

**Iowa E911 Communications Council Meeting
Tuesday, April 8, 2015
West Des Moines City Council Chambers
West Des Moines, Iowa**

Call to Order

Meeting was called to order by Chairperson Steven P. Ray at 9 a.m. A quorum was determined from the roll call as indicated below.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Sally Hall	Present
	alternate	
	Cara Sorrells	
Iowa Chapter of the National Emergency Number Association (NENA)	Kirk Hundertmark	Excused
	alternate	
	Rob Koppert	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
	alternate	
	Dean Kruger	
Iowa Peace Officers Association (IPO)	Tim Sittig	Excused
	alternate	
	Sandy Morris	Present
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Excused
	alternate	
	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
	alternate	
	Tom Berger	
Iowa Emergency Managers Association (IEMA)		
Vice-Chairperson		
	alternate	
	Bob Seivert	Present
	alternate	
	Jo Duckworth	
Iowa Department of Public Safety (IDPS)		
Chairperson		
	alternate	
	Steven P. Ray	Present
	alternate	
	Adam Buck	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
	alternate	
	Paul Andorf	
Iowa Telephone Association <15,000	Daniel Nichols	Excused
	alternate	
	Pat Snyder	Present
Iowa Telephone Association >15,000	Dan Halterman	Excused
	alternate	
	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
	alternate	
	Bill Tortoriello	Excused
PCS Providers	David Kaus	Present
	alternate	
	Joe Sargent	
Auditor of the State, Ex-Officio member	Warren Jenkins	Absent
 Staff:		
Blake DeRouchey, E-911 Program Manager		Present
 Guests:		
Craig Allen, SWIC	Rey Freeman, RFCC (Consulting)	
Mike Mazzitello Prop Svcs (Consult)	Lindsey Mosher, HSEMD	
Tammy Rodriguez, ICN	Shari Schmitz, Motorola Solutions	
Josh Halterman, IDOT TraCS	Connie Hambly, Story County E911	
Dina McKenna, Story County Sheriff's Office	James Lundstead, DHS-OEC	
Scott Locker, Polk County Sheriff's Office	Brent Long, Polk County Sheriff's Office	
Terry McClannahan, Dallas County Sheriff's Ofc	Doug McCasland, Warren County E911	
Samantha Brear, Polk County EMA/E911	Diana Richardson, RACOM	
Amy Olson, Windstream	Cindy Parker, Windstream	
Diane Sefrit, SCI	Greg Brooks, Intrado	

Introductions

Chairperson Steven P. Ray welcomed everyone. Board members and those in attendance introduced themselves.

Approve the Minutes

Motion by Kaus, seconded by Dehnert to approve the minutes of the March 10, 2015, meeting. All ayes. Motion passed.

Approve the Agenda

Motion by Seivert, seconded by Kaus to approve the agenda with the addition of a travel request. All ayes. Motion passed.

State of Iowa Administrator Reports (Blake DeRouchey)

911 Program Financial Reports

Mr. DeRouchey – With the change in the date of the council meetings to earlier in the month April has historically been the final month for carryover reviews but I think we can go ahead and review any requests that come in May. We will have to pick and choose. I don't think we will have any time to do CPE approvals but we should be able to get a few more approved.

The quarterly payment process is another unintended consequence of moving the meeting to earlier in the month. Normally I would have that for you at the April meeting but the revenues have not been received yet.

It was the Council's consensus that it was important to have those figures and for Mr. DeRouchey to email the quarterly report to the council members when completed and also present it at the May meeting.

A copy of the revised text-to-911 roll out plan was sent to the PSAPs. The 12 pilot counties have been identified and will be receiving the web browser text-to-911 solution. Unless another county wants to volunteer to receive that and receive text-to-911 earlier, otherwise we will plan on waiting until the first quarter of 2016 for the integrated text-to-911 roll plan through the CPE/call taker station. The caveat is that vendors need to get into the TCS lab for testing.

Thank you to everyone that submitted their PSAP expenditure reports that were due March 31. I am missing four or five and I am working with those counties to get that information. This is the final year of the two-year study. We are looking at contracting with a company to write that report. I would also like to have five to six members from the council for a workgroup to work with that contractor and help write that report. There are two components in the law and the dates don't necessarily make sense. The report with recommendations is due January of next year and the data is due in March. We are going to do it all in January.

Mr. Kaus – We were talking with TCS and the last email we got from Laurie indicated they are going to move the Des Moines data center?

Mr. DeRouchey – Not the Des Moines data center – the Newton data center.

Mr. Kaus – But she said we were asking about point codes and she said they were going to put a new point code for West Des Moines. I don't know why they would do that unless they are going to move it.

Mr. DeRouchey – We are not going to do that. I saw the email referencing point codes.

Wireless Carryover Fund PSAP Application Approvals

Clarke County-SCI Zetron critical spare equipment. Grant request of \$29,736.90.

Floyd County-Charles City Police Dept-NG9-1-1 GIS Data and Call Mapping Upgrade. Grant request of \$50,711.00.

Mahaska County-Viper NG9-1-1 Call Taking System with one year service and support. Grant request of \$99,223.62.

Marshall County-Marshalltown-Eventide logging recorder, 2 Zetron Max call taking stations, monitors, headsets and keyboards. Grant request of \$87,422.00.

Adair County-APC Smart UPS 2200VA LCD 120V. Grant request of \$942.80.

Motion by Kaus, seconded by Seivert to recommend for approval all of the above applications. All ayes. Motion passed.

Reports of Officers, Boards and Standing Committees

Technical Advisory – Dave Kaus

In this morning's paper there was an article about people complaining about calls even though their telephone numbers and their cell phone numbers are on the "Do Not Call List". They think carriers should be able to block those calls. The carriers are having a difficult time. They don't know how to do it. Even though your number is on the "Do Not Call List" your number can still be spoofed. Another number can be spoofed in to that, to show up as the calling party and consequently falls off the "Do Not Call List".

Most of you may think that Apple is the prime cell phone provider. They only provide about 15 percent of the smart phones and service. The rest are powered by android.

Legislative Updates – Vice Chair Bob Seivert

Mr. Seivert – It is quiet right now. There are a lot of things going on with the funding portion of the 700 MHz system. Mike Bryant forwarded to me an email from the lobbyist representing professional firefighters. Their lobbyist had a conversation with Senator Danielson yesterday. I think everyone is aware that Senator Danielson is giving this a lot of attention on the Senate side. I guess the goal right now is to find as much state money to pay for the interoperable system as possible and reduce the amount coming from the 911 surcharge fund. He is talking about raising the percentage to the PSAP to 70 percent. Our target is 76 percent and is based on the amount of money that John Benson and Blake DeRouchev need to run the program at the state level through Homeland Security and get the call delivered to our door and the 76 percent represents the balance that comes back to the PSAPs. That is the message we want to constantly tell our Senators and Representatives. We are looking at flexibility of PSAPs to spend the surcharge on equipment outside the physical PSAP. That seems to be one of the points that everyone is agreeing on. That the restriction of the carryover surcharge being spent only in the PSAP needs to go away. I would look for that to happen. Language that mandates the local public safety agencies can use the statewide system for free and have an efficient number of PSAPs through consolidation. All of this is just discussions that are ongoing in the Senate and in the House. There was a meeting last week – Tuesday – at the Capitol. Senator Danielson chaired that meeting. There were no decisions made. There were a lot of questions asked and a lot of information provided about the 700 MHz system and the RFP. RACOM spent a lot of time talking about the RFP in particular. They never really got around to addressing the impact that the Governor's proposal has on the local PSAPs. That was one of the pieces that remained just kind of hanging out there. It was refreshing though that everybody with a few exceptions who had an opportunity to visit with that committee made the statement that the wireless surcharge money needs to come back to the local level and that message did get through in spite of the focus being on the 700 MHz system. Most recently there is a governance policy from the Interoperable Communications Board. You might want to pay attention to that because the last paragraph of that statement talks about fees, the potential for fees to be charged for the use of that statewide system. That has gotten a lot of email attention within the last week. My suggestion at this point is to keep the press up on your local representatives. They need to consistently hear that message that the wireless surcharge money needs to come back to the local level. Don't get drawn in to thinking that this is all going our way because about the time we quit making those contacts something could happen. Make a weekly contact and asking where this is at.

Sandy Morris came at 9:13 a.m.

Mr. Kaus – What system is it that you said they are offering to use for free?

Mr. Seivert – The interoperable 700 MHz system.

Mr. Koppert – The caveat is it would be free interoperable communications. But if we – as a county – were going to use it for day to day operations –this would be policy – there would be a fee. Plus we would have to purchase additional infrastructure, radios and things like that.

Interoperability Governance Board – Iowa Statewide Interoperable Communications System Board (ISICSB) – Craig Allen

First Net – We are just about to the end of the outreach in Iowa. The second phase, as more information comes out, we plan to go to counties where we have been asked to do a follow up. The second that will come out of that is the region interoperable committees. We will be using the Homeland Security regions for those. There will be a chair and a representative from each county. They will be appointed by the local groups. Each county will have at least one representative and then each region will have one representative. That one representative from the region will report back to the board at each monthly meeting. At this point there is a lot of unknown. They have extended their funding through 2018 for the outreach. That really doesn't help Iowa.

Mr. Kaus – Does FirstNet have to be wireless or can it be a combination of wireless and fibernet?

Mr. Allen – It is wireless from the unit to the system and then of course the system can be microwave, satellite or fiber. That is up to FirstNet to determine. For those of you who have an interest in that I would encourage you to take a look at the NPSTC site – public safety grade because they are already in the process of what that would look like.

The Training & Exercise committee has set up an event in Davenport for May 6-7. On May 7, COML & COMT can get their training and go through their task books and complete all of the activities to run one of our trailers.

June 9-10 has been scheduled to review Iowa's SCIP. People from Washington will be here to facilitate this meeting.

Mr. Dehnert – Has the board or the council ever considered backup 911 call handling equipment anywhere if the center goes down?

Mr. Allen – If your center goes down today, doesn't the 911 call automatically rollover someplace?

Mr. Dehnert – They do.

Mr. Allen – What are you looking at?

Mr. Dehnert – You talk about the STR trailers coming in for radio....

It can come in and provide a place to house people, command meetings, etc. Some that it could be – if appropriately wired – a temporary dispatch center until other arrangements can be made.

Woodbury has a backup call taking motorhome that is equipped to be deployed.

Mr. Koppert – They have a motorhome that has a complete four console dispatch center. I believe it is a Cassidian 911 system. There is one but there is a cost of getting it to you. This is an interesting topic that needs to be explored.

Mr. Dehnert – I was just wondering as a council that we shouldn't do a better job of – what are these resources of the Woodbury unit. We had Thor in here at one point for a demo. What are some of those resources out there?

Mr. Koppert – We did have the trailer at Iowa NENA a couple of years ago. Glen (Sedivy) did talk on the capabilities of that. I think more education needs to be done. Maybe some kind of state asset or state owned asset needs to be bought. Something along the line of the STR. It is an interesting concept.

Mr. Dehnert – It seems there should be a place to go – here's all of these resources. If Woodbury makes that available statewide or is that available under the emergency management EMAC of the state?

Mr. Allen – Currently are there any exercises that we assume this broke and it doesn't work anymore and cell service is out, and all lines are down and how do we go from total collapse to coming back up.

Mr. Dehnert – No we should do that too.

Mr. Allen – That's part of the challenges when you start looking at these exercises. We want to pretend this will work and that will work and it doesn't. Every incident I have been on, the cellphone is a real neat paper weight. Once the activity goes down, it doesn't add much value. The one technology that did for a while was when they first came out with SkyTel pagers where you can text and send messages back and forth. Because the volume on those had not reached... In fact during 911, the after action report stated that was one of the technologies that continued to work – the satellite access to that. The other stuff is just overwhelmed with the human condition. Maybe there is a partnership between the technology committee and the training and exercise committee. Maybe that is the next step. The reason I say that is Tom Boeckmann and Wally Walser are getting certified as COML & COMT train the trainers. The outcome of this event was to get them trained to be able to set up our own training and then carry it out throughout Iowa. Jim Lundstead got us everything he can but it is getting harder to get resources so we are going to have to become more self-sufficient. Part of the plan is to get more COMLs, COMTs and AuxCOMs and get people that can actually run exercises. I have had some conversations with the director of Homeland Security about small events and then move to something bigger. I think a lot of the people around this table bring a lot of the knowledge... Oh, add this to the mix. The logging recorder quit working. I think those would be very helpful and insightful about being a best practice that you might find helpful for PSAP use in addition to general interoperability.

Mr. Seivert – Rob you asked about the emergency management part of it. I think it is kind of all across the board right now. Some counties have done a lot of very detailed planning and know where resources are but personally I've seen a compendium of state resources available like what you are talking about. I think it is something we should really encourage and if we can facilitate it, I think that's something that would be a good project for our board. I am not sure the plans we make, Blake. They talk about backup PSAPs and backup locations. It is not very detailed within the scope of that plan of what we need to provide.

Mr. DeRouche – The person from our office that has headed up this kind of project, office of state resources and identify them as county or city owned, is retiring. I was thinking along those lines also. A state-owned trailer.

Mr. Seivert – One of the concerns I have is how is it staffed? My CAD is EmergiTech and if we bring a trailer out that is not EmergiTech software. Are my people going to be staffing that communications trailer or is that communications trailer coming out with staff? Like from Sioux City. I think Sioux City said they would send staff.

Mr. Koppert - They send some support staff but they are not going to fully staff it.

Mr. DeRouche – And maybe for that reason it is better if it is owned by county and to get the staff familiar with it.

Mr. Allen – With staffing at Ferguson, Missouri, one of the things we have learned is that COMLs and COMTs are great but they only work 12-hour shifts and then they have family stuff. So if you have something that is catastrophic enough to have to bring that trailer out, the staffing that may or may not be needed might be cadre of eight to ten people to have _____ available.

Mr. Seivert – I think we've all had outages at the local level and varying degrees of those failures. Just from a personal standpoint we have...our county consolidated a lot of its IT equipment into the PSAP because we have a backup generator and a huge backup battery system so we don't have any down time. So we took all of the technology and put it in the basement of the 911 center/EOC. We spent tens of thousands of dollars on assurances from IT providers that we were not only backed up multiple times but that we had multiple backup solutions. If one server failed, it would automatically failover to another server. Having said that and having spent all of that money, I think it was one Thursday morning we had a little screen pop up on our computer that said server failure eminent and within 10 minutes we lost all of our computer equipment, all of our phone equipment and part of our radio system went down. It was because the failover server failed first and then the primary server didn't have anywhere to go. So it all failed. So of course our auditor, myself and sheriff were a tad upset by this time. It's really not their fault. It's a bug in the Microsoft system. They know about it. The potential for all of the factors to come together at that one time to create that particular type of failure was unrealistic in Microsoft's assessment. There was no bug fix put out for that and so there we were a 911 center with all of those things coming together. Our auditor has said for years she wanted to pull the plug and force our IT people to prove to us that everything they say is backed up and they can have us operating in a couple of hours is in fact true. We've proposed it in the past, and they have said it is not within the scope of our contract to do that and you are probably looking at \$12,000 for a two hour exercise to prove what they say they are doing. As a result of this last failure, I am getting a lot of pressure to put that kind of exercise on. It probably will happen. I will certainly be happy to share the results of that. May be we all need to look at some of that in our own PSAPs?

Mr. Kaus – How much do you backup and how do you plan for an outage that could happen because of a hacker? If a hacker gets in there they know the weak points, just like you said, they'll take down the backup server. How much do you pay to backup and eventually, it's not will it happen but when it will happen. That was proven in Washington DC this week. They lost power. The White House and Capitol were without power until they brought emergency power back on. That wasn't even a hacker. It was just an equipment failure. Another thing is the equipment failure. How old is your equipment?

Mr. Seivert – Ours is probably less than four years old.

Mr. Kaus – What is the shelf life of it?

Mr. Seivert – We budgeted for a three- to five-year turn around.

Mr. Kaus – Because most equipment that is working now in the digital world and the IP world has a shelf life of three to five years at most. And most people, as long as it works, don't bother it. Do catch sleeping dogs and all of a sudden it wakes up and bites you.

Mr. Dehnert – I would venture to say that we are all doing our own thing. Sort of addressing it at our local level to some degree but are there synergies possible by sharing backups across counties or regions. Why do we all have to bear this burden of how many degrees of redundancy and layers of backups that... aren't there things that we can share if we're just communicating enough to say, Hey why don't we share a telephone system in a trailer somewhere and let somebody manage it that....Instead of all of us at, what, 118 PSAPs in Iowa trying to do our own thing to the nth degree of backups, redundancy and layers. It seems like a big waste.

Mr. Seivert – I think there are some efficiencies that could be brought to bear on that.

Items for Discussion

None

Unfinished Business

None

New Business

None

Travel Requests

Motion by Kaus, seconded Hall to approve the request of Bob Seivert to attend the 2015 NENA Conference in Denver, Colorado, June 27-July 2. All ayes. Passed.

Business from the Floor / 911 Issues at the PSAPs

Jim Lundstead – Missouri had their FirstNet consultation yesterday. It was the twentieth consultation that FirstNet has done and there is more specificity to the design and exactly what this is going to look like. The single points of contact will be meeting the rest of next week. It was a very well attended meeting. I know you will be invited to attend the Kansas consultation in June. We don't know yet but the early vestiges of FirstNet will be some kind of hybridized resell agreement or special ___ where they are working with an existing carrier to get something out there soon and enhancing it by building additional capacity...talking about speeds and all that. A lot of work coming for the states in terms of data gathering.

Speaking to your 911 backup I know FEMA Region 7 purchased an asset through the Multi Emergency Response Service after the Cedar Rapids flood that's now been discarded. One of the biggest problems you have as you get bigger and bigger in terms of who shares this asset is exactly what Bob mentioned. I have CAD system X or I have call taker system Y and this asset I get from the state or region is incompatible with my agencies equipment. So the challenge becomes how can you share at the lowest possible level to be compatible because the opportunity cost for example you count on FEMA to have either a site on wheels or mobile 911 center? It doesn't exist. FEMA is going to go to Intrado or TCS or someone and say – what do you have, what can you get, what can we contract for on a rapid basis rather than try to hold that asset available locally knowing the compatibility and operational challenges they are going to have. So I would urge you to consider that. Perhaps what Rob said the lowest common denominator is to figure out how you share that asset among two, three, four, five compatible systems so your actual operational and opportunity costs to maintain it are lower than trying to have a single statewide asset that is everything to everybody and functionally will not work for you in a disaster.

Mr. Allen – Jim, isn't NENA putting together an i3 standard to mitigate that? What about APCO's Project 36 maybe?

Mr. Lundstead – It's not just the connectivity but the CAD and the operational interface to the call taker. Do you have a common CAD system throughout Iowa? I don't think you do. I don't know of any state that does. You probably have on your wireless side a common trunking that you can deliver your wireless calls. But do you have a common CAMA trunking among all the PSAPs? That is where the operational challenge comes from having a single statewide asset or Federal regional asset. I want to caution you on the idea that one may fit all hasn't proved out. We have struggled with this in a couple of the other states.

I had mentioned this at a prior meeting about the impact of cyber on your PSAPs. I certainly hope you as emergency managers and 911 center managers are talking to your county or municipal cyber experts. We've had one PSAP in Region 7 that had been attacked indirectly 77 times since Christmas Day. I talked to the deputy city manager of that community just yesterday and they have been in an enhanced attack mitigation strategy for almost three weeks and have avoided any outages. But what you will discover as mentioned with your problems with servers, that particular community, the attack began on Christmas Eve about 1730 hours. What happened was this particular community has a very robust and strong cyber presence. OEC and DHS actually took them through an exercise last fall in October. They did pretty well. They were well prepared and know who to call and how to mitigate this. But interestingly enough what happened that took them down on Christmas Eve was, an IOS, for those of you who speak Cisco, an IOS upgrade that would put the load balancer between two high-availability servers. As that IOS upgrade was patched, Cisco had a vulnerability that they injected to that high availability server that caused the network to go down. Neither server quit. It's just its ability to talk to the network gave up. Those are the kind of vulnerabilities that happen. You think you are current, you're patched and everything. From an IT world perspective, it is an ugly, ugly world. You need to have that relationship with your local IT people. I get the State of Iowa vulnerability report daily. Everyday Microsoft, Google, Cisco, Juniper---there is a litany of things that are discovered that are potential vulnerabilities. The best you can do is be prepared. The example of pulling the plug and that particular connection is no longer available. What is your fault is a good one to understand. It is a good one to think about when you are doing an exercise. I would offer that there are some good lessons learned coming out of this particular incident. InfraGard was briefed on this.

The particular community that has been under assault seventy-seven times, their SWAT team was involved in an incident in 2010 where they were serving a high risk warrant and they shot a dog. It happens. An aggressive dog was shot and killed. Somewhere in the Ethernet and the internet never forgets – a person that was an animal rights expert who had a bone to pick with public safety picked up on this and took on this community and anybody who even mentioned that this was an assault was also attacked in this particular community. A couple of student newspapers, a student TV station reported that it was attacked by anonymous. They were immediately attacked. You have to be thinking about what is your fallback position and beyond simply saying be aware and know your contacts. When I talked to the deputy city manager there yesterday they said the best thing they had in their toolkit was knowing who the multistate ISAC was, reaching out to them describing what was happening to them and getting confirmation that it was in fact a high level cyber-attack and then invoking their disaster recovery procedures. If we can share more of that in the future, we can. That is kind of the high-level thing from OEC right now to share with the 911 program.

I will be meeting with SWIC Allen today to talk about future technical assistance. I think we were trying to do something with your fall conference.

Mr. Koppert – I went through the process two weeks ago of moving to a brand new center. Very few flaws. We had a two-position center with bathroom that was 132 square feet. The new center is 880 square feet. We have a server/radio room that is another 250 square feet and offices.

Mr. Seivert – Our travel meetings. We didn't travel this time. We were supposed to go to Region 4 or 5. Is the Interoperable Communications Board not traveling anymore?

Mr. Allen – No.

Mr. Seivert – So that kind of lends it to as a council do we need to discuss the continuation of pairing our meetings with Interoperable Communications Board or do we want to go back to a different schedule and do the travel meetings?

Mr. Koppert – I like having the meetings together. For those of us that travel in and attend both meetings on a regular basis. It is good to be together for that regard. As far as the travel meetings, to this day still really don't understand them. You can go somewhere – NW Iowa, SW Iowa, Dubuque, Allamakee County wherever and it seems like it's more and more difficult to get a quorum on those. It is nice to have the people that are there to come to these meetings but they go to one meeting and I don't know if they get the whole gist of what is going on but I think outreach needs to be the council membership going to the local meetings instead of the locals going to you. I have also mentioned this to SWIC Allen. I think outreach needs to be going out and Craig was really good at coming to one of our meetings when we have all four of our meetings going EMA, 911, LEPC and public safety and sat through four of those meetings. All of my people that were at the those meetings were appreciative of the fact that he was there, appreciative of the fact that he brought us information that they are not necessarily going to go to somewhere in the region and get.

Chair Ray – We can give people time to think about it, I guess, if we want to keep on the same course, we can do that. If someone has some different ideas down the road we can bring it up at a later time.

Announcements

Next meeting date – Wednesday, May 13, 9 a.m. in the West Des Moines City Council Chambers.

Adjournment

There being no further business, Chair Ray adjourned the meeting at 9.54 a.m.

Respectfully submitted,
Sally Hall, Secretary