

**Iowa E911 Council
May 17, 2007
Coralville Police Department
1503 5th Street, Coralville, 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 |
| <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 | |
| Iowa Chiefs of Police & Peace Officers Association (ICPPO) | Jack O'Donnell | Absent |
| 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 | Absent |
| 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 | Absent |
| 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 | | Present |
| Guests: | | |
| Jill Randolph, Cedar Co. 911 | Cara Sorrells, Washington Co. Communications | |
| Mary D. Miller, Iowa Co. 911 | Dave Murray, Keokuk PD | |
| Dale Anderson, Anderson Consulting | Nancy Estrada, Ft. Madison Police | |
| Diana Borash, WestCom | Danielle Moore, Ramsey Enterprises, Inc. | |
| Roxiene Adams-Shada, Jones Co. Sheriff | Larry Smith, Frontier Communications | |
| Michael L. Ramsey, Ramsey Enterprises, Inc. | Ralph J. Kremer, Buchanan Co E911 Chairman | |
| Diana Richardson, Racom | Don Young, Qwest | |
| Lora Phillips, Johnson County Sheriff | | |

Chair Hundertmark extended thanks to Johnson County and Coralville Police Department for hosting the meeting.

Introductions

Board members and those in attendance introduced themselves.

Approval of Minutes

Motion by Sandi Hutchcroft, seconded by Mike Bryant to approve the minutes of the March 21, 2007 meeting with the following correction to IP Network Testing starting with paragraph #4: Sandy Morris questioned if the Department of Public Safety was 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.

John Benson stated he had not heard anything about DPS getting surcharge monies to cover this shortfall.
All ayes. Passed.

Agenda

Motion by Dave Kaus, seconded by Mike Bryant to approve the agenda. All ayes. Passed.

State of Iowa Administrator Reports – John Benson

Financial Report

The financial report was reviewed. Approximately \$3.6 million wireless funds were generated last quarter. Effective July 1, 2007 the percentage the PSAPs receives will increase by 1% to 25%. Overall this will generate approximately an additional \$36,000 that will be distributed to the PSAPs. This increase will be reflected on the October 2007 payment to each county service board. In the first quarter \$2.9 million was expended and \$3.6 million was received, leaving a carryover of \$638,390.99. Adding this to the previous carryover funds less the amount paid to the PSAPs that were reimbursed for installing mapping, using their wireline funds, leaves a total carryover of \$1,961,202.61. Approximately \$1.2 million of this carryover has been committed to projects. All PSAPs now have Phase 2 capability.

Out of State Wireless 911 Calls

One project that is currently being worked on is Interstate Interconnection – being able to transfer ANI & ALI across state borders. Iowa can now transfer ANI & ALI to Minnesota, South Dakota and Nebraska. Would also like to have this capability with Wisconsin and Illinois. It is unknown whether Iowa will be able to have this capability with Missouri. Larger metropolitan areas in Missouri have the capability but not the smaller rural counties. One of the larger LEC across the border doesn't see the need for the ability to transfer ANI & ALI. John expressed there is a need. Example: Davenport PD may transfer 50 to 60 calls across the border. Right now it is just voice being transferred. Funds have been set aside for this project.

Network Capacity

In 1999-2000 a study was done to see how many trunks each PSAP needed. This is being looked again to see if a PSAP may need to consider increasing their trunk capacity. If there are PSAPs that need to, money is being set aside so the PSAP doesn't have to bear any of that cost. John has been in contact with Qwest about making the Condition 1 Routing information more readily available to the PSAPs. These reports will be made available and soon as he receives them. Also will be working with Intrado and TCS to make available tower data.

Legislation

Senate File 575 Justice Systems Appropriation Bill included legislation stating that \$496,000 of the carryover fund should be distributed to the PSAPs. This will be distributed in July 2007. This figure was based on 124 PSAPs. Beginning July 1, 2007 there will only be 123 PSAPs. The payment will be at little over \$4,000 to each PSAP.

There have been questions raised by service boards about this payment and the Phase 2 mapping reimbursement payment pushing the ending fund balance over the 25% limit. John stated to put these funds in Unreserved/Designated. Have the 911 service board designate a formal use for these funds. That way it will not figure into the 25% limit.

John also discussed the application process for use of the carryover funds. The intent is to use the carryover funds to meet the gap that a service board is not able to meet after using wireline, wireless and other funding sources first. Will discuss this further at tomorrow's planning session.

Financial Report – EMD Funding

The bottom portion of the report shows the annual appropriation of \$200,000 is used for John and Barb salaries, travel, office supplies, council expenses, etc.

John also mentioned the DNR Iowa Digital Orthophotography Project \$75,000 was paid toward this project and those orthos are available at no cost by contacting John's office.

IP Network Testing

A test bed is being setup to explore going into Next Generation 911 technology. There will be a meeting of the entities involved on the 23rd to go over the protocols that will be used. 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.

The present system was meant to handle the phone on the wall. It was not meant to handle wireless calls, but was adapted to do so. It certainly is not meant to handle VoIP calls. Other methods to deal with are text messaging, video and photos.

Another aspect is to look at is interoperability. Radio, data and video are moving to an IP based technology. 911 should be included in this technology.

Discussed whether this test bed was actually an IP network.

Diana Borash asked how often the Condition 1 Routing reports would be available. John said that his discussion with Qwest today was to make them available quarterly and the report would be broken into detail.

Question was raised as to the use of wireless funds for staffing since GIS and database management is such an integral part. Could there be a consideration of revisiting Chapter 34A to include this. John felt this would be an uphill battle. This issue was brought up in the Oversight meeting again and there were multiply people stating that this has to be for equipment.

Report of Officers, Boards and Standing Committees

Technical Advisory

Dave Kaus reported that he keeps seeing in the trade journals that 911 still has holes in it. There are still more than 250 counties in the United States that have no 911 wireline service. If you take a look at all the facts, Dave believes Iowa is on the leading edge of providing 911 to the entire population.

Dave also reported when vendors that are bundling their product – TV, voice and data, the voice is usually VoIP. VoIP is the future.

State Standard Form for all ANI / ALI, NRF and Misroutes

Danielle Ramsey reported she is on the NENA Data Technology Committee which is working on this issue. Their next meeting is Thursday. She asked that this be postponed until the next meeting. The committee is bringing up several codes that are to be used for VoIP. Danielle is doing this committee by herself so Sally Hall was removed.

PSAP Guidelines for Taking Wireless 911 Calls and Training

Sandy Morris passed out a draft of the guidelines. The previous guidelines were Phase 1. This draft is Phase 1 & 2. It was Sandy's understanding the purpose of these guidelines was to provide a starting point for local PSAPs

to develop their own Standard Operating Procedures (SOP). They are very generic and there is emphasis at the beginning that these are guidelines and are not being mandated by the State. Sandy asked that people review them and provide input. If time permits, will work on the guidelines tomorrow. Chair Hundertmark reiterated when wireless was first started a set of wireless guidelines was developed. The council has been asked to update those guidelines and provide that information to the PSAPs. Chair thanked the committee for all the work they have done.

Standards for Iowa PBX 911 Requirements

Natalie Stallman reported that she had talked to two states Minnesota and Illinois. They discussed where they thought the holes were in the NENA Standards. They had embraced the NENA Standards originally but thought it was a little outdated. Natalie spoke with Rick Jones, Operations Issues Director for NENA and he shared with her that the standards does not address Centrex or Centron and VoIP hasn't been adapted. Mr. Jones agreed the standards need to be updated. The focus is to try and get all the members involved in the development of the original standards together. Chair suggested using Minnesota's standards as a model and felt that we need to temporarily put something together now as several businesses are looking for guidance. Basic items such as square footage of buildings, how big a complex, how are you going tie different buildings together – that may be in different counties – and make sure that 911 gets to the right PSAP. Will advise businesses these are recommendations and not mandated. John Benson asked the Chair about going beyond recommendations and changing the law. Chair felt would need to wait until we get into the next generation of how we are going to interface these systems. Illinois has had this in law for a few years but there is no good way to enforce this.

Standard Process for MSAG Change Notification

The committee has not been able to meet yet. Tabled until next meeting. Danielle Moore stated she had look at the NENA Standard and there is nothing in the standards. The Chair reiterated the council is looking to develop a standard to give out.

Items for Discussion

Natalie Stallman asked if the State is looking at Reserve 911 for the State. There are local jurisdictions that have the Reverse 911. Chair Hundertmark spoke on the "A Child is Missing" program which is free. Other products like Reverse 911 are Code Red and City Watch (Des Moines PD). But there are costs with these products. The database needs to be maintained. The information for the database is obtained from public information.

Diana Borash brought before the council about Dept. of Public Safety budget shortfall of \$600,000 that would have been used for the State System – the legislature didn't appropriate during this last session. State System terminal fees may go up as much as 60% July 1, 2007 if the Commissioner is not able to find the money in his budget to cover the shortfall. PSAPs need to keep this in the forefront. Diana offered to draft a letter and send to all the PSAPs which could be used to send to their legislators.

Unfinished Business

Database Standards for Iowa

Danielle Moore asked to revisit the issue of Database Standards for Iowa. Currently the council is recommending these standards be used as a guideline. There was a very proactive movement following the workshops but a concern was raised whether all agencies involved are still doing it, do they need help, can this be made a standard now. Chair asked Danielle if she now wanted to make it a law by amending Chapter 34A. She commented that some were not going to make any changes until it is required. Chair felt we are still a couple of years out from amending Chapter 34A. Should wait until there several changes to be made and include the Database Standards as part of the changes at that time. Danielle asked about filing the standards as an administrative rule. John Benson commented it could be done by administrative rule, but just because you file a rule doesn't mean that it will become a rule or a rule exactly as it was filed. The main goal set last year was 1) to get the information out and keep this information out there, 2) provide training across the state, 3) make these standards a recommendation for the next three or four years and 4) keep moving forward and eventually seeing that this change be made a part of Chapter 34A.

John Benson commented that in the future Chapter 34A may completely disappear of the IP environment. There may be a whole new communications chapter in the Iowa Code. John is going to be filing a rule that will put the

NENA 02-010 and 02-011 in there but with language stating these standards should be used. Also to be included in the rule is how the 24% - 25% funding is to be used.

New Business

None.

Travel Request

None. Just a reminder that travel forms must have an original signature. Travel forms were passed out by John to the council members.

Business from the Floor/911 issues at PSAPs

John Benson informed the council that the FCC is giving some serious consideration of reopening the wireless accuracy issue.

Announcements

Planning session tomorrow at 9:00 a.m. same location.

Next Meeting Date

Next meeting will be Thursday, July 19, 2007 at Pella.

Adjournment

Motion by Dave Kaus, seconded by Mike Bryant to adjourn. All ayes. Passed. 8:30 p.m.

Respectfully submitted,

Sally Hall