

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

	<p align="center"> Iowa 911 Communications Council Meeting Thursday, May 9th, 2024 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 9:30 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	
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	Absent
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Tracey Bearden	Absent
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	
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

Guests also present in person or by teleconference:

Hollie Davidson, ISICSB
Mark Van Hooser, Buena Vista Co 911
Paul Guest, Zetron
Amanda Pyle, Story County 911
Doug Farrell, ICN
Ryan Mulhall, ICN
Brenda Wright, Fayette County 911
Haley Nichols, ISICSB SWIC
Dominic Baldi, IUB
Terry McClannahan, Dallas County SO
Paige Klaaren, Iowa County 911
Marilyn Stayner, Worth County 911
Stephanie DeVault, ICN
Nichole Neumann, Sac County 911
Eric Porter, ICN
Jennifer Ackerman, Winnebago Co Comm

Chris Maiers, CISA Region 7
Tom Holladay, RACOM
Mike Hardy
Marie Carlson, Zetron
Jeff Yates, WahITek
Duane Vos, RACOM
Rhonda Braudis, Marshall Co Comm
Justus Thompson, LSA
Chief Udell Mentola, Westcom
Todd Malone, SECC
Nick Brockman, Polk County SO
Bill Burnett, Comtech
Jeremy Cremeans, Tama County Comm
Heath Hove, Dept of Public Safety
Nic Briseno, Story County SO

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 Chris Jasper. 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 April 11th, 2024. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Program Financials
- Legislation
 - Boards and Commissions
 - SF 2385
 - School Safety
 - HF 2652
- New Hire
- PRF Lookup Training
- CISA-HSEMD Swatting Poster

- Surcharge Discussion

The first item in Blake's report was the program financials. The first slide contained the quarterly payments and there was nothing of note there. There were three counties who submitted late expenditure reports; however, they were all submitted prior to doing quarterly payments. They all received their full amounts.

Next DeRouchey focused on the quarterly expenditure report for Quarter 3, FY 2024. \$7.9 million dollars came in for wireless surcharge and the interest was \$56,000 for the quarter. Prepaid card revenue was \$623,000. Next, continuing down the sheet the network costs were just over \$5.1 million dollars. They carried over \$165,000 into the operating surplus. One of the metrics looked at to see how they are doing financially is to see where they are at with what is being put into the surplus (in this case the \$165,000) and then how much is being spent on non-recurring costs for virtual consolidation or PSAP moves. It has been awhile since there has been a net positive when those two metrics are looked at. This quarter they netted \$25,000 so they did put more into the surplus than they took out for virtual consolidation efforts and PSAP moves. That is a good thing but saving up \$25,000 a quarter when you are normally upside down is not going to go very far.

Next was an update on legislation from where we were at the last meeting. This information was sent out to the PSAPs and the 911 Council, but he wanted to cover it again here. The Boards and Commissions bill SF 2385 did pass, however there was an amendment (that was also passed) that will keep the 911 Council in existence for the foreseeable future. The 911 Council will continue to meet as scheduled and that was a win for the Council.

In regard to School Safety bill HF 2652 that also passed, however, there were amendments offered to that one as well. It will not take the \$3 million dollars out of 911 funding for the purposes of that bill. As the bill passed, it does not relate to 911 funding going forward, but there are a number of things that will impact them as a department.

They do have a new hire for the position of Program Planner. That news will be announced within the next week or so when it becomes official within their department. The person is internal from their department, and has some local PSAP experience.

A number of people have already taken the Policy Routing Function lookup training that Comtech is doing. They are hoping to shorten that up a bit and potentially make it more succinct in the delivery style. That will also be posted on their online Google shared site. If you haven't been able to take the live training, you will be able to catch the recorded video that way.

The next item pertained to the graphic you see below that was created with the assistance of CISA and Chris Maiers. They produced this swatting poster for PSAPs. If you recognize the format, it is because it is very similar to the Denial-of-Service post and the Ransomware poster, that they have also produced. This one is also available on their Google shared site for download, or you can reach out to DeRouchey and he will send it to you or send you the link for download.

Managing Swatting in Your Center



IOWA DEPARTMENT OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

SWATTING: WHAT IS IT?

Swatting is the criminal act of deceiving emergency services into sending heavily armed response teams to an unsuspecting victim's address by falsely reporting a serious emergency situation, such as a hostage situation, bomb threat, or active shooter.

Swatting originated as a prank within the gaming community. In recent years, it has expanded to target individuals across other aspects of society with goals of fear, intimidation, harassment, or diversion of law enforcement resources in preparation for a larger event in the community. Swatting calls may also be a lead-in to cyberattacks – such as Telephony Denial of Service (TDoS) – targeting the 9-1-1 center.

Characteristics of a potential Swatting call may include, but not limited to:

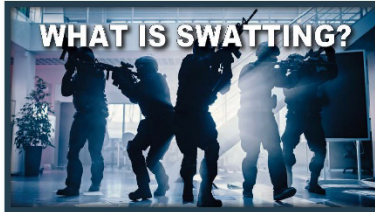
- The call is received on a non-emergency/administrative phone line
- The call may arrive with no Caller ID information, or appear as all zeros, ones, or nines
- The call being processed is the only call received about the potential incident
- The caller's demeanor is inconsistent with the reported incident

IMPORTANT CONTACTS

STATE OF IOWA
<ul style="list-style-type: none"> • Iowa 911 Program (515) 725-3231 (Ask for Duty Officer or 911 Program Manager) • Iowa Fusion Center/School Safety Bureau info@dfs.state.ia.us • FBI Omaha Field Office (402) 493-8688

PARTNERS
<ul style="list-style-type: none"> • Local Law Enforcement Agencies • Local Emergency Management Agency • Internet Crime Complaint Center (IC3) www.ic3.gov • Cybersecurity and Infrastructure Security Agency (CISA) (888) 282-0870 or www.cisa.gov • Multi-State Information Sharing and Analysis Center® (MS-ISAC®) (866) 787-4722

To receive an agency-specific customized PSAP Swatting Poster, Statewide Interoperability Coordinators (SWIC) can contact their CISA Emergency Communications Coordinator or email ecdc@cisa.dhs.gov.



KEY POINTS TO CONSIDER

- Any incoming call should be treated as legitimate until proven otherwise
- Always follow locally defined policy and procedures for information gathering, dispatch of responders, incident escalation, and information sharing
- Initially, it may be difficult to determine if a call is a hoax
- Reported situations may vary, but are often reported to be serious incidents (e.g., hostage situations, murder, active violence/active shooter) to prompt a larger response to the victim
- The caller's story or provided information may change or escalate during the call. Note inconsistencies in provided information, following up with additional questions

CALLER MANAGEMENT AND INFORMATION GATHERING

- ✓ Information gathering plays a key role in the identification of a potential Swatting incident
- ✓ Additional questions may be added to the call taking process to aid in identification of these incidents. Some of these may include:
 - What is your full name?
 - Where are you calling from?
 - Why didn't you call 911 directly? (for calls received on non-911 lines)
 - Why is there no noise in the background? (or other questions about noises that may be inconsistent with the information being provided)
- ✓ Repetition of questions may identify inconsistencies in the caller's story, leading to higher confidence of a hoax call
 - Caller may initially provide a large amount of information as if reading from a script

PLANNING AND COORDINATION

- ✓ Coordinate with Law Enforcement partners to identify potential Swatting targets and review and update as needed
- ✓ Develop a process to verify the legitimacy of requests for service placed for targeted locations
 - Collect contact information for potential targets (This should be used to contact a targeted individual in the event a request for service is not received from a pre-identified telephone number)
 - With a targeted individual, develop a code word or phrase for call verification
 - Document contact information and verification word/phrase in the 911 Center's CAD system
 - Develop a process for routine change of verification words/phrases
- ✓ Information sharing with neighboring jurisdictions and State Agencies may identify common elements across identified Swatting incidents

The last bullet point pertained to the ongoing surcharge discussion. There has been discussion for about a year concerning changes needed in 34A for surcharge. They are reanalyzing what that might look like going forward. They have conveyed all along that their eye has been pointed towards the upcoming legislative session. This would be the one that starts in January. The current legislative session just ended but time is going to go fast, especially when you look at the timeline on what it takes to do a department bill. Those discussions are going to start in earnest today and there is a work group that has been convened to help with those discussions. Their goal is to be absolutely transparent so if you are interested in serving in that workgroup let him know. They will also be taking these discussions to the regional supervisor group meetings, as well as the Council, to make sure everyone is up to date on where they are at with it. Even when they have come to a workable solution, there is still a lot of work to be done.

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 – 100%
 - \$321,000
- Q4
 - April – 99 Counties

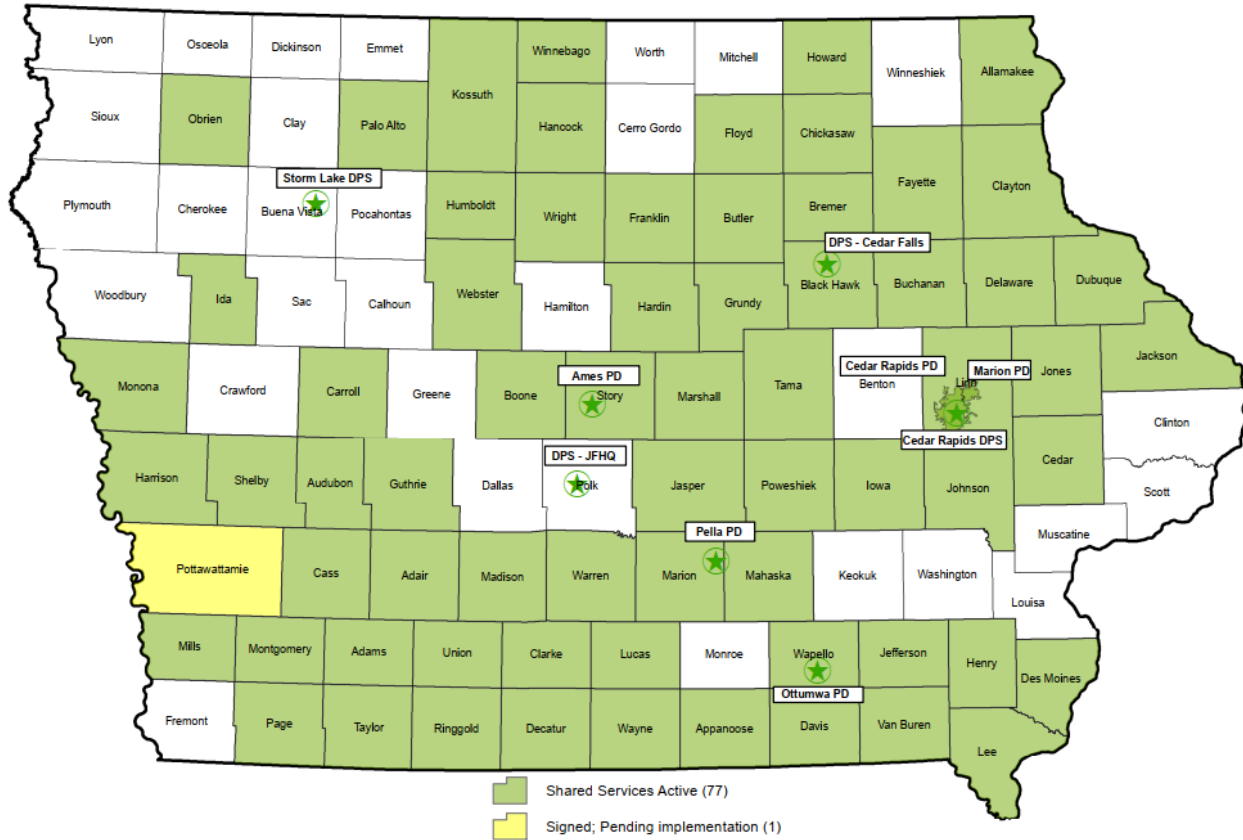
Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2024)**
- Amount Paid: \$52,421.50
- Outstanding Amount Approved: 51,812.00
- Amount remaining \$1,598.50

Zetron Shared Services Monthly Status Update – Paul Guest

Program Updates

- Nothing new to note.
- Pottawattamie is pending implementation.



Online Training Portal

Virtual Learning Management System

- Online Training
 - Unlimited online training for state-wide telecommunicators, supervisors and management teams
 - You do not need to be on Iowa Shared Services
 - Each PSAP is provided a dedicated service admin, to assist in administering its own training portal, which classes, learning path, reports, etc.
 - Choose from 500+ courses, add your own material, and upload vendor training recordings

- Next steps
 - All PSAP primary agency contact will receive an email in the coming weeks,
 - They can also specify to send it to whomever will be the training administrator
 - Onboarding classes will occur every 2 weeks and will be recorded

Iowa Insider Newsletter



- May issue coming out later this month.
- Email 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

None.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols gave a report that started with the severe weather that devastated southwest Iowa in April and then again recently in the same area. That helped prove the resiliency of the ISICS system. It appears that the Shelby tower in Harlan took a direct hit from the tornado, that also destroyed a farm directly across the road. That same tower took a second hit and if you stay for the ISICS board meeting their system administrators will have a slide show with pictures of the damage to that tower. The entire time the radio system stayed

up and communications continued through all of that. It does demonstrate that the system is resilient and can weather storms like that.

Next week Nichols is headed to the Cyber Resilient Symposium for information on cyber attacks and preparedness. Also, before the next meeting in June, Nichols will have the opportunity to go to NCSWIC, and she will come back and share beneficial information gained there.

Work is continuing with the REMCDP grant. As a reminder, that is a Rural Emergency Medical Communications grant. If there is any interest in information on that you are welcome to attend the RIC 1 meeting where that is a standing agenda item.

Nichols sent out a message yesterday to the supervisor's groups that the COMEX is mostly full. There are a few positions left for any COML personnel who are working on a position task book. There are also a few COMT positions that have opened up. If anyone is interested the event is being held June 19th – 20th in Story County. Please reach out very soon if you have personnel or interest in that. They are also looking for volunteers to run the sim cell. Those positions would be perfect for anyone with an interest who has the ability to read a script and run a portable radio. Dispatch personnel, even trainees or people new to dispatching, could participate. If you have interest in learning more about those COMU positions you could attend and learn more and actually see the event in progress. It would involve volunteering their time for a day and Nichols recognized that does take them out of your center. If you would be willing to do that, they could use them for this Communications Exercise.

Chris Maiers CISA Update

Chris Maiers presented the following slide deck:

The slide deck cover features a dark blue background with white text. At the top, it reads 'CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY'. Below this, the title 'EMERGENCY COMMUNICATIONS COORDINATOR REPORT' is displayed in large, bold, white capital letters, followed by 'MAY 2024' in a slightly smaller font. In the bottom left corner, there is the official CISA logo, which is a circular seal containing the text 'CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY' and 'CISA'. In the bottom right corner, the presenter's name and date are listed: 'Chris Maiers | May 9, 2024' followed by the page number '11'.

Joint Cybersecurity Advisory (CSA): Akira

- Released by FBI, CISA, Europol's European Cybercrime Centre (EC3), and the Netherlands' National Cyber Security Centre (NCSC-NL).
- Akira Ransomware has affected a wide range of businesses, critical infrastructure and government agencies.
- New CSA has information on tactics and mitigation steps:
 - Defense evasion.
 - Prioritize remediating known exploited vulnerabilities.
 - Enable multifactor authentication (MFA) for all services to the extent possible (webmail, VPN, and access critical systems).
 - Regularly patch and update software and applications to their latest version and conduct regular vulnerability assessments.



Chris Maiers
May 9, 2024

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Joint CSA: North Korean Spearphishing

- Released by FBI, State Dept., & National Security Agency (NSA).
- Exploiting improperly configured DNS Domain-based Message Authentication, Reporting and Conformance (DMARC) record policies to conceal social engineering attempts.
- Creating fake usernames and using legitimate domain names to impersonate individuals from trusted organizations.
- Red Flag Indicators include but are not limited to awkward English in emails, documents with macros, follow-up emails 2-3 days after initial contact, emails claiming to be from official sources but from unofficial email services.

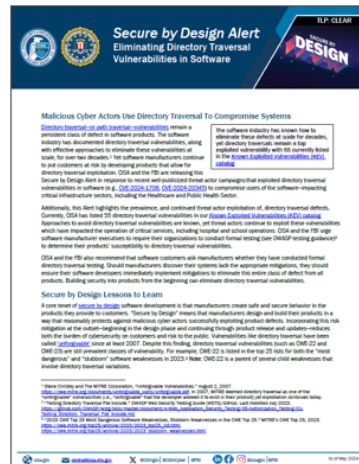


Chris Maiers
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Directory Traversal Vulnerability Alert

- Released by CISA and the FBI.
- Directory traversal—or path traversal—vulnerabilities remain a persistent class of defect in software products.
- Directory traversal vulnerabilities involve a user manipulating inputs (i.e., input parameters or file paths) to illicitly access application files and directories that the developer did not intend for users to access.
- Secure by Design initiative to bring awareness to this vulnerability & remediation by manufacturers.
- <https://www.cisa.gov/resources-tools/resources/secure-design-alert-eliminating-directory-traversal-vulnerabilities-software>



Chris Maiers
May 9, 2024

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Regional News of Note

- CR911 Symposium – May 14-15 in Kansas City, MO.
- FIFA World Cup Cities Meeting – May 14-15 in Dallas, TX
- Communications Exercises:
 - Kansas COMMEM – Wichita on June 11, 2024
 - Central States COMMEM – Joplin (MO)/Quapaw (OK) from September 10-13, 2024
- Other SIGBs/SIECs & Councils
 - SIAC Meeting on May 9, 2024, in Salina, KS
- Interoperability Markers update meeting requests will go out for the July timeframe.



Chris Maiers
May 9, 2024

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For more information:

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

Chris Maiers
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34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

Chair Rotter stated that he spent a fair amount of time at the Capital in the last month or so and was pretty impressed with how many legislators from both chambers talked about the outreach. Not only from people from this committee but from people who partake in this meeting on a monthly basis. It was not lost on them that this was a council that actually meant something and provided a service to not only those involved in 911, but the people of Iowa in general. He wanted to thank everyone who took the time to reach out to their representatives and their senators to affect a change in the bill that was otherwise going to pass. That did not happen by accident, that happened because people reached out. "I thank you for doing that if you are the one that did and I know a lot of you did."

Information Sharing

Chris Jasper echoed what Chair Rotter had stated. On behalf of NENA, that was a legislative priority for them, and thank you to everybody. There was quite a few that had positive conversations in the Capital for NENA and APCO. "Thank you to everybody that did that as well."

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 June 13th, 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 Chris Jasper. Seconded by Richard Pierce.

Meeting adjourned at 9:54 AM.

Cara Sorrells, Secretary