

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

	<p><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, January 11<sup>th</sup>, 2024</b>  <b>9:30 – 10:15 AM</b>  <b>***Virtual only***</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	Present
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)	George Griffith	Retired
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	Present
alternate	Paul Andorf	
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
Allie Bright, 911 Program Planner		Absent

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

Hollie Davidson, ISICSB  
Kirk Hundertmark  
Nick Brockman, Polk County SO  
Mark Van Hooser, Buena Vista Co 911  
Diane Sefrit, SCI Regional 911  
Brad Button, Des Moines PD  
Paul Guest, Zetron  
Bill Burnett, Comtech  
Amanda Pyle, Story County 911  
Mike Hardy  
Ryan Mulhall, ICN  
Lynne Warren, Zetron  
Haley Nichols, ISICSB SWIC  
Chad Gappa, Motorola  
Justus Thompson, LSA  
Lucas Erpelding, Dept of Public Safety  
Jessica George-Rethwisch  
Dominic Baldi, IUB  
Rhonda Braudis, Marshall County Comm  
Westcom Dispatcher  
Clayton County EMS Assoc  
Aubyn Giampolo, Westcom  
Kayla Hagen, Palo Alto Co EMA  
Dean Kruger, Humboldt County Sheriff  
Sarah McClure, Ames PD  
Shari Schmitz, Motorola

Chris Maiers, CISA Region 7  
Robin Kovar, Van Buren County  
Mitch Flaherty  
Tom Holladay, RACOM  
Nichole, Sac County 911  
Jim Sholly, Cerro Gordo County  
Max Harlan, Van Buren County  
Josh Duden, Dept of Public Safety  
John Mayes  
Doug Farrell, ICN  
Bobbie Wells, Sac County 911  
Brenda Wright, Fayette County 911  
Duane Vos, RACOM  
Steven Steele  
Brian Bullock, Motorola  
TM  
Sam Arkfeld, Pottawattamie County  
Lance Brady  
Brad T  
Jason Webster, Floyd County EMA  
Erin Froning, Clear Lake PD  
Stacen Gross, GeoComm  
Chris Hare, Buchanan County EMA  
Todd Malone, SECC  
Chief Udell Mentola, Westcom  
Marilyn Stayner, Worth County 911

**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 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 December 14<sup>th</sup>, 2023. All ayes. Passed.

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

Program Manager Report

- Allie

- HSB 522/SSB 3030 – Public Safety Telecommunicators
- HSB 545/SSB 3026 – Enhanced penalties for perpetrators of Swatting incidents
- January FCC Meeting
  - Location Based Routing for cellular providers on wireless calls and RTT
  - NORS/DIRS Required reporting
- Newsletter Vol 3
- Outstanding forms
  - Expenditure Collection (13) – Benton, Butler, Cherokee, Clay, Clinton, Des Moines, Dickinson, Emmet, Fremont, Grundy, Howard, Mitchell, Tama
  - Service Board Membership (12) – Benton, Butler, Clay, Emmet, Fremont, Grundy, Hardin, Howard, Mitchell, Scott, Van Buren, Warren

Blake DeRouchev thanked everyone on the meeting for their flexibility in having the meeting in a remote fashion due to the weather and advised them to stay safe in the next 24-36 hours with additional snowfall predicted.

The first update was personnel related. DeRouchev reported that Allie Bright has taken a promotion within their department and will now be the Public Information Officer. She will not be overly involved in the 911 Program going forward, but you may still see her name pop up periodically. It is a loss for the 911 Program, and they will be looking to post that open position in the next couple of weeks. He will also send out the job posting when it is finalized and available, if anyone is interested or knows someone who may be interested in the position. He will still be able to work with Allie on the legislative side of things as well, as that is part of her new duties.

House Study Bill 522 and Senate Study Bill 3030 are Iowa Law Enforcement Academy bills that changes some of the terminology to "Public Safety Telecommunicators". The previous language was something along the lines of "Communications Officers". It was language that was not really used anywhere else in code, so this just looks to standardize terminology in that particular code section. The other legislation listed is a Department of Public Safety bill, House Study Bill 545 and Senate Study Bill 3026, and it looks to enhance the penalties for perpetrators of swatting incidents. Specifically for those types of false reports that are typically associated with swatting. DeRouchev wanted to make everyone aware of the proposed legislation and encourage those who were interested in it to follow it and continue to get updates as it progresses.

Blake did send out some information that at the upcoming January FCC open meeting towards the end of the month there are a couple of 911 related items that may be of interest. One is a requirement for cellular providers on wireless calls and real-time text to provide location-based routing. That would be better routing associated with call. The other one is the NORS/DIRS system, those are the outage reporting tools, both on sunny skies outages and disaster related outage reporting. Right now, those are not a requirement, while most carriers do participate in those programs. The FCC is looking to make those systems required reporting. In his mind these are both good things, so stay tuned for more information from the FCC open meeting at the end of the month, to see if they do make both of these requirements final.

Shortly after the 911 Council meeting, Blake will be sending out Volume 3 of the 911 newsletter. It will contain some topical items and a kind of summary of the last quarter or so. In

case you have forgotten some of the items they've sent out or you just need a refresher, that will be coming out shortly after the Council meeting. Lastly, DeRouchey provided a snapshot of where they are at with outstanding forms due. There are 13 outstanding expenditure collection forms due and the administrative deadline for that was January 1<sup>st</sup>, 2024. The legal deadline is the end of March and at that time they will start withholding surcharge. Those PSAPs who still have forms due are in a grace period where they can still submit them without penalty. He requests that you get them in as soon as you can. There are also still 12 outstanding service board membership forms also due.

## 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

## Current Travel/Public Ed/Training Fund

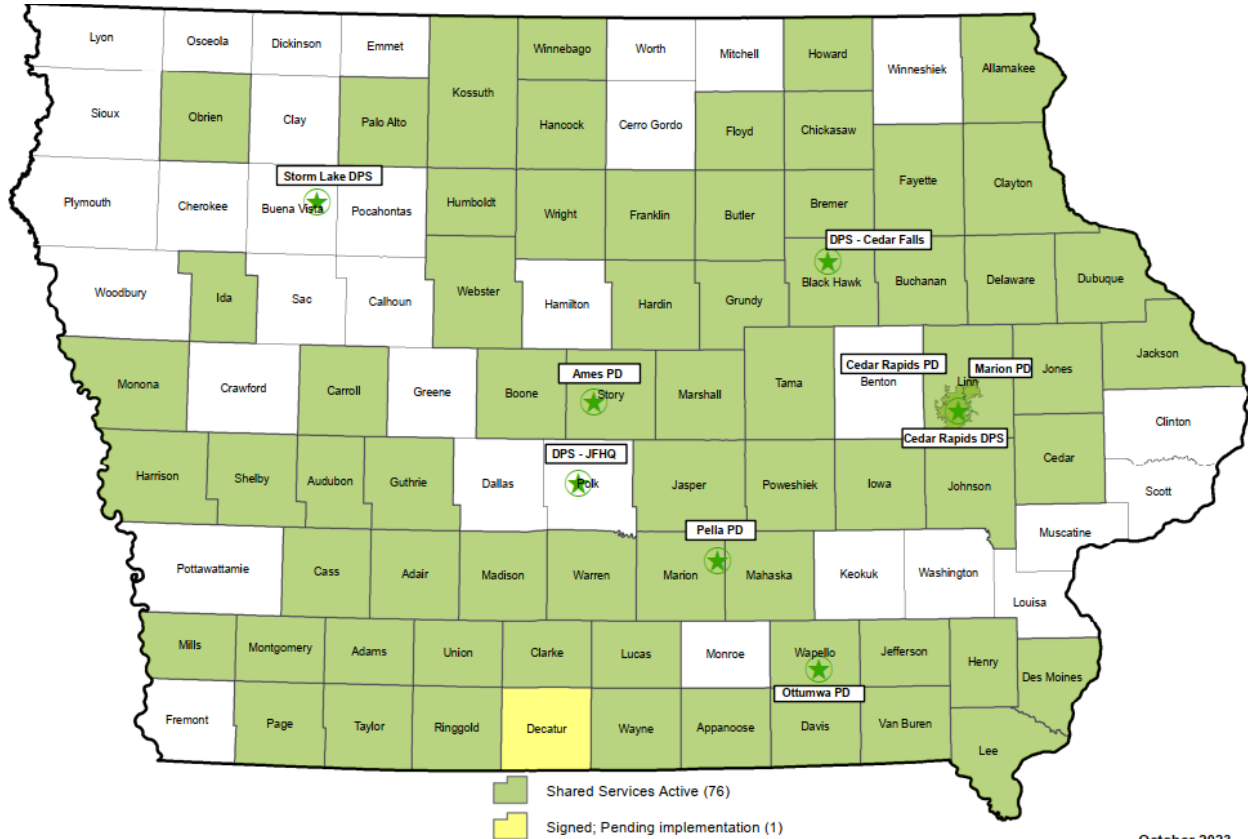
- **\$100,000 Annually (FY2024)**
- Amount Paid: \$9,482.00
- Amount Remaining: \$48,118.50
- Requested: \$4,500.00
  - Van Buren Co – The Healthy Dispatcher; Back to Basics
- Amount Remaining if Approved: \$43,618.50
- Statewide Training Update

There was one training fund request to consider this month from Van Buren County. Blake also advised that in reference to the statewide training, that was something that Allie was working on. She has handed it off to DeRouchey, they did have a pilot group that had access to the statewide training portal. The group provided feedback and they are taking a look at that. He would expect more to come on that next month for a recommendation to come before the Council. As a reminder, while that would be available through the shared services contract, that training would be open and available to all PSAPs in the state not just those on shared services.

## Zetron Shared Services Monthly Status Update – Lynne Warren

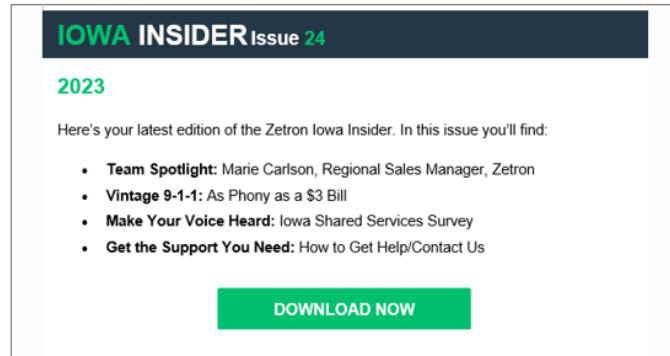
## Program Updates

- Nothing to note as we come out of the holiday freeze.
- Preparing for 2024 deployments.
- Decatur Co goes live Feb 28.



There were no changes to the map and they do have a new newsletter coming out in February. If anyone is interested in getting on the distribution list, please send her an email at the address listed below. They do automatically sign people up if they sign onto shared services.

# Iowa Insider Newsletter



- 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/>

### **Training Funds Request**

There was one training fund request on the agenda for approval from Van Buren County in the amount of \$4,500. This training would be from Kris Inman with The Healthy Dispatcher, and it is entitled "Getting Back To Basics in your Comm Center". It would be held May 15<sup>th</sup>, 2024, and would host the minimum course participation of 10 attendees, with no student maximum. It is an 8-hour course that includes all travel expenses and the attendee workbook. Robin Kovar from Van Buren County was online to address any questions and advised that the training would be open to any telecommunicator in the state of Iowa. Tracey Bearden made a motion to approve the training request as presented. Seconded by Chris Jasper. All ayes. Passed.

### **Technical Advisory**

None.

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

SWIC Haley Nichols reported that the INTD course to be held at Westcom January 30<sup>th</sup> is full with the 20 maximum attendees. She will leave the link open and if anyone wants to be put on a waiting list in case of cancellation, that is how they are moving forward with that.

This year they have TA requests in for a COML (Communications Unit Leader) and a COMEX (an exercise where position task books can get filled out) so far. Keep those on your radar if those are something that interests you.

There is nothing new to report on the training side, all of their trainings are available online at the ISICS link. Take a look at those and see if they could be part of your agency's training program.

Lastly, Nichols gave a quick update on REMCDP grant. This is the Rural Emergency Medical Communications Demonstration Project Grant that they are rolling out in Region 1. They will start with a site visit in Carroll County later this month, then they will move onto Calhoun County in February. The plan is to then in the next coming months, hit the rest of the 14 counties in Region 1. If you are interested in anything going on with that grant, that is also listed on their website, or she is available for more information. They do have some promotional materials going out (flyers) and a very short one-minute video that explains where you can find more information also.

### **Chris Maiers CISA Update**

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

# EMERGENCY COMMUNICATIONS COORDINATOR REPORT JANUARY 2024

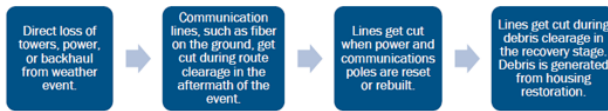


Chris Maiers  
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# Emergency Comms & Extreme Weather

- Outlines and discusses examples of severe or extreme weather and the potential impact on emergency communications infrastructure and networks:
  - Extreme Winds
  - Extreme Heat/Dry
  - Extreme Flooding
  - Extreme Cold
- Phases of communications loss & recovery during disasters.



- [Emergency Communications and Extreme Weather Factsheet](#)



Chris Maiers  
January 11, 2024

# Personal Security for CI Workers

- Critical infrastructure workers perform a vast array of services that operate, run and maintain key systems and assets necessary for modern American life.
  - Your occupation and professional role.** Does your job or career make you an attractive target?
  - Specific threats.** Is there credible evidence that suggests a risk to you?
  - Your personal history.** Have you been targeted or threatened in the past?
  - Your personal visual identifiers.** Do you display any group affiliations that make you an attractive target?
- [Personal Security Considerations Action Guide | CISA](#)



Chris Maiers  
January 11, 2024



# Regional News of Note

- Missouri:
  - PSAP Cybersecurity Webinar – Wednesday, January 10, 2024.
- Nebraska:
  - Virtual COML Jan. 13-14 & Jan. 20-21, 2024.
- FEMA Region 7 RECCWG Meeting – January 30, 2024



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For more information:

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**34A Update**

None.

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

None. Rhonda Braudis advised they do have a Telecommunicator Training Board meeting coming up and she hopes to have some updates for next month.

### **Legislative Issues**

None.

### **Information Sharing**

None.

### **New Business**

Chair Rotter had an item of note under new business. It has come to his attention that there has been some conversation about the training programs provided by ILEA that involve 911. This is only a discussion at this time, but the question was raised whether ILEA is the right place for this training, and could the 911 Communications Council play a more important role in this. It could be a part of ILEA's training as far as what type of training we should see. The beauty of this Council is it is so well represented by everyone who touches 911, from Fire, EMS, EMA, and law enforcement. There has been an emphasis on the law enforcement side just because of generally where the center's telecommunicators are housed or the training takes place. "Are we doing this right and is it time for at least a discussion to see if it could be done in a different way? Maybe there is no changes to be made, maybe there is some slight ones, and maybe there is a major overhaul, I don't know. But I think the time is right to have that discussion." Chair Rotter would like to see the two committees (34A & Baseline Knowledge) be the place to have this conversation. He is just introducing this idea at this point, and he will be in contact with the committee members about this coming up very shortly. He anticipates this is something that will be discussed here in the coming weeks and months probably.

Chris Jasper added that they do have a Telecommunicator Training advisory board for ILEA as well and some of the folks here also sit on that board. He asked if that committee is going to meet and discuss if they can coordinate with that group to make sure that both are not doing the same work. Chair Rotter agreed, and said we would be remiss if we did not conduct it that way. Braudis added that she intends to send an email out to both the 34A and the Baseline Knowledge committees, as well as the Telecommunicator Training Board. She will make sure that they are all on the same page. If anyone would like to participate that is not on her list, please send her an email at [rbraudis@marshalltown-ia.gov](mailto:rbraudis@marshalltown-ia.gov).

Mike Bryant added that this is another reason or selling point on why it is important to keep the 911 Council in existence. Hopefully it is still around come July 1<sup>st</sup> and we can still pursue these improvements. Chair Rotter echoed that sentiment and advised he sees 68 people taking part in today's discussion. It goes to show how important this meeting is, whether it is virtual or in-person. There is so much that they can contribute to 911 and already do, and should continue to.

**Old Business**

None.

**Travel Requests**

None.

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

None.

Next meeting date will be February 8<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 Rob Dehnert. Chair Rotter thanked everyone for joining today and told them to be safe and be careful, we have some snow coming.

Meeting adjourned at 9:55 AM.

Cara Sorrells, Secretary