

Iowa E911 Communications Council Meeting
Thursday, March 9, 2017
West Des Moines City Council Chambers
West Des Moines, Iowa

Call to Order

Chair Ray called the meeting to order at 9:05 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	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) 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

Guests:

Gayle Boeke, Telecommunications Access Iowa	Josh Humphrey, Iowa County EMA
Tracey Bearden, Polk County EMA	Duane Vos, RACOM
Diana Richardson, RACOM	Stephen Rodriguez, ICN
Tammy Rodriguez, ICN	Curtis Pion, Polk County Sheriff's Office
Terry McClannahan, Dallas County SO	Doug McCasland, Warren County E911
Brent Long, Polk County SO	Craig Allen, SWIC
James Lundsted, DHS OEC	Helen Troynovich, ISICSB-DSWIC
Carole Lund-Smith, ILEA	Jon Paoli, Iowa HSEMD
Jeff Andersen, Marion County EMA/E911	Marcia Slycord, Pella PD
Diane Sefrit, SCI	Brian Magdwell, Westcom
Landon Loftsgard, Motorola	Shari Schmitz, Motorola

Guest present by teleconference:

Marilyn Stayner, Worth County Shane Birch, TriTech Software Systems

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 Feb. 9, 2017, 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 DeRouchey)

911 Program Financial Reports

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

Program Update/NexGen 911 Update

Mr. DeRouchey – The HSEMD agency bill that was SSB 1028 is now SF 454 and reassigned into appropriations committee. It passed out of the state government committee last week. It made it through the first funnel. It remains alive at this point. There was an amendment placed on it. The most significant part of that amendment allows for a vote at the local service board level for the EMA Coordinator.

There are now 24 counties capable of receiving Text-to-911.

Yesterday 39 people attended the NENA 911 GIS course. We will continue to look to do more statewide training like that.

Still haven't received the data collection forms from Des Moines County, Emmett County and Mills County. Beginning next quarter if I don't receive those forms, their quarterly surcharge will be reduced. I have reached out to those counties to make them aware of this.

We are looking at getting ALI information for state GIS purposes. Counties can get their ALI drop once a year at no charge. For the GIS comparison that we need to do to look at those accuracy rates, that's not an option. There is a section in Chapter 34A that gives us authorization to spend money to receive ALI information. We are looking at doing that and also in conjunction with our Alert Iowa program. 911 would not bear the entire cost of that. It is about \$60,000 a year. The cost would be split between 911 and the Alert Iowa program. We have not signed a contract yet. This will help us with our accuracy rates for GIS.

Mr. Bryant – Since the last meeting, I had a couple of points that I needed some clarification of – some questions and verification of what I had told some people. I talked to Blake and wanted to thank him for being very helpful with this matter.

Reports of Officers, Boards and Standing Committees

Technical Advisory – open comments of interest from our technical/telecommunication partners

Mr. Kaus – I'm sure everyone saw the news on how they can spy on you. Your smart TVs, smart tablets and your smartphones are very vulnerable unless you take some extra precautions.

Interoperability Governance Board – Iowa Statewide Interoperable Communications System Board (ISICSB) – Craig Allen

Mr. Allen – We will be doing an updated Iowa SCIP this year. It will be different from what we have seen before. There will be four tracks. Each of those tracks will be measured against the interoperability continuum and we are tying money to it this time.

There is a LMR Summit on March 13, 2017. Topics to be covered will be: 1) What is the ISICS Platform? 2) What you have to do to apply to use ISICS? and 3) What is an ISSI switch?

The board has participated in two consecutive TIA meetings so the board is now a full voting member on several of the 25 committees that TIA has. The TDMA 2 slot and the wireline interface committee – we now have a vote in those committees. It is helpful because the manufacturing community is seeking more user input.

At the national level, I chair the Technology and Policy Committee for the National Council of SWICs with Safecom. We are defining nationally what public safety grade means and at the public safety grade what does the network look like. How does that define a public safety grade phone system? How does that define a public safety grade backhaul?

Many of the states – and Iowa was one of the last to get a statewide voice radio system – we are now seeing counties and locals come in and they are paying consultant fees and in my perspective that is not in their best interest. \$25,000 to \$50,000 when I should be able to go to some national best practices. Why don't we have a nationally-adopted RFP that helps us drive towards public safety grade? That will probably be coming sometime next year.

Mr. Koppert – With the ISICS coming online can you give up an update on how many sites are online? How many counties are coming on line with it?

Mr. Allen – There are 89 sites total. There will be 89 new towers. Eighty-four of those will be doing the RF side. Some of them will have microwave only. The number of towers that are up right now is largely usable in the Des Moines area and Dallas County area. In rolling out a radio system you can't give dial tone to a remote location until you have a way to get it back to the core. You can only operate one core at a time. We have three. The primary core will operate out of the Des Moines area and Woodbury will be coming up before to terribly long. To your question, "How and when will it be ready for me?" The challenge is getting through the federal regulatory. We are putting up 300-600-foot towers. I didn't realize there were so many airports/strips in Iowa. They're preloading the huts. They're waiting for towers to be built and the pads to be poured and once that happens, it's a plug and play. Once that happens, the acceptance test plan requires that we go out and do a test. If it meets the coverage requirements, I expect it to be done sometime in 2018. I expect a lot of it to be done this year.

Mr. Koppert – I have had some people inquire on how it was coming.

Mr. Rodriguez – We are doing civil work in 33 counties.

Mr. Allen – That is the slow part. A lot depends on the weather and ground conditions.

Mr. Kaus – Have you done the RF integration yet as whether you've got RF interference from other carriers?

Mr. Allen – They do predictive. You do a pretest, you build it, and then you do a posttest. I like that once you have done that, you take users out and do testing.

Legislative Issues

Mr. Seivert – There are four bills. SF195 is IPERS for dispatchers by Senator Danielson. I have not heard any progress on that. SF454 I believe there is a companion bill in the House HSB162. I don't see any red flags that would not be in the best interest of 911 or dispatchers in those. HF429 is a 911 call confidentiality bill and again I don't see anything that would be adverse to 911 in any of these bills. If all these should pass, it would be a very good year for 911 in Iowa. As these bills move forward in the legislature keep in touch with your local legislators, your associations and your lobbyists.

Chair Ray – We are going to skip over 7a for the moment, and we are going to go to unfinished business.

Unfinished Business

Review Draft Policy on Training, Travel and Public Education Funds

Mr. DeRouchey – After reviewing this last month we added a couple of things. I put a little more policy around council travel and public education. This is on how we propose to spend the \$100,000 that we annually, as a state, receive for council travel, public education and training. I haven't heard any feedback from the second draft and I would like to get this approved. There is another request for funding. The second paragraph is taken directly out of the code section. Just in general, the policy is to make sure that we are focusing on a statewide or regional perspective and we are looking at training for public education. So it's not one PSAP/one county that's not going to allow any other participants in their public education or training.

Mr. Koppert – I think the policy looks great the ways it is written. I didn't see anything negatively impacting the intention of I think what the legislature wished what these funds are to be used for. I do think, however, the priority – especially in the public education portion – should be the website and I'm glad it is listed there first and secondary consideration be given to other public education things. A statewide website that's educational to the public and provides a repository for documents from this council. I know they are currently on the HSEMD website which is fine. The public needs to have a lot of access to that information. That is a huge priority and if I were one of the legislators that drafted the bill last year knowing that was the intent, I think if we got something out publicly, that they would be really happy about that and continue funding at this level because I think that funding level is a fantastic thing and needs to be done in the state of Iowa.

Proposed Use of Funds Policy

In fiscal year 2016, a fund was established within the 911 operating surplus (Fund 0046, Unit 0006). The governing code of this section reads as follows:

“The program manager, in consultation with the 911 communications council, shall allocate an amount, not to exceed one hundred thousand dollars per fiscal year, for the development of public awareness and educational programs related to the use of 911 by the public, educational programs for the personnel responsible for the maintenance, operation, and upgrading of local 911 systems, and the expenses of members of the 911 communications council for travel, monthly meetings, and training, provided, however that the members have not received reimbursement funds for such expenses from another source.

Therefore, it is the joint policy of the HSEMD 911 Program and 911 Communications Council that the use of this fund be considered in the following priority order:

1. *Council travel*
2. *Public education*
3. *Training*

1.) *The criteria for council travel will follow all DAS and HSEMD policies and procedures.*

2.) *The criteria for public education is as follows:*

Priority of the public education funds will go towards projects with a statewide focus.

This includes the establishment and maintenance of a statewide 911 website.

Secondary consideration will also be given towards public education projects with a regional or multi-county scope.

3.) *The criteria for training is as follows:*

The training session must consist of personnel from multiple PSAPs to the benefit of multiple PSAPs. The training must be available for open registration and approved by 911 Council and HSEMD in advance of any contractual relationship being established. It is further adopted that 'educational programs for the personnel responsible for the maintenance, operation, and upgrading of local 911 systems' specifically not provide funding for initial telecommunicator or mandatory continuing education training, but rather training only be considered for 'over the top' training.

All requests must be placed on the 911 Council Agenda, and approved by the Council.

An operating budget shall be prepared annually by the Council and 911 Program, with 33 percent of funding left available for projects and opportunities as they arise.”

Motion by Bob Seivert, seconded by Rob Koppert to approve the policy as written. All ayes. Motion passed. The policy is adopted.

Items for Discussion

Request for Funds from ILEA Telecommunicator Training Program

Carole Lund-Smith – Once we found out there was training funds available through a grant, I reached out to Steven Ray and indicated that the law enforcement academy would appreciate utilizing some of those

funds for what would be considered “over the top” training. It’s not the basic training, which is actually going on right now as we speak at the academy but it is above and beyond that. The first request is for an active shooter class. We’ve had multiple agencies request this of the academy and it has either been a time constraint, a budget constraint especially for the smaller PSAP to be able to afford to send people to that. That particular class – which is an eight-hour – we’re requesting the \$3300 which is the total fee for the class up to 50 students. As a follow up on that, June 13-15 we would offer a communication training officer (CTO) class and the cost of that is typically \$399/\$400 so the academy is requesting half of that be paid for up to 30 students. We don’t want the class to get any bigger than that because there is so much interaction required but we do have requests from not only the central metro areas wanting some communication training officer slots available but other places around the state as well. We did hold one last year. It went over extremely well. The trainers from California kind of requested if we wanted the active shooter could we do the CTO program at the same time because of the travel costs and they did give us a little break as far as the travel costs. I think it was \$200 or \$250. We are requesting a total of \$9300. That would be \$200 per person up to 30 people plus the \$3300 for the active shooter class.

Mr. Koppert – The participants in these classes, they would not have to pay for this?

Ms. Lund-Smith – The PSAP would have to pay half of the three-day CTO school. It’s normally \$400. We are asking for half of that fee to be paid in order to bring the cost down so that smaller PSAPs could afford to send someone to become a training officer because often times that is a real budget constraint for smaller PSAPs.

Mr. Seivert – Carole, I am very glad to see you moving forward with this. It is an excellent use of the money and would like to see it done on an annual basis – bringing those “over the top” classes here.

Ms. Lund-Smith – I already warned Blake that I would probably be returning every year. At the academy we are striving to add specialty schools and this is definitely considered a specialty school when it comes to telecommunicators. My role is to take care of those telecommunicators. Anything that can provide additional training and expertise, I’m all on board for.

Mr. Dehnert – Do you have any sense on will you be able to fill these classes? Is it, we have to pay for the seats no matter what? How does that work?

Ms. Lund-Smith – What I predict, if we can’t fill the 30 slots then we will back that off and I will give you an updated amount so that we would not secure any funds that were not needed. It’s strictly for registration fees and nothing else.

Mr. DeRouche – Just for a clarification, the active shooter course would be for telecommunicators?

Ms. Lund-Smith – It is specifically for telecommunicators, not officers. They already have specialized training. Telecommunicators are lacking in that active shooter, and let’s face it: unfortunately we are in an active shooter society. We need to be able to train our folks on what to do when that happens.

Mr. Bryant – To meet the criteria of the policy that we just passed, I’m assuming that we’re pretty much assured that we will get people from multiple PSAPs.

Ms. Lund-Smith – Yes.

Mr. Bryant – You did mention the central area. I guess what I don’t want to do is pass something and find out that only people from the Des Moines metro were there.

Ms. Lund-Smith – That’s the reason for asking for the entire funds for the active shooter so the PSAP doesn’t have to pay any other cost except their travel and lodging. To make it open to those agencies that have really small training budgets or maybe none.

Mr. Bryant – I just wanted to make sure that we didn’t get ourselves caught in something that all of a sudden we look at and we have a lot of people from one area. As long as they were invited.

Ms. Lund-Smith – And if I start to see through PSTC that the registrations are heavily in the metro area, then we can start limiting how many an agency can send in order to get those smaller ones to send someone.

Motion by Rob Koppert, seconded by Sally Hall to approve the funding request of \$9300 from Carole Lund-Smith on behalf of the ILEA for the specialty training sessions. All ayes. Motion passed.

Travel Requests

None

Business from the Floor/911 Issues at the PSAPs

None

Announcements

The next meeting will be on Thursday, April 13, 2017 at 9 a.m. in the West Des Moines City Hall.

There being no further business Chair Ray adjourned the meeting at 9:43 a.m.

Respectfully submitted,
Sally Hall, Secretary