


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

	<p><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, December 13<sup>th</sup>, 2018</b>  <b>West Des Moines City Council Chambers</b>  <b>West Des Moines, Iowa</b></p>
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**Call to Order**

The meeting was called to order by Chairman Rob Rotter at 9:01 a.m. and a quorum was determined from the roll call.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Sally Hall	Excused
alternate	Cara Sorrells	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	
Iowa Geographic Information Council	Lawrence Hartpence	Excused
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Excused
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Present
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	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	Absent
alternate	Wayne Johnson	
Cellular Providers	Steve Zimmer	
alternate	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	Bernardo Granwehr	Absent
<b>Staff:</b>		
Blake DeRouchey, E911 Program Manager		Present

**Guests:**

Diane Sefrit, SCI  
 Joel Martin, Iowa Utilities Board

Diane Harris, Zetron  
 Judy Flores, Black Hawk County 911

Connie Stufflebeem, Iowa DPS Communications  
Chris Maiers, ISICSB  
Brian Maydwell, Westcom  
Christin Mechler, LSA Staff  
Terry McClannahan, Dallas County SO  
Scott Rounds, Des Moines PD  
Rick Mortenson, Iowa DPS Communications  
Duane Vos, RACOM  
Stacen Gross, GeoComm  
Bob Seivert, Retired Shelby County 911  
Steve Reames, GeoConex/Zetron  
Brian Flynn, Motorola

Marcia Slycord, Pella PD  
Andy Buffington, Hancock County 911  
Jeff Edwards, Des Moines PD  
Robert Bokinsky, Pella PD  
Stephen Rodriguez, ICN  
Curtis Pion, Polk County SO  
Amanda Roush, Story County 911  
Burnie Snoddy, BKD  
Tyler Gross, GeoComm  
Mike Lauer, ICN  
Brent Long, Polk County SO  
Crystal McIntyre, Warren County BOS

**Guest present by teleconference:**

Mike Kasper, Linn County SO  
Tracey Sanders, SECC  
John Drury, CenturyLink

Brenda Vande Voorde, Fayette County 911  
Mary D. Miller, Iowa County 911  
Sarah McClure, Ames PD

**Introductions**

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

**Approve the Agenda**

Motion by Jeff Anderson to approve the agenda. Seconded by Mike Bryant. All ayes. Passed.

**Approve the Minutes**

Chair Rotter asked for a motion to approve the previous meeting minutes. Motion by Robby Johannesen. Seconded by George Griffith to approve the minutes of November 8th, 2018. All ayes. Passed.

**Plaque Presentation to Bob Seivert for his years of service to the 911 Advisory Council**

Chair Rotter presented a plaque to Bob Seivert who was one of the original members of the 911 Council. Rotter stated "There's not very many people that know the history of Iowa 911 as much as Bob does, the trials and tribulations we've been through, and the professionalism we have garnered over the years. Bob is one of the people that had an awful lot to do with that. I personally appreciate his years of service, the Council as well and the people of Iowa. I'll read it - In grateful appreciation for your years of dedication and outstanding contributions to the State of Iowa 911 program as a member of the State of Iowa 911 Communications Council. Thank you very much." Mike Bryant echoed those sentiments and thanked Seivert for mentoring him over the years and for the friendship they've developed. Bryant stated that 911 in Iowa is better because of the efforts of Bob Seivert.

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

Blake advised his report would be pretty brief and began with a reminder of the annual forms due on January 1st.

## Program Manager Report

- Annual State 911 Forms Due Jan 1st
  - PSAP Update Form
  - Local 911 Service Board Form
  - PSAP Expenditure Collection Sheet
  - ~~Attachment C Request for Wireless Funds~~

## 2019 GIS Grants

### Window 1: Upload July 1-Dec 31

- November: 8 Counties (\$54,000)
  - FY19: 57 Counties: \$390,000
- \$6,000 remains through December 31 for counties who have not yet met benchmarks.

### Window 2: Upload Jan 1-Jun 30

- Starting in January, all counties become eligible for \$6,000
- Same benchmarks:
  - Upload within the period (Jan-Jun)
  - 98% GIS
  - 50% ALI
  - 50% MSAG

## Current Travel/Public Ed/Training Fund

- \$100,000 Annually (online application form)
- Expended: \$60,502.96
- Obligated/Approved: \$15,000.00
- Encumbered: \$9,500 (APCO/NENA)
- Remaining: \$14,997.04
- **Moratorium until January for additional requests**

Mike Bryant asked Blake about quorums and if those absent at the meeting advised him they wouldn't be there. Blake advised that three did notify him and they can notify either himself, the Chair, the Vice-Chair or the Secretary. That information is usually shared amongst those four people. There was also a brief discussion again about quorums and if being available by conference call is acceptable. Blake advised he would ask that of the new assistant Attorney General.

Blake also advised that about a year ago he was selected to represent his counterparts on a National committee, NASNA, on a Public Safety Advisory Committee towards FirstNet. They held a meeting on Tuesday in Washington and he will make his notes available to the 911 Council and also to the ISICSB. So as a point of information sharing those notes are available if anyone is interested.

## **Zetron – Diane Harris (monthly update)**

### **New and Notable Updates Since November Meeting:**

- November 2018: We have had 2 new Letter of Intent
- December, 2018:
  - First Host Location is going through final stages of Installation and Readiness
  - Proof of Concept Installed and Running (Hancock County, IA)
  - The first 4 Binding orders have been received and are being prepared for processing.
- YTD:
  - We have 25 PSAP's who have signed a LOI to use the State's Shared Service System
  - Proof of Concept is in and installed (Hancock County)
  - 12 Site Surveys have been completed for PSAP's with Letters of Intent completed.
  - 4 Binding Orders have been received

### **Current Events and Next Steps:**

- **State of Iowa 911 Board Meetings**
  - Zetron will continue to be a regular attendee at the Board Meetings and will be available after meetings for follow up if needed or requested.
- **Next Steps**
  - 3 Lunch and Learn Meetings are being finalized around District Meetings.
  - Site Surveys are currently being scheduled with all remaining and new PSAP's interested in the Shared Services Solution. RACOM and Zetron will come onsite to perform site survey and discuss solution and the selected services.
  - After the completion of the site surveys, all quotes are delivered to the State and the PSAP for final review.

## **911 Wireline Aggregation – Steven Rodriguez, ICN (monthly update)**

Rodriguez reported having some disappointing news concerning the wireline RFP that they had out. This is for the CAMA trunk 911 call delivery for wireline. Unfortunately none of the responses met the requirements of the RFP so the next steps are to revise the RFP. They hope to get that back out on the street by the end of next week. Those responses will be due back by the end of January so that they can be evaluated and determine what the next steps are sometime in the February timeframe.

Jack DeAngelo spoke on behalf of the independent telcos and the RFP requirements for T1 interfaces to two of the ICN pops. He stated the telcos took the RFP for face value. He explained a T1 is capable of handling 24 voice channels which in turn is 24 911 trunks. "We designed those and knew that it wasn't going to fly but because your RFP was face value we designed one T1 with one 911 trunk on it. It is not a very effective use of facilities. We also had to go to Aureon to transport it. You wanted diversity between between two pops which today the majority of the 911 trunks go to CenturyLink where they are aggregated and then shipped off to the selective router to the PSAP location. We need to get to some kind of aggregation is what I am getting at. With Aureon hauling our 911 trunks there will be added cost from what

we are charging today because of the distance to, in the case of where I work, out of Sully we are looking at taking it to Johnston and Mason City. That is quite a ways from Des Moines in the case of Mason City. I want to reiterate that I hope the ICN is taking the time to look at the existing network where it needs to be aggregated to get the best bang for the buck. We spent a lot of time on your RFP and a lot of effort and there were some costs involved that we took internally. If there are some questions from a telco perspective we would be glad to talk to you but there needs to be some dialogue before you issue that revised RFP."

Rodriquez advised they are looking into the responses as well as their intent as far as what was provided and spelling that out a little bit more. They do have a vendor question and answer period after they release the RFP and unfortunately those questions did not come out at that time. Because they want to make sure the RFP is valid they don't have those individual discussions and that is why they have the vendor conference where everyone can participate and have their questions answered. Hopefully the team that is revising it will make it clearer as to what needs to be done and those five point of interconnects. "A lot of 911 trunks just go to one location and we want to make that more diverse and add redundancy. If your questions are not answered next week when the revised RFP comes out hopefully they are able to be answered during that Q&A period."

## Questions

Stephen Rodriquez

ICN Program / Project Manager

[Stephen.Rodriquez@iowa.gov](mailto:Stephen.Rodriquez@iowa.gov)

## **Technical Advisory**

No report.

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

SWIC Maiers gave an update on the PSAP grant which the Board is rolling out to help the PSAPs get connected to the network for basic interoperability. They are currently in the process of wrapping up following up with everyone, both those that did respond and those that didn't. They want everybody to get the opportunity to get something to be able to connect if they are not already connected. The target for this project is the conclusion of first quarter 2019 and he thought they were still on pace to hit that. There are only 2 or 3 PSAPs left to go as far as getting the MOA filled out before they place the orders. It should take 4-6 weeks to get everything delivered based on where they holidays fall in December and January.

They have started work more in depth recently with neighboring states as far as interstate interoperability. They have decided to have routine meetings now moving forward. They are having meetings every quarter with Minnesota and meetings every other month with neighboring states Wisconsin and Illinois. We are waiting for Nebraska to get some things in order with their interoperability governance structure and talks should start relatively soon with South Dakota and Missouri as well.

In reference to training opportunities go, announcements on the Board's asks will be coming soon from what is now ECD. The PSAP Cybersecurity webinar is still at the top of the list if not the top consideration. Cybersecurity is a moving target so as long as this class is offered and stays fresh it may be something they ask for almost every year. As they roll those out they will coordinate very closely with the Council. If they could get all 113 PSAPs on that webinar it would be exceptional. He will let them know when the official asks are into ECD and when they are approved.

Some housekeeping with ECD, last month the Cybersecurity and Infrastructure Security Agency Act was signed into law by President Trump. It rearranges a lot of things within the Department of Homeland Security as far as the Emergency Communications side of things goes, what was EOC is now ECD the Emergency Communications Division. That is where Jim Lundsted will be moved to. Jim is not in attendance today, he is on vacation, so SWIC Maiers wanted to pass that along. On their end not much will change. The majority of changes are on the administrative level. It does elevate the Emergency Communications section of DHS quite a bit so in the end that will probably be to our favor.

An update on the build out for the ISICS network itself goes the build out is almost completed. There is one last site to finish constructing and coverage testing is ongoing. They will provide updates with that when they can.

SWIC Maiers had a chance to talk face to face for an extended period of time with FirstNet representatives at the National Council of SWICs and SAFECOM meeting last month in Norman, OK. He got some good answers as far as their roll out here. One of the key pieces that they are working on now is a roaming agreement with T-Mobile. T-Mobile recently acquired I-Wireless. As that is completed FirstNet coverage in Iowa should expand significantly and rather rapidly. He didn't know if that roaming agreement covers T-Mobile's 600MHz band of frequencies or not but if it does it would help out coverage quite a bit because that broadband spectrum does carry quite away.

### **Jim Lundsted Update**

- No report

### **34A Update**

Tracey Bearden handed out information on committee meetings she has established to discuss the different priorities. Blake will provide information on the conference call line. Both Bearden and Chair Rotter encouraged participation. Rotter stated he has also heard some concern about

opening up 34A and the risk of things not going our way. He asked that those with those worries please take part in the process.

#### Tentative Chapter 34A Committee Meetings

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- January 8, 2019: 9 am-Noon: Priority 1: Define (or better define) PSAP and 911 Service Board
- January 8, 2019: 1:00-4:00 pm: Priority 2: Funding
- January 9, 2019: 9 am-Noon: Priority 3: Political Subdivision
- January 15, 2019: 9am-Noon: Priority 4: Miscellaneous Technology
- January 15, 2019: 1:00-4:00 pm: Priority 5: 911 Council

#### Point of Contact

Tracey L. Bearden, JD, MPA  
[tracey.bearden@polkcountyiowa.gov](mailto:tracey.bearden@polkcountyiowa.gov)  
515-286-2107

#### Location of Meetings

Polk County Emergency Management Agency's EOC (East Entrance)  
1907 Carpenter Ave., Des Moines, IA 50314  
Conference call line will be available.

### **Legislative Issues**

No report.

### **Items for Discussion**

Blake discussed lifting the moratorium on Council travel, public education, and training funds and explained there was about \$15,000 remaining and that usually about \$5,000 was set aside for Council travel when that opens back up in January. Bearden reminded everyone that the Council could also approve to provide a portion of the training as an option. Chair Rotter advised the Council members if anyone was planning to attend a conference or training to bring that forward so it could be included in funds set aside. Rotter also asked if ILEA has expressed any interest in training as that would be a good place to see some of the remaining fund balance go. Blake advised he had spoken with Carole Lund-Smith about it. The funds will be opened back up and Rotter ended the conversation with the worst case scenario being funds left in the training fund when we are talking about trying to get that \$100,000 raised we shouldn't be leaving a balance in there.

### **Unfinished Business**

The Council took action on the 911 Council By-laws. An approval vote may have been overlooked. Handouts were passed around and it is from legislation a year and a half ago. It is removing the "E's" and "Enhanced" from the 911 and adding the IGIC representative to the Council. The drafts were sent out a year and a half ago and there shouldn't be anything controversial. It is really just matching the by-laws with 34A. Motion made by Tracey Bearden

to approve the 911 Council by-laws as presented. Seconded by Robby Johannesen. Motion carries.

### **New Business**

A question was posed concerning if baseline knowledge standards for frontline 911 professionals in Iowa should be mandated in 34A. Should the Council recommend minimum standards to ensure a standard of professionalism concerning the receipt and dispositions of emergency calls throughout the State of Iowa? Chair Rotter began the discussion and Jeff Anderson advised he was interested in starting a dialogue about this topic. Sarah McClure on the phone stated that those standards would be maintained or show that those standards are being met in the legislation that states we have every dispatcher take the 40 hour mandatory training. It would fit to put this training at ILEA and then define or refine what that training looks like. Rotter agreed that seemed to be a logical place to look at. Bearden also mentions the 911 coordinators and their training requirements. Judy Flores referred to the legislation that is already in code. Along with 911 Coordinators 911 Service Board members were also discussed by Chair Rotter and Jeff Anderson. Mary D. Miller on the phone encouraged everyone to take a look at the existing Iowa telecommunicator standards 80B and 11C and the Iowa Administrative Code under telecommunicator training to see what guidelines already exist. Robby Johannesen also referred to the existing legislation and ILEA. There is also a telecommunicator training board also established in code. After discussion it was decided to move this item onto the next agenda and it will be discussed further during the 34A committee meeting on 1/8/19.

Chair Rotter did speak briefly on weather and travel. If there is inclement weather they do try to make a decision the night before and to watch the emails for a decision on holding the meeting.

### **Travel Requests**

None.

### **Business from the Floor**

None.

Jeff Anderson made a motion to adjourn, Tracey Bearden seconded the motion. Motion carried.

Meeting adjourned at 10:00 a.m.

Cara Sorrells sitting in for Sally Hall, Secretary