

Polk County E911

MINUTES

Polk County E911 Service Board

Monday., 11-March 2013
1500 Hours

Location: Polk County EOC
1907 Carpenter Ave.
Des Moines, IA 50314

I. Call to Order – 15:00

II. Roll Call and Introductions

A. Members

- | | | | |
|------------------------------------|-------------------------------------|--|--|
| <input type="checkbox"/> Alleman | <input type="checkbox"/> Delaware | <input type="checkbox"/> Johnston | <input type="checkbox"/> Runnells |
| <input type="checkbox"/> Altoona | Township | <input type="checkbox"/> Mitchellville | <input type="checkbox"/> Saylor Township |
| <input type="checkbox"/> Ankeny | <input type="checkbox"/> Des Moines | <input type="checkbox"/> Pleasant Hill | <input type="checkbox"/> Urbandale |
| <input type="checkbox"/> Bondurant | <input type="checkbox"/> Elkhart | <input type="checkbox"/> Polk City | <input type="checkbox"/> West Des Moines |
| <input type="checkbox"/> Clive | <input type="checkbox"/> Grimes | <input type="checkbox"/> Polk County | <input type="checkbox"/> Windsor Heights |

B. Staff – Samantha Brear, Rob Dehnert, Chief Dumermuth, Major Locker, Sandy Morris, AJ Mumm.

C. Guests/Public- None.

III. Approval of Agenda – E911 Service Board Action: Motion by Sittig, seconded by Nielsen to approve the agenda as presented, motion passed unanimously.

IV. Approval of Previous Meeting Minutes – E911 Service Board Mtg. February 12th, 2013. **E911 Service Board Action:** Motion by Roe, seconded by Sittig to approve the agenda as presented, motion passed unanimously.

V. Public Hearing on proposed FY 13/14 E911 Budget – No public present to speak for or against the proposed budget. No correspondence received by staff via mail, email, or other means.

A. FY 13/14 Budget

To be reviewed and approved for submission to the State.

Discussion: Samantha Brear reviewed the proposed E911 FY 13/14 budget. The proposed budget for FY 13/14 is \$2,586,789 which is about \$1 million dollars less than the FY 12/13 budget.

The budget was a compilation of projects submitted by the three PSAP's and joint service board expenses. The proposed budget includes an estimated reduction in landline surcharge monies of approximately 9.7% from the current year estimate. The proposed budget also includes an estimated increase in wireless surcharge monies of approximately 60% from the current year estimate due to legislative changes in the distribution percentages from the State. Expenses that are funded prior to distributing receipts to the three PSAP's include E911 trunking lines and funding for the part time E911 Coordinator.

E911 Service Board Action: Motion by Matherly, seconded by Roe to submit the 13/14 budget to the State, motion passed unanimously.

VI. Items for discussion –**A. E911 Legislative Update**

Discussion: Samantha Brear mentioned that there are two bills that are currently being looked at. One includes a main point of contact in each County for all E911 issues. The E911 Service Board could be asked by the State to appoint a representative. If they hear no response they will then ask the Board of Supervisors to appoint an individual.

The other bill that came out of the E911 State Task Force includes an equalization of the wireless and landline surcharge up to \$1.00. Samantha Brear mentioned that this would bring in an extra \$6.4 million dollars each year to the State E911 program. Due to the proposed equalization the State is requesting that there be more detailed financial reporting from the PSAP's in order for them to receive the increase in wireless surcharge funds. If the PSAP's do not report this information to the State along with their budget each year they will only receive 65 cents of the \$1 surcharge.

Samantha Brear stated that the Surcharge Equalization Bill has passed the Subcommittee on the House side and is due to be looked at on the Senate side this afternoon. Samantha Brear spoke to Brian Johnson (Polk County Lobbyist) who said that the bill will probably sit until the end of session in May. If the property tax bill passes it is unlikely that the surcharge equalization bill will pass.

Service board comments: Supervisor Brownell asked if this would go into effect in July. Samantha Brear commented that the reporting requirement would go into effect the same time as when the FY 14/15 budget is required to be submitted to the State.

Samantha Brear added that it would be hard to report all the costs associated with the PSAP's as many of the costs are shared by multiple departments within the city/county that the PSAP resides in.

Sandy Morris asked how much of the \$6.4 million dollars would Polk County receive. Samantha Brear replied that she will ask Barb Voss to see if she has an estimate on the estimated increase in revenue for the Polk County PSAP's.

Sandy Morris further asked if there was an update on the bill that mentions the merge of the ISICSB and the E911 Council. AJ Mumm said that he had heard this morning that the language that would mean that the E911 Council was under the ISICSB was stricken from the Government Efficiencies Bill. AJ Mumm further added that this was consistent with the E911 Task Force recommendations.

Supervisor Brownell suggested that it would good to bring the equalization bill to the elected officials attention because we do not know what will happen with the property tax bill. There is a decline in revenue from landline as those lines are disappearing so there does not seem to be any other way to fund E911 except by increasing the wireless surcharge.

Rob Dehnert asked if that bill discussed VOIP providers. Samantha Brear commented that the VOIP providers would be exempt from this bill.

B. E911 Polk County Service Area

Discussion: Samantha Brear commented that the Polk County E911 service area recently changed and now includes the City of Norwalk. Due to this change WestCom received a slight increase in the amount of surcharge monies distributed to them from the E911 Polk County Service Board fund. Des Moines had a slight decrease in their percentage and Polk County's percentage stayed the same. Samantha Brear stated that these amounts are based on assessed value, population and the E911 service area that each PSAP serves.

Samantha Brear also stated that she is currently working on getting the E911 landline surcharge revenue redirected to the E911 Polk County Service Board from the City of Norwalk. Samantha Brear commented that CenturyLink are willing to change their billing and redirect the funding to Polk County. However CenturyLink can only do this if the E911 area covers a whole prefix. WestCom is only serving E911 to Norwalk within its city limits and the Norwalk prefix covers the surrounding townships. Samantha Brear is currently working with CenturyLink and the E911 Coordinator from Warren County on this issue.

Service board comments: Rob Dehnert commented that we should also start to look at the landline surcharge areas that are annexed into the Des Moines and WestCom E911 service area. It was mentioned that it was a battle for years trying to get the surcharge money from Dallas County for WestCom. Supervisor Brownell commented that Candy Morgan from the County Attorney's office assisted with the Dallas County project so she might be of some help this time.

Samantha Brear added that she recently found joint agreements between Polk, Story, Warren and Dallas County from 1989. The agreements mention the allocation of surcharge income and that it should be sent to the county that carries out E911 service in a given area even if it is outside the county that the PSAP is located. Samantha Brear stated that she is putting together an updated version. Chief Roe asked if we had extended an invitation to Norwalk to be part of this board seeing as they are now part of the E911 Service Area. AJ Mumm commented that each political subdivision is entitled to membership on the board. Samantha Brear commented that she will reach out to Norwalk and Warren County in regards to membership for this board.

C. Polk County Phone Bill Reimbursement

Discussion: Samantha Brear commented that she frequently receives emails from Polk County residents in regards to E911 surcharge. One of those individuals was querying his E911 charges on his phone bill. Samantha Brear stated that she educated this individual on E911 and sent him Iowa Administrative Code information. The amount he was being charged did not add up to what the phone provider could legally charge him. He sent numerous emails to the phone provider attaching Iowa Administrative Code and the phone provider changed their billing rates for E911 for all their customers in Polk County.

Service board comments: Rob Dehnert asked what provider it was. Samantha Brear commented that it was a provider called Ooma. AJ Mumm asked what the monetary benefit

to the customer was and Samantha Brear stated that each customer in Polk County would save around \$1.89 each month on their bill.

D. E911 Strategic Plan

Discussion: Samantha Brear stated that the next few years are going to be crucial for E911. She commented that there will be unfunded mandates from the FCC for NextGen 911 and equipment is becoming redundant. There is also the need to keep up with the public's expectations. Cell phone providers will have the text to 911 capabilities this year. There were 23,000 public attempts to send 911 text messages last year to PSAP's that did not have the capability to receive those messages, 350 of those were in Iowa. There were 96 attempts this year so far in Iowa. Supervisor Brownell asked whether these were all emergencies. Samantha Brear commented that from what she knows they were.

Samantha Brear commented that right now the main carriers currently have an automatic bounce back message that states the PSAP that is picking up your 911 text cannot receive it and to call instead. The smaller phone providers currently do not have this capability. All phone providers in the future will hopefully work towards having a generic bounce back message.

Samantha Brear stated that the only PSAP in Iowa right now who has the text to 911 capabilities is Black Hawk County. Sandy Morris added that they can only receive messages from specific providers in their area. Chief Roe asked what the State's upgrade was with all the PSAP's in Iowa. Major Locker commented that TCS put in the equipment for the wireless phone calls that are IP capable. Sandy Morris added that it is just for the front end of the system. The PSAP's still need the back end. Rob Dehnert further added that there is a gateway device in the States NextGen 911 network that converts the IP back to analogue so even when a i3 compliant phone system is in place the States system converts it back to an analogue call. This will not help the PSAP to receive text messages. WestCom are working with Intrado and TCS to truly be i3 capable so that they can receive text messages. Right now the States NextGen network cannot support text messages. Chief Roe stated that this capability sounds like it is still a fair way off. Rob Dehnert commented that the FCC mandate is that all the wireless carriers will have the capability of being able to send a 911 text by the end of 2013. It is completely dependent on the PSAP to have the right equipment in order to be able to receive the messages.

Samantha Brear added that because of these important issues she thought it would be a good idea for the E911 Service Board to have a three year strategic plan.

VII. Old Business –

A. COPLINK

Discussion: Samantha Brear commented that COPLINK's agreement expires at the end of March, 2013. The E911 Service Board should not be funding the software any longer due to the restrictions on E911 surcharge monies.

Service board comments: Major Locker commented that he was working with Chief McDaniel's the past chair of PLEXA on the issue. He stated that Polk County is hosting the back end of the system so they feel an obligation to go out and get a quote. The quote was higher than expected. IBM rates their quote on sworn staff in the county and so the rate is \$19,500, up from \$16,500 which was the amount paid for the 12/13 agreement. Major Locker further commented that Chief McDaniel's will be distributing this information and taking the lead on how law enforcement can pay for the ongoing costs and not communications.

B. MICS System Update

Discussion: Samantha Brear commented that the system is now 'live'. The City of Des Moines will be carrying out training shortly.

Service board comments: Chief Harvey commented that the 30 day burn in is now complete and the system is ready to use. Polk County and Des Moines have vested \$2.5 million dollars each into the MICS system. The MICS boxes will be distributed out to the surrounding cities. He added that among those that are distributed two will go to Polk County and two will go on the Des Moines hazmat trucks. Chief Harvey commented that there should be great coverage in Polk County and beyond. He stated that if the bands are not programmed in individuals radios then they should get them as the City of Des Moines holds the required license.

C. Radio Project Update

Discussion: Major Locker stated that for their radio project they purchased 550 radios for the fire departments that fall under their jurisdiction so that they can go from VHF to 800 Mhz. Radios were also bought for the Ankeny Police Department so that they can go from UHF to 800 Mhz. This will allow all of them to be able to talk to one another on the same 800 Mhz system. He further added that they are going from three sites to seven sites. The majority of those sites are close to completion. The current issue is that the MidAmerican site was moved to the water tower in Johnston which improved the coverage for Johnston and Grimes but seemed to adversely affect Windsor Heights. They are working through the engineering on that before the cutover takes place. The storm sirens are now narrowbanded and the paging is now in test mode. The acceptance test will take place once there is foliage on the trees towards the end of May.

Rob Dehnert stated that for WestCom's radio project their master site controller is on the air and the upgrade to their analogue system has been completed. He added that it will be a couple more months before the digital sites are online.

VIII. New Business –

A. Request for Wireless Surcharge Funds

Discussion: Samantha Brear commented that every year the E911 Service Board has to submit a letter to the State to request the release of E911 surcharge funds to the Polk County E911 Service Board.

E911 Service Board Action: Motion by Nielsen, seconded by Sittig to submit the letter to the State that requests the release of E911 wireless surcharge funds to the Polk County E911 Service Board, motion passed unanimously.

IX. Other Business –

A. Severe Weather Awareness Week

Discussion: AJ commented that Severe Weather Awareness Week is March 25th-29th. He stated that the statewide outdoor warning siren system test will take place on Wednesday, March 27th at 10 a.m. He added that some may not have been tested during the winter so now is an important time to get back into the routine of the monthly tests. He suggested that the service board members speak with their jurisdictions to see if they can put field observers out by the sirens to see if they function correctly during the test.

X. Upcoming Events

A. E911 Council Mtg. – March 27th – 0900 hrs. – West Des Moines City Hall

B. ISICSB Mtg. – March 27th – 1030 hrs. – West Des Moines City Hall

C. NENA & APCO Conference – April 2nd – April 3rd – Ramada Tropics Resort, 5000 Merle Hay Road

D. Severe Weather Awareness Week – March 25th - 29th

XI. Programs, Presentations, Invited Guests or Speakers – None

XII. Adjournment – 15:38 p.m.