

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

	<p align="center"> <b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, April 11<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.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyms	
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	Present
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	Absent
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	Absent
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Adam Welp	Present
alternate	Scott Havel	
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	Chris Maiers, CISA Region 7
Mark Van Hooser, Buena Vista Co 911	Tom Holladay, RACOM
Jim Sholly, Cerro Gordo County	Michelle Campbell, SECC
Paul Guest, Zetron	Kirk Hundertmark
Amanda Pyle, Story County 911	Lindsey Koehler, Bremer County
Doug Farrell, ICN	Jeff Yates, WahITek
Ryan Mulhall, ICN	Duane Vos, RACOM
Lynne Warren, Zetron	Brenda Wright, Fayette County 911
Haley Nichols, ISICSB SWIC	Lin Sheehey
Lucas Erpelding, Dept of Public Safety	Cori Rayevich, Crawford County
Dominic Baldi, IUB	Shannon Prado, Des Moines Co EMA
Terry McClannahan, Dallas County SO	Todd Malone, SECC
Clayton County EMS Assoc	Rhonda Kaczinski, Marion PD
Paige Klaaren, Iowa County 911	Mitch Flaherty, Harrison Co SO
Marilyn Stayner, Worth County 911	Bill Burnett, Comtech
Heather Hahn, Cerro Gordo County SO	Stephanie DeVault, ICN
Thomas Millikin, Ottumwa PD	Nick Brockman, Polk County SO
Donald Pool, Van Buren County EMA	Eric Porter, ICN
Josh Duden, Dept of Public Safety	Jennifer Ackerman, Winnebago Co Comm
Rhonda Braudis, Marshall Co Comm Commission	Amanda Bieber, Delaware Co EMA
Jessica George-Rethwisch, Dubuque Co Comm	

## **Introductions**

Chair Rob Rotter welcomed everyone. A roll call was conducted by Secretary Cara Sorrells of the board members in attendance. A quorum was not established yet, and the meeting began with Blake DeRouchey's program manager report.

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

### **Program Manager Report**

- Happy National Public Safety Telecommunicator Week! (Next week)
- Legislation
  - Boards and Commissions
    - SF 2385 – Passed Senate
    - HF 2574
  - School Safety
    - HF 2652 – Passed House
  - Increased Penalties for Swatting – Signed
- Program Planner Update
- Interstate Text to 911 Transfers
- [Audit](#) and [Report on PSAP Expenditures](#) Submitted (2021/22 data)
- Outstanding forms
  - Expenditure Collection (Benton, Butler, Grundy)
  - Service Board Membership (3) – Fremont, Grundy, Hardin,
- NGCS Upgrade

- PRF Lookup
- DTMF Tones – Language Translation Services
- CR911 Symposium in May
- Surcharge Discussion

Blake DeRouchev began with a wish for a Happy National Public Safety Telecommunicator Week next week. He appreciates everyone's efforts and encourages people to follow APCO/NENA/NASNA on social media as they will most likely have some good content that you can share with your stakeholders. Follow them and help get the word out that it is public safety telecommunicator week next week.

Next was an update on legislation as of the time of his report. The per diem for this session ends next Tuesday and they are very close to wrapping up. Things are moving fast and changing quickly. There are two bills for the boards and commissions in reference to the 911 Council. SF 2385 passed the Senate yesterday and that current version of legislation would eliminate the 911 Council. HF2574 currently would leave the 911 Council in place, so at some point the two Chambers are going to have to agree and come to an amendment or compromise. In regard to School Safety bill HF2652, which has passed the House, that proposes to use \$3 million dollars of 911 surcharge funds for a program to implement weapons detector software at schools. That program currently would be housed within their department at Homeland Security and Emergency Management. It would not be a 911 specific program. That has been passed by the House now for over a month and the Senate has not done much with it. In the final hours of the session as compromises are made if it does move it will likely move quickly and is something to pay attention to. Additionally, a bill that was signed yesterday by the Governor was a DPS bill increasing penalties for swatting calls.

The posting for the open position of Program Planner closed last week. Allie Bright has been promoted within the department to Public Information Officer. They are reviewing the candidates and will be having interviews in the upcoming days. They hope to decide and an announcement by the next Council meeting in May. They will send out an email as well.

A number of years ago they sent information out that you are able to transfer text to 911 calls within the state. DeRouchev hoped that everyone was aware of and remembered that. If not, he is happy to share that information with you. An update is that now interstate text to 911 transfers are available. Primarily, you are going to be using this if you are one of the border counties in Iowa. It is the same states that we are able to transfer 911 calls, which is all of the border states except Wisconsin, at this point. It is the same methodology that we use, it's a pound sign and then using the FCC ID to transfer to your adjacent counties in a different state. If you are a border county, you would have received that email, but they want to make sure everyone's aware that this is now a capability.

In March they did submit the FY '21-22 biannual expenditure report to the legislature. The State Auditor's office produced their report as well. The audit continues to hit upon the importance of retaining your methodology for how you came up with the numbers that you submit on your PSAP expenditure report. So, you need to keep your source materials for how you arrive at your final figures. Understanding that a lot of times there are transitions at PSAPs, so make sure that binder sits on the shelf and doesn't walk out the door when there is a transition in leadership. The expenditure report is on their website and let them know if you have any questions.

For this current reporting cycle, they did have to send out three notices regarding late expenditure collection forms for the 2023 fiscal year. Those are legally due to their office by March 31<sup>st</sup>. Three counties were late in submitting those, however, after sending the notification they received all three within the same week the first week of April. Because the surcharge checks are not sent until later in the month of April, those three counties will still receive their full funding. It was basically just a letter, and will probably be noted on the audit when those get submitted a year and a half from now. They are still missing (3) service board membership forms as well. Those counties are listed on his slide above (Fremont, Grundy, and Hardin).

Comtech did a rather large NexGen 911 core service upgrade a couple of weeks ago. There are a couple of benefits from that for you at the PSAP. Blake is contacted often from counties asking who their backup PSAPs are. With this upgrade, you will soon be able to look up who your provisioned call routing alternatives are yourself. It will be similar to some of the other Comtech logins that PSAPs have access to. You can see who your backups are and submit changes as well. Real-time text will be another future enhancement. We currently have text to 911, but with real-time text you will literally see the characters being typed in as the texter types them. The benefit of this is if the sender cannot finish the text or hit send, you at least get part of that data stream. The other benefit is true I3 call signaling, and the NENA I3 Standard is what they have been working towards for a number of years. It makes the ALI location information part of the call itself and not really like a side process. That is a project that will take some time, and there is most likely going to be some CPE provisioning that will have to happen as well. This upgrade sets the stage for that future enhancement as well. Also, as an interesting side benefit, they think they have fixed the DTMF issue. If you remember this impacts specifically the language line product where when you typed in your code it would fail and eventually you would get to a live attendant. It caused delays in that process. With the upgrade they think they have fixed that issue and you should be able to just type in your code once and it should immediately be recognized using those touch tones.

There is a Cyber Resilient 911 Symposium in May presented by CISA. They have had these various interoperability type workshops in the past with the 911 Program, the SWIC, etc. This is another iteration of those. This one is held in Kansas City in May and they have also asked a few folks from Scott County to attend. Scott County participated in the cyber assessment process through CISA. Ryan Mulhall from the ICN is attending as well and they just wanted everyone to be aware of the upcoming workshop.

It has been about eight months since Director Benson attended the 911 Council meeting and started talking about changes to surcharge. This discussion is looking towards the next legislative session and obviously with the current \$3 million dollar proposal at the moment this could change in the next couple of days. It is time to start talking about this and what is being presented here is just ideas only. They are trying to build consensus and get input on various ideas and concepts, so they have something next year to take to the legislature, and get out of the current situation that they at the State 911 Program are in. They continue to look at various indicators (they have charts and spreadsheets to show) that they are expending more money that they are taking in at the state program. Blake then talked through the various ideas. He stated the easiest thing would be to ask for a surcharge increase. They have not raised the surcharge statewide since 2013. It is probably a fairly easy sell. However, similar to the

reasoning within the legislature regarding this \$3 million dollars, there is the perception that local 911 budgets are too flush with cash. DeRouchey is aware that there are a lot of opinions within the local community that would counter that. We need to work together on both sides to get things accomplished – raise the surcharge and get the other side of the house in order as well. DeRouchey talked through the different options or ideas that have been presented:

**IOWA** | Homeland Security and Emergency Management

### Surcharge Options (ideas only)

- Adjust Passthrough**
  - Leave surcharge unchanged
  - Adjust passthrough ratio from 60/40 to 50/50
  - Majority of counties would see less surcharge, some see an increase
  - Raises additional \$3.3 million for State Program
- Adjust Passthrough and Raise Surcharge**
  - Raise Surcharge to \$1.10
  - Adjust passthrough ratio from 60/40 to 55/45
  - Level funding for counties (increase of ~\$14K statewide)
  - Raises additional \$3.0 million for State Program
  - Other ratios/amounts possible as necessary
- Move Wireline to State**
  - Wireline funds to State (~\$9 million)
  - Since 2018, all calls, including wireline pass through State funded network
  - Use same funding pass through (60/40)
  - Some counties see an increase, others a decrease
  - Raises additional \$3.7 for State Program
- Other factors/ideas**
  - Absorption of additional Cost Recovery
  - Local Surplus Budgets
  - Sliding scale surcharge rate
  - Raise surcharge rate with sunset to revert back
  - Required Participation in Shared Services
  - Additional Consolidation incentives
  - Mandatory Minimum requirements
  - General Fund/Appropriation

The only suggestion outlined that was not included in the slide deck was a sliding scale, and being able to adjust the surcharge as necessary to raise the funds. This was suggested previously by Chair Rotter. All of these various ideas are percolating, and if you have any strong opinions or thoughts, either here or if you want to reach out individually to Blake you are welcome to have that conversation.

There was a question about the average carryover across the state and DeRouchey also displayed this slide, which he had presented at the recent Iowa NENA Conference. This was from last year's budgets. He will be getting an update on this within the next month or two from the Department of Management. There are three categories that you can put your carryover funds into 1) assigned 2) reserved and 3) unassigned. The folks at the legislature are looking at all three of those combined. So, even if you have something under contract, they are counting that as your carryover surplus. There is a better way to analyze that but remember that if you put it in as unassigned, it says that you don't know what you are going to spend it on. If you look at all three categories the total for the state in carryover funds is \$58 million dollars. The unassigned is much lower, like the \$14-16 million dollar range, which divided by 99 counties is much more reasonable based on the fact that communications equipment is very expensive. It was reiterated that if you are a county with money set aside for a project, reach out to your legislators, and explain why you are holding onto it and how much it is going to cost.



- HSEMD – Motivations online statewide training (9 months)

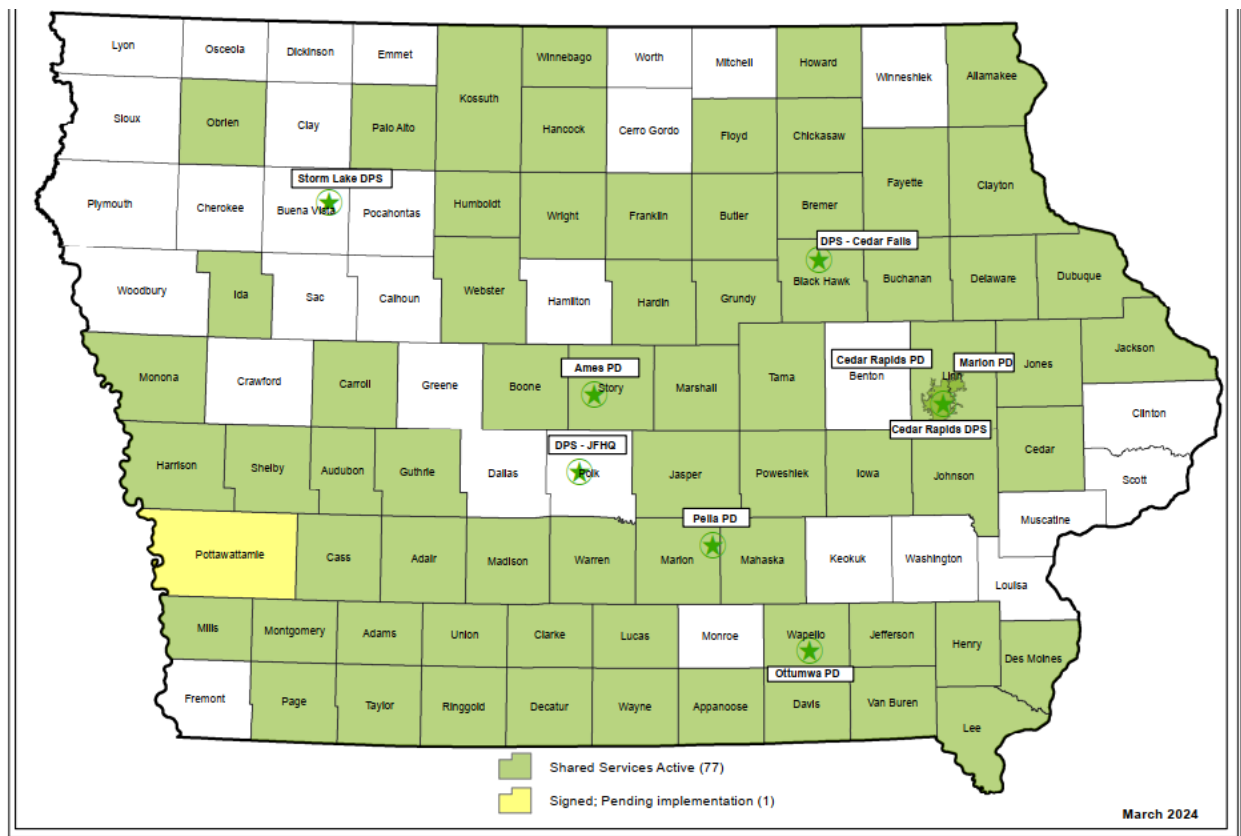
Amount Remaining if Approved: \$2,318.50

There is one training fund request and this one comes from the State 911 Program and is a benefit to all PSAPs statewide. This is leveraged off the Zetron shared services contract and is for 9 months of statewide, virtual training. A pilot group had the opportunity to look at and analyze the online training offerings. It was pretty well received, and since we are getting to the close of the fiscal year, they are presenting this training in the amount of \$26,500.

## Zetron Shared Services Monthly Status Update – Lynne Warren

### Program Updates

- Text to 911 transfers, starting an initiative for the shared services PSAPs to get transfer codes set up the same as the star codes to neighboring PSAPs
- Any PSAPs who want to look into the DTMF change on their language line they should reach out to Lynne, and they will work with them on that.





# Iowa Insider Newsletter



- April issue sent this week to honor Iowa APCO & NENA conferences.
- Email [lynne.warren@Zetron.com](mailto:lynne.warren@Zetron.com) with your contact information to subscribe.

## Questions?

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

### **Approve the Agenda**

A quorum was now established and Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by Chris Jasper 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 Chris Jasper to approve the minutes. Seconded by Richard Pierce to approve the minutes of February 8<sup>th</sup>, 2024. All ayes. Passed.

### **Training Funds Request**

As mentioned previously the only training fund request was from the State 911 Program for



9 months of statewide, virtual training with a total cost of \$26,500. Each PSAP in the state can access the online training and choose from a catalog of hundreds of training courses. Chris Jasper added that he was part of the pilot group who tested this out and that "It's a fantastic tool and I think it will be great for all of the dispatch centers in Iowa". Chris Jasper then made a motion to approve the training request as presented. Seconded by Tracey Bearden. Chris Jasper abstains. All ayes. Passed.

### **Technical Advisory**

None.

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

SWIC Haley Nichols gave a quick update and advised they continue to do outreach efforts. They were in Southern Iowa this month and also made a trip to the Lacrosse Wisconsin National Weather Service. The National Weather Service has been interested in getting on ISICS and they have some of their Iowa services outside of the actual state of Iowa. Now that it has been tested, those agencies will work to procure equipment, and begins discussions with Comm Centers and Emergency Management concerning procedures on how to use ISCS for communications. Nichols has directed them to the supervisor groups, emergency managers, and people in our profession.

The REMCDP grant is continuing with good progress in outreach, planning, and procurement. She will keep us updated as that develops.

There are two standards out for public comment and those are open until the 14<sup>th</sup> of this month. The training standard 2.11 and the Travel and Transport standard 1.5.1. If you haven't had a chance to look at those, please do so and if you have anything to add please let them know. There are some substantial changes that the communities made to those standards.

They are in the process of planning a Communications Exercise for Story County that will be June 18<sup>th</sup> – 20<sup>th</sup>. The 19<sup>th</sup> will be a planning day and then the 19<sup>th</sup> and 20<sup>th</sup> are two separate exercise days where participants can get their position task books signed off on. Each day is a day that you can get your task book completed, you would only have to attend one of the days. There is already a robust list of interested parties so sign up right away if you are interested. Also, the Central States COMEX in Joplin is being held in the Fall. Nichols will be attending that and she can get anyone the information if they are unable to attend the one in Story County. Wisconsin is also having a COMEX in the Fall and they have invited Iowa individuals so there is another opportunity to complete your task books if anyone is interested.

Blake mentioned the Cyber Resilient Symposium in May that she will be attending. There is a lot of information concerning Cyber lately, it is a topic that is in the news, and she will be keeping her ear to the ground on that.


Lastly, Nichols offered a thank you to all those in the 911 profession for their service and sacrifice regarding National Public Safety Telecommunicators Week, this next week.

### **Chris Maiers CISA Update**

Chris Maiers presented the following slide deck:

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

# EMERGENCY COMMUNICATIONS COORDINATOR REPORT APRIL 2024



Chris Maiers  
April 11, 2024

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## Emergency Communications Month

38 Cara Sorrells (CSorrells@wps.co.)

- April is Emergency Communications Month
- Theme: Resilient Together
- Special focus on highlighting the importance of secure interoperable emergency communications
- National Public Safety Telecommunicators Week (2<sup>nd</sup> week of April)
- Promoting governance, collaboration, & PACE resiliency
  - <https://www.cisa.gov/emergency-communications-month>



Chris Maiers  
April 11, 2024

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## Highlights from IWCE – Comms Cybersecurity

- Many public safety personnel need additional cyber training.
- Estimated cost of ransomware is expected to hit \$265B by the end of 2031 (ZDNet) ... Up 40%.
- 277 incidents over the past 24 months that hit public safety (PS) agencies in 41 states & the District of Columbia.
- Always-on computers make PS an ideal crypto-mining target
- Phishing accounts for 90% of breaches
- Only 8% of businesses that pay a ransom receive all data back
- 79% of nation-state attackers target government agencies.
- Cybercrime directed at law enforcement increased 28%.



Chris Maiers  
April 11, 2024

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## Highlights from IWCE – Comms Cybersecurity

- Not every attack can be prevented.
- Organizations with a developed and exercised incident response plan saved an average of \$1.49 million per breach.
  - Keep Incident Response Plans:
    - Simple
    - Relevant
  - Play out scenarios
  - Keep leadership involved and prepared.
- Prepare for the 'When' not the 'If'.



Chris Maiers  
April 11, 2024

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# Regional News of Note

- National Meeting of Alerting Officials – April 30 - May 1, in Kansas City, MO
- CR911 Symposium – May 14-15 in Kansas City, MO.
- Communications Exercises:
  - Kansas COMMEX – Wichita on June 11, 2024
  - Central States COMMEX – Joplin (MO)/Quapaw (OK) from September 10-13, 2024
- Other SIGBs/SIECs & Councils
  - SIAC Meeting on May 9, 2024, in Salina, KS
  - 911 Coordinating Council Virtual Meeting on April 19, 2024
- Interoperability Markers update meeting requests will go out for the July timeframe.



Chris Maiers  
April 11, 2024

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For more information:

Chris Maiers  
[Christopher.Maiers@cisa.dhs.gov](mailto:Christopher.Maiers@cisa.dhs.gov)  
202-701-3235

Chris Maiers  
April 11, 2024

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## **34A Update**

None.

## **Baseline Knowledge for 911 Communications**

None.

### **Legislative Issues**

Chair Rotter echoed what Blake said that if you are one of those PSAPs holding onto some cash it is a great idea to let your legislators know why that is and make them understand that projects are very expensive. They may not ask you about it, so you might have to tell them.

### **Information Sharing**

Chair Rotter shared that he was able to sit down with Director Carney from the Iowa Law Enforcement Academy concerning the Telecommunicator training. He was very impressed with the Director, and that he was very open-minded. He has got a lot to do right now being fairly new in his position, but Rotter has a good feeling about working with him. He was very open to ideas and would like to hear from this Council. He was made aware of our committee and supported working closely with the Academy's Advisory Council. He also shared the new and improved curriculum from ILEA for the training. Rotter will share that with Blake who can share that widely. It is a work in progress, but he felt good about meeting with the Director and the direction he is going. Rotter thinks it is the right person, at the right time, and at the right place.

### **New Business**

None.

### **Old Business**

None.

### **Travel Requests**

None.

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

None.

Next meeting date will be May 9<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 Chris Jasper.

Meeting adjourned at 10:18 AM.

Cara Sorrells, Secretary