

Iowa Department of Homeland Security and Emergency Management



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911 Program Update

October 16, 2017

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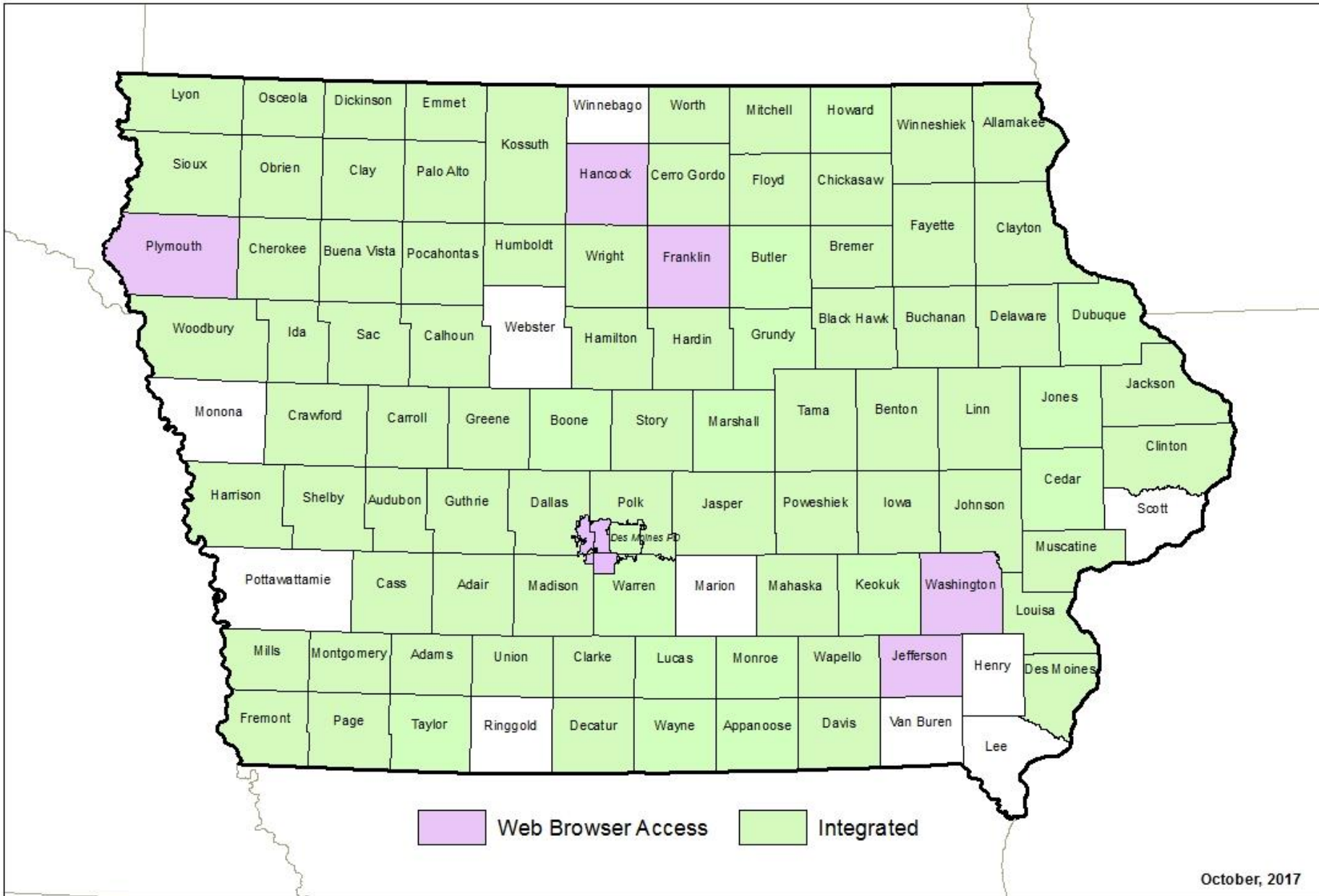
Iowa Department of Homeland Security and Emergency Management

Agenda

- Status of Next Gen Upgrades in Iowa
 - Text to 911
- Review of changes to Code of Iowa Chapter 34A
 - Consolidation Efforts
 - RFP Process and Results



Text to 911 Available



Text by CPE Vendor

- CenturyLink-Viper 21/26
- Emergitech 23/23
- Racom-Zetron 30/30
- Racom-Viper 8/8
- Radio Communications-Zetron 1/1
- NG911-Solacom 3/10
- Emergency Call Works 7/7
- GEM Web Browser 6
- MSRP/Integrated: 93
- GEM/Web Browser: 6
- Total PSAPs: 99

Text to 911

- Contracts with CPE vendors will expire mid-October
 - Options
 - County/PSAP pays CPE vendor for integrated costs
 - Web Browser (Free)
 - Continue to wait
- Ongoing testing with wireless providers
- Lessons learned:
 - Location information is poor (no FCC standards on location for text to the wireless providers)
 - “This is Perry PD, where is your emergency”
 - Others??
- Request for positive outcomes stemming from Text to 911
- Text counts
- Text Transfers: 6-12 months

Text to 911 Education

911 CALL IF YOU CAN
TEXT IF YOU CAN'T



In an emergency...
It's always preferred that you call 911, but if you can't, text.

TEXT 911 if:



You are speech-
or hearing-impaired



Speaking could
cause you harm



Learn more at
homelandsecurity.iowa.gov

911 CALL IF YOU CAN
TEXT IF YOU CAN'T



Frequently Asked Questions

How do I know if I'm able to text 911?
As of 2017, six mobile phone service providers have taken the necessary steps to allow you to text 911 on your mobile phone anywhere in Iowa: AT&T, i-Wireless, Sprint, T-Mobile, U.S. Cellular, and Verizon.

Why isn't Text-to-911 available everywhere in the U.S.?
Text-to-911 is a new service. As 911 call centers update their systems, it is likely to become available in more places, through more providers.

Why would I want to use Text-to-911?
Using Text-to-911 in an emergency might be helpful if you are deaf, hard of hearing, or have a speech disability, or if making a voice call to 911 might be dangerous or not possible. However, if you are able to make a voice call to 911 and it is safe to do so, you should call instead of sending a text. Voice calls are usually the fastest, most efficient way to reach emergency help.

If I send a text to 911, will the 911 center automatically know my location?
No. Texting 911 is different than making a voice call. When you call 911 from a mobile phone, the call center will **usually** receive your phone number and your approximate location automatically. But if you text 911, the call taker may not receive your phone number or location. So regardless if you text or call 911, it's best to provide a correct address or location as quickly as possible.

Do I need to have a texting plan to send a text message to 911?
Yes. While all wireless phones have the capability to dial 911 regardless if that phone is active on a network, you can only send a text to 911 if you use a cell phone that has an active texting plan. Your mobile carrier's regular texting rates will apply.

How do I send a text to 911?
Simply type "911" in the "To" field of a new text message. Be sure to provide your location as soon as possible, along with a short description of the emergency. Use simple words and no abbreviations. Do **not** try to text while driving.

Can I send the 911 operator a photo or video?
No. At this time, 911 call centers are not equipped to accept photos or videos attached to a text message. In addition, you shouldn't try to send emojis to 911.


What if I try to send a text to 911 where Text-to-911 isn't available?
If you attempt to send a text to 911 where that service is not available, you should receive a "bounce-back" message informing you that the service is unavailable.

- Radio PSA's ran 4 weeks from June into July
 - Media files available if you want to try to run more locally
- 50 hard copies of each poster version provided in June. Electronic files also provided to use at your discretion
- Governor's Press Conference October 10
- Possibility of additional PSA's or outreach


Changes to 34A for FY 2018

- GIS Grants reinstated (front end of surcharge, rather than operating surplus)
- GIS representative on the 911 Council (IGIC)
- Terminology updates
 - Removal of E's and Enhanced
- \$7,000,000 cap on physical consolidation grants (Operating surplus)
 - Remainder passed through equally to Service boards

Consolidation Efforts

- Report to legislature on costs and design of merging wire line 911 calls onto the NG 911 network and costs of shared services (CPE, CAD, mapping, recorder, EMD)
- RFP and contract 
- Additional 34A changes needed for plan implementation
- Begin implementation no later than July 1, 2018

Consolidation Funding

- Underlying purpose: Cut expenses at local level
 - No payments to phone companies for wire line trunks
 - Little to no costs associated with hardware, software, maintenance, or upgrade on CPE, CAD, mapping, recorder, and EMD
- No change to the wire line surcharge (direct to service board).
- No change to the wireless pass through (remains 60%)
- Approximately \$10.6 remains in operating surplus
 - Start up costs 
 - Language already exists within 34A that anything remaining will be passed through to local service boards
 - As long as no additional “caps” are placed on the operating surplus, the account will be “zeroed out” equally every year

The Plan as we know it

- In order to identify costs for the legislative report, we issued an RFP
 - Merging Wireline 911 traffic onto existing NG 911 Network
 - Shared Services
 - CPE
 - CAD
 - Mapping
 - Recorder
 - EMD
- Notice of Intent to Award issued September 27.

Network Merging

- Will eliminate PSAP payments to telephone companies for 911 trunks
- Harness redundancies of NG Network
 - Mitigate outages
 - Ease of re-routing calls

Network Merging

- ICN
 - Standalone fiber network
 - Separate from wireless
 - Separate from any other traffic
 - \$1.5 million statewide in savings per year
 - 5 points of wire line 911 aggregation within the state

Shared Services

- Cut CPE expenses at the local level: Plan is still free to access at the local level
 - Hardware
 - Software
 - Maintenance
 - Upgrades
- HSEMD cost if you opt into shared services environment
- Disaster redundancies and standardization
 - Potential \$5 million in savings over 3-5 years considering equipment refresh

Shared Services

- If you are interested in CPE shared services then:
 - Opt in to the following additional functionality
 - CAD
 - Logging Recorder
 - Mapping
 - EMD
- Cost structure undetermined at this point, goal is still free at local level but more analysis is needed
- Timing: On your schedule
 - When your current CPE reaches end of life
 - When you are ready to change vendors or move to shared services

Shared Services

- Zetron MAX CPE

- 30 PSAPs use Zetron in state

- SCI host/remote SIP and Text

- Minimal equipment at PSAP level

- Two hosts proposed

- Admin line integration

- MAX CAD

- Eventide Recorder

- PowerPhone EMD


HSEMD cost if you opt into shared services environment

Cost structure undetermined at this point, goal is still free at local level but more analysis is needed

Next Steps

- Contracting process
 - Determination of cost structure (what’s a “state cost”— what, if anything, is a “local cost”)
 - 3 year contract
- Detailed plan and report to legislature
- Modifications to 34A
- Begin implementation process ~ July 2018

Recap

- Underlying purpose: Cut expenses at local level
 - No payments to phone companies for wire line trunks
 - Little to no costs associated with hardware, software, maintenance, or upgrade on CPE, CAD, mapping, recorder, and EMD
- To reiterate: No change to the wire line surcharge (direct to service board).
Not changing the wireless pass through (remains 60%)
- Approximately \$10.6 remains in operating surplus
 - Start up costs 
 - Language already exists within 34A that anything remaining will be passed through to local service boards
 - As long as no additional “caps” are placed on the operating surplus, the account will be “zeroed out” equally every year

HSEMD 911 Contacts

http://www.homelandsecurity.iowa.gov/programs/E_911.html/

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