

**Iowa E911 Council
September 21, 2006
5 Flags Event Center
405 Main Street, Dubuque, 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. Chair also thanked Sandi Hutchcroft for making the arrangements for the meeting and lodging.

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	Excused
alternate	Paul Welch	Present
Iowa Chiefs of Police & Peace Officers Association (ICPPO)	Jack O'Donnell	Excused
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	Excused
Iowa Emergency Managers Association (IEMA)	Deanna Bachman	
alternate	Todd Misel	Present
Iowa Department of Public Safety (IDPS)	Mo Warford	
alternate	Doug Reed	Excused
Iowa Emergency Medical Services Association (IEMSA)	Deanna Bachman	
alternate	Bill Hotchkiss	Present
Iowa Telephone Association <15,000	Pat Snyder	
alternate	Jamie Carlund	Present
Iowa Telephone Association >15,000	Bob Hudson	Present
alternate	Jason Fenton	Present
Cellular Providers	Paul Mason	
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
Barb Vos, Iowa E-911 Program Planner	Present

Guests:

Bob Lane, Maquoketa PD/Jackson Co. 911	Brad Koranda, Maquoketa PD
Jill Randolph, Cedar Co. 911	Larry Smith, Frontier Comm.
Mary D. Miller, Iowa Co. 911	Michele Bott, Clinton Co. 911
John Hutchcroft, Retired Firefighter	Norman Wellman, Delaware Co. 911
Brenda VandeVoorde, Fayette Co. 911	Danielle Moore, Ramsey Enterprises
Terry Martinson, Cedar Rapids Fire Dept/Linn Co E911	Michael Ramsey, Ramsey Enterprises
James Houser, Linn Co. E911	Jeff Doerr, Dubuque Co EMS Assoc &

Joni Holben, SCI Reg Admin
Roger Nurnberg, SCI 911

Northeast Iowa Comm. College
Ken Runde Dubuque Co. Sheriff's Office

Approval of Minutes

Motion by Dave Kaus, seconded by Mike Bryant to approve the minutes of the July 20, 2006 Council meeting and planning session. All ayes. Passed.

Agenda

Motion by Sandi Hutchcroft, seconded by Paul Welch to approve the agenda. All ayes. Passed.

Introductions

Board members and those in attendance introduced themselves.

State of Iowa Administrator Reports (John Benson)

Interoperability

John gave a brief history of the Interoperability Legislative bill that did not pass this legislative session. Even though the bill did not pass, Homeland Security is still progressing forward with a governance plan. John gave an example of Hurricane Katrina. All the different agencies – Sheriff, Police, Fire, EMS and National Guard – were not able to communicate with each other. Interoperability has been a big push at the federal level. In the State of Iowa LEATEC was responsible for developing a governance piece to handle interoperability. LEATEC came up with some governance language that was introduced to the legislature. The interoperability portion of this governance piece did not pass through the legislature. Homeland Security is looking at how to make progress on interoperability in the State. In coordination with Dept. of Public Safety and Dept. of Transportation, Homeland Security is looking at a planning process to continue developing a governance structure without the legislature approval. Originally the governance structure was setup to be a 15 member board – 8 members from county level or lower, 6 from state government and 1 at large that the governor would appoint. Looking at developing a Request For Proposal to hire a contractor to do some of the background work. What are the communication capabilities we have in the state right now? What should a communications system across the state look like? Some of the things to be concerned with are the need to push voice, data and video around. There are some Homeland Security funds at the state level that are going to be directed toward this to get this process started. Hopefully the legislature will come on board once they see that this is a good thing. In the future, a PSAP survey will be sent to all communication centers to collect information. This would include the private arena also.

Deployment of Phase II & Mapping

The Phase II deployment is just about complete. There are 4 counties needing the mapping tool. By the middle of October the last mapping tool should be installed. It will then be up to the Wireless Carriers to finish delivering the call. Requests have been issued for the remaining counties. Within the next couple of months all counties should have Phase II Wireless service.

Financial Report

State collects wireless surcharge on a quarterly basis. All wireless expenses are paid by the state. Last calendar quarter \$3.2 million was collected. Per Iowa Code, \$50,000 goes to Homeland Security quarterly. 21% of the funds are made available to the Wireless Carriers to recover their cost for Phase I only. None of the Phase II costs are reimbursed. Wireless carrier cost and network cost historically have not changed for the last 8 years. The only time you will see a change is if an additional trunks or something like that has to be added. The LEC (Local Exchange Carrier) transport costs. That is the copper in the ground from the selective router in Des Moines to the local answering point. Those charges are static. Two years ago the debt was \$3 million. The surcharge was raised from \$.50 to \$.65 two years ago. The projection was that the debt would be retired in 18 months and it was. Before the debt was retired, a pool of \$159,000 went to the PSAPs. Now 24% of the funds go to the PSAPs. Since the debt has been retired, the funds that were being used to pay of the debt now go to the PSAPs. Last quarter that amounted to \$761,000. With the law change, the state is now allowed to carry forward funds each quarter. In the past, this was not allowed and the account balance had to be zeroed out each quarter.

\$433,000 was carried over this last quarter. Of the total that has been carried over, approximately \$20,000 is being spent at each PSAP that needed to finish their mapping. Approximately \$400,000 is obligated to complete that. The second item that is coming out of the carryover funds is trunks are being put in place to give us the capability to push the ANI/ALI across state lines. This would include Wisconsin, Illinois, Minnesota and South Dakota. Don't think Missouri can technically have it. Several counties just across the Missouri border do not have enhanced 911. Nebraska already has the capability. They paid for the trunk to get the information to Iowa.

We are looking at migrating the Wireless 911 network on to a Next Generation 911 network. Historically wire line 911 and including wireless 911 to a certain extent runs on a 1960's based switching technology. What we are talking about is going from a 1960's technology to a mid to last 1980's technology. Going to an IP based 911 system. The concept of a selective router and a single ALI database disappears with a true IP system. An IP based 911 system would be much more robust. Example: In a conditional routing situation, you can designate a portion of your service area to go to one PSAP and another portion to go to another PSAP. The calls will ring a little quicker and we will pick up the call a little quicker. This would not be rolled out statewide but would create a test bed of 2 or 3 PSAPs and do extensive testing. Estimated cost for 5 years would be \$500,000 to \$600,000. This does not include the conversion cost going into Illinois or Missouri.

John also reported that at the last Government Oversight Committee meeting there is talk about reducing the wireless surcharge as they have concerns about the amount of carryover there is. The Government Oversight Committee has put restriction on the program manager, John Benson, as follows: You will not do anything new technology wise without the approval of the legislature. However the Iowa Code states the program manager can use the surplus to improve the wireless 911 network. John intends to move forward with these projects.

At the last Government Oversight Committee meeting a legislator asked about training of dispatchers. He contends that late shift dispatchers are not trained the same as day shift dispatchers on how to handle a wireless 911 call and feels that this is an issue that needs to be addressed. The question of what the training for dispatchers consist of is handled by the Iowa Law Enforcement Academy with a Telecommunicator Training Advisory Board that makes recommendations on how that works. Mr. Benson has heard in the past that ILEA is only responsible for the training of wire line 911 calls, but he has also heard that yes ILEA is responsible for this training. The question is going to be asked, is the State 911 Program Manager responsible for this training. According to the law, he is not.

The Government Oversight Committee wants to reduce the wireless surcharge. If it is reduced, there will be less money coming to the counties.

VoIP Collection Surcharge Letter

The VoIP providers do not fit into the surcharge rules under Iowa Law. There were 400 plus letters were sent to VoIP providers instructing them that they are to pay surcharge based on wire line surcharge rates. There are a few counties seeing surcharge from VoIP providers from Sprint/Mediacom. These are running on static lines. So they are based on the wire line surcharge.

The easiest way for the VoIP providers to implement their service in Iowa is to use the State's wireless network. But there is the question when they use the State's router who is to get the surcharge. The Code of Iowa needs to be changed to include that any device that can call 911 shall remit a surcharge.

Mike Bryant suggests that the state legislators need to be educated from those on the local level. Making them aware of what your needs are.

Technical Advisory

Dave Kaus presented information that New York City has entered into a \$5 million contract to move to an IP based CDMA technology to handle all their communication needs. It is to be up and running by 2008. This will allow all agencies to communicate with each other, accessing for federal and state anti crime databases, allow for fingerprints, and streaming of video and other data at a much higher speed.

The Senate unanimously approved an amendment to integrate a mobile phone service and other wireless services into the Emergency Alert System.

Bob Hudson reported that in 2004 the State of Maine and the Public Utilities Commission wanted to decrease the number of PSAPs in the State of Maine by one half. There are currently 48 PSAPs. The first cuts were made this September. The public outcry has been crazy, but their goal is to have 1 PSAP per county. They still have a lot of homework to do on consolidation.

TCS has filed and awarded 40 patents in the last year on VoIP technology aimed at the PSAPs. They supposedly have technology on location service and database integration into the legacy PSAPs.

Public Information Campaign

Jamie Carlund presented information about the brochure that was put together to help educate the public about 911. Also included in the brochure is an insert about the NENA Hero. The brochure was first presented at the State Fair receiving good feedback. There is a limited amount of brochures available now in addition the brochure will be available in the future on the Homeland Security website with the capability to download and print.

Iowa 911 Council Fall Conference – NENA Nov. 7th / Iowa 911 Council Nov. 8th

Sandi Hutchcroft handed out agendas for the fall conference. This will be the ninth year that this conference has been made available to make PSAPs aware of upcoming technology, legislative bills and other important information that is going on in the state.

Database Standards for Iowa (John Benson, Jamie Carlund, Danielle Moore and Sally Hall)

Jamie Carlund reported the council had voted to move forward on recommending that the NENA Standards be used as the state guideline. The council also recommended having regional workshops. Danielle Moore, Sally Hall and Jamie Carlund have met and have put together information to be presented at six regional workshops and the conference. There was discussion of council members attending the workshops also. Jamie thought the committee could handle the NENA Standards. If the council had other agenda items to discuss, that would require subject matter experts to attend these workshops and present that information.

911 Council Shirts

Mike Bryant brought several shirts to look out. Price range is \$20 - \$40. Council members will pay for their own shirt. Consensus of the council was to go with a dark blue solid color polo shirt and with an embroidered logo. Mike will contact a couple of different companies and present at the next meeting.

Items for Discussion

Wireless 911 Surcharge on Satellite Phones

Kirk reported there are more and more satellite phones showing up. A vendor had contacted him asking if there was 911 surcharge on them. At this time there is nothing in place to charge surcharge on satellite phones. Counties are getting satellite phones for emergency use because they have had experience when in a valley area that a regular cell phone will not work or they do not have landline capabilities so they are putting satellite phones in their command centers. Kirk is waiting to hear back from a contact to see if these satellite phones have 911 capability.

Chad Haines – Qwest

Two months ago Mr. Haines contacted Kirk when he heard that the council was working on the database standards. He asked to be put on the committee. Kirk said he would bring it before the council. Mr. Haines called Kirk again when he saw that he was on the agenda. Kirk refreshed his memory and Mr. Haines stated that he had spoke with Jamie Carlund about his concerns and was in favor of the way that the council was proceeding and he didn't think that he needed to be involved. Mr. Haines will be available at the conference to answer any questions there may be.

Next Generation of 911 Systems

Reported on earlier by Mr. Benson under State of Iowa Administrator Reports.

911 Council Newsletter

Deadline for submitting articles is September 29th by 9:00 a.m. Newsletter will be sent out the first week in October.

Unfinished Business

Todd Misel reported that IDOT has produced new signage promoting 911 also incorporating the State Patrol Helpline Number 1-800-252-5555 and have removed off the bottom panel *55. In place of that is "Emergencies Dial 9-1-1." As the old signs deteriorate, they will be replaced with the new signs.

FYI – The website address at the bottom of the agenda is incorrect. Kirk will correct.

New Business

Todd Misel reported that 2 months ago the PSAPs, sheriff's office and police departments would have received a survey asking for a resource inventory. Approximately 6 to 7 months ago meetings were started at the state level. The different agencies involved were tasked to see what resources were out there to help local agencies in the instance of missing adults, abducted children, missing children, etc. Lt. Michael Jensen of the National Guard is in charge of this task force. The idea behind the survey was that we need to know what resources are out there in the State of Iowa. Once the resource inventory is complete, it will be maintained at the STARC Communications Center at the State Patrol. In the event, any local agency would have the need for a certain type of resource there would be one phone number they would call. There would be a query made in the database and the agency would be put in contact with someone in the state that has the resource the agency needs. This also ties in with the things that are being done with Amber Alert. Iowa is also going to work with a component within that search and rescue called CART (Child Abduction Response Team). The state is trying to put together a state deployable team. In the event of an abduction, the local agency could call upon that state resource to come to their community and help. Captain Misel stressed it is not the CART team's responsible to come and take over the investigation, but they would be a resource to be deployed and assist with that investigation. Membership on CART maybe from state agencies. Also looking at getting someone on board from the State Attorney's office to help with legal issues. Someone from the Internet Crimes Against Children Task Force, Air Wing Resource, SWAT Tactical Group which would be use to help coordinate a search. Tony Crandall is collecting the information from the resource inventory surveys. Captain Misel expressed that if you have received that survey to please fill it out and send it in.

Jamie Carlund put a message out on the ia911infoshare requesting information to develop a MSAG Coordinator database. When it is compiled, it will be shared with everyone.

Travel Requests

None.

Business From The Floor

Jim Houser from Linn County brought to the council's attention about AT&T billing. They are now asking all their phone companies for detailed bills. It is very important that you know what you are being billed for.

Kirk Medicom/Sprint is tied into the 911 Qwest tandem for the VoIP service they are providing. You want to make sure they are remitting surcharge.

Guttenburg PD expressed concerns of possible closure of their PSAP through consolidation. Currently they are missing one piece of equipment and that is the mapping. They are looking for some support and answers of what they can do. John has not received anything from the service board saying that Guttenburg PD PSAP is being closed. But on the other hand John has not received anything from the service board saying that they are going to support Guttenburg PD moving forward with the mapping

component. John and Barb will verify the contents of the contract to see if a request was put in for Guttenburg PD.

Announcements

Fall conference is Nov 7th & 8th.

Thank you to Sandi Hutchcroft hosting.

Mike Bryant also brought before the council about whether it would be necessary to meet every month again. At the last planning session it was decided to meet every other month. But if it became an issue that the council would need to meet every month it would be put on the agenda and voted on.

The Ames Firefighters are hosting a golf tournament on October 1st for MDA.

Next meeting will be Wednesday, November 15th at the State Patrol Headquarters Post 1 from 10:00 to 12:00.

Meeting adjourned at 9:00 p.m.

Respectfully submitted,

Sally Hall, Secretary