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

Iowa 911 Communications Council Meeting
Thursday, August 8th, 2024
9:30 – 10:15 AM
Dallas County Human Services Campus
25747 N Avenue, Adel IA 50003

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	Absent
	alternate	Shanna Krogmeier	Present
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	Present
	alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)		Sean Snyder	Absent
	alternate	Chris Hare	
Iowa Department of Public Safety (IDPS)		Josh Duden	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:

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
James Milligan
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
Mitch Flaherty, Harrison County SO
Lynn Tazzioli, Polk County EMA
Josh Duden, Dept of Public Safety
Todd Beasley
Mandy Bieber, Delaware County EMA
Jeremy Cremeans, Tama County 911 Comm
Timothy Flickinger
Heather Hahn, Cerro Gordo Co SO

John Mayes, GeoConex
Dominic Baldi, IUB
Jim Cedeno
Marie Carlson, Zetron
Duane Vos, RACOM
Erin Froning, Clear Lake PD
Eric Thye
Todd Malone, SECC
Brent Vogel, Clinton County Comm
Tammy Rodriguez, Aureon
Marilyn Stayner, Worth County 911
Jim Hoflen, CISA
Brad Button, Des Moines PD
David Peck
Chief Udell Mentola, Westcom
Suzanne Behnke, KCCI
Lynne Warren, Zetron
Tara Polek, RACOM
Josh Humphrey, Iowa County EMA
Justus Thompson, LSA
Hollie Davidson, ISICSB
Jeff Bernatz, Chickasaw County EMA/911
Bill Burnett, Comtech
Cheryl Eklofe, Mahaska County EMA/911
Pam Freshwater, Monroe 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 Rob Dehnert 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 Rob Dehnert to approve the minutes. Seconded by Josh Duden to approve the minutes of July 11th, 2024. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Quarterly and EOY Financials
- Funding/34A Funding Proposal
  - Socializing ideas
  - September presentation to full Council
- DRV Deployment to Madison Co
- FCC Report and Order (Facilitating Implementation of Next Generation 911 Services) Passed
- 988 EMD Protocol

The first item in Blake's report was an overview of the quarterly payments. There was nothing to note, it was a regular quarterly payment report. Of note however, and reflected also on the quarterly expenditure form, they did not do an end of year pass through or fifth quarter quarterly remittance. The amount that they took in this quarter was just over $8 million dollars, the interest was $53,914 and the prepaid card revenue was $602,000. The quarterly expenditures were $5.1 million, and the total payments totaled $8.4 million dollars. They transferred $225,000 into the operating surplus. The next box down is kind of a snapshot of the operating surplus on a quarterly basis. This is the time of year that they normally do an end of year pass through. That means that anything remaining in the surplus, minus the catastrophic reserve, they pass through equally to the PSAPs. That number has been dwindling, as the amount in the surplus has been dwindling. This is something that they have been talking about now for about two years. This time of year, per Iowa Code 34A, they look at how much revenue they received for the year and per code they are able to reserve 12 ½ percent of that for a catastrophic reserve. The idea being if they had to replace a data center or a significant amount of 911 infrastructure due to a natural or man-made disaster, they would have the capital reserve to do that. That comes out to about $4 million dollars at that 12.5%. When you factor that in, while there is the $3.3 million in the surplus right now, you get a negative number on how much is available to pass through.

Last year what they did was basically hold in reserve a number less than 12 ½ percent in order to make end of year payments. This year that did not work out, and basically there is not enough money in the surplus to maintain the catastrophic reserve, and make payments for the end of the year. When they did the quarterly surcharge remittance that did wrap up the fiscal year on the financials. The box below that shows the annual surplus summary, and it shows that all four quarters worth of the box above. For the year they ended up moving $301,000 into the operating surplus, but if you go down to the year-to-date virtual consolidation line item, you see that they spent $1.2 million. They spent more out of the surplus on those projects than they were able to move into the surplus.

For a number of months there has been a work group convening to talk through funding ideas and proposals. They have begun socializing those ideas at various PSAP supervisor group meetings and have had an initial call with the telephone association. They will have a follow up call with them later and have a meeting set with the Sheriffs & Deputies Association. They will continue to socialize that funding proposal with a target date of next month to talk about that at the Council meeting. They are continuing to garner feedback from stakeholders and they don't expect things to change. If there is strong feedback towards any of the ideas they have come up with so far, they want to be able to make those changes before it is presented to the

Council. The goal is to eventually get approval to run that as a department bill this upcoming legislative session.

After having the disaster recovery vehicle or mobile command vehicle that DPS has for about two years and never using it in a live event, they have now used it twice in two months. It was deployed for about half of a day to Madison County when their PSAP sustained a lightning strike. They took live 911 calls out of that vehicle in that instance. This resource remains available for all PSAPs who might need it during a disaster or even a planned event. A reminder for all that capability exists should you have to leave your PSAP for whatever reason.

Blake updated everyone last month on the draft report and order out of the FCC, phrased or termed "facilitating implementation of Next Generation 911 Services" that was the longtime notice of proposed rulemaking. It was the effort that the FCC undertook to set the default for wireline cost recovery as well as providing the default setting concerning who has the authority within the states to authorize and require where telephone companies meet. That did end up passing, and it passed unanimously 5-0. The next steps for that are that the FCC will have to put that into the Federal Register, and they are analyzing what that means specifically to Iowa. What that report and order does is set a default and it also allows for states and local jurisdictions to do something other than that. It basically set it so it is a cost of doing business to get the wireline traffic to the entry point of the 911 system.

They have been made aware that one specific EMD provider has introduced a 988 protocol. At the moment what they have learned is that it comes with an additional cost. They are looking into that and looking for more information. They are looking to see if other EMD providers will look to introduce a 988 protocol, and the long-term plan there. They are looking to see if there will always be a cost associated with it or what the industry is thinking. They have already talked with the 988 folks in Iowa, they are very interested in this and where it goes. The state worked with the 988 folks on a protocol specific to Iowa, along with the pilot projects, so there is a handful of PSAPs that have the transfer capability. There is training that goes along with this and with this becoming more prevalent it might save a lot of steps at the local level and effort within the state if there is a standardized approach. There will be more to come on this, just reporting that they are aware of it and are looking into it, to develop the next steps on where they might want to take that in the future for Iowa.

2024 GIS Information

- Benchmarks 2025
  - **Upload Quarterly**
  - 98% GIS
  - 98% ALI to Road Center Line
  - 0 Critical errors
  - Paid out at end of quarter
  - Monthly uploads for FY 25

FY2024

- Q1

- July – 99 Counties

Current Travel/Public Ed/Training Fund

- **$100,000 Annually** *(FY2025)*
- Amount Available: $100,000
- Training Requested: Polk Co; IAED EMD – $9,562.50
- Amount Remaining if approved: $90,437.50

Shanna Krogmeier asked what, if any, impact did CrowdStrike have on statewide 911. Blake advised that they did send out a survey and about 50% of the PSAPs surveyed responded. About 50% of those responses noted impacts at PSAPs, and that is not specific to 911. Most of the time it was CAD systems, radio systems, or administrative lines but about 50% had something to report.

Zetron Shared Services Monthly Status Update – Paul Guest

Program Updates

- Pottawattamie County is going live in Sept.
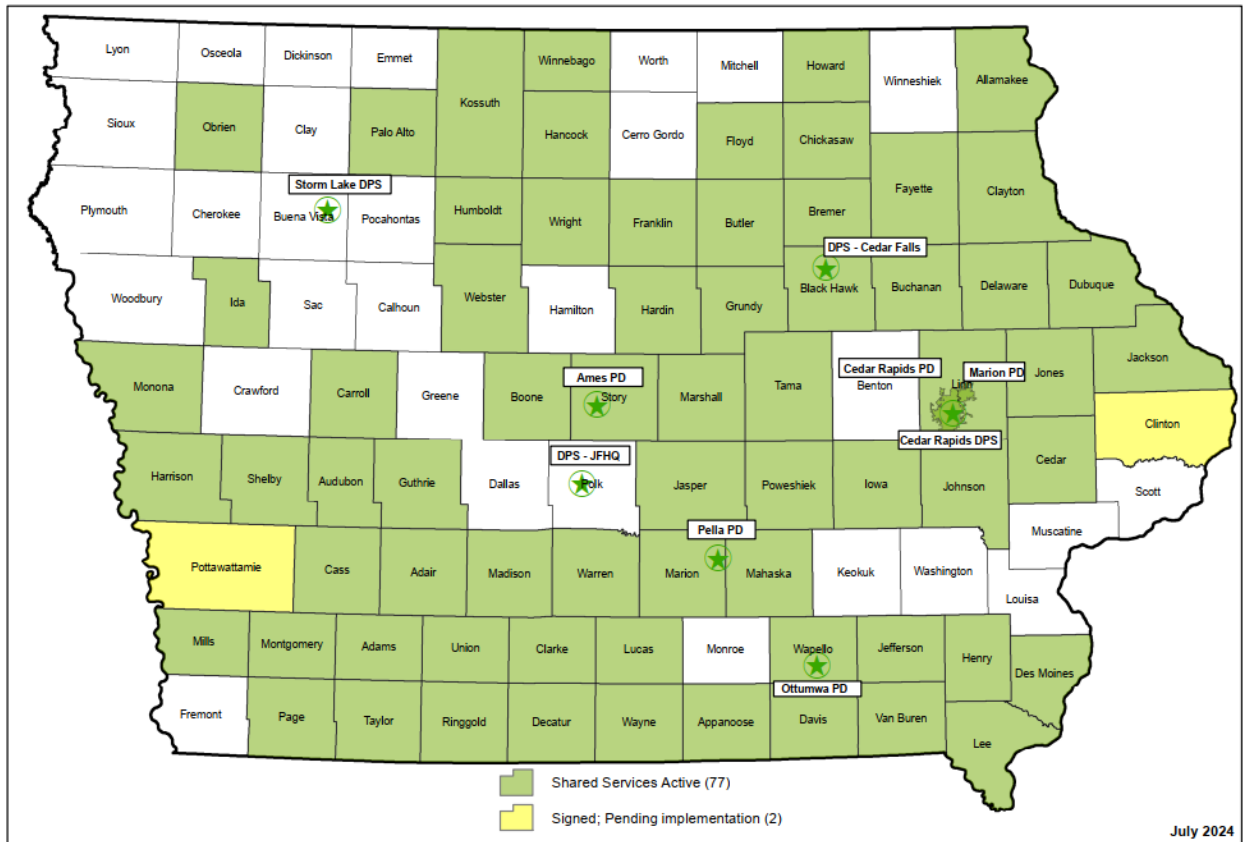
Online Training Portal

Virtual Learning Management System

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

- 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

IOWA INSIDER   ISSUE 27

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 with your contact information to subscribe.

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Questions?

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

Training Funds Request

As Blake mentioned earlier there was one training fund request from Polk County for an EMD 3-day course to be held September 23 – 25, 2024, with an amount of $9,562.50 requested. This course is provided by Priority Dispatch with a minimum of 15 course participants and a maximum of 25 course participants. Motion by Jeff Miller to approve the training fund request. Seconded by Eric Dau. All ayes. Passed. Rob Dehnert abstains.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols reported on the ISICS numbers that Scott Richardson had sent her. The number of radios on the system are 39,027, talk groups are 3,309, and the push to talks are over 3,126,159 for the month of July.

The Central States COMMEX is happening September 10th – 13th so she will not be able to attend the next 911 Council meeting. Deputy SWIC Walser will be able to report for her next month and take any questions.

The SCIP (Statewide Communication Interoperability Plan) final draft has been sent to the contractors so you should see that at the next board meeting in September.

The State Fair starts today and the ISICSB and Interoperability Bureau have a booth set up at the Hall of Law. Please tells your friends to stop by and spin the wheel.

They did not have a meeting in July but there will be a regular meeting today following the 911 Council meeting with their new board make-up.

Nichols just returned yesterday from National APCO and she was able to attend a number of quality presentations. One of those was on bidirectional amplifiers and antenna systems in buildings. She got a lot of good information out of that as they are working on a new standard based on that for the ISICS Board. That is one that was specifically of interest to Nichols. There were a lot of good presenters, and interesting technology down there that she wished Iowa would invest in. It was fun to be down there and dodge a hurricane.

Also, planning is continuing for a Tri-State Communications exercise that will be held with Iowa, Illinois, and Wisconsin that will happen in 2025. There will be a tabletop in June and a functional exercise in September. Please put that on your calendar and if you have any interest in being involved in that it is going to be on the east side of the state in Dubuque. There is a JotForm link out there and you can email Nichols if you would like to be included in the mailing list or some of the informationals that might go out on that.

Chris Maiers CISA Update

Chris Maiers introduced a colleague of his that was on the line Jim Hoflen, Cybersecurity Advisor and Cyber State Coordinator for Iowa. Hoflen wanted to discuss entity notifications as part of the CIRCIA Act of 2022 (Cyber Incident Reporting for Critical Infrastructure Act). It is CISA's duty to warn people if they are about to be hit with ransomware or if there is an ongoing attack or vulnerability. When they find this information, they try to notify the organizations by a phone call. This is a difficult cold call to make if they have no pre-existing contact with that organization. When they do make the notification, they will provide all of the information; they are not asking for information from you. If you get such a call, you can verify the identity of who it is to make sure that you are not getting a Spam call. You just have to call or email CISA Central at 1-844-Say-CISA (1-844-729-2472) or Central@cisa.gov. One of the things they run into is that they need a way to send you the information in a PDF document that does not go through your normal work system. His ask today is if you could send him your contact information so in case something bad happens, he does not have to dig through websites to find the right point of contact at each organization. They do offer a lot of no-cost cybersecurity services, they can come to your organization and do assessments, training, and technical services like scanning your network for external IP addresses for potential vulnerabilities. They can do tabletop exercises, there is a huge amount of things that they can do for you at no-cost. You have already paid for it with your tax dollars. If you are interested, please contact him at james.hoflen@cisa.dhs.gov or by phone at 515-707-0332.

Chris Maiers presented the following slide deck:

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

EMERGENCY COMMUNICATIONS COORDINATOR REPORT AUGUST 2024

Chris Maiers
August 8, 2024   11

CISA Entity Notifications

CISA proactively identifies information systems that contain security vulnerabilities commonly associated with ransomware attacks. After discovery, CISA notifies owners of the vulnerable systems through regional staff members (usually the CSAs) by a phone call.

Notifications contain key information regarding the vulnerable system (IP address, device name, etc.), how CISA detected it, and how it should be mitigated.

If you receive a notification, you can verify the identity of the CISA personnel through CISA Central: Central@cisa.gov or 1-844-Say-CISA (1-844-729-2472).

Having a pre-determined Out of Band email address is very helpful!!

CISA Offers <u>No-Cost</u> Cybersecurity Services [11]

- **Preparedness Activities**
  - Cybersecurity Assessments
  - Cybersecurity Training and Awareness
  - Cyber Exercises and "Playbooks"
  - Cybersecurity Advisories and Alerts
  - Operational Products and Threat Indicator Sharing
  - Known Exploited Vulnerabilities (KEV) Catalog
  - Cybersecurity Performance Goals (CPGs)
  - Free Cybersecurity Tools and Services Catalog
  - Information Products and Recommended Practices

- **Response Assistance** – 24/7/365
  - Incident Coordination
  - Threat Intelligence Reporting and Information sharing
  - Malware Analysis

- **Cybersecurity State Coordinators and Cybersecurity Advisors**
  - Advisory Assistance
  - Cybersecurity Assessments
  - Incident Response Coordination
  - Working group collaboration
  - Public Private Partnership Development

TLP: GREEN

Contact CISA to report a cyber incident
Call 1-888-282-0870 | email report@cisa.dhs.gov | visit https://www.cisa.gov

Considerations for PS Cloud Adoption

- Highlights considerations for cloud computing adoption for public safety (PS) agencies/organizations.

- Via checklist format, the document guides practitioners through determining:
    1. Needs and scope;
    2. Requirements;
    3. Questionnaire to solicit key information.

- These considerations could assist PS organizations at any stage of cloud adoption to ensure their selection is operable, secure, resilient, and compliant with rules and regulations

- https://www.cisa.gov/news-events/news/safecom-releases-new-resource-cloud-adoption

Chris Maiers
August 8, 2024

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School Safety Month

- Highlight resources, tools, and stakeholder events for the education community.

- Designed to enhance security measures and build resilience against various threats and hazards.

- CISA social media accounts will push out updates to tools and guidance to schools throughout August.

- Will cover cybersecurity, physical security, assessments and other assistance that may be available to schools.

- https://www.cisa.gov/topics/physical-security/school-safety/school-safety-and-cybersecurity

- https://www.schoolsafety.gov/

School Safety

CISA's topics page on school safety that underscores the agency's current and ongoing school safety efforts and includes physical security resources for the K-12 education community.

Chris Maiers
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Software Assurance Guide for Government

- Cyberattacks have exploited vulnerabilities and weaknesses in software and within software supply chains.

- This guide consolidates relevant software assurance guidance & frameworks into a single document.

- Enables easy navigation through requirements in a clear, concise manner.

- Encompasses all types of software, including commercial, open source, contracted, and cloud-based solutions, used within and by the government.

- https://www.cisa.gov/resources-tools/resources/software-acquisition-guide-government-enterprise-consumers-software-assurance-cyber-supply-chain

SOFTWARE ACQUISITION GUIDE
FOR GOVERNMENT ENTERPRISE CONSUMERS:

Software Assurance in the Cyber-Supply Chain Risk Management (C-SCRM) Lifecycle

PUBLICATION: AUGUST 2024
INFORMATION AND COMMUNICATIONS TECHNOLOGY
SUPPLY CHAIN RISK MANAGEMENT TASK FORCE

Connected Communities Risk Postcard Series

- Released on August 2, 2024.

- Each postcards features one of the three risks to connected communities/smart cities outlined in the Cybersecurity Best Practices for Smart Cities Guide.

- Also includes appropriate mitigation recommendations for each risk. The risk postcard series includes:
  - *Connected Communities Risk: Expanded and Interconnected Attack Surface*
  - *Connected Communities Risk: ICT Supply Chain and Vendors*
  - *Connected Communities Risk: Automation of Operations*

- https://www.cisa.gov/resources-tools/resources/connected-communities-risk-postcards

Integrating public services into a connected environment can increase the efficiency and resilience of the infrastructure that supports day-to-day life in our communities. However, municipalities considering becoming smart cities/connected communities should thoroughly assess and mitigate the cybersecurity risk that comes with this integration.

For more detailed information on this risk and others, scan the code here to access the Cybersecurity Best Practices for Smart Cities guide.

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.
  - Scheduled August 9, 2024, at 1100 CT.

Chris Maiers
August 8, 2024
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For more information:

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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 September 12th, 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 Rob Dehnert. Seconded by Cara Sorrells.

Meeting adjourned at 9:59 AM.

Cara Sorrells, Secretary