

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, September 12th, 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	Present
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	
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	Excused
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	John Mayes, GeoConex
Dominic Baldi, IUB	Kevin Williams
Paul Guest, Zetron	Jeff Yates, WahITek
Amanda Pyle, Story County 911	Marie Carlson, Zetron
Doug Farrell, ICN	Duane Vos, RACOM
Brenda Wright, Fayette County 911	Erin Froning, Clear Lake PD
Eric Thye	Paul Trewin, Central Square
Terry McClannahan, Dallas County SO	Todd Malone, SECC
Paige Klaaren, Iowa County 911	Jim Sholly, Cerro Gordo Co GIS
Stephanie DeVault, ICN	Tammy Rodriguez, Aureon
Nichole Neumann, Sac County 911	Eric Porter, ICN
James Milligan	Thomas Millikin, Ottumwa PD
Mindy Benson, Black Hawk County EMA	Brad Button, Des Moines PD
Lucas Erpelding, Dept of Public Safety	Tony Keefe, LeeComm
Jessica George-Rethwisch, Dubuque Co Comm	Travis Sheridan, Emmet County EMA
Diane Sefrit, SCI Regional 911	Diane Harris
Kirk Hundertmark	Lynne Warren, Zetron
Jennifer Ackerman, Winnebago County Comm	Tom Holladay, RACOM
Mitch Flaherty, Harrison County SO	Jennifer Crandell, ICN
Lynn Tazzioli, Polk County EMA	Michelle Campbell, SECC
Hollie Davidson, ISICSB	Nick Brockman, Polk County SO Comm
Bill Burnett, Comtech	KCCI
Heather Hahn, Cerro Gordo Co SO	Travis Solem, Warren County Communications
Rebecca Liston, Pottawattamie County Comm	Rhonda Braudis, Marshall County Comm
Scott Richardson, Dept of Public Safety	Oliver Beene

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 Chris Jasper to approve the minutes. Seconded by Josh Duden to approve the minutes of August 8th, 2024. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- PSAP Leadership Training – November 19

- Annual Forms + survey
- GIS Informational Call – October 29
- PRF Outreach and Cleanup

DeRouche covered some housekeeping items first; then he advised he would have a substantial update on legislative initiatives. Everyone should have gotten notification that they did schedule the PSAP Leadership Training for November 19th, 2024. They initially opened 35 seats for that and those seats filled up fast. They opened up a handful more in response to that. This training was put together a couple of years ago, and it has been awhile since it was presented. They were not surprised at the interest and that it filled up real fast.

An email was also sent out about it being the time of year for annual forms. As a reminder, those are due January 1st and it is the Point of Contact form, the Expenditure Collection Form, and the Service Board Membership form. One of the things that they added to that process and that email was a survey that went out to collect some data from the local 911 Service Board level about budget surpluses. They want to be able to really articulate what you are planning to use that surplus for. This goes into the legislative discussion that will happen in a little bit. The survey was developed with help from the APCO/NENA lobbyist. The information gathered will be shared and will be really beneficial to have on hand come this next legislative session. Please do fill that out as well, it is only five or six questions long and it shouldn't take much time to do.

Later today an email will be sent out concerning the request to convene a GIS informational call October 29th, 2024. It has been about 12 months since they started to utilize all of the good GIS data that the locals have put together. There have been a handful of questions that they have received in the past couple of months. They will have folks from GeoComm, Comtech, and Zetron on the call. It will be a short presentation, and then they will open it up to questions and answers. An example of some of the questions they have received is – "We upload all of this information into GeoComm, what part of it gets digested and used by Comtech?". There is some confusion on which boundaries get used. They just want to do a touch base, address those things, and address any questions that anyone may have. It would be good for any PSAP supervisors and GIS folks to attend that. They will, of course, record it so if you cannot attend it at the particular date and time, you can still watch it after the fact.

They have begun an initiative with Comtech and sent out individual emails to all PSAPs to make sure that you are aware of who you have listed for your alternate routing PSAP(s). They went through a training process with a portal a couple of months ago, and it was not well attended. In order to accomplish the same goals of being able to make sure you as the PSAPs know who your backups are, they are going to do it a bit more manually. Look for those emails to come out (Blake gets cc'd on them as well), and if you have any questions or want to make changes it is just a simple change request form and they can do that.

Next was a quick update on the GIS uploads, and we continue to excel in this area. All 99 counties met the benchmark in August. As a reminder, they do GIS grant payments quarterly, so at the end of September they will get those out to your 911 Service Boards.

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
 - August – 99 Counties

There are three training fund requests to consider for approval later on in the agenda. As a reminder, APCO has a bit of a standing approval, but they still like to approve it formally at the 911 Council meeting. NENA is not requesting any training funds for the Fall Conference.

Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2025)**
- Amount Available: \$90,437.50
- Requested: \$20,143.41
 - Warren Co: 911 Communicator Response to Active Shooter/Active Assailant – \$6,475.41
 - Cerro Gordo Co: Domestic and Family Violence and Active Attacker – \$8,910.00
 - APCO: Fall Conference Speakers and Training -- \$4,758.00
- Amount remaining if approved: \$70,294.09

Up next Blake presented slides concerning the work that had been done on funding and a 34A funding proposal for the upcoming legislative session that starts in January. For the last 12-15 months they have been transparent and open about the funding realities that they find themselves in at the State 911 Program. At that point they talked about convening a workgroup of local stakeholders as well as their office to discuss various different options and ideas on how to resolve that issue. As that workgroup has met and concluded its findings and recommendations, they have taken that forward and started to socialize those ideas. They are at the stakeholder engagement piece of this process. The workgroup was made up of some of the 911 Council members, some PSAPs, and the local 911 community, to be able to give them feedback, input, buy-in, and ideas from the local level.

Their next step as a department is a policy proposal, and they need to get approval to be able to run legislation. They hope to be able to submit that at the end of September, and get a thumbs up to run that as a department bill. If approved you would see this proposed department bill come out in January. This is not the end of stakeholder engagement and they will continue to talk to folks, answer questions all the way up to the next legislative session and try to alleviate any concerns that may come to light.

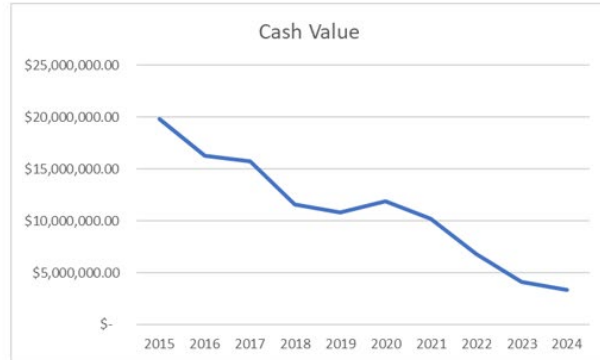
- Funding/34A Funding Proposal
 - Socializing ideas
 - PSAP Supervisor Groups
 - Central ✓
 - Western ✓

- Eastern
- Iowa Communication Alliance ✓
- 911 Council ✓
- ISSDA

The Problem

- Available State portion of the fund has dwindled the last 5-10 years
- Increased State costs for previous local responsibilities
 - 80 PSAPs on Shared Services
 - Shared call handling technology
 - Saves the state ~\$2M a year
 - Additional redundancy
 - Wireline Transport
 - Additional redundancy
 - Purchasing Power of the State and Economies of Scale

HSEMD 911 Fund Balance



Process

- Local stakeholder workgroup
 - Efficient, Fiscally Responsible, Sustainable
 - Consensus building, Compromise, Education and Understanding
- ➔ ● Stakeholder engagement
- Submission of policy proposal
 - Determination of Department bill for upcoming legislative session
- Additional stakeholder engagement
- Legislative session commences

Paradigm Shift & Alignment

Past

- Two separate 911 networks two surcharges

Current

- Two surcharge models
- Network with two sources of calls funded by one revenue source
- Wireline Providers remit and bill 99 different entities

Proposed

- One surcharge model
- Wireless and Wireline Network funded by Wireless and Wireline surcharge
- Wireline Providers remit and bill one entity



Working Proposal

- Increase of Surcharge to \$1.20
 - Last surcharge increase, 2013 (Inflation - \$1.34)
- All surcharge through HSEMD
 - All 911 calls transported on a network funded by HSEMD
 - Local portion remains 60%, State portion remains 40%
 - Future of Wireline Cost Recovery the sole responsibility of HSEMD*
- Modification of current formula from 65/35 Square Area/Call Counts to 50/50
 - Provides additional \$6.6 to HSEMD and \$1.2 to Local 911 Service Boards
- Implementation of SIP Routers*
- Study on the concept of "Managed Services"
 - Allows PSAPs to opt into management by another entity
 - Share staff and resources
 - Allow PSAPs to close overnight for staffing issues
 - Reduce overhead



Cost Recovery -

*Cost of carrier transport from customer to POI/Entry
Point of State 911 Network*

- FCC Report and Order 21-479
 - Cost of transport to the Point of Ingress as determined by the 911 authority the responsibility of the carrier
 - Similar to wireless-only *King Co* ruling from 2001
 - "Phase 1": In SIP format upon notification by the 911 Authority
 - "Phase 2": In NG911 format upon notification by the 911 Authority
 - Does not supersede local or state agreements, which must be provided to the FCC
- Iowa Code 34A.7A details Wireless Cost Recovery - sunsets in 2026
 - Allowable costs spelled out
 - ~\$800,000/year: 80% of 911 calls
 - Funded by HSEMD
- Iowa Code 34A is silent on Wireline Cost Recovery
 - Currently paid by local service boards
 - No standardization
 - Costs determined by carrier, but not charged by all
 - ~2.5M/year: 20% of 911 calls



Cost Recovery -

*Cost of carrier transport from customer to POI/Entry
Point of State 911 Network*

"The rules we adopt today presumptively address cost allocation between OSPs and 911 Authorities for implementation of NG911. In the absence of an alternative cost arrangement implemented by a 911 Authority at the state or local level, OSPs will be financially responsible for the costs of transmitting 911 traffic to the NG911 Delivery Points designated by 911 Authorities starting at Phase 1. Thus, by default, our rules establish NG911 Delivery Points as the demarcation points where the OSP's responsibility for the cost of transmitting 911 traffic ends and the 911 Authority's responsibility begins. In addition, in both Phase 1 and Phase 2, OSPs will be presumptively responsible for the costs associated with translating 911 traffic into the required IP-based format, including associated routing and location information."



Implementation of SIP Routers

- Design Prevents May 30 Lumen Outage
 - Current Wireline POI is Legacy Lumen Selective Routers
- ICN Proposal
 - New Design moves POI to ICN owned/operated SIP Routers (Entry point of state 911 network)
 - Implementation of SIP Routers would then trigger notification and start of Phase 1
- Additional Costs funded by HSEMD



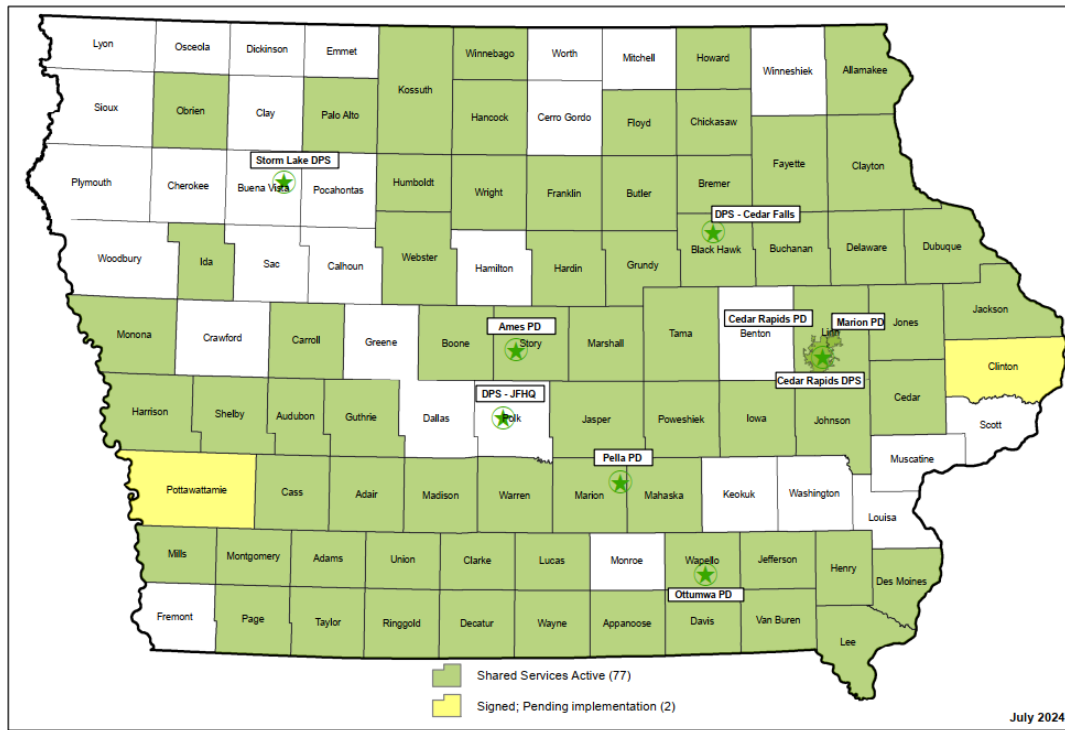
Mike Bryant asked DeRouchey if he could send the Council these slides and he advised that he could. Bryant asked about the \$1.2 million dollar increase for the PSAPs and if they had run spreadsheets for each county to compare the impact of the proposed change. DeRouchey advised he had and that he had run approximately 25 different scenarios. When he got to a scenario that he thought might work, he did fully flush that out by county. There are still variables in that, because they have to use the Department of Management budgets that get submitted by local 911 Service Boards. DeRouchey said he understood that any loss at a local level is significant, and they are looking to take on cost recovery and with this model passing more through at the end of the fiscal year (which has dwindled to zero). There are other ways that you can still offset it. DeRouchey added that there are a dozen ways to do this. This is the one that the workgroup settled on, and it might not be the easiest or the quickest. It really does align where the funding mechanism should be in year 2024. Bryant concluded with adding that he has been through this longer than anyone else on the Council, every legislative session going back to 1996. He stated that this is the best, and earliest, laid out plan ever (period). He thanked DeRouchey and all the people who worked on this project.

Rhonda Braudis asked DeRouchey if this goes through what the ability was to go through and validate the cost recovery bills that agencies have been paying. DeRouchey confirmed that currently there is a lot of confusion in that area. 99 county's service boards are paying 150 telcos and trying to sort through what cost recovery bills are still valid and what can be discontinued or disconnected. Or even what should have been disconnected years ago, and that is just the current state. What they would look to do is a circuit audit, fully funded by the State, before they take those costs on. There are companies out there that do this and they can ensure a centralized method of onboarding those costs to their department. Some PSAPs have already done this which is really good, but some haven't. They would look to replicate that statewide before onboarding those costs to the State 911 Program to eliminate unnecessary cost.

Zetron Shared Services Monthly Status Update – Paul Guest

Program Updates

- Pottawattamie County goes live on IASS Sept 25.



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

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 with your contact information to subscribe.

Questions?

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

Training Funds Request

As Blake mentioned earlier there were three training fund requests to consider. The first was from Warren County for "911 Communicator Response to the Active Shooter/Active Assailant" in the amount of \$6,475.41. The training is taking place on October 28th, 2024, with no minimum or maximum attendance requirement. Travis Solem was in attendance to address any questions concerning the training. The training will be presented by Threat Suppression out of North Carolina and take place in Indianola. Motion by Cara Sorrells to approve the training fund request. Seconded by Chris Jasper. All ayes. Passed.

The second request was from Cerro Gordo County for "Domestic Family Violence and Active Attacker" in the amount of \$8,910. The training will take place May 8th & 9th, 2025, with a minimum amount of attendees being 10 students, and the maximum being 80. It will be presented by American Emergency Preparedness. Heather Hahn was online and available to answer any questions. Motion by Jeff Miller to approve the training fund request. Seconded by Chris Jasper. All ayes. Passed.

The third and final request was from Iowa APCO for training for their Fall Conference in the amount of \$4,758. The conference is being held October 15th, 2024, in Des Moines at the Airport Holiday Inn in conjunction with the Iowa NENA Fall Conference. Cara Sorrells explained that one speaker has no speaker fees but does have airfare and lodging. The other speaker, Dr. Michelle Lilly, has a \$3,500 speaker fee plus travel (driving), and lodging. Motion by Mike Bryant to approve the training fund request. Seconded by Chris Jasper. All ayes. Passed. Cara Sorrells abstains.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols was absent as she was attending the Central States COMMEM that was happening September 10th – 13th, 2024.

Blake did read an email from Nichols with the following information:

TA requests are changing – Iowa will make TA requests in October (up to 5) with no guarantee all 5 will be accepted. In April they will get a chance to try again in what they are calling a “derby” for those that were not accepted. Currently they are planning to request a COML, INTD, and INCM. There are a number of CR911 TA offerings this audience might be interested in looking over, and if they have an interest, please work through the SWICs office to place those requests.

Chris Maiers CISA Update

Chris Maiers presented the following slide deck:

EMERGENCY COMMUNICATIONS COORDINATOR REPORT SEPTEMBER 2024



Chris Maiers
September 12, 2024

19

National Preparedness Month

- Recognized every September.
- We are all responsible for preparing ourselves, agencies, families.
- Build awareness and encourage Americans to take steps to prepare for emergencies in their homes, schools, organizations, businesses, and places of worship.
- Know your risk and take the appropriate actions before, during and after a disaster strikes.
- [Ready.gov](https://www.ready.gov)



Chris Maiers
September 12, 2024

20

Russian Military Cyber Actors Advisory

- Released by FBI, CISA and NSA.
 - Assess that cyber actors affiliated with the Russian General Staff Main Intelligence Directorate (GRU) are responsible for computer network operations against US and global targets for espionage, sabotage, and reputational harm since at least 2020.
- Mitigation strategies:
 - Prioritize system updates & remediate known exploited vulnerabilities.
 - Segment networks to prevent the spread of malicious activity.
 - Enable phishing-resistant multifactor authentication (MFA) for all externally facing account services, especially for webmail, virtual private networks (VPNs), and accounts that access critical systems.
- <https://www.cisa.gov/news-events/cybersecurity-advisories/aa24-249a>

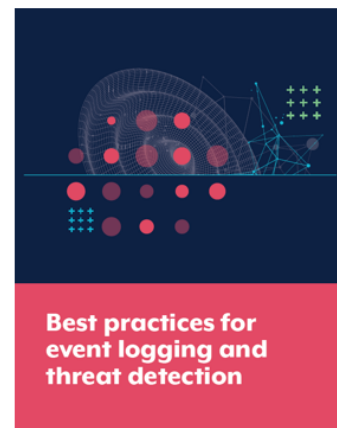


Chris Maiers
September 12, 2024

21

Best Practices: Event Logs & Threat Detection

- Released by Australian Signals Directorate's Australian Cyber Security Centre (ASD's ACSC), CISA, FBI, NSA, and other international partners.
 - Increased prevalence of malicious actors employing living off the land (LOTL) techniques – Fileless malware, various downloads, etc.
- The key factors for logging best practices:
 - Enterprise approved logging policy;
 - Centralized log access and correlation;
 - Secure storage and log integrity; and
 - Detection strategy for relevant threats.
- <https://www.cisa.gov/news-events/alerts/2024/08/21/asds-acsc-cisa-fbi-and-nsa-support-international-partners-release-best-practices-event-logging-and>



Chris Maiers
September 12, 2024

22

Priority Telecommunications Service (PTS)

- PTS includes:
 - Government Emergency Telecommunications Service (GETS): wireline
 - Wireless Priority Service (WPS): wireless
 - Telecommunications Service Priority (TSP): circuit repair and installation
- Presently voice only. Working on data.
- PTS Dialer app
- Need more than GETS if using cellular
- Priority extends beyond provider network boundaries.
- <https://www.cisa.gov/pts>



Priority Telecommunications Service Numbers

- Current numbers for <STATE>:
 - GETS
 - Nationwide: 498K
 - Iowa: 3,183 (6.72% of eligible)
 - WPS
 - Nationwide: 973K
 - Iowa: 2,655 (5.61% of eligible)
 - TSP Nationwide
 - 395K
- <https://www.cisa.gov/pts>



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Regional News of Note

- Communications Exercises:
 - Central States COMMEM – Joplin (MO)/Quapaw (OK) from September 10-13, 2024
- Technical Assistance Request Period
 - Begins in October with delivery target dates through April.
 - Longer fuse projects may extend past that
 - Contact SWIC Nichols for more information
- Interoperability Markers updates completed in Region 7.
 - Results are being tabulated.
 - Expect distribution of results within the next few months.





For more information:

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

Chris Maiers
September 12, 2024 | 26

34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Information Sharing

Cara Sorrells promoted the Iowa APCO/NENA Conference coming up October 14th and 15th in Des Moines. The APCO keynote speaker, Dr. Michelle Lilly, is well known for her research of 911 Telecommunicators regarding PTSD, stress management, and depression. Registration is open and Iowa APCO is also circulating or socializing a survey of Iowa data from local telecommunicators that she will speak on that day. Please socialize that and share with your telecommunicators. If you did not receive that email reach out to me or any of the other APCO Board members. We would like to get a good baseline for Iowa to include in her presentation.

Chris Jasper added that the NENA day will be Monday. They had heard from their members that there was an interest in some of the events that have transpired at local 911 Centers across the state. There were things that went well and things that went poorly. They will have presentations from Urbandale Fire on a mayday incident, Des Moines PD to discuss civil unrest

that they dealt with, and Scott County is coming to talk about their building collapse. They will be discussing exciting events from around Iowa that hopefully we can learn from.

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 October 10th, 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 Cara Sorrells.

Meeting adjourned at 10:22 AM.

Cara Sorrells, Secretary