

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

**Iowa E911 Communications Council Meeting
July 15, 2009
Joint Forces Headquarters – Camp Dodge
State Emergency Operations Center
Johnston, IA**

Call to Order

Meeting was called to order by Chairperson Steven Ray at 10:12 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)	Doug Slagle	Excused
Secretary	Sally Hall	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Jill Randolph	Present
alternate	Kirk Hundertmark	
Iowa State Sheriff's & Deputies Association (ISSDA)	Tom Heater	Present
alternate	Dean Kruger	
Iowa Chiefs of Police & Peace Officers Association (ICPPO)	Jack O'Donnell	Present
alternate	Sandy Morris	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Justin Adams	
Iowa Fireman's Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Bob Seivert	Present
Vice-Chairperson	Jo Duckworth	Present
alternate		
Iowa Department of Public Safety (IDPS)	Steven Ray	Present
Chairperson	Todd Misel	
alternate	Paul Andorf	Excused
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	
alternate	Bill Hotchkiss	Present
Iowa Telephone Association <15,000	Pat Snyder	
alternate	Natalie Stallman	Present
Iowa Telephone Association >15,000	Dan Halterman	Present
alternate	Bill Tortoriello	Absent
Cellular Providers	Jason Fenton	
alternate	David Kaus	Present
PCS Providers	Joe Sargent	
alternate	Warren Jenkins	Absent
Auditor of the State, Ex-Officio member		
Staff:		
Barbara Vos, E-911 Program Manager		Present
Kathy Karn, E-911 Program Planner		Present
Guests:		
Dan Taylor, Greene County E911	Doug Hawn, Greene County E911	
Tom Ling, Mills County E911	Jean Stribling, Shenandoah PD	
Jackie Laire, Montgomery County Sheriff Dept	Chris Robbins, Intrado	
Bob Currier, Intrado	Bob Heidbrink, InterAct Public Safety	
John A. Robinson, InterAct Public Safety	Norman Wellman, Delaware County E911	
Brenda VandeVoorde, Fayette County E911	Larry Smith, Frontier Communications	

Mary D. Miller, Iowa County E911
Lora Phillips, Johnson County Sheriff's Office
Martha Dykstra, Marion County Sheriff's Office
Butch Hancock, Qwest

Connie Hambly, Story County E911
David Murray, Keokuk PD
Cherese Sexe, Humboldt County E911
Rob Koppert, Cass County E911

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 May 20, 2009 meeting. All ayes. Passed.

Agenda

Motion by Dave Kaus, seconded by Bob Seivert to approve the agenda for the July 15, 2009 meeting. All ayes. Passed.

State of Iowa Administrator Reports – Mrs. Barb Vos

Financial Report

Mrs. Vos distributed copies of the financial report. The only change from the May 20, 2009 financial report is the amount of wireless carryover fund PSAP projects that have been obligated. That amount is \$1,452,670.51.

Wireless Grant for Iowa Counties

Mrs. Vos distributed an updated spreadsheet showing the wireless carryover fund projects that have been obligated since the May 20, 2009 meeting. The total for these projects are reflected on the financial report as indicated above. No further projects will be approved until the USDOT grant application is approved and it is determined how much money will be needed. Mrs. Vos expects to receive notification by September 2009. After the bills are paid in October, Mrs. Vos will determine how long it will take to accumulate the matching fund portion of the grant. She also hopes to know by October when the wireless carryover grant application process can be reopened. Mrs. Vos also stated she has heard that several states are not going to be applying for the USDOT grant because they cannot meet the criteria. She does not know how much more money Iowa will be eligible to apply for.

Bob Seivert asked whether the 50/50 matching fund portion would still apply if Iowa applies for supplemental funds. Mrs. Vos replied that the 50/50 match would still apply as it is in the legislation. Whatever amount Iowa applies for beyond the original eligible amount of \$668,545.47, the state has to be able to match that supplement amount.

There is a three year deadline to use the USDOT grant money. Mrs. Vos will calculate for a three year period how much money will be available to be used for matching. Approximately \$400,000 is put into the wireless carryover fund each quarter. The supplemental budget amount does not have to be matched at one time but it must show that it can be matched over the three year period in which the grant money is to be used.

Administrative Rule Proposed Changes

Copies of the proposed changes to Administrative Rules Chapter 10 dated July 14, 2009 were distributed. The main issue that is being reviewed is the membership of the service boards and submitting a list annually certifying the membership on the service board.

One of the issues addressed was waiving entitlement to membership on a service board as several service boards find it difficult to have a quorum to conduct business. Mrs. Vos stated upon consulting with the State Attorney General's office no political subdivision may waive their membership on a service board. Chapter 34A.3.4 reads as follows:

Participation in joint E911 service board required. A political subdivision or state agency having a public safety agency within its territory or jurisdiction shall participate in a joint E911 service board and cooperate in maintaining the E911 service plan.

The key word is shall. Since this in the legislation (Chapter 34A), the option to waive entitlement to membership on the service board cannot be put in the Administrative Rules Chapter 10. This would have to be a code change.

Mrs. Vos also stated that the service board may, through its bylaws, establish an executive board to conduct the business of the service board.

Question was raised about the number needed for a quorum. Mrs. Vos replied that would be determined by the service board's bylaws as there is nothing in the legislation determining what a quorum is to be.

There was further discussion on the membership of the service boards and changing the wording in 10.3(1) Membership – removing “serving territory”.

Mike Bryant commented that according to the current Administrative Rules Chapter 10 there could county service boards that have a larger membership from outside the county on their board than inside their county.

Also discussed gender balance on the service boards. Mrs. Vos will research that issue further.

The proposed changes are still being reviewed by the State Attorney General's Office and the E911 Program Manager's Office. Once the proposed changes have been finalized there will be a comment period for the public to respond. Mrs. Vos estimated it could be six months before this process is completed.

Question was asked if there had to be a balanced number of fire and EMS representatives on a service board. Mrs. Vos replied that a legislative change would have to take place to specify what agencies sit on the service boards.

A summary of the proposed changes on the draft distributed is as follows:

- Membership 10.3(1)a., b. & c. – Added “county” before E911 service area and “one” or “one voting” before voting membership or membership.
- Definitions 10.2 – Added to the “*Recurring costs*” definition “and personnel directly associated with addressing.
- Definitions 10.2 – Added “*Voice Over Internet Protocol (VOIP) Provider*” means a provider who transmits phone calls over a data network using an Internet Protocol. Also added VoIP provider and VoIP E911 service elsewhere in the body of Chapter 10.
- Membership 10.3(1)c. – Deleted “Public and private safety agencies headquartered outside but operating within an E911 service area are entitled to membership according to their status as a public or private safety agency.”
- Membership 10.3(1)e. – Added “The joint E911 service board will annually submit a listing of members, to include the political subdivision they represent and, if applicable, associated 28E agreement, to the E911 program manager. A copy of the list will be submitted within 30 days of adoption of the operating budget for the ensuing fiscal year on the prescribed form provided by the E911 Program Manager.”
- Enhanced 911 service plan (wire-line) 10.4(2)d. & E911 service fund 10.11(1)c. – Changed co-chairperson to vice-chairperson.
- E911 service fund 10.11(2) – Rearranged the wording for better clarification.

USDOT Grant Application

Mrs. Vos has put out a “Request for Information for Next Generation 9-1-1 Solution”. Deadline for submission of the responses was July 13, 2009. Mrs. Vos will be reviewing the responses this week and

working on the plan portion of the USDOT grant application in the coming week. The deadline for the grant application submission is August 5, 2009. Mrs. Vos wants to have the application mailed by July 28, 2009 due to the difficulties of receiving mail at the federal level of government.

The original amount of \$668,545.47 will be asked for and a supplemental budget will be included at the same time asking for some of the anticipated additional funds. The supplemental budget will be for the amount that can be matched over the next three years. The USDOT grant funds must be distributed by September 30, 2009. This timeline will not allow a second application process for any funds that have not been dispersed. This is the reason for including a supplement budget with the original application.

Reports of Officers, Boards and Standing Committees

Technical Advisory

Dave Kaus reported that Google has launched Google Voice. A subscriber will have a ten digit number that will cover their landline and their wireless line. Anything that happens to get through to the PSAP might be from their wireline phone, wireless phone or it might be from their computer. Google Voice has been in the east coast area since the first of the year and is now expanding to the Midwest. Mr. Kaus cautioned that if a PSAP receives something looking very odd, it may be Google Voice.

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

Sandy Morris reported that Federal Engineering's report stated all the surveys are closed. They are moving from the information gathering phase to the plan development phase. Their goal is to have 95% mobile coverage in each county. Federal Engineering believes this can be easily achieved in all counties with three to five towers in each county with the exception of three counties – Allamakee, Jackson and Clayton. These counties would not be able to meet a 95% mobile coverage because of their topography. It would take approximately 12 towers in each of the three counties to meet the 95% mobile coverage. This would probably be cost prohibitive. There will be some tough decisions in the future.

When the project is implemented, it is planned to start with Polk, Story and Jasper counties. These counties will provide a good test bed as there are different types of systems, several agencies, etc.

There was discussion about having the 911 council meeting and the ISICSB meeting the same day. This would give the chance for more local agencies to attend both meetings.

Housing of the 911 council minutes on the ISICSB website was brought before the board but due to the length of their meeting this discussion will continue at their next meeting.

Ms. Morris reminded those in attendance of the information that is available on the ISICSB's website. The website is www.isicsb.iowa.gov

Items for Discussion

None

Unfinished Business

None

New Business

OnStar, ATX Group, Inc (ATX) & Hughes Telematics, Inc. (HTI) – Intrado representative Bob Currier was present to speak about the recent letters sent to the PSAP 911 Coordinators by ATX Group, Inc. and Hughes Telematics, Inc. who partnered with the Intrado Telematics Team.

Mr. Currier gave a brief overview. ATX and HTI are companies similar to OnStar. They provide their services to individuals that purchase vehicles from different manufacturers. ATX provides service for BMW, Mercedes-Benz, Rolls-Royce, Toyota, Lexus and others to be named in the future. Hughes provides service for Chrysler. The services will almost be identical to OnStar. Upon a crash the call center will be notified. Ultimately, those providers of telematics service to their consumers want to get that request from the vehicle operator and occupant to 911 in the most efficient means possible. When

the federal government passed the Enhanced 911 Act, it did some overarching things that looked at new technologies. They indicated that providers of public safety or emergency like services could request permission to deliver the request from their subscribers (ATX, Hughes, and OnStar) to the 911 center as a native 911 call or using the 911 trunks. So it is based on that federal act that OnStar, ATX and Hughes are making an outreach to the public safety community asking for approval to deliver the emergency request to the 911 centers with additional information and data.

A couple of things to set out as far as roll and responsibility in this scenario. The service provider (OnStar, ATX and Hughes) will actually interface with their subscriber and have the responsibility to request that approval from the 911 authority to deliver those calls to the PSAPs with the associated data.

Currently, OnStar is reaching out to the PSAPs. They are delivering calls from their subscribers in several parts of the country natively either on the 911 wireline or wireless trunks. However the state has their network configured. In Iowa these types of calls would be delivered on the wireless network. ATX and Hughes have partnered with Intrado to reach out to the public safety community and request the approval to deliver these calls with the associated data on the 911 trunks. Mr. Currier did state that Intrado could have done a better job of outreach and education.

On the technology side - the call originates in the vehicle as a wireless call. All of the providers buy blocks of wireless air time from wireless providers. Once the call reaches their call center and one of their call advisors takes that request from the vehicle or the vehicle occupant, the call is triaged to determine what the issue is. Call center personnel have had training in a minimum of basic public safety telecommunicator type training and emergency medical dispatch training. Once it is determined there is a need for public safety response, they click on an icon on their screen or a button on their phone and change the call from a wireless call to a VoIP call and deliver the call to the PSAP. In Iowa the call will be delivered on the wireless trunks just like VoIP calls from other VoIP providers. With the call a group of ALI data, which will include, the toll free number of the telematics call center, the name of the telematics call center, the geographic location of the vehicle where the call was initiated, class of service and other associated information. Currently calls are being delivered with a VOIP class of service. NENA is working on a class of service for telematics that would be used nationwide. The class of service would be TLMA. That would designate that the call originated from a telematics call center from a vehicle.

From a customer's telematics company and public safety perspective this is the best way to get the most information to the 911 centers in the vehicle occupants time of need as opposed to having the call come in on an administrative line with no data associated with it.

Questions & Answers

- How is the geographic location, of the person needing, help determined?
The geographic location is determined by the equipment in the vehicle.
- Is the location verified by the call taker at the call center?
Location is verified as best possible using the same technology as used by wireless calls.
- Can these calls be rebid the same as a wireless call?
The call cannot be rebid by the PSAP because the PSAP and the ALI database do not have a direct tie to the vehicle. Call centers have a direct tie to the vehicle and can determine an updated location if the vehicle is moving.
- Is this real time information?
Only delay would be network latency. Any delay would be minimal.
- So the only advantage of 911 trunks versus an administrative line would be that you will hear as well as see the data?
The data will be presented to the PSAP, with the location of the vehicle, call back number of the call center, the incident ID for the call center. If for some reason the call is dropped, the toll free number displayed would be used to call the center back. The incident ID would be given to the call advisor and they would be able to bring the call up and immediately reestablish a connection with the vehicle.
- Are they going to pay surcharge?
OnStar has been remitting surcharge since they began their service. The requirement of remitting surcharges is on the provider and the appropriate 911 authority. Whether it is wireless

at the state level in Iowa or wireline at the local level. It is not Intrado's responsibility to guarantee the providers remit surcharge however, it is Intrado's policy to support the remittance of surcharge to the appropriate authority. Intrado will provide contact information for ATX and Hughes.

Ms. Morris – The amount of 911 wireless calls received continues to increase. VoIP is being added to the wireless 911 trunks and now telematics. There isn't money guaranteed to the PSAPs to be able to expand. More and more services want a free ride on the wireless 911 lines. At some point in time are we going to have to say "Why are we doing this?" These are big companies making big money off of these services. We definitely want to continue to support 911. The 911 screen is a great tool but it is only one thing in our toolbox. The PSAP is still going to have to verify the location of this call. The big advertisement by the telematics service providers will be we'll get you directly to 911.

Mr. Currier – I would not go as far to say that they are not paying. He reiterated that OnStar has been remitting surcharge since initiating their service. ATX & Hughes have been getting educated in the last 45 to 60 days about 911 and public safety. They are starting to understand the impact. I believe if the dialogue is opened up – and we are more than willing to assist in facilitating that dialogue – these companies can be educated to the 52 different requirements for 911 surcharges across the United States. They will do what they can as efficiently as they can to meet those expectations of public safety.

Ms. Morris – I would hope that the other companies would follow the lead of OnStar and be willing to pay the surcharge.

- When a telematics call is made to a call center is there a live call handler?
Yes, it is a live call handler from the telematics call center.

ATX headquarters is located in Houston, Texas and headquarters for Hughes was unknown. Mr. Currier will obtain that information and pass it onto Mrs. Vos for distribution.

OnStar operates three call centers in North America – Charlotte, North Carolina, Detroit, Michigan and suburban Ontario, Canada.

- Will there be more than one call back number?
The call center number will be provided in the ALI data screen and it will populate in the data format that is accepted in Iowa. This would be in the area where the callback number for a wireless or VoIP would populate.
- Will you get a busy signal?
Have been told that you should not get a busy signal but it could happen.

Last page of letter that was sent out to the PSAPs was an appendix. This page showed a sample ALI format. This was just a sample as there are numerous data formats in use across the country. Each PSAP has a profile built in Intrado's system or the system of 911 service provider to know how to format the information and deliver it so it does not crash the PSAPs 911/CAD system. At this point, it seems the most predominate location for the unique incident identifier is the street name field. The format that will be used in Iowa will be the same format that is used for wireless Phase 2.

- Is there a service level arrangement (SLA) that has been put in place for telematics with PSAPs?
Mr. Currier was not aware of an arrangement. The NENA standards and working groups have been working with telematics providers for about two years to get to the point where calls are able to be delivered to the 911 centers as native calls with the associated data. Phase 2 of this approach is delivering crash data along with the location of the vehicle. Some may or may not want this. This is a large amount of information to leave at the 911 center's doorstep. Ultimately these calls will end up on the doorsteps of the PSAPs one way or another. If it were the states desire to have an SLA relative to this, we could have dialogue with Mrs. Vos or the state agencies to take that back to the customers.

Natalie Stallman – Troubleshooting a wireless call coming in converting to an IP packet delivered to the PSAP – are you going to have troubleshooting issue there because if it is dumped because it is discard eligible then you are going to have to be turning around having to renegotiate a system that every second could mean somebody's life. This is putting the PSAP at a real critical situation. There is a toll free number dispatch can call back.

Mr. Currier – The other component of that is one of the pieces of information that is delivered is the Company ID of the carrier. In the case of telematics, the calls that Intrado would be delivering to the 911 center will display the Intrado company ID and their 24/7 number to assist in reestablishing the call. This is no different for wireless and VoIP customers. If that call needs to be troubleshot or there is exigent circumstances.

Ms. Stallman– The biggest difference is you have a middle man. There should be guidelines to assist a PSAP. The guidelines for a telematics provider should show what is expected from them and they are held accountable for a call that is being transferred to a PSAP.

[Mr. Currier](#) – The NENA and APCO telematics work groups are working through this process. Both of those working documents are available on their respective websites. Mr. Currier will get this information to Mrs. Vos. As technology continues to advance, I do not think that we will every see the day again that we have the “one hand” that we shake in the 911 environment.

Ms. Stallman– That is why it is so critical that we have all of the safeguards in place for the customer's using the services.

Bob Seivert thanked Mr. Currier for being here today and stated the letter that Intrado sent out created a lot of controversy and a lot of discussion. It seems as though we are a test bed for this. I do not know of any where in Iowa that you have tested this. The surcharge has not been determined. I would like to be able to go back to my board and say these two companies are good partners, they are going to help pay for my equipment as it gets older and needs to be replaced. The tone of the letter that came out is kind of an “either or”. You reinforced that this morning. You are going to get these calls whether you want them or not. They're going to come in on the 911 wireline or wireless or your administrative lines. So sit back, take a seat and come along for the ride. I kind of resent that a little bit. I expected a little bit more from Intrado. I am disappointed and concerned that the person that is going to be left in the lurch is the person making the call. I am looking at the potential for a high number of failed calls. And at the same time the increased number of wireless calls that are coming in, are coming in a fashion where we have less and less time to spend calling back to a call center, talking to a third party trying to determine the nature of the call and the location of the call without it being automated. It just seems like your advance in technology is forcing the PSAP back into an age and time where it's not efficient as it use to be.

Mr. Currier clarified his statement about the calls ending up on the doorsteps of the PSAPs one way or another. (Tone of the letter and statement). He did not mean the calls would end up on the 911 trunks one way or another. The call will end up with a public safety agency to response to it somehow. The telematics contract with its subscriber, whether it be written or implied, in the event of a crash will get you help. The telematics provider will figure out some way to get the call to a public safety agency.

When Mrs. Vos called with the initial concern about the letters, any deployment of calls from ATX and Hughes was placed on hold. These calls will not be delivered to the individual PSAPs in Iowa until [the PSAP](#) says yes or no. It was not Intrado's intent to force this upon public safety.

It is a challenge to keep up with all of the changing technology. It will not be like flipping a light switch and everything will work smoothly. This is going to be an on going process. The DOT and their Next Generation 911 has delivered a plan to Congress to try to get from where we are now to the next step as new technologies come into play. The biggest challenge is providers of new consumer services not understanding 911 or what it is about.

When those providers do step up and try to engage in some knowledge or experience of the 911 community they need to make sure their services do not make an adverse impact on the PSAPs. If there

is something that needs to be done in Iowa, they are willing to bring ATX and Hughes together and work through those things so it meets the expectations.

The ten days requested response in the letter was not the best thing in the world. The email database that was used was believed to be valid. 46% of the emails that were sent were returned. In hind sight it would have been better to contact the State E911 Program Manager's office to help with the education and point of contact information. Things will be done differently next time.

- Will there be an address with the information that is passed?
Location information will be the geographic location of the vehicle. This is no different than a Phase 2 wireless call.

Ms. Morris – These companies that are selling these services should be working with us first before putting this information out. These companies are looking at how this is going to benefit them.

- Where else in the country is this being done?
Texas, California and Pennsylvania currently have OnStar, ATX and Hughes deployed. OnStar has been deployed in Iowa for sometime using the same technology that ATX and Hughes will use.
- Question again about providing an address.
Mr. Currier was not aware of OnStar ever providing an address, unless it is a CAD system that takes the XY and gives the closest known address to it.

The last information that Mr. Currier had concerning the number of true emergency telematics calls sent to 911 centers was 18000 per month across North America.

- Who would pay the surcharge and what state would get the money?
That is based on the subscriber's location. The wireless surcharge that OnStar is paying now is based on the Iowa's formula used by wireless providers. (Number of wireless calls received and square mileage of service area)
- Is there a projection of how many calls will be received versus the revenue received?
It cannot be projected down to a local PSAP level.
- Is there any projection on how many vehicles will have this technology?
By the end of 2010, GM predicts every vehicle they make will have the OnStar technology.
- If the owner no longer subscribes to the service, can they still call for emergency assistance?
Mr. Currier stated from his personal experience, if you do not pay the service fee, you do not have any service. It was stated that a PSAP has had a call directed to them from a vehicle that no longer paid for the services. Mr. Currier stated that he would follow up on that by contacting the providers.
- Are there any PSAPs receiving telematics calls now?
Chair Ray stated that ISP is receiving them and they are working fine for them. They are receiving the information that they need.
- Where will the non-emergency calls be passed to?
It was Mr. Currier's understanding that an emergency request for service will be sent to the 911 center on the 911 trunks. Any other request for public safety will be sent to the 911 center on their administrative line. Chair Ray reaffirmed that calls to OnStar from someone that has a break down have been transferred to their (Iowa State Patrol) administrative lines.
- Is there going to be testing?
If a request for testing is made it will be done.

Mrs. Vos has been contacted by OnStar and she has given them permission to deliver emergency calls on the 911 wireless trunks. Although OnStar still wants approval from the local PSAPs as was referred to in their email sent in May.

Council member Bob Hotchkiss left 11:34

Mr. Currier did reiterate that there were some errors made with the content and the deliver of the [ATX & Hughes](#) letters. A suggestion was made to revise the letter and send it again. Possibly including a frequently asked questions sheet. Mr. Currier does not know if there is a plan to do this but he would take it back to his group.

Some of the [concerns](#) with the letters that [were](#) sent out [by ATX and Hughes](#) were:

- reference of sending these calls on the 911 wireline trucks
- no date on the letter
- contact information was not for a real person
- letter was mailed to the PSAP and [the response was](#) to [be emailed](#) back
- not responding within 10 days assumed acceptance

Ms. Morris thanked Mr. Currier for coming today and asked that he take the information that came out of this meeting back to his group and to any other vendors that may wish to provide these services. Explain to them that they need to make more of a collaborative effort when it comes to deployment of telematics, paying surcharge, etc.

Ms. Stallman– It sounds like a lot of the PSAPs are getting calls from OnStar today. Is this going to be a change for everyone? (OnStar, Hughes, ATX) Are they now going to be using a TMLA database type interface?

Mr. Currier – No, TLMA is a class of service. It only indicates the source of the call. It is not how the call is being delivered. The OnStar calls today are being delivered as described in the ATX letter. OnStar is doing their own outreach. They are an Intrado customer and we are actually their routing partner. TLMA is not a protocol it is a class of service and once that is accepted at the industries standards level, then that would be used for any telematics call that would be delivered to public safety and would ride in that data flow.

Ms. Stallman – You are taking a wireless and changing to an IP packet. This is a session initiated protocol which is the same that is happening if a PSAP is receiving VoIP calls today.

Mr. Seivert – According to the state legislation, any service provider that wants to deliver calls on the wireless network must contact Mrs. Vos, E911 Program Manager to be given authorization. Is there a report that Qwest could generate that would show the companies that we are getting calls from in Iowa.

Mrs. Vos – The list would actually come from Intrado. i.e. We know there [are](#) VoIP companies doing business in Iowa. We can't seem to find them because they are using a third party provider. That is why there is a struggle to get the surcharge out of them. As far as Mrs. Vos knows, OnStar is only telematics provider in the state currently.

Travel Request

No travel request.

New Travel Policy – Kathy Karn, 911 Program Planner reviewed information for reimbursement of travel, lodging and meals for the council members and their alternates. Effective July 1, 2009 [council members will](#) need receipts for meals. This is not the credit card receipt but the detailed receipt. All receipts must be originals. When out of state [and a council has to pay for](#) parking, [a taxi or shuttle, a receipt will be required for reimbursement](#). Anything that you use needs a receipt. If it does not have a receipt, a document with the date, time, city, what it is for, signed by the council member and a supporting statement [must be provided](#). [If the council member has](#) a lot of little receipts, tape them to a piece of paper prior to turning them in for reimbursement. The time for travel has changed. To receive breakfast without staying overnight, you must leave by 6:00 a.m. If it is for dinner, you must return after 7:00 p.m. Vendor number is the social security number. [If a council member has any questions about a receipt or reimbursement, they are to call](#) Barb [or](#) Kathy. For travel out of state a letter requesting travel must be submitted to the 911 council and approved. The travel must also be approved by the executive council. That is why an out of state travel request must be submitted for approval 12 weeks prior to the time of

travel. This will allow sufficient enough time for the request to filter through all the different levels of approval.

Business from the Floor / 911 Issues at the PSAPs

Discussed the issue of receiving telemarketer calls on 911 trunks. [Brenda Vande Voorde was asking](#) for guidelines from the state on contacting these telemarketers. Instead of each PSAPs having to contact each and every one of the telemarketers to tell them to stop calling on the 911 trunks. She stated there has been the suggestion of putting the 911 trunk number on the Do Not Call List. Some of the PSAPs that have done this state that it has cut down on the number of calls, but has not eliminated them.

Mrs. Vos stated there is no legislation to prevent this. She has contacted the Federal Trade Commission as this is the agency that would address this issue. As yet she has not received a return call from them. If Iowa did have legislation that did not allow this, it would not guarantee that it would work because of other states not having the same legislation.

[The telemarketers are using auto dialing robots. They are dialing ten digit numbers and they are bound to hit 911 trunk numbers and PANIs.](#)

Council member Jack O'Donnell left at 11:59 a.m.

Mrs. Vos stated that if you can give the Attorney General's office all the necessary information, they will pursue it.

[This issue is also being looking at the federal level. NENA's Gordon Deans, Chair of the Regulatory/Legislative Committee would be a good contact.](#)

NG911 devices – [Discussed a survey that was sent out asking](#) what information is important to us in the PSAP – voice path, callback number, medical devices, crash information – and the priority of importance are these items.

Mike Bryant [commented it seems as though the industry is passing](#) the work load on to other agencies. [For example when you read instructions on CO detector it tells you](#) if it goes off, call 911. [It could just be a low battery. but it still requires that a fire unit respond.](#)

[Also discussed EM finders. This device delivers latitude and longitude to a health care call center. It is used mainly for Alzheimer patients.](#)

It was agreed there should be some kind of state standards for these devices.

Announcements

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

The next meeting of the council will be on Wednesday, September 16, 2009 at the Iowa State Patrol Headquarters Post 1, Des Moines at 10:00 – 12:00 a.m.

Adjournment

Meeting was adjourned at 12:10 p.m.

Respectfully submitted,

Sally Hall