

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

**Call to Order**

Chair Ray called the meeting to order at 9 a.m. A quorum was determined from roll call as indicated below.

<b><u>Roll Call</u></b>	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	
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	Present
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS) <b>Chairperson</b>	Steven P. Ray	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	vacant	
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	Bernardo Granwehr	Absent

**Staff:**

Blake DeRouchey, E-911 Program Manager	Present
Samantha Brear, E-911 Program Planner	Present

**Guests:**

Andy Buffington, Winnebago/Hancock EMA/Comm	Brent Long, Polk County Sheriff's Office
Diane Sefrit, SCI	Brian Magdwell, Westcom
Jeff Andersen, Marion County EMA/E911	Duane Vos, RACOM
Tracey Gearden, Polk County EMA	Marcia Slycord, Pella PD
Robert Bokinsky, Pella PD	Mike Kasper, Linn County Sheriff's Office
Curtis Pion, Polk County Sheriff's Office	Suzanne Smith, IUB
Micheal Lauer, ICN	Shari Schmitz, Motorola Solutions
Tim Aaron, Motorola Solutions	Mindy Benson, Tama County EMA/E911
Alice Wisner, Legislative Services Agency	Terry McClannahan, Dallas Co Sheriff's Office

**Guest present by teleconference:**

Bobbie Wells, Sac County	Sarah McClure, Ames PD
Amanda Roush, Story County E911	Marvin McClarnon, Page County E911/EMA
Stacen Gross, GeoComm	

### Introductions

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

### Approve the Minutes

Motion by Dave Kaus, seconded by Rob Koppert to approve the minutes of the Oct. 13, 2016 meeting. All ayes. Motion passed.

### Approve the Agenda

Motion by Dave Kaus, seconded by Rob Koppert to approve the agenda. All ayes. Motion passed.

### State of Iowa Administrator Reports (Blake DeRouche)

#### 911 Program Financial Reports

Mr. DeRouche distributed the quarterly wireless expenditure report and quarterly payments to PSAPs worksheet.

<b>Quarter 1, Fiscal Year 2017 Wireless Expenditure Report</b>			
<b>Quarterly Revenues Summary</b>		<b>Quarterly Expenditures Summary</b>	
Wireless Surcharge	\$ 6,682,458.92	Wireless Service Providers 10% of the fund \$913,854.86	\$ (127,618.80)
Interest	\$ 38,159.18	Network Costs (TCS, ICN, GeoComm, Aerial Photo)	\$ (938,233.69)
Prepaid Card Revenue	\$ 522,182.40	PSAP Funding 60% of Total Surcharge	\$ (4,322,784.79)
<b>Total Revenue</b>	<b>\$ 7,242,800.50</b>	<b>Total Expenditures</b>	<b>\$ (4,252,323.44)</b>
<b>Total Surcharge</b> (excluding interest)	<b>\$ 7,204,641.32</b>		
<b>HSEMD Funding</b>	<b>\$ (62,500.00)</b>		
<b>Amount transferred to Operating Surplus</b>			<b>\$ 1,791,663.22</b>

<b>Operating Surplus Summary</b>		
Previous Quarter Total Funds in Operating Surplus		\$ 16,276,029.90
SFY 17 Operating Surplus Revenue from previous quarter	\$ 3,010,168.87	
SFY 17 YTD Operating Surplus Revenue	\$ 1,791,663.22	
<b>Quarterly Operating Surplus Expenditures</b>		\$ (4,300,000.00)
<b>SFY 17 YTD Total Grants Approved</b>		\$ (4,400,000.00)
SFY 17 YTD Grants Paid	\$	
SFY 17 YTD Total Grants Obligated (not yet paid)	\$ (4,400,000.00)	
<b>Total Funds In Operating Surplus (Current Quarter)</b>		<b>\$ 13,767,693.12</b>
<b>Total Unobligated Funds in Operating Surplus</b>		<b>\$ 5,867,693.12</b>

<b>Future/Ongoing NG911 Projects</b>			
<b>(Multi-year projects)</b>	<b>Projected</b>	<b>Obligated / Encumbered</b>	<b>Expended</b>
Catastrophic Network Failure	\$ 3,500,000.00	\$	\$
Network Capacity Increase	\$ 3,675,000.00	\$ 2,143,492.00	\$ 776,808.55
NG911 GIS Project	\$ 8,275,000.00	\$ 7,108,000.00	\$ 1,167,000.00
NG911 Statewide Imagery Service	\$ 1,500,000.00	\$ 1,005,014.28	\$ 494,985.72
Travel/Public Education	\$ 100,000.00	\$ 10,000.00	\$ 103.35
LMR Radio	\$ 8,300,000.00	\$	\$ 8,300,000.00
<b>Totals</b>	<b>\$ 25,350,000.00</b>	<b>\$ 10,266,506.28</b>	<b>\$ 10,738,897.62</b>

Mr. DeRouche – This is the first quarter with the 60 percent surcharge pass-through. The amount passed through was \$4.3 million. Normally that is around \$3.3 million. The amount transferred to the operating surplus was \$1.7 million. Normally that is \$3.3 million. The \$4.4 million in grants has been approved. A follow-up from last month, we did deny the Department of Public Safety grant and funded the standby grants with the exception of Union County. About one half of their asking was approved in relation to the amount of grant funding that was remaining. Currently there is \$13.7 million in the operating surplus but when you look at the catastrophic reserve plus the \$4.4 million in grants the amount that's available to spend right now is

\$5.8 million. Last year the Department of Management moved Homeland Security's \$250,000 all at once. They did not do that this year. We will be going back to how it has traditionally been done: moving \$62,500 quarterly.

Mr. Bryant – Is the \$8.3 million projected for the LMR radio mean that they haven't been paid anything up to this point?

Mr. DeRouchey – We have made both payments. If you go across the line to the right, it says it has been expended.

Mr. Bryant – The approximate \$8 million that was left in the old carryover fund is that the \$5.8 million in the unobligated line?

Mr. DeRouchey – Correct.

#### Program Update/NexGen 911 Update

Mr. DeRouchey – A few of these items may be a repeat from the Iowa 911/APCO/NENA Conference. One of the things that has changed over the last couple of years is the \$100,000 for council travel, public education and PSAP supervisor training. With the text-to-911 rollout, we have had a few discussions with our public information officers. We will be doing a media campaign a little closer to the end of the fiscal year to talk about the dos and don'ts about text-to-911 for the public. We have also had some discussions about some very intense GIS training for local PSAP supervisors. Specifically on how to use GIS as it relates to NG911. I am working with National NENA to bring a course here – to buy that course outright. So there won't be any charge for those who attend. We are looking around March for that course.

The five consolidation workshops have been completed. One of those was specifically for vendors. We had approximately 200 people attend. That report is being written right now. We are also using the PSAPs surveys that were turned in. I believe 48 were submitted. If there is anyone that still needs to turn that PSAP survey in I am sure that LR Kimball and ourselves will still take that submission at this point. That report is due to us Dec. 15. We submit it to the legislature Jan. 15.

I sent an email a week or two ago talking about a statewide portal for 911 especially with our transition to Google. You're going to be able to use a portal that is a lot like SharePoint. It basically is a collaborative space where we can post information. We all can have a folder. It's available for yourselves for announcements, with the idea we can do some fillable forms so we're not sending paper copies and scans back and forth. The process of that Google rollout is a little bit cumbersome and timing wise it's not going to work out for this year. So I will be sending out an email with the standard paper documents that you need to fill out – the PSAP updates, service board updates, etc. Be looking for that probably today. We will probably be migrating to that portal after the first of the year.

The update on text-to-911 - we have a few PSAPS scheduled. Black Hawk and Warren County are scheduled in the coming weeks. Four out of the six CPE vendors have signed the master agreement for the text-to-911 that allows us to pay for that text connectivity. The hold-up on the others is basically working through the lawyers, our Attorney General side and the vendor side. We expect to get those signed soon and we will begin on those text conversions.

Mr. Seivert – The amount transferred is close to \$1.8 million. Since this is the new disbursement to the PSAPs with the higher percentage, do you expect that number to be fairly consistent quarter by quarter moving forward?

Mr. DeRouchey – I do. When we ran our analysis last year when we were trying to figure out what the 60 percent was going to do, that number was about right. Using last year's figures as well.

Mr. Seivert – So we can expect to put in \$7.2 million in addition to the \$5.8 million that is sitting there today? So within one year we are going to have almost \$13 million sitting in the fund?

Mr. DeRouchey – \$4 million of that goes right out the door for grants.

Mr. Seivert – \$4 million this year but we don't have the \$4 million for next year yet. Is that correct?

Mr. DeRouchey – There is no cap for next year but I'm saying....you gave a figure of about \$7 or \$8 million that will be added to an already existing \$5 million. Of that \$7 or \$8 million, half of it roughly is going out the door still this fiscal year for grants.

Mr. Bryant – What is the \$4.4 million that is already approved? It says it has already been expended. Has it already been taken out?

Mr. DeRouchey – No. The \$4.4 million is taken out of total unobligated funds but at this point isn't taken out of the total funds in the surplus.

Mr. Koppert – I have a follow-up question regarding Mike's earlier question on \$8.3 million for the LMR. You said it was \$4.4 million and \$4.3 million. That's \$8.7 million. I'm trying to figure out why it shows \$8.3 million expended when it should be probably closer to \$8.7 million and under the projected column it has \$8.3 million. What's the difference between those two? If we've expended \$8.3 million or actually \$8.7 million and now we have another projected of \$8.3 million. I guess I'm kind of confused there.

Mr. DeRouchey – The \$8.3 million is for the LMR.

Mr. Koppert – The projected \$8.3 million?

Mr. DeRouchey – The first year was \$4 million. The second year was \$4.3 million. So the total at this point is \$8.3 million.

Mr. Koppert – I misunderstood that it was \$4.4 million.

Mr. DeRouchey – The \$4.4 million is just for the grants.

### **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) – Craig Allen

No report.

### **Items for Discussion**

Mr. Koppert gave report on the APCO Conference he attended in Orlando, Florida, Aug. 14-17.

Mr. Koppert – A lot of the classes this year had to do with social media and social media and 911. How to use social media, how to setup social media. It seemed to be one of the areas that was well attended. One of the classes I thought was very interesting was 911 for 911. What happens when 911 has an emergency. There was a case study of a PSAP in which they had to evacuate their center after heavy snow fall because some melting snow got into some ductwork and created some mold issues. They had to evacuate their center and operate elsewhere. We don't really have to think about that here in Iowa, if we have to get out of the building for whatever reason...bomb threat, fire or situation like mold. I started writing some contingency plans for my center should something catastrophic happen and we're not able to operate as effectively or operate at all in the building. Unfortunately, that got tested on Oct 22. We had a complete failure of the network for the courthouse and the comm center. That took down every system we had at Cass County including CAD, administrative telephones, and radio systems. The only thing we actually had functioning was our 911 system which wasn't connected to the network and then also we were able to communicate with the police department via handheld. That's how we operated for five hours. We had no internet. Anything network connected was gone. It took about six hours to correct the problem. We worked on some work arounds for that and our techs are working on issues so it doesn't happen again. It just goes to show you when you go to a class like this and you start thinking about these things and you start writing up some things and it's kind of strange that something like that happens especially as catastrophic as it was. Having a backup internet. Whether it be a...one of those data ports or cradle points or things like that. Outside of what you have. If you have things like lamResponding, you can at least alert your fire departments via text message of calls. When you're down, you do whatever you have to do. I'm glad I had nine years of

emergency management experience in conjunction with being a 911 director. You tend to think outside the box on a lot of these issues. I would really make it a point to look at your PSAPs and what would happen if you had to leave that building. Some of us don't have trunked radio systems. For those of us that don't have that, how do you page a fire department? How do you communicate? That is one of the classes that I really took away and took to heart that we really need to be aware of in this day and age because of the reliance on technology for everything that we do. The radio consoles I had prior to this were the Zetron Series 4000. They were rock steady, never shut down, never quit, weren't networked to anything but as soon as we got to the IP environment, all the reliability went out the fan I think.

There were two great speakers. One was former Minnesota Coach Lou Holtz and Bob Woodward. Charlie McClintock, Director of the Cedar Rapids PD 911, was a presenter. Some of the other lowans that attended were Dina McKenna, Samantha Brear, Eric Dau and Eric Nevins.

This is my first national APCO conference and if you every get a chance to go I highly recommend that you do. I appreciate the council for supporting me and allowing me to go.

#### Legislative

Mr. Seivert – Nothing at this time.

#### Unfinished Business

None

#### Travel Requests

None

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

Ms. Brear addressed the Council regarding the incident that happened with US Cellular on Monday.

Ms. Brear – US Cellular inadvertently sent out a wireless emergency alert to all of their customers across the United States. They were doing some testing behind the scenes to make sure their interface was working correctly and making sure that their customer base did receive alerts when they did go out and unfortunately that engineer pressed the wrong button and it went out to their entire customer base. The reason why people were getting it multiply times was when you moved or drove somewhere else it would hit a different tower. Some people were getting it up to 20 to 25 times throughout the course of six hours. It was reported that some people weren't on US Cellular and they received the message. Currently at that time, that phone was ringing on US Cellular and that's why they received those messages. Unfortunately a lot of the 911 centers in Iowa were inundated with phones calls from the public that were confused. It was also about timing – the day before the election which didn't help the case. It took six hours for a US Cellular representative to get back to me and they relayed what was said before was that they were testing at their headquarters and it went wrong. We did a lot of social media postings and I hope that helped the situation. I sent out a lot of emails keeping emergency managers and 911 PSAP contacts up to date with the situation as well. I'm working with the FCC directly with Admiral David Simpson to make sure US Cellular is held accountable for this. I think it's absolutely unacceptable and US Cellular was telling their customers to turn off their wireless emergency alerts which wasn't going to help the situation because how likely is it that those people are going to turn them back on. As you know, US Cellular has a large customer base in Iowa so that is going to be hitting a large population if a lot of those people turn those alerts off when a real live emergency alert is going to go out. That is a great concern for us and we are working with the FCC and US Cellular to see what can be done about that. I did have a conference call with a media relations director of US Cellular and they said they are not being proactive and reaching out to their customers and informing them of the situation and what happened. They are only sending out messages to the media and government agencies. I appreciate people posting on Facebook, social media, sending out messages to make sure the public was educated and informed that this was US Cellular's mistake. It was unfortunate and please be aware how beneficial these emergency wireless alerts are and they can really help you in the future.

Mr. Koppert – How many people were affected in the United States?

Ms. Brear – Every single one in the United States.

Mr. Koppert – Is there a number of how many might have been in Iowa?

Mr. Brear – I have no idea. I really don't know what their customer base is. It impacted 10 states that have a US Cellular footprint.

Mr. Koppert – I find it disheartening that they are not taking more of a proactive approach that you mentioned and not reaching out to all of their customers and informing them of what is going on. I know the Council does not have much authority but if you would like a letter from the 911 Council that you could forward to US Cellular saying that we would request or appreciate some kind of proactive or notification to your customer of what happened. I would make a motion that the Council would do that.

Mr. Brear – That would be fantastic. It would give some more clout to the FCC as well if actual organized councils are very disheartened about what happened. I think the FCC will have more push if we write an official letter. That would help.

Motion by Rob Koppert that we write a letter to US Cellular expressing our concern with regards to this event and requesting that they take more of a proactive approach in reaching to their customer base and explaining what went on.

Mr. Seivert – Rob, before we do that. You mentioned that they had put out to turn off their emergency alerts. What did they do about that? Did they retract that statement? Did they continue to say it? What did they do?

Ms. Brear – Through their social media outlets they put out the general your alerts...they did say temporarily but I don't think that says much because people aren't going to turn them back on unless they're being inundated by messages. I know the phone is supposed to be on silent for a test. So social media that's what they said...keep it off then. Anyone that called US Cellular they told them to turn them off as well.

Mr. Kaus – What level alert did it come out as?

Ms. Brear – It was a wireless emergency alert test alert. So it came out as TEST. I don't think it was going to alarm people too much because it did come out as TEST but people were getting it 20 to 25 times.

Mr. Kaus – It didn't enter into the CMAS?

Ms. Brear – Yes, it went through that.

Mr. Bryant – Since the motion is still open and it hasn't been seconded, I would make a suggestion to the maker of the motion that we also include our desire that US Cellular notify customers if they turned their alerts off to turn them back on.

Mr. Koppert – I would agree to include that in my motion.

Motion restated.

Motion by Rob Koppert that we write a letter to US Cellular expressing our concern with regards to this event and requesting that they take more of a proactive approach in reaching to their customer base and explaining what went on and that US Cellular notify their customers if they turned their alerts off to turn them back on. Motion was seconded by Mike Bryant. All ayes. Motion passed.

Chair Ray – Samantha was there any offshoot companies that use US Cellular's network that were affected because were getting reports that people that had Boost....

Ms. Brear – Boost Mobile. I think they are an offshoot.

Chair Ray – So there might have been some of those people affected.

Mr. Seivert – Samantha, the other question I have is that you were evidently not aware that a cellular company could make that in routing and put messages out?

Ms. Brear – Correct.

Mr. Seivert – Is that a cause for concern that other companies that may be doing something in their network that they can inadvertently get in to that system and do the same thing?

Ms. Brear – Through all this I found out that all cellular providers who can receive wireless emergency alerts from....do testing in the background. They have to have that platform because they are a segueaway from the FEMA IPAWS service through to the cell provider network down to a cell phone. They have to have that technology capability in order for that wireless emergency alert to get to your phone. It was an eye opener for me. That's for sure.

Mr. Seivert – I would hope when this keeps moving forward with the FCC that there are some steps taken to prevent that from going out. Because this time it sent a test message. There could a technician sometime behind the scenes doing the same thing and it could come out without the test message part in it. That would be terrible.

Ms. Brear – I agree and we are making very good progress in Iowa. Everybody in a week we should have 68 counties with wireless emergency alert capabilities which is a massive progression. So the last thing we want right now is for members of the public turning them off. I'll keep you updated once I get more from the FCC.

Mr. Bryant – Blake, when you were talking about the texting and the public education part. Do we have counties that are capable currently? Black Hawk....

Mr. DeRouchey – Yes, it's more than just Black Hawk. There are two that receive it on integrated platform just like an incident call coming in and those are Cedar and Butler and then we have nine counties/10 PSAPs that receive it on the web browser. Most of those were kind of rolled out as a pilot program. You remember we were initially going to do the whole state web browser but we heard back that nobody wanted to go that way. They have been given template press releases to use or not to use within their own local media areas, their own local newspapers. They have been given sample policies. I think that's all they have done up to this point. They haven't done a formalized marketing campaign and that's kind of what we are putting together when we get a little further down the road.

Mr. Bryant – I attended our local Story County 911 meeting last night. When we start turning that up and our goal was all places were capable by the end of June.

Mr. DeRouchey – Right. That's the goal and that's what we are planning to pay for right now.

Mr. Bryant – And so as we go through county to county and as people travel from a county that has it to a county that doesn't thinking what works here should work there.

Mr. DeRouchey – That's why we are holding off on doing a big statewide release until we are much further down the road. And again, thinking if a local county wants to let the biggest newspaper in the county know that's possible most likely that's not going to get picked up by national or state-type news.

Mr. Bryant – With the \$100,000 we have and I don't know what our council's plan is for some of that money. What the state's going to pay for or are we going to supplement it? That seems to be a...

Mr. DeRouchey – Even with the GIS courses that we were talking about, the marketing campaigns we were talking about there's still plenty there for council travel or any other ideas the council may have.

Mr. Bryant – It seems like a worthy place to spend money. Does anybody know....the other question that came up I know we have been two years into this RFP on the LMR but there's....my answer was I don't think so...but are there any places functional with that?

Chair Ray – We have a little buildout here in the Des Moines area that was used for the National Governor's and the state fair and it is still functional. In fact our District 16 which is the Capitol Complex troopers they're using it. So there is a portion of it that's being used.

Mr. Bryant – Does anybody know...is there any kind of steps in the near future or is it going to be a few more weeks, months?

Chair Ray – The buildout is starting in fact in the next couple weeks they are going to start building some towers and some sites. The last that I was made aware of is that we're stilling looking at about 18 months for the final rollout.

Mr. Bryant – The other question that I had was, there was discussion at the county meeting with some problems with paging. What kinds of problems or successes or what other systems are working out there. What's being used in another county someplace that's maybe better than something else? They're working on identifying some problems in Story County. Whether it's the equipment or dead spots or whatever it is. What I picked up is there's some...tones that go out and no voice or whether the digital is the way to go. I was just looking for some information on that for myself.

Chair Ray – I think that's an inherent problem in a lot of counties. Because your typical paging is your high band, your VHF. I've been told there's probably a way in the future that the paging can be done over like a 700 MHz but it's not there yet. And I think for the time being if the counties or whatever go to the LMR system, they're still going to have to maintain that VHF ability to send out those tones to pagers. I think the problem you are talking about as far as maybe of getting the tone and no voice, we have that same issues in Boone County. As an example Madrid Fire, they'll get the tone but they won't hear the voice. A lot of that again is the interference over that VHF network. All that interference is affecting that paging. I don't know what the immediate fix would be for that but for the time being is still probably going to have to be the way a lot of the counties are going to have to page. Even if they go on to the 700 MHz system. I think that's why a lot of your volunteer fire departments, I know we use it Boone County, are using lamResponding and some of these applications that you can have on your phone where dispatch can send out the message over that, on an application. A lot of our volunteers, I know in my county, are finding that more reliable than the pager at times.

Mr. Koppert – And that's actually why we went with lamResponding about a year ago because we were having pager issues as well. It's a VHF/911 system. With the narrowbanding that decreased coverage on VHF analog systems across the entire spectrum. Everything got changed and we went with the lamResponding and it is working quite well. We will go to, when Motorola or somebody makes them. I know there is one company that is making P25 pagers now. We have not bought one or tested it. I would assume that if Motorola would make a Minitor 7 with P25 capability, that we would go that route. The reason I say that, we've had two law enforcement frequencies that were conventional as well. They were repeater frequencies and we lost a lot of coverage when we went with P25 with that and we actually doubled what we had previously by going to digital. So digital is the way to go it's just that paging hasn't caught up to that and I think that once I does catch up to it I think things will get better but it's just a matter of getting that built and getting from the companies anymore P25 pagers or what not. But there is one out there now. I've never tested it. I saw a picture of it in an advertisement.

Mr. Bryant – I'm not a technical guy and not in the business but wanted to learn for myself. Thank you.

### **Announcements**

The next meeting will be on Thursday, Dec. 8, 2016, at 9 a.m. in the West Des Moines City Hall.

There being no further business Chair Ray adjourned the meeting at 9:45 a.m.

Respectfully submitted,

Sally Hall, Secretary