

**Iowa E911 Communications Council Meeting
September 18, 2008
Best Western Frontier Inn – Georgian (A) Meeting
2300 Lincoln Way, Clinton, IA**

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	Excused
<u>Secretary</u>	Sally Hall	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Kirk Hundertmark	Present
<u>Chairperson</u>	Brenda Vande Voorde	
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
alternate	Sandy Morris	Present
Iowa Association of Professional Firefighters (IAPFF)		
<u>Vice-Chairperson</u>	Mike S. Bryant	Present
Iowa Fireman's Association (IFA)		
alternate	Tom Berger	Excused
Iowa Emergency Managers Association (IEMA)	Bob Seivert	Present
alternate	Teresa Jackson	
Iowa Department of Public Safety (IDPS)	Todd Misel	Present
alternate	Steven Ray	
Iowa Emergency Medical Services Association (IEMSA)	Paul Andorf	Excused
alternate	Linda Frederiksen	Present
Iowa Telephone Association <15,000	Bill Hotchkiss	Excused
alternate	Pat Snyder	Excused
Iowa Telephone Association >15,000	Bob Hudson	Excused
alternate	Natalie Stallman	Excused
Cellular Providers	Bill Tortoriello	Excused
alternate	Jason Fenton	
PCS Providers	David Kaus	Present
alternate	Joe Sargent	
Auditor of the State, Ex-Officio member	Warren Jenkins	Absent

Staff:

Barbara Vos, E-911 Program Manager	Present
Kathy Karn, E-911 Program Planner	Present

Guests:

Connie Hambly, Story County E911	Dave Skou, Cherokee County E911
Dina McKenna, Story County Sheriff's Office	Norman Wellman, Delaware County E911
BJ Buss, EmergiTech	Ralph J. Kremer, Buchanan County E911
Diana Richardson, RACOM	Chance Kness, Clinton County EMA
Brian Hitchcock, SECC	Gloria Isham, Scott County
Dave Donovan, Scott County	Mary D. Miller, Iowa County E911
Jill Randolph, Cedar County	Sandi Hutchcroft
Michele Bott, Clinton County 911	

Introductions

Chair Hundertmark welcomed everyone and thanked Michele Bott and Barb Vos for arranging the meeting room and accommodations.

Board members and those in attendance introduced themselves.

Minutes

Motion by Dave Kaus, seconded by Mike Bryant to approve the minutes of the July 17, 2008 meeting. All ayes. Passed.

Agenda

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

State of Iowa Administrator Reports – Mrs. Barb Vos

Financial Report

Mrs. Vos explained the receipt and disbursement of the 911 wireless surcharge funds. Every quarter 911 wireless surcharge funds are received from the wireless service providers. Per Iowa Code, \$50,000 goes to Homeland Security quarterly. Wireless Service Providers received 21% of the fund to recover their cost for Phase I only. The LEC (Local Exchange Carrier) transport costs and ALI/Selective Routing are actual costs. PSAPs receive 25% of the quarterly funds received. The distribution of the 25% is based on call count and square miles covered by each service board. Per Iowa Code any remaining wireless surcharge funds may now be carried over each quarter. The wireless carryover funds have been obligated to the following:

- Next Generation Project (Next Gen)- \$600,000 – At the request of government oversight committee, the amount to be budgeted for this project was added.
- Network Capacity Increase - \$200,000 – This is a one time expense. This is for PSAPs that have been identified as benefiting from adding an additional 911 wireless trunk. This is still on going.
- Interstate Interconnect (est.) - \$525,000 – This is a one time expense but there will be monthly reoccurring expenses. This is to interconnect Iowa PSAPs with PSAPs in neighboring states. The direct trunking has been completed with Nebraska and Minnesota.
- Carryover PSAP Projects - \$1,505,653.97 – Projects approved, via the grant process, for PSAPs to access the Wireless Carryover Fund.

Dave Kaus asked if the wireless 911 surcharge funds that are received quarterly are increasing. Mrs. Vos reported this quarter was the largest amount received. Also Mrs. Vos was not aware of any VoIP company remitting any 911 surcharge fees. Sprint/Mediacom is remitting directly to the county service boards since they are using the wireline infrastructure.

Some VoIP service providers have been contacting local PSAPs asking for their ten digit trunk number. Chair Hundertmark has advised those PSAPs not to give the trunk number out. Mrs. Vos has been receiving calls from PSAPs also and she has been advising them to tell the VoIP provider to call her office. The providers are not following up by calling the State 911 Program Manager's office. Any VoIP service provider should be contacting Qwest Wholesale which would have to contact the State 911 Program Manager's office to receive the necessary authorization to provide service through the wireless network.

Kris Gates from the Attorney General's office has been our representative concerning 911 issues. She has left the AG's office and has not been replaced as yet. Mrs. Vos stated she would like to wait until Ms. Gates is replaced before pursuing the VoIP surcharge issue. If the immediate need did arise, the issue would be pursued.

Bob Seivert questioned how other states are fairing with this issue. Mrs. Vos stated that this issue would be discussed again at the end of October. VoIP service providers are not regulated. They do not have to answer to the FCC or the Utilities Board to do business. So it makes it very hard to contact them. Mrs. Vos continues to do the best possible with the contacts she has. She was able to acquire a list of

possible VoIP service providers doing business in Iowa. It is unknown if the VoIP customers are being assessed a 911 surcharge and if so whether it is being passed onto the appropriate entity.

Mike Bryant asked whether there was something that could be done legislatively. Mrs. Vos stated that the Iowa Code does say they are to remit but there is no teeth in the code that would penalize the service providers that do not remit.

Mrs. Vos will be meeting with the Government Oversight Committee tomorrow to review the wireless carryover obligated fund balance versus the carryover fund balance. The total obligated fund appears to be more than the actual carryover balance. The figures listed for the carryover projects are estimated except for the carryover PSAP projects. That is the only project that is known how much money is obligated.

- The \$600,000 obligated for the Next Generation 911 Project goes out monthly not in a lump sum. Mrs. Vos thought the entire amount would probably be expended.
- The \$525,000 for direct trunking for the Interstate Interconnect project probably would not entirely be used.

Mrs. Vos stated that we needed to ensure the amounts estimated were sufficient enough to cover the projects.

At the Oversight meeting tomorrow there will be discussion about the counties applying for funds from the wireless carryover grant program. No additional wireless carryover grant applications have been approved since July. There are several projects that are not completed yet due to the weather this summer. Several of these projects should have been completed before the flooding this summer and they still are not completed. The Government Oversight Committee asked Mrs. Vos to stop approving applications until their meeting tomorrow. The committee wants to see if there are different ways to do this because they are concerned that more money will be obligated than is available. Also the committee does not want to see the carryover balance get too low. They want to make sure there is enough money available to see that the Next Generation 911 project moves forward.

Dave Kaus asked whether the Iowa Statewide Interoperable Communications System Board (ISICSB) would be looking at using some of the funds set aside for the Next Generation 911 project (\$600,000). Captain Misel stated that Next Generation 911 is one of the components of the scope of work that Federal Engineering has been assigned to address. Mrs. Vos stated when the Next Generation 911 project was started, interoperability was not included. If ISICSB had been operating when the Next Generation 911 project was started, this could have been included in the Next Generation 911 project. Captain Misel stated the thought of asking for some of these funds had never really crossed their minds. As the 20% Public Safety Interoperable Communications (PSIC) planning money that is available to the ISICSB does not require a match.

Mike Bryant shared that it is important that the members of the Government Oversight Committee, along with other legislators, understand what this is about. To make them aware of this can be accomplished by meeting with these individuals in their home districts and getting into the local dispatch centers. Mrs. Vos stated that we need to use the same message. There is some confusion between the Next Generation 911 project and interoperability which is under the realm of the Iowa Statewide Interoperable Communications System Board. Mike Bryant stated that by communicating with our legislators this would lay a foundation in case we would have to do something legislatively.

Wireless Grants for Iowa Counties

See above.

Mrs. Vos stated that they may look at changing the process. There are some counties that have several applications and none of the projects are completed. May change the approval process to – you must complete one project before you can make application for another grant. Also projects to be completed in the current fiscal year and not the projectable years. The over all wireless carryover grant application process will be reviewed and necessary changes will be made by the State 911 Program Manager's Office.

Iowa's New IP 911 Network Testing & IP Testing Dates for Vendors

There has been more testing and everything has worked up to this point. Mrs. Vos will be meeting with Qwest next to discuss how they are going to bring in other vendors to test their equipment. Testing dates for the vendors will be set after that meeting.

WestCom, one of the four agencies that is a part of the original test group, will be moving to the new fire station that is west of Jordan Creek.

Out of State Wireless 911 Calls & State of Illinois Wireless 911 Calls – Kathy Karn

There are nine counties along the Iowa/Illinois border plus a tenth county that accepts calls for one of the counties along the river because it does not have 911. These counties have all agreed to move forward with the interstate interconnect direct trunking. Kathy has contacted Qwest and the E911 Account Team is meeting next week. They will be contacting the service providers in Illinois. Verizon and AT&T are the main providers. Currently for every call that is transferred across the border there is a long distance charge. These charges will drop once the direct trunking is completed. There will be other monthly reoccurring costs. In comparison there has been a slight savings in costs in Minnesota and Nebraska. The Illinois counties that will be a part of this project are Carroll, Hancock, Henderson, Henry, Jo Daviess, Mc Donough provides for Henderson, Mercer, Rock Island, Warren and Whiteside.

Report of Officers, Boards and Standing Committees

Technical Advisory

Dave Kaus reported that people are tying their VoIP PBXs with their LAN. This is not secure because it does not go through a firewall and is open to hacking.

CMAS (Commercial Mobile Alert System) – The FCC was tasked to come up with something to handle all the alerts for the United States. FEMA is going to be the aggregator of this. They are planning on having three types of alerts – Presidential Alerts, Imminent Danger Alert and Amber Alert. It is a strictly voluntary program for mobile carriers to enter into or not. Once they elect to handle the alerts, the people that want to receive the alerts will have to purchase new phones to handle the cell broadcast portion of it. This new handset will allow the subscriber to subscribe to this service or not. So it becomes voluntary on the subscriber and the provider. On September 8, 2008 the cellular companies had to notify the FCC whether they were going to provide this service to their subscribers or not. The handsets that can provide this service have not been manufactured. The equipment to handle the aggregation and the distribution of that aggregation is not yet on the market. Mr. Kaus estimated the projected 2010 date may be further out than that. When implemented, alerts will go out on a countywide basis. Mr. Kaus stated he could foresee that once the alert is sent out, the mobile networks will become clogged with people calling 911 trying to figure out what the problem is. This will cause a problem at the PSAPs and a networking problem.

Captain Misel stated that currently you can sign up for Amber Alert notifications by going to Amber Alert website at www.iowaamberalert.org. Captain Misel didn't think that you will notice a change in the program.

Nominating Committee to Replace Council Chairman for 2009-2011

Dave Kaus, Paul Andorf (Linda Frederiksen) and Captain Todd Misel volunteered to be on the committee and will report at the November meeting.

Iowa Interoperability Governance Board

Captain Todd Misel reported since the July meeting the contract has been awarded. Dina McKenna Vice Chair of the Iowa Statewide Interoperable Communications System Board (ISICSB) spearheaded the RFP team. Started out with twelve members and ended with seven on the team that actually read through the eight proposals that were submitted. Since January and until the announcement of which vendor the RFP was awarded to approximately 600 work hours have been put into this process. A lot of those hours were donated by the agencies that the team members are employed by. Captain Misel expressed his appreciation to those who did that. At this time Vice Chair Dina McKenna took the floor and reported there were eight vendors that had responded to the RFP. The seven member team

consisted of Dina McKenna-Story County SO, Les Fish-DPS/ISP Comm., Bob Younie-DOT, Todd Misel-DPS/ISP, Randy Goddard-HS/EMD Comm., Eric Nevins-DMPD Comm. and Terry Martinson-Cedar Rapids Fire. Ms. McKenna extended a special credit to Terry Martinson. During this time Cedar Rapids was dealing with flooding problems and was still able to get away to be a part of the RFP team. Ms. McKenna felt the floods helped their case by showing there is a need for better communications and interoperable communications. Ken Paulsen-DAS helped to facilitate and organize the RFP team and helped with the evaluation criteria.

Eight proposals were submitted ranging from \$700,000 to \$2,000,000 plus. There was a variety of experience and credentials in the companies that submitted proposals. The RFP team spent two days reviewing the proposals at which time the teams recommendation was Federal Engineering. They are a nationwide consulting firm with a diverse technology experience. They specialize in state and local projects with an emphasis on rural America. They have worked in several states across the nation which includes some of the states that surround Iowa. A few of the main reasons why Federal Engineering was selected were they are driven by user needs – not technology, will resist vendor hype and one size does not fit all. Economic viability – infrastructure sharing, cost of replacement/upgrade/maintenance and ideal systems rarely if ever get built. The ISICSB is at the point where a project manager needs to be designated. The contract with Federal Engineering was signed yesterday. A Kick Off meeting date needs to be set. Two representatives from Federal Engineering will be speaking at the Governor's Homeland Security Conference later this month.

Members of the board have been to EMA Region 1 and will be going to Region 4 next. The board plans reach out to all the regions.

Public Safety Interoperable Communications (PSIC) Grant

Twelve Public Safety Interoperable Communications (PSIC) grant applications have been received. A team consisting of Wendy Hess, Chair, Chief Mark Freese, Sheriff Doug Bass, and Mike Drake have been assigned the task of reviewing. Those members are going to ask a few others with a technical background to assist in this review process.

Dave Kaus asked if there are any milestone dates. Captain Misel stated that originally they had hoped to have a contract signed by the end of July but the disasters of this summer had caused a 60 day delay. He is hoping to have the finished plan from Federal Engineering in hand by September 2009. The PSIC grants will be awarded before that. The \$8,000,000 available for the grants has to be spent by October 2010.

The PSIC grant application committee met on Tuesday. This is going to be a difficult task for the committee to determine how this money will be distributed. There was approximately \$30,000,000 requested in the grant applications and only \$8,000,000 available. There are counties in the same regions competing against each other. The 80% pass-through money for the grants does require a 20% match.

Bob Seivert asked at the Region 1 meeting that was held whether the 20% money that will be used for planning requires a match. Captain Misel wanted to remind everyone that the 20% planning money does not require a match but ISICSB does want local involvement in the planning process. When the ISICSB says a statewide communications plan for Iowa, it is for everybody in the State of Iowa. The scope of work asks that Federal Engineering look at public and private partnerships.

The ISICSB is tasking Federal Engineering to come up with solutions. The board is not telling them this is what we want. They want recommendations from them – an objective opinion.

Captain Misel encouraged everyone to go to the DPS website at www.dps.state.ia.us and on the lower left hand side of the site click on Iowa Statewide Interoperable Communications System Board to review, minutes, agenda, the RFP, the vendors that submitted proposals, etc.

Captain Misel encouraged everyone to sign up to attend the Governor's Iowa Homeland Security Conference that will be held on September 29, 30 & October 1. The information for this conference is on the Iowa Homeland Security website www.iowahomelandsecurity.org.

Another thing the ISICSB is hoping to create a working relationship with Safeguard Iowa Partnership. Safeguard Iowa represents numerous businesses in the State of Iowa. They will be speaking at the end of the Governor's Iowa Homeland Security Conference. From a public/private partnership perspective the ISICSB will try to facilitate a meeting between Federal Engineering and Safeguard Iowa. This partnership would assist Federal Engineering in contacting the private sector.

There will be a Kick Off meeting but the date has not been set as yet. Captain Misel stated he would like to see the meeting conducted the same way when CTA held the informational meetings about the ISIRS Feasibility Study survey. Would utilize the ICN setting up several meeting sites across the state. The EMA regions work well.

In comparison the State of Minnesota has six different regions and each region has its own Regional Radio Board. One of the ongoing issues is – Who do we reach out to as a state board to talk to if we want to talk interoperability in an area. There needs to be some kind of continuity so we can reach out and talk to a region. Captain Misel would like to see something done very similar to what Minnesota has done where a ISICSB member sits on the Regional Radio Board so they are the voice that goes to the local and then back to the ISICSB. Five members from the ISICSB will be traveling to Minnesota to attend a vendor demonstration and a Radio Board meeting.

The question has been asked when Minnesota deploys their 800 MHz radio system statewide, how will we talk to the bordering counties in Minnesota?

Fall Conference Planning Committee

Chair Hundertmark reported the fall conference will be at the Holiday Inn & Suites, 4800 Merle Hay Rd, Des Moines. Cost for the conference will be \$45.00. The registration is online and a mailing will be going out to all PSAPs.

The 911 Council will share the Tuesday, Oct 28th morning session with NENA and the Council will have the afternoon session.

The morning agenda will be:

1. Live Next Generation 911 demo,
2. NENA business meeting –part of the meeting's agenda will be updating the bylaws. The proposed changes are on the Iowa NENA website www.iowanena.org.
3. Dave Zimple from the Iowa Pipeline Association will speak.

The afternoon agenda will be:

1. Charlie McClintock from the Cedar Rapids PD – “Historic Flooding in Cedar Rapids
2. John Benson – Iowa Statewide Interoperable Communications System
3. 2:45 – 4:00 slot is open (Chair Hundertmark is still waiting to hear from two different people to fill this time slot)
3. Status of the Iowa E911 – Kirk Hundertmark will be presenting for Barb Vos

APCO will be having their conference on Wednesday, Oct 29th.

Items for Discussion

None

Unfinished Business

None

New Business

The secretary received an email from Tom Berger and he thought that Mark Murphy will be the representative for the Iowa Firefighter Association.

Mike Bryant will follow up on the alternate representative for the Iowa Association of Professional Firefighters.

Bob Seivert recognized Ralph Kramer for participation at the legislative level in the early stages of developing 911 legislation.

Mike Bryant stated that the State Fire Marshall's Office has noted there have been more fire deaths so far this year than the entire prior year. There will be a booth at the Des Moines Food Festival to help make the public more aware of what they do.

Chair Hundertmark announced that Iowa NENA needs nominations for 911 Hero. If anyone is aware of a 911 Hero to pass the information on. The criteria for the 911 Hero is on the Iowa NENA website.

Discussion about the meeting schedule. There were suggestions of meeting quarterly, traveling outside of Des Moines at the request of an area, and traveling once in the spring and once in the fall. The board also needs to justify the cost of traveling. The original intent of traveling outside of Des Moines was to address the needs of the locals which may not necessarily be heard in Des Moines. The attendance has been up and down at some of the travel meetings but overall the comments have been appreciative. Will put this item on the November agenda.

Travel Request

Mike Bryant asked if going to the Governor's Conference is reimbursable. Mrs. Vos stated that if you were going as your capacity as a council member it is reimbursable.

Business from the Floor / 911 Issues at PSAPs

Brian Hitchcock, SECC (Scott Emergency Communication Center) Director gave a status report on the consolidation of communications in Scott County. It is anticipated they will be in their new facility by December 2010.

Michele Bott shared information about upcoming training. Supervisor Summit on November 17, 2008 from 3:00 p.m. – 7:00 p.m. and Telecommunicator Training on November 18, 2008 from 9:00 a.m. – 3:00 p.m. at the Riverside Resort & Casino, Riverside, IA. This information will be posted on the Iowa NENA and Iowa APCO websites. There is no charge for this training.

Announcements

Captain Misel made available to those in attendance some 511 promotional items.

Jill Randolph asked Captain Misel is there a way when in a state of emergency, like the June floods, to be able to put county road and bridge information (i.e. closure, etc.) on the 511 website. During the week of the most flooding, the 511 website received 1.3 million hits. It was brought to the council's attention that the Department of Transportation is going to be opening up a 24/7 365 operation in Ames. The whole idea is for coordination of events like the floods causing road closures, etc. If there is something that needs to be changed, you will call them and be able to get a live voice.

Next meeting will be Wednesday, November 19, 2008 Iowa State Patrol Headquarters, Post 1, Des Moines 10:00 – 12:00.

Adjournment

Motion by Dave Kaus, seconded by Mike Bryant to adjourn. All ayes. Passed 8:44 p.m.

Respectfully submitted,

Sally Hall