



Iowa E911 Communications Council Meeting
Thursday, Oct. 12, 2017
West Des Moines City Council Chambers
West Des Moines, Iowa

Call to Order

The Council was called to order by Chairperson Bob Seivert at 9:01 A.M. A quorum was determined from the roll call.

Roll Call

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

Staff:

Blake DeRouchev, E911 Program Manager	Excused
John Benson, Iowa HSEMD	Present

Guests:

Diane Sefrit, SCI	Josh Humphrey, Iowa County EMA
James Lundsted, DHS-OEC	Brian Maydwell, Westcom
Chris Sanders, RACOM	Tammy Rodriguez, ICN
Chris Maiers, ISICSB SWIC	Laurie Hickok, Comtech

Micheal Lauer, ICN
Rodney Tucker, IUB
Clint Schlabaugh, RACOM
Randy Goddard, ICN
Dan Pohl, Motorola Solutions

Alice Fulk Wisner, Leg. Svc. Agency
Brent Long, Polk County SO
Jensen Connor, Iowa HSEMD
Philip Groner, ICN
Doug Hawn, Greene County 911

Guest present by teleconference:

Marilyn Stayner, Worth County 911
Doug McCasland, Warren County 911
Ed Roach, Jasper County 911

Mike Kasper, Linn County SO
Stacey Gross, GeoComm

Introductions

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

Approve the Minutes

Chair Seivert asked for a correction on the name of the IEMA President Dave Wilson in the previous meeting minutes. Motion by Rob Dehnert, seconded by Sandy Morris to approve the corrected minutes of the Sept. 14, 2017, meeting. All ayes. Motion passed.

Approve the Agenda

Motion by Mark Murphy to approve the posted agenda. Second by Rob Dehnert. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Blake DeRouchey was not present so John Benson presented the overhead map of Text-to-911 counties in Iowa. As part of a press conference on Monday morning, the Governor did make a formal announcement about it with the Lt. Governor and the director of the department. They outlined how it's working and the progress being made and what is still yet to be done. There was basic information about how you use Text-to-911. It seemed to be very well received and there were a lot of good questions from the media in attendance. Also a fair amount of questions that occurred after the press release was put out. The map indicates the progress as of today and after today it will not be accurate. There are 85 counties accepting text and that equates to 95 answering points. That number will climb to 98 tomorrow. We are still working with all the remaining counties that you see up there that do not have a color associated with them. Blake is still actively engaged with all of those counties trying to complete that. The goal is still to have the entire state answering Text-to-911 by the end of the year. We do believe we will be able to make that. An updated version will be up on the website late tomorrow afternoon.

The next item DeRouchey asked John Benson to discuss was the RFP process that they went through. They did have an RFP on the street to meet the requirements requested by the legislature in terms of first off to combine the wireline network into the Next Generation 911 network and then secondly to create a shared service environment. This is where you could move into a host remote environment for your 911 call-processing equipment and other elements that go along with that. We have gone through that entire process. They vetted the RFP and had vendors come in and make presentations. They made recommendations on who they thought should be issued the award. The Department of Administrative Services did issue the award. They went through the appeal period and are out of that now. They are in contract negotiations with two vendors to complete both of those tasks. They did receive a total of 11 replies to the RFP and of those six did make bids upon the network component and then six (and it can be some of the same six) made bids on the shared service environment. On the network side, they did select ICN and are in contract negotiations with them. ICN was in the audience and Benson advised after his legislative update they would give a 5-10 minute presentation on what that would look like. On the other side with the shared service equipment the vendor that they selected was Zetron out of the six that did provide bids for that. The larger question then became the financing side of it and being curious if what they thought would happen will happen. Taking a look at the network side of it and operating it on an annual basis they will cut the cost approximately in half compared to what you are paying at the local level to your local phone companies. Instead of having that relationship with your phone company now they propose that relationship go away and they and the ICN absorb that relationship. It will end up

saving the local side of the business compared to what they are going to pay about 1.4 million dollars. The equipment side of it is harder to pinpoint an exact dollar figure because everyone that operates a PSAP are on a different replacement schedule/timeline. Some may have just installed new equipment, some may be at end of life and some may be somewhere in the middle. It's not something they can say it is going to cost "x" dollars right now and then they'll know what they pay the next year and the year after that. A lot of it is incumbent upon decisions that you as PSAP managers make and when you want to/if you want to roll your answering point onto the host remote type of environment that they are going to create. They will be entering into contract with Zetron on that and once they have the legal authority in the Code of Iowa to do that type of work they will work on setting up the host remote environment and get that established right away. When they have the host in place and as answering points say they want to get involved it becomes a matter of working with Zetron to make that happen at the PSAP level. If they were to look at a 3-5 year time period and if every answering point in the state came over we anticipate that we would save somewhere between \$3-5 million. This wouldn't be a mandated switch but an option to be considered. The larger question is they know they can do the network and absorb those costs with the wireless surcharge but can they do that with the shared service environment so that they could make that service available to the PSAP's at no cost. Based upon the numbers Blake and John are 90-95 percent sure they can do it over the course of time. The caveat that goes with that is that they are not touching the wireline surcharge. That money will still flow into the local level and they aren't touching the 60-percent pass through on the wireless side either. They don't intend to change any of those things when they introduce a bill this year. The contracts will be sitting there until they get some things done legislatively then they will begin working on these projects.

Next John Benson moved onto legislative changes to the Code of Iowa pertaining to 34A. Benson handed out a draft of proposed changes to those in attendance. There were a lot of pages with no changes but he outlined the relevant sections. The first page essentially is out of the definition sections of 34A and there are some strike throughs and additions. When it gets into the service plan the State department intends to take over the wireline side of 911 business, at least the inbound portion of it into the answering point, the identification of the agency responsible for the management and supervision of the 911 system that would no longer be needed inside of your plan. They would look at adding 911 call processing equipment and the reason they would do that is to put that under a larger umbrella so that it's not just CPE but CAD, mapping, and recording equipment. They do eliminate network equipment that refers to strictly the inbound network equipment for the call to get to the answering point. You would no longer need that in your plan and an example given was call flow diagrams in terms of how it comes off the central office switch and makes its way into the answering point. Under F also "current equipment operated by affected local exchange service providers, and central office equipment and technology upgrades necessary for the provider to implement 911 service with the 911 service area" that also would no longer need to be included in your plan. He asked that we pay particular attention to 13 and the additional language pertaining to the next generation 911 network. It quite clearly and succinctly says the Next Generation network is going to handle it. They do need to add a definition of shared 911 call processing equipment because they intend to make that an eligible expense under the surcharge. The last thing on the first page is voice over internet protocol and it was left over from last session. It entails changing the "and" to an "or." It should've been an "or" when it came out of the legislature and they propose to make that fix now.

He then moved onto the second page and 34A.7 wireline surcharge funding. The one change they do make is in 2a and they strike the 911 service operating authority and change it to joint 911 service board in terms of who receives the surcharge. They propose no other changes to that particular section. They don't propose the wireline funding flow change in any way, shape or form. He knows in the past there has been great discussion about the state coming in and taking wireline surcharge. When you look at the way this works out on the network side of it with your wireline surcharge in the past you have been spending about 2.4 million dollars a year in the past to do wireline. They are going to take that on and are going to spend about a million and you will have 2.4 million dollars less going out the door and your revenue stays relatively the same with respect to wire.

Moving onto 34A.7a this gets into what was the wireless surcharge and is now the emergency communications service surcharge. This goes through a list of how things will get paid. Under 2b which

deals with the PSAP and the 60 percent the only thing they propose to change is the requirement to file a written request. It is pretty antiquated and outdated. Everyone knows it is there and we don't need it anymore. He asked that we notice below that that the 60 percent remains intact and unchanged. Also the order of payment remains the same. That would be second in line for the answering points. There is also a change in 2d which now deals with the wireline originating service providers and the State reimbursing them for their costs. This is to get from the providers network into the next generation 911 network aggregation points. During the ICN presentation they will talk about where the aggregation points will be located in the state. They will still have available the GIS grants. They did put language in that says the program manager will provide notice of the availability of such grants and provide guidelines and application forms on the department's website. Under 2e (which deals with the next generation 911 network as well as the shared service environment) you will see that the program manager shall reimburse next generation 911 service providers, shared 911 call-processing equipment providers, 911 transport providers and third party ALI database providers the costs associated with maintaining and upgrading the next generation 911 network. That becomes the big lump where all the next generation functionality happens. Under 2g this is the one part that John and Blake are trying to figure out. They want to make sure they have the capital to do this, Two years ago the amount that came out of the carryover was about \$4.4 million and last year it was increased to \$7 million. The intent is to either increase the limit or eliminate the limit. They just want to make sure they have the capital to do the upfront costs that are going to be associated with ICN, to get the network in place and the capital costs to do the shared service environment. Blake is looking at that math very hard. John believes they will be in a position to eliminate the cap. So in the next year you would see the cap come off and there would not be a limit. The goal is to not have money in the carryover and that they would zero out each quarter that they process payments. They did not touch any of the consolidation language and that will require further discussion. They will be reaching out to Representative Worthan and Senator Chelgren in the next month and get their reads on if they want to keep that in place in terms of the grants being made available as they are now or if they would want to see that go away. It is currently running until June 30, 2022, so John's inclination is that they will want to keep it in place.

John then moved to 34A.8 the local exchange service information and some minor changes there in regards to next generation 911 service because ultimately both wire and wireless would be running on that network. They also updated that the program manager approves access to the next generation 911 network versus the selective router. The goal with the proposed legislative changes, and they are a draft, is they don't touch the wireline surcharge and the money still flows the way it is. They made some minor changes into the wireless to allow them to do the combined networks and the shared service environment. They don't touch the PSAP pass through amount and essentially leave the carry over for the most part. They leave it in place and they think they will get to the place where they can eliminate the cap. Bottom line is that with everything they are essentially doing at the State level they will not experience the cost savings but you will at the local level. They will keep working on this and they have submitted it to the governor's office as part of a proposal for a bill this year. Those were due on the 6th and they obviously have not heard anything back yet. The date for them to get back in touch with them is Nov. 1, and since this has been a multi-year effort they anticipate they will allow this to go forward and complete that process. John then answered questions from the audience. He said for further questions this week only contact him and after that Blake will be back and can help.

Finally the director wanted John to mention the "If You See Something, Say Something™" campaign which originated out of New York Metropolitan Transportation Authority after 9/11. The State is looking at trying to engage that and create more of a suspicious reporting function inside of the state. The question is evolving in terms of how does the state handle suspicious reports when they get them from the public? What's the most efficient way to deal with those? Some states say contact local law enforcement, 911, or are using an application on their phone. They are starting to have conversations with the law enforcement community about what is the best way to do that. One thing that has come up is "What is the most logical place to start it at the local level?" The default answer popping up is the answering point and have it work its way up with law enforcement. The initial concern was what kind of volume this would generate. The state of Nebraska is doing this and last year they had 150 total calls last year statewide. In the initial stages it looks like the report volume is fairly low. John just wanted to make everyone aware that the

answering point question is out there and they are going to start discussing it as a group. There is not a timeline necessary to get this done.

Mike Lauer with the ICN then did a brief presentation and overview of the proposed MPLS network. The goal for a timeline is one year from June or July 2018 once they get approval. They will meet NENA I3 standards per the RFP.

There were no 911 program financial reports presented. There had been no changes since the one presented last month.

Chair Seivert reminder the council members that the responsibility of the council is to provide advice to the program manager. He asked that they take these legislative issues back to the individual associations. It is the council's responsibility to advise the program manager of any changes that may be appropriate. Seivert asked that be done as soon as possible. John Benson added that if any associations or service boards would like further information on the proposed changes or to meet they would be glad to do so. The ICN also echoed those remarks and would be glad to help as well.

Wireless Carryover Funds PSAP GIS Grant Application Approvals

On Oct. 6, 2017, Blake emailed out the information on three GIS grants he had received totaling \$134,064. They included South Central Iowa Regional 911's seven dispatch centers for \$105,000, Washington County 911 for \$15,000, and Worth County for \$14,064. Motion made by Rob Dehnert to approve the GIS grants as presented. Second by Mark Murphy. All ayes. Passed.

Reports of Officers, Boards and Standing Committees

Technical Advisory – open comments of interest from our technical/telecommunication partners
None

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

Mr. Maiers advised there was a lot of coordination with the Department of Homeland Security and the Office of Emergency Communications to produce the SCIP. It is in front of the board members now and it is highly likely they will take action on it today. He thanked the council for their participation in drafting it. He has had a lot of meetings with counties for outreach and has a list of concerns as stakeholders. He is taking that back to the board for policy roll ups. The encryption subcommittee continues to meet to look at encryption as an option for the tool box for ISICSB. They are working through some issues associated with that and are making excellent progress. They are also looking for participation from the RICs and have given them some projects. They welcome any volunteers who want to participate.

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

Mr. Lundsted reminded everyone that October is Cyber Security Awareness Month and the principal things we should all be thinking about is the simple tenant of "Stop, Think, Connect." Take that back to your PSAPs and to your operators to think about what they are clicking on or looking at if they are on a public internet connection environment in your center. Hopefully it is isolated but there are a lot of interesting lessons about that and most malware and the negative impact on businesses and government entities is malware associated either through an email or through a social media app. Then reference shared service environments he had the opportunity to attend a technical working group meeting in an adjacent state this week. They talked about the largest PSAP in the state just joined a shared service environment for hosted 911 delivery for both wireline and wireless. That particular PSAP has 24 answering positions and represents already well over 1/3 of the call volume for the state's shared services network. However the redundancy and balance that was built into the design they observed a loading change with 70 PSAPs and adding this additional resource of less than 1.5 percent additional loading on their servers. So it is possible, it is possible to manage and they have some very good tips that I would be happy to share with either Blake, John or the ICN on some redundancy strategies that involve things like fail over to wireless LTE. FirstNet might be a redundancy resource in the event of backhoe fade or other kinds of service interruptions. There are a lot of lessons being learned and his goal is to try

to share some of them. He would not be afraid of a shared hosted network based on what he heard just this week.

Legislative Issues

Mike Bryant heard there will be an effort to include dispatchers in the IPERS protected class. He also serves on the State Fire Service Emergency Response Council and we are looking at funding sources for the Fire Service Training Bureau. It hasn't changed for about 20 years. They are looking at potential areas of funding for firefighter training. He also updated those present about the status of hiring personnel within the Training Bureau.

Items for Discussion

Mike Bryant mentioned getting spam emails addressed to the Homeland Security 911 Council contacts from the names of people associated with PSAPs asking for payments. Chair Seivert stated there is a plethora of phishing emails going out and asked everyone to be careful with what they open and to make sure their virus protection is updated. You should have a good IT person on staff to clean it up if you do click on something that looks legitimate.

Unfinished Business

None

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Travel Requests

None

Business from the Floor / 911 Issues at the PSAPs

None

Sheriff Rotter advised those in attendance that on Sept. 29, Sally Hall was having some acute medical issues and was encouraged to go to the hospital in Iowa City. Later that night she was diagnosed with a fairly large brain tumor. The following Tuesday she underwent a very successful surgery and they were able to remove probably 95-98 percent of the tumor. Unfortunately they were unable to get it all. It is an aggressive type of tumor. So she is meeting with her oncology team today to come up with a plan of treatment. He advised he would keep us updated and asked for thoughts and prayers for her and her family.

Announcements

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

Sandy Morris made a motion to adjourn, which was seconded by Mark Murphy.

There being no further business Chair Seivert adjourned the meeting at 10:03 A.M.

Respectfully submitted,

Cara Sorrells for Sally Hall, Secretary