



STATE OF IOWA

KIM REYNOLDS
GOVERNOR

ADAM GREGG
LT. GOVERNOR

IOWA DEPARTMENT OF HOMELAND SECURITY
AND EMERGENCY MANAGEMENT
V. JOYCE FLINN, ACTING HOMELAND SECURITY
ADVISOR AND EMERGENCY MANAGEMENT DIRECTOR

June 7, 2018

VIA EMAIL

Lisa M. Fowlkes
Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington D.C. 20554

RE: Iowa Submission of the 2018 NET 911 Fee Report

Dear Ms. Fowlkes:

The State of Iowa received the data request from the Federal Communication Commission (FCC) on April 10, 2018. The information requested is to assist the FCC in meeting its reporting requirements set forth in the New and Emerging Technologies Improvement Act of 2008 Section 6(f).

Attached, you will find Iowa's submission of the 2018 NET 911 Fee Report. We welcome any questions regarding this important program within the State.

Sincerely,

A handwritten signature in blue ink that reads "V. Joyce Flinn".

V. Joyce Flinn
Acting Director

Enclosure



Federal Communications Commission
Washington, D.C. 20554

1080
Approved by OMB
3060-1122
Expires: March 31, 2021
Estimated time per response: 10-55
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Iowa

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Blake DeRouchey	911 Program Manager	Iowa Homeland Security and Emergency Management Department



Federal Communications Commission
Washington, D.C. 20554

B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2017:

PSAP Type ¹	Total
Primary	113
Secondary	Unknown
Total	

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2017:

Number of Active Telecommunicators	Total
Full-Time	Unknown
Part-time	Unknown

3. For the annual period ending December 31, 2017, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Aug. 8, 2017, at 167, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 196.



Federal Communications Commission
Washington, D.C. 20554

Amount (\$)	\$143,083,908.53
-----------------------	------------------

3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2017 to December 31, 2017.

Type of Service	Total 911 Calls
Wireline	195,865
Wireless	902,348
VoIP	22,146
Other	
Total	1,120,359

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No



Federal Communications Commission
Washington, D.C. 20554

1a. If YES, provide a citation to the legal authority for such a mechanism.

The State of Iowa has an established an Emergency Communications Service Surcharge for the receipt and disposition of 911 calls under Code of Iowa, Chapter 34A.7A. <https://www.legis.iowa.gov/docs/code/34a.pdf>. The corresponding implementing rule is found in Iowa Administrative Code Section 605, Chapter 10. <https://www.legis.iowa.gov/docs/aco/chapter/605.10.pdf>.

1b. If YES, during the annual period January 1, 2017 to December 31, 2017, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No, the surcharge remained constant at \$1.00 per access line, per month for wire line, wireless, and VoIP. Prepaid Surcharge remained \$0.51 per transaction.

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

Wireless, Prepaid, and nomadic VoIP funds are collected by the State and distributed to local 911 Service boards at 60%.
Wire line and static VoIP are collected directly by the local 911 Service Boards.
Per Iowa Code 34A, Wireless and Prepaid surcharge is remitted to the State and distributed to the County 911 Service Boards on a quarterly basis. Wire line Surcharge is remitted directly from the local telecoms to the County Service Boards.



Federal Communications Commission
Washington, D.C. 20554

D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		
<p>Local Service Boards are able to approve the expenditure of funds that have been remitted to them (wire line and wireless) as part of the quarterly surcharge collection process, within the confines of Code of Iowa 34A. Iowa code details a “carryover operating surplus” that is the repository for excess wireless surcharge not distributed to the local service boards or used to administer the program. This fund can be accessed by local service boards through Consolidation Grants or for the receipt and disposition of 911 calls for any unused grant funds.</p>		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one.*

- Yes
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.



Federal Communications Commission
Washington, D.C. 20554

Iowa Code 34A and Iowa Administrative Code Section 605, Chapter 10

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.



Federal Communications Commission
Washington, D.C. 20554

E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

The State collects wireless and prepaid surcharge remittance on a quarterly basis. The State passes 60% of the collected surcharge to the local 911 service boards based on a formula of square mileage the service board is responsible for, and call counts. Wireless surcharge is also used to fund the administration of the 911 Program by Homeland Security and Emergency Management.

Local 911 Service Board directly collection Wire line Surcharge.

In all cases, 911 surcharge is to be used for the receipt and disposition of a 911 call.

The State also pays recurring costs for transport costs between selective router and PSAPs. The State pays for ALI database information on a quarterly basis. The state reimburses Wireless Carriers for up to 10% of surcharge generated to recover their actual costs associated with Phase 1 delivery.

The State has a contract with Comtech Telecommunications System for Next Gen upgrades to the PSAPs, ESInet monitoring and management of NG911 in Iowa. This includes two call logic centers.

The State utilizes the Iowa Communications Network for the ESInet/circuitry itself.

The State has also entered into a contract with GeoComm to provide end-to-end GIS services as part of Next Gen upgrades. During this reporting period, County Service Boards entered the maintenance phase of the project, submitting their data to the statewide portal as needed. As part of the overall GIS project, HSEMD has purchased aerial photography which is made available to local jurisdictions for integration with their mapping systems.

HSEMD offered local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was \$15,000 per PSAP.

HSEMD entered into contracts with 5 CPE vendors for the enabling of MSRP text messaging.

Local jurisdictions are able to select vendors for their internal PSAP systems (CAD, CPE, recorder etc.)

The State offers grants in addition to the 60% pass through of all wireless surcharge funds. During this fiscal year, that amount was up to \$200,000 or half of the costs associated with physical consolidation. There is also \$100,000 statewide allocated to 911 Council member travel, Public Education, and telecommunicator training. Statewide, \$7 million was approved for these type of projects. Any unused funds are passed through to the PSAPs for expenses associated with the receipt and disposition of 911 calls.



Federal Communications Commission
Washington, D.C. 20554

2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2017, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



Federal Communications Commission
Washington, D.C. 20554

The State did not have any external grants available during this time frame. The state operated a 911 Carryover Grant as detailed in Code of Iowa 34A. During this period, the State offered consolidation grants to local PSAPs up to \$200,000 or half of the associated costs for physical consolidation. Under this grant program \$7 million was approved statewide. With no physical consolidation grants applied for, the State will pass through the remaining \$7 million equally to the PSAPs for funding costs related to the receipt and disposition of 911 calls.

The State also offered local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was \$15,000 per PSAP.

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance <i>(e.g., state, county, local authority, or a combination)</i>
Wireline	\$1.00	Local 911 Service Board
Wireless	\$1.00	Iowa HSEMD
Prepaid Wireless	\$0.51	Iowa Department of Revenue
Voice Over Internet Protocol (VoIP)	\$1.00/line/month	Local E911 Service Board (Static) Iowa HSEMD (Nomadic)
Other		

2. For the annual period ending December 31, 2017, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.



Federal Communications Commission
Washington, D.C. 20554

Service Type	Total Amount Collected (\$)
Wireline	10,809,437
Wireless	26,869,133.95
Prepaid Wireless	2,242,421.28
Voice Over Internet Protocol (VoIP)	
Other	
Total	

2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

In addition to surcharge funding, local PSAPs are often also provided funds through county general fund appropriations, support from Sheriff Office funds, city general funds, and emergency management grants. These costs are broken down in the answer to question 5 of this section.

Question	Yes	No
<p>4. For the annual period ending December 31, 2017, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? <i>Check one.</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.

See the answer to question 3 and 5 for more the answer to this question

5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	20%
Local 911 Fees	0%
General Fund - State	0%
General Fund - County	35%
Federal Grants	0%
State Grants	0%
Local Sheriff's Budgets	21%
Other	24%



Federal Communications Commission
Washington, D.C. 20554

G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question	Yes	No
1. In the annual period ending December 31, 2017, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.		
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i>	



Federal Communications Commission
Washington, D.C. 20554

H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2017. (Enter "None" if no actions were taken.)		
<p>911 Funds are audited by the Iowa State Auditor's Office in three distinct ways for this reporting period.</p> <p>The Iowa Homeland Security and Emergency Management Department is subject to an annual audit. As such, because the 911 program falls under HSEMD, 911 funds are audited along with other Department financial programs: No findings</p> <p>The 911 Program is subject to an annual standalone audit by the State Auditor's Office: No findings</p> <p>Select Local jurisdictions were audited by the State Auditor's office, examining the local 911 expense forms required by 34A. No misspending of the fund were identified.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2017. (Enter "None" if no actions were taken.)		



Federal Communications Commission
Washington, D.C. 20554

I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
Code of Iowa 34A.7A and Iowa Administrative Rules 605 Chapter 10 10.9		

Question	Yes	No
2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	We do not track amounts by “NG programs” Total expended on 911 in Iowa by local jurisdictions and the State is \$143,083,908.53. A reasonable estimate is that approximately \$10,000,000 was spent statewide on NG upgrades.	



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2017, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	113	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet: We maintain a statewide secondary ESInet of the 13 biggest PSAPs that is completely redundant. In an outage of the primary ESInet, calls can roll to those 13 PSAPs				<input checked="" type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

Name of Regional ESInet:		<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--	--------------------------	--------------------------

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2017.

During this reporting period PSAPs continued to upgrade to the NENA i3 standard Next Gen. PSAPs upgraded their CPE's and Recorders to SIP capable/enabled.

During this reporting period, PSAPs worked with GeoComm to begin the maintenance phase for GIS data that will ultimately be used for NextGen upgrades. HSEMD offered GIS grants to local jurisdictions to help facilitate this effort. As part of the GIS project, HSEMD is providing aerial imagery for use at the PSAPs in their mapping tools.

During this reporting period, HSEMD entered into contracts with CPE vendors to facilitate the rapid roll out of Text to 911 in Iowa. Currently all but two PSAPs are capable of receiving text to 911.

During this reporting period, Comtech TCS continued work on building out the secondary ESInet. This is a completely redundant ESInet connecting 13 PSAPs with the CLCs. In case of a large outage, those 13 PSAPs could handle the statewide calls.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?	108
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	5



Federal Communications Commission
Washington, D.C. 20554

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2017, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Part of contract with Comtech TCS and ICN, but the cost is not broken out by line item

Question	Total PSAPs
2. During the annual period ending December 31, 2017, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	113

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (e.g., Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

Iowa's 911 program accomplished a great many things during this report period. In the previous period, only a handful of PSAPs were capable of receiving text to 911. Now, all but two of the state's 113 PSAPs are capable of receiving text to 911. Additionally, great strides were made in the state's NG911 GIS program, achieving over 95% match rates. We are planning to begin geospatial routing in the next year.

Approximately 95% of PSAPs in Iowa are receiving SIP calls and are therefore truly receive end to end IP based wireless calls.

Simultaneously, the State was making preparations to introduce a state-hosted shared services technology environment, allowing the PSAPs to achieve cost savings, while leveraging technology made possible by next generation 911. No longer will each PSAP need to have their own call processing equipment within the walls of their PSAP. As part of this virtual consolidation plan, PSAPs can share call handling equipment throughout the state. Meanwhile, HSEMD is undertaking an effort with public and private partners to merge the legacy wire line 911 network onto the existing wireless ESInet. This means all calls will route via the ESInet, rather than two disparate systems. We are currently in contracting phase for these projects, and expect the infrastructure to be completed by next year.

HSEMD submits an annual report to the legislature, which is available at: https://www.homelandsecurity.iowa.gov/documents/911/911_AnnualReport_2017.pdf. This year, HSEMD was also tasked with producing a plan on virtual consolidation. It is available at https://www.homelandsecurity.iowa.gov/documents/911/911_Consolidation_Plan_2018.pdf. The upcoming year will be spent implementing this plan.