

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

	<p style="text-align: center;"> Iowa 911 Communications Council Meeting Thursday, June 13th, 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)	Sean Snyder	Excused
alternate	Chris Hare	Present
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
Kayla Beckerdite, 911 Program Planner		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
Duane Vos, RACOM
Brenda Wright, Fayette County 911
Haley Nichols, ISICSB SWIC
Dominic Baldi, IUB
Terry McClannahan, Dallas County SO
Paige Klaaren, Iowa County 911
Bill Burnett, Comtech
Stephanie DeVault, ICN
Nichole Neumann, Sac County 911
Eric Porter, ICN
Suzanne Behnke
Mindy Benson, Black Hawk County EMA
Andrew Conlin
Erin Froning, Clear Lake PD
Jessica George-Rethwisch, Dubuque Co Comm
Chris Hare, Buchanan County EMA
Shari Schmitz, Motorola
Diane Sefrit, SCI Regional 911
Kirk Hundertmark
Mandy Bieber, Delaware County EMA

Chris Maiers, CISA Region 7
Tom Holladay, RACOM
Chris Collins, Dept of Public Safety
Marie Carlson, Zetron
Jeff Yates, WahITek
Jason Hoffman, Carroll Comm Center
Rhonda Braudis, Marshall Co Comm
Justus Thompson, LSA
Alicia Scott, Iowa APCO
Todd Malone, SECC
Nick Brockman, Polk County SO
Dallas Chargo, Carroll Comm Center
Tammy Rodriguez, ICN
Heath Hove, Dept of Public Safety
Aureon
Sarah McClure, Ames PD
Brad Button, Des Moines PD
Lucas Erpelding, Dept of Public Safety
David Garcia
Heather Hahn, Cerro Gordo County SO
Doug McCasland, Warren County 911
Cheryl Eklofe, Mahaska County EMA/911
KCCI
Lynne Warren, Zetron
Pam Warner

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.

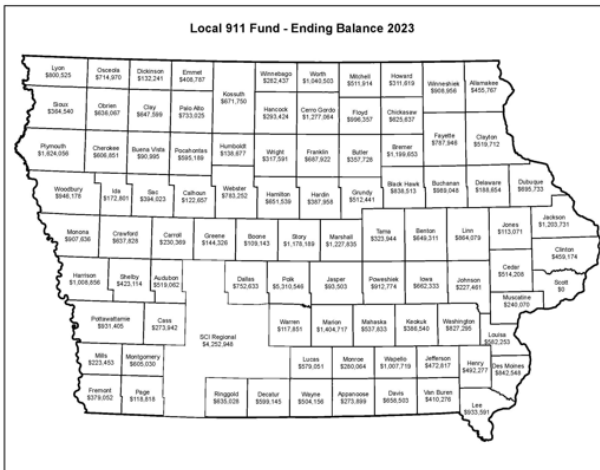
Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Chris Jasper to approve the minutes. Seconded by Jeff Miller to approve the minutes of May 9th, 2024. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

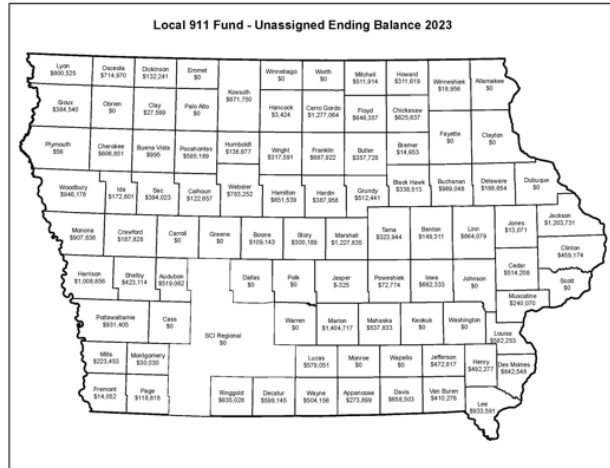
Program Manager Report

- May 30th Event
- Website redesign
- PSAP moves and Online Change Request Forms & Policy
 - Kick Off Calls
 - ICN Role
 - Comtech role
 - State Role



FY 23: \$62,465,706
 FY 22: \$58,007,611

FY 23: \$33,743,207
 FY 22: \$30,253,618



The first item in Blake's report was the May 30th Lumen outage event that impacted communications throughout the state. The Lumen building in downtown Des Moines experienced water damage on one of their top floors overnight. It ran down the conduits that powered the building. They quickly realized the scope of what was being impacted and it was not just 911. Because every local jurisdiction is different in how Lumen serves them, they couldn't really articulate well how the incident would impact everyone. The impact could be different from town-to-town and city-to-city. What they did was try to message 911 PSAPs to let them know what information they had and they did that throughout the day. DeRouchey did jump on a call with Polk County EMA and they quickly also realized that they were going to have a hard time articulating from a county level what the actual impacts on the ground of their cities and towns were. They did work with PSAPs and let them know that they were going to get some messaging out, but relied on them to determine what the impact was to them, and what the workarounds were going to be during the outage. They tried to do a good job keeping local emergency managers and local PSAPs in the loop. At the local level everyone did the best they could to identify what their issues were and notify the public. They did work with Lumen for them to get a statement out as well and they were on a troubleshooting bridge for about 12 hours that day working with Comtech, the ICN, and Lumen. They were keeping up with the

status of those repairs and what they needed to do to get that building powered back up and repower the equipment.

They are still waiting for the request for outage information from Lumen and are very interested in those findings. They are also working with the ICN because all of this was behind or upstream from what they normally see. A lot was learned about the design that they have and just what flows through that building. A conversation will also be held with the FCC just to make sure that Lumen is abiding by all the regulations that exist for redundancy within 911.

If you haven't been on the HSEMD website in the last month or so, you might notice that there is a redesign across state government. All the agencies are trying to align the look and feel of their website. The 911 website is still out there and all of the information is still there. The links are still there, it might just be a little different feel for you as a user.

Blake had a bit of housekeeping in reference to PSAP moves just because they have had two of these instances recently. Two or three PSAPs a year tend to move their location and that is a little bit of a lengthy process. The ICN connection must be physically moved, so the more lead time the better. Also depending on the PSAP and what is involved the scope of work varies. They request you submit the online change request form and participate in a kickoff call with all the vendors involved. That way they can get an idea of what you are looking to do and the timeline, and agree on a time frame to execute the move. The ICN is then responsible for physically moving that connection to the 911 network. Also, depending on if you are a shared services PSAP or not, Comtech will have a role to go in and physically move their equipment as well. They just make sure that all of the vendors are moving in the same direction. All of this takes a lot of work, planning, and coordination. It cannot happen overnight, so just a reminder that more communication is better if you are planning to move your PSAP.

Shortly after the 911 Council meeting last month Blake did get the ending local 911 fund balances and he had a slide to present showing those. This has been a hot button topic for the last couple years. They look at two different pots of the local 911 fund, and there are three total - assigned, unassigned, and reserved. Looking at those three from FY '22 – FY '23 that went up by about \$4 million dollars statewide. If you look at the unassigned ending balances it went up \$3 million dollars from \$30 million to \$33 million. This unassigned balance shows that you might not necessarily have an exact plan for that fund. These are the most recent budget numbers that would have been published from the budgets you completed around the March time frame.

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
 - May – 99 Counties

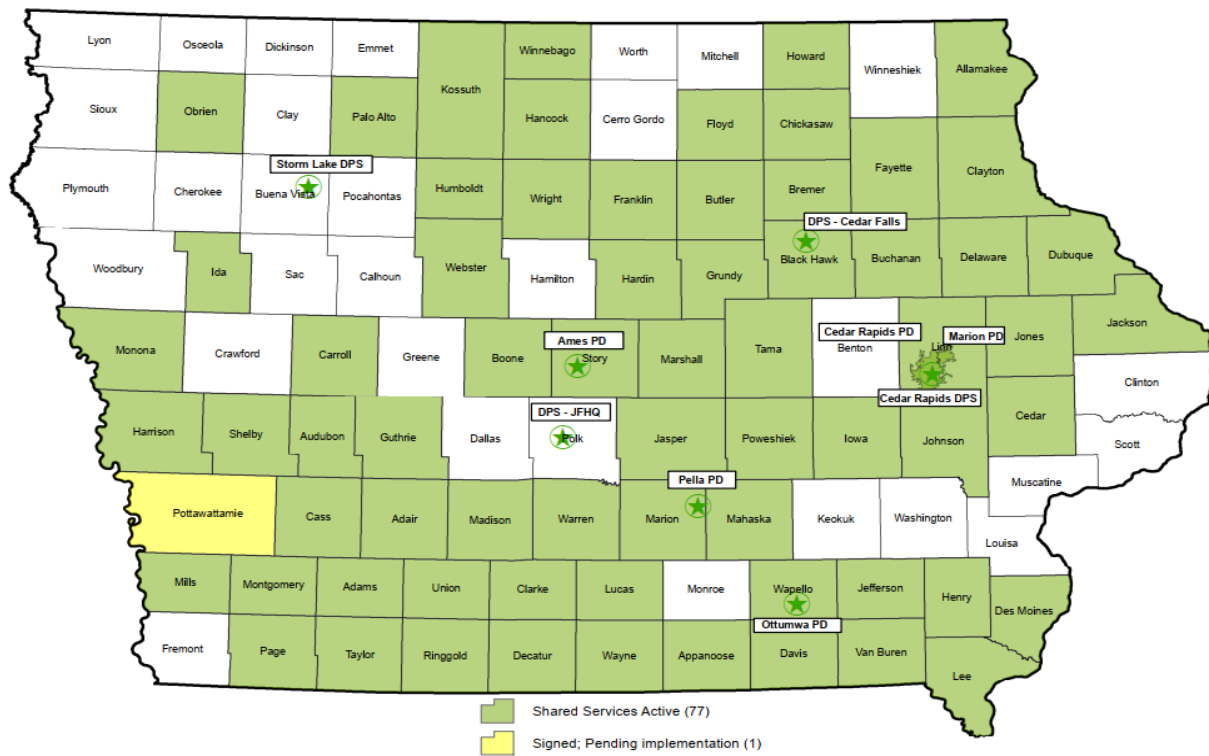
Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2024)**
- Amount Paid: \$87,421.50
- Outstanding Amount Approved: \$10,800
- Amount Remaining: \$1,598.50

Zetron Shared Services Monthly Status Update – Paul Guest

Program Updates

- Nothing new to note.



Online Training Portal

Virtual Learning Management System

- Online Portal is **Active** with 9 agencies online already!
 - **Questions?** Want to join? Email Kristy Wade at kristyw@moetivations.com
- What is the Online Training Portal?
 - **Unlimited** online training for state-wide telecommunicators, supervisors and management teams
 - **Free** to all PSAPs - 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 **800+** courses, add your own material, and upload vendor training recordings

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Iowa Insider Newsletter



- June issue coming out this week.
- 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 COMMEX which is next week and set up day is June 18th. The exercise will be on the 19th and 20th and they have a full roster of trainees for that. Nichols thanked Story County in advance for offering to host that and also thanked all of the agencies who are supplying the resources. She will give an update next month on the event and how it goes, but they are expecting a successful event.

The Central States COMMEX is September 10-13th, in Joplin and you can sign up if you are interested.

The ISICS Board is making the final updates to the SCIP (Statewide Communication Interoperability Plan). Now that the board changes are going into effect, you will submit those edits to the contractor.

Nichols did attend the Cyber Resilient Symposium for information on cyber-attacks and preparedness with Blake and some others from the ICN in Kansas City. A couple of takeaways that she got for Comm Centers was that it is not if but when it happens. Take into consideration what your plans are, including your recovery plan, so that you can recover faster and more efficiently. PSAPs can easily go to pen and paper but build your relationships with other departments and local government and have a plan in place before an event happens

Nichols also had the opportunity to go to NCSWIC, and she had a lot of good discussions. There is a lot happening in Artificial Intelligence that is coming to a PSAP near you soon. If you haven't already implemented some of that stuff, it is really exciting. They had some serious discussion on the future of Technical Assistance and what that would look like. There will be probably some changes due to funding. Just be aware of that and they are having the COMMEX here next week thanks to some really diligent work. Nichols thanked Chris Maiers for his assistance. Hopefully in the future they will be able to continue to push through with some training because they are building up their Communications Unit resources. The Technical


Assistance may have limits but that doesn't mean you shouldn't continue to let her know what we need or what you might need at your agencies. That discussion is still ongoing.

Chris Maiers CISA Update

Chris Maiers presented the following slide deck:

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

EMERGENCY COMMUNICATIONS COORDINATOR REPORT JUNE 2024



Chris Maiers
June 13, 2024

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2023 SAFECOM Annual Report

- Tracks and reports progress of priorities and initiatives in the SAFECOM Strategic Plan.
- Summarizes key 2023 SAFECOM products
- SAFECOM works to improve interjurisdictional and interdisciplinary emergency communications operability, interoperability, & security.
- <https://www.cisa.gov/news-events/news/safecom-publishes-2023-safecom-annual-summary>



2023 SAFECOM Annual Summary
A summary of key products, activities, and major meeting outcomes in 2023
April 2024



Chris Maiers
June 13, 2024

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Live Network Congestion Testing

38 Cara Sorrells (CSorrells@wps.co.washington)

- 2024 Kansas City Chiefs Super Bowl Celebration Parade in Kansas City, MO on 14 February 2024.
- Approximately 1 million fans crowded the streets of Kansas City to celebrate the team's back-to-back Super Bowl victories.
- Live network congestion testing (LNCT) was conducted in coordination with Kansas City public safety agencies.
- Congestion (a.k.a. "Barring") observed on all four service providers' networks.
- LNCT observed several network anomalies.
- Call Completion Rate (CCR) for mobile origination (MO) & mobile termination (MT) logged.



Chris Maiers
June 13, 2024

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LNCT Data – All Carriers

Service Provider	Start Time	End Time	Barring	WPS MO CCR	Public MO CCR
#1	10:38AM	11:38AM	60 minutes	13.33%	0%
#1	11:41AM	12:41PM	60 minutes	13.33%	8.33%
#1	12:46PM	1:45PM	58 Minutes	93.33%	18.33%
#2	10:38AM	11:38AM	32 Minutes	96.61%	90.00%
#2	11:41AM	12:41PM	60 Minutes	91.67%	96.67%
#2	12:46PM	1:45PM	59 Minutes	83.05%	27.12%
#3	10:38AM	11:38AM	15 Minutes	100.00%	98.33%
#3	11:41AM	12:41PM	0 Minutes	60.00%	23.33%
#3	12:45PM	1:45PM	0 Minutes	55.00%	23.33%
#4	10:38AM	11:38AM	39 Minutes	96.67%	100.00%
#4	11:41AM	12:41PM	15 Minutes	100.00%	98.33%
#4	12:45PM	1:45PM	0 Minutes	98.33%	86.67%



Chris Maiers
June 13, 2024

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LNCT Data – All Carriers

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#1	10:38AM	11:38AM	60 minutes	13.33%	0%
#1	11:41AM	12:41PM	60 minutes	13.33%	8.33%
#1	12:46PM	1:45PM	58 Minutes	93.33%	18.33%
#2	10:38AM	11:38AM	32 Minutes	96.61%	90.00%
#2	11:41AM	12:41PM	60 Minutes	91.67%	96.67%
#2	12:46PM	1:45PM	59 Minutes	83.05%	27.12%
#3	10:38AM	11:38AM	15 Minutes	100.00%	98.33%
#3	11:41AM	12:41PM	0 Minutes	60.00%	23.33%
#3	12:45PM	1:45PM	0 Minutes	55.00%	23.33%
#4	10:38AM	11:38AM	39 Minutes	96.67%	100.00%
#4	11:41AM	12:41PM	15 Minutes	100.00%	98.33%
#4	12:45PM	1:45PM	0 Minutes	98.33%	86.67%



Regional News of Note

- Communications Exercises:
 - Central States COMMEX – Joplin (MO)/Quapaw (OK) from September 10-13, 2024
- Other SIGBs/SIECs & Councils
 - Missouri SIEC Meeting on June 14, 2024.
- Interoperability Markers update meeting requests will go out for the July timeframe.





For more information:

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

Chris Maiers | 18
June 13, 2024

34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Information Sharing

Chair Rotter announced the retirement of Capt. Richard Pierce who has been a very important part of this Council. He has been very involved in this Council and Rotter stated that he really appreciated the work they have done here and wished him the very best in the future. Pierce responded that he has really enjoyed serving on the board, believes in the board and that it has a great impact in Iowa. He encouraged everyone to continue on with the mission and leadership of the 911 Council.

Capt. Pierce did have some information sharing to pass along. He wanted to announce that about seven months ago DPS embarked on a mission to identify and acquire a new CAD, RMS, and department management system. They were in dire need of this type of service for their department. They began the mission by considering Motorola, Central Square, and Tyler Technologies. These had been identified as three of the major CAD/RMS providers here in the

state of Iowa who were large enough to handle an agency of their size. During their assessment they engaged both CISA and John Hopkins University's Applied Physics Laboratory and contracted with Skyline Technology. They were engaged to conduct an independent assessment of our process as they proceeded through this. They also went around the state and assessed many other CAD/RMS systems that are currently active and gauged what people's thoughts and opinions were with their systems. They also spoke with other surrounding states (Delaware, Missouri, Wyoming, and such) to see what they think of their systems. They have concluded that for DPS Tyler Technologies CAD/RMS/Warrant Management system is best for their particular agency. This is the programming that they are going to proceed forward with and they are currently engaging in contract negotiations with them. It may be awhile before this is settled and they estimate 14-18 months after signing a contract that it will be implemented and they have a system up and running. This is being purchased off a state master agreement contract and that state master agreement should be available for the entire state too. We also ensured that all three of the people we considered were also on the state master contract.

Blake took the opportunity to introduce Kayla Beckerdite who replaces Allie Bright for the position of Program Planner. Allie took the Public Information Officer position. Kayla introduced herself and said she is not only helping support the 911 Program but also helping support the Alert Iowa program as well. She has been with the State of Iowa for about eight months now and prior to that she was the county Emergency Services director in Wisconsin. In that role part of her responsibilities was also running the county PSAP so she has a little 911 experience.

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 July 11th, 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 10:01 AM.

Cara Sorrells, Secretary