

January 19, 2005

Government Oversight Committee
State Capitol

Dear Committee Members;

As required by Code of Iowa Chapter 34A.7A(2)(b)(3), I submit the Annual Enhanced 911 Status Report for the State of Iowa.

I look forward to the opportunity to answer any questions from the Committee members.

I can be reached at 281-3231 or via e-mail at john.benson@hlsem.state.ia.us.

Thank you for your consideration.

Sincerely,

John R. Benson
E911 Program Manager

Cc: David Miller, Homeland Security and Emergency Management Administrator

Enhanced 911 Status Report Iowa Homeland Security and Emergency Management Division Department of Public Defense

Enhanced 911

Enhanced 911 (E911) means a service which provides the user of a public telephone system the ability to reach a public safety answering point (PSAP) by dialing the digits 911, and which has the following additional features:

- a. Wireline and Wireless, routes an incoming 911 call to the appropriate public safety answering point selected from the public safety answering points operating in a 911 service area.
- b. Wireline, automatically displays the name, address, and telephone number of an incoming 911 call and public safety agency servicing the address on a video monitor at the appropriate public safety answering point.
- c. Wireless, automatically displays location of the tower that received the call and the call back number of the phone used to make the 911 call. This is referred to as a Phase 1 call. A Phase 2 call will include latitude and longitude location information of the phone making the 911 call. A Phase 2 call allows the PSAP to map the location of the caller within 300 feet.

Wireline E911

History

In 1986, the General Assembly, passed a law that created a 29 member State Emergency Telephone Number Commission. This commission was directed to study the issue of statewide implementation of 911 service and submit a written report with their recommendations. The Commission issued their report in January 1987 and the legislative language contained in the report was introduced as House File 2400. House File 2400 was passed by the General Assembly and was signed into law by Governor Branstad on May 6, 1988. This law has been amended several times, most recently during the 2004 session and is codified as Code of Iowa, Chapter 34A.

Under the provisions of Chapter 34A, the Homeland Security and Emergency Management Division has responsibility for the administration of the Iowa Enhanced 911 (E911) Program. The law also requires that each county in the state establish a joint 911 service board. Each board has the responsibility to develop a countywide E911 plan, detailing the manner and cost for the implementation of an E911 system. However, joint 911 service boards are not required to implement service. The

Homeland Security and Emergency Management Division has the responsibility to review and approve these plans. All 99 counties have approved E911 service plans.

Surcharge

Should a joint E911 service board decide to implement service, they may elect to fund the recurring and non-recurring cost of the system with an E911 surcharge on each telephone access line within the E911 service area. In order to impose the surcharge, a referendum must be passed by a simple majority of the voters within the service area. The amount of surcharge to be placed on the referendum is determined by a formula, established in law, and can vary from \$.25 to \$2.50 per month, per telephone access line. The \$2.50 surcharge can only be in place for 24 months, after which time the surcharge would revert to \$1.00. All increases beyond \$1.00 require a voter referendum for each 24 month period.

If the voters approve the referendum, the county Commissioner of Elections must certify the election to the Homeland Security and Emergency Management Division and the joint E911 service board must make a written request that the surcharge be imposed. The Homeland Security and Emergency Management Division then has the responsibility to order the implementation of the surcharge with each telephone service provider, providing service within the E911 service area. Within the state there are 165 incumbent telephone service providers and numerous competitive service providers. Each telephone service providers remits collected surcharge funds directly to the respective joint E911 service board, on a calendar quarterly basis.

As of December 31, 2004, surcharge was being collected by the service boards at the following rates:

Surcharge	
Surcharge = \$1.00	78 counties
Surcharge < \$1.00	19 counties
Surcharge > \$1.00	1 counties
Surcharge = \$0.00	1 counties

(See Attachment #1)

Coverage

99 counties offer Enhanced 911 Service. In this last year Ringgold and Decatur counties completed their implementation efforts and began providing Enhanced 911 Service. **The entire State of Iowa now provides Enhanced 911 Wireline Service to its citizens.**

Wireless E911

History

In 1996, the Federal Communications Commission (FCC) put forth a mandate that requires wireless E911 service to be put in place and function similarly to wireline E911. Also in the mandate, the FCC specified that wireless service providers are entitled to cost recovery for providing the E911 service. The FCC did later remove the cost recovery requirement for wireless service providers.

The 1998 legislature passed and Governor Branstad signed into law Senate File 530 (SF530). In 2004 this law was amended by the legislature. Code of Iowa Chapter 34A provides for a statewide surcharge on wireless communications, including cellular, personal communication services, and commercial mobile radio services. The original surcharge rate was \$0.50 per month per telephone number. The surcharge rate was amended in 2004 to \$0.65 per month. Under this law, the Homeland Security and Emergency Management Division is given the responsibility for the “wireless” E911 program. The 911 Program with the Homeland Security and Emergency management Division is funded by an annual appropriation of wireless surcharge funds made by the Iowa Legislature.

Surcharge

The E911 Program Manager ordered the collection of a statewide wireless E911 \$0.50 surcharge to begin on January 1, 1999. The amended surcharge rate of \$0.65 went into effect on July 1, 2004. This surcharge is then collected by the wireless service providers and remitted to the State E911 program on a quarterly basis. These funds are to be used for the development and on-going operation of a wireless E911 phone network.

By law the surcharge is expended in the following order: Homeland Security and Emergency Management for program administration, 21% of the collected funds to fund wireless service providers Phase 1 costs, wireline carrier’s transport costs, 911 database and routing charges, \$500,000 to retire any outstanding debt, and PSAP funding of \$159,000 per quarter until the debt is retired and then 24% of the collected funds.

It should be noted that wireless carriers are only allowed to recover costs that are related to Phase 1 service. Any additional costs that they incur to provide Phase 2 service are their responsibility. The wireless carriers agreed to this payment methodology during the 2004 legislative session

In the past, the revenue generate by the surcharge has been insufficient to address all cost recovery obligations in providing Wireless E911 Phase 1 service. Cost savings were achieved through a tariff renegotiation with Qwest Communications. These savings will allow the wireless surcharge to fully pay the quarterly obligations as well

as make partial payment on the outstanding debt owed to wireless carriers and the wireline companies that transport the call. Presently this debt totals \$2,267,792.46.

Administrative Rules / Statewide Implementation Plan

Administrative Rules for wireless E911 became effective on January 6, 1999. The Statewide Wireless E911 Implementation and Operation Plan was adopted by rule on February 1, 2000. The plan utilizes information gathered from the E911 Communications Council, local Joint E911 Service Boards, public safety answering points, wireless service providers, wireline service providers, and state agencies.

In May of 2000, the Iowa Homeland Security and Emergency Management Division signed a contract with Qwest Communications to provide the network to transport the wireless E911 call from the wireless service provider to the public safety answering point. The contract spans five years and has an initial value of \$11,000,000.00. This contract was signed after soliciting bids through the Request for Proposal (RFP) process and having the submissions and process reviewed by the Attorney General's Office.

Soon after the contract signing, the process of upgrading the local Public Safety Answering Point's equipment to ensure they had the capability to receive wireless E911 calls began. This process involved the 122 centers operated by the Local E911 Service Boards and the 6 Communications Centers operated by the Iowa Department of Public Safety. As of December 31, 2002, the upgrade process for the Public Safety Answering Points was complete. The Wireless Surcharge completely funded these upgrades in the amount of \$5,051,010.78.

Phase 1 Implementation

As of December 31, 2002, all 99 counties in the state have all wireless service providers providing Phase 1 (call back number and location of tower that received the call) service. As new towers are added to the network they are also Phase 1 capable.

Phase 2 Implementation and Grant Funds

In 2003, the Division was able to obtain grant funding from the Public Safety Foundation of America to aid in the beginning of the implementation of Phase 2 Wireless E911 Service. The grant amount is for \$500,000.00.

This grant was used to fund data format upgrades at Public Safety Answering Points across the state. These upgrades began in December of 2003 and were completed in December of 2004. The data format upgrade is one of two technical requirements that the Public Safety Answering Point must meet to be able to accept the

latitude/longitude information that accompanies a Phase 2 E911 call. The second requirement is that the Public Safety Answering Point has an automatic mapping system that can plot the location data in a format the call taker can utilize.

The grant funding enabled all Public Safety Answering Points in Iowa to do the data format upgrade. **As of December 31, 2004, 51 PSAPs in 47 counties were accepting Phase 2 calls from at least one wireless service provider.**

2004 Goals and Initiatives

In the upcoming year of 2004, there are several goals to be achieved and multiple initiatives that will need to be addressed.

First and foremost will be the continued rollout of wireless E911 Phase 2 service. It is hoped that by utilizing existing and developing funding sources, we will be able to implement Phase 2 service across the entire state within the next 18 months.

Secondly, the public safety community needs to plan for new technologies entering the 911 system. The first of these will be the Voice over Internet Protocol phone service providers. This will require the monitoring of Federal legislation and rule making as well as developing consensus amongst the stakeholders as to the most efficient way to implement service.

Finally, the Homeland Security and Emergency Management Division will continue to work hand in hand with the Statewide E911 Communications Council, the Iowa Utilities Board, the Iowa Telecommunication Association, and Local E911 Service Boards to maintain and improve the level of 911 service within the State.

Iowa E911 Program

Wireline Surcharge Status Report

Lyon \$1.00	Osceola \$1.00	Dickinson \$.75	Emmet \$.75	Kossuth \$1.00	Winneshiek \$1.00	Worth \$1.00	Mitchell \$1.00	Howard \$1.00	Winneshiek \$.68	Allamakee \$1.00	
Sioux \$.50	O'Brien \$1.00	Clay \$1.00	Palo Alto \$1.00		Hancock \$1.00	Cerro Gordo \$.50	Floyd \$1.00	Chickasaw \$1.00	Fayette \$1.00		
Plymouth \$1.00	Cherokee \$1.00	Buena Vista \$1.00	Pocahontas \$1.00	Humboldt \$.75	Wright \$.75	Franklin \$1.00	Butler \$1.00	Bremer \$.73	Clayton \$1.00		
Woodbury \$1.00	Ida \$1.00	Sac \$1.00	Calhoun \$1.00	Webster \$.50	Hamilton \$1.00	Hardin \$1.00	Grundy \$1.00	Black Hawk \$.98	Buchanan \$.82	Delaware \$1.00	Dubuque \$1.00
Monona \$1.00	Crawford \$1.00	Carroll \$1.00	Greene \$1.00	Boone \$.85	Story \$1.00	Marshall \$1.00	Tama \$1.00	Benton \$1.00	Linn \$.25	Jones \$.98	Jackson \$1.00
Harrison \$1.00	Shelby \$1.00	Audubon \$1.00	Guthrie \$1.00	Dallas \$1.00	Polk \$1.00	Jasper \$1.00	Poweshiek \$1.00	Iowa \$1.00	Johnson \$.45	Cedar \$1.00	Clinton \$.75
Pottawattamie \$1.00	Cass \$1.00	Adair \$1.00	Madison \$1.00	Warren \$1.00	Marion \$1.00	Mahaska \$1.00	Keokuk \$1.00	Washington \$1.50	Muscatine \$.60	Scott \$0.00	
Mills \$1.00	Montgomery \$1.00	Adams \$1.00	Union \$1.00	Clarke \$1.00	Lucas \$1.00	Monroe \$1.00	Wapello \$.85	Jefferson \$1.00	Henry \$1.00	Des Moines \$.50	
Fremont \$1.00	Page \$1.00	Taylor \$1.00	Ringgold \$1.00	Decatur \$1.00	Wayne \$1.00	Appanoose \$1.00	Davis \$1.00	Van Buren \$1.00	Lee \$.50		

78 Counties Surcharge = \$1.00

19 Counties Surcharge < \$1.00

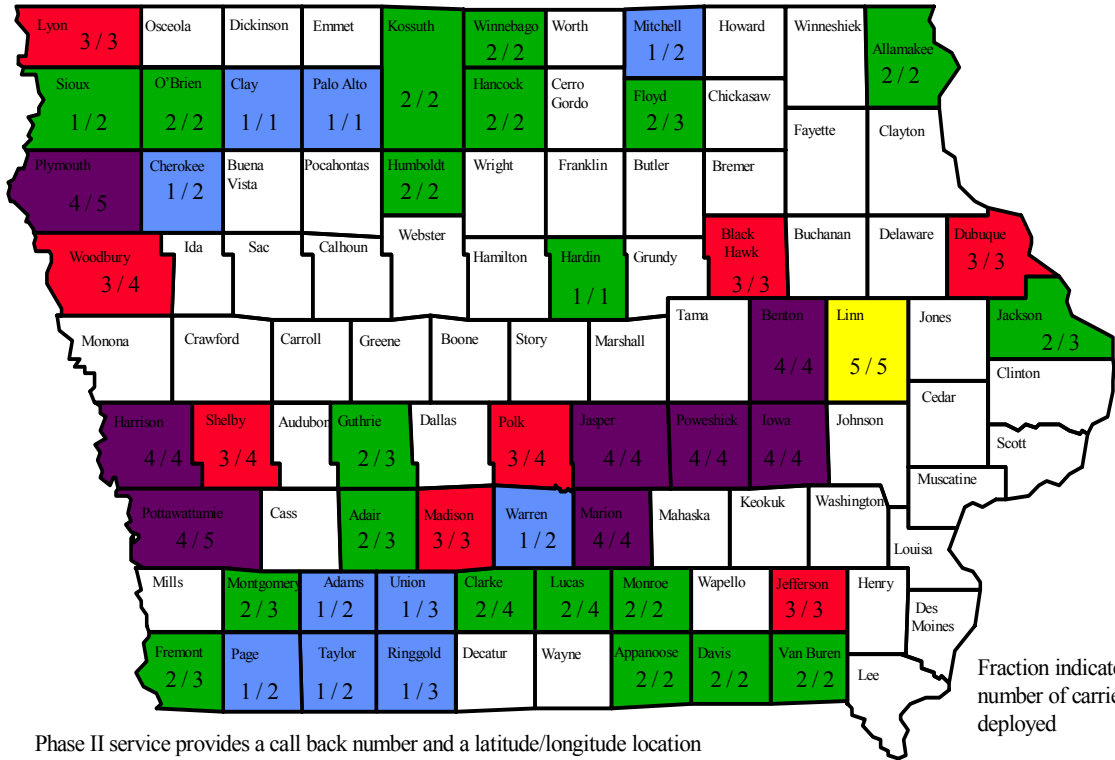
1 Counties Surcharge > \$1.00

1 Counties Surcharge = \$0.00

*Iowa Homeland Security and
Emergency Management Division
December 9, 2004*

Wireless E911 Phase II Deployments

- One Carrier Deployed
- Four Carriers Deployed
- Two Carriers Deployed
- Five Carriers Deployed
- Three Carriers Deployed
- Six Carriers Deployed



Fraction indicates number of carriers deployed

Phase II service provides a call back number and a latitude/longitude location of a caller making a 911 call from a wireless (cellular,PCS) phone.

Dec. 29, 2004