

Polk County E911

MINUTES

Polk County E911 Service Board

Monday., 28-October-2014
1500 Hours

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

I. Call to Order – 15:00 Hrs.

II. Roll Call and Introductions

A. Members

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

B. Staff – Samantha Brear, Rob Dehnert, Ksenia Gardino, Scott Locker, Brent Long, Sandy Morris.

C. Guests/Public-

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

IV. Public Hearing on FY 14/15 E911 Budget Amendment – No public present to speak for or against the proposed budget. No correspondence received by staff via mail, email, or other means.

V. Items for discussion –

A. FY 14/15 Budget Amendment

Discussion: Samantha Brear commented that the surcharge fund increased by \$1,508,587. She stated that the reasons for these increases were for dispatch upgrades, MICS tower rental, purchase and installation of PSAP telephone equipment.

E911 Service Board Action: Motion by Vaughn, seconded by Krohse to approve the E911 Service Board FY 14/15 budget amendment and to submit it to the State, motion passed unanimously.

B. PSAP Equipment: Intrado Vs CenturyLink

Discussion: Samantha Brear commented that the Polk County E911 Service Board was an intervener at the Iowa Utilities Board (IUB) complaint hearing between Intrado and CenturyLink. She added that she testified, along with Major Locker at the hearing. Brownell added that Black Hawk County was also an intervener at the Iowa Utilities Board hearing. Locker added that the Consumer Advocates were really interested in the anti-competitive part

of the case. CenturyLink did unbundle their charges. However according to Intrado their rates did not allow for a competitive market.

Locker said that CenturyLink were pushing us to switchover to their database. However we did not know at the time that CenturyLink had signed a contract with Intrado stating that they had to switch over every PSAP within a specified timeframe otherwise they would be fined.

The E911 Advisory Committee were going over a contract with Intrado as they thought that it would be best to stay with a vendor that has managed the database for over 15 years.

However CenturyLink had some issues in other States getting their new database to work and multiple Utility Boards put injunctions against them for proceeding any further with their transitions. Brownell commented that other States have much more powerful Utility Boards unlike ours which is more of a hearing body.

CenturyLink are now reconsidering 're-marrying' with Intrado. Intrado withdrew their complaint with the Iowa Utilities Board to aid those discussions.

The Polk County E911 Service Board wrote a letter last week to the IUB in support of the reunification. However if negotiations fall through we have directed them to inform us within 24 hours. They also have to provide us with three months notice if migration of any data is going to occur. Brownell said that he thinks that each vendor appears to be committed to work it out and come back together.

C. AG's Office-Telephone Company Law Suit

Discussion: Samantha Brear commented that the Attorney General's Office is investigating the telephone companies that currently do business within Polk County. They are looking to see if they are sending us the appropriate amount of wireline surcharge money. They will then extend their investigation to all 99 counties in Iowa. Brear tried to reach out to the phone companies two years ago but no one responded. The AG's Office has more legal authority to ensure that the telephone companies do respond.

D. Smart 911

Discussion: Samantha Brear commented that the equipment has been delivered and is currently being housed at each PSAP. However they are holding off on the implementation of Smart 911 until they can get it on the same computer as their CAD. Intrado are currently going through the testing phase for this environment. Currently they can only provide it through the phone lines and this would not be beneficial to the PSAP's. Locker added that having the internet on a locked down public safety phone line did not seem like a good idea, so they are willing to wait.

E. Polk County Interoperability Resolution

Discussion: Samantha Brear commented that the CASM tool that they were using for the Tactical Interoperability Communications Plan (TICP) had multiple bugs and it was not producing accurate information. The State is also holding off from the system until 2019.

Brear added that instead she created an interoperability solution resolution that the E911 Service Board and the cities within Polk County can adopt. This recognition of the interoperability channels within Polk County will allow for the other processes including

policies and training to take place. Brear will ensure that this method will be pushed out to the surrounding counties through the Central Iowa PSAP Group so that they can be on the same page as Polk in regards to interoperability. Brear further commented that she will give the service board members until the end of January, 2015 to get the resolution signed by their cities.

E911 Service Board Action: Motion by Roe, seconded by Sittig to approve the resolution and allow it to be submitted to the individual cities within Polk County, motion passed unanimously.

F. Strategic Plan 2015-2018

Discussion: Samantha Brear commented that there are five main areas within the strategic plan-

1. Increase in technological advances, that includes rolling out text to 911 at the same time.
2. Interoperability, that includes a resolution that will lay out the foundation for interoperability within Polk County.
3. Central Iowa PSAP Group that will meet every other month and collectively work together on different initiatives.
4. Decrease in wireline surcharge that includes the need for the telephone companies to report back to us on the number of lines that they have within Polk.
5. Continuity of Operations plan to be completed among all three PSAP's after the Next Generation 911 upgrades have taken place.

Roe asked where the PSAP's are at in regards to 'Text to 911'. Dehnert commented that they will be waiting for TCS's platform that the State will push out at the end of 2015. He added that this will be a standalone application that will not be part of the PSAP's existing phone system. There are reporting and recording questions that still need to be asked about the system. Brear added that this will be pushed out to the whole State and the Central Iowa PSAP Group members have decided to roll out the text to 911 capabilities at the same time to the public and the media so that a uniformed message can be created.

E911 Service Board Action: Motion by Krohse, seconded by Vaughn to approve the E911 Service Board Strategic Plan 2015-2018, motion passed unanimously.

G. Central Iowa PSAP Group

Discussion: Samantha Brear commented that is an Eastern and Western Iowa PSAP Group but no central group. The Central Iowa PSAP Group was created so that individuals within the central corridor did not have to commute far to the Eastern or Western group meetings. The meetings will occur every other month and they will move around so that everyone can understand how each other's centers function. Brear said that the last meeting was held at WestCom and the next one will be held at the Story County Sheriff's Office.

Brear added that the group is currently made up of 32 members from 10 counties and 4 State agencies. This includes Boone, Dallas, Madison, Marion, Marshall, Polk, Poweshiek, Story, Warren and Webster County, Iowa State Patrol PSAP and the Iowa Law Enforcement Academy. The E911 Program Manager and the Statewide Interoperability Coordinator (SWIC) are also part of the group. Brear further added that there is the hope that the group will collectively bring more of a voice to the E911 Council and other boards to convey what is going on at the local level.

- VI. Old Business – None.**
- VII. New Business – None.**
- VIII. Other Business – None.**
- IX. Upcoming Events – None.**
- X. Programs, Presentations, Invited Guests or Speakers – None.**
- XI. Adjournment – 15:30 Hrs.**