

**Iowa 911 Communications Council Meeting
Thursday, May 11, 2017
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.

<u>Roll Call</u>	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	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present-phone
alternate	Tom Berger	Present-phone
Iowa Emergency Managers Association (IEMA) Vice-Chairperson	Bob Seivert	Excused
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	Excused
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
alternate	Pat Snyder	
Iowa Telephone Association >15,000	James Chambers	Excused
alternate	Wayne Johnson	Excused
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	Excused
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	Bernardo Granwehr	Absent

Staff:

Blake DeRouchey, E911 Program Manager Present

Guests:

Diana Richardson, RACOM	Caitlin Jarzen, Iowa Communications Alliance
Stephen Rodriguez, ICN	Tammy Rodriguez, ICN
Brent Long, Polk County Sheriff's Office	Helen Troyanovich, DSWIC
Tracey L. Bearden, PCEMA	Josh Humphrey, Iowa County EMA
Jamey Robinson, Mahaska County EMA/911	Douglas Hawn, Greene County 911
Amanda Rousch, Story County 911	James Lundsted, DHS-OEC
Brian Magdwell, Westcom	Craig Allen, SWIC
Mike Lauer, ICN	Diane Sefrit, SCI

Shawn Wagner, FirstNet Outreach

Guest present by teleconference:

Bobbie Wells, Sac County
Brenda Vande Voorde, Fayette County 911
Stacey Gross, GeoComm

Mark Van Hooser, Buena Vista County 911
Eric Vaughn, Perry PD

Introductions

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

Approve the Minutes

Motion by Rob Koppert, seconded by Rob Rotter to approve the minutes of the April 13, 2017, meeting. All ayes. Motion passed.

Approve the Agenda

Motion by Rob Koppert, seconded by Sally Hall to approve the agenda. All ayes. Motion passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Update/NexGen 911 Update

Mr. DeRouchey – SF500 has not been signed by the Governor. He has 30 days from the last day of the session to sign the bill and there are about 10 days left of that 30. The bill passed on the last day of the session.

SF500 Summary

Consolidation Plan

- Combine wireline and wireless 911 networks
- Create shared service environment for PSAP call processing equipment
- Plan shall include recurring and non-recurring costs for development, deployment, operation and maintenance.

Shared services would be elective for the PSAP. Both measures seek to better leverage technology and remove costs at the local PSAP level.

Funding Changes – Goal is to spend 99 percent of annual collected revenue

- Leave PSAP pass through at 60 percent
- Create PSAP GIS grants - \$15,000 per PSAP
- LMR funding eliminated
- Carryover Operating Surplus for FYE 2018 estimated at \$7 million
 - Consolidation grant for \$200,000 for physical consolidation only – this is not mandated
 - Remainder of the carryover passed to PSAP for the receipt and disposition of the 911 call
- Creates \$9 million to support Consolidation Plan

When the recurring and non-recurring amounts are identified and that amount is less than \$9 million, what exists in the Code that amount will be equally passed through to the PSAPs. That part is already in place for next year.

Technical Updates

- Changes E911 to 911
- Definitions updated to reflect current and future environment
- Adds a board member to the 911 Council from the Iowa Geographic Information Council
- Adds EMA to the membership of the local service boards

The link to the original bill webinar is still available on the website. Most of the bill is intact from the beginning. There have been minimal changes.

Some of the tasks ahead of HSEMD are gathering information regarding the merging of the wireline and wireless networks and PSAP shared service environment.

Network Merging – HSEMD will seek information on a network design for merging the existing legacy 911 wireline network onto the NG911 network. The information sought will be costs, design schematics, etc. The wireline infrastructure will be aggregated in a regional manner and transported to the existing NG911 backbone.

PSAP Shared Service Environment – HSEMD will seek information on costs, design schematics, etc. using existing or new infrastructure/hardware for a shared services environment focusing on statewide host/remote CPE but will also incorporate a la carte services including CAD, logging record, mapping and EMD.

There are webinars scheduled for May 18 in the afternoon and May 23 in the morning to review the legislative changes and potential changes at the local level (i.e. updating service plans and grant process). The intended audience is vendors, PSAPs, and 911 stakeholders in Iowa. The webinar will be recorded. If you are unable to attend, the webinar will be posted on the website. You do need to register in advance for the webinar.

Once the Governor signs SF500 a GIS representative will be added to the Council which will be appointed by the Iowa Geographic Information Council.

911 Program Financial Reports

Just under \$1 million has been paid out in grants. More has been paid out since this report. \$165,585.59 has been paid out so far for the Text-to-911, \$272,590.48 for Aerial Photography and \$190,434.00 for GIS.

Quarter 3, Fiscal Year 2017 Wireless Expenditure Report			
Quarterly Revenues Summary		Quarterly Expenditures Summary	
Wireless Surcharge	\$ 6,633,640.87	Wireless Service Providers 10% of the fund \$913,854.86	\$ (124,002.05)
Interest	\$ 27,331.60	Network Costs (TCS, ICN, GeoComm, Aerial Photography, Text-to-911)	\$ (1,364,530.29)
Prepaid Card Revenue	\$ 544,412.16	PSAP Funding 60% of Total Surcharge	\$ (4,306,831.82)
Total Revenue	\$ 7,205,384.63	Total Expenditures	\$ (5,795,364.16)
Total Surcharge (excluding interest)	\$ 7,178,053.03		
HSEMD Funding	\$ (62,500.00)		
Amount transferred to Operating Surplus			\$ 1,347,520.47

Operating Surplus Summary		
Previous Quarter Total Funds in Operating Surplus		\$ 135,205,552.77
SFY 17 Operating Surplus Revenue from previous quarter	\$ 1,882,002.40	
SFY 17 YTD Operating Surplus Revenue	\$ 5,021,186.09	
Quarterly Operating Surplus Expenditures		
SFY 17 YTD Total Grants Approved		\$ (4,037,160.67)
SFY 17 YTD Grants Paid	\$ (964,550.52)	
SFY 17 YTD Total Grants Obligated (not yet paid)	\$ (3,072,610.15)	
Total Funds In Operating Surplus (Current Quarter)		\$ 16,553,073.24
Total Unobligated Funds in Operating Surplus		\$ 9,980,463.09

Future/Ongoing NG911 Projects			
(Multi-year projects)	Projected	Obligated / Encumbered	Expended

Catastrophic Network Failure	\$ 3,500,000.00	\$	\$
Network Capacity Increase	\$ 3,675,000.00	\$ 2,084,877.98	\$ 1,032,422.57
NG911 GIS Project	\$ 8,275,000.00	\$ 6,727,132.00	\$ 1,547,868.00
NG911 Statewide Imagery Service	\$ 1,500,000.00	\$ 706,988.80	\$ 793,011.20
Text-to-911	\$ 1,587,012.87	\$ 1,374,401.69	\$ 212,611.18
Travel/Public Education	\$ 100,000.00	\$ 51,024.00	\$ 15,045.66
LMR Radio	\$ 8,300,000.00	\$	\$ 8,300,000.00
Totals	\$ 26,937,012.87	\$ 10,954,424.47	\$ 11,900,958.61

Quarterly Payments to PSAPs – Please note that the amount that was paid to Mills County shows 100 percent of what they were due. However the payment they received was for 65 percent of that total. We still have not received their expenditure data collection form for FY2016. Following the Code we are to withhold 35 percent of the surcharge until we receive the form. Once we receive it, as long as it is within the next year, they will receive their back surcharge.

I sent out an email addressing budgets and the amount statewide that's listed unobligated or committed. On the Department of Management form there are two ways to designate local carryover funds – wireline and wireless – at the local level. That total was about \$10 million. A carryover amount that is listed for a project, existing contracts, earmarked. No one's too worried about that dollar amount. It's the undesignated carryover amount. Meaning you have no plan in your budget for that money. That amount statewide was \$22 million. At the local level that might only be about \$200,000. That adds up really fast. I'm just sending the message. It's a hard argument to make to the legislature that you need more money when there's \$22 million sitting there. I would encourage you to try and figure out a way to spend that money. Obligate it for something. I pulled 2013 and that amount was considerably less. What I would like to do at the upcoming APCO/NENA Conference is have a panel presentation on "Service Board 101." I think there is a lot of confusion on what capabilities the service board has or doesn't have in relation to what authority the sheriff's office or PSAP has. Let's talk about the right way to do some budgeting so we don't show \$22 million of unobligated funds at the local level. That number is noticed.

Mr. Bryant – You said it's about an average of \$200,000. Is that 10 PSAPs that have 80 percent of the money? It is pretty even across the board?

Mr. DeRouchey – I would say representatively it's even. The bigger ones probably have more but it's probably proportionate with the smaller ones.

Text-to-911 – Mr. DeRouchey – One of the models we found for our print campaign. I would call this a final draft. When we get to the final copy it will be printed on a better quality of paper for distribution to the local jurisdictions and sent as an electronic file so you can print them out as well. There will be two types of copy. One will be a stalker and the other will be a domestic abuse situation. I had another meeting with Learfield today regarding the radio PSAs. I think we are going to wait until June or July for the radio campaign to prevent any confusion. The plan is ready to go. The script is ready to do and the radio stations have been identified.

The rollout plan. I sent an email last Friday that gave everyone, vendor community and PSAP community, a status update on where we are at with the Text-to-911 upgrades. At this point our department has made a decision to stick to the June 30 deadline. At this point – in about 40 minutes – we will have 33 PSAPs that will have the Text-to-911 connectivity. We are starting to schedule two conversions a day. There is a lot of work that goes into the front end of that. To achieve the Text-to-911 there may be an upgrade to software and/or hardware. The actual enabling of the text takes a little coordination with the state and contacting TCS. That's the aspect of opening up a conference bridge. I have committed to doing two a day and even more. What we seen so far is the first one or two the vendor turns up, there might be some tweaks. After that it's been going much faster. When it gets to that point, they are going faster, I have no problem scheduling a few of them a day. I have a goal that we will still get pretty darn close to statewide by June 30. I will be happy to revisit it with the leadership of our department. If we continue to make

strides and everything that's scheduled goes through, I think we have a case to potentially extend that deadline but at the moment we are not planning for it. June 30 is the deadline.

Mr. Koppert – How is the funding as far as call counts going to be handled? Each text as I'm sure the network sees as an individual text from the caller to the 911 center. It is going to be based on that or is it going to be based on session? Or has it even been addressed yet?

Mr. DeRouchev – In the administrative rule a year or two ago we changed that definition of emergency call to include text. I will follow up on that. My preference is that a session will count as a call.

On the print materials and the larger radio spots we are planning on listing the vendors that have been helpful. That gives them free publicity and a public thank you.

Imagery – Surdex was to fly the western part of the state this year. Weather conditions have hampered this process. They have captured 88 percent of what they were planning to capture. This is a three-year contract so they still have another year. Another option is we can wait until fall when the leaves are off. The only problem with capturing in the fall is very long shadows. We might have them fly it and see what they come up with. If it isn't any good they will have to come back in the spring. The data they did capture should be available in November or December.

Part of Chapter 34A requires that service boards must submit a request for wireless funds. It's called Attachment C. You tell us that you want money and what you are going to spend it on and we send it to you quarterly. That form is submitted on an annual basis. There are four days until the deadline for that. There is no clause that you can get your money back if you do not submit the form. Monona County is the one outstanding county. I tend to think that is another antiquated part of the Code. Unless there is any significant opposition I would favor getting rid of that section of the Code next year. Try to get that part of the code removed.

Logo for 911 Council – Since the potential change in removing the "E" in 911 our public information folks wanted to provide some examples of an updated logo.

- There was preference on the state of Iowa outline
- Discussion of different colors wanting to make sure we don't show preference to one state college or another
- Coloring the 911 red and the state blue somewhat similar to the present logo and possibly the ellipsis gold.
- The three elliptical lines – red, blue and gold for fire, police and telecommunicators
- To be cautious on having three lines – if the lines are thin and you have the design applied to a shirt, the lines will not show up very well.
- The more colors you have the more costly

Ms. VandeVoorde – Does this have to be decided at this council meeting?

Mr. DeRouchev – No it does not. I was just asking for input and direction. This is a start. Knowing which logo and which format to start with and I can then send out for more input.

Chair Ray – If you would send that out, I will leave this on the agenda for next month.

Mr. DeRouchev – I will take this back to PIO.

Reports of Officers, Boards and Standing Committees

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

Chair Ray - Dave Kaus has retired so he is no longer on the council. Mr. Kaus is one of the original members of the council. Motion by Mike Bryant, seconded by Rob Koppert for Sally Hall to proceed with obtaining a plaque recognizing his long time service on the council. All ayes. Motion passed.

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

Mr. Allen – The Council has as much involvement with DHS with the alerts, warnings, and reverse 911 which they consider the communications ecosystem. I think it might be of value to add to your agenda an update from Jim Lundsted regarding 911 issues.

P25 is a standard for radio equipment and it is through the Telecommunication Industry Association (TIA) it is an ANSI standard. This standard gets tested by a group called CAP. In this instance they have an element of regulatory oversight. Several years ago SAFECOM put out grant guidance. If you want to buy equipment it has to be compliant with the SAFECOM grant guidance and it has to be compliant with the state SCIP. So CAP identified that certain vendors in the manufacturing community were producing radios that offered an inferior encryption code. So through CAP it is to encourage vendors to include and equip radios with encryption at the high standard. The language the council used was P25 upgradable. You might want to rethink that as you move forward. Almost all of the equipment that people in Iowa have been buying they can still buy but they must purchase the equipped side of it. It can't be upgradable and it can't be capable. It has to be equipped to comply with federal grants.

The Policy and Procedures Committee has been pushing a lot of information around. We are getting some solid policies in place that will help move the new interoperability system along. A big thanks to those committee members.

FirstNet – The vendor has been selected and the plan is coming. If you join FirstNet, as soon as the Governor signs the agreement, you have priority on the system. It is just data. Hopefully voice in the future.

SCIP update – The elements of the SCIP are LMR, Broadband, Alerts and Warnings and 911. That third track is in the council's face. The reason that we have to have that in the SCIP is that is how DHS reports to Congress. It just so happens that in Iowa we are aligned the way we are. Other states they are aligned differently. On June 28 all day at DMAC. NOTE: This meeting will be at Grandview not DMAC. DHS has recognized they need to provide us more support to move along with this.

The new SWIC is Chris Maiers.

New Board members – Rob Rotter representing Sheriffs and Larry Smith representing EMA.

Mr. Bryant thanked Mr. Allen for helping him to better understand the whole system.

Mr. Humphrey – Just want to clarify about the AES and CAP. So you're saying, for instance, a county that wants to stay on VHF and they want grant money to build out a new system, the whole P25 capable comment is gone.

Mr. Allen – Yes, it is gone. Go to the website and check out what radios they can buy. It needs to be P25 equipped. Capable or upgradable does not count.

Mr. DeRouchey – The Council and Homeland Security put that language in our carryover grants two years ago. So that's when the scope of the carryover grant was any NextGen operated and last applied to any virtual consolidation concept. Both of those things for all intents and purposes are gone with our future grants going to physical consolidation only. That will still apply if you are going to be purchasing radios for a physical consolidation. It should be nullable and void from our perspective.

Mr. Allen – It knocks a lot of the lower tier radios off the grant table.

I have one more meeting. If you have anything that only I can do, please let me know right away. Next month two of the weeks are out of state meetings.

Chair Ray – Jim I will put you on next month's agenda. Is there anything you would like to talk about today?

Mr. Lundsted – We are consistently surveying the landscape for what are the threat vectors. Recent tests with several agencies with the .gov domain reveal that between 28 percent and 32 percent of all employees click on a link in an email just because it's there. Just this week Microsoft released an advanced threat patch because someone had figured how to put a photo in an email that is embedded with a Trojan that would allow someone to take control of your computer remotely. We constantly preach – stop, think, connect – and if you are at a computer you can hover over that URL embed and see if it is really what you think it is.

The FirstNet guidance and the initial state plan will be released to the SPOCs in mid-June. Example if one state opts in and a neighboring state doesn't. DHS through our SAFECOM which is our overhead advisory board is conducting a survey we believe in the September timeframe. That survey data informs SAFECOM and the US Congress about how we are doing.

Legislative Issues

Mr. Bryant – I'm happy so far. Just hoping that the Governor signs it (SF500). Also I just wanted to clarify on what was said about P25 and based on we don't have carryover grants we really don't need to....that was in the Administrative Rules?

Mr. DeRouche – That was only in the grant guidance – what you can or cannot do with the carryover grant funds. There was a line in there that they have to be P25 upgradable. As I'm writing the guidance on the physical consolidation grants, I still might have a line in there on what kind of equipment is eligible.

Mr. Bryant – I just wanted to make sure it wasn't something we need to put on our agenda to deal with at some point.

Mr. DeRouche – It's more under our purview of the grant.

Mr. Koppert – With regards to PSAP consolidation and the \$9 million to support the plan, etc., the line, remainder passed to the PSAP for "receipt and disposition" of 911 calls. We're not going to be looking at enforcing P25 and AES256 encryption on counties that are using monies that's passed back to the PSAP to buy those.

Mr. DeRouche – We have no method of really doing that other than putting out general guidance. We don't go out and audit what locals are purchasing. The auditors they're more looking for financial misappropriation or misuse of funds. In SF500 there is \$7 million available for physical consolidation grants. Last year there was \$4.4 million available for physical and virtual. All of the grants last year were for virtual consolidation. We talked in the past about prioritize. Rather than a first come first serve does it need to be more of a competitive grant process. When thinking about the \$7 million towards a physical consolidation piece, we talked about that and I think it was a good idea but I don't anticipate a big rush for consolidation grants. To allow jurisdictions to accomplish physical consolidation I don't know that we need to prioritize or have a competitive process. I'm basically going to continue kind of what we did last year. You have a grant opportunity to apply for between July and December and then at the end of December we will be able to tell how much has been approved for physical consolidation and the remainder gets divided equally among the 113 PSAPs in the state and that is sent as a lump sum. That is basically your new version of the carryover grant.

Mr. Koppert – My concern was there are a lot of county fire departments that don't need the AES256 encryption and can get by with the lower-cost radios. I just wanted to make sure that those funds that go back out of the \$7 million can be used to purchase radios for those fire departments because budgets at the local level are very tight.

Mr. DeRouchey – That was a question that was asked of me last week. It was discussed in our office and that was the answer. Once it's local funding we really have no way of preventing you. We encourage you to follow the SCIP and be involved with what is going on.

Mr. Bryant – The \$9 million that is to support the consolidation plan is that the old carryover.

Mr. DeRouchey – Correct. That is our best estimate at this point. That is what will go for startup costs. The non-reoccurring cost, the build out, the network merging and shared services environment. Whatever remains from that still falls into that lump sum that we are passing through at the end of the fiscal year. That's why we asked the legislator to gives us that mandate to identify the reoccurring and non-reoccurring costs. Over the next couple of months we will be identifying those costs.

Items for Discussion

NENA i3 Architecture Standards and APCO Response

Item was tabled until next month since Mr. Dehnert was not here.

Unfinished Business

None

Travel Requests

None

Business from the Floor/911 Issues at the PSAPs

Mr. Wagner – As I have been out talking to telecommunicators, one of the things they have been asking for a simply plan or instructions for the public to use Text-to-911. They want to make sure you are educating the public on Text-to-911 and as we eventually transition to images, the understanding that we can't receive images yet.

Mr. DeRouchey – We do have an education campaign in progress with developing print material and radio media PSAs. You may have not received one of the handouts since you were in the booth.

Mr. Koppert – Maybe the hardcopy materials should be sent to the PSAP managers prior to the printing of the material to ask for feedback.

Mr. DeRouchey – We are finishing the other hardcopy. I want to collect that feedback at the same time and send it back to the public information office.

Announcements

The next meeting will be on Thursday, June 8, 2017, at 9 a.m. in the West Des Moines City Hall.

There being no further business Chair Ray adjourned the meeting at 10:09 a.m.

Respectfully submitted,

Sally Hall, Secretary