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## FISCAL UPDATE Article

Fiscal Services Division

April 19, 2022



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Ground Floor, State Capitol Building

Des Moines, Iowa 50319

515.281.3566

### IOWA 911 COMMUNICATIONS COUNCIL MEETING — APRIL 2022

**Meeting.** The 911 Communications Council met on April 14, 2022, at the Dallas County Human Services Campus in Adel. A recording of the meeting is available [here](#).

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

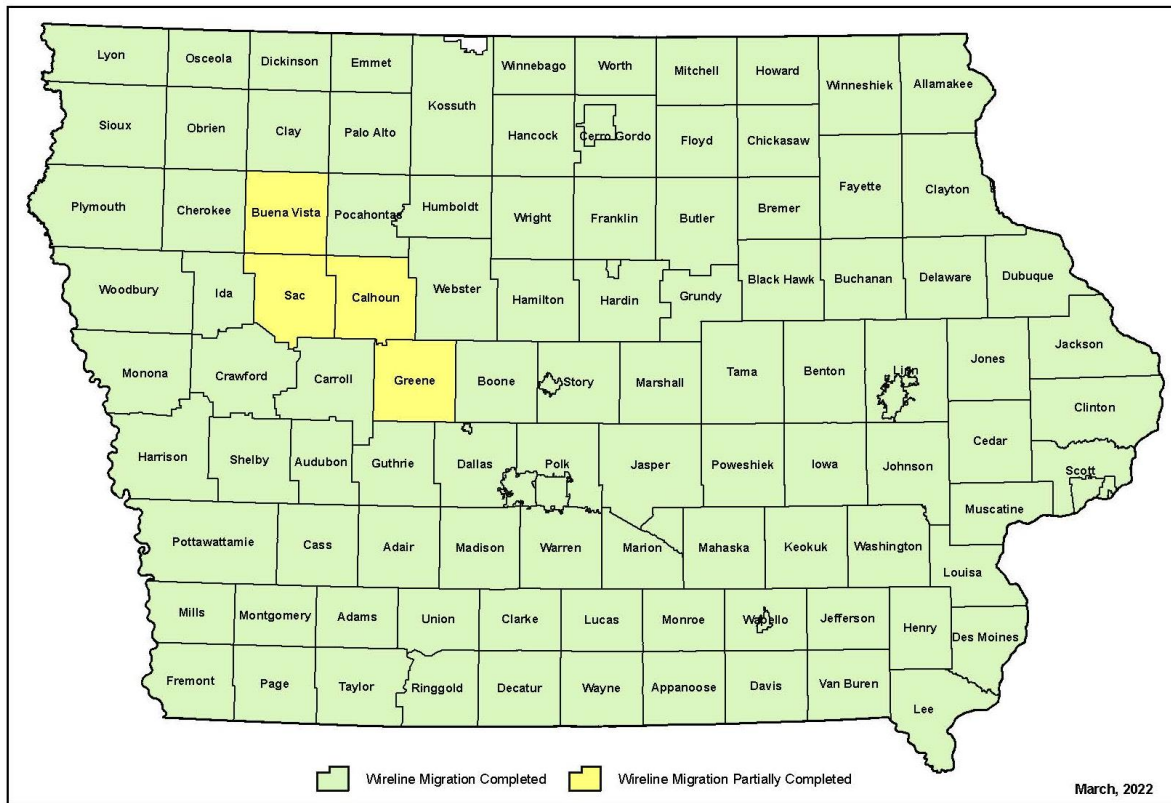
**Legislative Update.** Two bills related to the Council have passed both chambers of the General Assembly. [Senate File 2298](#) (Local Emergency Management Commissions, 911 Service Boards Act) authorizes a local emergency management commission to assume the duties of a joint 911 service board. [House File 2436](#) (Public Safety Answering Point Report Act) relates to public safety answering point (PSAP) cost and expense data collection from county joint 911 service boards.

**Travel, Public Education, and Training Fund.** The Council receives \$100,000 annually from the 911 Wireless Surcharge Fund to cover travel costs for the Council and to assist with public education and training costs for PSAPs. As of April 14, 2022, approximately \$52,000 remains to be expended in FY 2022. There have been no funding requests since the previous meeting on March 10, 2022.

**Wireline Migration Update.** As of April 14, 2022, 108 Iowa PSAPs have successfully completed the wireline migration process, while the remaining four PSAPs are partially connected. The wireline migration process merges the existing wireline 911 network with the Next Generation 911 (NG911) network to produce a single system. The merging process was implemented by 2018 Iowa Acts, [HF 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.

**Figure 1** 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.

**Figure 1 — State of Iowa ALI Deployment and Wireline Migration (by County)**

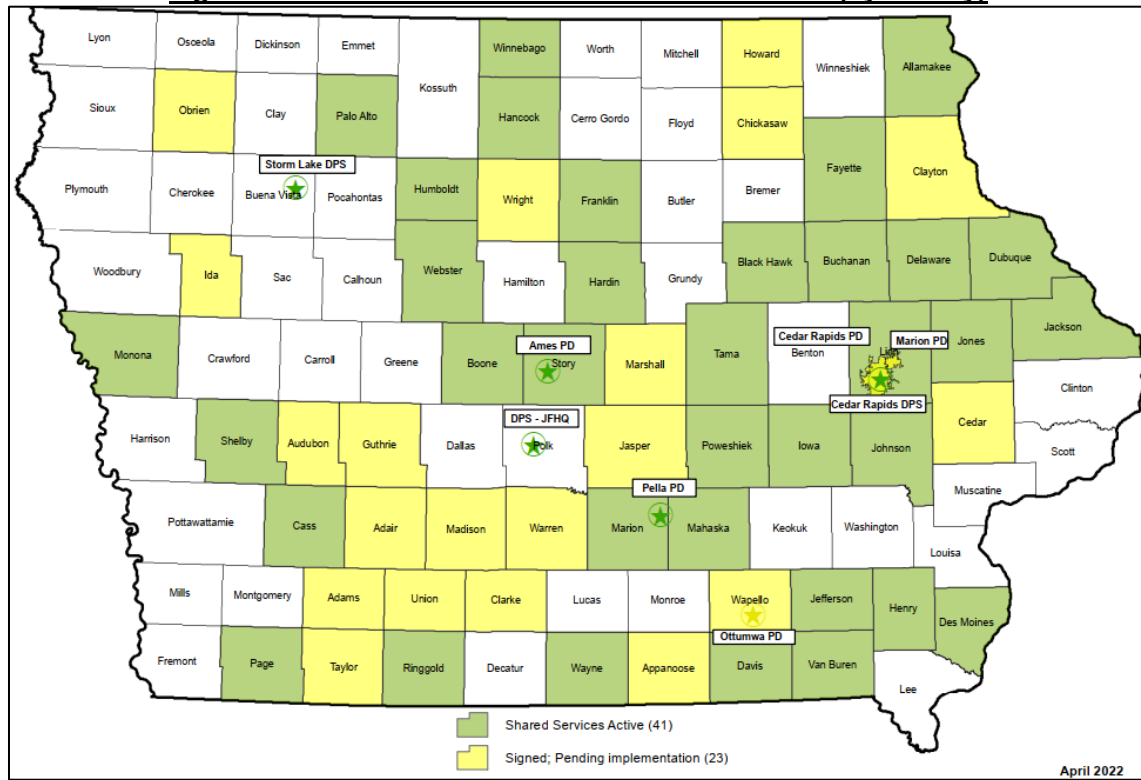


Source: HSEMD

**Shared Services Update.** Lynne Warren, Zetron Project Manager, discussed Zetron’s work in updating the 112 existing PSAPs in delivering the NG911 solution. Shared services have been fully implemented in 41 PSAPs, and 23 PSAPs are in the implementation process. 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. Allamakee County began using the shared services system on March 23, 2022, and Ringgold County began on April 13, 2022. Chickasaw County also signed on to join the shared services system, which is set to begin on April 27, 2022.

Figure 2 displays the current number of active shared service locations in the State by county.

**Figure 2 — Current Active Shared Service Locations (by County)**



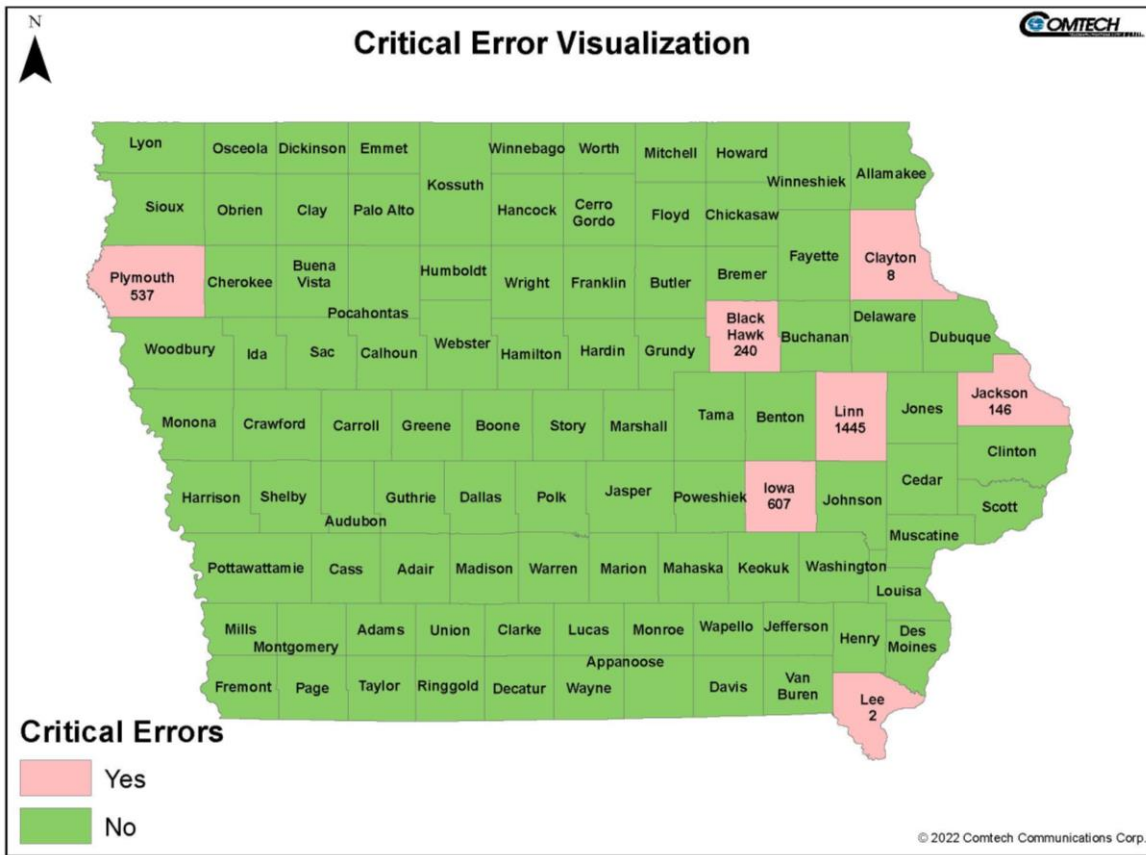
Source: Zetron

**Geographic Information System (GIS) Grants.** In the second funding period of FY 2022 (January through June), 84 counties have received GIS funding for a total of \$540,000. In March 2022, 31 counties were granted \$198,000. Funding is contingent on verification that the applicant possesses 98.0% match rates with GIS and 95.0% match rates with ALI.

**GIS Call Routing.** The NG911 network routes calls based on GIS data. A county must have no critical errors in its GIS data to implement NG911 call routing. A critical error, if left unfixed, could cause call routing errors for PSAPs once the NG911 network is implemented. All critical errors are in the process of being corrected.

**Figure 3** displays the occurrence of critical errors by county.

**Figure 3 — Critical Errors (by County)**



Source: Comtech Telecommunications Corporation

**Iowa Statewide Interoperable Communications System (ISICS) Board Update.** Chris Maiers, Statewide Interoperability Coordinator (SWIC), reported on several items:

- A report is being drafted for an information sharing framework.
- StatusBoard is being updated to add new features. The update is planned to be completed within the next several months.
- One emergency support trailer is currently deployed to Clinton County.

**Motions.** The Council discussed and passed a motion regarding efforts to eliminate unnecessary 911 charges being billed to the local 911 services boards.

**Next Meeting.** The next Council meeting will be held on May 12, 2022. The location of the meeting remains to be determined.

LSA Staff Contact: Evan Johnson (515.281.6301) [evan.johnson@legis.iowa.gov](mailto:evan.johnson@legis.iowa.gov)