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Introduction

The Iowa Department of Homeland Security and Emergency Management (HSEMD) submits this 911 annual report to the Iowa General Assembly under Iowa Code § 34A.7A (3) (a). This section of the Code requires the 911 program manager to advise the General Assembly of the status of 911 wireline and wireless implementation and operations, the distribution of surcharge receipts, and an accounting of revenue and expenses of the 911 program.

Iowa’s 911 system consists of 113 public safety answering points (PSAPs) across 99 counties. The PSAPs answer wireline, wireless, and voice over internet protocol (VoIP) emergency calls, as well as Text-to-911 messages from across the state. The wireline 911 system was launched in Iowa in 1988 and is managed by local 911 service boards. The funding to support the system is obtained through local contributions and a landline phone surcharge authorized by Iowa Code § 34A. Wireless 911 capability was added to the system beginning in 1998. This wireless capability is funded through a wireless surcharge on wireless phone users’ monthly bills and is managed by the Iowa Department of Homeland Security and Emergency Management under Iowa Code § 34A. Recently, the Department converted the wireless 911 network from analog technology to an emergency services internet protocol (IP) network (ESInet) referred to as a Next Generation (NG) 911 network. From Oct. 1, 2019, through Sept. 30, 2020, the NG911 network processed 978,609 wireless 911 calls and 3,337 texts to Iowa’s PSAPs. Local jurisdictions reported 256,039 wireline calls, and 42,576 VoIP calls. Local PSAPs are the primary users of the NG911 network and answer and dispatch resources for more than 98 percent of all wireless 911 calls in Iowa. The Iowa Department of Public Safety (DPS) handles the remainder of the wireless 911 calls.

As detailed throughout this report, the entire Iowa 911 system is undergoing a significant upgrade to an IP-based system. The first phase of this multi-phase effort into what is called the NG911 network has converted analog/copper trunking into the local PSAPs to a statewide, IP-based Ethernet network. The IP-based backbone was completed in November 2012 and leverages the Iowa Communications Network (ICN). The second phase of the network upgrade is nearly complete and includes updating individual PSAPs to IP-enabled call-handling equipment and logging recorders. Ninety-two percent of the state’s PSAPs are fully end-to-end IP-enabled. As of January 2019, all but one of the local 911 PSAPs were capable of receiving Text-to-911. Meanwhile, a third phase of work began and includes adding the wireline 911 traffic onto the existing NG911 network. Work has also begun toward the State’s virtual consolidation efforts, technologically merging the legacy wireline network with the Next Generation IP-based network, as well as sharing technology for call processing equipment at the PSAPs. A fourth phase in the progression to a fully functioning NG911 will include behind-the-scenes upgrades to the way a caller is located and to ensure the call is more accurately delivered. This phase will most likely begin toward the end of 2021.

Iowa Code § 34A requires that each county in the state establish a joint 911 service board that has authority over the local PSAP. Each board has the responsibility to develop a countywide 911 service plan, detailing the manner and cost for the implementation of a wireline and wireless 911 system for the PSAP geographical area. All 99 counties have approved countywide 911 service plans.
The Iowa Department of Homeland Security and Emergency Management has the responsibility to review and approve the countywide 911 service plans. HSEMD is also responsible for the overall administration of Chapter 34A through a program administrator appointed by the HSEMD director.

**Legislative Updates to Iowa Code**

The 2020 Legislative session saw no significant changes to Iowa Code § 34A. Unrelated to 34A, but of note, during the 2020 Legislative session, 911 telecommunicators received First Responder Status through Senate File 2373.
In 2019, HSEMD engaged the National 911 Program, under the National Highway Transportation Safety Administration, to conduct a peer assessment. This assessment was an effort to analyze the State’s Next Generation 911 progress, as well as provide a roadmap of future efforts. The assessment acted as a kick-off toward this comprehensive strategic plan.

The State 911 assessment program established a comprehensive set of benchmarks based upon uniform goals for Next Generation 911 across the United States and territories. The assessment program uses a series of 83 guidelines that allow state 911 authorities to measure the progress and status of a state’s 911 program. The assessment results are based upon consensus from a team of qualified assessors, comprised of subject matter experts from diverse backgrounds and geographic areas, and were used to gauge the status of state and local programs, and to identify strengths and areas for improvement within the current 911 program. The results of the assessment are meant to serve as a tool to reveal areas for attention by the 911 program.

The 83 guidelines illustrate what is encompassed in an effective 911 program but does not dictate how to achieve a result. The 83 guidelines are categorized as follows:

- **Does Not Meet** - This is for guidelines that did not meet the minimum criteria.
- **Minimum Criteria** - The rulemaking authority exists to establish standards.
- **Advanced Criteria** - The state has adopted and maintains current comprehensive standards.
- **Superior Criteria** - The state oversees and enforces current standards and has a mechanism for periodic review.

States are not required to adopt the guidelines but are encouraged to review the results to highlight areas that may improve their program. The consensus guidelines served as an objective benchmark for the assessment of the status of a statewide 911 system. States are not required to adopt the guidelines; any established assessment process will be conducted voluntarily. Nine guideline categories constitute the basis for the consensus guidelines:

1. Statutory and Regulatory
2. Governance
3. Functional and Operational Planning
4. Standards
5. Security and Continuity of Operations
6. Human Resources and Training
7. Evaluation
8. Public Education
9. NG911 Maturity Model

The results of the peer assessment led HSEMD to undergo a strategic planning effort that leads to the development of a five-year strategic plan. The strategic plan will address the recommendations from this assessment to discuss, build, and improve on the current 911 program.

The State 911 Program, in reviewing the assessment findings, chose to include items that fell under the ‘Does Not Meet’ and ‘Minimum Criteria’ categories as the elements of the strategic plan. From there the guidelines were reviewed and placed into five categories: Legislative and Administrative, Systems and Standards, 911 Program, Education and Outreach (External/Public), and Facilities and Operations.

The plan was provided to the PSAPs for their review. PSAPs were encouraged to provide comments and sign up to participate in the working groups that will be formed to work on the identified areas over the strategic plan period. Though the strategic plan is finalized, many of the goals and topics identify the need for broader discussion within the 911 Community. These broader discussions may lead to future legislative efforts. View the [strategic plan](#).
Iowa Acts 2018, House File 2254, directed HSEMD to implement the plan for virtual consolidation. This plan does two things, detailed below, which combined are projected to save local jurisdictions $6 million.

The first effort is the merging of the wireline and Next Generation 911 networks. Iowa has continued to maintain two different 911 networks that do not interface with each other. The technology currently exists to merge the wireline and wireless networks into a single 911 system. This effort is performed on a PSAP-by-PSAP basis. The migrations involved multiple private-sector vendors working in cooperation. The first migration took place on June 29, 2020. Currently, 50 PSAPs have completed the process of merging their networks. A key component to the merger is also a change in the manner automatic location information (ALI) and automatic number information (ANI) is handled and must be configured into the new combined system. ALI information will now come embedded with the call instead of the legacy ALI links, where it was an entirely separate part of the 911 call flow process. As part of this effort, the Next Generation Core Service (NGCS) provider, Comtechtel or Comtech, must work with the state’s more than 150 telephone exchange providers to correctly provision their customers’ address database information. These changes to call flow delivery are a massive update toward Next Generation 911, allowing local PSAPs to terminate their relationships with the legacy selective router and ALI providers, shifting those costs to HSEMD while also achieving statewide savings.

The second project is to introduce equipment that can be shared by multiple PSAPs. The primary piece of equipment for PSAPs to share is the call processing equipment (CPE)—the main 911 system involved in call delivery. However, PSAPs can also opt into the sharing of logging recorders, mapping, computer-aided dispatch, and emergency medical dispatch. The above are components of a PSAP that formerly needed to be physically housed in each PSAP at a great cost to the State and/or PSAP. However, through technological advances, the entire state can conceivably share this equipment and achieve cost savings. To this point, 21 of the state’s PSAPs have been converted to this shared environment (Attachment 2). HSEMD created an informational video about the program for PSAPs considering the shared service option.

Through the shared services program, HSEMD is also working with DPS to create a mobile PSAP. This PSAP would have the ability to deploy to an area where a PSAP may be uninhabitable due to a variety of reasons. Through this project, telecommunicators would be able to receive and dispatch 911 calls as if they were in their own center.

Similar to all facets of life, PSAPs and 911 were impacted by the COVID-19 pandemic. HSEMD sent two surveys to PSAPs to gather information about how local 911 centers were being impacted by COVID, local COVID response, and to gauge contingency planning should an outbreak occur at a center. The NG911 network would have allowed calls for a jurisdiction to be routed elsewhere should an outbreak occur within a PSAP requiring it to shut down for a...
period of time. HSEMD worked with the statewide interoperability coordinator to make preparations to assist in the dispatch of 911 calls if a PSAP needed to reroute calls. Hardin County Sheriff’s Office had to reroute to Iowa Falls Police Department for 11 days in December.

To help facilitate local contingency planning HSEMD supported a class on alternate PSAP facilities along with the Iowa State Interoperability Communications Board and the U.S. Department of Homeland Security’s Critical Infrastructure and Cyber Security Agency.

Due to the pandemic, 911 Council meetings were conducted virtually. Ad hoc regional PSAP supervisor meetings continued to meet, although in a virtual environment. HSEMD provided cleaning instructions to PSAPs and distributed to telecommunicators health screening questions developed by the Iowa Department of Public Health. These questions could be asked of callers to assist with first responder safety. The 911 Program collaborated with the National Association of 911 Administrators to learn what other states were encountering and to gather best practices should a PSAP need to close or relocate.

One area that was negatively impacted early in the pandemic was the use of 911 training dollars. As detailed later in this report, a number of approved training courses had to be cancelled and a portion of the annual training funds went unused for the year. While virtual training could have been used, in the early stages of the pandemic, it was too late to adjust the approved training to an online format.

**National 911 Grants**

Iowa was awarded a grant of $2,590,445 by the National 911 Office. The grant was available to states and tribes based on interstate mileage and population and was awarded for the benefit of PSAPs and states to further Next Generation 911 efforts. The grant closes in March of 2022 and will be used to help fund the virtual consolidation efforts discussed earlier in this report. The National 911 grant comes with a 40 percent state match, which will be funded by the emergency communications surcharge. As of September 30, 2020, HSEMD had received $1,108,108.39 in grant funds. Find out more information about the grant program.

**Next Generation 911 Network**

Prior annual legislative reports have detailed the configuration of the disparate legacy wireline network and the NG911 wireless network. This section describes the environment of the new combined network, which should be fully implemented by the spring of 2021.

There will be minimal changes on the wireless side as part of the merged network environment. Wireless service providers will still ingress the Comtech-managed call logic centers (CLCs) located in Davenport and West Des Moines. From there, calls are transported via the ESInet for proper call delivery to PSAPs. In 2021, wireless operations will undergo an operating system upgrade to bring it in line with the operating system already being used with the new wireline network.

Wireline traffic entering the new merged environment will be routed from the CenturyLink selective routers to ICN aggregation points located in Des Moines and Cedar Rapids. The ICN will transport the traffic from those aggregation points (via disparate and redundant paths from the ESInet) to the Comtech CLCs. At that point, wireline 911 traffic will be delivered to the PSAPs similarly to wireless 911 calls. Wireline 911 traffic will now enjoy the benefits of automatic call reroutes in the case of outages or maintenance as wireless 911 has for years. As with wireless 911, wireline 911 calls will be able to be transferred to any PSAP across the state.
As referenced above, wireline ALI and ANI will be provided in a new methodology. Historically, PSAPs have contracted with a third-party vendor to maintain and provide ALI/ANI as part of a 911 call. In the new environment, ANI/ALI will be part of the State 911 system, rather than being contracted by PSAPs to a third party. Under the new ALI system, HSEMD will be responsible for funding the delivery of ALI, rather than the PSAP. This new methodology aligns with the concept of Next Generation 911. HSEMD and Comtech are working with local exchange carriers (LECs) to adopt this new provisioning methodology.

The State 911 system is interconnected through ESInet, utilizing the ICN fiber network. All 113 local and Iowa Department of Public Safety primary PSAPs (Attachment 1) are connected via the ESInet. The “brains” of the ESInet are the two redundant CLCs connected by 100 MB circuits to handle the call volume and call routing. While the ESInet primarily uses fiber from the ICN, the CLCs state equipment in the PSAPs, and the policy call routing and handling functions (and now ALI) are managed through a contract with Comtech. This 10-year contract is entering its final year.

HSEMD and Comtech have continuously worked to upgrade the software and programming at the data centers for the way calls are delivered via IP. These upgrades use the National Emergency Number Association (NENA) i3 standard for call delivery. The ultimate goal of these upgrades is an NG911 network that will ultimately support the use of text, video, and picture messaging to 911. Once multimedia messaging services (MMS) become available from the wireless carriers and are capable of being processed and displayed by the PSAPs’ call taker equipment, they will be implemented in Iowa.

Public Safety Answering Points

As of Dec. 31, 2019, all of the state’s 113 PSAPs have upgraded their call-handling equipment to NG911-capable.

Iowa’s 113 PSAPs are now technologically capable of receiving network-delivered IP-based calls. Of the 113 PSAPs with upgraded equipment, 107 are truly receiving end-to-end IP-enabled wireless calls over the ESInet to their call-taker screens. In the remaining cases, additional local software upgrades or the purchase of an IP-capable logging recorder may be needed before migration to a true IP-based call environment is possible (Attachment 3).

The FCC’s Task Force on Optimal PSAP Architecture (TFOPA) developed specific criteria for states to assist and rate themselves on the various NG911 capabilities and components. Figure 1 below shows where HSEMD rated the state’s 911 program based on the criteria laid out by TFOPA:

- Governance: Intermediate
- Routing and Location: Transitional
- GIS Data: Intermediate
- NG911 Core Service Elements: Intermediate
- Network (OSP and ESInet): Intermediate
- PSAP Call Handling System and Applications (Intermediate)
- Security Maturity Level: Intermediate
- Operations Maturity Level: Intermediate
- Optional Interfaces Maturity Level: Intermediate

View more information on the rating criteria.
Redundancy and Secondary Network

Realizing the need for additional redundancy, HSEMD began a project with Comtech to provide additional safeguards in the event of a statewide or large regional outage of the ESInet. Thirteen of the largest PSAPs were identified to act as part of a secondary ESInet. Completely diverse fiber, circuits, and State systems were used to build this second network, separate from the primary ICN backbone. Currently, HSEMD, along with its vendor partners, have established redundant connectivity to 11 of the 13 PSAPs. Those 11 PSAPs continue to receive their wireless or wireline calls in the case of a large ICN outage or maintenance.

HSEMD is working with all PSAPs on the next phase of the project, which includes the alternate routing of calls from the regular, single-connected PSAPs to the large, redundant PSAPs in the case of a large outage. In effect, this creates regional back-up facilities. There are significant planning, coordination, and procedural efforts that go into this concept, along with necessary interagency agreements. Not only must the 911 call ring into a regional back-up facility but the call must then be quickly dispatched. The statewide NG911 GIS mapping and aerial photography projects discussed later in this report help facilitate the dispatching of these calls. HSEMD is also working with the Iowa State Interoperable Communications System to ensure there is appropriate radio communication between PSAPs.

To bolster the resiliency of the PSAPs in the shared service environment, HSEMD has worked with the ICN and FirstNet to provide additional connectivity between the two host systems and the PSAPs connected remotely. FirstNet is the National Public Safety Broadband Network specifically built for public safety. FirstNet awarded a 25-year contract to AT&T to build the network which is traditionally used as another cell phone network, but which gives priority and preemption to public safety subscribers. HSEMD is leveraging the broadband data capabilities for additional backhaul connectivity.

Geographic Information Systems and NG911

A critical component of NG911 relies on geographical information system (GIS) data. The data is the foundation of Next Generation call routing, location validation, and emergency response. Information sharing is essential to building statewide GIS datasets, as more than 100 different data owners need to share information for the NG911 system. Data sharing work starts with the local jurisdictions updating their master street address guide, road centerlines, and site structure address points to have a seamless, statewide GIS data set. While HSEMD had previously contracted for the statewide aggregation portal, ensuring the data is up-to-date and accurate is a critical local responsibility. Iowa Acts 2017, Senate File 500, allowed HSEMD to provide local GIS grants to assist local 911 service boards in the creation, improvement, and maintenance of their NG911 GIS information. For SFY 2020, HSEMD granted $1,134,000 to PSAPs for local 911 services to help facilitate this
critical local data. To continue improving the data, HSEMD increased the benchmarks to:

- Overall NG911 GIS accuracy at or above 98 percent and submission of all required data layers (no change from SFY 2020)
- Automatic location information synchronization to GIS road centerline accuracy of 98 percent or above (from 95 percent in SFY 2020)
- Provide updated information twice, in two six-month periods

For SFY 21 through December 2020, HSEMD provided grant funding at a statewide level totaling $360,000.

HSEMD, with support from GeoComm Inc., has developed and updated statewide NG911 GIS standards for Iowa. A committee of local GIS partners continues to assist with the ongoing review and revision of the standards. The standards and GIS database schema provide a template and direction for the NG911 GIS community. Local GIS data feeds the statewide GIS portal, which is available for all PSAPs to share common data and location information available through the mapping systems at the PSAPs. HSEMD and GeoComm continue to work on assessing local data and providing reports where GIS data corrections or updates are needed. GeoComm is serving the Iowa NG911 GIS portal allowing the locals to upload their GIS data and view all of the other datasets in Iowa. HSEMD will continue to work with GeoComm while GeoComm continues to process the data and aggregate the information for use in the statewide NG911 GIS system.

911 Operating Surplus Funds Available to Local 911 Service Boards

HSEMD is allowed to maintain an operating surplus fund—surcharge funds not immediately expended toward quarterly remittance to local service boards and network costs. Iowa Acts 2016, House File 2439, modified the funding available to local 911 service boards. The act created consolidation grants for PSAPs wishing to physically consolidate. A maximum of $200,000 (with a local match) is available for actual costs related to the combining of answering points. PSAPs have had the opportunity to apply for the physical consolidation grant for the past four years, and none has applied. The grant program remains available through 2022.

The same act also provided $100,000 annually available for 911 Council travel, 911 public education, and training for 911 professionals. Since this program became available in SFY16, over $240,000 has been used in the training of more than 2,000 911 professionals. To date, more than $69,000 has been approved for public education efforts, and $16,000 has been used for 911 Council travel.

Finally, the act directed HSEMD to pass through any remaining surplus funds to PSAPs equally. For SFY 2020, $1.9 million was passed through to local 911 service boards, an amount of $17,379.31 per PSAP.
Funding for the wireline and wireless portions of the 911 system are set in Iowa Code § 34A.7 and 34A.7A, respectively. In July 2013, the General Assembly set the surcharge for both wireline and wireless 911 services at $1 per month per access line across the entire state. The wireline surcharge is deposited in the local 911 service fund and disbursements are made by the local 911 service board. The wireless surcharge is deposited in the State 911 Emergency Communication Fund administered by HSEMD. For the 12 months ending Sept. 30, 2020, the wireless surcharges totaled $28,686,413, an increase of $288,166 from the same timeframe the previous year.

HSEMD has the responsibility to order the implementation of the surcharge with each telephone service company providing landline service within the 911 service area. Within the state, there are more than 150 competitive local exchange service providers. Each local telephone service provider remits collected surcharge funds directly to the respective local 911 service board every quarter. In SFY 2019, the reported total of wireline surcharges was $10,762,875, an increase of $782,857 from the previous year.

Prepaid Wireless and VoIP Surcharges

In 2012, Iowa Code § 34A.7B authorized a surcharge on prepaid wireless phone transactions. The pre-paid surcharge is remitted to the Iowa Department of Revenue, which transfers all remitted prepaid wireless 911 surcharges to the state treasurer for deposit in the 911 emergency communications surcharge fund. In 2013, Iowa Code §34A.7A was amended to allow the prepaid wireless surcharge to increase or decrease proportionately to the wireless surcharge. As a result of that change, the prepaid surcharge is currently 51 cents per prepaid transaction, and the total revenue generated for this surcharge for the 12 months ending Sept. 30, 2020, was $2,270,604, an increase of $220,241 more than the same timeframe the previous year.

In 2012 the definition of a communication service provider in Iowa Code § 34A.2 was amended to include service providers that transported information over the internet, including voice over internet protocol companies. The companies are now required to collect and remit surcharges as a communications service provider.

Cable television companies that sell static VoIP services as part of a bundled package also pay their collected surcharges to the local wireline 911 service boards. Nomadic VoIP providers (e.g. Vonage) that are not restricted to a particular location pay the surcharges assessed to their customers to HSEMD through the state 911 emergency communications service surcharge.
Wireless Surcharge Distribution

The bulk of the 911 surcharge revenue is obtained through the wireless surcharge. Under Iowa Code § 34A.7A (2), the collected surcharges must be distributed in the following order (Attachment 5):

1. To the Department of Homeland Security and Emergency Management for program administration, an amount equal to that appropriated by the General Assembly. In 2020, this amount was $250,000.

2. To joint 911 service boards, 60 percent of the total surcharge funds generated for communications equipment utilized in the implementation and maintenance of 911 services within the local PSAP. Iowa Code § 34A.7A (2) defines how the 60 percent amount is to be distributed among the 113 PSAPs in the state. For the 12 months ending Sept. 30, 2020, this amount was $18,574,210, an increase of $305,044 from the previous 12 months.

3. To wireless service providers, 10 percent of surcharge funds generated from July 1, 2013, through June 30, 2026, to recover their costs of providing 911 wireless phase one service. For the 12 months ending Sept. 30, 2020, this amount was $824,675, an increase of $18,993 from the previous 12 months. It should be noted that while authorized by Iowa Code 34A, there is no federal requirement that cost recovery be provided to wireless carriers for 911 service.

4. To Next Generation 911 network providers, 911 call processing equipment providers, 911 call transport providers, and third party 911 automatic location identification database providers for the costs of maintaining and upgrading the Next Generation 911 network functionality, 911 call processing equipment, 911 call transport from the NG911 network to local PSAPs, including local GIS grants. For the 12 months ending Sept. 30, 2020, this amount was $6,332,482, an increase of $1,697,503. This marked increase is due to the recurring costs involved with operating the merged 911 network to include the statewide ALI database, and the shared service infrastructure. HSEMD is also responsible for expenses associated with ESInet relocation costs when PSAPs move their equipment or move physical locations. For the previous 12 months ending Sept. 30, 2020, these support costs totaled $470,074.

5. For the development of public awareness and educational programs related to the use of 911, for the expenses of the 911 Communications Council for travel and training. For state fiscal year 2020, the amount spent on these items was $63,422.75 of the allowable $100,000. At one point during the fiscal year, the full allotment of training funds were allocated, but because of Covid-19, some of the training funds went unused due to the inability to provide courses in person.

6. For the virtual consolidation efforts approved through HF2254, HSEMD estimates $6 million in build-out costs for the shared services project and $5 million for the network migration project. Recurring costs associated with the effort are included in item 4 above. Nonrecurring costs associated with the combination of the virtual consolidations projects totaled $3,429,541.72 during the 12 months ending September 30, 2020.
Advancements in technology allow for more accurate, efficient, and redundant systems that enable citizens to contact 911 for access to life-saving resources. It is truly an exciting time for the entire emergency communications ecosystem. As technology evolves and advances, the people of Iowa expect its public safety lifeline to adapt and make parallel strides to stay technologically relevant. As more and more citizens maintain only a mobile phone, the NG911 system must be able to receive calls, transfer calls, visualize the caller’s environment, and dispatch the right responders with the right equipment, all in a matter of seconds.

Along with Text-to-911 being implemented statewide, HSEMD continues to advocate for increased caller location information, and the capability for photos and video to be received by the PSAP from callers contacting 911 and relayed to responders in the field. The continued roll out and development of FirstNet, already being heavily used in Iowa and within the state’s 911 system, will serve to transport this additional data to first responders and provide critical redundancy. Another integration that continues to be discussed is the dispatch component of the 911 call. HSEMD is helping to fund access to the Iowa Statewide Interoperable Communications System, which will assist in the dispatch of 911 calls from regional back-up facilities. The cost-saving measures achieved through virtual consolidation will save local PSAPs money, allowing them to consider implementing the ever-evolving world of emerging technologies in the public safety communications field.

The Iowa Department of Homeland Security and Emergency Management will continue to work collaboratively with the Iowa 911 Communications Council, Iowa Utilities Board, Iowa Telecommunications Association, Iowa Statewide Interoperable Communications System Board, Iowa Communications Network, and local 911 service boards to maintain and improve the level of 911 services within the state.

For more information about Iowa’s 911 program, visit: www.homelandsecurity.iowa.gov.

Inquiries may be directed to the 911 program administrator at 515.725.3231 or 911@iowa.gov.
Iowa’s Public Safety Answering Points

[Map of Iowa showing Public Safety Answering Points]
Shared Services Status

December, 2020

Shared Services Active
SIP-Enabled PSAPs
PSAPs receiving end-to-end IP-enabled wireless calls over the ESInet

December, 2020
### Revenues and Expenditures
**Oct. 1, 2019, through Sept. 30, 2020**

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<th>Revenues by FY Quarter</th>
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<th>Q3 2020</th>
<th>Q4 2020</th>
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#### Expenditures

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<th>Q4 2020</th>
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<td>Network Costs (includes NG contract, transport, aerial photography, GIS contract, GIS grants, text to 911)</td>
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**Operating Surplus**

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<tr>
<td>Existing Surplus Amount</td>
<td>$12,126,026.32</td>
<td>$12,989,692.17</td>
<td>$14,618,390.25</td>
<td>$11,487,599.52</td>
<td>$51,626,608.36</td>
</tr>
<tr>
<td>Surplus Revenues</td>
<td>$1,551,185.79</td>
<td>$1,594,813.76</td>
<td>$1,238,880.32</td>
<td>$806,606.35</td>
<td>$5,191,486.22</td>
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<tr>
<td>Federal 911 Grants</td>
<td>$234,635.59</td>
<td>$197,023.19</td>
<td>$-</td>
<td>$676,449.61</td>
<td>$1,108,108.39</td>
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<tr>
<td>Surplus Subtotal</td>
<td>$13,911,847.70</td>
<td>$14,781,529.12</td>
<td>$15,857,270.57</td>
<td>$12,970,655.48</td>
<td>$59,811,302.94</td>
</tr>
</tbody>
</table>

**Surplus Expenses**

<table>
<thead>
<tr>
<th>Surplus Expenses</th>
<th>Q2 2020</th>
<th>Q3 2020</th>
<th>Q4 2020</th>
<th>Q1 2021</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Travel, Public Education, PSAP Supervisor Training</td>
<td>$47,395.69</td>
<td>$10,937.36</td>
<td>$5,089.70</td>
<td>$-</td>
<td>$63,422.75</td>
</tr>
<tr>
<td>Consolidation Grants and Surplus Paid Out</td>
<td>$-</td>
<td>$-</td>
<td>$1,963,862.19</td>
<td>$-</td>
<td>$1,963,862.19</td>
</tr>
<tr>
<td>Network Enhancements/PSAP moves</td>
<td>$68,987.07</td>
<td>$2,912.69</td>
<td>$271,248.52</td>
<td>$126,926.48</td>
<td>$470,074.76</td>
</tr>
<tr>
<td>Virtual Consolidation</td>
<td>$805,772.77</td>
<td>$149,288.82</td>
<td>$2,129,470.64</td>
<td>$345,009.49</td>
<td>$3,429,541.72</td>
</tr>
<tr>
<td>Remaining in Surplus</td>
<td>$12,989,692.17</td>
<td>$14,618,390.25</td>
<td>$11,487,599.52</td>
<td>$12,498,719.51</td>
<td>$59,584,131.75</td>
</tr>
</tbody>
</table>

* Full annual allocation of $250,000 was provided to HSEMD in Q1, 2021
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALI</td>
<td>Automatic Location Information</td>
</tr>
<tr>
<td>ANI</td>
<td>Automatic Number Information</td>
</tr>
<tr>
<td>CLC</td>
<td>Call Logic Center</td>
</tr>
<tr>
<td>CPE</td>
<td>Call Processing Equipment</td>
</tr>
<tr>
<td>DPS</td>
<td>Department of Public Safety</td>
</tr>
<tr>
<td>ESInet</td>
<td>Emergency Services IP Network</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>GIS</td>
<td>Geographical Information System</td>
</tr>
<tr>
<td>HSEMD</td>
<td>Iowa Department of Homeland Security and Emergency Management</td>
</tr>
<tr>
<td>ICN</td>
<td>Iowa Communications Network</td>
</tr>
<tr>
<td>IP</td>
<td>Internet Protocol</td>
</tr>
<tr>
<td>LEC</td>
<td>Local Exchange Carrier</td>
</tr>
<tr>
<td>NENA</td>
<td>National Emergency Number Association</td>
</tr>
<tr>
<td>NG</td>
<td>Next Generation</td>
</tr>
<tr>
<td>PSAP</td>
<td>Public Safety Answering Point</td>
</tr>
<tr>
<td>SIP</td>
<td>Session Initiation Protocol</td>
</tr>
<tr>
<td>VoIP</td>
<td>Voice Over Internet Protocol</td>
</tr>
</tbody>
</table>