

Iowa E911 Communications Council Meeting
Thursday, April 12, 2018
West Des Moines City Council Chambers
West Des Moines, Iowa

Call to Order

Chair Rob Rotter 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)	Tracey Bearden	Present
alternate	Charlie McClintock	
Iowa Geographic Information Council	Lawrence Hartpence	Present
Alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA) Chairperson	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	Excused
alternate	Tom Berger	Present via phone
Iowa Emergency Managers Association (IEMA)	Bob Seivert	Present
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS)	Gerard Meyers	Present
alternate	vacant	
Iowa Emergency Medical Services Association (IEMSA) Vice-Chairperson	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	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:

Tammy Rodriquez, ICN	Michael Lauer, ICN
Andy Buffington, Hancock County 911	Chris Maiers, ISICSB
Crystal McIntyre, Warren County	Doug Hawn, Greene County 911
Doug McCasland, Warren County 911	Brian Magdwell, WestCom
Curtis Pion, Polk County Sheriff's Office	Doug Hawn, Greene County 911
Amanda Roush, Story County 911	John Drury, CenturyLink
Mike Myers, CenturyLink	Jeff Andersen, Marion County EMA/911
Marcia Slycord, Pella Police Dept.	Robert Bokinsky, Pella Police Dept.
James Lundsted, DHS OEC	Jim Wittenuyler, DPS
Diane Sefrit, SCI911	Martha Dykstra, Marion County Sheriff's Office
Duane Vos, RACOM	

Guest present by teleconference:

Stacey Gross, GeoComm
Rebecca Barloon, Iowa Attorney General's Office
Cherese Sexe, Humboldt County 911

Brenda Vande Voorde, Fayette County 911
Denise Pavlik, SECC

Introductions

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

Approve the Agenda

Chair Rotter – Change to the agenda. The Marion County request for funds has been withdrawn for this fiscal year. Motion by Rob Dehnert, seconded by George Griffith to approve the April 12, 2018, agenda. All ayes. Passed

Approve the Minutes

Motion by Bob Seivert, seconded by Gerard Meyers to approve the minutes of the March 8, 2018, meeting. All ayes. Passed

State of Iowa Administrator Reports (Blake DeRouchey)

Program Update

Mr. DeRouchey – HF2254 was signed by Governor Reynolds. This allows HSEMD to implement their virtual consolidation plan that has been talked about for the last two or three years. The major of the bill is effective upon signature so we can get working on it immediately.

- Merging of the wireline network on to the Next Generation wireless network.
- Shared services

There will be some webinars scheduled within the next month or two as part of the formal rollout plan showing what next fiscal year will look like. Still working on signing the contracts with ICN and Zetron.

HF2254 eliminates the requirement for Attachment C Request for Wireless Funds.

A draft copy of changes to the Administrative Rules was handed out. There is an informal comment period now. If you see anything please contact John Benson or myself. Comments can also be made at the public hearing May 29, 2018. As in the past couple of years the Administrative Rule changes mirror the changes in the Code. This will require a rewriting of what used to be known as the Wireless Implementation Operations Plan. Gong to rephrase that at the Next Generation 911 Operations Plans and it directs this organization, 911 stakeholders and PSAPs to work together to get that document drafted. Network Merging – We have been meeting two times a week – ICN, Zetron, HSEMD – so we can get this implemented as soon as possible. Earlier we thought we would be ready in July that has changed. We won't be ready in July. We are working with ICN and they're working with local telephone companies to finish the design plans. PSAPs will no longer have trucks coming into their PSAPs from the phone companies. Wireline calls will go over the NextGen 911 network just like you receive your wireless call today. Wireline surcharge will continue to be remitted directly to the local service board. Nothing changes there. It does not come to us first. The difference is HSEMD is responsible to the cost of the connection. We pay the ICN and the ICN pays the local telephone company for that connectivity. The local service boards are still responsible for those wireline circuits and bills until we notify you that we are taking them over.

As part of the informational webinars we will have the ICN and Zetron on the phone to answer any technical questions.

Shared Services – CPE – It is the PSAPs choice to opt in to the host/remote CPE environment. There's zero difference with wireless surcharge if you opt in or you opt out. The formula does not change at all. PSAPs will still be able to customize the layout of the screen and customize your one button transfers. If you opt in there will be a small equipment footprint in your back room, HSEMD will cover installation costs and annual fees associated with the host/remote CPEs. We're eliminating your costs anything CPE related. We have no authority or ability to pay for any cost for administrative line integration with your CPE. So that's a local responsibility. And that is also optional. If you don't want your administrative line to run through your CPE you don't need to.

Again regardless of the PSAPs decision to opt in or opt out there will be no change to the current wireless surcharge formula.

We have a quick online form that is a notice of interest for PSAPs to fill out for those that are interested in shared services. Nothing is binding by filling out this form to show us your interest and your timeframe. After this there would be something that is much more formal and detailed. There would be a User agreement that would be signed between us and the PSAP. The reason for the agreement is if we need some assurance if we are going to cover all of the costs that you are not going to ditch the system in two weeks the first time there is a hiccup.

Additional Services and Functionality – This is on the same notice of interest form.

If PSAP opts into CPE and is interested in some of the additional services that would be indicated on the form. At least for year one HSEMD will cover the installation costs of these additional items. The local service board would be responsible for the annual reoccurring costs. This is due to the many variables of how many PSAPs will opt in and how many will want those additional services.

Mr. DeRouche presented an Excel worksheet showing HSEMD costs and local service board costs for additional services.

Mr. Dehnert – If you don't choose CPE and you choose some of the other services...

Mr. DeRouchey – For us to cost share, CPE gets you in the door. Zetron has stated they will allow local service boards this pricing in and of itself that's with no cost sharing with us.

Mr. Seivert – Is this standard CAD, or are there other CAD features customizable?

Mr. DeRouchey – The Zetron CAD – they did a presentation on November 17 at the council meeting. It is still online. I would suggest watching that. Also, with the upcoming webinars you can ask them questions.

Mr. Seivert – Logging recorder – we record our 911 lines and admin lines. Is that going to be available to us through this?

Mr. DeRouchey – I believe if you have your admin lines through the CPE. Their concept of the logging recorder right now would be a backup because everyone has a logging recorder. If someone approaches me and says they need a new logging recorder, I'm sure they could bring it up and it could be used as a primary.

Mr. Seivert – Would this logging recorder do our radio as well?

Mr. DeRouchey – We haven't had that conversation about integrating with the outbound traffic.

Mr. Seivert – The Emergency Medical Dispatch Power Phone is that integrated along with law enforcement?

Mr. DeRouchey – Emergency Medical Dispatch is currently through Power Phone. We've asked the question if Priority Dispatch and ProQA could be included as well. They are looking into it. I have nothing formal to announce and I haven't seen any pricing. We would like to be able to make both of those offerings. The difference is the Power Phone training is online. The training is included in that price at five dispatchers per seat and that is the "Cadillac" version. It integrates into your CAD.

Mr. Seivert – Line cuts – we are getting into the construction season. Many of us have relationships established with our local phone companies so when we have line cuts we get a prompt notification and we can make alternative routing arrangements when they are necessary. How is that going to change?

Mr. Lauer ICN – Right now what we do for 911, that is anything from where ICN takes over there would be notification to ComTech /TCS and the PSAP get notification of that as well. So that would be the same for landline calls.

Mr. DeRouchey – So basically once ICN gets it, it's like a wireless cut today. It gets automatically routed to your pre-identified PSAP. Any cut to a phone company before it gets to the ICN is still how it is today.

Mr. Lauer – We'll notify ComTech/TCS and the PSAP and you will be working with the local phone company prior to that because they are that trunk from the local areas to ComTech/TCS for routing.

Mr. Seivert – Obviously it will be a work in process. We always have concern when we have cuts and isolating an exchange and getting information to them in a timely fashion.

Mr. Lauer – That is a very big concern for us. We'll do what we need to do to make it easier. The plan is to have minimal problems.

Mr. DeRouchey – Additional legislative information – Just a reminder of the webinars that will be coming up that will be a good place to ask any technical questions. The \$7 million cap will still be passed through at the end of this fiscal year. That is exempt from the effective on signature clause. We will pass that through equally to all of the PSAPs at the end of the fiscal year. That was for physical consolidation grants. No one applied for the physical consolidation grant. Look for that payment around July or August. The \$200,000 match incentive is still in place for those that wish to physically consolidate in future years. There will no longer be a fiscal year-end deadline. This can span across fiscal years. That grant will start back up in July and you can take however long you need to make that happen.

Since there is no cap – whatever remains at the end of the fiscal year will get “zeroed out” and distributed equally to the PSAPs. The GIS grants remain available for the current year and again into the future.

Mr. Seivert – The amount of money that we are going to get this year – can you clarify how that is going to go forward? Is it about \$63,000 this year?

Mr. DeRouchey – The \$100,000 for Council travel, public education, and training is part of that \$7 million. If you take \$6.9 million and divide it by 113 you'll have an idea how much we will pass through to each PSAP. This year we're legislatively told how much that amount is. It's \$7 million. Next year at the end of the fiscal year whatever we haven't spent on merging the wireline and wireless and what we haven't spent on shared services, whatever is left in operating surplus will be divided equally to however many PSAPs there are at the time and then sent out to the local service boards. There are a lot of variables to know how much is going to be there at the end of next fiscal year.

Mr. Seivert – I think it needs to be understood by the PSAPs that the amount could be substantially less next fiscal year and that we are not going to see that money on a regular basis.

Mr. DeRouchey – Our thought process all along is we, out of the network cost portion, if we spend a dollar, you at the local jurisdictions are going to be saving about \$50. You no longer have to pay for CPE or wireline.

Current travel/public education/training fund – The program for public education and training has been around for about three years now. If there is anyone that is unaware, that is money that local PSAPs and local service boards can access – especially on the public education and training side. Annual appropriation is \$100,000 and there is about \$21,386.20 remaining. Next year, look for this application for training to be an online application form.

Wireless Carryover funds PSAP GIS Grant Application Approvals

Henry County \$15,000, Johnson County \$25,000, Pottawattamie County \$15,000, Scott County \$15,000, Woodbury County \$15,000 and Wright County \$12,250. Total \$87,250.

Motion by Sally Hall, seconded by Rob Dehnert to recommend for approval all of the GIS grants. All ayes. Motion passed.

Training Fund Requests

Note: Marion County had withdrawn their request.

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 – The Board is working on getting network rolled out. As towers come on line coverage testing. If you want to help with the coverage testing and see what the network looks like for yourself let me know and I can get you some specifics on that.

A set of standards was passed at last month's meeting and are on the website. Another set of standards is on the agenda today to approval. The next standards meeting is April 17, 2018, at WestCom.

I'm working on setting up some more stakeholder meetings with local agencies to get their interoperability needs and concerns.

The next COMX is scheduled for April 23 and 24. The exercise will be a severe weather event that will comparable to the June 1998 weather event.

OEC article that was released last week on how to survive the social media information flood that can come during events.

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

Mr. Lundsted – Happy National Public Safety Telecommunicator Week. At the ISICISB meeting, I will present on what we are doing to evolve the NIMS communications unit into a communications section. Recent intelligence suggests a concerted uptick in the number of ransomware incidents. Both the FBI and DHS are continuing to make outreach on this and to reemphasize we have done a good job trying to inoculate ourselves from the random USB stick in the PSAP that brings you all sorts of creative things whether intentional or unintentional but the number one delivery mechanism we are observing is phishing and spear phishing where you get that creative message that has your name and talks about your work area and perhaps appears to originate from someone you know. If you read the news, you know that we have had significant public safety impacts with malware and ransomware in the last month. I encourage you, if you haven't already had this conversation with you IT professionals. Understand how you are isolated or not isolated or virtualized to be protected from a mistake in another department. In this region we had a county that suffered a pretty major outage as the result of a malware attack that occurred in a public works department. Those need to be isolated from 911, dispatch, CAD, and GIS resources in order for us to do our job. We are observing a lot of activity in this area. The attacks are becoming much more significant.

Mr. Seivert – The media indicates that some people are paying when being held for ransom.

Mr. Lundsted – Don't expect good outcomes from paying ransom. The simple fact is if you step up and pay ransom expect the next one to be fairly significant and soon thereafter. Once your data is hacked there are some best practices including have a backup plan, a backup data center, a backup PTs and a backup restoration methodology. One county in this region that was in the process of a CAD conversion was hit by a ransomware attack and although it did not affect the PSAP the vendor was on site to provide support for conversion and all the IT resources in that county were diverted and they had to send that vendor home. That's still an expensive venture in ransomware. It didn't really touch the PSAP it just touched people that support the PSAP.

Legislative Issues

None

Items for Discussion

None

Unfinished Business

Certain Public Hospitals as Standalone Political Subdivisions

Chair Rotter – This is continued discussion from the last meeting. The Council was asked to give an opinion to HSEMD. Rob, you had a motion that you were interested in making.

Mr. Dehnert – Motion by Rob Dehnert to recommend to the 911 program manager that one: County hospitals organized under Iowa Code Chapter 347 that provide ambulance services be eligible for county 911 service board membership under Iowa Code Chapter 34A, and two: that actual local service board membership shall be a local determination based upon the service board plan consistent with Iowa Code Chapter 34A. Motion was seconded by Mr. Hartpence.

Discussion. Mr. Seivert – I'm concerned this is a section of Iowa Code Chapter 34A that has been in existence since Chapter 34A came into existence. This part of the code has been discussed many times and it's not very clear and been interpreted many times in different ways. We've seen our 911 service board membership change as the result of different interpretations at different times by different personnel in the AG's office or even different interpretations from personnel in HSEMD. I would encourage the council regardless of the action that is taken today to look at that piece of Iowa Code and cleanup the language so that it really reflects the users of 911 in our counties and that some of the counties 911 service boards today actually have entities that vote out outside of their counties and they can have the potential to out vote the services and providers within those counties and that's just wrong. Whether we add hospitals to this or whether we don't is not as material as cleaning up that entire section of code.

Chair Rotter – I agree completely. I think this is just one more instance where we are reminded how much that code section needs attention. I think in the coming weeks and months we should looking at things that we can recommend as a council to fix some of those issues. This doesn't really change anything. It's encouraging that you have somebody that wants to take part in a local service board. Our problem, and I think a lot of problems in other service boards, is that we have people on the board that don't take part in the board and it makes our meetings very difficult and then again when you have somebody that has representation into another county that really doesn't have a lot of services but still has that power over us is troubling. It just shines a light on the issue of Chapter 34A. It's good that we are reminded once again and maybe as a council we can address that going forward.

Mrs. Hall – I did reach out to the Iowa APCO leadership. Speaking with the president, his suggestion was that we table this matter. It has raised a lot more questions than answering any questions. He would like to put it out to the full membership of Iowa APCO and that would be at the fall meeting but to try to get some clarification. Even at our last meeting we talked about "may," "shall," "entitled." Where there seems to be some controversy on how things are worded in Chapter 34A versus the Administrative Rules. I think we need sit down and tear apart Chapter 34A and the Administrative Rules before we actually do something else that could make this even more convoluted.

Ms. Bearden – I think we need to remember this is a recommendation to HSEMD. We are not the ones that make the actual decision but if there are questions about whether the view points and interpretation that hint to the Iowa Code Chapter 34A has changed then we could ask for a formal opinion from the AG's Office. Instead of tabling this let's take some action and go forward instead of just standing still. I do recommend and also agree with that we should clean up Chapter 34A in the chance that there are changes that need to be made. I am for this but if there are individuals that want to table this I think we should take action and ask for a formal opinion from the Attorney General.

Chair Rotter – Blake, are you aware of the timeline? Obviously they are asking us for an opinion. Are they looking at making a decision in the next 30 days?

Mr. DeRouchey – I don't know that there is a defined timeline. The folks that raised this issue to me probably started talking to me about it almost a year ago, and as conversations go through email, come up again once in a while. The AG's Office has had it for a little while. It is supportable from their office either way. What is the policy we want to make going forward?

Ms. Barloon – Chapter 34A it could be clearer. It is supportable. Moving forward it could be clearer as these questions come up. What the answer is.

Ms. Sexe – I brought this to Blake's attention. I just want to find out. The Attorney General has consistently offered opinions that EMS should have a vote and everything about it stems on whether or not that entity is public or private. The 1990 opinion last...I would make a recommendation that this has been ongoing for 30 years and I would like to see it resolved. I would to apply that same logic and reasoning of the 1990 opinion to EMS. I think you could look at that opinion and replace the word "fire," with "EMS," or "Humboldt County," or "Crawford County Hospital," and it should apply.

Brad Boder – General Council for Crawford County Memorial Hospital. I thought when this came up it was going to be a simple answer. Three hundred and forty-seven hospitals often get confused as just being a part of the county. So normally, in my normal job it comes up quite often to clarify that we are a separate entity. We have a democratic board that's democratically elected. Iowa Code 347.73 actually gives the trustees specific authority to levy a \$.27 tax to support an ambulance 347.14 Section 8, the powers of the board give them authority to purchase, maintain, and operate an ambulance. As I watched your last meeting, it is an interesting question that legislatively, you do need to look at and fix. If you flow chart out the membership of the board right now, we are classified as a private entity which would not be correct. We are a public organization. We are subject to Chapter 21 and 22, the public bidding laws of Chapter 26. We are firmly a governmental entity. We drive our own tax asking. Part of why this came up we are doing a larger communications study and our call volumes are 10,000 for police, and then EMS is 2,000 to 3,000 calls, and fire is a couple hundred. If you look at the makeup of this board, I think there are 13 members on the local service board. I believe 10 of them are fire department. It is an interesting question and I'm advocating for one position or the other. More than anything, I wanted to clarify that under 347.7 we do levy our own tax so it would be different than a school hiring a safety officer. They don't have a specific tax for that entity. We are definitely governmental bodies under 21 and 22 and I don't believe, under the definition of subdivision, that we are anything but a standalone entity as we are now.

Ms. Barloon – You're just saying you meet the definition of political subdivision as in Chapter 34A?

Mr. Boder – I can see if we're deriving our funding for our ambulance from the county board of supervisors under that political subdivision rule. The county already has a seat at the table and we would be excluded but since we do have our own levy we would be an applicable subdivision.

Chair Rotter – I'll reiterate we shine a light on the fact that Chapter 34A is a mess, but I think under the Code it is my opinion these hospitals do qualify and I would feel bad if were holding these entities that want to take part in a service board hostage while we try to fix a problem that's been there for many years. What I don't want to see is we take action today and then we put it back in the drawer and we don't deal with it again until the next problem. This needs to be a priority of something we take care of.

Ms. Beardon – I concur. We are asked for our assessment/analysis of what the Code states. The Code, whether it needs fixed or improved, does support this. I think we would be in the wrong to table this if it is according to the Code. The Attorney General says it is supported. I believe we should support this motion and not table it.

Mr. Hartpence – How do we do about fixing the Code? Do we setup a subcommittee to figure out better wording as a recommendation to HSEMD?

Chair Rotter – That would be my preference – that we put together a committee to work on this specifically. That would be something the Council would have to decide. That would be the most logical approach.

Larry – Bringing something to the next meeting.

Call for the vote: All ayes except George Griffith voted nay. Motion passed.

Motion by Lawrence Hartpence, seconded by Rob Dehnert to setup a committee to look at Chapter 34A and bring forth recommendations to the next meeting of how we should be wording 34A. All ayes. Motion

passed. Committee members will be Tracey Bearden, Rob Dehnert, Blake DeRouchey, Tom Berger, Doug Hawn, and Cherese Sexe. Tracey will take the lead and schedule a meeting.

Travel Requests

None

Business from the Floor/911 Issues at the PSAPs

None

Mr. Bryant – I was looking forward to ending with a good session this year and no controversy and have a year with none but I'm really excited now to charge back up to the hill.

Announcements

The next meeting will be on Thursday, May 10, 2018, at 9 a.m. in the West Des Moines City Hall.

There being no further business a motion was made by Tracey Bearden, seconded by George Griffith to adjourn the meeting at 10:02 a.m. All ayes. Motion passed.

Respectfully submitted,

Sally Hall, secretary