

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, October 12th, 2023 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	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Brad Shutts	
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)		Vacant
alternate	Tom Berger	Absent
Iowa Emergency Managers Association (IEMA)	Tracey Bearden	Present
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

Allie Bright, 911 Program Planner

Absent

Guests also present in person or by teleconference:

Hollie Davidson, ISICSB	Chris Maiers, CISA Region 7
Kirk Hundertmark	Erin Froning, Clear Lake PD
Nick Brockman, Polk County SO	Nic Briseno, Story County SO
Tom Holladay, RACOM	Shawn Ireland
Paige Klaaren, Iowa County 911	Mark Van Hooser, Buena Vista Co 911
Terry McClannahan, Dallas County SO	Todd Beasley
Scott Havel	Paul Trewin, Central Square
Doug McCasland, Warren County 911	Sarah McClure, Ames PD
Diane Sefrit, SCI Regional 911	Ron Vought, Webster County EMA
Brad Button, Des Moines PD	Rhonda Braudis, Marshall County Comm
Dominic Baldi, IUB	Paul Guest, Zetron
Heath Hove, Dept of Public Safety	Nielie Schaeffer
Bill Burnett, Comtech	Mitch Flaherty
Aubyn Giampolo, Westcom	Mindy Benson, Black Hawk County EMA
Luke Erpelding, Dept of Public Safety	Amanda Pyle, Story County 911
Brad Titley, Zetron	Mike Hardy
Chief Mentola, Westcom	Marilyn Stayner, Worth County 911
Daniel Bishop	David Donovan, SECC
Erin Petersen	James Milligan, Zetron
Jeremy Cremeans, Tama County 911	John Mayes
Kevin Williams	Lynne Warren, Zetron
Marie Carlson, Zetron	Justus Thompson, LSA

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 Tracey Bearden. 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 George Griffith to approve the minutes of September 14th, 2023. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Interest in AI for help with answering administrative calls

- Recorded 911 Leadership Training
- Interstate calls with MO
- Pottawattamie Co Text to 911
- Next phase of 911/988
- Traveling to NASNA end of October
- NENA presentation
- NG911 GIS Grant Standard Updated

Blake DeRouchev touched on the first topic and advised that within their department they are looking at various ways to involve artificial intelligence to help us do our jobs. One of the things he has reached out to Comtech and Zetron about is what are they looking at as far as AI to help out with PSAPs. He has heard back from Comtech and had a quick meeting about using AI to help with answering administrative calls. They are in kind of a pilot phase of this and a couple of PSAPs have asked this question of Blake aside from their interest in AI. He has linked those two PSAPs up with Comtech and this is something to think about. If there is a PSAP out there that needs help with staffing, and you think that this might be a way to alleviate some of the workflow, this might be something to explore further. There is nothing tying anyone to this project, it's just in a pilot phase with Comtech as well. Zetron is also exploring different ways to use AI, so there will be more to come on that perspective as well. If anyone is interested in learning more reach out to Blake, and they will see where that conversation leads.

In the past two years they have held a number of in-person 911 Leadership training sessions which stems from the Strategic Plan that they have been working through. Normally they do one around the fall, what they have done this time is record some training and put it on the shared Google site. They did it in modules and there are about five modules on the Google shared site, and they are available to any new PSAP supervisors or if anyone would like to refresh what they talked about in person. It is all out there, and you can take it on demand if you would like. They will get back to the routine of having those in person, but they did dedicate some time to getting the training in a recording for available access.

DeRouchev then discussed the project to link 911 networks with bordering states. They started out with Minnesota, then South Dakota, Nebraska, and Illinois. All of those are in a fairly steady state, and the next one up is Missouri. They are having ongoing calls with them, and it should be a fairly quick and easy transition to get them on board. Those counties that border Missouri will be able to make 911 transfers with their counterparts across the border and get ANI/ALI information with those transfers. It will come over the 911 trunks and be a lot more seamless.

Text to 911 has been in existence throughout most of the state for a number of years. For various technical reasons, Pottawattamie County has not gotten there yet. Their go live to text 911 is imminent. They have done some testing, and it all works, it is just a matter of training at this point, and considering it live and up and running. That means in every county you will be able to text 911 and a formal announcement will be coming from their office.

Previously they conducted a survey gauging attitudes and readiness for transferring 911 or administrative calls from your PSAP over to 988. They have done a pilot with three PSAPs and they are at the point that they are looking to expand that. The next phase is to look at the survey results and determine which areas make the most sense to onboard next. That is in process, and they will start those calls up with those areas shortly.

DeRouche will be travelling to Atlanta for NASNA at the end of October and he will also be presenting at the IOWA NENA Conference on October 30th. Lastly, they did have a workgroup of GIS experts in the state that took a look at their GIS data standards. It had not been updated in a couple of years and NENA has just updated their GIS standards. Most of what they did mirrors that national level standard. They went through a couple of rounds of drafts and a handful of conference calls, and it has now been published on their website. It has also been sent out and if anyone has any questions, please let him know.

2023 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

- July - 99 Counties
- August – 99 Counties
- September – 99 Counties
 - \$321,000

Current Travel/Public Ed/Training Fund

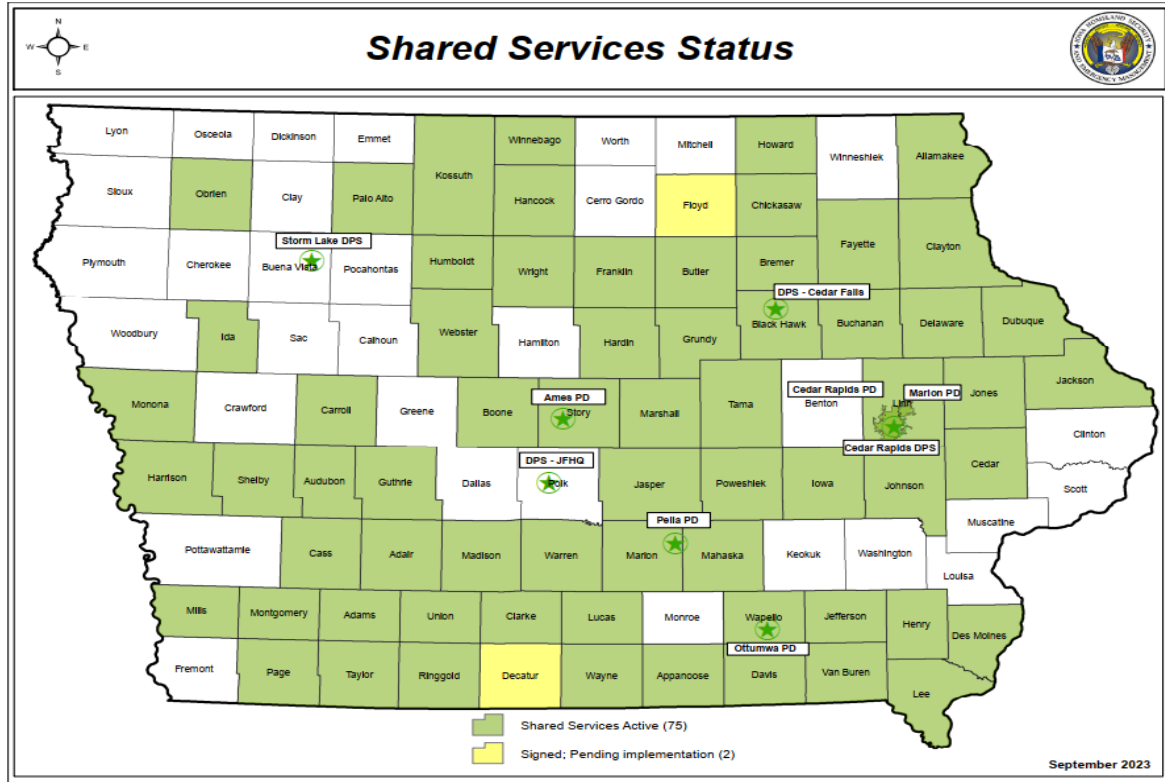
- **\$100,000 Annually (FY2024)**
- Amount Remaining: \$75,663.00
- Amount Requested: \$21,712.50
 - Cerro Gordo Co: Crisis Communications for Dispatchers - \$13,500.00
 - Polk Co – DMPD: EMD Training - \$8,212.50
- Amount remaining if approved: \$53,950.50
- Statewide Training update

There are two training applications to be approved later on the agenda. If approved there will be just under \$54,000 left remaining for the fiscal year that ends June 30th. There was nothing to report on the statewide training update. Allie had reached out to folks to pilot and look at the offerings that they have included through the Zetron contract. She is getting volunteers to be a part of that so there will be more in the upcoming months on their recommendation and what they find.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

- Floyd Co goes live on Shared Services Oct 18.



Iowa Insider Newsletter

IOWA INSIDER Issue 22

SEPTEMBER 2023

Here's your latest edition of the Zetron Iowa Insider. In this issue you'll find:

- Team Spotlight: Ken Murphy, Senior VP of GeoConex - A Division of Zetron
- History and Significance of the Iowa State Fair
- How to Pull a CDR Report in MAX Call Taking
- Vintage 9-1-1: History of Telegraphy and SOS

[DOWNLOAD NOW](#)

- Next newsletter in Oct to honor National First Responders Day.
- 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

The first training request was from Cerro Gordo County/Clear Lake Police Department for a 16-hour Crisis Communications for Dispatcher training to be held April 18th and 19th, 2023. It is seminar style so dispatchers can attend one or both days and the amount requested is \$13,500. Erin Froning was online and available for any questions. The minimum number of course participants are 10 and there is no cap on the maximum number of course participants. Normally they would cap it at 20 but due to it being seminar style they can accommodate more attendees. Froning also clarified that this course is specific to dispatchers. Motion by Tracey Bearden to approve the training fund request. Seconded by Chris Jasper. All ayes. Passed.

The second training request was from the Polk County 911 Service Board for EMD training through Priority Dispatch November 13th – 15th, 2023, in the amount of \$8,212.50. Brad Button from Des Moines PD was online to speak on the training request. He explained that staff has been doing online training for EMD due to there being no offerings in the area for several months. Sometimes staff can struggle with getting the most out of the online training. He did poll the Central Iowa Supervisors Group and there was great interest in having a class locally. The maximum course participants is 25, and the minimum is 15. Tracey Bearden added that if 25 participants do not register the overall grant request will be reduced. Chris Jasper asked if we have ever had a request for EMD training before. There was not one that anyone could recall. There was a brief discussion on if this EMD training is considered “over the top” training per the existing policy or if it is initial training. DeRouchey added that EMD is not a requirement, it is not in rule or statute, and he did consider it “over the top” training. Rob Dehnert agreed that if it is not a minimum requirement it would seem that this is “over the top” training. There were some concerns discussed about if this request would open up a floodgate of requests for future training. It was suggested if this was the case the existing policy would need to be refined. Motion by George Griffith to approve the training fund request. Seconded by Jeff Miller. Chair Rob Rotter asked for a roll call vote. Chris Jasper – nay, Jeff Miller – aye, Chair Rob Rotter – yes, George Griffith – yes, Mike Bryant – yes, Richard Pierce – nay, Rob Dehnert – yes, Adam Welp – yes, Cara Sorrells – yes. Motion carries with Tracey Bearden abstaining.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

None.

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'. The main title is 'EMERGENCY COMMUNICATIONS COORDINATOR REPORT OCTOBER 2023'. In the bottom left corner is the CISA logo, and in the bottom right corner, it says 'Chris Maiers | October 12, 2023' followed by a vertical line and the number '10'.

20th Annual Cybersecurity Awareness

- October is [Cybersecurity Awareness Month](#)
- *Secure Our World*: Online safety education through action and behavior change
- Technology ubiquitous in modern society
- Reliance on tech to work when we need it
- Steps to keep our devices safe and secure
 - Strong passwords & password manager
 - Multi-factor Authentication (MFA)
 - Recognizing & reporting phishing
 - Software updates

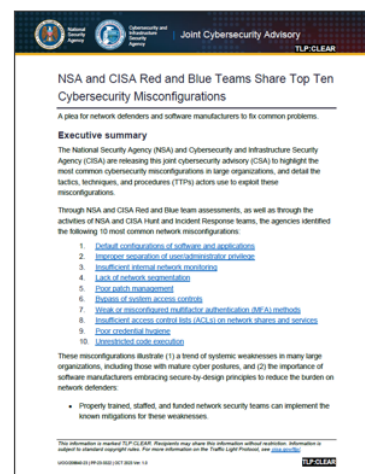


Chris Maiers
October 12, 2023

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Top Ten Cybersecurity Misconfigurations

- Joint release with CISA and National Security Agency (NSA)
- Most common cybersecurity misconfigurations in large organizations.
 - Details the tactics, techniques, and procedures actors use to exploit these misconfigurations.
- Trend of systemic weaknesses in organizations, including those with mature cyber postures.
- Highlights the importance of secure-by-design principles to reduce the burden on network defenders.
- [Top Ten Cybersecurity Misconfigurations](#)



Chris Maiers
October 12, 2023

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Identity and Access Management

- Released by CISA and National Security Agency (NSA) and Enduring Security Framework (ESF) partners.
 - New Guidance on Identity and Access Management (IAM)* released to enable developers and integrators to refine their existing tools
 - Address the gaps with achieving secure IAM
 - Develop new tools to address the challenges for their IAM products and solutions.
- IAM ensures users only gain access to data when they have the appropriate credentials.
- Includes multi-factor authentication (MFA) & single sign-on (SSO).
- [New Guidance on Identity and Access Management](#)



Chris Maiers
October 12, 2023

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Regional News of Note

- Red River COMU Bootcamp – October 22-27
 - Thackerville, Oklahoma.
 - Concurrent COMU courses that includes:
 - Communications Unit Leader (COML)
 - Communications Technician (COMT)
 - Incident Communications Center Manager (INCM)
 - Incident Tactical Dispatcher (INTD)
 - AUXCOMM
 - Information Technology Service Unit Leader (ITSL)
 - One-day exercise



Chris Maiers
October 12, 2023

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For more information:

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202-701-3235

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34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

Mike Bryant spoke concerning the reform of government and the continuing existence of the 911 Council. In anticipation of legislative action this next session he recommended that a committee be formed or that an individual be tasked with coming up with a white paper. This white paper could be distributed to the local constituents across the state. Bryant thought a half page document could be developed with talking points to help everyone talk about the issue with local legislators back home before the session even starts. We could then gauge what is working and where we stand in case we need to revise it during the session. Chair Rotter was also in favor of a small work group or committee to work on an organized strategic plan.

New Business

None.

Information Sharing

Captain Richard Pierce shared that last month DPS Communications was successful in securing ARP funding for the selection and purchase of a CAD/RMS system with a warrant management

program. They have begun the specification and development selection process, which they anticipate will take about six months. They are working with CISA and John Hopkins University who came out earlier this year at the request of HSEMD. They did a study here in Iowa and provided them with information to be able to develop a CAD-to-CAD type system that could help with future CAD interoperability. They will be helping with the specification development, and they are considering three vendors that are on the State of Iowa contract and agreements. Those vendors are Tyler CAD systems, Motorola Spillman Flex, and Central Square. They anticipate that it will take 1 year to 18 months to fully implement after selection.

Cara Sorrells reminded the Council of the upcoming NENA/APCO Fall Conference October 30th and 31st at the Airport Holiday Inn Des Moines. There is still room to register, and the room block is open through the 16th. Iowa APCO has three scholarships available for APCO members to attend The Healthy Dispatcher training that was approved for training funds by the Council.

Lastly Nic Briseno mentioned that there is a COMT course coming up in two weeks at ILEA. More information about this course is located on the ISICS website if you are interested. He believed there was enough for the class and was unsure if there were any open spots for participation.

Unfinished Business

None.

Old Business

None.

Travel Requests

None.

Business from the Floor or Virtually / 911 Issues at the PSAPs

Mike Bryant spoke in light of the discussion on the EMD training funds. There were some differences in opinion, and he thought that there were a couple of choices. We could wait and do nothing and see if it "opened a can of worms" or we could address it now with a discussion and revised training policy guidelines. Chair Rotter will place it on next month's agenda as an actionable item to see if anyone wants to address changing or revising the existing policy.

Next meeting date will be November 9th, 2023, 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 Tracey Bearden. Seconded by George Griffith.

Meeting adjourned at 10:09 AM.

Cara Sorrells, Secretary