

**Iowa E911 Communications Council Meeting  
Thursday, March 10, 2016  
West Des Moines City Council Chambers  
West Des Moines, Iowa**

**Call to Order**

In the absence of the Chair and Vice Chair the meeting was called to order Secretary Sally Hall at 9 a.m. A quorum was determined from the roll call as indicated below.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Sally Hall	Present
alternate	Cara Sorrells	
Iowa Chapter of the National Emergency Number Association (NENA)	Rob Koppert	Present
alternate	Kirk Hundertmark	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)	George Griffith	Present
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) <b>Vice-Chairperson</b>	Bob Seivert	Excused
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS) <b>Chairperson</b>	Steven P. Ray	Excused
alternate	Adam Buck	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Excused
alternate	Pat Snyder	
Iowa Telephone Association >15,000	Dan Halterman	Present
alternate	Wayne Johnson	Present
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	Excused
PCS Providers	David Kaus	Present
alternate	Joe Sargent	
Auditor of the State, Ex-Officio member	Warren Jenkins	Absent

**Staff:**

Blake DeRouchey, E-911 Program Manager Present

**Guests:**

Shari Schmitz, Motorola	Shawn Wagner, FirstNet Outreach
Diana Richardson, Racom	Terry McClannahan, Dallas Co. Sheriff's Office
Doug McCasland, Warren County E911	Diane Sefrit, SCI
Jason Study, Pottawattamie County E911	David Gentleman, Pottawattamie County E911
Brent Long, Polk County Sheriff's Office	Dina McKenna, Story County
Sarah McClure, Ames PD	Andy Buffington, Hancock County E911
Randy Goddard, HSEMD	Jeff Anderson, Marion County EMA/E911
Amanda Rousch, Story County E911	Connie Hambly, Story County E911
Craig Allen, SWIC	Helen Troyanovich, Deputy SWIC

Secretary Hall asked for a motion to appoint a council member to preside over today's E911 Communications Council meeting. Motion by Dan Halterman seconded by Dave Kaus to appoint Rob Koppert to preside over the meeting. All ayes. Motion passed.

## **Introductions**

Mr. Koppert welcomed everyone. Board members and those in attendance introduced themselves.

## **Approve the Minutes**

Motion by Dave Kaus, seconded Rob Dehnert to approve the minutes of the Feb. 11, 2016 meeting. All ayes. Motion passed.

## **Approve the Agenda**

Motion by Dan Halterman, seconded by Dave Kaus to approve the agenda. All ayes. Motion passed.

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

### **911 Program Financial Reports**

No financial report since this is not the end of a quarter.

### **Program Update/NexGen 911 Update**

Mr. DeRouchey – Yesterday, March 9, 2016, two sessions of Iowa 911 NGGIS training and GIS Maintenance Workflow were held. There were 90 who attended. This training was geared more for those that deal with the GIS world and will be involved using the statewide GIS portal to upload data information. Thanks to Rob Koppert for recording the training. The training was about two hours long. The link to the YouTube website where the training can be found will be on the HSEMD website.

Statewide Imagery Contract – Four or five vendors responded to the RFP with a bid. It is in the award process right now. We will be able to fly half the state this spring and the other half of the state next spring. The imagery will be available to all of you statewide. You can use it in other agencies locally. We are going to share it among other departments of the state. The imagery will be available free of costs. For reference PSAPs were paying about \$70,000 for flights and that was only available in their county. We're estimating about \$1 to \$1.5 million for the entire state. This is a significant cost savings statewide. The imagery will be at a 12-inch resolution. It's just fine for 911. Assessors may want a higher resolution but it is fine for 911.

I sent out the report from state auditor regarding the data collection. I think it was a lot of what we had anticipated. Basically the audit said we need to tighten up that report. Some of that we have already done. The auditor has been included in the methodology of developing that report and we have taken a lot of their suggestions and made them part of the report. Documentation is key when compiling the information for the report and maintaining that documentation.

Sheriff Rotter – I take to heart the things that they recommended and I understand why they recommended them but was there any indication at all that they would ever begin taking part in these meetings since they do have a position here?

Mr. DeRouchey – Our office is preparing a letter to send back to the auditor's office saying that we acknowledge this and we are striving to make improvements. We have put together an improvement plan that shows what we have already implemented and what we will make sure to implement going forward. One of those points is that they do have an ex officio member on the council and welcome them to attend. It's probably 50/50. We should have assured they were included. They are now. They have been involved in the development of this year's instructions and tweaks to this year's form. We acknowledge that.

Mr. Bryant – It seemed like there was as much under reporting as over reporting. It wasn't like it was skewed to one side or the other.

Mr. DeRouchey – Looking at how they reported their findings. The first year it was a one percent overage on the 16 PSAPs they looked at. They talked about their methodology to identify the worst of the worst or known numbers that didn't make since when they looked at them. So if that is the worst or the worst – one percent. Obviously we want the number to be less. The second year it looked like it was a quarter percent off. So you could see a vast improvement in the second year the data was collected. We are going to continue to make improvements. Again the bottom line is we just want the correct numbers.

Mr. Koppert – Has there been any feedback from legislature about this?

Mr. DeRouchey – None. We had one reporter from the AP call and ask some questions.

Mr. Bryant – I haven't heard anything negative from the auditor's report at the Capitol but I have heard tons of positive comments on the two year study and the numbers and the information that they have had to actual work with and honestly I think this year's session is going much more calmer and favorably at least at this point than it was last year.

Mr. DeRouchey – TCS has been acquired by Comtech and is now known as Comtech TCS. The same people are involved at least from our perspective on the wireless network. Laurie Hickok and Danny Mc Guinness in Seattle and the same NOC in Seattle.

Intrado has taken the name of their parent company and is now known as West Safety Services.

I sent an email out to CPE vendors talking about the text-to-911 process as we see it. We are still on target for the end of this month for the network to be able to deliver text-to-911 and that is the NENA i3 integrated standard. At that point it's up to the CPE vendors when they are ready and when the county is ready, to notify us. We'll notify the FCC and that will be a 10-day change management process with Comtech TCS. We have to notify the FCC that you are now text ready. Wireless providers monitor that registry. So they, at that point should reach out to your PSAP and start coordinating that testing.

Ms. Morris – Do you know where we are at with those agencies that have two firewalls?

Mr. DeRouchey – It specifically relates to Viper and West Safety Services which is about one third of the state. We are preparing a formal communication from our office to update the PSAPs and West on what we are thinking the process.... We've been having conference calls for the last month with high level technicians and engineers from both parties including CenturyLink and Racom. I'm not going to say we are at a stalemate but we're working through some issues and trying to figure out how to best get some movement on the issue. Specifically related to text-to-911, secondary ESInet sites and any host/remote type of relationships. Henry and Lee County is a host/remote relationship. It impacts that. The network is standardized into the network. We are having a hard time getting Viper to accept multiple IP addresses. Other CPE vendors have figured it out. We are still working through this. I don't have a timeline.

Ms. Morris – Is there anything that we can be doing at the PSAP level?

Mr. DeRouchey – Just continuing to get updates from me, contact your CPE vendor. If you feel the need to contact TCS by all means go ahead and do that. Just stay on top of it. We've set goals in our office for SIP enables and to text and we still want to meet those goals but with that being said we are very much aware of what is going on in this certain situation and we are working through it. We continue to work toward those goals and deadlines but we are aware we might not make it in this case.

Mr. Kaus – Will you send out to the carriers those who are ready or is it going to be a blanket?

Mr. DeRouchey – For text?

Mr. Kaus – Yes.

Mr. DeRouchey – I can. My understanding is that most of them monitor that FCC registry when it gets updated which is about every two weeks now. That seemed a little bit easier than sending out letters to all of the carriers for every single county as they become ready. If there's something that's just maybe an informal email I can do that to you.

#### Wireless Carryover Fund PSAP Application Approvals.

Dallas County – Perry PD – SIP migration for text-to-911. Grant request of \$3,367.92.

Dallas County – Computer and software for a fourth dispatch position. Grant request of \$3,272.

Motion by Sheriff Rotter, seconded Dave Kaus to recommend for approval Dallas County's two grant applications. All ayes except Rob Dehnert abstained. Motion passed

Benton County – Radio communications upgrade. Grant request of \$100,000.

Butler County – Pagers, battery backup, multiplexor, window A/C replace at 911 equipment building, headsets, Unit ID, maintenance contract, Eventide Recorder and four dispatch chairs. Grant request of \$92,223.36.

Crawford County – Replacement of primary communications paging tower. Grant request of \$100,000.

Hancock County – Fifteen APX7500 dual band mobile radios. Grant request of \$100,000.

Ida County – Replace PSAP emergency generator. Grant request of \$49,425.

Johnson County – Intrado/Viper E911 server upgrade, logging recorder upgrade and new interoperable gateway. Grant request of \$99,079.66.

Madison County – Replace computers, network equipment, dispatch countertop, costs to move and replace 911 equipment, footswitch and wireless headset. Grant request of \$18,114.

Marion County – Pella PD – Zetron MA Dispatch two position radio console. Grant request of \$100,000.

Union County – Replace workstations, monitors and dispatch chairs. Grant request of \$29,460.68.

Motion by Dave Kaus, seconded by Sheriff Rotter to recommend for approval all of the above applications. All ayes. Motion passed.

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

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

No comments.

### **Legislative Updates – Mike Bryant**

Mr. Bryant – There are a couple of bills. In general, everything seems to be positive to neutral. I don't see much on the negative side at this point. The main message is "keep your ear to the wind". I want to thank Blake for providing some numbers on budgets and council expenses at a short notice. There's SF2241 in State Government by Danielson. It is waiting to go before the full committee. The companion bill is HF2408. Both are very similar. Both talk about moving the funds from 46 percent to 60 percent going back to the PSAPs. That's about a 30 percent increase. Both sides seem to be in agreement on that. There is language that deals with how the carryover fund is referred to and referencing shall versus a will or may. It kind of zeros out that account and in the short term there is not exact numbers to look at what that grant process will be but in round numbers. It kind of stays around \$50,000 a year and sustains itself. There's some question and discussion about what we refer to as an emergency fund in the amount of \$3.5 million. Whether that will stay in there or whether that will come out of a different part of state budget. I don't see a lot of heartache with that one either way. One difference between the two bills as it currently is, the House version has a portion for consolidation with incentive. I believe it is right at \$200,000. We talked to John Benson and one of the things he has been tasked with is defining what consolidation is, physical is easy. The other is kind of a virtual. If they can be at two locations but shared software. In some cases there are places that are already consolidated because they do share a lot of the same stuff. To give you an example of how sometimes it is very important to talk to the legislators and help them understand. I was talking with Senator Danielson from Black Hawk County. He continues to talk about three PSAPs. There aren't three PSAPs in Black Hawk County. He keeps talking about Waterloo, Cedar Falls and UNI. There is only one. And I talk to people that think that Ames and Story County have three but they don't. There are two. Iowa State is not a recognized PSAP. Even though they have been around this stuff for a lot of years, a lot of the legislators aren't as understanding of the details as we are on the day-to-day basis. I think the House version has that consolidation language in it. I think we'll see that coming into the Senate version. There is some work being done on common language as to what the monies can be used for. We like to refer to it as the receipt and disposition of 911 calls. We don't want parts of 34A to have different language within it because it gets into a real nightmare of interpreting for the grants and all of the uses of the money. Chapter 34A has a part that allows for Council expenses to be reimbursed. When we got the \$100,000 for public education in last year's

bill there was a part to the House bill that said that Council expenses would not come out of that \$100,000. And that is part of what I asked. The Council expenses varied between \$2,000 to \$3,000 up to \$5,000 or \$6,000 a year. A lot of that depends upon if someone goes to a conference or not was the biggest variable. It is not a huge part of the \$100,000. It probably doesn't affect what we are going to do for public education with that money. Otherwise the money comes out of Homeland Security's budget. Currently there is room in their budget but a few years ago there wasn't. They were actually slightly over their annual budget. A big part of the reason there is room now is the amount expended for salaries is less due to the change in personnel. But eventually that will go away. The bottom line is we don't really care greatly where it comes from just as long as there are the reimbursements but I think there is a better chance of us going to a conference if we want to if it comes out of the \$100,000 than if it was coming out of Homeland Security's budget. We are looking at tweaking that language and taking the Council's expenses back out of the \$100,000.

There is a bill SF2155 that appropriates \$20+ million for the statewide interoperability system which is part of the money we were fighting about last year.

We will keep you posted as it goes.

#### Public Education/Budgeting Committee – Rob Dehnert/Rob Koppert

Mr. Dehnert – We have not met.

Mr. Koppert – The reason we haven't met is the possibility of all of a sudden we might be losing this funding for public education and now that seems to be back in there. We will probably be meeting in the near future.

#### OEC Study Committee – Bob Seivert, Mike Bryant and Rob Koppert

Mr. Koppert – OEC is the Office of Emergency Communications. This committee is to look into establishing an Office of Emergency Communications that would oversee 911 communications at the state and county level. The establishment of this office could be anywhere from five to 10 years in the future.

Mr. Bryant – We haven't had a formal conference call yet. We'll hope to have more to report at the next meeting.

Mr. Koppert – At the Western Iowa Supervisors Group meeting last week we had discussion about some apparent movement by perhaps Scott County to do some type of autonomous communication in their center. They already have that with their Scott County Emergency Communication Center and how it is made up and the management of that commission. It looks like they were trying to forward some language to their legislator to get in to 34A possibly. I think the committee will probably work with them on a means to get to where they want and to get to where it might be a good thing for everybody else in the state to look at. The idea of this is not to say this is how you shall do it. There are a lot of counties that are run by the Sheriff's office, by the police departments, emergency management, 28E commission or whatever. The idea is if it is working in your county, we are not going to change it but there are some places, Scott County is one of them and there are other counties that would like to change how their county's comm center is governed. Taking it out of hands of law enforcement, taking it out of the hands of fire and EMS and make it its own autonomous county government agency. The idea is to get some language that allows for that but if you're currently doing what you are doing and it is working fine there's no sense changing. It is not something that is going to be forced upon anybody, it just another option that people can look at if things are a little bit different in their county. We have 99 counties and 114 PSAPs and what works in one county doesn't work for everyone else.

#### Interoperability Governance Board – Iowa Statewide Interoperable Communications System Board (ISICSB) – Craig Allen

Ms. Troyanovich – We're looking at on the FirstNet side, Public Safety LTE essentials. That is public safety LTE features that will be in release 12. They are additional releases coming. March is release 13 but it won't be available on devices for about 18 months. Then 14 the work is done that will have additional mission critical public safety features in it. That course is going to be voted on by the board today for two individuals for ISICSB to attend. Initially we are going to be vetting it for other RIC members. At the Iowa State Association of Counties meeting this morning one of our RIC leaders is going to be presenting a Power Point presentation on FirstNet and how Iowa has been structured to work with FirstNet, what we have done so far and a little bit about the RFP process we are in right now and what we are doing to communicate with the counties and up to FirstNet.

CASM Account Management – Have been busy communicating with all of the counties on the two points of contacts for every public safety agency. The user request for CASM has increased.

Mr. Allen – We are trying to become more proactive with using Helen’s skill set. LTE will have a push to talk voice component to it and what it needs to meet public safety grade standards.

Iowa has shown a lot of leadership and is getting a lot of national recognition in the FirstNet initiative. Part of that is because of the ICN. We have a backhaul here that other states do not have. There has been a proactive approach by the board and lowans of having broadband in places that we don’t have it now. Helen has been tasked with taking what we get and be reactive with what we have to and apply to it but more importantly as a single topic, push forward, how is it that we do something with this push to talk. How can Iowa be one of the early leaders in the push to talk transition? Helen is focusing on the regional interoperability committees making sure they have the support they need. It is really important that we have every county involved.

- Summarization of complicated information
- Public Safety Grade – Iowa’s definition and NPSTC’s definition
- Mission critical devices
- Shared Iowa’s definition with TIA/TR8. They have released the P25 definition of public safety grade.
- Land Mobile Radio (LMR) project is in the detailed design review.
- Attorney General’s Office is reviewing Memorandum of Understanding (MOU) between the state and the user for the LMR system.
- Federal requirement for SCIP. Refining the portion regarding the User Group.
- FirstNet public/private partnership – Iowa and the telcos.
- NG911 training in May. Working with Mr. DeRouchey. What we put together.

Mr. DeRouchey – I did look at the presentation. Overall it is a good review. We have given some input to the Department of Homeland Security so they kind give an Iowa flavor to the slides. Second day have the discussion of starting to think about shared and consolidated services. This is a two-day event. Overview the first day and work group the second day.

### **Items for Discussion**

None

### **Unfinished Business**

Finalize April E911 Council meeting date and time during APCO/NENA Conferences

Mr. Koppert – The next E911 Council meeting will be at Prairie Meadows on April 13 at 5 p.m. This is immediately following the APCO events that day.

### **Travel Requests**

None

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

Mrs. Hall – Regarding the Mediacom’s transition to West/Intrado VoIP solution. We do not receive any ESN information (law, fire, EMS) on 911 calls from Mediacom customers. Mrs. Hall asked Connie Hambly from Story County and Diane Sefrit from SCI if they were receiving the ESN information. West is sending the ESN information that they have for Iowa County to TCS but I believe TCS is sending one default ESN. I did speak with Laurie Hickok and it was my understanding there is nothing that can be done to change that. In thinking in the future if the landline and wireless networks are combined are we going to have to deal with all of landline ESN information go away? The person that I have been working with at West stated that they have been receiving other calls about this. I don’t know if this is just Iowa or it is across the nation. It might be a good idea to go back and check to see what you do have coming in.

Mr. Kaus – Is this just happening with Mediacom calls?

Mrs. Hall – Yes, VoIP. Using the West solution then sent to TCS.

Mr. Kaus – Doesn’t West forward the information to TCS?

Mrs. Hall – Yes, they do. I asked West what they were forwarding for an ESN.

Mr. DeRouchey – Did you ask your CPE vendor if it is a display issue?

Mrs. Hall – During this process, I was working with my vendor because we had other issues regarding how the 911 call was displayed on the CAD screen. We didn't have the house number displaying or apt number. The vendor had to write a format for these VoIP calls.

Mrs. Sefrit – West tells us that our equipment is out of date.

Mrs. Hall – I didn't hear that from the person that I was talking to.

Mrs. Sefrit – I initially talked to Kristina and then Mindy and she really doesn't try to help very much. Everything comes back on us. We're trying to look into some things and my board feels it's a dead end with any conversation we try to have.

Mrs. Hall – It's taking a step back. We have to go into another database to look up what agencies we should be sending and that's time consuming.

Mr. Koppert – Is Mediacom doing this statewide or is it select PSAPs in select areas getting this done to them?

Mrs. Hall – Their solution across the state is with the West VoIP. When you're dealing with a lot of different agencies....Well, it's not our fault. It's kind of a pointing the finger type thing. The main reason that I did bring this up was if the two networks merged and if every wireline call was this way, this would be taking a step backwards.

Mr. Koppert – Has Mediacom been authorized to do this?

Mr. DeRouchey – It goes back to a conversation we had about six months ago where the SALIs. The PSAPs that management their own database receive a real time update from another company (Schofield Group). Mediacom switched and went with West VoIP solution which is now real time, nothing to manage, it's in the Cloud, the information is supposed to display on your call taker screen when a call comes in. We went down the road with the Attorney General. In the local 911 service board plans PSAPs are able to determine who manages their 911 database. We didn't get very far with that with Mediacom and the Attorney General didn't necessarily want to get engaged. They thought of it as more of a local service board issue. It hasn't really gone anywhere from our standpoint.

Mr. Koppert – I think the issue is going to come to a head if there is a situation that happens. A situation happened in Omaha a couple of weeks ago. A 911 call end up being Phase 1. They couldn't locate. Two people ended up being shot and killed and there was a lot of concern over why can't we get this location data down. Well, if that happens to a Mediacom customer and the press pick it up. They are going to have to answer to them at that point in time. I hate to see something like that happen. They need to be aware of just how critical what they do and what they're doing is. I don't know how we as a board or how anybody at the AG's office want to get involved.

Mrs. Hall – Bill Peard that was here at last month's meeting. Maybe we need to reach out to him.

### **Announcements**

The next meeting will be on Wednesday, April 13, 2016 at 5 p.m. in the Prairie Meadows convention area.

Motion by Dave Kaus to adjourn the meeting. Mr. Koppert adjourned the meeting at 10:01 a.m.

Respectfully submitted,

Sally Hall, Secretary