

Iowa E911 Communications Council Meeting
Thursday, Dec. 8, 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 the roll call as indicated below.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Sally Hall	Present
alternate	Cara Sorrells	
Iowa Chapter of the National Emergency Number Association (NENA)	Rob Koppert	Excused
alternate	Kirk Hundertmark	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	Sandy Morris	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)		
Vice-Chairperson	Bob Seivert	Present
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS)		
Chairperson	Steven P. Ray	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	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, E911 Program Planner	Present

Guests:

Micheal Lauer, ICN	Mindy Benson, Tama County EMA/E911
Jon Paoli, HSEMD	Landon Loftsgard, Motorola
Bob Kordick, Comtech	James Lundsted, DHS OEC
Crystal Koehn, CenturyLink	Josh Humphrey, Iowa County EMA
Brad Shutts, Jasper County Sheriff's Office	Duane Vos, RACOM
Tracey Bearden, Polk County EMA	Terry Brennan, RACOM
Marcia Slycord, Pella PD	Jeff Andersen, Marion County EMA/E911
David Ness, Des Moines PD	Craig Allen, SWIC
Helen Troynovich, ISICSB-DSWIC	Brent Long, Polk County Sheriff's Office
Andy Buffington, Winneshiek/Hancock EMA/Comm	Curtis Pion, Polk County Sheriff's Office
Dave Hanson, Calhoun County 911 Center	Shane Birch, TriTech Software Systems
Doug McCasland, Warren County E911	Tim Mallot, Cedar County EMA/911

Guest present by teleconference:

Bobbie Wells, Sac County
Mark Van Hooser, Buena Vista County E911
Stacen Gross, GeoComm

Brenda VandeVoorde, Fayette County E911
Marvin McClarnon, Page County E911/EMA
Eric Dau, Clinton County E911

Introductions

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

Approve the Agenda

Motion by Dave Kaus, seconded by Kirk Hundertmark to approve the agenda. All ayes. Motion passed.

Approve the Minutes

Motion by Dave Kaus, seconded by Mark Murphy to approve the minutes of the Nov. 10, 2016, meeting. All ayes. Motion passed.

State of Iowa Administrator Reports (Blake DeRouchey)

911 Program Financial Reports

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

Program Update/NexGen 911 Update

Mr. DeRouchey – Yesterday, I sent out an email to the PSAP community regarding a GIS NENA course that has been scheduled for March 8, 2017, that will be at the state's emergency operations center. This will be a hands on computer based training course. This is designed for the GIS professionals and those that interact with their GIS data on a regular basis. In the state we probably have about two thirds that have contracted with a vendor to maintain their GIS data and about one third are maintaining their GIS data in house either with PSAP staff or GIS staff. This course will be funded out of the \$100,000 that is for public education, PSAP training and council travel. The cost will be around \$4,000. The course will be free to those that attend. The course can hold forty people. Look for additional GIS type training in the future. I want to reiterate how important that is going to be moving forward. We will keep the registration open until the 40 slots are filled and if there are more that register we will create a waiting list.

A reminder that there are a number of forms are due Jan. 1, 2017. PSAP Update, Single Point of Contact, Data Collection, etc. The Data Collection form is an administrative deadline. It gives our staff a chance to do some quality control and check it against what you submitted last year. The legal deadline is March 31, 2017. That is when we can legally start withholding surcharge. We are asking for that to be submitted a little earlier this year.

This shouldn't impact you but the State is transitioning to Google mail from Microsoft Outlook next Monday. Email addresses will remain the same. If you think I have sent you an unusual attachment or I'm not responding to your email, please give me a call. The transition to Google will give us some other capabilities that will be beneficial to the 911 community. Most of you are probably familiar with Microsoft SharePoint. Google has a very similar product called Google Sites. We have been working on an intranet portal where we can share a lot of information. It will be shared with the PSAP and 911 community in Iowa. In the future that is where you will fill out all of your forms. Each PSAP will have its own folder. It certainly will not be the final version when we roll it out. We want to make sure that everything makes that transition next Monday as well. If everything goes well, look for that site to be sent out as well. It's not something that you will have to access on a daily basis in the PSAP community but maybe a couple times of week. We are also going to try to maintain the maintenance calendar on there. So if ICN has maintenance you're able to view where that is.

The consolidation report that the legislature tasked us to do is due from us to the legislature on Jan. 15, 2016. We have had some preliminary draft discussion with L.R. Kimball. There have been some questions already this morning so I will address them now.

Ms. Hall distributed copies of a slide that was used in recent presentations by Director Schouten.

Mr. DeRouchey – Director Schouten has had a couple of presentations within the last couple of weeks. One was the normal budget presentation to the governor's office and then he also gave a very similar presentation to the IEMA membership. I wasn't there but he did preface his discussion on the slide. As we

had the consolidation workshops, as we talked to L.R. Kimball, we continue to have discussion on what consolidation could look like. This slide is out there. This presentation is out there. I just kind of wanted to address it and talk through this slide so we can fill in some of the blanks. As you're just looking at this slide and you're not immediately scared of what we are trying to do. We heard loud and clear during the consolidation workshops folks in the PSAPs do a lot more than just call-taking and dispatching. The discussion all along has been physical versus technical consolidation. Whereas when I think the legislature started thinking about this in their mind not knowing everything was achievable or possible in their mind was similar to schools – shutting doors. From the get go we have said that's not ideal in a 911 world for multiple different reasons. We talked about how cost savings can happen through other means. So that's the first line on the physical versus technical consolidation. The other one – the call handling equipment – 113 to 6. Right now there are 113 PSAPs in the state. CPE-wise, there's probably about 100 in the state. Some PSAPs already have the relationship. Henry County and Lee County come to mind. They share call-processing equipment. Henry County doesn't have one. It's sitting in Lee County and they still receive their calls and Henry County still counts as a PSAP. So what we have talked about with L.R. Kimball is what if we replicate that on a statewide basis. Meaning HSEMD purchases a set number of CPEs throughout the state and without making anyone do anything we would pay to incentivize PSAPs to connect to that call processing equipment. You still have a monitor, you still have your local PSAP open, your call takers are taking that call, working that call. Their interface is no different but instead of the equipment being in your backroom, it could be a couple counties away. That's what that bullet is talking about when it says 113 to 6. Whether that facilitates or postures physical consolidation, we can help with that but that is not what we are driving to unless the legislature tells us we have to and that is not what the report is intended to say by any means.

Mr. Seivert – Will the 911 council be privy to that report before the legislators?

Mr. DeRouchey – I don't know. I know it's hard at the director level to make that decision because he doesn't want to give it out before the legislature sees it, before the governor's office sees it. That's a decision above my head and I have a meeting with the director and John Benson tomorrow. I will bring it up but I can't promise the council will see it before it's given to the legislature.

Mr. Seivert – Given the fact that things like this are already out there, I think it would be personally in the council's best interest to have that study and that report a little bit ahead of time.

Mr. DeRouchey – I don't know that we need to do anything formal. As a recommendation from the council, I will take that to my meeting tomorrow and let Director Schouten know that would be your preference.

Mr. Seivert – One other slide that keeps showing up on these presentations is the slide that depicts the costs per call in the 911 community. For a county like Audubon it's obviously huge. I said this during the L.R. Kimball talks about that particular statistic going out there and it's terribly misleading. As far as I'm concerned it's almost criminal in the fact that it's misleading. It's taking a function of a public safety service and breaking it down into a per-call number. If we would do that with the fire services in our state. Consider a town of 600 that maintains four fire trucks, even on a volunteer basis. Let's break that cost down into a per call cost for that fire service and let's talk about consolidation of those fire services based on that number. It just doesn't work well and for it to continue to be put out there to the public. It makes an inference that their dispatchers are sitting there and I'm going to use Audubon County because that's obviously the highest cost per 911 call in the state. I infer those dispatchers are sitting there waiting for two 911 calls and we all know that's not the case. They talked about efficiencies in government at the local level and at the state level and they want to do this and the premise statewide is to make this an efficient system. Well, at the local level it is an efficient system. Those people aren't paid to sit there and take single 911 calls. Many of them do multiple functions within the sheriff's office, within emergency management. It not just simply taking the 911 calls. By breaking that out, you're actually doing damage to our local level.

Rob Dehnert left at 9:19 a.m.

Mr. Seivert – Many times in the past, the funding follows the call. Correct? So let's take that call and move it away from Audubon County, let's take that money and move it away from Audubon County. Everything that's happening in that county will continue to happen but with a lot less money, and who is going to pay

for that? It's going to be your local taxpayers. So what are we doing to our locals by propagating and continuing with this statistic? Just some food for thought.

Mr. DeRouchey – Bob on that one, I don't disagree by any means. On the expenditure report this year we are trying to capture the wireline call count data as well. The only piece that we have historically is the wireless. I would love to be able to capture administrative calls as well. We don't need an answer today but if there is any other metrics that would help paint that picture – is it a CAD event. How can we quantify that to better show that cost because we are being asked for that cost? People are interested in a number.

Mr. Seivert – There's always been a challenge when you have a service that is required. Required service, 911, law enforcement – they're tasked to provide 24/7 coverage. That's what 911 is. It's 24/7 coverage, 24 hours a day, 365 days in a year – holidays, weekends. That's what the statistic needs to show, somehow, is that 24/7 continual coverage.

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

Mr. Allen – Activities – There has been a lot of effort in the ISICS roll out. We have a couple of counties and cities that have applied to be become part of the sub-element of ISICS this month. I attended the FirstNet SPOC (State Point of Contact) meeting that was held in Phoenix. There has been a protest made of the FirstNet initiative to work with a particular carrier. Hoping to work through that in the next three to five months. We continue in our holding pattern. In Iowa, we continue with the outreach but we really don't have anything of substance to share. We have to have....who the vendor is and then we can begin to get the maps and then we can begin to get the plan of what Iowa would look like and now we have something we can work with. Discussion of ways to strategize how public safety could get deep discounts or perhaps free use of the service.

We have completed our end of year report that will be reviewed and hopefully passed today.

There have been a couple changes in committee chairs. John Benson is now chair of the Governance Committee. He replaced a retiring Bob Younie. Ellen Hagen replaced John Benson as the Outreach Committee Chair. Sandy Morris is the Vice Chair.

I would like to offer anybody in the room or on the phone that want to participate in any of our committees the opportunity to do so. I would like to thank those of you in the room that are already helping us.

Legislative Issues

Mr. Seivert – Just a reminder. I think this year is shaping up that 911 will probably be a daily conversation on the Hill. Last year we realize that we had the strength of the Public Safety Coalition among our lobbyists that are up there on a day to day basis and I think we need to support that and recognize that and embrace it. There's no more damage – the most harmful thing we can do in this upcoming legislative session will be to send mixed messages to our representatives. I would encourage you to stay in close contact with your associations. Get the latest information from them and then pass on a consistent message to accomplish the goals that we set. If you have not had your representatives in your PSAP before the session, get it done. That is so important this year that you touch base personally. Bring them into your PSAP, show them the operation, get out that wonderful report that you send to Blake and show them how much money it costs to run that PSAP operation and then show them how much money we are getting from the surcharge. It's self-evident from any of those reports that all of the surcharge needs to come back to the local level. There's too large of a gap, and for it to go anywhere else in this state is not appropriate. We need those people on our side before the session starts. So please do that.

Mr. Bryant – I'd like to lay the foundation. The reason I'm on this council after I retired was I believe that 911 should be like we all see it, whether it be here in this room or at home, on TV. Like everybody thinks it supposed to work. Regardless of who you are or where you are, we will get the call, we will send the right people and the right people will come help you and that includes every citizen and every person that

passes through this state. That particular is non-party political. The other part, unfortunately, has become very political. It is clear to me over the years of watching, even the Joint Public Safety Coalition meeting that took place on Saturday, that there is division within our own groups. I can tell you there are always two things they talk about, death and taxes, as being assured. I can tell you there is a third. Legislators like to hear from you but they run and hide and avoid any topic when there's division amongst groups or a group particularly within a group. And I don't blame them. Who in their right mind wants to step in the middle of a group, whether it's firemen, policemen or whoever, that don't agree. They aren't going to deal with it. That's very scary. There's a lot of unknowns that's going to happen this session. We're probably going to have a different governor before it's over. There's going to be a lot of talk about collective bargaining, whether you're a union person or not, a lot of talk about pensions, there's going to be a lot of things going on. It's going to be one of the most interesting sessions that I think is going to happen in the State of Iowa. I'm not saying that a lot of good things or bad things are going to happen, I'm just saying it's going to be different and 911 is important and 911 at times will be watered down by a lot of other things going on. So therefore I couldn't agree more with Bob that you need to know – if your legislator doesn't know you on a first name basis, you are already way behind. Secondly, you do need to stay tuned because it's...I don't know if it's going to be the beginning, the end, or the middle but it's going to change. It's going to change on a daily basis and when it changes it's going to change fast. If nothing else, we've got the pieces of the puzzle we've talked about in Chapter 34A that don't fit together that we've modified and changed a lot of the language and if nothing else we accomplish, we need to at least make that a cleaner document that works better. And I think we have an opportunity before us and I don't want this to be mistaken but many times I know the people for the State have to be careful what they say but I think on this particular topic we have an opportunity I'm not saying they haven't worked with us before in the past, but we have an opportunity to work together I think even more than we have because we kind of all agree that part needs to be dealt with. I do believe in interoperability. I do believe we need the statewide system but again I will tell you that I truly believe we...we're going to have more Parkersburgs, more Ames floods, or wherever they are – Cedar Rapids floods. We have the operability every day and I don't want to sacrifice the operability for the interoperability. Again you may not agree with them that one is important or isn't more important than the other but that's why I'm on. I represent the professional firefighters. We are in only 35, probably 36 communities which deals with about with the "10 bigs." Whether you want to talk about the cities or counties, and I'm truly aware that my own county and my own city can raise money: \$20,000 in Ames, Iowa, or Story County isn't as big a deal as probably \$500 is in Decatur County. So while I represent the firefighters and I represent larger-populated areas, I come from a smaller community and I do believe that everyone matters in this issue whether what size a community you are from. So I do look at...when I try to make decisions and I can go as far as I can from my direction, I do look at how it's going to affect every single square inch and every single person travelling or living in in this state. I just want you to know that's how I try to base my decisions on and that said, stay tuned.

Mrs. Hall – At one time we had talked about a legislative day at the Capitol. Is that still a possibility?

Mr. DeRouchey – Between talking with John Benson and Steven, I think we could and should get that scheduled. It sounds like it could be done pretty easily.

Mr. Bryant – The firefighters do have a legislative breakfast on Feb. 23. I think the legislative day is a good idea. We should have one separate. If you are not able to make some of your own organizations legislative day or the one that we come up with, you are welcome to come on Feb. 23. For those that are out there...even I was nervous the first time I went to the Capitol. It is a different situation but it isn't that big of a deal and I will go with anybody who wants to come and go to the Capitol and meet with their people to show them that it's not that hard of a process.

Items for Discussion

Mr. Murphy – Late last month, or in October, we had a phone issue with towers that went down. It ended up causing some other issues with cellular being able to call landlines. We had a hard time figuring out what was causing it. I was tasked by my boss to figure out what we can do to find out when this kind of stuff happens what caused it because it does have an economic impact on our area. Businesses can't do things. So I posed the question to Blake and he helped me out on some of this but we suggest that there's a...FCC is taking comments on the docket about allowing states to obtain that information when there is a phone outage or problem. It's out there and I just want to encourage all of the PSAPs to think about filing comments on that docket. To encourage to allow us to have that information. The only way I found out what exactly happened was through our radio vendor. They obtained the information

somewhere. A line was taken down in North Liberty. But trying to find out from somewhere else...we had other phone issues. We've lost cellular phone calls for 911 and we've never found out why, and if it happens for a long period of time companies are using these phones and they are losing business when they can't use their credit card machine and things like that.

Mr. DeRouchey – Just a little bit more information on that: right now local telcos do have to submit outage information to the FCC. Often as a courtesy, they include the Iowa Utilities Board but there's nothing that requires that notification. As it sits right now, that report to the FCC on the outages is literally unsharable with the State. There is an FCC proceeding out there right now that the FCC is interested in hearing feedback on – should it be sharable with the states? I would encourage you getting on that. Mark brought up, "Can we do anything locally in the state of Iowa that can make that reporting mandatory?" In talking with the Iowa Utilities Board, they also see the need for that information. The best path would be at the FCC level versus the State legislative level.

Unfinished Business

None

Travel Requests

None

Business from the Floor / 911 Issues at the PSAPs

Shane Burch – I'm with TriTech Software Systems. You probably know us as EmergiTech. We bought them earlier this year. I just wanted to be here to answer any questions that anyone has about the Next Gen 911, the upgrades we will be doing for our customers. We have 23 customers in Iowa. We have a plan in place to get those upgrades done by the required date. I will be available afterwards if anyone has any questions.

Announcements

The next meeting will be on Thursday, Jan. 12, 2017, at 9 a.m. in the West Des Moines City Hall.

There being no further business Chair Ray adjourned the meeting at 9:41a.m.

Respectfully submitted,

Sally Hall, Secretary