens saw no impact. Mr. O'Flaherty also reported on accessibility compliance, sharing that the Department of Justice extended the compliance deadline another year. Mr. O'Flaherty shared that Tyler Nebraska was ready for the original deadline, and that they used enterprise AI to reduce the work and bring the website platform into compliance. There was discussion of agencies being responsible for their own attachments and PDF documents, as agencies are responsible for the content on their websites. Tyler has implemented a tool, Editorially, to assist agencies with their websites.

Agenda Item 13. NETWORK MANAGER CONTRACT

Agenda Item 13.a. Self-Funding Model. Mr. Foley stated that he had asked the Chairperson to place the self-funding model on the agenda for discussion. Mr. Foley discussed Tyler's audited financial statements and noted that a large percentage of Tyler Nebraska revenue comes from a small number of applications. Mr. Foley stated that the self-funding model historically allowed revenue from higher-volume services to offset development of other services with limited or no revenue impact. Mr. Foley expressed concern that the model appeared to be changing and that some agencies are now told they must pay for work that previously would have been provided without direct cost and provided an example of a Department of Agriculture project, where another vendor is being paid for the work.

Mr. Will asked for context and asked where Tyler Nebraska draws the line between work covered by the self-funding model and work that is charged to an agency, particularly where a new federal program or grant is involved. The Chairperson stated that the RFP addresses the self-funding model, and standards will be in the new contract.

Mr. Hughes stated that Tyler Nebraska has a method to review and assess work with agencies. He stated that, in 2025, the Department of Agriculture received 1,259 hours of service, of which 250 were billable. The Department of Agriculture is a valued partner, and revenue received from the agency was approximately $85,000 in 2025.

There was discussion of the process for review and approval of Statements of Work, which includes review by the Executive Director, discussion with agencies as needed, and signature by the Chairperson.

The new contract will have standards for the self-funding model to assist in the evaluation of projects.

Agenda Item 13.b Update on Contract Negotiations – RFP 122777 O5 (Closed Session). Mr. Blocher moved that the NSRB go into closed session for the limited purpose of discussion of the Network Manager contract negotiations, and indicated the closed session was necessary for the protection of the public interest. The motion for closed session was seconded by Mr. Will. Chairperson Evnen restated the motion to go into closed session.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	Reid				
Abstain:	None				

The motion carried.

The NSRB went into closed session at 11:07 a.m.

Mr. Maloley left at 11:07 a.m. and returned at 11:09 a.m.

At 11:16 a.m. Mr. Blocher moved that the NSRB reconvene in open session having completed discussion of the Network Manager contract. The motion was seconded by Mr. Jackson.

Voting For:	Evnen	Will	Maloley	Jackson	Spellerberg
	Kelly	Geist	Blocher	Foley	
Voting Against:	None				
Absent:	Reid				

The motion carried.

Agenda Item 14. DATE FOR NEXT MEETING. The Chairperson announced the next regular meeting of the NSRB will be in September 2026.

Agenda Item 15. ADJOURNMENT. The meeting adjourned at 11:18. a.m.

Robert B. Evnen
Robert B. Evnen (Sep 18, 2026 14:49:32 CDT)

09/18/26

Robert B. Evnen
Secretary of State
State Records Administrator
Chairperson, State Records Board

Date