

*Note: These minutes are a draft and are not to be considered official until approved at the next meeting.*

	<p style="text-align: center;"> <b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, February 8<sup>th</sup>, 2024</b>  <b>9:30 – 10:15 AM</b>  <b>Dallas County Human Services Campus</b>  <b>25747 N Avenue, Adel IA 50003</b> </p>
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**Call to Order**

The meeting was called to order by Chair Rob Rotter at 9:30 AM and a quorum was determined from those present.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyns	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Present
alternate	Shanna Krogmeier	
Iowa Geographic Information Council	Jeff Miller	Present
alternate	Sarah Haberl	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Brad Shutts	
Iowa Peace Officers Association (IPO)	vacant	
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Eric Dau	Present
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Tracey Bearden	Present
alternate	Sean Snyder	
Iowa Department of Public Safety (IDPS)	Richard Pierce	Present
alternate	Robert Johannesen	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
alternate	Paul Andorf	Present
Iowa Telephone Association <15,000	Adam Welp	Present
alternate	Scott Havel	Present
Iowa Telephone Association >15,000	Taylor Teepell	Absent
alternate	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	John McCormally	Absent
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present

**Guests also present in person or by teleconference:**

Hollie Davidson, ISICSB  
Mark Van Hooser, Buena Vista Co 911  
Diane Sefrit, SCI Regional 911  
Brad Button, Des Moines PD  
Paul Guest, Zetron  
Amanda Pyle, Story County 911  
Mike Hardy  
Ryan Mulhall, ICN  
Lynne Warren, Zetron  
Haley Nichols, ISICSB SWIC  
Chad Gappa, Motorola  
Lucas Erpelding, Dept of Public Safety  
Dominic Baldi, IUB  
Westcom Dispatcher  
Clayton County EMS Assoc  
Stacen Gross, GeoComm  
Sarah McClure, Ames PD  
Marilyn Stayner, Worth County 911  
Mindy Benson, Black Hawk County EMA  
Jeremy Cremeans, Tama County Comm  
Iowa APCO-NENA  
Heather Hahn, Cerro Gordo County SO  
Donald Heidner, Kossuth County  
Donald Pool, Van Buren County EMA  
Dave Duncan, Iowa Communications Alliance

Chris Maiers, CISA Region 7  
Tom Holladay, RACOM  
Nichole Neumann, Sac County 911  
Jim Sholly, Cerro Gordo County  
Heath Hove, Dept of Public Safety  
Michele Bischof, Des Moines FD  
Doug Farrell, ICN  
Christina Peterson  
Brenda Wright, Fayette County 911  
Wendi Hess, Woodbury County 911  
Brian Hitchcock, Webster County 911  
Paul  
Eric Dau, Clinton County Comm  
Terry McClannahan, Dallas County SO  
Nic Briseno, Story County SO  
Paige Klaaren, Iowa County 911  
Chief Udell Mentola, Westcom  
Kevin Williams  
Jennifer Crandell, ICN  
Mark Dayton, ICN  
Jason Hoffman, Carroll Comm Center  
Jill Harvey, Page County EMA  
Thomas Millikin, Ottumwa PD  
Eric Porter, ICN  
Jason Davis

**Introductions**

Chair Rob Rotter welcomed everyone. A roll call was conducted by Secretary Cara Sorrells of the board members in attendance. A quorum was established, and the meeting continued.

**Approve the Agenda**

Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by Eric Dau to approve the agenda. Seconded by Cara Sorrells. All ayes. Passed.

**Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Richard Pierce to approve the minutes. Seconded by Jeff Miller to approve the minutes of January 11<sup>th</sup>, 2024. All ayes. Passed.

**State of Iowa Administrator Reports (Blake DeRouchey)**

Program Manager Report

- Program Financials
- DPS Cedar Falls 24x7

- 111 PSAPs
- FY 21/22 Biennial PSAP Expenditure Report and Audit
- Outstanding forms
  - Expenditure Collection (7) – Benton, Butler, Clay, Fremont, Grundy, Mitchell, Union
  - Service Board Membership (9) – Benton, Butler, Clay, Fremont, Grundy, Hardin, Mitchell, Scott, Warren
- Additional SWATTING resources on Google Shared Site
- CISA Cyber Assessments on Google Shared Site
- March meeting

Blake DeRouche began with a report on the program financials that were just posted to their website. These cover the months of October, November, and December. There was nothing of note on the PSAP payments, but they are available for review on the website if you are curious. For the expenditure report, there was also nothing really significant to point out. The revenues are on the top and include wireless surcharge, interest, and prepaid revenue for a total of \$8.6 million dollars. The wireless cost recovery that is shown, \$258,000, is actually two quarters worth, due to the first quarter's invoice being lost in the mail. The recurring network costs are listed for Comtech, ICN, GeoComm, and Zetron. Also listed is 60% of the total surcharge dispersed out to the PSAPs was \$5.1 million dollars. The amount transferred to the operating surplus was \$317,000. The operating surplus is detailed in the report as well and again things continue to trend downward.

DPS Cedar Falls is now 24 x 7 which means it meets the minimum criteria to be considered a primary PSAP which brings the number of PSAPs back up to 111.

They are finalizing the FY '21-22 biannual expenditure report and will probably present that data at the April meeting. That report is due to the legislature on March 1<sup>st</sup> and it takes all of the PSAP expenditure data for those two years and rolls it up. They are required to do a report as well as the Auditor's office. It is in the final draft stage and should be released in plenty of time. As the report and audit are released, Blake will make sure everyone knows, and present the data at an upcoming meeting. There are still (7) current outstanding expenditure collection forms needing to be submitted to their office by the end of March for FY '23. There are also (9) service board membership forms due as well. Those counties are listed on his slide above.

Blake has had a number of conversations with CISA and Chris Maiers, and he wanted to let everyone know that they have put additional swatting resources on the Google shared site. This information is behind the password protected wall due to some of it being sensitive. It is on there if anyone is interested, and it is kind of best practices that have been gathered from other states. There are a lot of resources on that Google shared site at this point, and if you need a quick link of where that is at just let him know. The state 911 program did a cyber assessment on the 911 network and that is also on the Google shared site. As part of that Scott County also did a local PSAP centric cyber assessment as well, which is also now available on the Google shared site. If you are a local PSAP it really gives you an idea of some good recommendations that Scott County received from CISA as part of that assessment. It is tailored to Scott County, it's an assessment on their PSAP, but there are a lot of lessons that can be learned from other PSAPs or counties. He would recommend reviewing that, and to carve out some time to do that.

The executive committee of the 911 Council is aware that Blake will be out of the country in March so it is to be determined what we will do in March for the next 911 Council meeting. The Chair will have more on that later on in the meeting, but if needed for March Blake will have someone here and available to fire up the Google meet and have some written comments available.

#### 2024 GIS Information

- Benchmarks 2024
  - **Upload Quarterly**
  - 98% GIS
  - 98% ALI to Road Center Line
  - 0 Critical errors
  - Paid out at end of quarter
  - Monthly uploads for FY 24

#### FY2024

- Q1 – 100%
  - \$321,000
- Q2 – 100%
  - \$321,000
- Q3
  - Jan – 99 Counties

#### Current Travel/Public Ed/Training Fund

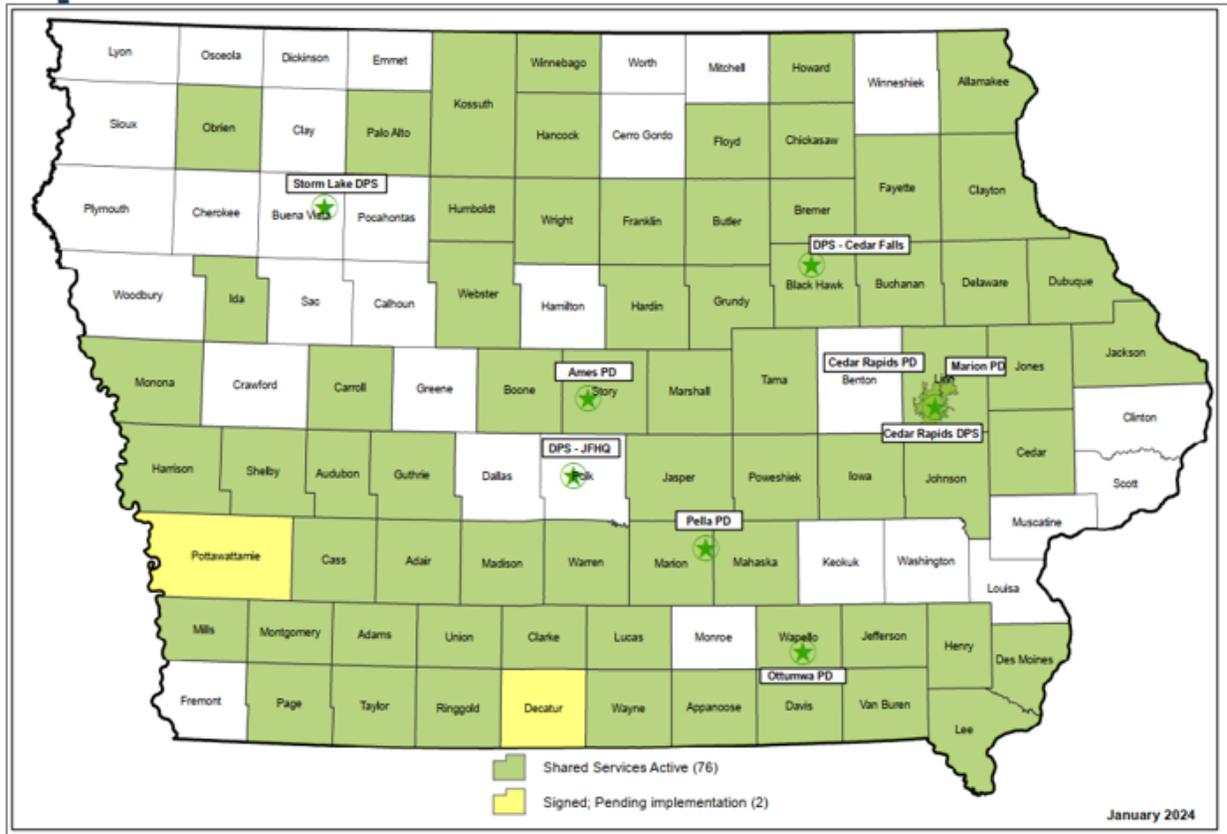
- **\$100,000 Annually (FY2024)**
- Amount Paid: \$14,482.00
- Amount Remaining: \$43,618.50
- Requested: \$14,800
  - NENA Spring Conference: \$4,000 – Training is a Team Sport
  - Polk Co/Westcom: \$10,800 – How to Save a Life
- Amount Remaining if Approved: \$28,818.50

There are two training fund requests to consider today. The NENA Spring Conference amount requested is \$4,000 and as a reminder, the Council has historically had a standing \$5,000 approval for the conferences. Also, Polk County/Westcom has a request for \$10,800 for "How to Save a Life". Both will be up for approval later on in the agenda, and if approved, the amount remaining in the fiscal year that ends June 30<sup>th</sup>, would be \$28,818.50.

#### **Zetron Shared Services Monthly Status Update – Lynne Warren**

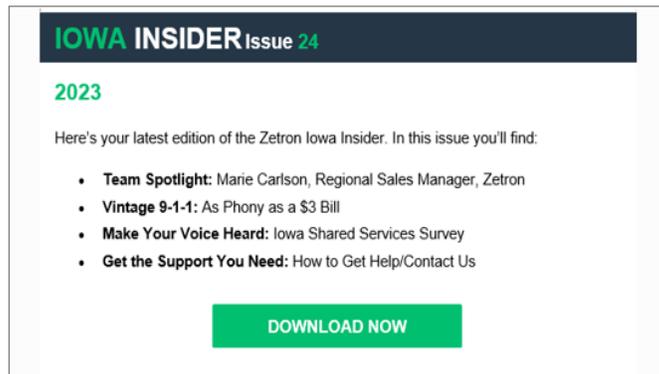
## Program Updates

- Pottawattamie Co has signed on to Shared Services for Call Taking
- Decatur going live in February



January 2024

# Iowa Insider Newsletter



- Next newsletter in February to honor the 56th anniversary of the 1st 911 call.
- Email [lynne.warren@Zetron.com](mailto:lynne.warren@Zetron.com) with your contact information to subscribe.

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## Questions?

New website: <https://homelandsecurity.iowa.gov/programs/911-program/>

### **Training Funds Request**

The first training fund request was from the NENA board for their Spring Conference and the training is titled "Training is a Team Sport" presented by the Denise Amber Lee Foundation. The training will be held April 8<sup>th</sup>, 2024, at the Des Moines Airport Holiday Inn and can seat up to 200 participants. Chris Jasper was able to speak on the training request. The theme is that everyone in the center can assist with training, not just CTOs. Everyone can assist with not only new employees, but seasoned telecommunicators as well, who may have questions. This is the morning session of the conference and the afternoon session is presented by the Iowa Attorney General's Office who is coming in to do training and tips for testifying in court. There may even be a mock trial in the afternoon session. The \$4,000 request is for the morning session only for the training provided by the Denise Amber Lee Foundation. Tracey Bearden made a motion to approve the training request as presented. Seconded by Cara Sorrells. Chris Jasper abstains. All ayes. Passed.

The second training fund request was from Polk County/Westcom for training titled "How to Save a Life, Yours!" presented by Tracy Eldridge of the Public Safety Group. The training will be held May 20<sup>th</sup>-22<sup>nd</sup>, 2024, and each session will present up to 45 attendees each day. Chief Mentola from Westcom was online and available to speak on the training. He explained that they wanted to host a training, but they wanted to expand it virtually as well. Thanks to their training coordinator Jessica, she was able to talk with the providers of the training and ensure that they can have in-class and online training as well. They expanded the training to reach all across the state and people don't have to physically travel to attend. Tracey Bearden also clarified that the capacity is 45 people can attend in-person each day, plus the online attendees. It is a one-day course held for three days. Chris Jasper made a motion to approve the training request as presented. Seconded by Eric Dau. Tracey Bearden and Rob Dehnert abstain. All ayes. Passed.

### **Technical Advisory**

None.

### **Iowa State Interoperable Communications System Board Update (Haley Nichols)**

SWIC Haley Nichols gave a quick update on REMCDP grant. This is the Rural Emergency Medical Communications Demonstration Project Grant that they have been awarded. They have made site visits to Carroll County, St. Anthony, and Manning Hospitals to discuss implementation. They will be going to Calhoun County this month and also a temporary part-time position has been filled. That person will start March 1<sup>st</sup> to help facilitate that grant as they move around Region 1.

Some information sharing for the group, Haley has submitted an application for a cybersecurity grant for the ISICS system. If there is any movement on that she will report back.

The West STR trailer was deployed to Dickinson County for Winterfest. The mobile command trailer was deployed to Palo Alto County in January so the Comm Center could have a place to work out of while there was work done on their PSAP. The Central STR trailer was on hand and at the INTD course held in West Des Moines. Also 22 of the cache radios were used for that course as well. These resources are available and there is a request form online.

SWIC Nichols also wanted to bring to everyone's attention the work that is being done in committee. There has been a lot of work done on policy review already in January and February this month. They have seen an uptick in committee applications, such as dispatchers requesting to be on our training and outreach committee. Specifically, RIC 5 with the help of their new chair, has shown a number of new members. That is really exciting for the ISICS Board and it is available to all ISICS users if anyone listening is interested.

Blake DeRouchev added a comment in regard to Haley's report on the mobile command vehicle being deployed to Palo Alto County as part of their remodel. They actually took live calls out of the disaster recovery PSAP and that is really the first time that they have taken live calls out of it. It has been tested, and was scheduled to take live calls elsewhere at another remodel, but that fell through. It is kind of a big success story and they took calls out of it for 4-5 days, and it all went well. If you have a PSAP remodel on the horizon, it might be a good conversation to have to be able to still take calls locally.

# EMERGENCY COMMUNICATIONS COORDINATOR REPORT FEBRUARY 2024



Chris Maiers  
February 8, 2024

## Threat Guide for Schools & Authorities

- Highlights social media threats affecting school districts in the United States.
- Provides mitigation & response measures for social media threats directed at school districts.
- Connects school safety stakeholders to the suite of tools & resources provided by CISA & its partners.
- [Social Media Threat Guidance for School Staff and Authorities Infographic](#)

The infographic, titled "SOCIAL MEDIA THREAT GUIDANCE FOR SCHOOL STAFF AND AUTHORITIES", provides a comprehensive overview of social media threats and response strategies. It features a central flowchart on the left that categorizes threats into "A Single Threat or Post to a Social Media Website", "Increased Threats on the Community", and "Misinformation is spread, causing confusion and panic". These lead to "Escalated Events" and "Cancelled Classes", which in turn lead to "Money and Resource Wasted" and "STOP THE SPREAD". The infographic also includes a "RECENT SOCIAL MEDIA THREATS" section with a timeline of incidents from December 2023 to March 2024, detailing locations like Virginia, Louisiana, Maryland, New York, West Virginia, and South Carolina. A "RESOURCES" section on the right lists various support materials such as "CISA School Safety", "CISA Training External Partner (ETP)", and "CISA Incident Response".



Chris Maiers  
February 8, 2024



For more information:

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202-701-3235

Chris Maiers  
February 8, 2024

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Maiers reminded everyone that April is Emergency Communications Month. There will be some nice themes that come out that apply directly to Iowa and the steps Iowa has taken as well to fortify their communications positions. Look for more of that to come out in the next couple of months.

### **34A Update**

None.

### **Baseline Knowledge for 911 Communications**

None. Chair Rotter commented that since we talked about this last time, and the Council's relationship with ILEA and training, he's been approached with some concerns. The concerns included what ILEA's role has always been, who the stakeholders are in 911 communications, and whether or not it is balanced as far as the different professionals that are involved. Those that are involved in not only communications directly but those that are dispatched by those professionals. He has brought this up to the committee since some of this is not only just in practice but also is in code. As an update on his end of it, he intends to reach out to Director Carney, because he has heard some things that he'd like to say or do on the subject. He would like to reach out and try to sit down with him and see where he's at and what he's thinking.

Blake mentioned a question in the chat that asked if certification for the 40-hour being offered at other locations besides ILEA. He believed that it was and is travelling around the state.

Chris Jasper added that there is a Telecommunicator Training Advisory Board meeting coming up that is open to the public on March 19<sup>th</sup>. This board does advise the ILEA director on telecommunicator training. They have been meeting semi-regularly every other month or so. He

encouraged those with concerns or ideas for training to attend those meetings. The minutes and the agendas are posted on the ILEA website. Chair Rotter agreed that these discussions need to include the advisory committee so that we can be on the same page and not pulling in different directions. His perception is also that the advisory committee today is a lot more robust than it once was.

Eric Dau spoke as the Firefighters Association representative, and he stated that he appreciated the efforts to diversify. Although fire dispatching is a small part of what we do, it is a very important part of what we do. From his experience throughout the years there is almost zero training that has been made available for fire dispatch.

Richard Pierce advised he thinks it would be a very good thing to sit down with Director Carney to have this discussion. The group needs to work hand in hand with ILEA to be able to find ways to work together to incorporate some kind of certification into the ILEA program. This could be both what the counties and locals are looking for and also enhance and improve the ILEA telecommunication program itself. There is a good middle ground that can be found out of this without it being partisan one way or the other. He thought formulating a targeted group as a suggestion to work hand in hand with the ILEA staff and others to be able to come up with something that takes the best out of both sides was a good idea.

### **Legislative Issues**

None.

### **Information Sharing**

Chair Rotter stated that in response to Blake's report earlier and his absence for the March meeting; it is possible that the March meeting could be a) held as regularly scheduled b) cancelled or c) held virtually. We do not want to mess up anyone's plans for training fund requests or general business. We will see what business there is to deal with and then we will be in touch as far as the status of the upcoming March meeting. If it takes place, it may look a little different than what it does today.

Chris Jasper reminded everyone that the APCO/NENA Conference is coming up in April and registration is live on the website. They are having an awards dinner this year to recognize our award recipients. The awards deadline for submission is the end of February and they would like to get some more submissions before then. Go to <https://www.iowaapconena.org/> and there are some new categories this year including CTO of the Year, Supervisor of the Year, and Technology Innovator of the Year.

### **New Business**

None.

### **Old Business**

None.

## **Travel Requests**

None.

## **Business from the Floor or Virtually / 911 Issues at the PSAPs**

Dominic Baldi from the Iowa Utilities Board asked if there were any changes pending for the committee on a legislative level. He had not heard anything and wondered if there was an update. Blake advised that he had not seen a bill on the Boards and Commissions at all. Funnel week is next week and he has heard nothing at all. Eric Dau recalled seeing something come across limiting gender balance but that is all anyone has seen so far.

Terry McClannahan from Dallas County wanted to thank everyone for the support they have received for their dispatch and their agency regarding the Perry incident last month. It has been very overwhelming for them and they've really been supported by the people throughout the state. Agencies, dispatch centers, dispatchers have been meeting with them and it is really, truly appreciated and goes a long way with them. They are still receiving things from national agencies that have gone through this before. It is really appreciated.

Next meeting date will be March 14<sup>th</sup>, 2024, at 9:30 AM at the Dallas County Human Services Campus 25747 N Ave., Adel.

Chair Rob Rotter asked for a motion to adjourn the meeting. Motion made by Richard Pierce. Seconded by Cara Sorrells.

Meeting adjourned at 9:59 AM.

Cara Sorrells, Secretary