

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

	<p style="text-align: center;"> <b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, July 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>
---	--

**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 Angie Dobyns	Present
	alternate	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper Shanna Krogmeier	Present
	alternate	
Iowa Geographic Information Council	Jeff Miller Sarah Haberl	Present
	alternate	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter Brad Shutts	Present
	alternate	
Iowa Peace Officers Association (IPO)	vacant vacant	
	alternate	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant Doug Neys	Present
	alternate	
Iowa Firefighters Association (IFA)	Eric Dau Tom Berger	Absent Present
	alternate	
Iowa Emergency Managers Association (IEMA)	Sean Snyder Chris Hare	Present Present
	alternate	
Iowa Department of Public Safety (IDPS)	Richard Pierce Robert Johannesen	Retired Present
	alternate	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert Paul Andorf	Absent
	alternate	
Iowa Telephone Association <15,000	Adam Welp Scott Havel	Present
	alternate	
Iowa Telephone Association >15,000	Taylor Teepell Wayne Johnson	Absent
	alternate	
Cellular Providers	Steve Zimmer Bill Tortoriello	Absent
	alternate	
PCS Providers	Joe Sargent vacant	Absent
	alternate	
Auditor of the State, Ex-Officio member	John McCormally	Absent
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present
Kayla Beckerdite, 911 Program Planner		Present

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

Chris Maiers, CISA Region 7  
Mark Van Hooser, Buena Vista Co 911  
Paul Guest, Zetron  
Amanda Pyle, Story County 911  
Doug Farrell, ICN  
Brenda Wright, Fayette County 911  
Haley Nichols, ISICSB SWIC  
Terry McClannahan, Dallas County SO  
Paige Klaaren, Iowa County 911  
Stephanie DeVault, ICN  
Nichole Neumann, Sac County 911  
Aureon  
Mindy Benson, Black Hawk County EMA  
Lucas Erpelding, Dept of Public Safety  
Jessica George-Rethwisch, Dubuque Co Comm  
Diane Sefrit, SCI Regional 911  
Kirk Hundertmark  
Jennifer Ackerman, Winnebago County Comm  
Clayton County EMS Association  
Stacen Gross, GeoComm

Kevin Williams  
Kelsey Seaberg, IUB  
Shannon Prado  
Marie Carlson, Zetron  
Christine Powers  
Rhonda Braudis, Marshall Co Comm  
Caitlan Reineke, Marshall Co Comm  
Todd Malone, SECC  
Nick Brockman, Polk County SO  
Tammy Rodriguez, ICN  
Heath Hove, Dept of Public Safety  
James Milligan  
Brad Button, Des Moines PD  
Doug McCasland, Warren County 911  
Chief Udell Mentola, Westcom  
KCCI  
Lynne Warren, Zetron  
Jennifer Crandell, ICN  
Mitch Flaherty, Harrison County SO  
Diane Harris

**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 Sean Snyder to approve the minutes. Seconded by Chris Jasper to approve the minutes of June 13<sup>th</sup>, 2024. All ayes. Passed.

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

**Program Manager Report**

- Clay County Comms and Disaster Recovery PSAP
- Disaster Staffing Assistance
- Funding/34A Funding Proposal
  - Socializing ideas
- Statewide Training Portal reminder

- FCC Meeting regarding May 30th
- FCC Draft Report and Order

## Draft NG911 Transition Report and Order

- At its July 18, 2024, agenda meeting, the Commission will consider a Report and Order (R&O) adopting NG911 transition rules.
- The public draft of the R&O is available at: <https://docs.fcc.gov/public/attachments/DOC-403543A1.pdf>. This is a draft order, not a final order, so changes are possible.
- The draft R&O substantially adopts rules proposed in the NG911 NPRM (2023) and Location-Based Routing NPRM (2022) to advance the transition to NG911, with some modifications.

## Draft NG911 Transition Rules

The draft R&O addresses **what** OSPs must deliver, **where** OSPs must deliver it, and **who** is responsible for cost of that delivery.

- **What:** OSPs must deliver 911 traffic in IP/NG911 format in response to valid Phase 1 and Phase 2 requests by 911 Authorities.
- **Where:** OSPs must deliver 911 traffic to NG911 Delivery Points designated by the 911 Authority and located within its state.
- **Who is responsible:** OSPs transmit 911 traffic from origination to NG911 Delivery Points and are responsible for associated costs. 911 Authorities are responsible for cost of transmission from NG911 Delivery Points to PSAPs.
- The R&O rules are **default rules**: They **do not preempt** state and local 911 authorities, who may adopt alternative rules to govern the NG911 transition and cost allocation within their jurisdictions.

The first item in Blake's report was an update on specifically Clay County and the flooding in northwest Iowa that has occurred over the last few weeks. Their physical PSAP was inundated with flood waters, fairly significantly, to the point where they could no longer receive and dispatch 911 calls there. In working with DPS, the local Police department, and the Sheriff's Office they did move the disaster recovery PSAP into the area. That is the first time that vehicle has actually taken 911 calls in a real disaster. The intent of the vehicle is mobile command, but they put shared services capabilities in there for just this type of incident. For 18 days those folks as well as DPS took calls out of the mobile command vehicle, the disaster recovery PSAP. Recently, earlier this week, they were able to reinhabit their physical facility and reroute calls appropriately to the physical building. Luckily, none of the equipment was impacted from that flooding. Once some of the affected areas were cleaned out and they made sure the HVAC was working they were able to get calls rerouted fairly easily.

This event led to some interesting discussions. At one point they asked for some staffing assistance for telecommunicators and they started working that with some of their recovery staff. Public Safety in general is obviously very good at helping each other out and that is awesome. However, when you start to think about some of that medium-term staffing requirement that could have been needed, obviously people want paid and agencies want

reimbursed. They started to have some of those conversations, and this was a federal declared disaster. There is definitely a pathway to get those folks reimbursed, be it a TERT team deployment or an INTD deployment, and the mechanism is either IMAC (Iowa Mutual Aid Compact), a 28E agreement, or any sort of MOU to document what the request is. You need to go through your Emergency Management channels for that resource. In this instance, they didn't actually have to pull the trigger on that as some of the communications in the area stabilized. However, it led to some good conversations that they really had not had before. A TERT team is a really good idea but then the next step is where are those people going to stay, and how does their agency get reimbursed with backfill staffing. All of those questions started to get asked when they looked at people to respond, and they worked through some of those and it was a good discussion.

The work group on funding and 34A proposals for the next legislative session continues to meet and they are at the point for the rest of summer and into fall, that they can start socializing those ideas from the work group. They will work on fine-tuning what the proposal will be and there definitely will be more to come on that. The work group is ready to start digging in and sharing those proposals and make sure everyone knows what the plan is going forward into the legislative session.

A reminder was sent out earlier this week on the Statewide training portal and Zetron will talk about this more during their slide presentation. This Council and their office approved nine months' worth of online training for all telecommunicators and all PSAPs in the state. That outreach has started and initially the outreach kind of looked like spam and it may not have gotten your attention like it should have. Blake sent that back out as a reminder and if you are interested in that, it is available at no cost to your agency or your telecommunicators. So, take a look at that email, and if you are interested follow the instructions, it is fairly self-explanatory.

On the next bullet, they have had their initial touch base with the FCC regarding the Lumen outage on May 30<sup>th</sup>. At this point they are interested in their experience and what they had to share. They were able to provide them with some documents such as network diagrams and contractual relationship documents. They will most likely refer the matter over to the Enforcement Bureau and they have no idea what will come from that. They may hear something down the road and they may not, but that meeting did happen and they were interested. DeRouchey does not plan to brief on it again unless they were to hear something back formally from the FCC on what the results of their investigation or findings may be.

Information was sent out recently on the long-awaited FCC report and order on NextGen 911 transition. This has been an open rule making proceeding now for about 12-18 months. It started out with looking at cost recovery on the wireline provider side. In 2001, the FCC had a ruling on wireless cost recovery and basically in that ruling set the default as it is a cost of doing business for wireless providers. This recent notice of proposed rule making looked at that from the wireline perspective. Next week on July 18<sup>th</sup> they have a proposed report and order that the Commissioners will consider at that meeting. It does a couple of things that are really important for continued NextGen 911 transition. It addresses what OSPs (Originating Service Providers) must deliver, where they must deliver it to, and who is responsible for the cost of that delivery. Not only does it address and set the default (as it's a cost of doing business for the carriers), but it also allows the 911 authority to say where those carriers must meet and in what format. The format piece is really important because it allows them to get IP 911 calls into their

network. The cost is also really important and probably most relevant to local jurisdictions, as it basically sets the default as it's a cost of doing business for the carrier. That does not preempt any local or state agreements, so if you have contracts or if someone was to determine that 34A allows for cost recovery, this does not supersede anything that we have at the local or state level. It does provide for timelines associated with that, for more of the national carriers it is a six-month time frame and for the regional carriers it is a 12-month time frame. There will be more to come and they will see next week what and if the Commission actually passes the report and order or if there are any changes, and they will go from there.

#### 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
- Benchmarks 2025
  - No Change

#### FY2024

- Q1 – 100%
  - \$321,000
- Q2 – 100%
  - \$321,000
- Q3 – 100%
  - \$321,000
- Q4 – 100%
  - \$321,000
- FY 24 – \$1,284,000
- FY 23 – \$1,302,000\*

\* 2 additional PSAPs

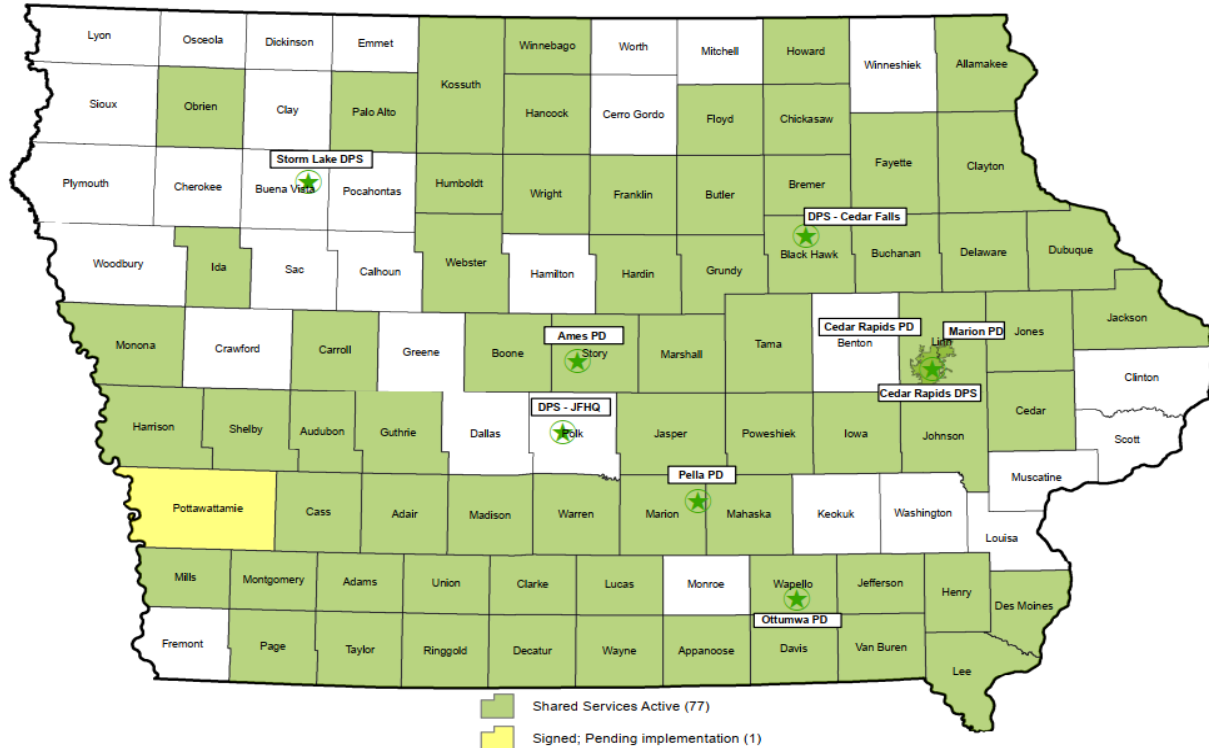
#### Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2024)**
- Amount Paid: \$87,421.50
- Outstanding Amount Approved: \$10,800
- Amount Remaining: \$1,598.50
- **\$100,000 Annually (FY2025)**
- Amount Available: \$100,000

#### **Zetron Shared Services Monthly Status Update – Paul Guest**

## Program Updates

- Clinton County signed on last night.



## Online Training Portal

### Virtual Learning Management System

- Online Portal is **Active** with 20 agencies online already!
  - **Questions?** Want to join? Email Kristy Wade at [kristyw@moetivations.com](mailto: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

# Iowa Insider Newsletter



## SUMMER 2024

As the warm months of summer unfold, we are excited to share this issue of Iowa Insider with you. Our lead story is the Online Training Portal, which is available free to all PSAPs and provides unlimited online training for telecommunicators, supervisors and management teams.

We hope everyone has a safe and enjoyable summer and remind you that we are available at any time if you need help or have a question. See the Getting Help/Contact Us section for details.

Cheers!

- 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**

None.

### **Technical Advisory**

None.

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

SWIC Haley Nichols reported that they will not be having their regular board meeting after the 911 Council meeting as that's been cancelled for this month and they will meet again August 8th.

They had the Story County COMDEX the week before the floods that ended on June 20<sup>th</sup> with 20 trainees going through to get COMLs, COMTs, and INTDs. It was pretty timely when the floods hit and then that discussion began about the need for possible INTDs to deploy. It was a really successful event and they had a huge influx of volunteers who came to help with that event. Nichols gave a huge shout out to all of those people who evaluated the trainees and also the agencies who sent volunteers to help in the SimCell situation. A huge number of people gave their time and expertise to that and Nichols could not say enough about it. Also, a big thanks was sent out to Story County who hosted the exercise. They gave up pretty much their entire facility and it was just amazing to see the people that showed up for that event. The State of Iowa was able to build up their COMU personnel and the immediate need that was shown that next weekend for that. She asked that you keep in the back of your mind how important those individuals and that training could be as these severe weather events continue in Iowa or whatever the crisis may be.

The SCIP (Statewide Communication Interoperability Plan) update is in the final stages, it just needs some updates to the organization chart. At the next ISICS Board meeting you should see that "final" final draft.

The last thing Nichols wanted to mention was that the disaster recovery vehicle and all of the resources that were or have been deployed in those recent events are available no matter if you happen to be an ISICS user or not. They are available across the state and they can be deployed if they are needed. Also worth mentioning was that in Spencer FirstNet was deployed and those resources appeared in about a three-hour time frame coming from South Dakota. So please be aware that resources are available and can be deployed. If your agency finds it is in need of something (cache radios on the ISICS side, or some sort of communications needs) reach out to Nichols or your emergency manager and they should be able to figure out some way to get those to you.

### **Chris Maiers CISA Update**

Chris Maiers presented the following slide deck:



# EMERGENCY COMMUNICATIONS COORDINATOR REPORT JULY 2024



Chris Maiers  
July 11, 2024

13

## 2024 SAFECOM Grant Guidance

- Update released June 6.
- Updated annually to provide relevant information on policies, eligible costs, technical standards, and best practices for emergency communications projects
- All entities are highly encouraged to follow the recommendations within this document to ensure interoperable, resilient, and fully effective communications.
- Grant recipients using DHS & FEMA funds for emergency comms activities must comply with SAFECOM Guidance.
- [CISA.gov/safecom/funding](https://www.cisa.gov/safecom/funding)
- <https://www.cisa.gov/safecom/emergency-comms-grants-list>

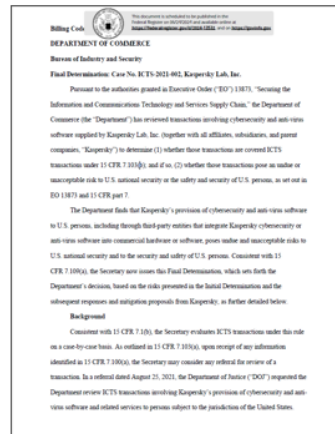


Chris Maiers  
July 11, 2024

14

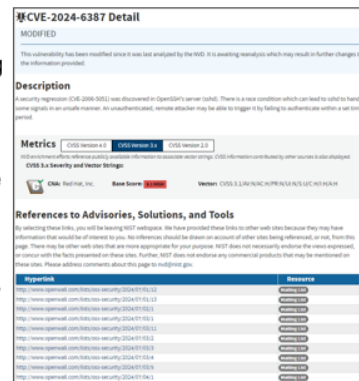
# Updates on Foreign Software/Hardware

- Department of Commerce has ruled against Kaspersky products via Final Determination (Case No. ICTS-2021-002).
  - Added to prohibited list due to security concerns and applies to government and private customers in the United States.
  - List in appendices includes current products but is not exhaustive.
  - Published in *Federal Register*: <https://federalregister.gov/d/2024-13532>
- Complete list of device and software <https://federalregister.gov/d/2024-13532> **Ctrl+Click to follow link** of Equipment and Services Covered By Section 2 of The Secure Networks Act: <https://www.fcc.gov/supplychain/coveredlist>



# OpenSSH Vulnerability – CVE-2024-6387

- New vulnerability affects Linux servers and is named regreSSHion.
  - Opens up servers to determined malicious actors connecting to the system, gaining additional privileges, and then potentially executing commands on the system.
  - Update is available to address vulnerability.
- CISA Known Exploited Vulnerabilities Catalog lists many of these vulnerabilities that have been discovered.
  - Allows personnel to search for their equipment that may be affected.
  - Comms equipment may be indirectly affected by other manufacturers dependencies.
  - <https://www.cisa.gov/known-exploited-vulnerabilities-catalog>
- NIST National Vulnerability Database: <https://nvd.nist.gov/>



# Regional News of Note

- Communications Exercises:
  - Central States COMMEX – Joplin (MO)/Quapaw (OK) from September 10-13, 2024
- Interoperability Markers update meeting requests sent out.
  - Targeting August for meeting dates.



Chris Maiers  
July 11, 2024 | 17



For more information:

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

Chris Maiers  
July 11, 2024 | 18

**34A Update**

None.

**Baseline Knowledge for 911 Communications**

None.

**Legislative Issues**

None.

**Information Sharing**

None.

**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 August 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 Robert Johannesen. Seconded by Chris Jasper.

Meeting adjourned at 9:53 AM.

Cara Sorrells, Secretary