

Note: These minutes are a draft and are not to be considered official until approved at the next meeting.

**Iowa E911 Communications Council Meeting
Thursday, January 27, 2011
West Des Moines City Council Chambers
4200 Mills Civic Parkway
West Des Moines, IA**

Call to Order

Meeting was called to order by Chairperson Steven Ray at 9:00 a.m. A quorum was determined from the roll call as indicated below.

<u>Roll Call</u>	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Sally Hall	Present
alternate	Cara Sorrells	
Iowa Chapter of the National Emergency Number Association (NENA)	Kirk Hundertmark	Present
alternate	Cherese Sexe	Present
Iowa State Sheriff's & Deputies Association (ISSDA)	Tom Heater	Present
alternate	Dean Kruger	
Iowa Chiefs of Police & Peace Officers Association (ICPPO)	Jack O'Donnell	Excused
alternate	Sandy Morris	Excused
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	vacant	
Iowa Fireman's Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA) Vice-Chairperson	Bob Seivert	Present
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS) Chairperson	Steven P. Ray	Present
alternate	Todd Misel	Present
Iowa Emergency Medical Services Association (IEMSA)	Paul Andorf	Excused
alternate	Rob Dehnert	Present
Iowa Telephone Association <15,000	Jim Suchan	Absent
alternate	Pat Snyder	
Iowa Telephone Association >15,000	Kami Wernimont	Present
alternate	Dan Halterman	Present
Cellular Providers	Bill Tortoriello	Excused
alternate	Jason Fenton	
PCS Providers	David Kaus	Present
alternate	Joe Sargent	
Auditor of the State, Ex-Officio member	Warren Jenkins	Absent
 Staff:		
Barbara Vos, E-911 Program Manager		Present
Kathy Karn, E-911 Program Planner		Present
 Guests:		
Scott Locker, Polk County Sheriff's Office	John Smith, Polk County Sheriff's Office	
Dina McKenna, Story County Sheriff's Office	Connie Hambly, Story County E911	
Jim Bogner, SWIC	Rob Koppert, Cass County E911	
Wendi Hess, Woodbury County E911	David Murray, LeeComm	
Brett Davis, Lee County E911	Duane Vos, Racom	
Terry Brennan, Racom	Mahala Cox, Warren County E911	
Tom Ling, Mills County E911	Robb Wenzel, LR Kimball	

Dave Hanson, Calhoun County E911
Joni Walston, SWCI Administrator

Paul Welsh, Madison County SCI
John Benson, HSEMD

Introductions

Chair Steven Ray welcomed everyone. Board members and those in attendance introduced themselves.

Minutes

Motion by Bob Seivert, seconded by Dave Kaus to approve the minutes of the December 7, 2010 meeting. All ayes. Passed.

Approve the Agenda

Motion by Dave Kaus, seconded by Kirk Hundertmark to approve the agenda. All ayes. Passed.

State of Iowa Administrator Reports – Mrs. Barb Vos

911 Program Financial Reports

Mrs. Vos reported they had just completed paying bills and explained the layout of the financial report. The lower left hand corner is carryover funds that have been obligated for US DOT Grant match, Network Capacity Increase and Carryover PSAP Projects (\$1,683,456.30). The lower right hand corner represents the 2010 4th calendar quarter expenditures balance and carryover for the quarter (\$2,499,862.30). Grand total of wireless carryover funds \$8,098,792.04.

Wireless IP Network

The wireless IP network project contract has not been finalized yet. The estimated recurring costs are \$370,000 and non-recurring \$2 to 3 million. This is well short of the \$8,098,792.04 balance. This is due in part to ICN's cost projections being considerably less than what was in the TCS bid.

Bob Seivert – Once the actual costs are known could the carryover funds be opened up again for grant applications.

Mrs. Vos – When the contract is signed and the network is designed then we will be able to determine what the actual costs will be. If all of the funds are not needed, any carryover funds could possibly be available within a year.

Mr. Seivert - Even if you doubled the cost that you are anticipating now, there is still a surplus there that can be used at the local level. I guess I really don't see any reason for the state to retain those funds if the PSAPs have unmet needs and are anticipating costs associated with narrowbanding.

Mrs. Vos – You also have to remember that I am going to have to pay for two networks once testing starts. This will go on for awhile.

Mr. Seivert – We want to make certain that those costs are covered but at the same time we want to make funds available to help the PSAPs them meet their costs..

Mrs. Vos – When I have firm costs that is when we will determine when we can start releasing some funds to the PSAPs. I received the contract last week and have reviewed it. It will be sent to the Attorney General's office this Friday or next Monday. At that point I do not have control of the timeline.

Program Update

Mrs. Vos reported that she has met with the new Administrator Derek Hill and gave him an overview of what has been and is transpiring within the 911 program. Sometime in the future will ask him to meet with the council.

Even though the contract has not been signed the consulting portion of the project has been awarded to L.R. Kimball. Mrs. Vos introduced Rob Wenzel Vice President of Business Development for L.R. Kimball from Pennsylvania. Mr. Wenzel gave a history of his work in the 911 profession and spoke on the challenges that are before us – funding, legislation, connectivity, redundancy, reliability, not enough landline money and accurate location data.

In Pennsylvania, Mr. Wenzel saw the landline revenues decrease by 35%. The wireless revenue while increasing it plateaued and projected a decrease in wireless. The challenge now is prepaid phones. When you purchase the prepaid phone service there is no contribution made to the state or local 911 fund. It was estimated that Pennsylvania was losing \$20 million a year.

Iowa represents the 23rd state that L.R. Kimball is working with on a statewide project.

The team that has been put together for this project is Project Lead Gordon Vanauken, Operations Lead RD Porter, Division Vice President Joel McCamley and Western Region Business Development Manager Mike Kennedy.

Once the Attorney General's Office has reviewed the contract and it is signed, L.R. Kimball is ready to proceed. They will be working with Mrs. Vos to manage the network, network vendor, reviewing documentation, understanding what TCS is proposing in design, assisting in reviewing the costs and set parameters for acceptance and testing. The estimated cost of \$370,000 monthly recurring plus non-recurring cost of \$2 to 3 million is close to \$7 million. That would only leave about \$1 million to operate on according to the current financial statement.

Legislative Proposals Update

Do not have anything different than what was presented at the December meeting.

Reports of Officers, Boards and Standing Committees

Technical Advisory – Dave Kaus

The FCC proposed rulemaking for Next Generation. Mr. Kaus stated that the FCC is viewing SMS and texting as an open option. From a carrier's perspective, it will not work.

Mr. Seivert asked Mr. Kaus to explain why the SMS and texting is nearly impossible.

Mr. Kaus – SMS and texting reside in the office that provides the service. They are separate from the wireless switch and do not take priority as a 911 call does that goes through the switch. If a caller is roaming with another company, the sent text message has to go back to the caller's cell phone company. The time the text message takes to do that could be minutes, a day or never and the location does not get attached to the text message. Next Gen does not provide a viable solution.

Mr. Seivert – This has been one of the cornerstones of Next Gen that we have to provide for kids that do texting. The technology is not there and is not conducive to 911. We need to educate the public more on the limits of 911.

Mr. Kaus – Next will be the transmission of pictures. What do you do when they send a picture to the PSAP? They expect it to get there. It poses a big problem. Education is going to be one of the biggest stumbling blocks. It is a very different message.

Kirk Hundertmark – Along that same line there are several PSAPs that want to be able to text from their CAD system to fire department cell phones. Some may get the text within minutes and some may get the text 2 or 3 hours later. It depends on what carrier they are on and where they are located. The text is not guaranteed to getting there right away. We have even used alpha numeric pagers going through a service provider in Iowa. Those text messages sometimes get stacked up during busy times and do not get there. For the PSAPs that want to do their own texting, they use alpha numeric pagers and put up their own paging transmitter in town. Then it is guaranteed that when it is sent it goes out.

Mike Bryant – Back to the legislative issues. There is going to be a lot happening before the next meeting. There needs to be a process to get information out when it is important.

Mrs. Vos – Typically in the past I have sent information to the council then each representative disseminates the information to the membership of the organization they represent. Mrs. Vos asked the council if they wanted to continue to use that procedure. Consensus was to use the same procedure.

Mr. Bryant – Everyone needs to know who their legislative representatives are at the Capitol. You do not have to go to Des Moines to contact your legislators. Contact them when they are home on the weekends conducting their forums or use email.

Chair Ray – We will keep everyone informed when information is available.

Discussed posting information on the HSEMD website. Mrs. Vos – The site is still being rebuilt. Mr. Hundertmark will post information on the Iowa NENA website as it becomes available.

Iowa Interoperability Governance Board – (Iowa Statewide Interoperable Communications System Board ISICSB) – Jim Bogner

- 1) Distribution list agenda items & newsworthy items. Contact Mr. Bogner if you would like to be added to the distribution list.
- 2) The board adopted an organizational structure. The standing committees are:
 - Training & Exercise
 - Governance
 - Outreach
 - Operations
 - SOP
 - Technology
 - Narrowband
 - Strategic Reserves
 - Finance

The members on the committees have not been finalized. ISICSB has discussed adding additional members to these committees such as the 911 Council on the Outreach committee.

Since the 911 Council only meets every other month Mr. Bogner asked Chair Ray how he wanted to proceed with the possible appointment of council representation on these committees.

The State of Iowa held a tri-state (Iowa, Minnesota & Wisconsin) table top exercise on December 6th. There were 16 counties represented. An after action review was done on January 6th. A full scale exercise will probably be held in late summer in the same area with the focus of the exercise being on communications and interoperability. This will involve PSAPs in the area that the exercise is held.

There is a federal mandate to have a county by county assessment of our communications interoperability capabilities. This assessment needs to be completed by September 30th. The final criteria was received over the holidays. Mr. Bogner will start meeting with the groups to brief them about this.

Communications Leadership Course (COML) – We are looking at putting on another course in NE part of the state prior to the full scale exercise. Time and date is yet to be finalized.

The ISICSB is dealing with issues of plain language and standard channel nomenclature.

There was a FCC narrowbanding workshop January 26, 2011 in Washington DC. It was mentioned during this workshop that the January 1, 2013 deadline is still firm.

Minnesota has developed a VHF interoperability plan. Items that are relative to Iowa. 1) standard channel nomenclature, 2) their ARMOR system which is 800 MHz and 3) plain language.

Mr. Bogner has set a meeting on February 9, 2011 of representatives of the bordering counties in Minnesota and Iowa to talk about these issues – interoperability, narrowbanding, the Minnesota plan and other issues that relate to interoperability between the two states. There will also be meetings with Nebraska and Missouri in the future.

The CASM tool is a database where information is collected about frequencies used. It also has a mapping tool that can be used to map common channel frequencies between point A and point B. Mr. Bogner has requested this from the Department of Homeland Security and he expects this to be available

in first part of 2011. It is anticipated that those at the local level will populate this information. Mr. Bogner suggested a contact person from the council to help with this.

Chair Ray asked Mr. Bogner how many members from this council would be needed from the 911 Council for their committees. Since the organizational structure was just adopted and the committees have not met, the number of members has not been determined. Rob Dehnert volunteered to be a 911 Council representative on an ISICSB committee. Motion by Kirk Hundertmark, seconded by Kami Wernimont to appoint Rob Dehnert as a 911 Council representative on an ISICSB committee. All ayes. Passed.

April 2011 9-1-1 Awareness Month – Kirk Hundertmark, Bob Seivert & Dave Kaus

Kirk Hundertmark reported that what prompted this was the number of emails and calls that he has been receiving asking questions about 911, texting, etc. It has been awhile since the council published and distributed the 911 brochures. Mr. Hundertmark felt that since April is National 911 month this would be the opportune time to come up with educational information and promote what the 911 Council is doing.

Mr. Hundertmark shared information “How to make 9-1-1 work for you in Iowa”, a sample press release and a resolution establishing April as “National 9-1-1 Education Month”.

Mr. Hundertmark – Maybe the council could come up with some kind of newsletter or press release we could pass them out to the different organizations. Then those people could go to their local newspapers. A lot of the local newspapers will print this type of information at no charge. Get some articles out there on i.e. texting and how the 911 Council sees it. Post information on the NENA and APCO websites and HMSLD website. Put out the true facts of what we can and can't do in Iowa. If the council passes the resolution, possibly push some news sponsor to get something going on TV stations. NENA has canned PSAs but they are for other states. I think we should develop our own and include information about texting in Iowa and the IP network.

Mahala Cox felt it would be best if the council to develop the PSAs so we all have the same message.

Motion by Bob Seivert, seconded by Tom Heater to adopt the following resolution **Establishing April as “National 9-1-1 Education Month”**. All ayes. Passed.

RESOLUTION

Establishing April as “National 9-1-1 Education Month”

Whereas 9-1-1 is nationally recognized as the number to call in an emergency to receive immediate help from police, fire, EMS or other appropriate emergency response entities;

Whereas in 1967, the President's Commission on Law Enforcement and Administration of Justice recommended that a "single number should be established" nationwide for reporting emergency situations and other Federal Government Agencies and various governmental officials also supported and encouraged the recommendation;

Whereas in 1968, the American Telephone and Telegraph Company (AT&T) announced that it would establish the digits 9-1-1 as the emergency code throughout the United States;

Whereas 9-1-1 was designated by Congress as the national emergency call number under the Wireless Communications and Public Safety Act of 1999 (P.L. 106-81);

Whereas the ENHANCE 911 Act of 2004 (P.L. 108-494) established enhanced 9-1-1 as “a high national priority” as part of our Nation’s homeland security and public safety;

Whereas it is important that policy makers at all levels of government understand the importance of 9-1-1, how the system works today and steps that are needed to modernize the 9-1-1 system;

Whereas the 9-1-1 system is the connection between the eyes and ears of the public and the emergency response system in the U.S. and is often the first to know of emergencies of all magnitudes making 9-1-1 a significant homeland security asset;

Whereas there are over 6,000 9-1-1 public safety answering points (PSAPs) serving more than 3,000 counties and parishes throughout the United States;

Whereas PSAPs answer more than two hundred million 9-1-1 calls each year in the United States and a growing number of 9-1-1 calls are made using wireless and IP-based communications services;

Whereas a growing segment of the population, including the deaf and hard of hearing and individuals with speech disabilities, are increasingly communicating with non-traditional text, video and

instant messaging communications services and expect these services to be able to connect directly to 9-1-1;

Whereas the growth and variety of means of communications, including mobile and IP-based systems, impose challenges for accessing 9-1-1 and implementing enhanced 9-1-1 and require increased education and awareness about their capabilities;

Whereas numerous other N-1-1 and 800 number services exist for non-emergency situations, including 2-1-1, 3-1-1, 5-1-1, 7-1-1, 8-1-1, poison control centers and mental health hotlines, and the public needs to be educated on when to use these services in addition to or instead of 9-1-1;

Whereas people of all ages use 9-1-1 and it is critical to educate the public of all ages on the proper use of 9-1-1;

Whereas senior citizens are at high risk for needing access to 9-1-1 and a large segment of this population is learning to use new technology;

Whereas thousands of 9-1-1 calls are made every year by children properly trained on the use of 9-1-1 resulting in lives saved which underscores the critical importance of training children early in life about 9-1-1;

Whereas there is widespread misuse of the 9-1-1 system, including prank and non-emergency calls, which can result in costly and inefficient use of 9-1-1 and emergency response resources and a need to reduce this practice;

Whereas parents, teachers, and all other care givers need to play an active role in 9-1-1 education for children, but will do so only after being first educated themselves;

Whereas there are many avenues for 9-1-1 public educations such as safety fairs, school presentations, libraries, churches, businesses, PSAP tours or open houses, civic organizations and senior citizen centers;

Whereas children, parents, PTA and teachers are important groups to educate about the importance of 9-1-1 through targeted outreach efforts to public and private school systems;

Whereas we as a nation should strive to annually host at least one educational event in every school in the country every year regarding the proper use of 9-1-1;

Whereas an established National 9-1-1 Education Month could include public awareness events, including conferences and media outreach, training activities for parents, teachers, school administrators, other care givers and businesses; educational events in schools and other appropriate venues; and production and distribution of educational content on 9-1-1 designed to educate people of all ages on the importance and proper use of 9-1-1;

Whereas Americans deserve the finest education we can offer regarding 9-1-1 education: Now, therefore be it

Resolved, That the Iowa E-911 Communications Council recognizes April as "National 9-1-1 Education Month" And be it

Further resolved, That the Iowa E-911 Communications Council urges the U.S. Congress and the governors of all states and territories to recognize April as "National 9-1-1 Education Month"

Adopted this 27th day of January, 2011 by the Iowa E-911 Communications Council and signed by Chairman Steven P. Ray.

Mr. Kaus expressed his concerns about the TV media not being kind to 9-1-1. As John Benson has been on the TV media and a 30 second spot cannot cover the whole subject.

Mr. Hundertmark suggested getting the information out to county agencies so they can get it out to the local newspapers. A good start would be a print ad. Then down the road when Mrs. Vos knows what the new Next Gen 911 network is going to be, then maybe she can work with the TV stations and work a little longer segment. Thought initially we could get a broader coverage by using the print media because if Mrs. Vos goes on a Des Moines TV station not everyone across the state can get a Des Moines TV station.

Captain Todd Misel suggested contacting the Iowa Broadcasters Association and using them as a resource to get a common message to reach the radio and TV markets.

Rob Wenzel made the suggestion of not trying to do too much. Get your core message out.

Mrs. Vos will work with the committee to develop this further.

Rob Koppert – I have a concern with the cost associated to produce a spot whether radio or TV and then the spot never is aired. I suggest contacting Mediacom. They do a lot of advertising on the local channels

Wendi Hess suggested using college students that need to do a college project.

Items for Discussion

None

Unfinished Business

Mrs. Vos – At the last meeting there was discussion of doing a 911 study and whether 911 wireless surcharge money could be used for that. Wireless surcharge cannot be used to do the study. After speaking with Captain Misel and Mr. Benson there is some PSIC grant money that is being returned that was not spent due to cost being under budget for some of the PSIC grant projects. ISICSB may be willing to allow that money to be used to perform a 911 study. A group consisting of members from the ISICSB and 911 Council will meet after the ISICSB meeting and start putting some ideas together as to what will be in the study

Studies that had been done in the last year from other states were reviewed and between Mrs. Vos, Captain Misel and Chair Ray a draft scope of work was developed and distributed to the members of this group. If anyone has any ideas, email them to Mrs. Vos within the next week.

Mr. Seivert – Most of the things listed in the draft scope of work are controversial. Time and time I have gotten on my soap box and talked about how communications in Iowa needs to change. I think it is time, based on this study and even the topics listed in this scope of work, that we need to look at an Office of Emergency Communications in each county that deals with 911, communications and public warning and give it due status instead of fragmenting it between sheriffs, police chiefs, emergency managers and 28E boards.

Mr. Kaus – The number of future systems that have to be interoperable with 911 is every increasing. Example: IP television portion. You will be able to make and receive calls from your TV set. What are we going to do when that comes into the PSAP? There are going to be a number of people originating 911 calls through different systems what we haven't even thought of and I do not how to prepare for it.

Mahala Cox expressed the concern of providing a duplication of information. Mrs. Vos explained that the 911 Council would be working with ISICSB as this is their money. There is the information that was gathered by Federal Engineering and that could be used as a start.

New Business

None

Travel Requests

None

Business from the Floor / 911 Issues at the PSAPs

Wendi Hess asked for suggestions of ways to put pressure on the phone companies that are behind in remitting surcharge. The company is clearly using the surcharge money collected to pay their bills. It was suggested to contact the IUB.

Announcements

Next meeting will be March 30, 2011 at 9:00 a.m. in the West Des Moines city council chambers. All of next year's meetings have been scheduled and will be at this location.

Adjournment

There being no further business, Chair Ray adjourned the meeting at 10:10 a.m.

Respectfully submitted,
Sally Hall, Secretary