

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

	<p>Iowa 911 Communications Council  <b>Meeting</b>          Thursday, February 13<sup>th</sup>, 2025          9:30 – 10:15 AM          ***Online only – virtual meeting***</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) <b>Secretary</b>	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)	Lynn Tazzioli	Present
alternate	Chris Hare	Present
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	Ethan Kleitsch	Present
Iowa Telephone Association >15,000	vacant	
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
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present
Kayla Beckerdite, 911 Program Planner		Absent
Allie Bright, Public Information Officer		Present

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

Amanda Pyle, Story County 911  
Terry McClannahan, Dallas County SO  
Paige Klaaren, Iowa County 911  
Nichole Neumann, Sac County 911  
Heath Hove, Iowa Dept of Public Safety  
Michelle Campbell, SECC  
Diane Sefrit, SCI Regional 911  
Lynne Warren, Zetron  
Thomas Holladay, RACOM  
Todd Malone, SECC  
Kevin Williams, GeoConex/Zetron  
Patrick Kazeze, ICN  
Bill Burnett, Comtech  
Jim Sholly, Cerro Gordo Co GIS  
James Milligan, Zetron  
Mark Van Hooser, Buena Vista County 911  
John Mayes, Zetron  
Paul Guest, Zetron  
Jennifer Ackerman, Winnebago County Comm  
Jennifer Crandell, ICN  
Dave Duncan, Iowa Communications Alliance  
Lucas Erpelding, Iowa Dept of Public Safety

Marie Carlson, Zetron  
Judy Flores, Black Hawk Consolidated Comm  
Chris Maiers, CISA  
911 Coordinator  
Brenda Wright, Fayette County 911  
Kristy Wade, Moetivations  
Chris Collins, Iowa Dept of Public Safety  
Haley Nichols, SWIC ISICSB  
Eric Thye  
Jessica George-Rethwisch, Dubuque Comm Ctr  
Kirk Hundertmark  
Spencer Bezoni, Iowa Dept of Public Safety  
Donald Pool, Van Buren County EMA  
Timothy Flickinger, ICN  
Marilyn Stayner, Worth County 911  
Doug McCasland, Warren County 911  
Michelle Kingrey, Marion County SO  
Stacen Gross, GeoComm  
KCCI  
Jason Davis, Polk County SO  
Clayton County EMS Association  
Doug Farrell, ICN

**Introductions**

Chair Rob Rotter had welcomed everyone and 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 Rob Dehnert. All ayes. Passed.

**Election of Officers**

Chair Rob Rotter asked for any interested parties for the positions of Chair, Vice-Chair, and Secretary. A nomination was made by Chris Jasper for Sheriff Rob Rotter to remain the Chair. Motion by Mike Bryant to approve Jasper's nomination. Seconded by Chris Jasper. All ayes. Passed. Nomination by Mike Bryant for Rob Dehnert to remain Vice-Chair. Motion by Chris Jasper to approve the nomination of Rob Dehnert. Seconded by Mike Bryant. All ayes. Passed. A nomination was made by Chris Jasper for Cara Sorrells to remain Secretary. Motion by Chris Jasper to approve the nomination of Cara Sorrells for Secretary. Seconded by Mike Bryant. All ayes. Passed.

**Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Josh Duden to approve the minutes. Seconded by Rob Dehnert to approve the minutes of January 9<sup>th</sup>, 2025. All ayes. Passed.

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

### Program Manager Report

- Financials
- Legislative Update
  - HSB 104 – 911 Funding and NG Transition
  - SF 271 – Voting membership limited to in-county membership for 911 Service Boards
- Telecommunicator Week Campaign

Blake presented the financial report for the months of October – December 2024. The 911 payments come in and go out in January after the 911 Council meeting so that is why they are reviewing them now. There is just over \$8 million dollars in wireless surcharge that was received with interest at \$57,000. The prepaid surcharge was just under \$650,000 for a total surcharge revenue of \$8.7 million dollars. The cost recovery for wireless carriers was \$143,000 and the network costs (Comtech, ICN, GeoComm, Zetron) and GIS grant payments were also listed. Sixty percent of that goes out to the local 911 Service Boards, which is \$5.2 million dollars and what was left over between expenditures and revenue was \$291,000 transferred into the operating surplus. It was a positive indicator that they were able to put some into the operating surplus. However, a little farther down in the report in the quarterly non-recurring costs for virtual consolidation they still spent more out of the surplus than they put in. So, as has been the case for the last number of quarters, when factoring the catastrophic reserve that they are able to maintain at 12.5% of annual revenue, that is actually a negative number. The quarterly PSAP payments were also displayed and DeRouchey had nothing extraordinary to report for the quarter.

The next item in the report was a legislative update. HSB 104 is the department bill that they submitted to address the 911 funding and Next Generation 911 transition. It is not what was discussed with the 911 Council in a previous meeting. They did hold a webinar with PSAPs and 911 stakeholders to talk through why the bill is what it is. At this point the subcommittee meeting on that bill is scheduled for next Thursday at 8:15 in the house lounge, and that is obviously subject to change. He expects many people to be there, and it is obviously generating a lot of conversation. He is available for questions, there were none during the meeting.

The next bill was sent out to the community yesterday and is SF 271. This is a bill submitted by Senator Klimesh that would modify the voting membership on county 911 Service Boards. There have been a number of questions, and this bill would limit out-of-county voting membership on the 911 Service Board. If you have a fire service, law, or EMS that is housed outside of your county, but it has a service area in a portion of your county, that political subdivision would have non-voting membership only. As it stands today, that political subdivision would earn voting membership. This bill makes it so that the county 911 Service Board has voting members that are within the county itself. DeRouchey has not seen this bill scheduled for subcommittee, and he wasn't sure that it had been assigned to one yet.

The next item concerned a Telecommunicator Week campaign and Blake turned the presentation over to Allie Bright who was formerly with the 911 Program but is now the Public Information Officer for the department. Bright presented the following slides:

## Iowa 9-1-1 Telecommunicator Week Campaign

For National Public Safety Telecommunicators Week in 2025 (April 13-19), we want to recognize telecommunicators all over the state. We are looking for volunteers to send in a photo or video and share a story or comment about their job.



### The campaign will feature 9-1-1 telecommunicators across the state

- Video and written testimonials
- Social Media and dedicated webpage



## Why a campaign?

It helps the public get to know 9-1-1 by showing people who you are and what you do including:

- What the job entails;
- How you interact with the public,
- And what the public needs to know when calling 9-1-1.



## A Google Survey will be sent to PSAPs

- Please share the survey within your PSAP.
- Interested participants should fill the survey out by the end of March.
- Questions – Email  
ALLISON.BRIGHT@IOWA.GOV



# Iowa 9-1-1 Telecommunicator Week Campaign Survey Link



Mike Bryant supported this effort and encouraged everyone to participate and tell everyone not only how vitally important they are to call taking, but the other 999 things they do to support their communities. Bright added that on the survey there is a spot to describe how your job interacts with your county and other first responders. She also thanked everyone for their participation.

## Annual Forms – Due Jan 1

### Service Board Membership (10 remain)

Clay, Clinton, Davis, Decatur, Des Moines, Ida, Mahaska, Mitchell, Polk, Tama

### Expenditure Collection (6 remain)

Clay, Decatur, Fremont, Mahaska, Mitchell, Tama,

\*Surcharge withheld for next Quarterly Payments if not received.

## 2025 GIS Information

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

## FY2025

- Q1 – 100%: \$321,000
- Q2: \$319,000
- Q3:
  - January – 98 Counties

There was one county that did not meet the benchmarks in January. As a reminder, those payments go out quarterly, and after March is complete those payments will go out.

## Current Travel/Public Ed/Training Fund

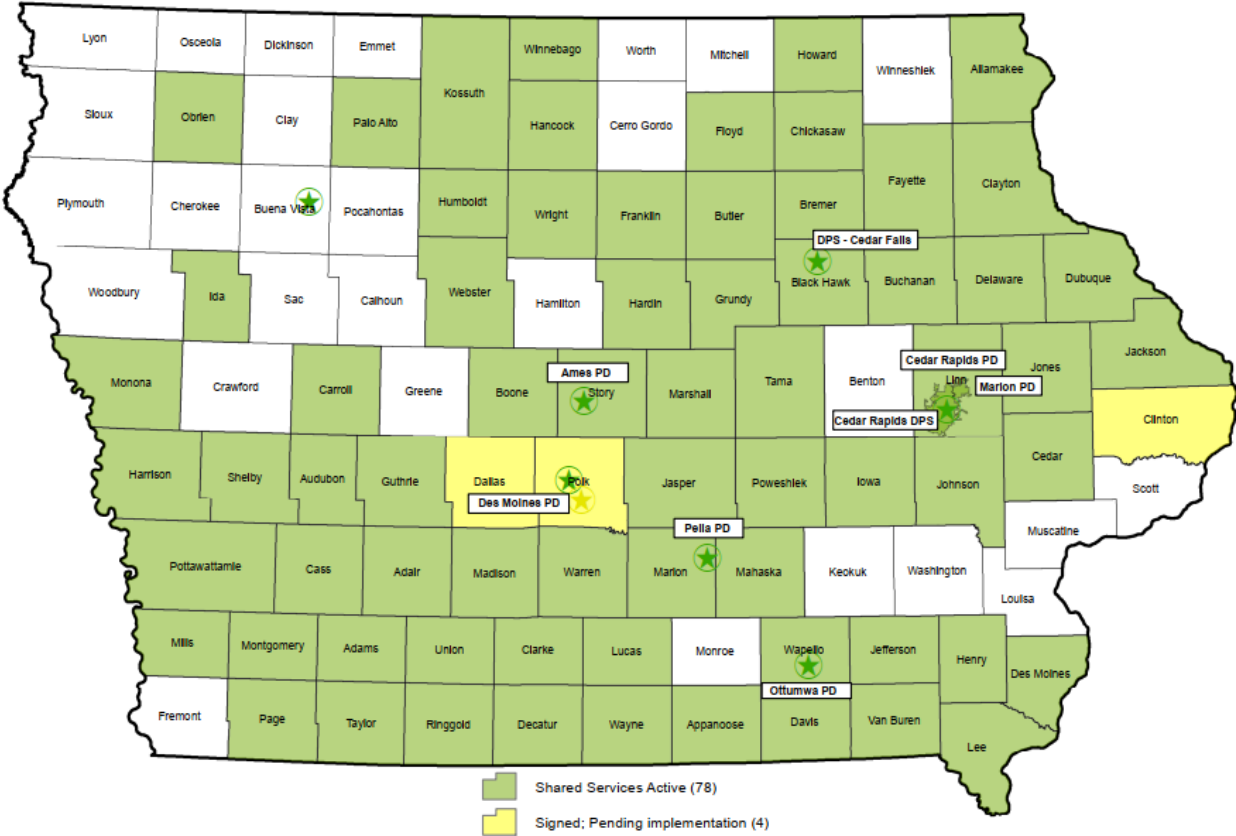
- **\$100,000 Annually (FY2025)**
- Amount Available: \$60,477.02
- Requested this month: \$18,640
  - Muscatine Co Public Education: Call Simulator - \$10,000
  - DPS: APCO CTO Course - \$8,640
- Remaining if Approved: \$41,837.02

There are two training requests on the agenda for approval today from Muscatine County for a call simulator and DPS for a CTO course.

## Zetron Shared Services Monthly Status Update – Lynne Warren

### Programming Updates

- Dallas County has signed up for Shared Services.



# Online Training Portal

## Virtual Learning Management System

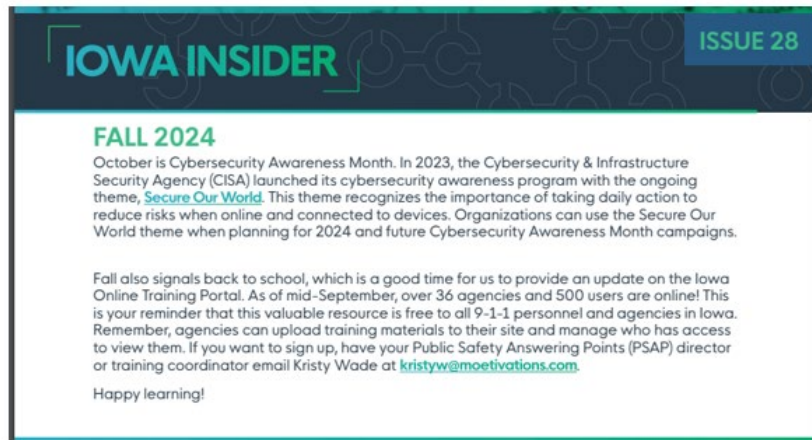
- What is the Online Training Portal?
  - **Unlimited** online training for state-wide
  - **Free** to all PSAPs - You do not need to be on Iowa Shared Services
  - Each PSAP is provided a dedicated service admin, to assist in administering its own training portal, class availability, learning path, reports, etc.
  - Choose from **800+** courses, upload your own materials vendor training recordings.
  - MAX Call Taking training slides are available for all Shared Services PSAPs. This training can be used for new hires or training refresher courses.
  - **Questions?** Want to join? Email Kristy Wade at [kristyw@moetivations.com](mailto:kristyw@moetivations.com)

- Stats:

SUMMARY		Increase over Jan
Total PSAPs	46	1
Total Users	633	52
Total Courses Enrolled	7465	2024
Total Courses Completed	3018	780



# Iowa Insider Newsletter



- Email [lynne.warren@Zetron.com](mailto: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 fund request was for Muscatine County for a public education project and the purchase of a 911 call simulator for \$10,000. Chris Jasper spoke on the training fund request. It was submitted by Muscatine County but would actually be a shared resource for the Eastern Iowa Supervisor's Group (approximately 20 counties). They would be the fiscal agent and host the equipment which would be used to promote 911 with children at public education events. Motion by Josh Duden to approve the training fund request. Seconded by Chris Hare. All ayes. Passed. Cara Sorrells and Chris Jasper both abstain from voting.

The second training fund request was from the Iowa Department of Public Safety for hosting an APCO Center Training Officer (CTO) course April 29<sup>th</sup> – May 1<sup>st</sup>, 2025 at the Storm Lake Fire Department. The maximum course participation is 25 and the minimum course participation is 16 at a cost of \$8,640. Spencer Bezoni from Storm Lake State Radio was online to speak on the training fund request and bringing this course to NW Iowa. Motion by Cara Sorrells to approve the training fund request. Seconded by Chris Jasper. All ayes. Passed. Josh Duden abstains from voting.

## **Technical Advisory**

None.

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

SWIC Haley Nichols had a quick update. She reminded the group that they have a Communication Leader course (COML) that will be held April 1<sup>st</sup> – 4<sup>th</sup> in Council Bluffs with a 30-seat maximum. Twelve students have already registered so they have met the minimum and that class will move forward. Interested parties should register and make their travel arrangements soon. There is a two-step process to register, and you do need a number of prerequisites so please check the website. If the link does not work or if you have questions, please contact Nichols by email.

There will also be a Communication Unit Technician course (COMT) later in the spring and that will be held in Cedar Rapids. It will be a weeklong course taught by Iowa instructors. There will be more to come on this, they are just finalizing a few things with their instructors for that course. Emergency Communications Coordinator Chris Maiers will talk about another couple of courses being held in the region in the Kansas City area.

They had a DPS legislative night mid-January and yesterday there was a subcommittee meeting for SF 89 which proposes some changes to 80.29. This involves ISICS Board duties, and it did pass with recommended amendments. Those amendments have not been written yet. APCO was there and their legislative lobbyist was there to voice some concerns. If you are in the telecommunicator community and have not read that yet you might want to look at it. Nichols will keep everyone updated on that as the schedule for that bill moves forward.

## **Chris Maiers CISA Update**

Chris Maiers presented the following slides:

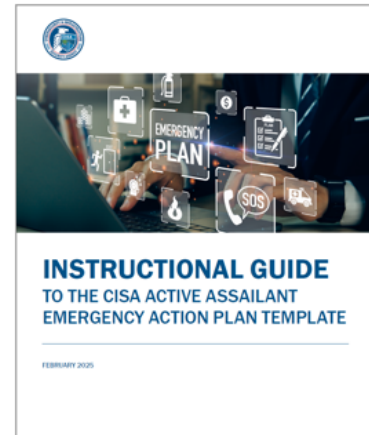
The slide features a dark blue background with white text. At the top, it reads 'CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY'. The main title is 'EMERGENCY COMMUNICATIONS COORDINATOR REPORT' followed by 'FEBRUARY 2025'. In the bottom left corner is the CISA logo, and in the bottom right corner, it says 'Chris Maiers February 13, 2025' next to the page number '18'.





# Active Assailant Emergency Action Plan (EAP)

- The *Active Assailant Emergency Action Plan Template* and companion *Instructional Guide to the CISA EAP Template*:
- Provide organizations and venue operators with tangible guidance to assist users with developing a comprehensive and implementable EAP that includes:
  - Fillable and tailorable template and guidance to assist users with developing an implementable EAP.
  - Comprehensive options for considerations and tangible examples of various EAP elements.
  - Numerous other applicable resources aligned to each section of the EAP template.



<https://www.cisa.gov/resources-tools/resources/active-shooter-emergency-action-plan-product-suite>

Chris Maiers  
February 13, 2025

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# Technical Assistance

- Submission Update Status:
  - Priority #2 – #5 TA requests from October 2024 will generally not be awarded in the October 2024 to April 2025 period.
- Next Technical Assistance Submission Period
  - New submissions accepted April 1 – April 30
  - If no new submissions received, October 2024 list will be used.
  - Previous #2 request will be assumed to be main priority.
  - Previous guidance on state-sponsored, regional, and special event TA requests still stands.



<https://www.cisa.gov/safecom/ictapscip-resources>

Chris Maiers  
February 13, 2025

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# Regional News of Note

- Scheduled Technical Assistance –
  - Missouri:
    - INTD – March 11-14 in Bethany.
    - INCM – March 18-20 in Bethany.
  - Kansas City Metro:
    - COMT – March 3-7 in Lee’s Summit
  - More announcements coming soon.
- Next Technical Assistance Submission Period April 1-30
  - If no new submissions received, Oct. 2024 list will be used.
  - Previous guidance on state-sponsored, regional, and special event TA requests still stands.
- Multi-Region RECCWG Plenary on April 15-17 in Jonesboro, AR.



Chris Maiers  
February 13, 2025

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For more information:

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

Chris Maiers  
February 13, 2025

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## Legislative Issues

Mike Bryant stated that he was contacted by the leaders of his organization to register their position on HSB 104. He was a little surprised after all the work that the committee had done and how little he had heard about it since then. He did not expect the resistance and has done some more research and understands greater where that is coming from. Bryant commented that the only other group that he is aware of that is operating on a long-term stagnant budget

is the Fire Service Emergency Training Bureau. It is almost fifty years since they have had any significant increase. The surcharge was changed from 50 cents to 65 cents about 20 years ago and then 13 years ago we came up with this formula. He challenged anyone to tell him someone else working on a budget that they did in 2013 with current costs and requirements for new technology.

Chair Rotter added that someone asked how VoIP systems are affecting the 911 surcharge. He addressed it from his county, that they have replaced a whole list of numbers with a VoIP system that reduced it down to a handful. They have a very large employer in the county that probably had upwards of a hundred different phone lines that have now reduced it to a handful as well. In doing that they lose the surcharge that was attached to each one of those lines. It is just another part of technology that is leaving us behind. "We have this great new technology that is saving customers all kinds of of money, unfortunately we're still tied to an archaic system for how we provide revenue to support something as important as 911. This is another indication of how, while we might be able to (if we're lucky) deal with this current legislative issue we have before us, it is very likely that all we are going to do is put a Band-Aid on it and kick the can down the road again. Until we actually change fundamentally how we provide revenue to support 911 we are going to continue to have this problem over and over again."

Chair Rotter stated he has been affiliated with this Council for some time, and this is not the first time that we have been down this road with this exact problem, and it will not be the last until we fundamentally change the way we do things.

DeRouche clarified how VoIP surcharge is supposed to be handled. Static VoIP (like Mediacom) is supposed to be remitting surcharge as if it's wireline with a 100-line cap on multi-line telephone systems. Any nomadic VoIP would be remitted to them as wireless surcharge. There is room for discussion on technology and what the definition of a line or telephone number is, and that language still remains in code. You are obviously welcome to audit those with wireline or VoIP carriers. If it can reach 911 it is supposed to be paying surcharge.

### **Information Sharing**

Cara Sorrells mentioned the upcoming Spring APCO/NENA Conference being held on April 28<sup>th</sup> and 29<sup>th</sup> at the Airport Holiday Inn Des Moines. There will be an awards banquet and vendor show, and the awards criteria has been posted to nominate personnel for a Milestone award, Telecommunicator of the Year, or CTO of the Year. They are also very excited about bringing the Denise Amber Lee Foundation back for training. The NENA day April 28<sup>th</sup> is an updated version of "A Victims Plea; Meeting Expectations and the APCO day April 29<sup>th</sup> is "Why They Stay; Domestic Violence Awareness. The registrations are live on the website.

Chris Jasper added that the awards deadline has been extended and is now the end of February. Also, the APCO/NENA Lobby Day at the Capitol is coming up on February 25<sup>th</sup>, 2025, from 1-4 PM and you do not have to be a member of either organization to attend. There is information that we need to get to our legislators and anyone with information to share or an opinion on the proposed bill is welcome to come and help fill the rotunda at the Capitol.

### **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 March 13<sup>th</sup>, 2025, 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 Cara Sorrells. Seconded by Chris Jasper.

Meeting adjourned at 10:17 AM.

Cara Sorrells, Secretary