

FISCAL UPDATE Article

Fiscal Services Division

December 14, 2020



Ground Floor, State Capitol Building

Des Moines, Iowa 50319

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IOWA 911 COMMUNICATIONS COUNCIL MEETING — DECEMBER 2020

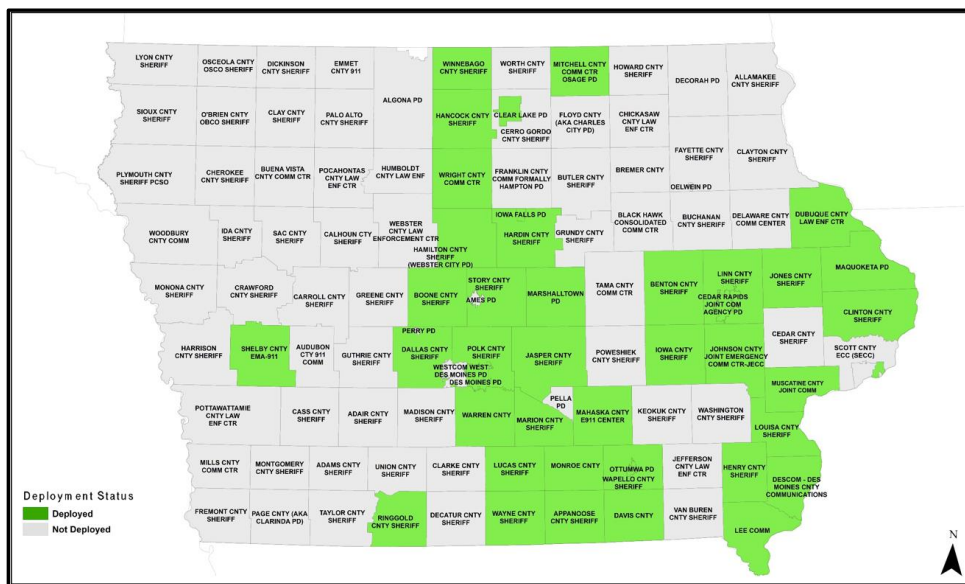
Meeting. The Iowa 911 Communications Council met virtually on December 10, 2020.

911 Program Financial Reports and Program Update. Blake DeRouchey, 911 Program Manager and State Administrator at the Iowa Department of Homeland Security and Emergency Management (HSEMD), provided the Council with the following updates on the 911 Program and its current financial standing.

Wireline Migration Update. As of December 10, 2020, 50 Iowa Public Safety Answering Points (PSAPs) have successfully completed the wireline migration process that merges the existing wireline 911 network with the Next Generation 911 (NG911) network to produce a single 911 system. The merging process was implemented by 2018 Iowa Acts, [House File 2254](#) (911 Emergency Telephone Act), which required elimination of the wireline network and the creation of a shared service environment that the HSEMD would operate and maintain, with the benefit of automatic call rerouting in the case of an outage or maintenance. Specifically, the Act required the HSEMD to establish a virtual consolidation plan that would merge the legacy wireline 911 network with the NG911 network to allow Iowa PSAPs to share emergency communication services. The network merging commenced in spring 2020, and regional default routing by Selective Router conversions is ongoing.

The chart below provides the most recent update on the automatic location identification (ALI) system deployment in the State of Iowa. The ALI system automatically relays a caller's address when a call is made to an emergency responder service. The relay to the statewide ALI system occurs at the same time as the wireline migration.

State of Iowa ALI Deployment and Wireline Migration (By County)



Source: Comtech Telecommunications Corporation

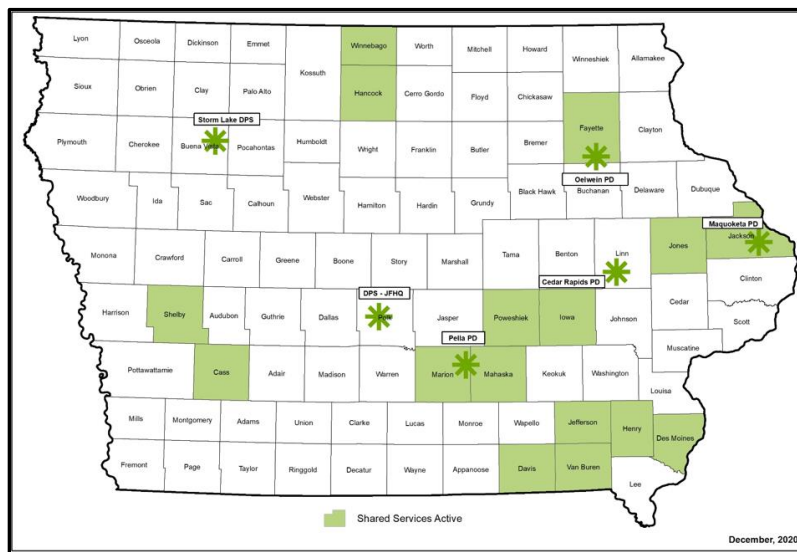
988 National Suicide Prevention Hotline. In coordination with Congress, the Federal Communications Commission recently established a national suicide prevention hotline. By July 16, 2022, all phone service providers will be required to direct all calls dialed with the number 9-8-8 to the National Suicide Prevention Lifeline crisis center. Some Iowa regions use the digits 9-8-8 as part of their regular (non-area code) telephone numbers. In order to accommodate the new hotline and prevent misdirected calls, Iowa PSAPs in the regions where the area codes 515 and 319 are used will need to reprogram their equipment by October 24, 2021, to dial 10-digit phone numbers rather than 7-digit phone numbers. For additional information, please visit www.fcc.gov/suicide-prevention-hotline.

GIS Grants Update. In the first funding period of FY 2021 (July 2020 to January 2021), 54 counties have received Geographic Information System (GIS) funding for a total of \$360,000. In November 2020, 12 counties were granted funding for a total of \$78,000. Funding is contingent on verification that the applicant possesses 98.0% match rates with GIS and 98.0% match rates with ALI.

Iowa 811 Request. Mr. DeRouchey shared with the Council that representatives from the “811 Iowa One Call” service recently reached out to the HSEMD to request the sharing of certain GIS data, including road center line and single site access point data, for excavation purposes. Iowa law requires that 48 hours prior to any excavation or digging, Iowa One Call must be notified so as to minimize the risk of damaging any underground facility. Upon receiving a call to the 811 number, an Iowa One Call representative will forward necessary information to the facility’s owner or operator so that utilized areas may be appropriately marked. The Council decided to continue discussing the sharing of any GIS-related information with Iowa One Call in upcoming meetings.

Zetron Mission Critical Communications Solutions Contract Update. Lynne Warren, Zetron Project Manager, discussed Zetron’s work in updating the 113 existing PSAPs in delivering the NG911 solution to enhance public safety services across the State. The HSEMD awarded Zetron an NG911 contract in December 2017 for shared 911 call handling equipment. Zetron also provides a call-taking system that offers computer-aided design (CAD), 911 mapping, and emergency medical dispatch software in implementing NG911 protocols and systems. Ms. Warren stated that Marion County began using the shared service system on December 9, 2020, and Boone County is scheduled to do the same on January 20, 2021. Fayette County, the Oelwein Police Department, the Pella Police Department, and Cass County are already using the shared service system and are expected to begin wireline migration in January or February 2021. The chart below displays the current number of active shared service locations in the State by county.

Current Active Shared Service Locations (By County)



Source: Zetron

Iowa Statewide Interoperable Communications System (SWIC) Board Update. Chris Maiers, SWIC Coordinator, provided an update on the Board's activities, stating that the Board is continuing to work with counties across the State to update existing PSAP equipment to improve emergency communication technology despite recent weather challenges. The SWIC Board is currently working on establishing a field operations training manual that will be available in paper form as well as online. Virtual training continues to be offered and thus far has had good attendance levels and positive feedback. Additionally, Mr. Maiers stated that two emergency support trailers continue to be deployed in parts of Iowa severely affected by the derecho of August 2020.

Next Meeting. The next Council meeting will be held on January 14, 2021, at 9:00 a.m. It remains to be determined whether the meeting will be held telephonically or in person.

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