

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

	<p>Iowa 911 Communications Council Meeting Thursday, November 9th, 2023 9:30 – 10:15 AM Dallas County Human Services Campus 25747 N Avenue, Adel IA 50003</p>
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Call to Order

The meeting was called to order by Chair Rob Rotter at 9:35 AM and a quorum was determined from those present.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Cara Sorrells	Present
alternate	Angie Dobyns	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Excused
alternate	Shanna Krogmeier	Present
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)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Absent
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Eric Dau	Present
alternate	Tom Berger	
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
Staff:		
Blake DeRouchey, 911 Program Manager		Present

Allie Bright, 911 Program Planner

Absent

Guests also present in person or by teleconference:

Hollie Davidson, ISICSB	Chris Maiers, CISA Region 7
Kirk Hundertmark	Stephanie DeVault, ICN
Nick Brockman, Polk County SO	Nic Briseno, Story County SO
Paige Klaaren, Iowa County 911	Mark Van Hooser, Buena Vista Co 911
Terry McClannahan, Dallas County SO	Sam Arkfeld, Pottawattamie County SO
Doug McCasland, Warren County 911	Sarah McClure, Ames PD
Diane Sefrit, SCI Regional 911	Pam Freshwater, Monroe County 911
Brad Button, Des Moines PD	Rhonda Braudis, Marshall County Comm
Paul Guest, Zetron	Bobbie Wells, Sac County 911
Heath Hove, Dept of Public Safety	Jason Webster, Floyd County EMA
Bill Burnett, Comtech	Eric Porter, ICN
Amanda Pyle, Story County 911	Duane Vos, RACOM
Mike Hardy	Doug Farrell, ICN
Jeremy Cremeans, Tama County 911	Dave Duncan, ICA
Lynne Warren, Zetron	Brenda Wright, Fayette County 911
Haley Nichols, ISICSB SWIC	Scott Richardson, Dept of Public Safety
Curtis Walser, CR Fire Deputy SWIC	Heath Hove, Dept of Public Safety
Chad Gappa, Motorola	Alicia Scott, Dallas County EMA

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 Richard Pierce 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 George Griffith to approve the minutes of October 12th, 2023. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Program Financials
- Surcharge Discussion
- ECRF – 1,728 calls more correctly routed in August
- 988/911 Pilot expansion
- Cyber Assessment Report

Blake DeRouchev apologized for the technical difficulties with the meeting link this morning. The first thing he presented was the quarterly report and there was nothing of note on the PSAP payments. They are not withholding any funding for late forms or anything like that. On the expenditure report the amount of wireless surcharge received was 7.8 million dollars. They accrued more interest on the fund, due to high interest rates, and it was \$84,000 dollars. The prepaid card revenue was normal at \$576,000 dollars. The first quarter of the year is when the funding for management and administration of the program come out and that is \$300,000 dollars. The wireless cost recovery is blank due to the invoice literally getting lost in the mail. You will see a double payment coming out of the second quarterly expenditure report. After the recurring network costs from the various vendors that make the 911 system work, 60% of PSAP funding comes out to just over \$5 million dollars. Also, similar to the first quarter of the last fiscal year they did have to dip into the surplus in order to pay all of the bills on the front end of the fund. That number is \$406,000 dollars and all indications now, and we saw it last year as well, are that we are going to have to do something related to surcharge before too long.

A couple of months ago Director John Benson was in attendance and he brought this surcharge issue up as well. Nothing has changed from their perspective and the time frame to do something or take action for them would be next 2025 legislative session, not the one that starts here in a couple months. There may be legislative interest in doing something with it this year, that is not necessarily coming from them, but they would obviously participate in that discussion and make sure whatever happens looks ahead to keep the fund solvent. They have started having some conversations with folks, a brainstorming group that includes a couple of members from the Council and the 911/PSAP Community, that understand the fund. This is to talk about different scenarios or formulas or ways that the fund could work to solve many problems. It is unknown which direction legislators might take this session if that momentum starts to build. They just want to be ready for multiple different scenarios and for that discussion. They are running a number of different calculations and if anyone has any good ideas or is interested in participating, please let Blake know. Participation is welcome and ideas are welcome. If you have any questions about the calculations they are running you are also welcome to reach out. Nothing is set in stone they just want to be ready for the conversation.

This summer they implemented ECRF, a core function of a NextGen 911 system and a part of the NENA i3 Standard. It is geospatial routing and uses all the GIS data that we have been working on. Instead of using towers and cell sector faces they use GIS data. Blake had Comtech pull some information to show that it works. They found that for the month of August 1,728 calls routed more correctly using the geospatial methodology.

They are looking to the next phases of the 988/911 pilot, and they are looking at Linn County next. Linn County has three PSAPs, and they already have three PSAPs on the pilot, so it is essentially doubling that by adding just one county. That will be the next step and after that they will look at broader adoption and expansion for those that are ready. If you indicated on the survey that you were interested, they will be in touch shortly after Linn County goes live.

Awhile ago the 911 Program began the Cyber Assessment through CISA. They had their out brief for that earlier this week and the written report is soon to follow. They will be sending it out and posting it to their website. The report is very good and there were about three findings

or recommendations, and they are fairly minimal. They will get that out to the community and, where they can, try to implement some changes or best practices.

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
- October – 99 Counties

Current Travel/Public Ed/Training Fund

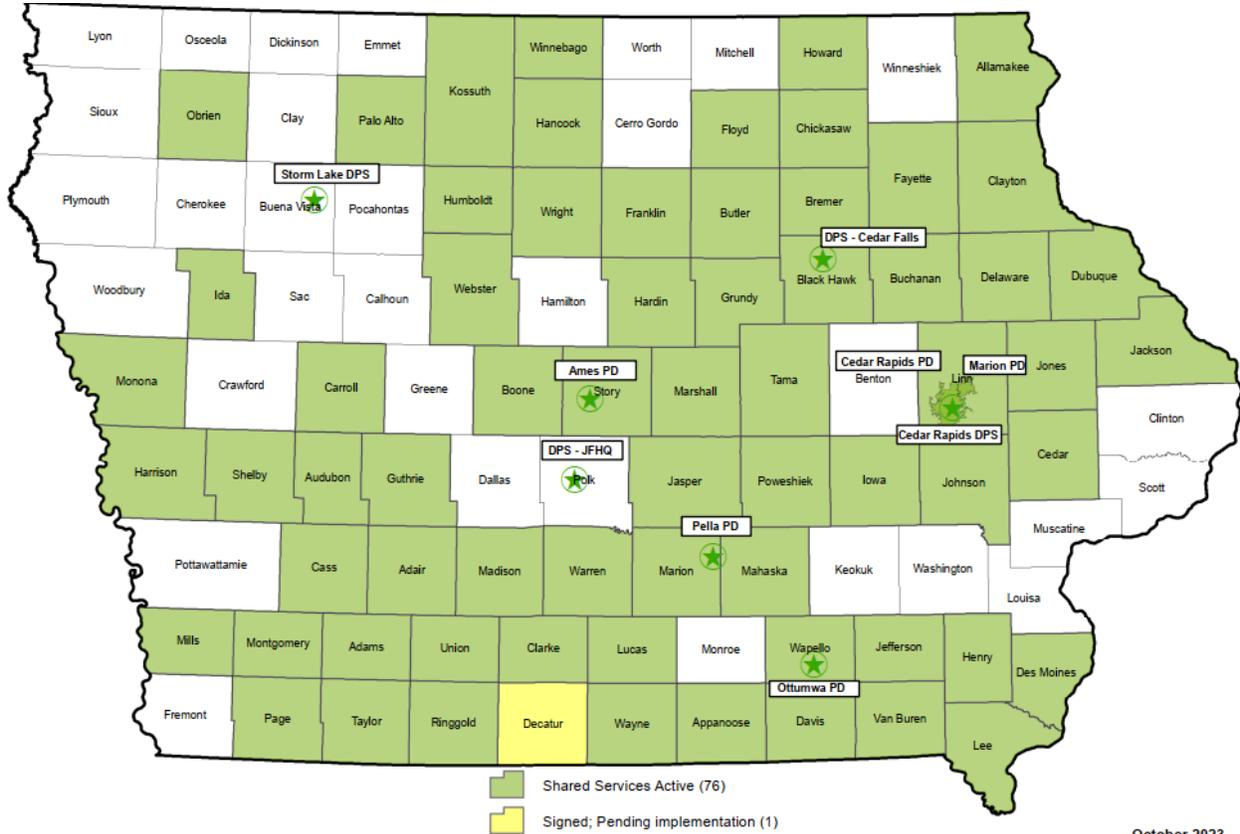
- **\$100,000 Annually (FY2024)**
- Amount Remaining: \$53,950.50
- Requested: \$5,832.00 – Marshall Co; APCO EMD
- Amount remaining if approved: \$48,118.50
- Statewide Training update
- Training Policy Update: *Training courses will be limited to two offerings within the same HSEMD district during a fiscal year and will be considered on a first come first served basis. The same rule applies to requests for EMD funding knowing that there are three different models utilized in Iowa - APCO, Priority Dispatch, and Power Phone. Multiple requests will be approved with discretion and if more training is requested than funds available during a given month, the 911 Council, along with the program manager may prioritize the funding as they see fit.*

There is one training application to consider from Marshall County and it is an EMD request. That generated some discussion last month and there is an agenda item later on in the meeting to consider an additional change to the training policy to adapt and maybe put some guardrails around EMD training requests. The underlined part is the suggested phrasing to again put some guardrails or some language in the policy to acknowledge EMD funding and some of the concerns that were addressed last month.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

- Nothing to note as we go into the holidays.



Iowa Insider Newsletter

OCTOBER: A DAY, A WEEK, A MONTH

Here's your latest edition of the Zetron Iowa Insider. In this issue you'll find:

- **Team Spook-light:** Tom Joseph, Planning and Logistics Coordinator at GeoConex, a division of Zetron
- **Tips & Tricks (& Treats):** Help Mode
- **Vintage 9-1-1:** As Seen on TV!
- **Explore Past Gems:** Check Out the Newsletter Archive

[DOWNLOAD NOW](#)

- Email lynne.warren@Zetron.com with your contact information to subscribe.

Questions?

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

Training Funds Request

The training request was from the Marshall County Communications Center for EMD (Emergency Medical Dispatch) training through APCO February 19th – 22nd, 2024, in the amount of \$5,832. Rhonda Braudis from Marshall County was online to speak on the training request. The minimum number of course participants are 10 and the maximum 15 and this training is specific to telecommunicators. The amount requested is after the agency match of ten percent. Motion by Tracey Bearden to approve the training fund request. Seconded by George Griffith. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols reported that the COMU suite is done for 2023, they finalized with the COMT course at ILEA in Johnston a week or two ago. Seven students completed that course and thanks to Director Carney for allowing them to host the course. Also, thanks to the DPS team for making the mobile command and central STR trailer available. It was very beneficial to the group. Looking forward to next year for courses there is already an INTD course scheduled January 30th, 2024, in West Des Moines. The registration for that will go live hopefully next week. It is a popular class so if you have interest, please sign up early.

They deployed 20 cache radios to Delaware County for a training exercise they were involved in. This is a reminder that there are resources available for deployment in case your agency is involved in something and needs those. Also, as a reminder, the ISICS Board is reviewing and revising the SCIP (Statewide Communication Interoperability Plan) for the next 1 – 3 years. Those meetings have begun, and each committee is having a two-hour webinar. Next week is the FirstNet and the user group committee, which both of those are really beneficial to the whole process. The more people that join, the better to get those comments and ideas flowing. It is a brainstorming session so that when they move into their workshop on the 8th (which will follow the regularly scheduled board meeting here in Adel) they can pull it all together and come up with a document.

The RIC meetings happen monthly so that means each region of the state has a monthly meeting where you can join and share your experiences with the ISICS system. They highly

recommend your participation and are interested in hearing from the PSAP or Comm's side of things. They also have trainings available online on the ISICS website pertaining to the use of the system. Currently there is a pursuit module and the StatusBoard training and those are available 24 hours a day for people to take. Remind your dispatchers that it is free, easy training available if they want to take a look at it. They are updated on a regular basis.

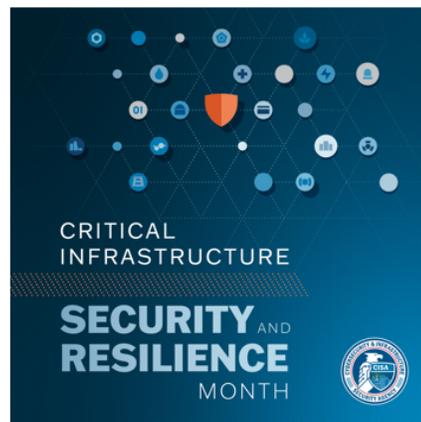
Chris Maiers CISA Update

Chris Maiers complimented the State of Iowa after Blake mentioned the Cybersecurity Assessment. Historically they have done a very good job in making sure that the infrastructure they have follows as many best practices when it comes to security protocols as possible. He believes that will be reflected on the final report when that is shared with the group. Maiers then presented the following slide deck:



Critical Infrastructure Sec. & Resilience Month

- November is [Critical Infrastructure Security and Resilience Month](#)
- Resolve to be Resilient: Recover quickly from an incident
 - Assess Your Risk** – Identify most critical functions and assets, define dependencies, and consider the full range of threats.
 - Make a Plan and Exercise It** – Perform dedicated resilience planning, determine the maximum acceptable downtime, develop recovery plans, and test those plans under real-life conditions.
 - Continuously Improve and Adapt** – Prepare to regularly adapt to changing conditions and threats.
- [Critical Infrastructure Security and Resilience Month | CISA](#)



Chris Maiers
November 9, 2023

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Logging Made Easy

- Free, publicly available Windows-based log management solution for target rich/cyber poor organizations.
- No sign-up or lengthy onboarding required. It may be right for your organization, if you:
 - Are a small organization with limited resources & need a centralized logging capability.
 - Do not have a Security Operations Center, Security Information & Event Management solution, or active monitoring functions.
 - Have small, isolated networks where your existing monitoring practices cannot reach.
 - Recognize the value of gathering logs & monitoring your network but lack a service that allows you to do so.
- [Logging Made Easy](#)



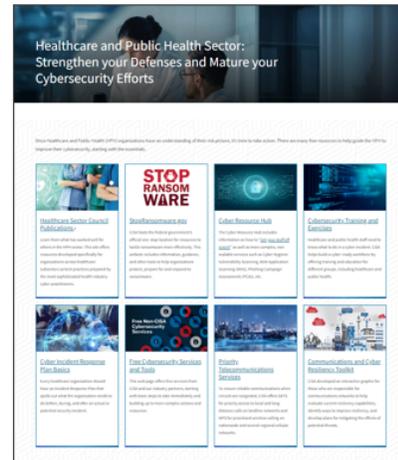
Chris Maiers
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Securing Healthcare & Public Health (HPH)

- CISA and Department of Health and Human Services (HHS) released a cybersecurity tool kit that includes resources tailored to help HPH orgs reduce their cyber risk.
 - One of the most targeted by bad cyber actors
- Consolidated resources that include:
 - Cyber Hygiene Services – vulnerability scanning to help secure against known vulnerabilities, reduce the risk of cyberattacks & encourage the adoption of best practices.
 - HHS’s Health Industry Cybersecurity Practices – outlines effective cybersecurity practices for HPH orgs of all sizes.
 - HPH Sector Cybersecurity Framework Implementation Guide helps orgs assess & improve cyber resiliency & overall information security & privacy risk management activities.

www.CISA.gov/healthcare



Chris Maiers
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Regional News of Note

- FEMA Region 7 RECCWG Meeting
 - November 15-16
 - Kansas City, MO & via Zoom
 - Two day meeting that will feature:
 - State & tribal brief outs
 - FEMA DEC Update
 - CISA Updates
 - Introduction to COMM-ISAC
 - Update on Eclipse 2024 planning activities
 - Communications Lifelines Workshop and TTX



Chris Maiers
November 9, 2023

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For more information:

Chris Maiers
Christopher.Maiers@cisa.dhs.gov
202-701-3235

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34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Information Sharing

Shanna Krogmeier had one item. They are reintroducing the 911 Saves Act on the federal level. It was announced yesterday so if anybody wants to voice their support for that they can go to the NENA website and do that. There is a simple form to fill out that gets sent out to your state legislators. The 911 Saves Act is reclassifying 911 telecommunicators as first responders on a federal level, they are currently classified as secretaries.

New Business

Under new business was the discussion of any possible changes in the training fund request policy. They are looking for any other definitions that would help the Council look at training and ensure that the Council is as equitable as possible across the state for training funds. There was a proposal submitted by Sorrells and Chair Rotter read it aloud for those on the meeting.

- *Training courses will be limited to two offerings within the same HSEMD district during a fiscal year and will be considered on a first come first served basis. The same rule applies to requests for EMD funding knowing that there are three different models utilized in Iowa - APCO, Priority Dispatch, and Power Phone. Multiple requests will be approved with discretion and if more training is requested than funds available during a given month, the 911 Council, along with the program manager may prioritize the funding as they see fit.*

There was no discussion and Chair Rotter asked if there were any related motions after hearing the proposed language change. Richard Pierce made a motion to approve the proposed language change. Seconded by George Griffith. All ayes. Approved.

Secondly, Chair Rotter reminded everyone of the inclement weather practices on meeting days during the winter season. It is Iowa, and it does snow here. We have utilized virtual participation on the Council much more since COVID. We do still have to deal with the fact that many people do travel here for it. As Chair, he will make every effort to notify people within 24 hours of our start time if this meeting were to be cancelled. Most likely, it wouldn't be, but if it was such a devastating storm where our assets are being strained as it is, and we don't have time to meet, then he will try to get out a 24-hour advance notice. It is pretty standard with what we have been doing, but the advantage is now that we have a lot more virtual participation so the likelihood of being all-out cancelled is quite a bit less than it once was.

Old Business

None.

Travel Requests

None.

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

None.

Next meeting date will be December 14th, 2023, 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 Cara Sorrells. Seconded by Richard Pierce.

Meeting adjourned at 10:06 AM.

Cara Sorrells, Secretary