

**Iowa E911 Council**  
**Thursday, May 18, 2006**  
**Cass County Community Center**  
**805 West 10<sup>th</sup> Street, Atlantic, Iowa**

Call to Order

The meeting was called to order at 7:03 p.m.

Roll Call

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

Staff:

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

Guests:

Dennis Denton, Adair County Sheriff's Office  
 Roger Nurnberg, Union County E911  
 Lamar Spies, Wiota Fire Department  
 Mahala Cox, Warren County  
 Kathy Inman, Audubon County Sheriff's Office  
 Todd W. Johnson, Audubon County Sheriff's Office  
 Rob Koppert, Cass County E911/EMA  
 Roger Muri, Atlantic Police Department  
 John Hutchcroft, Dubuque  
 Sandy Morris, Des Moines Police Department  
 Terry Martinson, Cedar Rapids Fire Department  
 Scott Russell, Adams County Ambulance  
 Ronda Mothershead, Adams County Sheriff's Office  
 Larry Hurst, Mills County Emergency Management/E911

## Approval of Minutes

Motion by Sandi Hutchcroft, seconded by David Kaus to approve the March 15, 2006 minutes. All ayes/no nays, motion passed.

## Approval of Agenda

Motion by Bob Seivert, seconded by Mo Warford to approve the May 18, 2006 agenda. All ayes/no nays, motion passed.

## Introduction and Welcomes

### State of Iowa Administrator Reports. (presented by Barb Vos)

#### Report on the Inoperability Program (HF2621)

- This act "died" this current session however may come back during next year's assembly

#### AG's opinion on responsibilities of 911 Service Board and 911 Coordinator

- have not yet heard anything as of this meeting/date

#### Deployment of Phase II, Mapping & VoIP-Update and progress

- 80 counties and 92 PSAPs have been completed
- Phase II implementation is expected to be completed by the end of the current calendar year

#### 911 Financial Reports

- all the numbers that were presented are current
- there must be some planning for the current surplus of money, (currently at about 1 million), as questions may arise by others if there is a substantial amount of funds available however there is not a identifiable need

#### Update on Response from VoIP providers for Collection Surcharge letter

- The State's office has had no response from any of the VoIP providers

## Reports of Officers, Boards and Standing Committees

### Technical Advisory, (presented by Dave Kaus & Bob Hudson)

- presented information reference only some of the VoIP providers have provided the FCC information regarding their 911 capabilities
- it also appears that the FCC is moving a portion of the 700mhz spectrum to be used by public safety for interoperability
- CALEA is attempting to get the FCC to have VoIP providers to be considered to be part of the communications media instead of the data
- information was presented about how Galveston, Texas has started to utilize technology to incorporate the internet into their PSAP
- reported that AOL and EBay are becoming VoIP providers
- Because of the lack of restrictions, telemarketers are able to call on customers

### Public Information Campaign, (Jamie Carlund)

- a draft copy of a pamphlet was presented for review, which was created by Maxim® of Newton, Iowa. Maxim® stated that a final product could be available by the dates of the State Fair. Questions were raised about who would pay the costs for the materials, the State or the local jurisdictions. Maxim® is proposing costs of 500 copies for \$1,073.80. To obtain the printing rights would cost \$700 and then as many copies could be printed off as needed with less cost per copy. The suggestions of obtaining sponsors for the pamphlets to assist in the costs was presented by Sandi Hutchcroft.

## Data Base Standards for Iowa, (Jamie Carlund)

- there has not been an Attorney General's opinion and all of the feedback reference this issue has been sporadic. The postal standards are the suggested format. The general consensus is that this needs to be accomplished however it is unsure who will perform this work. This standardization affects every level.

## Items for Discussion

### Planning for Iowa 911 Council Fall Conference on November 7<sup>th</sup> & 8<sup>th</sup>, 2006

- Sandi Hutchcroft & Mo Warford were placed on the conference committee
- a representative or presentation about how Galveston, Texas is operating with the newest technology would be very interesting
- Mike Bryant reminded everyone that NENA's election is being held during this years conference

## Unfinished Business

-none noted-

## New Business

- Sandi explained to all the Media-Com® is now offering VoIP in the Dubuque area
- Kirk replied that Media-Com® is processed through Intrado® and is treated as if it were a land-line phone
- Barb stated that she has not been contacted by any of the VoIP providers to "hook-up" to the wireless tandems. Barb stated that there are over 400 VoIP companies that could be providing this service in Iowa as of two months ago, from the meeting date.

## Travel Requests

-none noted-

## Business from the Floor / 911 Issues at PSAPs

-none noted-

## Announcements

- The fall conference will be held November 7<sup>th</sup> & 8<sup>th</sup>, 2006 at the Holiday Inn, formerly the Four Points Sheraton.
- Barb brought a message from the State Office whether there should be as many meetings. Individuals at the State Office questioned if all of the meetings were necessary, maybe to reduce costs/expenses. This topic was relayed by Barb from those who are not directly involved in the meetings and may not understand the importance of the travel to outlying areas/jurisdictions. Mike replied that we must go to the people as many cannot come to us and our meetings when held in Des Moines. Mike saw value in the approximately \$5,000 spent annually by the committee members. Bob Seivert motioned to keep 3 travel dates included in the 6 total meetings. Mike Bryant seconded the motion. All ayes/no nays, motion passed.
- next meeting is to be held Thursday, July 20<sup>th</sup>, 2006 in Creston, Iowa at the Super Tel Convention Center, 800 Laurel Street beginning at 7:00 p.m.

Meeting Adjourned @ 8:45 p.m.

Respectfully submitted – Doug Slagle

**Iowa E911 Council**  
**Friday, May 19, 2006**  
**Super 8 Motel, Meeting Room**  
**1902 East 7<sup>th</sup> Street, Atlantic, Iowa 50022**

Call to Order

The meeting was called to order at 8:34 a.m.

Roll Call

	<u>Representative</u>	<u>Attendance</u>
Iowa Association of Public Safety Communications Officers (APCO)	Doug Slagle	Present
alternate	Sally Hall	Excused
Iowa Chapter of the National Emergency Number Association (NENA) <b><u>Chairperson</u></b>	Kirk Hundertmark	Present
Iowa State Sheriff's & Deputies Association (ISSDA)	Dean Kruger	Excused
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alternate	Kirk Page	Excused
PCS Providers	David Kaus	Present
Auditor of the State, Ex-Officio member	Warren Jenkins	Absent

Staff:

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

Guests:

Mahala Cox, Warren County

**Call to Order**

Motion by David Kaus, seconded by Mo Warford. All ayes/no nays, motion passed.

## **Items for Discussion**

### **Planning for Iowa 911 Council Fall Conference on November 7<sup>th</sup> & 8<sup>th</sup>, 2006.**

- Bob Hudson stated that he would check on Galveston, Texas to check their availability and willingness to provide information about their PSAP. Sandi Hutchcroft will assist. The suggested theme for this topic is "The next Generation of 9-1-1".
- Conversation about PSAPs monitoring web-cams and how this would impact their work load and add responsibilities other than their primary job description.
- Bob Seivert wishes for a letter to describe and to explain what our future holds. Bob wishes for a vision letter to be sent out to the chiefs and sheriffs of PSAPs.
- Bob Seivert would like to see all PSAPs across the State of Iowa to be equal in the possession and application of technology.
- Mo Warford emphasized that PSAPs need to realize that technology is fluid and there is a need to keep up with the most current advances and not to remain stationary.
- David Kaus believes the wire-lined 911 system needs to be updated as wire lines are fading away due to the embracing of wireless technology.
- Jack O'Donnell inquired if there were any other states that were totally up to date with the technology. Barb Vos stated that PSAPs within other states that are most up to date however no states are completely up to date with technology.
- Kirk Hundertmark stated that it would cost approximately \$1 million to place one router which are 10-12 years old to get them with the most up-to-date technology. Mo Warford and Barb Vos suggested 2-3 beta test sites, both rural and metro, to make sure that the technology is compatible with different types of PSAPs and their needs. Kirk Hundertmark replied that the money should be well spent looking at the direction of technology. Trying to obtain money from VoIP providers is difficult due to the anonymity of the providers. Wire line money is decreasing and shifting to wireless, thus shifting from local control over the money to the State control.
- Kirk Hundertmark believes that if all PSAPs are going to be re-created equally with an IP network then the State needs to have control over the funds to match up the networks.
- Jack O'Donnell wants to put the interoperability group back together even though the bill was stopped in the House and did not progress.
- Jamie Carlund believes that the VoIP and the interoperability topics be presented at the Fall Conference.
- Sandi Hutchcroft stated that it would be great to have a vision letter that is evolving and coming from the State 9-1-1 Council versus being drafted from a vendor.
- Jack O'Donnell believes that the regionalization of communication centers is the future

Break (0957 – 1010 hours)

### **Data Base Standards for Iowa & possible workshops**

- Kirk Hundertmark questioned whether there was still interest in the MSAG database standardization throughout the State of Iowa. Jamie Carlund stated that Tel-Co currently follow the standards and they are hoping that the standards would be placed in effect. Kirk Hundertmark believes that the council should have a policy on standard guidelines reference MSAG rules. The time to implement changes is now before any regionalization of PSAPs begin. As we enter that spectrum, there is a greater possibility that duplicate addresses would exist, making it confusing and a lot of work to correct. Kirk Hundertmark proposed that we adopt the NENA-2 standards and would like a vote reference this at the next meeting. Motioned by Bob Seivert, seconded by Jamie Carlund, all ayes/no nays, motion passed.
- Kirk Hundertmark stated that we need to identify which counties are following the NENA-2 standards and which are not using this format. Workshops and publicity to the PSAPs/MSAGs to explain why the standard is important and vital.

### **Public Information Campaign – Brochures etc.**

- Jamie Carlund is concerned about funding for the pamphlets. An idea was presented about placing the pamphlet on a web-site allowing individual entities to print off at their expense to distribute. This would allow local boards or PSAPs to have access to an unlimited amount of this resource. A concern before a final pamphlet is approved is to identify the correct target audience.
- Barb Vos believes that it is okay for corporate sponsorship to fund this information campaign. It is believed that the State can offer approximately \$5,000 towards the printing however that is not a lot when taking into consideration the quantity needed. Barb Vos will check with the State to see what the printing costs would be through them.

Break for Lunch (1125 – 1302 hours)

### **PBX – Private Switch Enhanced 9-1-1**

- Kirk Hundertmark stated that the expenses associated with the implementation of enhanced 911 service on a multi-line phone system is carried by the business or building, such as hotels and nursing homes. Kirk Hundertmark questioned whether there was any enforcement of this requirement or standard. Kirk Hundertmark also believes that this should be written into law, adding it to Ch. 34A as a legislative rule. Motion by Bill Hotchkiss, seconded by Bob Seivert, all ayes/no nays, motion passed.

### **Communications Interoperability and Effects on 911/Long term 911 Funding – Grants to build out 911 networks, VoIP Etc. – PSAP and future technology effecting 911 Iowa/Next Generation of 911 Systems (discussion of these topics combined)**

- There may be a need to create a smaller committee to draft a vision letter explaining the goals of the board. Jamie Carlund believes that there may be a need to meet more often as there are issues at hand that need attention and addressing. Kirk Hundertmark would like to meet before the July 2006 meeting to discuss this letter, proposing a meeting at 1400 hours on July 20<sup>th</sup>, 2006 in Creston, Iowa. The vision letter committee, “Iowa Future Vision 911”, consists of Bob Seivert, Bob Hudson, Sandi Hutchcroft & Jamie Carlund.

### **Unfinished Business**

- Bob Seivert expressed concerns about 911 tapes being public record unless “unusual circumstances” are present. Bob Seivert would like to see all 911 tapes to be considered confidential and not routinely open to the public. Motion by Sandi Hutchcroft, seconded by Bob Hudson, all ayes/no nays, motion passed.

### **New Business**

- -none noted-

### **Travel Requests**

- -none noted-

### **Business from the Floor / 911 Issues at PSAPs**

- -none noted-

### **Announcements**

- The fall conference will be held November 7<sup>th</sup> & 8<sup>th</sup>, 2006 at the Holiday Inn, formerly the Four Points Sheraton.
- Meeting are to held every other month, January-March-May-July-September & November, 2006.
- next meeting is to be held Thursday, July 20<sup>th</sup>, 2006 in Creston, Iowa at the Super Tel Convention Center, 800 Laurel Street beginning at 7:00 p.m.

Meeting Adjourned @ 1337 hours

Respectfully submitted – Doug Slagle