

**Iowa E911 Council
March 21, 2007
Iowa State Patrol Headquarters, Post 1
Des Moines, Iowa**

Call to Order

Meeting was called to order by Chairperson Kirk Hundertmark at 10:00 a.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
<u>Secretary</u> alternate	Sally Hall	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Kirk Hundertmark	Present
<u>Chairperson</u> alternate	Connie Hambly	Present
Iowa State Sheriff's & Deputies Association (ISSDA)	Dean Kruger	Present
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
<u>Vice-Chairperson</u>	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)	Steven Ray	Present
alternate	Doug Reed	Absent
Iowa Emergency Medical Services Association (IEMSA)	Deanna Bachman	
alternate	Bill Hotchkiss	Present
Iowa Telephone Association <15,000	Pat Snyder	
alternate	Bob Hudson	Present
Iowa Telephone Association >15,000	Natalie Stallman	Present
alternate	Paul Mason	Present
Cellular Providers	Jason Fenton	
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		Via Phone
Barb Vos, Iowa E-911 Program Planner		Present

Guests:

Jill Randolph, Cedar Co. 911	Terry Martinson, Cedar Rapids Fire-Linn Co 911
Mary D. Miller, Iowa Co. 911	Joan Hinders, Story Co Sheriff's Office
Mark Murphy, Dubuque Co 911	Joni Holben, SCI Reg Admin
Diana Borash, WestCom	Jo Duckworth, Creston PD
Doug Shutts, Telecommunicator Board	Mahala Cox, Warren Co EMA/E911

Approval of Minutes

Motion by Dave Kaus, seconded by Bob Seivert to approve the minutes of the January 17, 2007 meeting. All ayes. Passed.

Agenda

Motion by Sandi Hutchcroft, seconded by Dave Kaus to approve the agenda. All ayes. Passed.

Introductions

Board members and those in attendance introduced themselves.

Report of Officers, Boards and Standing Committees

Technical Advisory

Bob Hudson reported that Vonage – one of the first VoIP providers – is in financial trouble. A \$197 million lawsuit has been filed against them by Verizon. This lawsuit has gone through the appeal process and was reduced to \$58 million. Verizon has asked that Vonage be shutdown as their penalty in lieu of payment. Bob didn't think that Vonage would shutdown but may see some different players in the market and going in a different direction. None of the VoIP providers that are in the national market are making any money yet.

New twist on WiFi – There is a new handset coming out working off WiFi. It has limited range and applications. Earthlink is the first to have available.

Dave Kaus reported New York state legislature is trying to pass a bill requiring PSAPs, wireless and wireline providers to provide coverage maps showing where 911 works. AARP is backing this bill.

Sprint/Nextel may be having some problems. The FCC is looking at fining them \$500,000 to \$1 million for noncompliance in their handsets.

State of Iowa Administrator Reports (John Benson) via phone from LA

Legislation

John reported on the amendment in the Justice Systems Appropriation subcommittee that would make a one time appropriation of \$500,000 to the 211 service program from the E911 emergency communications carryover funds. John and Wade Travis went to the State Capitol and met with Rep. Todd Taylor to discuss this issue. The call was put out to the 911 community to contact the state legislators on the subcommittee to remove this amendment. As of yesterday, the amendment is still in place. Senator Tom Hancock is to introduce an amendment to remove the amendment. John made the legislators aware that if the E911 emergency communications funds are used for other than their intended purpose, that could jeopardize the eligibility of receiving federal funds from the Federal 911 Act passed in 2004. If that is ever funded.

Also discussed the press release that was issued during the recent snow and ice storm to call 911 to find out shelter information. The appropriate officials were notified and the contact agency for this information was changed to 211 (The Iowa Concern Hotline).

Yesterday HF353 Statewide Interoperable governance bill passed in the House on a vote of 99-0. The bill will move forward to the Senate. If passed by the Senate and signed by the Governor, it will be effective July 1st.

CTA Interoperability Feasibility Study – The invitations to complete the survey were sent out just before midnight last night to 300+ individuals. It is anticipated that it will take a 2 ½ to 3 week time period to receive the information. Greg Szczutkowski from CTA will be at the APCO Conference on March 28th.

David Miller will be at the NENA meeting on March 27th to talk to the 911 community concerning the use of 911 during the recent ice/snow storm.

John requested information from Qwest about the volume of calls during the storm. The storm did increase the volume by approximately four times its normal use. When the call was put out to use 911 to find out emergency shelter information, the volume double the normal use. During the course of that event only 2 calls were dropped out of 8,000 due to network congestion. One of the misconceptions the Governor and Lt. Governor had about the call volume was that you can increase the number of employees to answer more 911 calls coming in. John did explain to them that there is not an endless number of phones at a PSAP to answer the incoming 911 calls. If you have two call taking position, only two people can be answering calls.

Phase II Deployment, Mapping & VoIP

John reported that all Phase 2 requests have been sent and mapping has been installed in all the primary PSAPs.

The State Auditor has given their approval of reimbursing mapping expenditures – from the carryover - which a PSAP had incurred in a previous fiscal year. This question was also presented to the Attorney General's office for their opinion. John is waiting to hear from Kris Gates, liaison at the Attorney General's as to their decision.

The carryover fund application hasn't really changed since the January 17th meeting at the West Des Moines Library. Those documents are in still in draft form but the concept is sound.

IP Network Testing

John Benson and Barb Vos with Qwest, Intrado and Positron on Monday. It is scheduled that the IP network will be operational by July 1st and be in operation for one year. It will be separate of the existing network. The test sites will be at WestCom, Des Moines PD, Polk County Sheriff – which all have Positron. A dummy site will be setup at the Armory JFHQ which will allow other vendors to come in and test their equipment. We will be supporting the base cost of this IP network, but John is negotiating with the vendors on the costs incurred for their testing. One of the main concerns about the IP network is voice quality.

Dave Kaus asked if interoperability is intended to put the wireline and wireless networks together. John explained the interoperability study is to find out what the emergency communications systems across the state look like and what it out there. The end results of the study will present us with opinions of how we can move forward making interoperable communications function.

Sandi Hutchcroft brought forth discussion on Chapter 34A. Will this cause a reopening of the E911 emergency communications funds distribution formula? There also was discussion on how and what these funds can be used for.

Sandy Morris reported that the Department of Public Safety as trying to get a one time appropriation of \$600,000 from the E911 emergency communications carryover funds to maintain the T1 lines utilized for the State System. A funding source for this appropriation will need to be found or costs to the individual agencies using the State System will increase dramatically. As of yesterday the funding for the T1 lines was not in the governor's budget.

Paul Mason asked John that even though Qwest only dropped only two calls during the storm, in November 2006 100's of calls were dropped and what can be done to see that this doesn't occur again. Discussion of evaluating the PSAP and Network Standards in the administrative rules and reviewing service level agreements with Qwest in Iowa.

Call with John Benson was disconnected at this time.

Financial Report

The financial report was reviewed.

911 Council Shirts

Mike Bryant reported that he ran into a snag with the company that he was working with. They didn't have all the different sizes available for him to bring to the meeting. Chair Kirk Hundertmark had designed a new logo for the 911 Council agenda and he also brought a sample shirt with this new logo. Cost would be \$25.00 for sizes S-L and an additional cost for larger sizes and tall. It was the council's consensus to order the shirt that Kirk had presented.

Items for Discussion

State Standard Form for Wireline/Wireless

Danielle Ramsey was not present to report.

PSAP Guidelines for Taking Wireless 911 Calls and Training

Sandy Morris reported that the committee has made some progress. Jo Duckworth has a first draft. The committee will continue to complete this project.

Standards for Iowa PBX 911 Requirements

Natalie Stallman passed around a copy of the NENA document 03-502 Trunking for Private Switch 9-1-1 Service. She stated that this was a good document but it needs updating. Natalie spoke with Rick Jones, Operations Issues Director for NENA and he agrees it does need to be updated. Other documentation in reference to PBX legislation and laws was handed out. There are several states that have enacted law to regulate PBX 911 requirements. None of these documents address Centrex or Centron. Chair Hundertmark mentioned that Paul Ohlerking – Telecom Specialists from Des Moines Public Schools – has offered his assistance on this committee. The committee will continue to pursue a standard. Hope to have it ready by next summer.

Jack O'Donnell asked if council funding could be used to hire a consultant to help in the process of developing a PBX standard. Barb Vos will discuss this with John Benson and then ask the Attorney General's office.

Standard Process for MSAG Change Notification

The committee has not been able to meet yet.

McCleod Communications

Chair Hundertmark has contacted McCleod for their 24/7 contact number but has not received any information from them. He will contact them again.

Unfinished Business

None.

New Business

It was brought before the council when Terry Nixon – Davenport PD – had called U.S. Cellular to track a phone number that it took 40 minutes for them to reply. Paul Mason explained that it is U.S. Cellular policies to have the paperwork in hand before giving out information because of customer privacy. Usually U.S. Cellular will wait on the phone while the paperwork is being faxed then release the information to the calling agency. There are some providers that will not accept a request unless you are using their form with their logo. Discussed a standardized form when tracking a phone number that would be used statewide. There is a generic form on the NENA website.

Newsletter – A date of April 30th was set to have all articles to Barb Vos and she will send it out one week after that.

Legislation – Jack O'Donnell thought there should be a formal vote by the council concerning the efforts to raid the 911 carryover funds. Motion by Jack O'Donnell, seconded by Mike Bryant that the 911 Communications Council opposes the on going efforts to raid the E911 emergency communications carryover funds. All ayes. Passed.

Travel Request

None.

Business From the Floor

Paul Mason did bring to discussion again about Qwest dropping calls in October of 2006. The problem at that time was thought to be a trunking issue. Bob Seivert asked if the capacity can be increased to handle calls when needed.

Announcements

There will be a NENA sponsored class on March 26th Disaster Planning for PSAPs. NENA conference on March 27th and APCO conference on March 28th. APCO will be presenting Milestone awards this year and selling T-shirts.

Diana Borash announced that Racom will be giving a presentation at 1:00, 3:00 & 5:00 this afternoon at WestCom. Those time slots are full, but they would be available between sessions at 2:00 & 4:00.

Next Meeting Date

Next meeting and annual planning session will be Thursday, May 17 & 18, 2007 at the Coralville Police Department.

Adjournment

Motion by Dave Kaus, seconded by Dean Kruger to adjourn. All ayes. Passed. 11:49 a.m.

Respectfully submitted,

Sally Hall