

**Iowa E911 Council  
July 20, 2006  
Super Tel Convention Center  
800 Laurel Street, Creston, Iowa**

**Call to Order**

Meeting was called to order by Chairperson Kirk Hundertmark at 7:00 p.m. A quorum was determined from the roll call as indicated below.

**Roll Call**

	<u>Representative</u>	<u>Attendance</u>
Iowa Association of Public Safety Communications Officers (APCO)	Doug Slagle	Present
<b><u>Secretary</u></b> alternate	Sally Hall	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Kirk Hundertmark	Present
<b><u>Chairperson</u></b> alternate	Connie Hambly	Present
Iowa State Sheriff's & Deputies Association (ISSDA)	Dean Kruger	Excused
alternate	Paul Welch	Present
Iowa Chiefs of Police & Peace Officers Association (ICPPO)	Jack O'Donnell	Present
alternate	Sandy Morris	Present
Iowa Association of Professional Firefighters (IAPFF)	Mike S. Bryant	Present
<b><u>Vice-Chairperson</u></b>	Sandi J. Hutchcroft	Present
Iowa Fireman's Association (IFA)	Tom Berger	
alternate	Bob Seivert	Present
Iowa Emergency Managers Association (IEMA)	Deanna Bachman	
alternate	Todd Misel	Excused
Iowa Department of Public Safety (IDPS)	Mo Warford	
alternate	Doug Reed	Excused
Iowa Emergency Medical Services Association (IEMSA)	Deanna Bachman	
alternate	Bill Hotchkiss	Present
Iowa Telephone Association <15,000	Pat Snyder	
alternate	Jamie Carlund	Present
Iowa Telephone Association >15,000	Bob Hudson	Present
alternate	Jason Fenton	Present
Cellular Providers	Kirk Page	
alternate	David Kaus	Present
PCS Providers	Joe Sargent	
alternate	Warren Jenkins	Absent
Auditor of the State, Ex-Officio member		

**Staff:**

John Benson, Iowa E-911 Program Manager	Present
Barb Vos, Iowa E-911 Program Planner	Excused

**Guests:**

Paul Mason, US Cellular	Karen Benson, SCI 911
Terry Martinson, Cedar Rapids Fire Dept/Linn Co E911	Danielle Moore, Ramsey Enterprises
Joni Holben, SCI Reg Admin	Michael Ramsey, Ramsey Enterprises
Roger Nurnberg, SCI 911	Jim Mason, Union Co.
Dennis Denton, SCI 911	

**Approval of Minutes**

Motion by Dave Kaus, seconded by Mike Bryant to approve the minutes of the May 18<sup>th</sup> & 19<sup>th</sup> Council meeting and planning session. All ayes. Passed.

### **Agenda**

Motion by Sandi Hutchcroft, seconded by Jamie Carlund to approve the agenda. All ayes. Passed.

### **Introductions**

Board member and attendees introduction.

### **State of Iowa Administrator Reports (John Benson)**

#### **Interoperability**

HF2621 legislation creating a governance plan for the State of Iowa did not pass this legislative session. Currently there is no governance plan for the State of Iowa. Will be putting out a Request for Proposal to hire a contractor to evaluate communications across the state. Administrator Dave Miller is going to form an Ad Hoc committee including representatives from the state and local levels. In the near future counties will be receiving a survey requesting information about what communication equipment they have.

#### **Attorney General Opinion – 911 Service Board and 911 Coordinator Responsibilities**

John has requested an opinion on the responsibilities of Service Board and Coordinator duties and Communication Board. As of today, have not heard from the AG's office.

#### **Deployment of Phase II & Mapping**

There 95 answering points deployed. Will be issuing Phase II request next week for the remaining counties. Should be Phase II within week to 10 days. There are a couple of counties that will be approximately 6 months out but will issue requests.

#### **Financial Report**

The debt is retired. Just over \$3 million is received from the wireless surcharge each quarter. The current carryover balance is \$1,425,568.06. There is an issue with the government oversight committee possibly thinking that the wireless surcharge amount should be reduced from \$.65. Their difficulty is with the carryover balance. John would like to use the carryover balance to enhance the wireless network. Migrate from a '60s technology to an '80s technology. The oversight committee by motion put the following restriction on what the program manager is able to do with the carryover: "The remaining carryover balance of \$1.0 million from the E911 wireless surcharge revenue, and any additionally generated carryover balance, shall not be expended by the Office of Homeland Security and Emergency Management Division for any purpose until consideration is given to the level of surcharge being imposed and related issues during the 2007 Legislative Session." According to Chapter 34A. 7 of the Iowa Code states the program manager can use the surplus to fund future phase 2 network and public safety answering point improvements.

Would like to use these funds to implement the ability to transfer calls across the state borders. There is a link to Nebraska now but not South Dakota, Minnesota, Illinois, Wisconsin or Missouri.

Question was asked what the council could do to help. May need to contact legislators now.

There are three things John would like to see completed – finish the Phase II implementation across the state, put in place 911 trunks across the state lines, and migrate a portion of the wireless network to a digital environment.

To save the surcharge from being reduced, John stated he would distribute it to the PSAPs. John will put the members of the Government Oversight Committee on the ia911info share site.

#### **VoIP Collection Surcharge Letter**

John asked whether anyone has been receiving any surcharge funds from VoIP providers. Mediacom/Sprint is remitting. Only one provider has pushed back and is against remitting.

### Technical Advisory

Bob Hudson reported this is the season for scamming. Bank scams via email getting account activity. Phishing or Vishing – A new kind of identity theft scam, with thieves using easy-to-obtain VOIP (voice over Internet Protocol) telephone numbers to trick Internet or telephone users. In phishing scams, identity thieves send an e-mail that looks like it comes from a bank, credit card company or online payment service such as PayPal. The e-mail typically says the recipient's account has been compromised in some way, and it contains a link to an official-looking Web site where the recipient can enter account information. Identity thieves ask potential victims to call a phone number attached to a VOIP account, once users call, they are asked for personal account information.

Bob also reported that Galveston, TX has turn up the first VoIP PSAP. System was put in by TCI and they have been invited to the fall conference to speak.

Dave Kaus reported there are a lot of new toys out there. Ex: Sony has a wireless mouse that acts as an IP phone. Toys are there to make VoIP very mobile.

### Public Information Campaign

Jamie Carlund reported that Maxim of Newton, Iowa has completed the artwork and text layout for the proposed informational brochure. This project has been put out for bids, but as of today, no bids have been received. Maxim's cost for 5000 full color copies including artwork cost would be \$2879.25. Black & white would be \$1,000.00 cheaper. The artwork charge is \$700 and that gives us the right to print ourselves or posted on a website to be downloaded and printed. Maxim did state that if they received the bid they would reduce the cost of the artwork by \$250, but they would need to know this week to be able to print and have available for distribution by State Fair time. Question was raised whether 5000 copies was enough.

### Database Standards for Iowa (John Benson, Jamie Carlund, Danielle Moore and Sally Hall)

The committee has received a lot on input. On July 14<sup>th</sup> John Benson, Jamie Carlund and Sally Hall visited Warren County. There are several ways the community name field is used. The field may have the township, 911 community or postal community. Need to look for normalization of the street name, street suffix, pre & post direction. This is not just a PSAP issue. Telcos have a responsibility to present proper information. If the customer uses a rural route or no address, they shouldn't get phone service. It would take a large amount of time and money to complete a change to the NENA 2 Standards (02-010 & 02-011). Where will the money come from? Conceptually this is a very good idea. Implementing is where the difficulty lies.

Would need to have workshops regionally to present what the NENA 2 Standards (02-010 & 02-011) mean, discuss the impact, the potential liabilities and benefits.

Motion by Dave Kaus, seconded by Mike Bryant to adopt the NENA Standards for the State of Iowa to be used as a guideline in setting up standards for the State of Iowa. All ayes. Passed.

Same committee will put together an outline for presentation at regional workshops.

Tabled discussion on the PBX Standards.

### Items for Discussion

#### Fall Conference – November 8<sup>th</sup> at Holiday Inn, Merle Hay Rd

Use the theme of "Iowa Future Vision of 911" for the conference. Will have guest speakers from Intrado and TCI. Panel discussion, John Benson will speak and the Database Standards Committee.

NENA will be on November 7<sup>th</sup> same location. Planning to have someone speak on disabilities.

### Next Generation of 911 Systems

Need to put in the Iowa Future Vision of 911. Bob Hudson said he will put this on the ia911infoshare site and ask for input.

#### Unfinished Business

Motion by Mike Bryant, seconded by Bob Hotchkiss to give authorization to Jamie Carlund and John Benson once bids are received to select the vendor that will print the informational brochure. All ayes. Passed.

#### New Business

Mike Bryant asked about purchasing shirts with a logo for the council board members. When a member is at a workshop or at the state fair. Will check to see if this is an acceptable expenditure. Mike will bring information to the September meeting.

#### Vision for the Future

Bob Seivert will take ideas from the council and conference, write a white paper asking for input from the members.

Sandi Hutchcroft shared information and had copies available about NENA VoIP E911 Deployment and Operational Guidelines and Call Routing and Testing Validation Standards.

#### Travel Requests

None.

#### Announcements

Thanks again to Roger Nurnberg for setting up the meeting place and accommodations.

Next meeting will be Thursday, September 21 and planning session Friday, September 22 in Dubuque.

Meeting adjourned at 8:42 p.m.

Respectfully submitted,

Sally Hall, Secretary