

**Iowa E911 Council
November 15, 2006
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	Absent
<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	Excused
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	Excused
<u>Vice-Chairperson</u>	Sandi J. Hutchcroft	Excused
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	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	Natalie Stallman	Present
Iowa Telephone Association >15,000	Bob Hudson	Excused
alternate	Jason Fenton	Present
Cellular Providers	Paul Mason	Present
alternate	David Kaus	Present
PCS Providers	Joe Sargent	
alternate	Warren Jenkins	Absent
Auditor of the State, Ex-Officio member		

Guests:

Jill Randolph, Cedar Co. 911
Mary D. Miller, Iowa Co. 911
Jamie Carlund, Iowa Telecom
Joni Holben, SCI Reg Admin

Larry Smith, Frontier Comm.
Mary Ann Perkins, Polk County Sheriff Comm.
Danielle Moore, Ramsey Enterprises

Chair Note

Sorry that Jamie Carlund is leaving the board, but pleased that Natalie Stallman is able to fill in.

Approval of Minutes

Motion by Bill Hotchkiss, seconded by Dave Kaus to approve the minutes of the September 21, 2006 meeting. All ayes. Passed.

Agenda

Motion by Dave Kaus, seconded by Bob Seivert to approve the agenda. All ayes. Passed.

Introductions

Board members and those in attendance introduced themselves.

State of Iowa Administrator Reports (John Benson)

Phase II Deployment, Mapping & VoIP

No report.

Financial Report

No report.

Report of Officers, Boards and Standing Committees

Technical Advisory

Dave Kaus reported information about internet, IP or VoIP classified switches or end office switches as they become obsolete are being replaced with soft switches that are software driven.

Future of 911 network – as the voice network evolves, the main network that is used to carry our conversations from one end to the other is quickly going away from the old time division multiplex type carrier to packet switching. The packet switching utilizes IP switching. Sprint has launched a feature for their network in one of their markets which give them the ability to locate family – which permission must be given to track a family member, but it also gives them the ability to go into the network via your cell phone and blog. Before it was even launched, Sprint had 10,000 subscribers signed up which most were young kids. Internet is becoming a way of life and VoIP is a part of communications. In a recent Telco magazine article, it talked about the number of subscribers or landlines that were lost to wireless. The article also said that a lot of the phone numbers from landlines are being lost because the subscriber is transferring the number to the VoIP service. So it is the PSAP that is losing the revenue unless the VoIP provider pays the surcharge to the PSAP.

Public Information Campaign

The new 911 brochure is available. It was first distributed at the Iowa State Fair and received a good response. Committee member Jamie Carlund did suggest that next year the NENA Hero insert should be updated with the new NENA Hero. The brochure is also available on the Homeland Security website.

Iowa 911 Council Fall Conference

Jill Randolph reported that approximately 60 attended the NENA Conference on the 7th and over 80 attended the State 911 Council Conference on the 8th. The speakers were very good. Chair spoke about the “A Child is Missing” program. This is a free program that can be used for a missing or endangered child that may not meet the criteria for an Amber Alert. This service can also be used for a missing person with Alzheimer's. They can send out over a 1000 phone calls a minute.

Database Standards for Iowa

Jamie Carlund reported that 6 regional workshops were held during the month of October and the first week in November. The different agencies that attended were from counties, police departments, phone companies, service board members and Iowa E911 Council board members. This same presentation was given at the State 911 Council Conference on November 8th. Committee members have received several calls inquiring further about the Database Standards. Jamie has copies of the presentation if anyone would like a copy. A very favorable response was received at the workshops.

911 Council Shirts

Mike Bryant was not present. No report.

Items for Discussion

State Standard Form for Wireline/Wireless

This was one of the main comments brought up at the regional workshops. Agencies are asking if there could be one generic form used to report “No Record Found”, misroutes, incorrect address information, etc. Dave Kaus asked where do these forms go when they are filled out. Wireline forms go to Intrado. Wireless forms go to the carrier.

Danielle Ramsey commented that basically the information on both the wireless and wireline forms are the same. Chair asked Danielle to work up some forms to have at the next meeting. Will ask John Benson to review the forms. The council will adopt a standardized form for the State of Iowa and make it available via download on the Homeland Security website.

Standard Process for MSAG Change Notification

MSAG change notification was another highly talked about issue at the regional workshops. Some county jurisdictions do have trouble getting MSAG updates from other agencies. Question was raised at the workshops, "Is there a way to mandate MSAG change notification?"

Next Generation of 911 Systems

Chair reported that John Benson had reported at the conference they are going to start testing with the new Positron Viper system in January on a local private IP network. WestCom has offered to be a test site along with another site. These sites will be setup on a local private IP network for the testing. This will not be for the public. Chair also mentioned to Mr. Benson about opening it up to other vendors. Dave Kaus asked if this will be backward compatible with the existing network. Chair did not know. He said he would visit with Mr. Benson to see if it would be worthwhile to have the January council meeting at WestCom.

Paul Mason stated he had been to a presentation of the Viper system. Will still have your traditional selective routers and they will still connect your PSAP. With that you will have your IP based solution come into the PSAP also. They see that IP based solution sharing your CAD, mapping and ANI/ALI with adjoining counties and possibly bring the NCIC into that system. And have an IP based interconnectivity soft switching between PSAPs. New York City already has this in use. The biggest hurdle is getting dedicated secure facilities that don't go down or are redundant in a ring. If you're going to share CAD you would need one type of standard used so various vendors could interface. This would be its own network. Just like the NCIC is now.

Also talked about integration of radio systems. The logical way would be to use the ICN and building your own piece. The Iowa Health System in on the ICN reaching hospitals across the state. 911 wouldn't have to building our own private network but it would be riding on the ICN network.

Unfinished Business

None.

New Business

Jason Fenton stated last Friday that US Cellular was able to resolve an issue with Qwest. Customers dialing 911 receiving a fast busy. The problem turned out to be a capacity issue on the selective router. Any wireless carrier that has connection to the selective router would have been affected. It was so random, it was hard to reproduce because it was happening only 1 in 10 or 15 calls. Then it may hit all of a sudden with 4 or 5 calls in a row. As of Friday, US Cellular was averaging 9 a day then it went to zero. Qwest increased their capacity for incoming calls into that selective router. It was unknown what Qwest's capacity was as they stated that was proprietary information. US Cellular first recognized the problem on Monday. Then again on Wednesday. At first Qwest was stating the PSAP was busy, but Paul Mason happened to be sitting in Poweshiek County PSAP and this problem occurred again, but none of Poweshiek County's lines were busy.

Danielle Ramsey brought up about the Database Standards service orders. She was reviewing the hard copy of the Viper power point presentation that Paul Mason has passed around. In the presentation it stated that the service order will take up to 72 hours to update. Danielle expressed concerns that the time period was not acceptable and that we should push to see that the turn around time for a service order be 24 hours. The NENA Standards state that this shall be done within 24 hours. Larry Smith stated that he has a couple of states that has 24 hours written into their law. You are leaving yourself wide open. Chair Hundertmark reiterated that is why the council recommended the use of the NENA Standards.

Paul Mason stated that he has received feedback from the classes he has taught at the 40 hours basic telecommunicator training class and in-services. Some of that feedback was that we need a book with a listing of all of the PSAP 24 hour phone number across the nation. In the case of VoIP, someone traveling could login several times days and each time be in a different location. How soon will they tire of entering the address information of their present location? There are reference books available now that list every law enforcement agency along with their number or you can also access this information through the Iowa System. Sandy Morris stated when she does training, she challenges the dispatchers to be creative and think ahead of time of ways and resources to use, but also you always need to verify the location and not solely rely on what appears on the computer screen.

Discussion about how to answer a wireless call and whether these skills are taught at the 40 hour basic telecommunicator training or at the PSAP level. There are standards available on the NENA website on answering wireless calls. Chair Hundertmark stated that every PSAP in Iowa should have a copy of the Wireless Plan as they were sent out approximately 2 years ago. This list all the PSAPs TN transfer numbers and 24X7 contact information of wireless vendors. Chair will visited with John Benson to see if a copy of the plan should be sent out again to all PSAPs and include information on the two different types of VoIP calls in Iowa – Sprint/Mediacom which uses wireline and others that use the state wireless network. Also include 24X7 contact information for the VoIP providers.

Also discussed auto rebidding. There are PSAPs that have spent several thousands of dollars to put the equipment in that will do the automatic rebidding every 10 seconds. Every time a rebid is performed it mutes the audio. Paul Mason has an email from NENA recommending that auto rebidding be shut off. Chair Hundertmark stated that after researching the council and John Benson notified all vendors to use manual rebidding only and to manually rebid no sooner than every 15 seconds . But you could have the option to auto rebid if you wanted.

There are a lot of misconceptions from the public that the PSAP knows exactly where you are when calling on your cell phone. Cell phone calls may not always give all the information needed. Possibly because of being inside a building, in a bad reception area outside, older cell phone, etc.

Bob Seivert brought up discussion about VoIP providers remitting surcharge. Chair Hundertmark stated that he has been receiving several calls from providers asking where to send surcharge and update information to and he has been providing that information to the providers. Over 400 letters were sent out to VoIP providers by John Benson stating that the VoIP providers are to remit surcharge to the local PSAP where the service is located. If the PSAP is receiving VoIP calls, they need to pursue the provider for that surcharge.

Discussion of contingency planning for conditional routing. This information was presented at the conference last year by Chad Haines from Qwest and Jamie Carlund from Iowa Telecom. Jamie did state that there are several jurisdictions that choose to not use conditional routing.

Travel Request

None.

Announcements

Spring conference will be March 27 & 28, 2007 at the Holiday Inn on Merle Hay. NENA will be on the 27th and APCO will be on the 28th.

WestCom is hosting two classes "Excellence in Comm Management" November 28 & 29 and Contingency Planning. TERT November 30 & Dec 1

Next Meeting Date

Next meeting will be Wednesday, January 17th at the State Patrol Headquarters Post 1 from 10:00 to 12:00 or possibly at WestCom.

Adjournment

Motion by Dave Kaus, seconded by Bob Seivert to adjourn. All ayes. Passed. 11:20 a.m.

Respectfully submitted,

Sally Hall