

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

**Iowa E911 Communications Council Meeting
November 18, 2009
Iowa State Patrol – District 1 Headquarters
260 NW 48th Place (2nd Avenue & I-80)
Des Moines, IA**

Call to Order

Meeting was called to order by Chairperson Steven Ray at 10:00 a.m. A quorum was determined from the roll call as indicated below.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Sally Hall	Present
alternate	Cara Sorrells	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Jill Randolph	Present
alternate	Kirk Hundertmark	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	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Excused
alternate	Justin Adams	Excused
Iowa Fireman's Association (IFA)	Mark Murphy	Excused
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 Ray	Present
alternate	Todd Misel	
Iowa Emergency Medical Services Association (IEMSA)	Paul Andorf	Excused
alternate	Rob Dehnert	Present
Iowa Telephone Association <15,000	Bill Hotchkiss	Present
alternate	Pat Snyder	Present
Iowa Telephone Association >15,000	Natalie Stallman	Present
alternate	Dan Halterman	
Cellular Providers	Bill Tortoriello	Absent
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:

Dina McKenna, Story County Sheriff's Office	Connie Hambly, Story County E911
Larry Smith, Frontier Comm	Dave Hanson, Calhoun County Sheriff's Dept.
Stacen Gross, GeoComm	Joni Walston, SCI Regional E911
Tom Ling, Mills County E911	Don Young, Racom
David Murray, Keokuk PD	Lora Phillips, Johnson County Sheriff's Office
Jamie Carlund, Iowa Telecom	Butch Hancock, Qwest

Introductions

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

Minutes

Motion by Bill Hotchkiss, seconded by Dave Kaus to approve the minutes of the September 16, 2009 meeting. All ayes. Passed.

Agenda

Motion by Dave Kaus, seconded by Jill Randolph to approve the agenda for the November 18, 2009 meeting. All ayes. Passed.

State of Iowa Administrator Reports – Mrs. Barb Vos

911 Program Financial Report

Mrs. Vos distributed copies of the financial report for the quarter ending in October 2009.

Sandy Morris came at 10:04.

A line item has been added in the Wireless Carryover Fund section for the USDOT grant match. There was an increase in funds going out to the PSAPs this quarter because some of the service providers did not remit the surcharge collected last quarter in time. Those late payments were carried over and distributed this quarter. The total carryover fund balance is \$3,427,107.38 of which \$2,348,812.30 is obligated. Once the interstate interconnect project is completed on the east side of the state, the cost for that project will be known and that line item will be removed from the total obligated funds.

It was reported there is still some work to be completed on the Illinois side for the interstate interconnect project. Once the 10 digit conversion is completed, Kathy Karn, E911 Program Planner will continue with that project.

The USDOT grant funds have to be expended by September 30, 2012. None of the funds will be expended until an RFP is written. One of the first things to be decided is how to best spend the funds in the beginning.

Administrative Rule Changes

The proposed rule change has been filed. Currently we are waiting to hear from the administrative rules committee. There were no other comments received. If the administrative rules committee has no questions or concerns the administrative rule change will be approved as presented. If the committee does have questions or concerns, Mrs. Vos will be called to explain. All comments from the public hearing are shared with the administrative rules committee. If everything goes according to schedule, the changes would be approved by the first of the year. There could be a delay in this process due to cutbacks that are being implemented.

Reports of Officers, Boards and Standing Committees

Technical Advisory

US Cellular Lawsuit – Dave Kaus gave a brief overview of a lawsuit that had been filed by a Clear Lake woman against US Cellular. The lawsuit alleged misrouting of a 911 call. In addition to the speed of the voice path, there was discussion of the one button transfer and rebid capabilities. Other comments and further discussion consisted of how technology has changed, importance of training call takers and the necessity of getting correct information to the public in reference to wireless communication and accuracy.

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

Dina McKenna reported the board adopted the Master Plan on November 9th. It was posted on the website yesterday and she encouraged everyone to go to the website and look at it. The board is in the process of developing a frequently asked question segment for the website.

A link to the State 911 Communications Council information has been added on the ISICSB website.

The next step in the process is to start working on a RFP with Federal Engineering. The contract with Federal Engineering ends in December.

The board is still looking to fill statewide interoperable coordinator position.

There is no solid answer as to how the economy will affect this overall process.

Legislative Committee Update – Committee members are Sheriff Tom Heater, Bob Seivert, Chris Moore, Mike Bryant and Barb Vos.

Bob Seivert reported the committee has had one meeting and will be meeting again after the council meeting today.

Mr. Seivert gave an overview of the changes the committee is proposing. One of the overall purposes is to change the definitions so that it would encompass any device that has the potential to access 911 and that it access 911 with a voice, call back number and location. A lot of the definitions and terminology throughout the document has been changed to reflect that philosophy. Also looking to include reverse 911 capabilities (i.e.: Code Red, Reverse 911, etc.). This came from Johnson County who is also going to put forth a legislative initiative through their lobbyist and ISAC to allow this as a 911 expense. Mr. Seivert also stated that he wanted everyone to keep in mind that the 911 expenses are at the pleasure of the local 911 service board. Just because the legislation says it can be funded does not mean it has to be. It would make it eligible to be funded. That decision is still up to the local service boards.

Also cleaning up the wording as to what the 911 funds can be used for to include the words receipt and disposition of 911 calls.

The committee discussed funding. The committee is suggesting the elimination of the reimbursement for Phase 1 wireless providers in the state. This is being done in other states across the country. The Phase 1 reimbursement funds would be used to increase the percentage that is distributed to the PSAPs from 25% to 35%.

Increase the surcharge from \$1.00 to \$2.00 and the special levy that can be imposed for twenty-four months from \$2.50 to \$3.50. It was thought the original legislation was passed in 1989 and the surcharge has not changed in that time while the cost of equipment has doubled or tripled in that same time period. This would still require a vote of the people to increase the surcharge or special levy. Mr. Seivert reiterated this would be changed in the legislation but it will still be the decision of the local service boards as to what they want to do.

Some say this may not be a good time to go to the legislature to ask for more money. Mr. Seivert's opinion on this was, if it is needed it is needed. It doesn't matter if the times are bad or not. If you go before the legislature with the facts and figures, it will substantiate our need.

Mr. Seivert stated that they would like to gather a five year history of the wireline and wireless surcharges from the PSAPs. This should show a trend of the decline in wireline and inadequate wireless surcharge.

Mr. Kaus asked if there anything in the plan for those that do not use a self recovery method. There is a provider offering telephone service for \$19.95 per year and questioned whether the provider was paying any surcharge.

Mrs. Vos – The language was changed to communication services to encompass all of those devices. Definitions for VoIP and telematics were added. A definition for VoIP is not included in the current language and that is why VoIP providers are not remitting surcharge. That would cover the Magic Jacks that charge \$19.95 per year. The language was changed to include all of these devices and other means developed in the future.

Mrs. Vos met with the NASNA people yesterday and sent out a request asking how many other states had tried to change their language in the last couple of years to encompass all of these devices, how is it working and did it help. That data has been collected. A few of the states have already done what we are doing now and they are collecting money from these other types of services.

It is difficult to come up with the proper language. Some providers see themselves as a data service, a telephone company or an internet provider.

Bill Hotchkiss – You are not going to be the final authority and Mrs. Vos agreed. Right now Google is arguing they are a data company and they do not have to follow the rules. Mr. Hotchkiss felt increasing the wireline surcharge and not the wireless surcharge would hasten the problem. More people will be driven away from wireline.

Mrs. Vos – Just because we change the language to encompass all of these communication services does not mean they all will remit.

Mr. Kaus stated that his company still receives reimbursement for Phase 1. If the Phase 1 reimbursement is eliminated, it is going to hurt the small companies. Iowa is one of the few states in the Midwest that does not have reimbursement for Phase 2.

Mrs. Vos – Quite a few states are looking at dropping the reimbursement. On the east coast and west coast, states have dropped it and they have had it longer than Iowa has. They did not have any opposition from the carriers. Illinois and Wisconsin are looking at this and she felt that Wisconsin would be looking at this for sure as their 911 fund has been raided. There is no guarantee when this is presented to the legislature that they will agree to any of this.

Motion Tom Heater seconded by Natalie Stallman to authorize Bob Seivert to send out a request for information to the PSAPs for a five year history of their wireline and wireless surcharge. All ayes. Passed.

Items for Discussion

None

Unfinished Business

None

New Business

None

Travel Request

Kathy Karn reviewed the council's travel reimbursement information. She advised if a council member wants a meal reimbursement that a detailed meal receipt must be submitted. If a meal is added on to a hotel bill, a detailed receipt is still needed. Council members no longer need to put their social security number in the vendor number area on the reimbursement form. That area should be left blank. When a new board member is appointed to the board, they will have to fill out a W-9 so they can be entered into the system.

Business from the Floor / 911 Issues at the PSAPs

Bob Seivert reported on November 12th Shelby County did some testing with a telematics provider. The call came in from the telematics call center as a VoIP call and was received and plotted correctly after

their mapping vendor made some adjustments in their CAD mapping. They discussed the format this type of call should be sent in. Mr. Seivert recommended to the provider if they were considering changing the format to a TLMA format that this should be done before any testing was done.

Discussion followed concerning telematics providers remitting surcharge.

Mr. Kaus – Rather than assessing a surcharge, have a “pay for each call” fee that would be paid by the user. That raised the question of how this would be collected. Mr. Kaus stated it would still have to be collected through the providers. Example: My company has 300 - 911 calls this month. I will remit \$.65 X 300.

Mr. Seivert – I imagine that would be a phenomenal number and it doesn't take into account that some of the smaller PSAPs only received 20 - 911 calls a month. Right now we have a formula that takes into account the call volume and the area serviced.

Mr. Kaus – The reason he asked is that he tracks how many 911 calls are made daily through their system. I see that figure going up especially on weekends. Approximately 100 calls are received a day and on the weekends it increases to 350 – 400. Those figures just represent their company in Iowa. That is why I asked the question. Would it be more feasible to pay per call versus per subscriber.

Dave Murray – Everyone would be calling the PSAPs administrative lines or not calling at all if it was based on a “pay for each call” fee.

Sandy Morris – What about an elder person on Social Security that is having chest pains and doesn't think they can afford to call 911.

Bill Hotchkiss - As a responder I like that idea. If there is a car over heated on the interstate you can guarantee there will be several calls reporting a car is on fire. They will not stop and check on it or even slow down to check on it. They will just consider it a car fire and call it in.

Announcements

The next meeting of the council will be on Wednesday, January 20, 2010 at the Iowa State Patrol District 1 Office, Des Moines (2nd Avenue Exit off I-80) at 10:00 a.m.

Meetings are held every other month January, March, May, July, September and November.

Adjournment

Meeting was adjourned at 10:46 a.m.

Respectfully submitted,

Sally Hall