


*Note: These minutes are a draft and are not to be considered official until approved at the next meeting.*

	<p><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, July 11<sup>th</sup>, 2019</b>  <b>West Des Moines City Council Chambers</b>  <b>West Des Moines, Iowa</b></p>
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**Call to Order**

The meeting was called to order by Chairman Rob Rotter at 9:00 a.m. and a quorum was determined from the roll call.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Vacant	
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	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	By Phone
alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Absent
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	Present
alternate	vacant	
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
<b>Staff:</b>		
Blake DeRouchey, E911 Program Manager		Present

**Guests:**

Diane Sefrit, SCI	Joel Martin, Iowa Utilities Board
Connie Stufflebeem, Iowa DPS Communications	Hollie Davidson, DPS Interop Comm

Chris Maiers, ISICSB  
Stephen Rodriguez, ICN  
Brian Magdwell, Westcom  
Curtis Pion, Polk County SO  
Amanda Roush, Story County 911  
Tammy Rodriguez, ICN  
Marcia Slycord, Pella PD  
Crystal McIntyre, Warren County BOS  
Michelle Kingrey, Marion County SO  
Carole Lund-Smith, ILEA  
Brad Button, Des Moines PD  
Dan Pohl, Motorola  
Mike Myers, CenturyLink  
Andy Buffington, Winnebago/Hancock EMA/Comm

Scott Rounds, Des Moines PD  
Jim Lundsted, CISA  
Brian Flynn, Motorola  
Mike Lauer, ICN  
John Drury, CenturyLink  
Christin Mechler, Legislative Services Agency  
Doug McCasland, Warren County 911  
Mindy Benson, Tama County EMA/911  
Mike Kasper, Linn County SO  
Terry Brennan, RACOM  
Bryan Pike, Motorola  
Craig Cupach, CenturyLink

**Guest present by teleconference:**

Brenda Vande Voorde, Fayette County 911  
Jamey Robinson, Mahaska Co EMA  
Mary D. Miller, Iowa Co 911 (interim)  
Cherese Sexe, Humboldt County 911  
Lynne Warren, Zetron  
Ron Vought, Service Area 7 Emergency Preparedness Coordinator

Marilyn Stayner, Worth County 911  
Charlene Schmitt, Decorah PD  
Paige Baetsle, Iowa County 911  
Joe McCarville, Cedar Rapids

**Introductions**

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

**Approve the Agenda**

Chair Rotter asked for a motion to approve the agenda as presented. Motion by Tracey Bearden to approve the agenda. Seconded by Rob Dehnert. All ayes. Passed.

**Approve the Minutes**

Chair Rotter asked for a motion to approve the previous meeting minutes. Motion by George Griffith. Seconded by Tracey Bearden to approve the minutes of May 9th, 2019. All ayes. Passed.

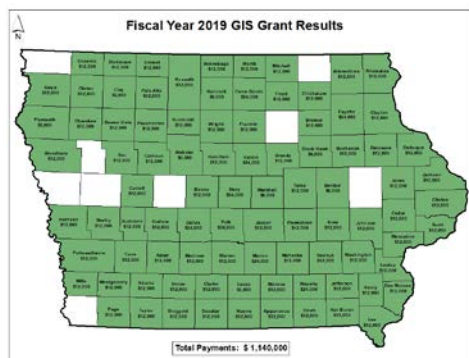
**State of Iowa Administrator Reports (Blake DeRouchey)**

**Program Manager Report**

- Statewide ALI webinar held June 6<sup>th</sup>
  - Subsequent email summary and slides sent out afterwards
  - Once CenturyLink stops providing Wireline routing, they will no longer provide ALI
  - Necessary to transition to Comtech ALI as part of wireline migration—State funded (Included as part of 2011 Contract)
  - Best guess on Wireline/ALI conversion is to start in 6 months and turn up PSAP by PSAP
  - ALI Scope of Work and final year extension (July 2021) amendment being worked

- We scheduled the ALI informational webinar over a month ago for local PSAPs to view and consider the potential for adopting a Statewide ALI model. This was going to be used to present the pros/cons and view the user interface.
  - A week and a half ago, we were made aware that once CenturyLink ceases to route Wireline 911 calls (as part of the wireline migration), they will also no longer provide ALI services to PSAPs. In light of this information, the perspective of the webinar changed, but we wanted to keep it scheduled in order to provide as much information as we could.
  - Earlier, as I had socialized the statewide ALI concept, I presented it as an optional project because that was my belief at the time. In light of more recent conversations with CenturyLink, implementing statewide ALI with the Next Gen provider (Comtech) is no longer merely an option--it is a must.
  - With this new information, we have to move to a statewide ALI, as CenturyLink will no longer provide it to PSAPs.
  - The statewide ALI through Comtech was actually contracted for back in 2011, but never activated. We will simply use an amendment to activate that existing portion of the contract. This will be at the state's cost, eliminating PSAP ALI costs.
  - We had been planning on a phased approach: To first migrate the Wireline 911 Network onto the NG911 Network/ESINet and secondly move to Statewide ALI if that was the course decided on. Those two efforts will now have to be done in conjunction with each other.
  - With this recent discovery, we have not had time to analyze a timeline involved. The webinar was scheduled prior to this understanding, so we wanted to proceed with the webinar to provide everyone with the information as we know it today. Once more details are understood, we will communicate them. Details regarding PS ALI and local ALI databases will also need to be further clarified and presented.
  - Today's webinar was simply an introduction to the Comtech ALI process and interface. Detailed click-by-click training will be provided down the road.
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- Fiscal Year close out financials reported next month
    - End of year payments determined
    - Previous estimate (April) was ~ \$39,000 per PSAP – No significant changes anticipated
  - Thanks to all who have helped with the Self Evaluation portion of the 911 Peer Assessment Program.
    - Self-Evaluation submitted
    - Peer evaluators will be on site in September (week of Council Meeting) and will have an open brief out to stakeholders
  - October 14<sup>th</sup> 911 Program Update (Day before Iowa APCO/NENA)

## 2019 Grants



- June:
  - 4 Counties
  - \$24,000

## 2020 GIS Information

- Same process as 2019
- Benchmarks:
  - Upload within the period (Jan-Jun)
  - 98% GIS
  - 95% ALI
- Updated Statewide NG911 GIS Standards Document
- GIS webinar posted on HSEMD website

GIS Data Accuracy	
Below 90%	3
90 - 97.99%	8
Above 98%	88
ALI to RCL Accuracy	
Below 50%	10
50 - 69.99%	5
70 - 79.99%	9
80 - 89.99%	17
90 - 94.99%	17
95 - 97.99%	28
Above 98%	13

## Current Travel/Public Ed/Training Fund

- \$100,000 Annually (**FY2019**)
- Expended: \$92,995.81
- Remaining: \$7,004.19
- Approx. 1,000+ Individuals Trained
- 24 Courses/Sessions
- 14 Grantees
- \$100,000 Annually (**FY2020**)
- **Expended: \$0.00**
- **Remaining: \$100,000**
- **Requested: \$26,480**
  - \$5,000: Polk Co – *Gold Line Success*
  - \$2,500: Decorah PD – *Everyone Communicates 911 Needs to Connect*
  - \$5,000: ILEA – *Positive Interaction with Difficult People*
  - \$13,980: NENA – *Liability Issues in the 911 Center, Center Training Officer, Preventing Telecommunicator Tunnel Vision, Leadership in the 911 Center*

## Consolidation Updates

- Wireline – Mike Lauer, ICN
- Zetron/Shared Services – Lynne Warren, Zetron

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### Mahaska Deployment Schedule

**Project Name:** MAX CT Mahaska | **Report Date:** 7/10/2019

Schedule	Milestones	Summary
Update project schedule	7/5/19	Nothing to note.
Circuits turned up at PSAP	7/17/2019	Team has built out detailed deployment schedule. All on track
RMD go live	7/16/2019	
Max CT Go Live	7/24/2019	

**Task List**

- IT Environment
- Planning
- Inventory
- Stock Equipment
- Procurement
- Audit
- Test
- Test and Rollout
- Deployment
- Rollback
- Project Closeout

**Schedule Changes**

None.

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### PSAP Deployment Schedule – Call Taking

**Project Name:** State of Iowa Shared Services | **Report Date:** 07/10/2019

**Dependencies:**

- Felix and Martin need to order CBWA trunks and ALI circuits. Martin must deploy after Felix.
- Iowa County requests New in conjunction with CAD and MAP upgrade.
- Order Reports DPS, Storm Lake DPS and Des Moines JPHQ. DPS orders have just come in and need to be prioritized to deploy before end of November.
- Schedule below will be updated with these new priorities and dependencies.

Wells County & Jefferson County	COMPLETE
Pocahontas County	COMPLETE
Mahaska	7/24/19
Hancock & Winnebago	TRD

\* Notes - Dates for PSAP out beyond Mahaska still being confirmed with PSAPs and partners. Note holiday time in Nov and Dec will need to consider needs.

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### IA Program Growth

PSAP Name	Estimated Call Date	Service Services (Vendor)	Service Services (Source)	Dependencies	Hours (DT)	Staff	Staff (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)	Customer Service (Est. Survey Date)
Adrian Community Center	08/01/18	SPC - CT, 1% Map	SPAC1, 1, 4, 5, 10		100	3	X	X	X	X	X	X	X	X	X	X	X
Adrian Community Center	08/01/18	SPC - CT, 1% Map	SPAC1, 1, 4, 5, 10		100	3	X	X	X	X	X	X	X	X	X	X	X
Adrian Community Center	08/01/18	SPC - CT, 1% Map	SPAC1, 1, 4, 5, 10		100	3	X	X	X	X	X	X	X	X	X	X	X
Adrian Community Center	08/01/18	SPC - CT, 1% Map	SPAC1, 1, 4, 5, 10		100	3	X	X	X	X	X	X	X	X	X	X	X
Adrian Community Center	08/01/18	SPC - CT, 1% Map	SPAC1, 1, 4, 5, 10		100	3	X	X	X	X	X	X	X	X	X	X	X

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PSAP Snapshot	July	Aug	Sept	Oct	Nov	Dec
PSAP Status						
Live	2					
Turn up underway	1					
Circuits Ordered	9					
Equipment Shipped	9					
Quotes Accepted	13					
Quotes Provided	26					
Site Surveys Complete	30					
Contacted	36					

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Mike Lauer then reported that ICN did go out for RFP for last mile access to procure connections to all local telco switch offices in order to help provide lowest cost possible services to the state and to all 911 constituents. After two rounds of those bids and the bidder conference ICN selected CenturyLink as the winner of that RFP based on the cost and also what was provided for technical response, for the CAMA trunk connectivity to ICN to aggregate back to the ComTech data centers. During this time CenturyLink and Level 3 started to merge business units and also merge some of their processes and with that they are basically still in contract negotiations with them for Level 3. The process is taking longer than they expected and a lot of that is due to the State of Iowa not having a master service agreement with Level 3 so they had to go back through everything they had beforehand. They are expecting sometime by next week to get the final signature. Everything has been approved towards it they just need to get the final draft cleared up and get that signed. Iowa's Attorney General and the Level 3 side of the house are happy with where they are at there.

Even though they have pending contracts ICN and Comtech are still working on their finalization of transition plan. It hasn't stopped anything. What that means is their hope is within the next six months to start PSAP by PSAP local exchange cutover to the aggregation network. They have to finish the ALI transition plans and go forward with the database being hashed out on the ALI side. They are waiting on that. What that will mean for local PSAPs is you can expect to see a packet coming your way in the next couple of weeks to month. ALI data is needed from each PSAP and each individual PSAPs CPE provider will need to be brought on board because the night of the cut there will be some configuration that is preloaded and cut over at that time frame. That onboarding packet as it stands now is about 20 pages and includes things such as technical contacts, what is the best date and time for you, verification of your CPE vendor and test plans. That will be given ahead of time to allow local Telco's to digest that and get whatever help they need but also to help communicate what the best time will be for local exchange to cut over because it's not just PSAPs. The hope is to get that going the next couple weeks to a month and get that finalized. Then begins the tedious process of getting things moving one by one but that is going to be the best for the state for all PSAPs to not to be as disrupted for 911 calls. Lastly as part of the RFP the ICN won with wireline aggregation the goal was to make things stronger so they are building out redundancy to the data centers that

Comtech sits in. They are about 70% of the way complete with that build out and they already have connectivity into them. This is just extra redundancy to make public safety grade needs.

### **Training Funds Request**

Polk County – Gold Line Success \$5,000 (3 sessions) October 21<sup>st</sup> 0800-1200 and 1300-1700, October 22<sup>nd</sup> 0800-1200. Brian Magdwell, Westcom spoke on behalf of the training. Rob Dehnert, Lawrence Hartpence, and Tracey Bearden abstain. Robby Johannesen makes a motion to approve the training. Seconded by Mike Bryant. All ayes. Passed.

Decorah PD – Everyone Communicates 911 Needs to Connect \$2,500 October 17<sup>th</sup> 0800-1200. Charlene Schmitt was the phone on behalf of the training. Motion by Tracey Bearden to approve the training. Seconded by Robby Johannesen. All ayes. Passed.

ILEA – The Healthy Dispatcher: Positive Interaction with Difficult People \$5,000 June 22<sup>nd</sup>, 2020. Carole Lund-Smith addressed the Council on behalf of the training and presenter Adam Timm. Robby Johannesen makes a motion to approve the training. Seconded by Tracey Bearden. All ayes. Passed.

Iowa NENA – four courses October 9<sup>th</sup> – 11<sup>th</sup> Liability Issues in the 911 Center, Center Training Officer (CTO) Program, Preventing Telecommunicator Tunnel Vision and Leadership in the 911 Center \$13,980. Tracey Bearden reads a statement from NENA President Brandon Miller-Guss on behalf of the training in Ames. Johannesen asked Bearden if the classes are limited to 20 participants. 20 seats will be funded and more can sign up but they would have to pay their own costs. They didn't want to use up all the funding. Additionally when asked Bearden explained the location was chosen by National NENA for the Education Summit. Tracey Bearden abstains. Motion made by Robby Johannesen. Seconded by James Chambers. All ayes. Passed.

### **Technical Advisory**

No report.

### **SWIC Chris Maiers gave the following update**

Maiers began with an update on the PSAP grant and said they are rolling out Harris and Motorola consolettes and control stations. They are sorting through some final programming aspects with a couple of the Kenwoods. You may have gotten an email recently which was intended to be a follow up email but it's possible the first email didn't go out saying they were ready to go. Maiers apologized for any confusion on that. There is a test call that is slated for early August for this equipment. Since we are into July if you don't get a chance to get the consolette or control station up and running in your PSAP before that time the Board will work on a makeup call with you. If there is a technical problem or logistical issue that prevents you from making this deadline they will work with you on a makeup date.

Applications up for approval today include Audubon County EMA at Level 2, Blakesburg Fire & Rescue as Level 1, City of Cedar Rapids Level 2, Dickinson County EMA (amended) Level 2, Henry County Sheriff Level 1, Pella PD Level 1, and Polk County and the various agencies associated with Polk County Level 1.

They have some letters for Interoperability agreements that have been adopted and will be sent out to our neighboring states of South Dakota, Minnesota and Missouri. They are working on an MOU with Illinois and Wisconsin. The MOU with Illinois is actually really close and they have made some positive progress with Nebraska as well. The center of a lot of these agreements is allowing Iowa agencies to connect and use those neighboring states statewide interoperability networks for interoperability in case there is an event that is right on the state border. It would be nice if Iowa agencies (if they had to) could log onto that neighboring state's network and vice versa or if a patch needs to be made between the two networks we could do that too.

Under the training update the PSAP Cybersecurity webinar through ECD is coming up in August and they have 100 seats available for that and they are working on making sure it's recorded. So far they have about 40 people registered and they would like to see all 113 PSAPs signed up. Cybersecurity is a moving target and the earlier we can get out in front of any potential issues the better. It is slated to be around 90 minutes and any questions about that can be submitted offline. COMT is also coming up early this fall in Clarinda at the fire department and you can register via the HSEMD website. They have seven attendees so far that have registered. COML got approved last month and they also have an Incident Tactical Dispatcher class coming up as well. More information concerning those with respect to logistics will be coming out very soon.

Lastly they are undergoing a SCIP refresh at the Board. This refresh is basically designed to be a very, very light refresh. They are looking at what's changed and aligning some of that language in the SCIP to match the current landscape. If you think back to when they did the SCIP last time it was in 2017 and that was before the ISICS platform was built out and the state opted into FirstNet. Since then also there has been an update to the National Emergency Communications Plan. The language will be updated and initiatives aligned with the National Emergency Communications Plan.

### **Jim Lundsted Update**

No report.

### **34A Update**

Tracey Bearden advised she had no update but was gathering recommendations and is seeking new interest and participation in the committee.

### **Baseline Knowledge for 911 Communications**

Jamey Robinson reported via phone that they sent out a survey with Blake's assistance and received 147 responses. They will be meeting on the 30<sup>th</sup> and begin breaking down the information received in the surveys so that they can address the next steps.

### **Legislative Issues**

None.



### **Unfinished Business**

Mike Bryant asked the Council discuss training again. Bryant advised there was never a plan developed on prioritizing training if we get more requests than there is money for and setting aside money for travel requests. Chair Rotter advised he was pleased with the moratorium last year as we got closer. Merit systems, geographical locations, first come first serve have all been discussed in the past. It has also been discussed in the 34A committee. Bearden advised she was pleased with how Council discretion was used previously. Bearden also advised this is the venue where the 34A best practices and recommendations should come into play.

### **New Business**

Chair Rob Rotter advised a secretary is needed for the Council and that it should be placed on the August meeting agenda for nominations.

Blake DeRouchev advised he did have a Technical update he wanted to discuss. A couple years back National APCO and NENA had a quarrel about the I3 Standard and what it was and wasn't and how we do 911 nationwide. He wanted to bring up another national sensitivity involving a CAD to CAD standard that was jointly worked on in 2014. It was loosely copy written. It was dusted off and updated in 2016 with stricter copy write rules. NENA requested in 2018 and into 2019 to dust that off for a third time and APCO did not want to do that. APCO threatened copy write lawsuits on NENA opening it up on their own behalf. NENA is going to dust off the loosely copy written 2014 document and update that rather than updating the 2016 to avoid a lawsuit. This would be a CAD to CAD standard for interoperability between CAD systems.

### **Travel Requests**

None.

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

None.

### **Business from the Phone**

None.

Next meeting date will be August 8<sup>th</sup>, 2019 at 9:00 AM.

Tracey Bearden made a motion to adjourn, Rob Dehnert seconded the motion. Motion carried.

Meeting adjourned at 9:46 A.M.

Cara Sorrells, alternate Secretary