



**Iowa 911 Communications Council Meeting**  
**Thursday, Nov. 9, 2017**  
**West Des Moines City Council Chambers**  
**West Des Moines, Iowa**

**Call to Order**

The Council was called to order by Cara Sorrells at 9 a.m. as they were without a chair for the meeting. Sorrells asked for a motion to appoint Sheriff Rob Rotter as chair pro tem. Lawrence Hartpence made a motion to appoint Sheriff Rotter as chair pro tem and his motion was seconded by Mark Murphy. The motion carried with none opposed. A quorum was determined from the roll call.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Sally Hall	Excused
alternate	Cara Sorrells	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	
Iowa Geographic Information Council	Lawrence Hartpence	Present
Alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)	George Griffith	Absent
alternate	Sandy Morris	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Bob Seivert	Excused
alternate	Jo Duckworth	Present
Iowa Department of Public Safety (IDPS)	Gerard Meyers	Present
alternate	Adam Buck	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Excused
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
alternate	Pat Snyder	
Iowa Telephone Association >15,000	James Chambers	Present
alternate	Wayne Johnson	Present
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	Bernardo Granwehr	Absent

**Staff:**

Blake DeRouchey, E911 Program Manager	Present
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**Guests:**

Diane Sefrit, SCI	James Lundsted, DHS-OEC
Tammy Rodriguez, ICN	Chris Maiers, ISICSB SWIC
Laurie Hickok, Comtech	Alice Fulk Wisner, Leg. Svc. Agency
Rodney Tucker, IUB	Brent Long, Polk County SO

Andy Buffington, Hancock County 911  
Martha Dykstra, Marion County SO  
Jeff Anderson, Marion County EMA/911  
Darrell Knecht, Howard County EMA/911  
Lori Riley, Perry PD  
Bob Connell, Zetron  
Brent Dippie, Zetron  
Johnathan Scott, Zetron  
Terry Brennan, RACOM  
Wayne Foret, Zetron  
Robert Bokinsky, Pella PD

Curtis Pion, Polk County SO  
Doug McCasland, Warren County 911  
Diana Richardson, RACOM  
Mike Kasper, Linn County SO  
Jon Paoli, HSEMD  
Keith Davis, Wayne County Sheriff  
Paul Singh, Zetron  
Luiz Melchert, Zetron  
Scott French, Zetron  
Marcia Slycord, Pella PD

#### **Guest present by teleconference:**

Marilyn Stayner, Worth County 911  
Mary D. Miller, Iowa County SO  
Caitlin Jarzen, Iowa Communications Alliance

Brenda VandeVoorde, Fayette County 911  
AJ Seely, Chickasaw County EMA/911

### **Introductions**

Chair Rotter welcomed everyone. Board members and those in attendance introduced themselves.

### **Approve the Minutes**

Chair Rotter asked motion to approve the previous meeting minutes. Motion by Gerard Meyers, seconded by Mark Murphy to approve the minutes of the Oct. 12, 2017, meeting. All ayes. Motion passed.

### **Approve the Agenda**

Motion by Mark Murphy to approve the posted agenda. Second by Tracey Bearden. All ayes. Passed.

### **State of Iowa Administrator Reports (Blake DeRouchey)**

Blake DeRouchey began by handing out the quarterly financials and presented the financial report. They received \$7.2 million in total surcharge dollars which translates to about \$4.3 million to the local PSAPs. A couple other highlights from the quarter a lot of the text conversions were made in this quarter so they paid \$400,000 on that and GIS grants being paid out to the tune of \$59,000. After paying all the bills and the payments to the PSAPs it leaves just under \$1 million transferred into the operating surplus. Continuing on down there was just over \$14 million in the operating surplus as of last quarter and \$15 million in the current quarter. Also they have hardly touched the \$7 million in the fund for consolidation grants, council travel, 911 training and 911 public education. Blake reminded everyone that whatever is not spent out of that gets distributed equally to the PSAPs at the end of the fiscal year. Blake also passed out the quarterly payments to the PSAPs report. In regards to Mills County it is the same as Blake has said for the last three quarters. It is the full amount and they still have not received their expenditure collection form. They have withheld 35 percent of their surcharge which is now at about \$30,000 that they are retaining until they see that expenditure form. They have until March to get that turned in otherwise it stays in the operating surplus.

Blake referenced the Governor's press conference on Text-to-911 and presented the latest Text-to-911 report on the overhead projector. A couple additional PSAPs were rolled out immediately following that and five remain of those four share the same technological hurdle that they are trying to overcome. Hopefully those get resolved fairly soon and all of the materials on Text-to-911 are on the website including some audio snippets talking about texting 911. Those are available to anyone who is interested.

The offer that John Benson made in Blake's absence still stands if there are any agencies from the council that want a presentation on the draft legislation. They are available to talk or answer questions. Last month they had the presentation on the network merging portion of the virtual consolidation plan. That presentation remains available on the council's YouTube site. The link is available on the website if

anyone needs it or let them know and they will get it to you. The upcoming presentation will be the same. If someone is not available to attend or watch today it will be archived on the site later today and available for viewing. This is the component that they have had the most questions about. Zetron was there to give a presentation on the shared services component. It is a bit longer than the previous presentation by ICN because it is a more confusing topic. Most people can get their head around the wireless and wireline networks merging as it is fairly straightforward. Just to reiterate there will be no changes in draft legislation to the wireline surcharge and it will remain \$1. It will still come to the local service boards and the wireless surcharge pass through will remain at 60 percent. Forty percent will continue to remain to manage the network and they intend to leverage that 40 percent better. They also will not be making anyone switch vendors. If you are happy with your CPE vendor or it is a relatively new controller by all means keep it. There is no reason to change. But if you are unhappy with your vendor or your system is at end of life this is a good time to talk to them and see if they can help. They will be paying those costs. Blake also mentioned as part of the RFP Zetron will speak about other components such as EMD, logging recorders, mapping and CAD. They haven't exactly figured out the dollars and cents of that yet. They may need to work out some cost share with the local PSAP but the CPE component would be absorbed by HSEMD. Blake wanted to get that out ahead of their presentation and [the presentation can be seen in its entirety on YouTube](#). Blake then turned the microphone over to Brent Dippie of Zetron for the shared services component presentation.

The contract commencement timeline is to be announced and product webinars are forthcoming.

Mike Bryant asked about the AVL component of the presentation and tracking officers through portables.

Sheriff Rotter asked Blake about the Mills County issue and what outreach has been done to this point. He advised he will reach out to the Sheriff as ISSDA representative and see if he can help.

## **Wireless Carryover Funds PSAP GIS Grant Application Approvals**

On Nov. 3, 2017, Blake emailed out the information on three GIS grants he had received totaling \$39,000. They included Marshalltown/Marshall County Communications Center for \$15,000, Montgomery County for \$15,000, and Calhoun County for \$9,000. Motion made by Sandy Morris to approve the GIS grants as presented. Second by Lawrence Hartpence. All ayes. Passed.

## **Reports of Officers, Boards and Standing Committees**

### **Technical Advisory – open comments of interest from our technical/telecommunication partners**

None

### **Interoperability Governance Board – Iowa Statewide Interoperable Communications System Board (ISICSB) – Chris Maiers**

Mr. Maiers advised he just returned last night from a joint NIC/SWIC/SAFECOM meeting in Norman, Okla. There were very solid presentations on the emergency response for Hurricane Harvey that he thought would be very beneficial to us especially as the new system expands out here in Iowa. Zetron he thought that opens up a lot of doors and avenues for fortifying our responses collectively. Once those after action reports are available he will make sure they get into everyone's hands so they can start figuring out which way they want to go with that information. The annual SAFECOM survey is out and Blake has been helping him with it. The deadline to fill that out is February. It has been sent out to the ISSDA and the emergency managers and he encouraged everyone to fill it out so that SAFECOM can get a solid idea of what the emergency communications landscape looks like in Iowa. He had the opportunity to attend the TIA/TR-8 meeting in San Diego last month and called that a success. He had the opportunity to help with standards development and provide some feedback from Iowa. He was also able to secure some members of TR-8.3 from the encryption subcommittee to attend the next encryption meeting as they figure out how that is going to work in Iowa. They can give an idea of where the standards are currently and where they are going and also the likelihood of those standards being incorporated into products. Hopefully we can leverage that to some extent to make those products reflect our needs in Iowa going forward. Outreach to local counties and stakeholders is ongoing and never ending. He has been able to

gather a lot of information and attend some local county emergency communications meetings. He will be in Humboldt County on Monday.

Back to encryption they had their third meeting regarding that using interoperable talk groups that are encrypted in Iowa. Again this is to be an option, think of it as another tool in the tool box. They are working their way through some of the technical aspects of that and solutions are starting to present themselves. That is a step in the right direction. The Regional Interoperable Committee projects are underway now. RICS 3, 4, 5 and 6 have met regarding interstate interoperability. These were primarily information gathering meetings. To figure out what the communications landscape looks like at this point, how it is going to evolve over the next 2-4 years and how we can incorporate that into suggested or best practices for communicating with our neighbors. He was able to speak with SWICs from some neighboring states this week and they are all very interested in what we are doing here in Iowa. They want to make sure as the communications landscape changes not only here but in their home states that there is an open dialogue so that everybody knows how to interoperate with each other. RIC 2 has their meeting in the next week or so and RIC 1 is going to be dealing with prisoner transport scenarios. Sheriff Rotter and Lt. Kasper will be on that call as well time allowing. He encouraged any Sheriff to attend that go to meeting. He continued to encourage stakeholder feedback and the last item of the day was that training Chair Denise Pavlik and Vice-Chair Capt. Walser have been very active in seeking out training opportunities. They have a tactical dispatcher course going on next week at DPS and are looking at a train the trainer class as well. They are handling all of the planning aspects that goes along with those and he appreciates all their time and effort. Maiers intends to use all of the TA courses provided by OEC in a given year. This may not have been the case in the past by we should leverage those resources while they are available.

#### **U.S. Dept. of Homeland Security-Office of Emergency Communications – Jim Lundsted**

Mr. Lundsted advised that Chris Maiers covered much of what OEC is doing right now but the train-the-trainer course is actually an audio gateway refresher class conducted at three different venues across the state in mid-January and the goal is to reinforce capabilities that already exist. Employees have transitioned in and transitioned out that support that technology. It is an important part of the interoperable response capability and you have a lot of equipment it is important to keep refreshed on it. Gateways have the opportunity to inhibit communications as well as support them. We want to refresh as many people as possible who have those devices to keep them current. Finally Jim spoke that he gets a lot of questions about GETS and WPS. Does it really work? We have done a pretty deep dive with the response to Hurricane Harvey, Maria and Irma. The short summary is where you have dial tone GETS was able to complete a call in those time periods at the 98.6 percent level and WPS was effective in over 94 percent of the calls attempted. Pricing for WPS is changing with the competitive market. Not all carriers charge for access anymore or even charge a per-minute fee. As we talk about technical support for your 911 centers, your emergency communications centers if your support people don't have access to a call methodology GETS is not an expensive option, it's free, you only have to manage who holds the cards. GETS actually invokes WPS to a terminating cell phone so if you operate a PSAP or an EOC and you originate a call using GETS it will prioritize landing the call to the cellular phone even if that instrument doesn't have WPS on it. You have to have WPS to get escalation priority to get a channel, to originate a call but the same thing happens when you dial from your cell phone with a GETS card. Long story short the capabilities worked in Florida, Louisiana and Texas and we are awaiting feedback from Puerto Rico and the Virgin Islands because we have some international carriers down there.

#### **Legislative Issues**

None

#### **Items for Discussion**

Mike Bryant again mentioned getting spam emails addressed to the homeland security 911 council contacts from the names of people associated with PSAPs asking for payments. He also mentioned to Blake the Joint Public Safety Coalition meeting Dec. 2. He thought would be a good venue to present the 34A draft language.

## **Unfinished Business**

None

## **Travel Requests**

None

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

Brenda VandeVoorde had a question for Blake on the shared services presentation. She asked if you are interested in access to the other shared services components do you need to opt into using the CPE equipment. Blake advised yes that has been their philosophy.

Terry Brennan then addressed the council and advised that this is meant to be an all-inclusive type opportunity. Blake mentioned that the state would be paying for the CPE equipment for those who would want it but it is also for the initial costs. It's basically all-inclusive to cover support, helping you figure out what you need, to getting it installed, getting training on it, having us there for cut over and then taking care of all of the hardware and software maintenance costs from that point on. He wanted people to understand it is not just for the equipment like a lot of the grants and grant monies have been in the past. This is actually taking the cost of the CPE off the plate of the PSAP moving forward.

## **Announcements**

The next meeting will be on Thursday, Dec. 14, 2017, at 9 a.m. in the West Des Moines City Hall.

Sandy Morris made a motion to adjourn, which was seconded by Tracey Bearden.

There being no further business Chair Rotter adjourned the meeting at 9:57 a.m.

Respectfully submitted,

Cara Sorrells for Sally Hall, Secretary