



MINUTES

Polk County Joint 911 Service Board

Regular Meeting of: Polk County Joint 911
Service Board

**Wednesday
17-February-2021
1300 Hours**

Location: Virtual Zoom Meeting
Register in Advance

[https://polkcountyiowa-
gov.zoom.us/meeting/register/tJAscuChpz8qHdDgTHreBgP8IUNrNNmo6D9](https://polkcountyiowa.gov.zoom.us/meeting/register/tJAscuChpz8qHdDgTHreBgP8IUNrNNmo6D9)

Distributed on: -
Wednesday, February 24, 2021

I. **Call to Order** – Chair Brownell began the meeting at 1 pm.

II. **Roll Call and Introductions** –

A. **Members** (Highlighted = Present).

<input type="checkbox"/> Altoona	<input type="checkbox"/> Elkhart	<input type="checkbox"/> Northern Warren	<input type="checkbox"/> Polk County
<input type="checkbox"/> Ankeny	<input type="checkbox"/> Granger	Fire Department	Sheriff's Office
<input type="checkbox"/> Bondurant	<input type="checkbox"/> Grimes	<input type="checkbox"/> Pleasant Hill	<input type="checkbox"/> Runnells
<input type="checkbox"/> Carlisle	<input type="checkbox"/> Johnston	<input type="checkbox"/> Police Chief of	<input type="checkbox"/> Slater
<input type="checkbox"/> Clive	<input type="checkbox"/> Maxwell	PSAP-DSM	<input type="checkbox"/> Urbandale
<input type="checkbox"/> Delaware	<input type="checkbox"/> Madrid	<input type="checkbox"/> Polk City	<input type="checkbox"/> Waukee
Township	<input type="checkbox"/> Mitchellville	<input type="checkbox"/> Polk County	<input type="checkbox"/> West Des Moines
<input type="checkbox"/> Des Moines	<input type="checkbox"/> Norwalk	<input type="checkbox"/> Polk County EM	<input type="checkbox"/> Windsor Heights

B. **Staff**–Tracey Bearden, Dutch Geisinger

C. **Guests/Public** – Brian Scott, Kevin Kearns, Dori Krupanics

III. **Approval of Agenda** –Motion to approve agenda by Des Moines; Seconded by Delaware Township. Motion passed without issue.

IV. **Approval of Previous Meeting Minutes**–18 November 2020 Motion to approve agenda by Police Chief of a PSAP-Des Moines; Seconded by Johnston. Motion passed without issue.

V. **Public Hearing-FY 2021/2022 Proposed Budget** (Attachment #1)-Public Comments- Chair Brownell opened the floor for public comments on the budget. No public comments were provided.

VI. **New Business and Action Items**-

A. **FY 2020/2021 Proposed Budget**-Public Hearing–FY 2021-2022. Budget has been proposed and presented. Notice of public hearing was published in the Saturday, February 6, 2021 Des Moines Register according to the laws of the State of Iowa. Requesting a vote to approve the proposed budget. 911 Coordinator provided a high level overview of the proposed budget and the process. Motion to approve the budget by Police Chief of a PSAP-Des Moines; seconded by Urbandale. Passed without issue.

B. Updated 911 Service Board Strategic Plan - Brian Scott, PhD, BDS Planning & Urban Design (Attachment #2)

1. Presentation/Discussion
2. Vote to Approve

See Attachment 1 for Slides

Remarks from Chair Brownell: I wanted to add a couple remarks to this if I may because some of it may look a little bold to you and some of it may not. I want to have Brian discuss this once I get done with this my remarks.

First of all this is a strategic plan. It is not an operations manual that becomes effective at midnight tonight or anything like that. A plan is a vision, something we aspire to over a significant period of time. Not to be dismissive of timelines because the plan enumerates the vision of this board. But all strategic plans get amended, changed and hopefully improved as practical realities appear over the years ahead. There are elements of this plan that seem bold and some maybe not like establishing an executive board. Every board and commission I am on has an executive board or an executive council; seems like common sense. Another one may be a common goal meeting certain standards, that may be a little more bold. Or even more yet is imaging a 911 Commission or broad regional commission with the ability to direct surcharge revenue based on performance; much more bold yet. Some first responders have disparaged this board for failing to show leadership in the face of changing technology, population patterns, and local behaviors. I think it is a cheap shot. We have done what we have been charged to do. There is no denying our technological landscape is changing and if we don't address our responsibilities with a vision of the future, then that cheap shot becomes a legitimate counterpoint. I don't want that; we don't want that. There was a time not that long ago when each city had its own dispatch, their own employees, their own tech, their own hardware. To be honest, it worked pretty well. As our cities grew and became contiguous as the population spiked and the technology became more complex and became obsolete quicker the cities banded together to reduce from multiple dispatch centers to three, which is where we are now. Polk County and Westcom each dispatching to their constituent population would each be the second largest city in Iowa, each, Des Moines is our largest city. The tech has again become more complex, and the need for seamless communications is even more acute now. Things have changed since the cities have banded together. Even though to our constituents, the taxpayers, the system works well. That is not to be ignored good dues piece. To many who use the three systems though, improvements need to be made. This strategic plan is not an indictment of anyone or anything. On the contrary, I applaud all three PSAPs for all they have done, all they will do. They are an immeasurable good in this community. Now the plan is a vision for the future, what we can aspire to and what the gold posts look like. We need to continuously improve and it is time to get started. I welcome

questions and observation and with that I turn over to Brian. Brian, you may have a few words about this, and hopefully we can get a motion to approve the plan as its submitted and a second and then the matter will be on the table for discussion. Brian

Brian Scott, PhD

Thank you, Supervisor Brownell. I am Brian Scott with BDS Planning. The lead of the consultant team working with you on this project. What I would like to do spend a few minutes reminding you of the process we have been through and give you an overview of the plan that was sent out to all of you last week and discussed with many of you the last couple of weeks in one on one telephone calls.

Please look at Brian's slides as you are reading this portion of the minutes.

Agenda Slide→Quick introduction, process recap, assessment review, walk through the strategic plan quickly, and then we can open it up for discussion.

Who We Are Slide→ With you today, myself Brian Scott with BDS Planning and Kevin Kearns is here from IXP Corporation who did the technical assessment, and helped us a lot with a lot of technical work on the plan and he is here to answer questions if you have any. Also with us is Dori Krupanics from my office who is taking notes.

Recent 911 Experience Slide→As a reminder BDS and IXP has done lots of work with 911 call centers and regional 911 systems like yours all over the country in a variety of different states and Kevin has worked every corner of the country.

Virtual Meetings In the Age of COVID-19 Slide→ As we get into this discussion if you can keep your cameras on and participate, that would be great.

Ground Rules & Expectations Slide→As we get into this I hope everyone can participate. Everyone's voice counts, but let us focus on forward movement, acknowledge that everyone has their interests here and sometimes they are in conflict but let's really engage. Let's suspend judgement until we have considered all the options and I will try to walk you through what the pieces are here, and please share information. I am committed to being neutral, transparent, clear, make sure each voice is heard, I will begin and end on time and make sure there is clear follow-up to this process.

Agenda Slide→Process Recap was highlighted. Just quick recap of the process we have been through the last year.

Components of a Strategic Plan Slide→The components of a strategic plan as a reminder start with foundational statements, vision, mission and guiding principles, and then some key priority areas (pointed with his cursor to governance, technology and operations and finance, Goals and objectives under each goal, actions and performance measures.

Process Overview Slide→To get us there we started the process back in December 2019 we actually had it when we were all in person. Remember meetings? It has been virtual since that first meeting, but we started with an assessment of the current conditions, which included a technical assessment by Kevin and interviews with many of you and folks from the individual PSAPs and other regional players. We had a number of focus groups, one with each of the three PSAP call centers, and then we got back together in the spring and talk about the foundational statements and goals. We had goals and objective workgroups in the summer, and came back together in August to kind of frame the plan. And then we slowed down a little bit because it was like we hadn't heard from some of the first responders as much as we should of and extended the process a little bit. We conducted a number of a survey with first responders got a lot of responses to that and then we conducted focus groups both with law and fire first responders. And then in the last couple of weeks I have done a number of one on one calls with most of the folks here. In fact, I talked to 18 of the 26 jurisdictions represented on the Service Board and everybody that responded to multiple requests for a conversation. Here we are today in hopefully will be the last meeting of the Service Board on the Strategic Plan and then you will be moving forward.

Components of a Strategic Plan Slide→You agreed in August on the vision, mission and guiding principles. At that very first meeting back in December of '19 you agreed on three strategic priority areas of Governance, Technology & Operations and Finance, and then we had workgroups develop the goals. And today we are going to focus on the specific objectives, actions and measures that came out of the workgroups as well as the work with the first responders and focus groups.

Agenda Slide-Assessment Review highlighted on slide. Quick review of the assessment that we provided you last spring.

Goals & Objectives Slide-Governance: First under Governance, the goal we identified was to guide regional priorities through informed and decisive leadership. Our assessment of the situation last spring is that:

- *All three PSAPs rely on the 9-1-1 Service Board for coordination and communication among PSAPs. This includes communication and collaboration on future investments in technologies and standards for common procedures.*

- *There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.*
- *Service Board members are frustrated with how the 9-1-1 Service Board goes about debating issues and making decisions. The Service Board's large size, inconsistent attendance, and lack of an executive committee add to this challenge.*
- *With vague Service Board direction, the three PSAPs operate largely independently.*
- *The Service Board exercises little authority beyond distribution of 9-1-1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.*

Goals & Objectives Slide-Technology & Operations: That identified goal to prepare and carry out a comprehensive operation and technology strategy.

CURRENT ASSESSMENT:

- *There is a lot of conversation about challenges to interoperability among radio systems and CAD systems. This is even though radio system interoperability is not a 9-1-1 function, but rather a function of public safety response to 9-1-1.*
- *The Strategic Plan should define outcomes the Service Board wants to see in 9-1-1 service delivery, such as call answering and processing standards; expectations of PSAP-to-PSAP interoperability, reliability, and continuity of operations; expectations for technology compatibility and interoperability.*
- *Discussions about PSAP radio systems is one component of the regional interoperability but 9-1-1 and CAD interoperability are also critical.*
- *Des Moines and the Sheriff run common CAD system, with several issues about how different agencies interact with it. Westcom is running a different CAD system.*
- *Des Moines and Westcom have a common Radio system. The Sheriff is running a different Radio system.*
- *Westcom is challenged for a facility. Des Moines and the Sheriff have more current room to grow.*
- *Westcom's strategic plan that was completed last summer calls for a new facility by completing planning and financing by late 2026. Everyone would benefit from a new facility initiative to support ongoing investigations and discussions about consolidation, co-location, and back-up capacity.*

Goals & Objectives Slide: Finance where the goal is to use the Service Board's authority to allocate 9-1-1 funds to help achieve regional priorities. Just as a pause, there were people several

times, what authority the Service Board has. It is clear to us and we got an opinion from the County Attorney that the Service Board does have authority to allocate 9-1-1 funds to help achieve regional priorities.

CURRENT ASSESSMENT:

- *There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.*
- *The Service Board exercises little authority beyond distribution of 9-1-1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.*
- *Currently, the Service Board does not place any performance requirements on the PSAPs for such things as National Emergency Number Association (NENA) Call Answering Standards or National Fire Protection Association 1221 Standards.*

Agenda Slide-Survey & Focus Group highlighted-That was a big whirlwind of the assessment that was delivered last spring. You all have had that report for some time. I now want to touch on the high level survey and focus group results. You also all got a copy of my summary of those in a memo that came out a couple weeks ago.

Regional 911 Survey Slide: In November, we did a survey of first responders in fire and law throughout the region. Tracey circulated that to command at all user jurisdictions and command sent it out to folks they thought were appropriate. I was really pleased to see we got 365 responses. That was probably triple what I was expecting. It was out for a couple weeks, November 16th to 28th. Another metric people were concerned about was almost everybody that started the survey completed it, so people were really motivated.

Regional 911 Focus Groups Slide-To follow it up and better interpret results from the survey, we did focus groups the last week in December. One for fire participants and one for law participants. Fire and EMS and then Law.

Key Takeaways Slide-Just quick, high level takeaways there is more detail in the memo that went out.

Key Takeaways

1. First responders are **largely satisfied** with 911 services but when we asked some open ended question they would like to see **improvements in the quality and accuracy** of information provided by the dispatchers, as well as in **two-way communications** about system performance with **actionable change**.

2. First responders are frustrated with **delays and communications breakdowns** when incidents involve more than one PSAP. They want greater **regional interoperability** of telephone, CAD, and radio systems.

3. First responders are frustrated with **slow progress on system improvements** and want regional leaders to hold individual agencies accountable to regional goals. I wrote that sentence carefully. There is some demand, not overwhelming, but it came up. Again very high recap summary results.

4. There is some demand for consolidation as a means to regional interoperability

Agenda Slide-Strategic Plan: Review/Revise/Approve highlighted-With that whirlwind review of the process we have been through, the assessment that we made early in the program we made with conversations with many of you, and examine existing systems and had a survey done in November and December. What I want to do is to walk through at a high level the elements of the strategic plan draft that went out a week ago to each of you. I am just going to review the goals and objectives. In the draft that went out there is more detail on timing and action steps, and I am prepared to project any of that in detail you like but in the presentation I will walk through the goals and objects. So four more slides.

Foundational Statements Slide-Foundational statements we agreed on in the summer.

VISION: The vision is that

Polk County's regional 9-1-1 system is a recognized leader in:

- *Rapid and effective routing of requests for service;*
- *Regional coordination;*
- *Efficient use of public resources; and*
- *Deployment of effective technology*

MISSION: that you all agreed on in the summer.

Polk County's 9-1-1 Service Board facilitates emergency communications between the public and public safety responders, distributes funding, and pursues effective emergency communications among public safety responders.

GUIDING PRINCIPLES: Then you agreed to six guiding principles:

- **Public Safety:** *The safe well-being of our community and first responders are highest priority.*
- **System Resiliency:** *We will strive to increase the capacity of our regional systems to survive and efficiently recover from emergency shocks.*
- **Collaboration:** *We embrace opportunities to coordinate regionally and work together.*
- **Predictability:** *System change impacts individual jurisdictions differently—we will forecast changes and ensure for smooth transitions that consider local conditions.*
- **Transparency:** *We share clear, relevant, and timely information with the public and our stakeholders.*
- **Accountability:** *We encourage common standards in operations and technology and strive for continuous improvement toward those standards.*

STRATEGIC PRIORITIES again in

Governance • Finance • Technology & Operations

Moving into goals and objectives in each of those in each of those areas. First of all governance.

The Goal: Guide regional priorities through informed and decisive leadership.

Four objectives with the first one being by far the biggest step.

1. Create a Service Executive Committee with the authority to set agendas, recommend decisions to the Service Board, appoint standing committees and ad hoc work groups, and review minutes. The Executive Committee will meet about 8 times per year (in the months the Service Board does not have a meeting).
2. Refocus the PSAP Advisory Committee as primarily to facilitate communication among PSAPs on issues of common concern. That is it is not a decision making body but a place where PSAPs communicate with one another.
3. Redefine the Metro Interoperability Committee (that's chartered by the 9-1-1 Service Board and Emergency Management Commission) as an advisory body to review, investigate, and discuss technology and operations issues of concern to the Polk County 9-1-1 System. Again, focusing that on being a place to explore and discuss technology and operation issues, but decisions to the Service Board.
4. The 9-1-1 Service Board will have three standing committees (Executive, PSAP, Interoperability) and the ability to create ad-hoc workgroups to conduct 9-1-1 business. The Executive Committee may establish various ad-hoc work groups from time to time as needed. Any new standing committees will require Service Board approval.

Let me walk through the other two goals and objectives and I will circle back and we can discuss these one at a time if that makes sense, Supervisor Brownell. Supervisor Brownell's response was not captured on the video. Brian Scott nods up and down, and moves onto the next slide. Goals & Objectives-Technology & Operations.

The second
Goals & Objectives

TECHNOLOGY & OPERATIONS:

The Goal again is to prepare and carry out a comprehensive operations and technology strategy.

OBJECTIVES:

1. Adopt regional standards for measuring and reporting 9-1-1 call answering and processing performance. That is identify and adopt regional standards.
2. Reduce call transfers by establishing mechanisms to increase the probability that a call to 9-1-1 can be answered and processed (entered into CAD so it can be dispatched) by the PSAP that receives the call. This means a better CAD-to-CAD interface or Common CAD.
3. Evaluate and decide on implementation of a common 9-1-1 platform.
4. Consider regional options for consolidation, co-location, and/or back-up capacity as part of Westcom's facility planning to be completed by 2026. And finally,
5. Consider establishing a common (or fully integrated) radio system. This is beyond Service Board authority and thus might require a new entity or a way to manage that.

So this is saying that we are going to work to adopt standards. It does not specify what the standards will be. It says we are going to consider CAD-to-CAD interface or Common CAD. We are going to evaluate and decide about a common 911 platform. We are going to consider consolidation, co-location, and/or backup capacity, and we are going to consider establishing a common radio system. None of that makes any of those decisions but it commits you to going through the process of considering these, lays out timeline for those considerations. None of them would happen immediately. On any of the technology investments, you wouldn't make the change until you had time to realize the value of existing investments.

The third and final is finance. To use the Service Board's authority to allocate 9-1-1 funds to help achieve regional priorities.

OBJECTIVES:

1. Establish and ensure priority order for use of 9-1-1 Funds in this order:

1. 9-1-1 Phone System (9-1-1 Call Routing Systems; Call Delivery Networks; Telephone System Equipment)
2. Reserves for 9-1-1 Phone System
3. Logging/Recording Equipment
4. CAD System upgrades
5. Allowable Radio System investments
6. Training & Other Allowable Expenses

It is establishing that priority order.

2. Tie PSAP fund distribution to meeting adopted NENA and NFPA call-answering and call-processing standards in a phased approach. Back on the first goal we are going to identify those what those standards are and on this one over time we are going to tie PSAP funding to those standards. And finally, create a Financial Management manual addressing the Service Board's financial procedures (i.e., budgeting & reimbursements) toward a more centralized management process by the 911 Coordinator.

That is the three goals and 8-10 objectives. Over the last two weeks, I have talked to 18 of the 26 jurisdictions. Everybody that responded and asked for comment. I'll just give you a heads up that I did not get any pushback on any of this. I got somewhere between "Wow! That's a lot" and sounds good. Really enthusiastic support. I just want to tell you across the board, there was good support for this, but as Supervisor Brownell said at the top some of these are bold moves, so let me suggest we organize conversation around the goals and objectives. Let us first start on governance. Three...four objectives. An executive committee, redefining/refocusing the PSAP Advisory Committee [inaudible] Metro Interoperability, and establishing standing committees is basically where you are. Supervisor Brownell- Do you want me to call on everybody or just open the floor?

Supervisor Brownell-Just open the floor Brian. [Inaudible]. I thought of all the recommendations out there, and I do not want to bias anyone with my views and perspective. This one seems to me to be the least bold, but the most common sense; maybe they are all common sense but this

one seems to be one that is common throughout the boards and commissions around, but I certainly welcome other perspectives and other input pro or con.

Superintendent Michele Bischof- I have a question in regards to mission. Would you be open in going back to the mission statement?

Brian Scott- "Sure"

Bischof-Thank you. My concern is going to your chair opening comments chair about this document being a long term document that I think the language has to be very clear, and in the mission where it says "Polk County's 9-1-1 Service Board provides an emergency communication link." I am not sure what an emergency communication link is. When I went back to our conversation where you, Brian, had presented us with three different options, kind of a "not so bold," "middle of the road," and "very bold." The language in those provided a definition of the link that it was between the public and first responders. I don't see that language here and I think it is very confusing once we get a year or two down the road, and people who haven't been a part of this process and don't have the folder of all the documentation and experiences that we went through that emergency communications link needs some definition in that statement. If that is our mission, then we need to know what it is so we can achieve it.

Major Brent Long- I would agree. This really makes it sound like we are providing a technical link basically making something out there that provides that CAD-2-CAD operations, radio to radio, phone to phone. Sounds like they are providing that link or shall provide that link. Without that definition there it is kind of off base for us.

Brownell-What would be better, Brent and Michele, the word facilitate or something like that. Is that what you are thinking?

Bischof-I think if we went back to the original language and emergency communication link between the public and first responders. That is what 9-1-1 is. It is the "I need help." to "Help showing up."

Long-I would agree.

Brownell-Did you get that Brian?

Scott-Yeah, I am just making adjustment and unfortunately I had to kill my screen share to get there. It should be back up now.

Scott's Adjustment to Vision→Polk County's 9-1-1 Service Board provides an emergency communication link between the public and first responders, distributes funding, and pursues effective emergency communications among public safety responders.

Brownell→Does that seem more clear? Bischof responded, “It does to me. Thank you.” Brent? Long responded, “Yes, absolutely.” Anyone else have an issue with that or a positive comment either way?

Assistant Chief Rob Dehnert→ Rob Dehnert here. It appears to talk about two different responders. There are public safety responders in the third element. Called first responders in the first element. For consistency, should we pick one of those and stick with it?

Bischof→ I agree. We pick one and stick with it.

Scott→Just if you are going to say between the public safety responders you are going to be saying public public. Maybe we could agree here that we are making modification to the consultant/co-chair here makes final decision on wording if that works for everyone.

Brownell→I am trying to get an idea of what that would look like. [Portions inaudible where he was working through language). So you would take the word out, for example, you would take the word public safety out and insert first responders there. Is that what you are thinking? Rob?

Dehnert- I’m sorry, I got distracted.

Brownell- I can’t believe it.

Chief Riney-Sorry that was my fault. This is Darin from Westcom. Actually back on provides an emergency communications link, does that make it sound like they are actually providing emergency communications? Kind of back what they were mentioning initially about the link and everything. Because to me that is kind of the way its reading. It almost sounds like the Service Board is providing that emergency communications. I think, to me they are more of an oversight entity versus a provider necessarily as to the emergency communications, right?

Brownell→That is where I started with this Darin is that the word provide does sort of connote that you are actually in the business of providing emergency communication. Riney responded, “Yeah, that exactly.”

Brownell-I thought the word facilitate may be better there because we do facilitate it to a certain extent.

Riney- I would go with that.

Brownell-Anyway, to get back to Rob’s point, we said first responders in both instances. Is that what you are thinking Rob? For example?

Dehnert-Yeah, I think it could be either way. I don’t have huge hang ups either way. It seemed a discrepancy to have first responders on the first one and public safety responders on the second. Let’s pick one and stick with it.

Brownell-I would probably decide on public safety responders personally.

Scott-Oh, I typed the wrong one. I'm not being passive aggressive, I will do whatever you want. Scott's Adjustment to Vision→Polk County's 9-1-1 Service Board facilitates emergency communication between the public and first responders, distributes funding, and pursues effective emergency communications among first responders.

Brownell-Right, I agree with Rob it can be either way; just as long as it's the same.

Director A.J. Mumm- This is A.J. Can I offer public safety responders would be more inclusive and reflects the broader agencies that our PSAPs serve. If people are indifferent, I would recommend going with public safety responders.

Brownell-I would too. I think if you are just a dumb politician like me and come into this and look at this and say, to me first responders is EMS. I think the public thinks that way too. Not that this is for the public or anything. I think the language you are talking about A.J. covers all the basis and more.

Sheriff Kevin Schneider-Bob, Kevin Schneider here. I got some serious issues with a lot of the other stuff that is in there and I think we are picking on the little items now which I think is important but I can tell you first hand there is a big difference between EMS, first responders, and what is considered after having to fight for my staff to get COVID shots because they weren't considered first responders. So I think we really need to go through this with a fine tooth comb and not just rush into this thing like I feel is kind of happening right here. And I don't know. You said one of the county attorneys has approved this. Who was the county attorney you worked with because I will probably need as I will probably need a separate one to defend my positions?

Brownell-Well, we are not quite there yet, but kind of let the Board decide what they want to do with this. I agree we are doing wordsmithing here, but it seems to be important. If we are done with that though, we can go back to the governance piece if that is alright.

Bischof- I'm good.

Brownell-Okay. Just trying to take this step by step here Kevin. So are there any issues with the governance piece of this?

Bischof- In regards to item one the executive committee, I have two questions. One, Shame on me I don't know. Does the Board have bylaws?

Tracey Bearden-They would need to be updated if this strategic plan was approved to account for all the changes.

Bischof-OK-I was pretty sure we did, I just didn't have them handy. Just so we are cognizant that if this does get approved (a) we need to update our bylaws and then second the one concern I have in regards to the makeup of the executive committee there is no assurance of discipline diversity. So there is no assurance that law enforcement would be represented or that fire would be represented. There is assurance that the PSAPs are represented, but there is no assurance that those that they serve are represented and that stood out to me.

Scott-Michele is calling attention to some of the detail that is not articulated on the slide in front, so I will show you that detail so everyone knows what they are looking at. So this is from the draft that went out to all of you. [Inaudible] exact goal, but it adds [inaudible] the Executive Committee would be appointed and in operation by June 30, 2021. Would meet approximately 8 times per year I said that and suggested composition would be

-2 Co-Chairs with 2 year terms staggered so you have one new co-chair each year. One of the co-chairs would be a Board of Supervisors representative, the other would be user agency representative elected by the Service Board. One incoming co-chair. Someone would know they would be rotating into co-chair. There would be three PSAPs representatives. They would be either executive or elected leader selected by individual PSAPs. Then the Emergency Management Director. That would be seven members. Two co-chairs, incoming co-chair and three PSAPs, and the Emergency Management Director. And Michele you are right, it is silent about discipline.

Bischof-That is one concern I have with the makeup. The other is the propensity of the Board itself is made up of municipalities, but the propensity of the Executive Committee does not mirror that of the Board itself. That there would only be two seats of the seven that would be representative of municipalities.

Brownell-We yes and no. I mean you got PSAPs putting representatives on there for example and they would represent municipalities presumably I would think.

Bischof-They represent the PSAP itself. That is the Police Chief in my case, the Sheriff, and Westcom seat that they represent the PSAP itself. The propensity of the Board itself is made up of municipalities.

Brownell- Right

Bischoff-I just think there ought to be more of a mirroring there of what the executive committee, I guess the makeup of the Board itself out to be mirrored to some extent in the Executive Committee so it be a smaller microcosm of the board. I am just throwing it out there as a thought. I am not saying it has to be that way of course. Tossing it out.

Brownell-Right. I understand that. I am just trying to think how that would work.

Long-The only thing I can see in that is that we still are only recommending decisions to the Service Board as an executive committee. It wouldn't be that we were making decisions or

setting rules or boundaries. We are making recommendations as it states, recommended decisions to the Service Board. So I don't know. There are the co-chair spots that would have the ability. [continues to work out the possibilities.]

Bischof-There are two spots that are available for all the municipalities and the other seats are all assigned by role.

Long-And they still answer to the actual 911 Service Board as stated above. That would be my only thought on that.

Bischof-But I guess the way I am reading it is that feedback would be given to the executive board and they would digest that and make a recommendation to the Board itself as opposed to things being presented to the Board as a whole.

Brownell-I guess I haven't gone there. I am trying to look at these three PSAP representatives, and I suppose the PSAP representative could be I am...if the PSAP says they want Matt McQuillen to be that guy be that person on the Executive Board and he is not really part of the 911 Board then I guess that would be true although he does represent a municipality in a way. But I would think the PSAP would probably nominate someone like Rob or Darin maybe because they are on the Board already. Maybe that needs to be spelled out. I don't know.

Bischof-The final bullet point does say the Executive Committee members must be appointed primary or alternate member of the Service Board, so in order to be an Executive Committee member you need to be a member of the Board.

Brownell-So therefore your point is that the Board reflects the municipalities and so the final point kind of says that they are part of the Board so they reflect the municipalities. Am I missing that?

Bischof-In that case then to you just put it is the Board of Supervisors and the Emergency Manager, and the other five seats are selected by the Service Board?

Dehnert-That last statement that last bullet breaks the PSAP representative because the PSAP representatives are not Service Board members.

Brownell-Not always you are right, but sometimes they are.

Mumm-Supervisor Brownell this is A.J. can I offer something. So I think what I keep going back to is that the Strategic plan gives us just that a strategy moving forward that all of this would have to be reflected in amended by-laws, and I think we are getting a little bit to, I mean they are good points but these are points that are more appropriate for when the language of the by-law amendments would be recommended. If we can arrive at something that gives good guidance and intent in terms of the strategic plan that these conversations can be detailed out when we have the language proposed for amended bylaws.

Bischof- I'm good with that A.J. but then my question is what are we approving?

Brownell-Well in my mind Michele I think, this is just me ok, what we are approving is the idea of an executive committee. That is kind of why my initial remarks, let us move forward with something, and that I have been involved with a lot of strategic plans, we all have, and they tend to be amended and revised as time goes on as practicalities arise and that is what we are talking about doing here. This is, I kind of agree with AJ, I think this is almost a by-laws question. What I am seeing here is an idea of an executive committee. Maybe we went into too much detail here or BDS did. I don't want to point any fingers at anybody here. Maybe we went into too much detail on the membership, but I think an executive committee to me is a good idea.

Bischof- I don't disagree.

Brownell- I know. So do we need to get into the detail what it looks like? Maybe not.

Scott-It would seem to me that it would be a perfectly good strategic plan if we struck the language in the draft starting at be composed as...Just basically say it's going to meet eight times a year period. You can work out the details whose on as you go on in the months ahead you got to do it, but you don't have to do it [inaudible].

Brownell-Right. I am good with that Brian.

Bischof-That helps me a bunch.

Brownell-Glad about that.

Bischof-I'm glad somebody is.

Brownell-Anything else on the governance piece? I think we got that problem kind of solved.

Schneider-Bob, I know you will be surprised about this.

Brownell-Yes.

Schneider-Okay. My question is, nothing personal A.J., but one Polk County Emergency Management Director on the committee. He doesn't run a PSAP, he doesn't do anything in the PSAP. I think we need to go back and look at what we are doing here. I know what is coming. I can see it. I'm reading their writing, but I think we need to go back and try to come up with a good solid plan instead of piecemealing it together. We are picking things apart right now, which is fine, but before we vote on anything we ought to have something solid and in writing before we vote on it. And then it is obvious, as you well know Bob, we can stack the deck of the Board by the election, by whoever gets appointed and I think everyone needs to have well representation there and all fairness for Des Moines, for Westcom, for the Sheriff's Office, and

for all the entities we dispatch for. I think the law enforcement PSAP side has different needs than the fire PSAP side, and I think those folks need to be well represented. So I think it needs some serious work and more strategy before we start pushing this thing ahead and pushing it down the road to making a commission.

Brownell-Well, here again, I hear what you are saying. Here again, I think what we are dealing with is a thrust of an idea. The bylaws part of it would be “should the 911 Emergency Management Director be a member or not; Should we have a member of the Des Moines PD be a member or not? Those are the kind of things we deal with in the bylaws kind of part of it then in this. To me at least. I hear what you are saying. I just don’t know that this that mission critical at this point. I think its mission critical, don’t get me wrong, but I think I don’t know if it is at this point.

Bischof-Going back to the goal. Just the individual goals. What was presented to us in the explanation Brian gave of Goal2 of the PSAP Advisory Committee seemed very different than the bullet points that are in the document before us. In the document before us it identifies the bullet points before us it identifies it as a communication channel, and participants would be expected to brief their individual Service Board representatives about the emerging issues for Service Board consideration. That is very different than that the way Brian had depicted it in the presentation he had as far as that would be a place for PSAP Directors or Managers, whatever their title may be, a place to communicate and work out various problems amongst themselves. Those are two very different ideas than what is presented, so I am curious as what is it we really have a vision for the PSAP Advisory Committee and to some extent the same holds true for the Metro Interop. Some different reasons there, that it is more a forum exploring ideas, whereas before it, it’s been, that group has been given tasks to provide recommendations back to the Service Board. It specifically says it’s not a recommending body. It’s incongruent. I’m not sure what we are doing.

Scott-Let me respond to that.

Bischof-Sure.

Scott-It seemed to me though much of our work and analysis [inaudible] and by many of the folks on this call and others we have talked to in the process is the single biggest challenge with the Service Board was it was ambiguous of whose coming and therefore there kind of wasn’t much leadership from the Service Board. So the collection of things here was to clarify that the Service Board is where the power is, and there is an executive committee to help focus the Service Board, and the PSAP Advisory Committee is a communication vehicle for the PSAPs to communicate with each other about many things that they have to communicate about. It’s made up of each PSAP Director, facilitated by the 911 Coordinator, and whoever you want to have in the room. And they don’t make decisions for the Service Board or recommend. They just basically let the PSAPs communicate with each other.

[Scott and Bischof communicating at the same time.]

Bischof-Brian if I may stop you just on that one. I think that is great but I think the bullets need to be edited because that is not what the bullets say. There is nothing there about them communicating in and amongst themselves and the three PSAPs working out operational issues.

Scott-It says, "Refocus the PSAP Advisory Committee as primarily to facilitate communication among PSAP on issues of common concern."

Bischof-Right, but the bullet points below it do not support that. If we are going to just strike all the bullet points, okay. And come back to that, then my comments become much less, but the bullet points do not support that. The bullet points say that it is a communication channel and they are to share information. It is a talk to and take that to others. Like a phone tree sort of, that is the way I read the bullets.

Scott-That must be my poor use of the English language.

Bischof-Or it could be my comprehension of it.

Scott-I was just to make not a decision making body, but a place to communicate. That was what I was trying to say. [Inaudible]If it doesn't say the right thing we can change it.

Brownell-Well, I mean the bullet points I don't know that this is the kind of detail we need. Michele, the G2 itself ending with the word concern, you are not having a problem with that

Bischof- No

Brownell-Just the way it's delineated below.

Bischof-Correct. The further explanation on how that group will function is where my issues are.

Brownell-So it could function like that in your mind.

Bischof- Oh, it could.

Brownell-You just don't want to have it enumerated like that in this document.

Bischof- Correct. And the Metro Interop Committee has similar concerns, but it's to review and investigate.

Brownell-So this goes back to kind of a bylaws question in a way.

Bischof-To some extent. I do not know if the bylaws would get..they probably would yeah...they probably would define what that specifics group role is and where they begin and where they end.

Brownell-Or at least a policy decision on part of the Board. 911

Bischof-Yup. I just don't want to get us jammed up, and if it's our full intent to have the full conversation when we have the bylaws conversation, then I am good with that.

Brownell-Right.

Bearden-Supervisor Brownell, we are already at time, so I don't know how you want to handle the remainder of the meeting. I'm going to leave that up...

Brownell-For now let's keep on going. I know Sheriff Schneider got some concerns. I want to be able to air those. Do we have anything else on this particular, on the governance? I think what I am hearing from one member at least, and I am not hearing a lot of pushback from anyone else is some of these detail bullets, Brian, maybe are something for the 911 Board to deal with separately. While thinking the overall thrust is fine. I hope I am characterizing that right.

Captain Dave Ness-Chair, this is Dave Ness with just a comment in support of that. Really, I think I was part of the governance that helped create or try to modify these, and really it was in response to the survey responses from so many people, that 32 people coming together. Sometimes it was 30, sometime it was ten, sometimes it was the Metro Interop. We are trying to define and allow this group to be successful by having, basically establishing some guideposts or some lanes in which the PSAP Advisory. Yes, it is still important, but what can we define as their lanes in which they will operate? And Metro Interop similarly, and the Executive Committee was seen as a way, goodness it's tough to get seven people to agree on something let alone 32 with different ideas that all are valued and important, but we would see sometimes an idea would catch people's attention for a month, maybe a year and then boom we are off in another direction never having completed the first. So I think the concept of Executive Committee and defining the lanes and perimeters of these three, at least in my opinion, is valuable. Did Executive Committee, did Brian's description which was informed by several of us did it perfectly hit the mark? Probably not. We probably have room for improvement on every number and on every bullet. But I think as a concept, we tried to develop this to respond to criticism and allow the 911 Service Board to be more effective moving forward than it has in the past. Not being critical of anyone, just giving it the best chance to be successful.

Brownell-Right. That is how I recall it too. And as Brent has pointed out. These Executive Committees are not policy setting committees, they are recommending bodies. Recommended to the full Board, so it's important to remember that I think.

Long-In regards to the Metro Interop Committee, since I was involved in this from the very beginning prior to us being as it states being chartered by the 911 Service Board and the

Emergency Management Commission, we have been tasked with different things throughout the years and I know this has been a contention among different people involved in that. As you read it here it does not sound like any of those tasks will necessarily fall upon us anymore of what we would have to do. It says we are going to be reviewing, investigating and discussing technology and operation issues of concern to the Polk County 911 System. Making recommendations and actually doing tasks as far as completing the TICPs and all the different things we have been tasked with through the time if this is where this is heading for the Metro Interop Committee, personally, I am all for it as it would take a lot less off our plates that are involved in the Metro Interop Committee. If we are just going to be reviewing things they send us, investigating if those are proper to our situation and discussing those it is going to be a lot less for us to be involved with. So that is the only thing I see on the Metro Interop is it is just basically taking a lot of those responsibilities away from those involved with the Metro Interop Committee now and like I said as far as I am concerned if there are others who are going to take that task on that task themselves would be the 911 Service Board themselves or Emergency Management Commission that's a benefit in some respects.

Dehnert-Brent, I agree with you and I concur that it would be much less work for us. My concern though is who is taking that responsibility? If it's taken away from Metro Interop, it's not defined in here anywhere or even suggestive of who is going to do that then.

Long-I totally agree with that. I think both of us since we have been on this since the beginning with Michele and a couple other people on this call prior to it being as it states chartered by 911 Service Board and Emergency Management Commission. Back when we me to get though some interoperability issues, we have gone every direction that you can I think and back and it unfortunate but... (did not get to finish sentence)

Scott-Let me try and clarify what I thought I understood the intent here was. If there was one piece, well there were a lot of things, but certainly not one person in the whole time I have talked to this told me that the Metro Interop Committee is working well. A lot of people had a lot to say about what a challenge it was and it seemed to be thoroughly ambiguous to who was in charge of making interoperability decisions, so I think the intent here was to clarify that interoperability decisions were with the Service Board. And that the Interoperability Committee was a great forum to explore those issues before the Service Board made a decision. So that was my understanding of what we were to accomplish here was to clarify that the authority was with the Service Board to make interoperability decisions and the Interop Committee tasked with whatever, but the decisions were going to get made by the Service Board.

Ness-So Brent and Rob you are not getting out of the work. It's still going to be done. Maybe that can be clarified as well. It is important work, but they aren't the final decision making authority. They are investigation, deliberation, their work on these efforts would come back to the full Service Board for determination.

Bischof- I think before we go that far we I think Brian provides a great lead into Technology and Operations and some of the statements that are made under the current assessment that I read as

definitive go forward remarks, so correct me if I am wrong, but the 911 Service Plan's intent to define 911 access to emergency services as administrated and delivered, not how emergency services dispatch is performed, that is one. And the second, the last bullet on page three that the 911 Service Board ought to be thoughtful about how it delves into radio communications and interoperability since these are dispatch rather than 911 functions. I think it goes back to some of the identity of the 911 Service Board and where does the Service Board itself begin and end? Because if you go back to 34A it is receipt and disposition of a 911 call. So does radio interoperability fall within the purvey of the 911 Service Board? Not saying it's not important, I think we need to define the Board's begin and end.

Long-I have said from the very beginning I object against making financial distribution based on standards set by NENA because there are so many different factors involved on each PSAP level depending on who we are dispatching for, depending on the distance we are dispatching. There are so many factors that can be involved in that and to set standards based on financial distribution I think, (corrected to say) based on standards. I have objected from that from the very beginning, and I think that is laid out very clearly as we move on from this that that is the intent and it's got dates and perimeters that we are going to be moving forward with that, so again, I just want to voice I am strongly against basing financial distribution upon on standards that are going to come from somebody outside of our Metro; any standards for that matter because of the different factor that are involved. You look at anything that can happen that can effect. The people we have inside our PSAP, you look at COVID and any types of things that can be involved with that. I think standards are really rough for us to be able to set a baseline for.

Bischof-Yeah, Major Long. Thank you for that. I think, if I may take us back to interoperability, one way I read the Interoperability Committee, the Metro Interop Committee that perhaps the vision was that because it was a non-recommending, non-rule setting, was this committee going to be a resource for agencies. That those recommendations go back to the agencies as here is a means for us to interoperate. Here is a means for us to crack whatever problem is presented. That there be the think tank if you will of here are people who are really good at communications and know what we can and can't do, so present your problems to them, and they will come up with a means in which to solve them. And Chiefs, it's up to you to decide because those are operational decisions. I wasn't sure if that was the direction we were thinking.

Scott-I think you just articulated what I was trying to write with this sentence. The Metro Interoperability Committee as an advisory body to review, investigate and discuss technology and operations issues of concern for the overall system. I think exactly right. Sometimes would be leading to helpful information for the Service Board and sometimes for the different PSAPs or individual jurisdictions. I think that is exactly it. It is a place for people who want to talk about stuff to come together and do it. But when it's a regional decision, it's a Service Board decision not an Interoperability Committee decision.

Bischoff-I think whenever there is an interoperability decision it's a regional decision, but is it the Service Board's decision or is it the agencies who are interoperating decision to how they are going to function?

Long-The majority of the interoperability issues we have have to do exclusively with radio right now as opposed to call. Being that radio is outside the jurisdiction of the 911 Service Board I'm not sure all interoperability things need to fall back to the decision making of the 911 Service Board. I would agree to Michele in regards to that.

Bischof-I think we just need to clarify that. Service Board, if in fact, we want the Service Board to be receipt and disposition of the 911 call. Lean on 34A as the perimeter. I agree with Major Long. Radio communications are not part of that.

Brownell-If our functions are function is just to collect funds from 911 phone calls and forward them onto to somebody, then we can just have robots do that. We don't need a 911 Board to do that.

Bischof-There is more to it than that.

Brownell-It's not what you are saying to me.

Bischof-No, what I am saying is the radio communication. There is still the dispatcher, there is still is the 911 equipment, having the ability to make contact with that agency to say help is needed here, send your resources there. There is much more to it than just picking up the phone or a robot disseminating the funds. There is equipment that needs to be maintained, addresses that need to be properly document so you can effectively get to that person. That is all layed out in 34A.

Brownell-I know you don't believe what I just said.

Bischof-I know you don't either.

Brownell-If the 911 Board isn't going to facilitate interoperability and more of a vision over the next ten years, then who does? We got first responders out there that have responded to Brian in fairly explicit terms that what we got now is kind of jerry rigged together.

Bischof-I'm not denying that. I'm not denying that we need some help, but there needs to be something. I'm just not sure the 911 Service Board has that purview.

Brownell-Who does?

Scott-I would observe that we are starting to talk about other objectives. We can go there, but do we need to change language in this definition of the Metro Interoperability Committee as an advisory body to review, investigate, and discuss?

Bischof-I think we need to define who they are advising because they are not recommending.

Scott-Why?

Bischof-Because it's clearly identified that they are not a recommending body, so who do they report to?

Schneider-I would have to agree with you. I think we need to go back through this document and clean it up a little bit on some of the things we pointed out to Brian so there is clarification on everyone's part. You made some very good points Michele.

Bischof-Thank you, Sheriff.

Schneider-I think that is what we should be doing first instead of pushing this thing forward and voting on a document that none of us agree on, I shouldn't say none of us, good majority of folks have questions on and we could walk through it with Brian and get some of the PSAP Directors to go through and if you have a question on something, ask him for clarification and make sure it reads all the way through the same through the document. That is my suggestion. I would recommend we table the vote on this issue and clear up the document and then come back and look at it again. Michele made some very, very good points.

Brownell-Is that a motion Kevin?

Schneider-That is a motion.

Brownell-There a second?

Bischof- Bischof will second.

Brownell-Motion is to table this is there a time frame Kevin in this you are thinking about?

Schneider-Whatever gives the folks time to get together, I think the PSAP folks should definitely be some of the lead folks on this thing. When is our next, or do you have a next scheduled meeting? Couple of weeks, maybe we could have this thing done and go through. I think the questions we have here, I don't know Brian's schedule, the questions here are simple, but we just got to get them clarified so everybody understands what we are looking at and what we are doing and what the actual intent of this document is and then we go forward. So I will leave that to you, Bob, since you are the Chair. Well, I think I would aim towards April 1st myself because it gives everybody plenty of time to weigh in, but, I respect the motion don't get me wrong here, but we have been dealing with this since what 8 months, 9 months now? So I don't know how much more we are going to wordsmith this, but if we need to do that and that is the will of the Board then I am behind it.

Schneider- You might want to pick a different day then April 1st Bob because maybe no one will believe us when we say something.

Bearden-I want to offer a suggestion depending on people's time. Do you want to continue on with the remainder of the meeting on that same date, so we can give the time that is needed for the other agenda items; sufficient time to speak on it? Or how are people with their time want to handle the remainder of the meeting? Do we want to push it to the vote, and the remainder of the Service Board meeting to the common date?

Brownell-When is our next meeting?

Bearden-In May, but I was thinking if this wanted to be a special meeting with a vote, once the bones and everything are discussed with could continue with the rest of the meeting, or we could continue now depending on people's time.

Brownell-I know Well, I know I have another meeting coming up myself here pretty quickly so and I supposed everyone else does too. Do we have any other action items on the agenda I might ask?

Bearden-We do and we have other things that needed discussion, so I just don't want to push through things and not give it sufficient time.

Brownell-I agree. Kevin has a motion on the floor to table this to the date that is up to me, I guess, and I won't make it April Fool's Day, I will make it a different day and we will go from there. So any more discussion on Kevin's motion?

Ness-Yes, this is Dave. Quick suggestion. Kevin and Michele, I appreciate the first and the second. Would there be any willingness to not dive into the details but to hit the large pages and perhaps provide Brian with other areas of significant concern so his firm can be most productive in trying to bring back something that does meet best chance of success? So not getting as much into the details, but perhaps looking at the next couple of slides to say number four is a definite non-starter type of thing. Would we have five minutes for that Brian or is that insufficient?

Scott- Well....

Chief Clint Robinson-I think like it's insufficient with how the meeting is going.

Scott-Good point, Chief Robinson. So I reiterate, over the last two weeks I talk to 18 out of 26 jurisdictions and I asked to talk to every single one. I talked at the level of objective, so some of Michele's comments have been about the more detail. I didn't talk about it at that level of detail. I fully acknowledge that. I thought I had strong support at the objective level for everything I presented today, so I am pretty surprised at the push-back except at the detail level, which I think can be deferred.

Bischof-There is one item at the goal level, the objective level pardon me. That is T5. Technology 5. Consider establishing a common (or fully integrated) radio system. This would require close collaboration and cooperation among all three PSAPs and the Iowa Statewide Interoperable Communications system (ISICS) and potentially the creation of a new regional governance and/or funding body to execute this vision.

My question on this one is that we have this today. All three PSAPs are ISICS users there is no need for another regional governance or funding body there is no funding involved with ISICS to be an ISICS user of the interoperability components of it. I don't see what we are trying to achieve here.

Scott-Great question. I realize as you were speaking we updated the language in the draft that went out and I did not update it on this. My bad. The consultants would agree completely that the radio system is beyond the purview of the 911 Service Board because it is a response to 911, not 911. However, hasn't one conversation in this process that has been 15 months in which someone else didn't bring up radios. I finally got to the place that we like got to talk about this and we got to set an objective because it seems like you all needed to, but I have no philosophical problem with taking it off the list. But I am not sure that would be satisfying to many of the people who are on this call, and who are on the Service Board.

Brownell- Yeah and that includes me, but I have no problem considering this later. If that is what the Board wants to do. Getting Back to Dave, Captain Ness' point, is there, should Brian's time be spent focusing on this kind of thing or are there some major issues somebody has? I know Kevin has mentioned a couple. I don't know if anybody agrees with Kevin or if everybody agrees with Kevin on some of the issues he has mentioned. I know Brent's mentioned standards and Kevin mentioned the attorney's opinion on dispensing of funds. Those are two issues I think laid out there that are probably the biggest ones. I welcome any comments on that under discussion here.

Long-Do we need to address the motion that is on the table; that's been presented already at this point?

Brownell-The motion right now Brent is to table the whole thing. I think what Dave was contemplating was are there specific entries into this plan that Brian should be spending his time with if we are going to table the whole thing, or just table the whole thing and let the chips fall where they may?

Bischof-If it's helpful to Brian, I have my comments documented and I would be happy to share them with the Board and Brian himself if that is the desire.

Brownell-Seeing there is no further discussion on this, I am going to call for a vote. Those in favor of tabling this till a later date and I will let you know what the date is sometime within the next six weeks or so probably, but not later than that.

Bearden-Do you want a roll call for the vote? Supervisor Brownell did not catch what Tracey Bearden said so she repeated.

Brownell-Let's roll call please. Yes vote signifies support for the motion. No vote signifies opposition for the motion.

Roll Call Vote:

- ☐ Altoona-Yes
- ☐ Ankeny-
- ☐ Bondurant-Yes
- ☐ Clive-Yes
- ☐ Delaware Township-Yes
- ☐ Des Moines-Yes
- ☐ Granger
- ☐ Johnston-Yes
- ☐ Madrid-Yes
- ☐ Mitchellville-Yes
- ☐ Police Chief of PSAP-DSM-Yes
- ☐ Polk City-Yes
- ☐ Polk County-No
- ☐ Polk County EM-Yes
- ☐ Polk County Sheriff's Office-Yes
- ☐ Urbandale-Yes
- ☐ Waukee-Yes
- ☐ West Des Moines-Yes
- ☐ Windsor Heights-Yes

Motion Passed 16-1

C. Unified Concept of Interoperability-Assistant Chief Robert Dehnert (Attachment #3)

1. Discussion-Clarification-Technicality-only approving the first page. (summary of document).
2. Vote to Approve-Motion to approve Johnston; Seconded by Windsor Heights. Motion passed without issue.

VII. Old Business

A. SMART911 vs. RAPID SOS Portal Jurisdiction (Attachment #4)-Tracey Bearden

1. Discussion-911 Coordinator provided a brief summary of the attachment.

2. Staff Recommendation-911 Coordinator recommended to wait on voting and making a recommendation until the State announces their decision on emergency notification system.

VIII. Reports

- A. Chairperson-Chair and Vice Chair Reports-Nothing
- B. 911 Coordinator Update
 1. Mahaska Co 28E Ruling-Attachment #5-Summary-District Court opinion was attached to the agenda for your reference. Opinion is not binding on us. We created our 911 Service Board under Chapter 34A and both the Iowa Attorney General and our Polk County Attorney's Office agree the facts of the case do not apply to our Service Board.
- C. Public Safety Answering Points (PSAPs) Updates
 1. Des Moines-We have completed the wireline migration to the State's Comtech network and been able to cancel some dedicated circuits leasing from Century Link. We completed our radio cutover. (summary)
 2. Polk County-We too switched over to Comtech. Tested the sub regionals channels in different areas and had success. Moving away from MICS and using regional (summary)
 3. Westcom- Comtech cutover next Tuesday. (summary)
- D. Administration and Finance-See Proposed Budget
- E. Planning-See New Business
- F. Communications and Warning
 1. TICP Discussion

Bearden-I did want to bring up the Metro Interoperability Committee, we already talked that they are tasked with certain tasks. One of them is the Tactical Interoperability Communications Plan. You initially requested: Inventory daily operational and interoperable communication systems, channels, talk groups, etc. to understand existing opportunities for solutions. The committee spoke and they would like to take a regional approach to plan, so instead of making one TICP for each PSAP, they would like to take a regional approach to the plan. Having Des Moines PSAP, Polk County Sheriff's Office, Westcom, and potentially DPS into one TICP, regional TICP, which we support. The question we have and that I reached out to some Service Board members in support, we want to make sure we are giving you what you need, so we would like some guidance because they would like to change the scope a little bit and focus on the ISICS, the interoperability channels and not so much the operable ones, and so we are asking for your leadership and guidance on how we can go which direction we need to go and if you can provide us guidance on what you need. Do you need the operable communication channels with the interoperable? So if you could provide your guidance that would be greatly appreciated.

Brownell-Alright, thank you. GIS update.

Bearden-Well, I wanted to see if anybody had, before we can change the TICP into the one in which the scope is reduced, we need some feedback from the Service Board members.

Brownell-I didn't see any.

Bearden-We are just asking Service Board members to provide us is this what you need to be successful? Do you need both of them, do you need just the interoperable? Is the reduced scope is that sufficient? But we need some feedback because we want to make sure that we do it once and then we give you a product and you say go back to the drawing board that is not what we asked for since you originally asked for the entire product. The TICP will be used for the development of the FOG.

Brad Button-My preference would be the regional interop. That would be my personal preference.

Dehnert-Mr. Chair, the gentleman from Westcom. Tracey, would you mind rolling back to the Unified Concept of Interoperability? I think this explains it a little more visually for you. What we are asking on this Tactical Interoperable Communications Plan can we start the gray line of interoperability. Above the gray line is day to day operability for Westcom, Des Moines, Polk County. This plan for interoperable communications even as the name applies, can we narrow its scope only to operability below the gray line if that makes better sense?

Chief Dennis McDaniel-Supervisor Brownell this is Chief McDaniel, can I speak? Chief Clark asked me to reach out to express concern on this he wasn't able to make it to the meeting today. He had some concerns on the operational level. Short of multi-jurisdictional incident that would require interoperability on the fire service side there would be some day to day needs with some cross collaboration and having that plan in place would be beneficial. From my perspective, I would echo that to a certain degree. As we grow in our communities we are not always going to have the mutual aid assistance in that worst case scenario. There might be a need to collaborate with other resources outside our area still. Say DART, say utilities, there is probably a need, I guess in my mind, to have a resource available, so that if we do need to implement something in short order that may be a possibility. That I said, I don't understand the depth of what this plan would be. If there is someone who is more educated in this world who can provide us a better understanding that might be helpful too.

Brownell- Okay, thanks. Is this the feedback you are looking for, Tracey?

Bearden-I guess so. We just need the guidance. We have one individual and we have the members of the committee who also have the Service Board seat. So I guess we just need to figure out exactly what you want. Are we saying that we do have some concerns here? I need a little more guidance.

Mumm-This is A.J. I think we are at a point of we are hearing arguments for both sides. I think we just need some clear direction. The case for including day to day operable channels I think is, it makes sense to me, it makes sense to a lot of the folks that have asked for a Field Operations Guide

to be developed so it is a tool that assists our incident commanders and our dispatchers both in a day to day environment as a large scale multijurisdictional interoperable environment. And if that needs to be done in way in which we start first with those regional interop and then grow in that direction, then I think that is acceptable, but I think at some point for that Field Operations Guide to be useful along the entire spectrum of day to day incidents all the way up to a flash flood of 2018 kind of event where we have multiple agencies and organizations that are operating outside their normal footprint, but yet still on day to day channels that we have an ability to escalate from a day to day to mutual aid and multiagency/multijurisdictional environment. I think it makes sense to start at some point, but if we don't have agreement to move towards a full TICP that feeds a FOG that at the end of the day benefits our dispatchers and our incident commanders in the field I think we will be coming up short of the overall goal.

Brownell-Frankly, I don't know what we are looking for her. We have this issue on the table and we are having a cattle call of everybody giving their opinions on it. Where are we going with this?

Mumm-The Metro Interop Committee is looking for direction from the 911 Service Board because they are at an impasse of what was being asked for originally compared to what you have heard today that it should only include the interoperable communication channels. My recommendation is that it should include both.

Bearden-The reason why we are discussing it as I told the interop committee is originally you asked for both, so we don't want to complete a document and put all that work in it, come forward for it to be approved by the Service Board and the Commission and you go back to the actual charged duties and you say you didn't give us both. You gave us the operational [misspoke...should have been interoperable]. And then we have to start all over again and we have a goal/deadline of July 1 to have the TICP and the FOG is dependent on the TICP to be done. That's why we are asking for firm guidance, so we can provide a document that is useable and give the incident commander and individual dispatchers all the available options and make the best decisions to from there have the TICP developed into a FOG.

Chief Chad McCluskey- I agree it needs to have both and I will make a motion to give that direction from the Service Board if that is what you are looking for.

Brownell-Thanks, Chad. Is there a second?

Mitchellville, second.

Brownell, Motion for further discussion please? Seeing none. All those in favor signify by saying aye.

Ayes were heard. No way to determine how many.

Brownell-Opposed. [someone muffles over Supervisor Brownell as he calls for opposed.].

Motion passes. Thank you. Alright let's move on.

G. GIS Update-Aaron Greiner-Summary-still working to meet the next bench mark.

H. Committees

1. Iowa Statewide Interoperable Communications Systems Board-Michele Bischof-Summary-We are gathering uses of the sub-regional talkgroups, so if you are using them and have a use case (success or not successful), please forward them onto Superintendent Bischof at MLBISCHOF@dmgov.org or 515-237-1341. These are important so we can move from the pilot to policy.
2. Regional Interoperability Committee Region 1- Rob Dehnert-Meeting occurs the second Tuesday of each month beginning at 3:00 PM. Conference Bridge 866-685-1580, Conference ID 850-060-6706
3. Iowa 911 Communications Council-FCC Notice of Proposed Rule Making-911 Fee Diversion-One of the topics coming up with standardized recurring and non-recurring cost. Will watch this because it may be reflected in State Code which would affect us locally.[summary]
4. Iowa NENA and Iowa APCO-Virtual conference. SF 249 [Summary]

I. Operations and Procedures-Outdoor Warning Sirens Update-To be more consistent and provide the best available information to our citizens the PSAP Directors and myself are meeting the Thursday before the OWS test to determine whether we will sound the siren or not. Want to prevent damage to the sirens while providing a consistent message. EMA will help build consensus if needed. [summary]

J. Training

1. Updated Training Opportunities-TBD

K. Exercises

1. LODD Workshop-Phase I completed, Phase II January 2021
2. IronMan TTX-Pre-event (possible)
3. Airport Triennial TTX-(Date TBD) and FSE-August 28, 2021 (pending)

L. Legislative-Two New Bills Introduced-See Attachment 2

1. SSB1128 & HF483 (HSB 137)-Utilities Board Clean up language (LEC/CLEC definitions)
2. SF249 & HF407-Cost Recovery 911

M. Public Education and Information-None

IX. Open Discussion

Brownell-Any discussion from anybody? Anything further?

Unidentified member on Zoom Screen-The only I would add would be if Superintendent Bischof would be willing to share the notes and then if the Sheriff's Office is going to do the same it would be nice for the Board see those. Many of those I agreed with, so it would be nice not to duplicate efforts. Thank you

Bischof-Chief, I would be happy to. I will get those to Tracey.

Brownell-Thank you both. Anything further?

See Attachment 3 for notes. I reached out to Sheriff Schneider and he does not have any additional comments to share other than what was expressed in the meeting.

X. Upcoming Meetings

A. Full Meeting: May 19, 2021 at 1300 hours

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

XII. Adjourn Seeing none we will adjourn at 2:45. Thank you.



Attachment #1

REGIONAL 911 STRATEGIC PLAN

SERVICE BOARD MEETING

February 17, 2021

Agenda

- Introduction
- Process Recap
- Assessment Review
- Survey & Focus Groups
- Strategic Plan: REVIEW / REVISE / APPROVE
- Recap / Next Steps

WHO WE ARE



BRIAN SCOTT

PRINCIPAL, *BDS PLANNING*



BDS



KEVIN KEARNS

DIRECTOR OF PUBLIC SAFETY CONSULTING, *IXP*



[illegible]

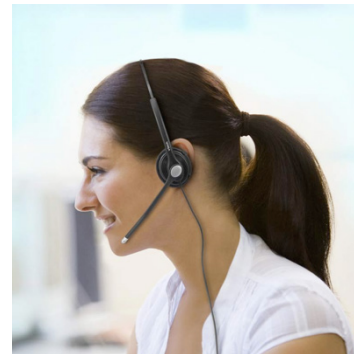
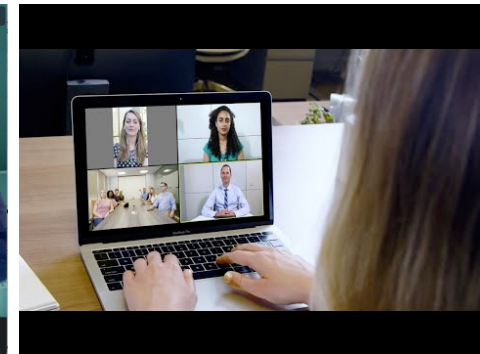
VIRTUAL MEETINGS IN THE AGE OF COVID-19

Expectations

- Participate with **grace & humor**. People are juggling different demands. Children; pets; partners.
- **Ask for (and accept) help** from BDS team members. We want this to work for everyone.
- Embrace the moment and technology
Keep your camera turned on! This makes a huge difference in nonverbal communication & facilitation.

Norms & Guidelines

- **Mute** your audio when you are not speaking.
- Be **explicit** and **animated** about **non-verbal communication**. Nodding; thumbs up; hand-raising.
- Minimize **distractions** and **be present** by putting away phones, closing unrelated work, closing the door, etc.
- Improve clarity by speaking **deliberately**, using **good lighting** (behind your camera!), testing **audio equipment**.



GROUND RULES & EXPECTATIONS

- Participate!
- Everyone's voice counts
 - Take turns
 - Each perspective is valid
 - Listen respectfully
 - Questions are okay
- Forward movement
- Accept hands-on facilitation
- Acknowledge that everyone has conflicts of interest
- Suspend judgement until we've explored options
- Share information

GROUND RULES & EXPECTATIONS

- Participate!
- Everyone's voice counts
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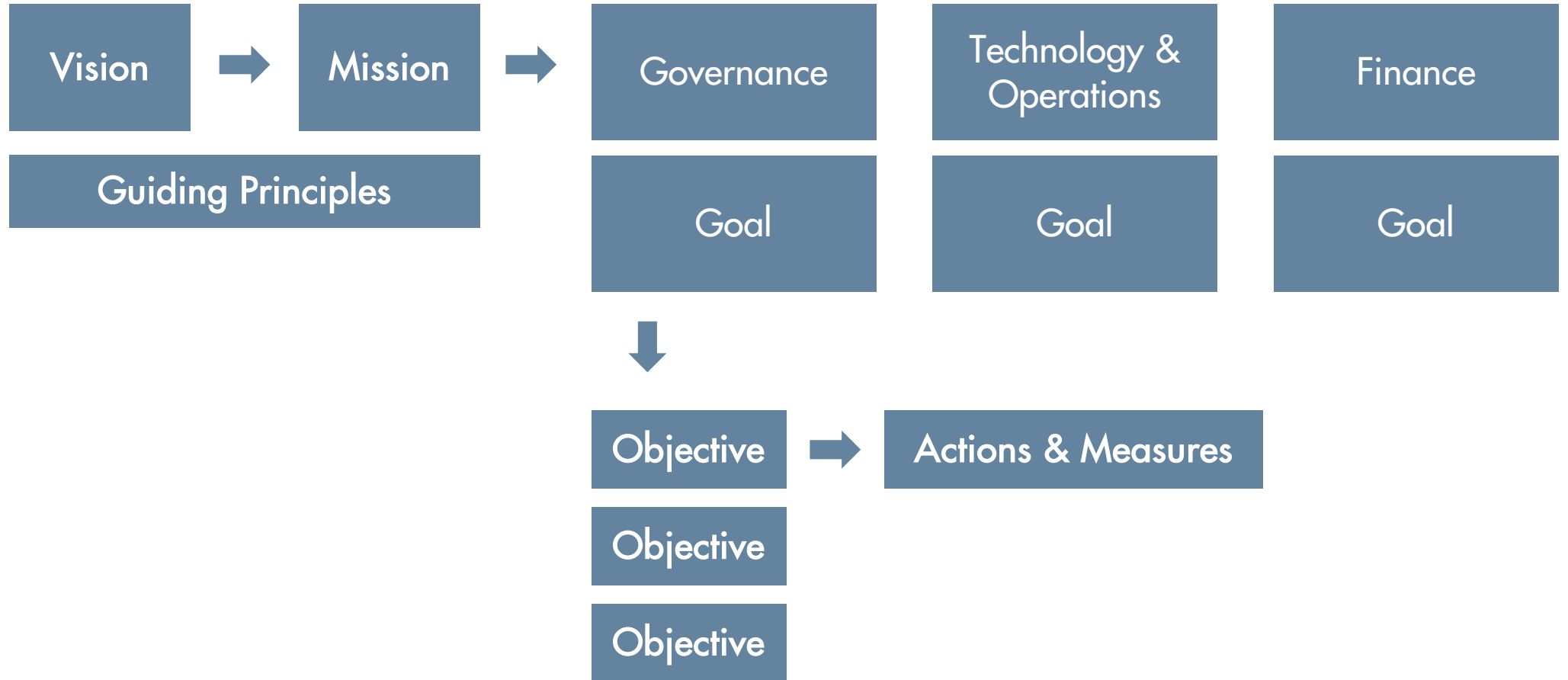
FACILITATION GROUND RULES

- Neutrality
- Transparency
- Clarity
- Each voice is heard
- Begin & end on time
- Clear follow-up

Agenda

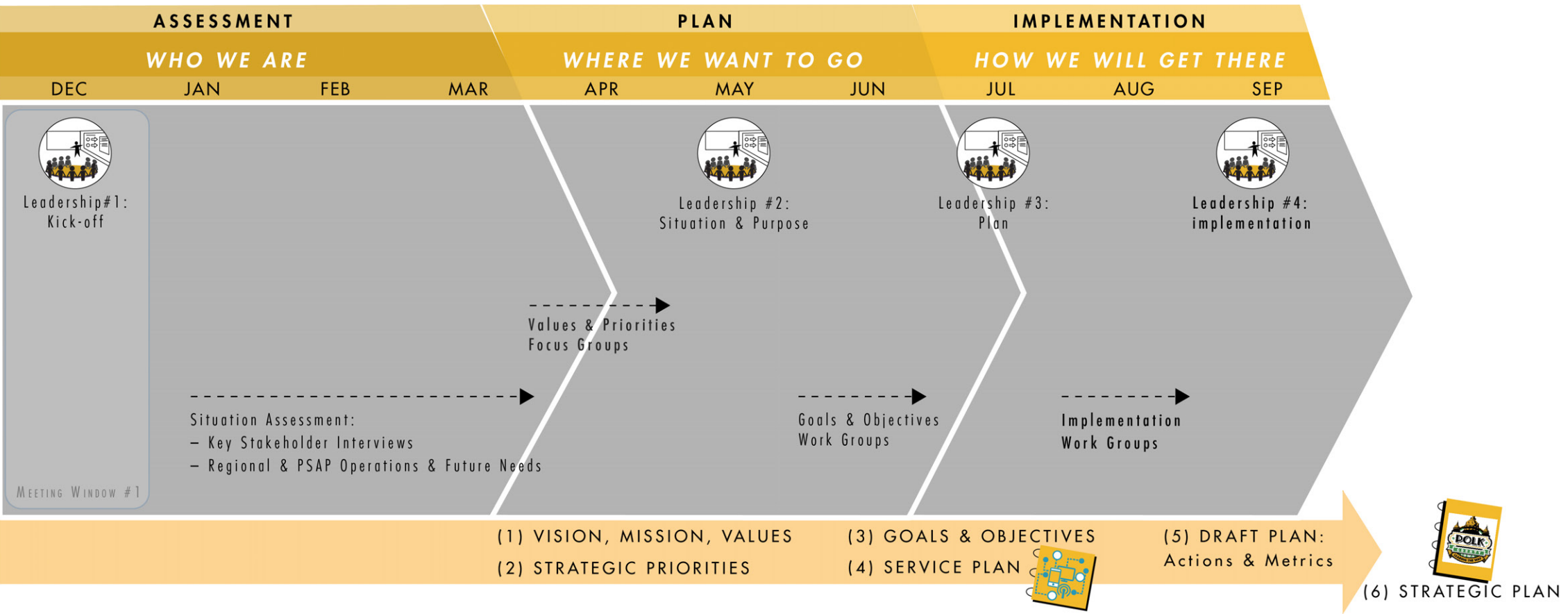
- Introduction
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- Recap / Next Steps

COMPONENTS OF A STRATEGIC PLAN



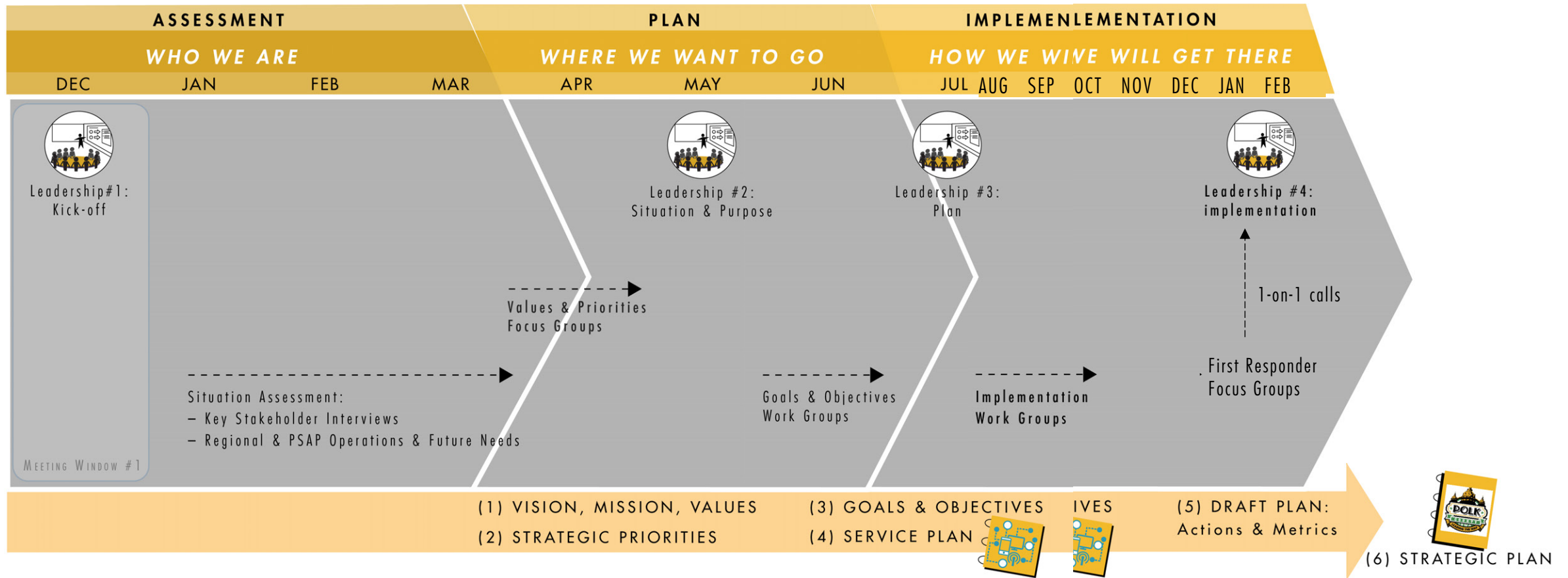
PROCESS OVERVIEW

PROCESS: Polk County 911 Service Board Service & Strategic Plans



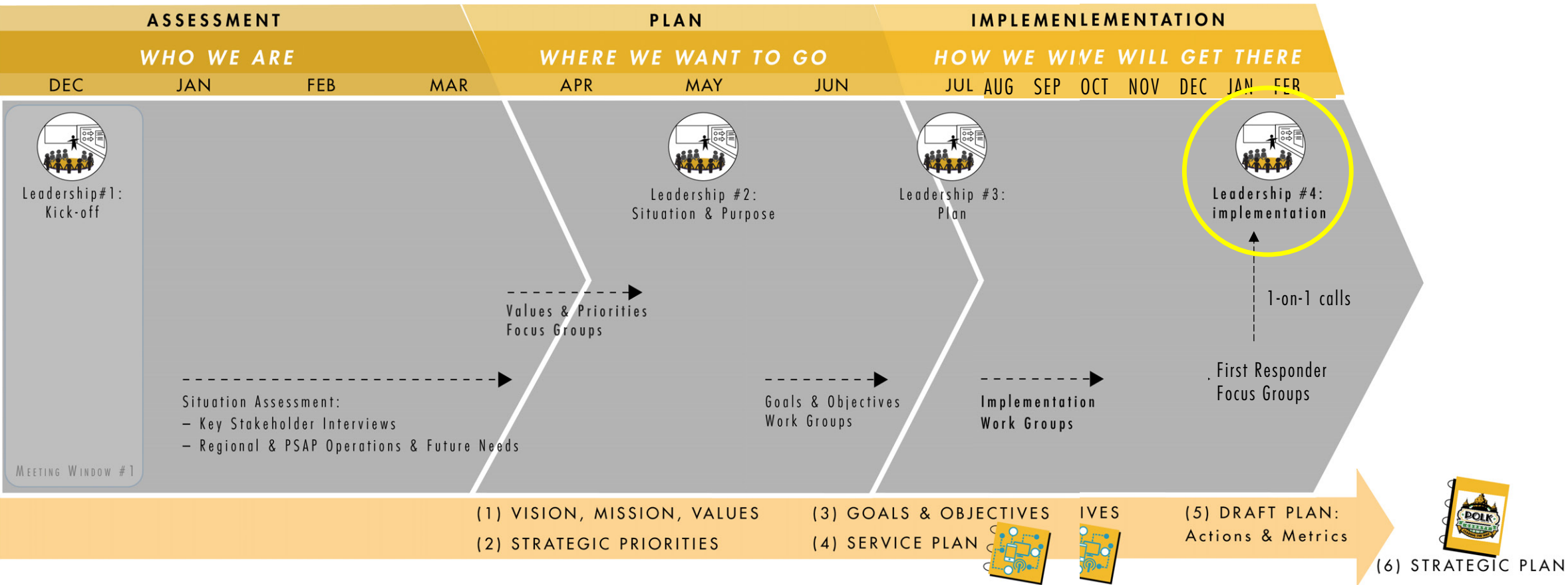
PROCESS OVERVIEW

PROCESS: Polk County 911 Service Board Service & Strategic Plans

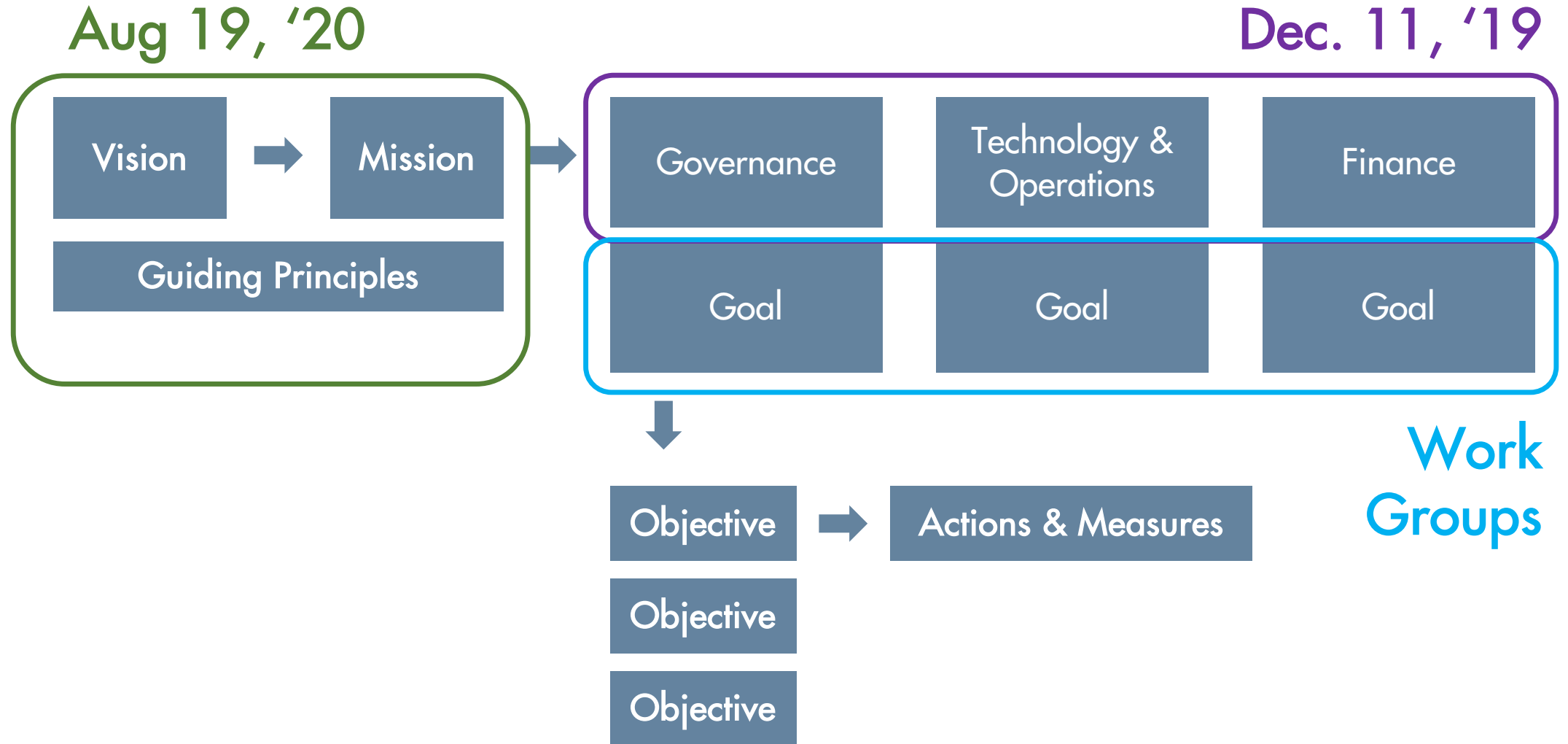


PROCESS OVERVIEW

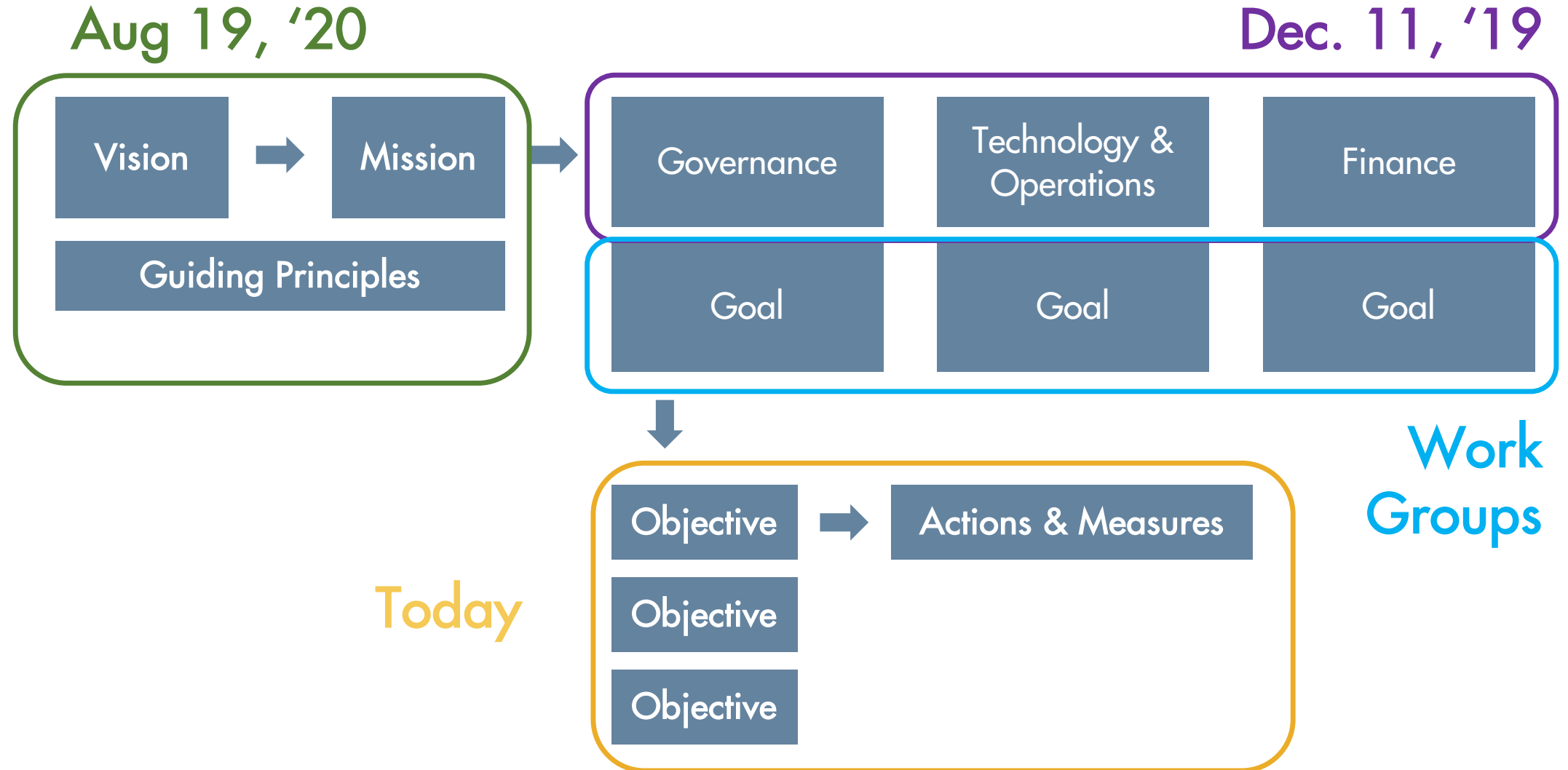
PROCESS: Polk County 911 Service Board Service & Strategic Plans



COMPONENTS OF A STRATEGIC PLAN



COMPONENTS OF A STRATEGIC PLAN



Agenda

- Introduction
- Process Recap
- Assessment Review
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Regional 911 Strategic Plan Concept

Goals & Objectives

GOVERNANCE:

Goal: *Guide regional priorities through informed and decisive leadership.*

CURRENT ASSESSMENT:

- *All three PSAPs rely on the 9–1–1 Service Board for coordination and communication among PSAPs. This includes communication and collaboration on future investments in technologies and standards for common procedures.*
- *There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.*
- *Service Board members are frustrated with how the 9–1–1 Service Board goes about debating issues and making decisions. The Service Board's large size, inconsistent attendance, and lack of an executive committee add to this challenge.*
- *With vague Service Board direction, the three PSAPs operate largely independently.*
- *The Service Board exercises little authority beyond distribution of 9–1–1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.*



Regional 911 Strategic Plan Concept

Goals & Objectives

TECHNOLOGY & OPERATIONS:

Goal: Prepare and carry out a comprehensive operations and technology strategy.

CURRENT ASSESSMENT:

- *There is a lot of conversation about challenges to interoperability among radio systems and computer-aided dispatch (CAD) systems. This is even though radio system interoperability is not a 9-1-1 function, but rather a function of public safety response to 9-1-1.*
- *The Strategic Plan should define outcomes the Service Board wants to see in 9-1-1 service delivery, such as call answering and processing standards; expectations of PSAP-to-PSAP interoperability, reliability, and continuity of operations; expectations for technology compatibility and interoperability.*
- *Discussions about PSAP radio systems is one component of the regional interoperability issue. 9-1-1 and CAD interoperability are also critical.*
- *Des Moines and the Sheriff run on a common CAD system, with several issues about how different agencies interact with it. Westcom is running a different CAD system.*
- *Des Moines and Westcom have a common Radio system. The Sheriff is running a different Radio system.*
- *Westcom is challenged for a facility. Des Moines and the Sheriff have more current room to grow.*
- *Westcom's strategic plan (completed in June 2020) calls for a new facility by completing planning and financing for a new facility by Q4 2026. Everyone would benefit from a new facility initiative to support ongoing investigations and discussions about consolidation, co-location, and back-up capacity.*



Regional 911 Strategic Plan Concept

Goals & Objectives

FINANCE:

Goal: Use the Service Board's authority to allocate 9-1-1 funds to help achieve regional priorities.

CURRENT ASSESSMENT:

- *There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.*
- *The Service Board exercises little authority beyond distribution of 9-1-1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.*
- *Currently, the Service Board does not place any performance requirements on the PSAPs for such things as National Emergency Number Association (NENA) Call Answering Standards or National Fire Protection Association (NFPA) 1221 Standards.*

Agenda

- Introduction
- Process Recap
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- Recap / Next Steps



Regional 911 Survey

November 2020

- November 16 - 28, 2020
- 365 participants
- 93% completed the entire survey



Regional 911 Focus Groups

December 2020

- December 28-29, 2020
- 4 Law Enforcement participants
- 8 Fire/EMS participants



Regional 911 Survey & Focus Group Summary

Key Takeaways

1. First responders are **largely satisfied** with 911 services but would like to see **improvements in the quality and accuracy** of information provided by the dispatchers, as well as in **two-way communications** about system performance with **actionable change**.
2. First responders are frustrated with **delays and communications breakdowns** when incidents involve more than one PSAP. They want greater **regional interoperability** of telephone, computer aided dispatch (CAD), and radio systems.
3. First responders are frustrated with **slow progress on system improvements** and want regional leaders to hold individual agencies accountable to regional goals.
4. There is some demand for **PSAP consolidation** as a means to regional interoperability

Agenda

- Introduction
- Process Recap
- Assessment Review
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- Strategic Plan: REVIEW / REVISE / APPROVE
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Regional 911 Strategic Plan Concept

Foundational Statements

VISION:

Polk County's regional 9-1-1 system is a recognized leader in:

- *Rapid and effective routing of requests for service;*
- *Regional coordination;*
- *Efficient use of public resources; and*
- *Deployment of effective technology*

MISSION:

Polk County's 9-1-1 Service Board facilitates emergency communications between the public and public safety responders, distributes funding, and pursues effective emergency communications among public safety responders.

GUIDING PRINCIPLES:

- **Public Safety:** *The safety and well-being of our community and first responders are our highest priorities.*
- **System Resiliency:** *We will strive to increase the capacity of our regional systems to survive and efficiently recover from emergency shocks.*
- **Collaboration:** *We embrace opportunities to coordinate regionally and work together.*
- **Predictability:** *System change impacts individual jurisdictions differently—we will forecast changes and ensure for smooth transitions that consider local conditions.*
- **Transparency:** *We share clear, relevant, and timely information with the public and our stakeholders.*
- **Accountability:** *We encourage common standards in operations and technology and strive for continuous improvement toward those standards.*

STRATEGIC PRIORITIES

Governance • Finance • Technology & Operations



Regional 911 Strategic Plan Concept

Goals & Objectives

GOVERNANCE:

Goal: *Guide regional priorities through informed and decisive leadership.*

OBJECTIVES:

1. Create a Service Board Executive Committee with the authority to set agendas, recommend decisions to the Service Board, appoint standing committees and ad hoc work groups, and review minutes. The Executive Committee will meet approximately 8 times per year (in the months without a Service Board meeting).
2. Refocus the PSAP Advisory Committee as primarily to facilitate communication among PSAPs on issues of common concern.
3. Redefine the Metro Interoperability Committee (chartered by the 9-1-1 Service Board and Emergency Management Commission) as an advisory body to review, investigate, and discuss technology and operations issues of concern to the Polk County 9-1-1 System.
4. The 9-1-1 Service Board will have three standing committees (Executive, PSAP, Interoperability) and the ability to create ad-hoc workgroups to conduct 9-1-1 business. The Service Board's Executive Committee may establish various ad-hoc work groups from time to time as needed. Any new standing committees will require Service Board approval.



Regional 911 Strategic Plan Concept

Goals & Objectives

TECHNOLOGY & OPERATIONS:

Goal: *Prepare and carry out a comprehensive operations and technology strategy.*

OBJECTIVES:

1. Adopt regional standards for measuring and reporting 9-1-1 call answering and processing performance.
2. Reduce call transfers by establishing mechanisms to increase the probability that a call to 9-1-1 can be answered and processed (entered into CAD so it can be dispatched) by the PSAP that receives the call. This means a better CAD-to-CAD interface or Common CAD.
3. Evaluate and decide on implementation of a common 9-1-1 platform.
4. Consider regional options for consolidation, co-location, and/or back-up capacity as part of Westcom's facility planning and financing (to be completed by Q4 2026).
5. Consider establishing a common (or fully integrated) radio system. This is beyond Service Board authority and thus might require a new regional entity.



Regional 911 Strategic Plan Concept

Goals & Objectives

FINANCE:

Goal: *Use the Service Board's authority to allocate 9-1-1 funds to help achieve regional priorities.*

OBJECTIVES:

1. Establish and ensure priority order for use of 9-1-1 Funds:
 1. 9-1-1 Phone System (9-1-1 Call Routing Systems; Call Delivery Networks; Telephone System Equipment)
 2. Replacement Reserves for 9-1-1 Phone System
 3. Logging/Recording Equipment
 4. CAD System upgrades
 5. Allowable Radio System investments
 6. Training & Other Allowable Expenditures
2. Tie PSAP fund distribution to meeting adopted NENA and NFPA call-answering and call-processing standards in a phased approach.
3. Create a Financial Management manual addressing the Service Board's financial procedures (i.e., budgeting & reimbursements) toward a more centralized management process by the 911 Coordinator.

Agenda

- Introduction
- Process Recap
- Assessment Review
- Survey & Focus Groups .
- Strategic Plan: REVIEW / REVISE / APPROVE
- Recap / Next Steps

Next Steps

- ❑ Service Board Review / Revise / Adopt Strategic Plan (2/17)
 - ❑ Vision, Mission, Values
 - ❑ Goals & Objectives
 - ❑ Implementation Timeline
- ❑ Final Plan Document (mid-March)

REGIONAL 911 STRATEGIC PLAN

SERVICE BOARD MEETING

February 17, 2021



Attachment #2

Senate Study Bill 1128 - Introduced

SENATE/HOUSE FILE _____
BY (PROPOSED DEPARTMENT OF
COMMERCE/UTILITIES DIVISION
BILL)

A BILL FOR

1 An Act relating to matters under the purview of the utilities
2 division of the department of commerce.
3 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

DIVISION I

ADMINISTRATION

Section 1. Section 476.2, Code 2021, is amended by adding the following new subsection:

NEW SUBSECTION. 4A. The board shall have the authority to employ or appoint an independent administrative law judge to preside over any hearing or proceeding before the board. Sections 10A.801 and 17A.11 do not apply to the employment or appointment of an administrative law judge pursuant to this subsection.

Sec. 2. Section 476.10, subsection 1, paragraph b, Code 2021, is amended to read as follows:

b. The board shall ascertain the total of the division's expenses incurred during each fiscal year in the performance of its duties under law. The board shall add to the total of the division's expenses the certified expenses of the consumer advocate as provided under [section 475A.6](#). The board shall deduct all amounts charged directly to any person from the total expenses of the board and the consumer advocate. The board may assess the amount remaining after the deduction to all persons providing service over which the board has jurisdiction in proportion to the respective gross operating revenues of such persons from intrastate operations during the last calendar year over which the board has jurisdiction. For purposes of determining gross operating revenues under this section, the board shall not include gross receipts received by a cooperative corporation or association for wholesale transactions with members of the cooperative corporation or association, provided that the members are subject to assessment by the board based upon the members' gross operating revenues, or provided that such a member is an association whose members are subject to assessment by the board based upon the members' gross operating revenues. If any portion of the remainder can be identified with a specific type of utility service, the board shall assess those expenses only

1 to the entities providing that type of service over which the
2 board has jurisdiction. The board may make the remainder
3 assessments under this paragraph ~~on a quarterly basis to some~~
4 or all persons providing service over which the board has
5 jurisdiction, based upon estimates of the expenditures for
6 the fiscal year for the utilities division and the consumer
7 advocate. Not more than ninety days following the close of the
8 fiscal year, the utilities division shall conform the amount
9 of the prior fiscal year's assessments to the requirements of
10 this paragraph. For gas and electric public utilities exempted
11 from rate regulation pursuant to **this chapter**, the remainder
12 assessments under this paragraph shall be computed at one-half
13 the rate used in computing the assessment for other persons.

14 DIVISION II

15 PIPELINE

16 Sec. 3. Section 479.31, subsection 1, Code 2021, is amended
17 to read as follows:

18 1. A person who violates **this chapter** or any rule or
19 order issued pursuant to **this chapter** shall be subject to a
20 civil penalty levied by the board ~~not to exceed one hundred~~
21 ~~thousand dollars for each violation in accordance with 49~~
22 C.F.R. §190.223. Each day that the violation continues shall
23 constitute a separate offense. ~~However, the maximum civil~~
24 ~~penalty shall not exceed one million dollars for any related~~
25 ~~series of violations~~. Civil penalties collected pursuant to
26 this section shall be forwarded by the chief operating officer
27 of the board to the treasurer of state to be credited to the
28 general fund of the state and appropriated to the division of
29 community action agencies of the department of human rights for
30 purposes of the low income home energy assistance program and
31 the weatherization assistance program.

32 Sec. 4. Section 479A.7, Code 2021, is amended to read as
33 follows:

34 **479A.7 Annual inspection fee.**

35 A The board may, in accordance with section 476.10, charge

1 a pipeline company ~~shall pay with~~ an annual inspection fee of
2 ~~fifty cents per mile of pipeline or fraction thereof for each~~
3 ~~inch of diameter of the pipeline located in this state that~~
4 is directly attributable to the costs of conducting annual
5 inspections pursuant to this chapter. The annual inspection
6 ~~fee shall be paid for the calendar year in advance between~~
7 ~~January 1 and February 1 of each year.~~

8 DIVISION III

9 TELECOMMUNICATIONS SERVICES

10 Sec. 5. Section 34A.2, subsections 8 and 14, Code 2021, are
11 amended to read as follows:

12 8. "*Competitive local exchange service provider*" means the
13 ~~same as defined in section 476.96~~ any person, including a
14 municipal utility, that provides local exchange services, other
15 than a local exchange carrier or a non-rate-regulated wireline
16 provider of local exchange services.

17 14. "*Local exchange carrier*" ~~means the same as defined in~~
18 ~~section 476.96~~ any person that was the incumbent and historical
19 rate-regulated wireline provider of local exchange services
20 or any successor to such person that provides local exchange
21 services.

22 Sec. 6. Section 423.3, subsection 47A, Code 2021, is amended
23 to read as follows:

24 47A. a. The sales price from the sale or rental of central
25 office equipment or transmission equipment primarily used
26 by local exchange carriers and competitive local exchange
27 service providers ~~as defined in section 476.96, Code 2017;~~
28 by franchised cable television operators, mutual companies,
29 municipal utilities, cooperatives, and companies furnishing
30 communications services that are not subject to rate regulation
31 as provided in chapter 476; by long distance companies as
32 defined in section 477.10; or for a commercial mobile radio
33 service as defined in 47 C.F.R. §20.3 in the furnishing of
34 telecommunications services on a commercial basis.

35 b. For the purposes of this subsection, ~~"central:~~

1 (1) "Central office equipment" means equipment utilized
2 in the initiating, processing, amplifying, switching, or
3 monitoring of telecommunications services. "Central office
4 equipment" also includes ancillary equipment and apparatus
5 which support, regulate, control, repair, test, or enable such
6 equipment to accomplish its function.

7 (2) "Competitive local exchange service provider" means
8 any person, including a municipal utility, that provides
9 local exchange services, other than a local exchange carrier
10 or a non-rate-regulated wireline provider of local exchange
11 services.

12 (3) "Local exchange carrier" means any person that was the
13 incumbent and historical rate-regulated wireline provider of
14 local exchange services or any successor to such person that
15 provides local exchange services.

16 (4) ~~"Transmission equipment"~~ means equipment utilized
17 in the process of sending information from one location to
18 another location. ~~"Central office equipment"~~ and ~~"transmission~~
19 ~~"Transmission equipment"~~ also ~~include~~ includes ancillary
20 equipment and apparatus which support, regulate, control,
21 repair, test, or enable such equipment to accomplish its
22 function.

23 Sec. 7. Section 477C.7, subsection 2, Code 2021, is amended
24 to read as follows:

25 2. The entities subject to assessment shall remit the
26 assessed amounts quarterly, as determined by the board, to a
27 special fund, as defined under section 8.2, subsection 9. The
28 moneys in the fund are appropriated solely to plan, establish,
29 administer, and promote the relay service and equipment
30 distribution programs.

31	EXPLANATION
----	-------------

32 The inclusion of this explanation does not constitute agreement with
33 the explanation's substance by the members of the general assembly.

34 This bill relates to matters under the purview of the
35 utilities division of the department of commerce.

1 The bill provides the Iowa utilities board with authority
2 to employ or appoint an independent administrative law judge
3 to preside over any hearing or proceeding before the board.
4 Certain provisions applicable to the employment or appointment
5 of administrative law judges by state agencies do not apply to
6 appointments by the board.

7 Current law requires the board to deduct all amounts charged
8 directly to any person subject to the jurisdiction of the
9 board for providing utility services from the total annual
10 expenses of the board and the consumer advocate. The board may
11 assess the remaining amount on a quarterly basis to all persons
12 providing service over which the board has jurisdiction in
13 proportion to their respective gross operating revenues. The
14 bill strikes the requirement that these assessments be made on
15 a quarterly basis and allows the board to make the assessments
16 to some or all persons providing service over which the board
17 has jurisdiction.

18 Current law allows the board to impose a civil penalty of up
19 to \$100,000 for each violation of Code chapter 479, relating
20 to pipelines and underground gas storage, or any rule or order
21 issued pursuant to the Code chapter, provided that the maximum
22 penalty does not exceed \$1 million for any related series of
23 violations. The bill removes these maximum amounts and instead
24 provides that a civil penalty levied by the board shall be in
25 accordance with specified federal law.

26 Current law requires pipeline companies operating pipelines
27 or underground gas storage under Code chapter 479A to pay the
28 board an annual inspection fee of 50 cents for each mile of
29 pipeline located in Iowa. The bill removes this set fee and
30 instead allows the board to charge pipeline companies with
31 annual inspection fees that are directly attributable to the
32 costs of conducting inspections.

33 The bill removes cross references in Code section 34A.2
34 to repealed Code section 476.96, which included definitions
35 for "competitive local exchange service provider" and "local

1 exchange carrier", and provides new definitions for such terms.
2 "Competitive local exchange service provider" is defined as
3 any person, including a municipal utility, that provides
4 local exchange services, other than a local exchange carrier
5 or a non-rate-regulated wireline provider of local exchange
6 services. "Local exchange carrier" is defined as any person
7 that was the incumbent and historical rate-regulated wireline
8 provider of local exchange services or any successor to such
9 person that provides local exchange services.

10 The bill amends Code section 423.3, subsection 47A, to
11 modify the definitions of "central office equipment" and
12 "transmission equipment". The bill provides "central office
13 equipment" includes ancillary equipment and apparatus which
14 enable central office equipment to accomplish its function.
15 Additionally, the bill provides "transmission equipment",
16 including ancillary equipment and apparatus which enable
17 transmission equipment, to accomplish its function.

18 The bill defines "competitive local exchange service
19 provider", for purposes of Code section 423.3, subsection 47A,
20 as any person, including a municipal utility, that provides
21 local exchange services, other than a local exchange carrier
22 or a non-rate-regulated wireline provider of local exchange
23 services. The bill defines "local exchange carrier", for
24 purposes of Code section 423.3, subsection 47A, as any person
25 that was the incumbent and historical rate-regulated wireline
26 provider of local exchange services or any successor to such
27 person that provides local exchange services.

28 Current law requires wireless carriers and wireline local
29 exchange carriers providing telecommunications service in the
30 state to remit the amounts assessed to fund the dual party
31 relay service to a special fund on a quarterly basis. The bill
32 provides that these remittances will be made as determined by
33 the board.

Senate File 249 - Introduced

SENATE FILE 249

BY EDLER

A BILL FOR

1 An Act relating to 911 emergency telephone service, including
2 how funds deposited in a 911 service fund may be used, the
3 costs associated with providing 911 service, and access to
4 the next generation 911 network.

5 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 Section 1. Section 34A.2, subsection 5, paragraph d,
2 subparagraph (2), Code 2021, is amended to read as follows:

3 (2) Funds deposited in a 911 service fund are appropriated
4 and shall be used for the payment of costs that are limited
5 to nonrecurring and recurring costs directly attributable to
6 the receipt and disposition of the 911 call. Costs do not
7 include expenditures for any other purpose, and specifically
8 exclude costs associated with reimbursement to originating
9 service providers for providing 911 call delivery service,
10 costs attributable to other emergency services or expenditures
11 for buildings or personnel, except for the costs of personnel
12 for database management and personnel directly associated with
13 addressing.

14 Sec. 2. Section 34A.7, unnumbered paragraph 1, Code 2021,
15 is amended to read as follows:

16 When a 911 service plan is implemented, the costs of
17 providing 911 service within a 911 service area are the
18 responsibility of the joint 911 service board and the member
19 political subdivisions. ~~Costs in excess of the amount raised~~
20 ~~by imposition of the 911 service surcharge provided for~~
21 ~~under subsection 1 shall be paid by the joint 911 service~~
22 ~~board from such revenue sources allocated among the member~~
23 ~~political subdivisions as determined by the joint 911 service~~
24 ~~board. Funding is not limited to the surcharge, and surcharge~~
25 ~~revenues may be supplemented by other permissible local and~~
26 ~~state revenue sources.~~ A joint 911 service board shall not
27 commit a political subdivision to appropriate property tax
28 revenues to fund a 911 service plan without the consent of the
29 political subdivision. A joint 911 service board may approve
30 a 911 service plan, including a funding formula requiring
31 appropriations by participating political subdivisions, subject
32 to the approval of the funding formula by each political
33 subdivision. However, a political subdivision may agree in
34 advance to appropriate property tax revenues or other moneys
35 according to a formula or plan developed by an alternative

1 chapter 28E entity.

2 Sec. 3. Section 34A.7A, subsection 2, paragraph c, Code
3 2021, is amended by striking the paragraph.

4 Sec. 4. Section 34A.8, Code 2021, is amended to read as
5 follows:

6 **34A.8 Local exchange service information — penalty —**
7 **recurring costs.**

8 1. A local exchange service provider shall furnish to the
9 next generation 911 network service provider, designated by
10 the department, all names, addresses, and telephone number
11 information concerning its subscribers which will be served
12 by the next generation 911 network and shall periodically
13 update the local exchange service information. The 911 service
14 provider shall furnish the addresses and telephone number
15 information received from the local exchange service provider
16 to the director for use in the mass notification and emergency
17 messaging system as defined in [section 29C.2](#). ~~The local~~
18 ~~exchange service provider shall receive as compensation for~~
19 ~~the provision of local exchange service information charges~~
20 ~~according to its tariffs on file with and approved by the Iowa~~
21 ~~utilities board. The tariff charges shall be the same whether~~
22 ~~or not the local exchange service provider is designated as the~~
23 ~~next generation 911 network service provider by the department.~~

24 2. a. Subscriber information remains the property of the
25 local exchange service provider.

26 b. The director, program manager, joint 911 service board,
27 local emergency management commission established pursuant
28 to [section 29C.9](#), the designated next generation 911 network
29 service provider, and the public safety answering point, and
30 their agents, employees, and assigns shall use local exchange
31 service information provided by the local exchange service
32 provider solely for the purposes of providing 911 emergency
33 telephone service or providing related mass notification and
34 emergency messaging services as described in [section 29C.17A](#)
35 utilizing only the subscriber's information, and local exchange

1 service information shall otherwise be kept confidential.
2 A person who violates **this section** is guilty of a simple
3 misdemeanor.

4 **c. This chapter** does not require a local exchange service
5 provider to sell or provide its subscriber names, addresses,
6 or telephone number information to any person other than the
7 designated next generation 911 network service provider.

8 3. A local exchange service provider shall pay all costs
9 associated with recurring monthly 911 service.

10 Sec. 5. Section 34A.10, Code 2021, is amended to read as
11 follows:

12 **34A.10 Next generation 911 network access.**

13 On and after July 1, 2017, only the program manager shall
14 approve access to the next generation 911 network. The program
15 manager shall determine the points of ingress and egress for an
16 originating service provider to access the next generation 911
17 network. An originating service provider shall pay all costs
18 associated with connecting to the points of ingress and egress.

19 EXPLANATION

20 The inclusion of this explanation does not constitute agreement with
21 the explanation's substance by the members of the general assembly.

22 This bill relates to 911 emergency telephone service,
23 including how funds deposited in a 911 service fund may be
24 used, the costs associated with providing 911 service, and
25 access to the next generation 911 network.

26 Current law provides that funds deposited in a 911 service
27 fund shall be used for the payment of costs that are limited to
28 nonrecurring and recurring costs that are directly attributable
29 to the receipt and disposition of a 911 call. The bill
30 provides that these costs do not include costs associated with
31 reimbursement to originating service providers for providing
32 911 call delivery service.

33 The bill strikes from Code section 34A.7 a provision that
34 requires the costs of providing 911 service within a 911
35 service area in excess of the amount raised by the 911 service

1 surcharge to be paid from revenue sources allocated among the
2 member political subdivisions as determined by the joint 911
3 service board. Additionally, the bill strikes a provision that
4 establishes that the funding of the costs of providing 911
5 service within a 911 service area is not limited to the 911
6 service surcharge, and surcharge revenues may be supplemented
7 by other permissible local and state revenue sources.

8 The bill strikes Code section 34A.7A, subsection 2,
9 paragraph "c", which provides that from July 1, 2013, until
10 June 30, 2026, the 911 program manager shall allocate a
11 percentage of the total amount of surcharge generated to
12 wireless carriers to recover their costs to deliver E911 phase
13 1 services.

14 Current law requires a local exchange service provider to
15 furnish to the next generation 911 network service provider
16 certain information related to its subscribers and provides
17 for compensation to the local exchange service provider for
18 providing this information. The bill strikes the provision
19 that requires the local exchange service provider to be
20 compensated for providing this information.

21 The bill provides that a local exchange service provider
22 shall pay all costs associated with recurring monthly 911
23 service.

24 The bill requires the program manager to determine the
25 points of ingress and egress for an originating service
26 provider to access the next generation 911 network.
27 Additionally, the bill requires an originating service provider
28 to pay all costs associated with connecting to the points of
29 ingress and egress.



Attachment #3

Polk County 9-1-1 Service Board Review Draft

Strategic Plan 2021-2026

February 10, 2021

To: Polk County 9-1-1 Service Board

From: Brian Douglas Scott, Ph.D., BDS Planning

Re: Review Draft of Polk County 9-1-1 Strategic Plan 2021-2026

For discussion, editing, and approval at your February 17 meeting, the following document is a complete draft of proposed Vision, Mission, Guiding Principles, Strategic Priorities, Goals, Objectives, Action Steps, and Timelines for the Service Board's Strategic Plan.

This draft is the product of a rigorous 13-month process that included the following:

1. 4 Service Board meetings;
2. 4 Steering Committee meetings;
3. 3 Focus Groups with the Public Safety Answering Points (PSAPs);
4. A Technical Assessment of current governance, technology, operations, and financial issues;
5. 50 + individual interviews with Service Board members and other key stakeholders including public safety first responders, PSAP leaders, and regional partners;
6. A survey of 350+ public safety first responders; and
7. 2 Focus Groups with public safety first responders;

Based on one-on-one calls with most of the Service Board members over the last ten days, there is overwhelming support for the Vision, Mission, Guiding Principles, Strategic Priorities, Goals, and Objectives in this strategic plan draft.

This draft also includes additional details on Action Steps and Timelines for your consideration. From our experience, these actions and timelines are realistic and within your capacity.

I look forward to a robust discussion, and hopefully consensus adoption, next Wednesday.

Commented [BML1]: GENERAL COMMENTS

This strategic plan is going to force us to take a hard look at some very challenging topics, this is healthy. It is also incredibly uncomfortable. We need to take small steps to ensure we are moving together to have these tough conversations and not being directive before the conversations have even taken place. I look forward to changes we will make in fulfilling the objectives laid out in this document.

Objectives are for the most part strategic – the bullets below them should be removed as they are all tactical action items to achieve the plan that needs buy-in and development from the Board. At times the bullets are oddly specific – this level of detail should NOT be in a strategic plan rather a work plan or job description.

The objectives have been well socialized and discussed, however, the bullets have not and they are much more binding and impactful. The subject matter experts should develop the plan to meet the objects of the Board.

The timeframes have not been socialized, seem aggressive and have no consideration for who will be doing the work availability. The Service Board has only Tracy for a staff resource at their disposal.

I have 3 major areas of concern as the document is currently written -

- How the Exec. Board is determined – desire that it be equitable and representative of the Board itself.
- The definition of what is within the 911 Service Board scope/purview
- Contradicts within the document with assertions made and actions to be taken i.e. Radios are outside the scope of the Service Board (page 3) and should (T5): Consider establishing a common (or fully integrated) radio system. (page 5)

I recommend that the Strategic Plan stop at Objectives and lays out a general overarching go forward plan to create implementation plans for each goal it may look something like this

Action plan

- For each Objective in Priority order the Board will
 - oCreate working group(s) to create implementation plans for the Board to consider and act on
 - oAmend the bylaws, create policy as needed to support or take action to support the implementation plan

Another alternative would be to add the phrase is **BOLD** “the following bullets are illustrative only of what the Board may implement and are not binding”.

Polk County 9-1-1 Service Board Strategic Plan 2021-2026

FOUNDATIONAL STATEMENTS

VISION:

Polk County's regional 9-1-1 system is a recognized leader in:

- Rapid and effective routing of requests for service;
- Regional coordination;
- Efficient use of public resources; and
- Deployment of effective technology

MISSION:

Polk County's 9-1-1 Service Board ~~provides-ensures there is a viable an-emergency~~ communications link ~~between those in need and public safety responders;~~ distributes funding, and pursues effective emergency communications among public safety responders.

GUIDING PRINCIPLES:

- **Public Safety:** The safety and well-being of our community and first responders are our highest priorities.
- **System Resiliency:** We will strive to increase the capacity of our regional systems to survive and efficiently recover from emergency shocks.
- **Collaboration:** We embrace opportunities to coordinate regionally and work together.
- **Predictability:** System change impacts individual jurisdictions differently—we will forecast changes and ensure for smooth transitions that consider local conditions.
- **Transparency:** We share clear, relevant, and timely information with the public and our stakeholders.
- **Accountability:** We encourage common standards in operations and technology and strive for continuous improvement toward those standards.

STRATEGIC PRIORITIES

Governance • Finance • Technology & Operations

Commented [BML2]: What does this mean? Link between what

Language from initial mission conversations had link between public and responders.

Commented [BML3]: What is the system? Where does it begin and end?
Iowa Code 911 System as described in Iowa Code 605-10.14(2)d.34A or something different?

GOALS & OBJECTIVES

GOVERNANCE

Goal: Guide regional priorities through informed and decisive leadership.

Current Assessment:

- All three PSAPs rely on the 9-1-1 Service Board for coordination and communication among PSAPs. This includes communication and collaboration on future investments in technologies and standards for common procedures.
- There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.
- Service Board members are frustrated with how the 9-1-1 Service Board goes about debating issues and making decisions. The Service Board's large size, inconsistent attendance, and lack of an executive committee add to this challenge.
- With vague Service Board direction, the three PSAPs operate largely independently.
- The Service Board exercises little authority beyond distribution of 9-1-1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.

Objectives:

G 1: Create a Service Board Executive Committee. The Executive Committee will have seven voting members and have the authority to set agendas, recommend decisions to the Service Board, appoint standing committees and ad hoc work groups, and review minutes.

[Timing: New Executive Committee created, appointed and in operation by June 30, 2021]

The Executive Committee will meet approximately 8 times per year (in the months without a Service Board meeting) and be composed as follows:

- 2 Co-Chairs (2-year terms, staggered so one new co-chair each year)
 - Board of Supervisors representative
 - User agency representative (elected by Service Board);
- 1 Incoming Co-Chair (elected by Service Board);
- 3 PSAPs Representatives (executive or elected leader; selected by PSAP);
- 1 Polk County Emergency Management Director
- 911 Coordinator as non-voting Secretary
- Executive Committee members must be an appointed primary or alternate member of the 911 Service Board.

G2: Refocus the PSAP Advisory Committee as primarily to facilitate communication among PSAPs on issues of common concern.¹ * *[Timing: complete by June 30, 2021]*

- *This committee will be composed of each PSAP Director, supported and facilitated by the 911 Coordinator, and involve support personnel and other partners as needed.*²

¹ Agendas and topics will be determined by the PSAP Directors and 911 Coordinator.

² Meeting participation will be determined by the PSAP Directors and 911 Coordinator.

Commented [BML4]: Not sure why current assessment is here? Would recommend pulling all current assessment into a single section with a date and removing the commentary. The commentary (see below) should be with each priority. It should also be identified where this commentary is coming from (sourced). Having the current state and commentary mixed together is confusing.

Commented [BML5]: Does the Service Board have jurisdiction to direct PSAP operations? 605—10.14(34A) indicates what LOCAL PSAPs are responsible for this is different from 605—10.3(34A) Joint Service Board

Commented [BML6]: What are we defining as the system?
Receipt and disposition of a 911 call -OR-
The entire response 911 – to incident resolution

Commented [BML7]: By Law impacts? – What are the steps once we approve the strategic plan? Collectively develop action plans for each objective

Commented [BML8]: This make up is not representative of the Board itself
-Struggle with municipal representation
-Discipline representation
-Unsure why EM Director & County Supervisor have named seat
How does the Co Chairs of the Exec Committee align with Chair and Vice Chair of the Board?

Commented [BML9]: NO FOOTNOTES!!!– include the document or remove from document. – this is odd to have this level of specificity in a strategic plan

- The PSAP Advisory Committee will not be a decision-making or recommending body, but rather a communication channel/forum to discuss PSAP related issues (equipment updates, any changes that may impact other, practices what is working what is not etc.).
- Participants will be expected to brief their individual Service Board representatives about emerging issues for Service Board consideration.

G3: Redefine³ the Metro Interoperability Committee as an advisory body to review, investigate, and discuss technology and operations issues of concern to the Polk County 911. [Timing: complete by June 30, 2021]

- The Committee will not be a decision-making or recommending body, but rather a forum for exploring ideas.
- It will be open to all PSAPs and user agencies and supported and facilitated by the 911 Coordinator.⁴
- Participants will be expected to brief their individual agencies (and Service Board representatives) about emerging issues for Service Board consideration.

G4: The 911 Service Board will have three standing committees and the ability to create ad-hoc workgroups to conduct 911 business. The Service Board's Executive Committee may establish various ad-hoc work groups from time to time as needed. Any new standing committees will require Service Board approval. [Timing: ongoing policy to be incorporated into restructuring and be complete by June 30, 2021]

TECHNOLOGY & OPERATIONS:

Goal: Prepare and carry out a comprehensive operations and technology strategy.

Current Assessment:

- 911 Service Plans are intended to define how 9-1-1 access to emergency services is administered and delivered, and not how emergency services dispatching is performed.
- Within the Polk County 911 community, there is a lot of conversation about challenges to interoperability among radio systems and computer-aided dispatch (CAD) systems. This is despite the fact that radio system interoperability is not a 911 function, but rather a function of public safety response to 911.
- The Strategic Plan should focus on what needs to be accomplished, rather than precisely how to accomplish it. Implementation will be largely by the PSAPs and other partners.
- The Strategic Plan should define outcomes the Service Board wants to see in 9-1-1 service delivery, such as call answering and processing standards; expectations of PSAP-to-PSAP interoperability, reliability, and continuity of operations; expectations for technology compatibility and interoperability.
- The 9-1-1 Service Board should be thoughtful about how far it delves into radio communications and interoperability, since these are dispatch (rather than 9-1-1) functions.

³ The Metro Interoperability Committee is chartered by the 911 Service Board and Emergency Management Commission, so the 911 Coordinator will need to work with those groups to update the Committee's charter.

⁴ Agendas and meeting formats will be determined by the 911 Coordinator.

Commented [BML10]: Brief them on what? The inner workings of the PSAP? So we won't have the Qrtly updates during the meeting from each this will happen off line or hear things multiple times?

Commented [BML11]: We have functioned as such up to this point. If we are not making recommendation what are we doing?

Who do they report their ideas/findings to?

Is this a resource for FD/PD Chiefs to use to solve "this is bigger than me" interop issues? Then it is up to the Chiefs to Implement

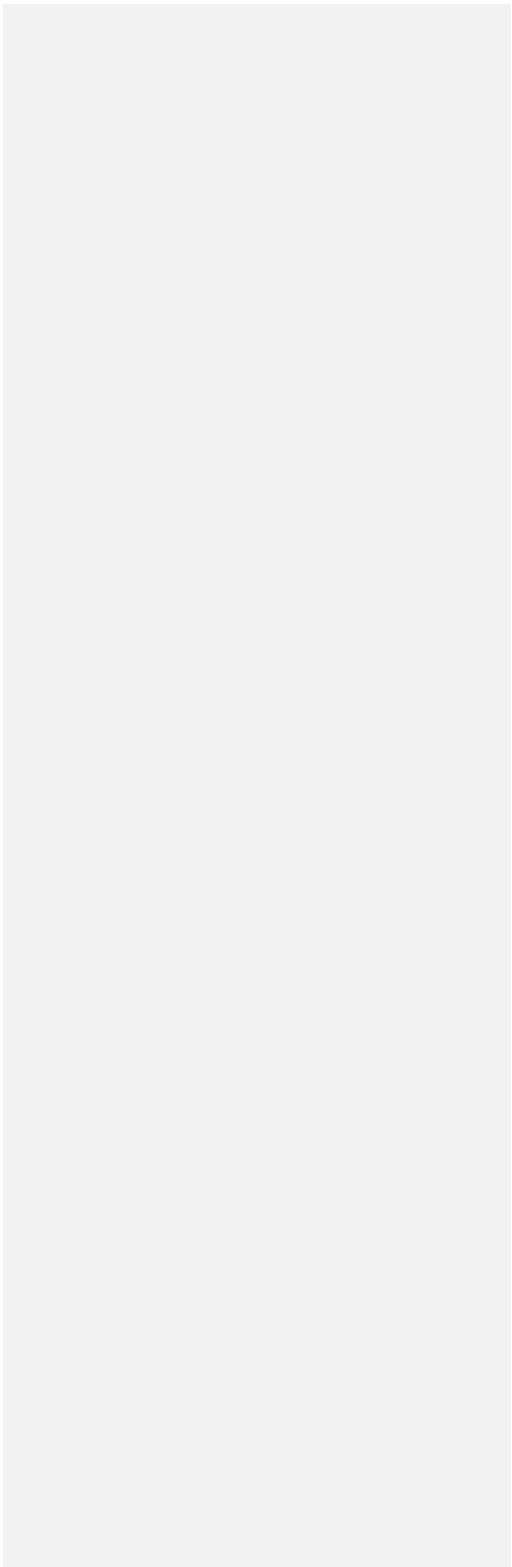
Commented [BML12]: This does not seem like an objective rather a TASK to update to the By Laws to "codify" the previous objectives. Which are very tactical not strategic.

Commented [BML13]: COMMENTARY - Are these directive/cautions from BDS or Current Assessment they seem directive/caution not Current state.

Commented [BML14]: Should the board be involved in Dispatch functions i.e. the operation of the PSAP?

Commented [BML15]: COMMENTARY - Are these directive/cautions from BDS or Current Assessment they seem directive/caution not Current state.

BDS



- Discussions about individual PSAP radio systems may be distracting the Service Board from challenges that are more central to 9-1-1 operations (such as regional 9-1-1 interoperability).
- Des Moines and the Sheriff are running on a common CAD system, but with a number of issues about how different agencies interact with it. Westcom is running a different CAD system.
- Westcom is challenged for a facility. Des Moines and the Sheriff have more current room to grow.
- Westcom's strategic plan (completed in June 2020) calls for a new facility by completing planning and financing for a new facility by 04 2026. Everyone would benefit from a new facility initiative to support ongoing investigations and discussions about consolidation, co-location, and back-up capacity.

Objectives:

Ti: Adopt regional standards for measuring and reporting 9-1-1 call answering and processing performance as follows using guidance from:

- **For the NENA Call Answering Standard (NENA-STA-020.1-2020 — Subsection 2.2.1⁵), reach regional agreement on busy-hour performance data from each PSAP. [Timing: To be captured and reported by June 30, 2021]**
- **For the NFPA Standard #1221 (2019 Edition), reach regional agreement on data related to the requirements of Chapter 7, Section 7.4.**

T2: Reduce call transfers by establishing mechanisms to increase the probability that a call to 9-1-1 can be answered and processed (entered into CAD so it can be dispatched) by the PSAP that receives the call. To accomplish this:

- **Reach regional agreement on a specific plan to implement and manage an effective CAD-to-CAD interface. This will allow calls taken at the receiving PSAP to become dispatchable incidents from the PSAP serving the responding jurisdictions without the need to transfer the caller. [Timing: January 31, 2022]**

⁵ National Emergency Number Association (NENA) Standard for 9-1-1 Call Processing — NENA-STA-020.1-2020 — Subsection 2.2.1 Standard for answering 9-1-1 Calls:

"Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within M fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within M twenty (20) seconds. A call flow diagram is available in Exhibit A.

The application of the standard SHALL begin at the time of Call Arrival and extend to the time of Call Answer at the point when two-way communication can begin.

The interval between Call Arrival and Call Answer should be evaluated, at a minimum, for each preceding month using a full month of data. Determining if a PSAP has successfully met the call interval metric of 90% in 15 seconds (and 95% in 20 seconds), should be based upon the one-month evaluation. An authority having jurisdiction (AHJ) may measure this metric on a weekly or daily basis for a more detailed analysis."

Commented [BML16]: Is this in the purview of the service board?

Commented [BML17]: To jump all the way to these standards from no standards seems aggressive. Recommend edit above.

Could add with full adoption by...some out date maybe 5 years out. Perhaps this is in Finance area

Commented [BML18]: This is all very tactical not strategic –

Objective to reduce call transfers – let process AND SMEs determine how

- If a CAD-to-CAD interface approach is found to be ineffective to meet operational needs, begin the process of examining a migration to a shared CAD system serving all PSAPs. [Decision by June 30, 2022]

T3: Evaluate and decide on implementation of a common 9-1-1 platform:

- In collaboration with the PSAPs, research and decide if future operational and economic efficiencies can be achieved through migration to a regional 9-1-1 telephone system platform. Complete this research through outreach to jurisdictions already utilizing this system architecture and also Requests for Information (RFI) to current and prospective 9-1-1 system vendors. [Timing: Research complete by December 31, 2021]
- If a shared regional platform appears advantageous, initiate a formal implementation planning process. In this process establish a migration path and schedule that will maximize the remaining life expectancies of the current systems, while also aligning with other regional changes (such as potential new facilities). [Timing: Launch by March 31, 2022]

T4: Consider regional options for consolidation, co-location, and/or back-up capacity as part of Westcom's facility planning and financing (which is to be completed by Q4 2026).

T5: Consider establishing a common (or fully integrated) radio system. This would require close collaboration and cooperation among all three PSAPs and the Iowa Statewide Interoperable Communications system (ISICS) and potentially the creation of a new regional governance and/or funding body to execute this vision.

- Maximize the degree of cross-programming of subscriber radios on the two current systems to make it as easy as possible for users from one system to talk on normal operational talk groups of the other system.
- Establish operational policies and practices to guide this cross-system interaction to avoid unnecessary interruptions to routine communications.
- Facilitate periodic exercises and training activities to create and maintain operational proficiencies for the communications centers and the response agencies on each system.

FINANCE:

Goal: Use the Service Board's authority to allocate 9-1-1 funds to help achieve regional priorities.

Current Assessment:

- There is a strong appetite among the Service Board's user agencies for stronger leadership and incentives to move closer to common technologies and procedures.
- The Service Board exercises little authority beyond distribution of 9-1-1 funds and even this is driven more by individual PSAP priorities rather than by systemwide priorities.
- Currently, the Service Board does not place any performance requirements on the PSAPs for such things as National Emergency Number Association (NENA) Call Answering Standards or National Fire Protection Association (NFPA) 1221 Standards.

Commented [BML19]: Is this the objective or is having a Shared 911 platform the objective?

Commented [BML20]: We already have this – all of us are ISICS users and can interoperate as needed. There is no need for another governing body.

Commented [BML21]: Operations Talkgroups are for coms within a single agency. Interop Talkgroups are for coms with multi-agency having the entire Metro on a single set of operational talkgroups would require a very different environment from where we are today.

Commented [BML22]: What does this mean? Interop interrupting Operational?

Commented [BML23]: What system are we talking about ISICS vs RACOM???? If we are let's say that – the reader should not be left guessing

Objectives:

F 1: Establish and ensure priority order for use of 9-1-1 Funds by 01 2021:

1. 9-1-1 Phone System
 - 9-1-1 Call Routing Systems (hardware, software, databases, and services)
 - Call Delivery Networks (maintenance of legacy trunking and/or IP networks)
 - Telephone System Equipment (Customer Premise Equipment procurement, maintenance, and training)
2. Replacement Reserves for #1 above.
3. Logging/Recording Equipment
4. CAD System Upgrades
5. Allowable Radio System Investments
6. Training & Other Allowable Expenditures

F2: Tie PSAP fund distribution to meeting adopted NENA and NFPA performance standards in T1 for call-answering and call-processing standards in a phased approach as follows:

1. In Year 1, explore and evaluate available standards, as well stakeholder feedback, and decide which standards to adopt over the coming years. [Timing: Complete by December 31, 2021]
2. In Year 1, create and agree upon the scale for distributing surcharge funding as incentives to meet the standards. [Timing: Complete by December 31, 2021]
3. In Year 2, implement standards to maintain compliance with the state and federal standards. Initially, additional local standards will be 'advisory' and funds would still flow even if the standards are not being consistently met. [Timing: Complete by December 31, 2022]
4. Surcharge funding will be tied to meeting the adopted NENA standards in Year 3. This gives the PSAPs and the 9-1-1 Program time to bolster Call Receiver staffing (and financial support) to make meeting the Standard possible. [Timing: Enforce mandatory NENA standards by December 31, 2023]
5. Surcharge funding will be tied to meeting both the adopted NENA and NFPA standards in Year 4. This gives the PSAPs time to get to staffing levels needed to meet the call-processing metrics. [Timing: Enforce both mandatory standards by December 31, 2024]

F3: Within in two years, create a Financial Management manual addressing the 911 Service Board's financial procedures to include but not limited to budgeting and reimbursements. The goal is to work towards a more centralized management process by the 911 Coordinator and to ensure that the process is transparent and equitable. [Timing: Complete by December 31, 2022]

Commented [BML24]: This needs to be tied to T1

Commented [BML25]: This is tactical not strategic, and the timelines are very aggressive – is there by in by the Board.

BDS

