

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, April 10th, 2025 9:30 – 10:15 AM Dallas County Human Services Campus 25747 N Avenue, Adel 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
	Angie Dobyns	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Present
	Shanna Krogmeier	
Iowa Geographic Information Council	Jeff Miller	Present
	Sarah Haberl	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
	Brad Shutts	
Iowa Peace Officers Association (IPO)	Shane McSheehy	Absent
	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
	Doug Neys	
Iowa Firefighters Association (IFA)	Eric Dau	Absent
	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Lynn Tazzioli	Present
	Chris Hare	Present
Iowa Department of Public Safety (IDPS)	Josh Duden	Present
	Robert Johannesen	Present
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
	Paul Andorf	
Iowa Telephone Association <15,000	Adam Welp	Present
	Ethan Kleitsch	Present
Iowa Telephone Association >15,000	vacant	
	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
	vacant	
Auditor of the State, Ex-Officio member	John McCormally	Absent
Staff:		
Blake DeRouchey, 911 Program Manager		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
Kristy Wade, Moetivations
Diane Sefrit, SCI Regional 911
Haley Nichols, SWIC ISICSB
Eric Thye
Mark Van Hooser, Buena Vista County 911
Kirk Hundertmark
Bill Burnett, Comtech
Jim Sholly, Cerro Gordo Co GIS
James Milligan, Zetron
Doug McCasland, Warren County 911
Paul Guest, Zetron
Lucas Erpelding, Iowa Dept of Public Safety
Dominic Baldi, IUB
Nick Brockman, Polk County Sheriff's Office
Stephanie DeVault, ICN
Jill Harvey
Mitch Flaherty
Duane Vos, RACOM
Patrick Kazeze, ICN
Heather Hahn, Cerro Gordo County Sheriff's Office

Marie Carlson, Zetron
Rhonda Braudis, Marshall County Comm
Chris Maier, CISA
911 Coordinator
Brenda Wright, Fayette County 911
Lynn Warren, Zetron
KCCI
John Mayes, Zetron
Erin Froning, Clear Lake PD
Amanda Roberts
Ryan Mulhall, ICN
Todd Malone, SECC
Craig Leu
Tony Keefe, LeeComm
Cheryl Eklofe, Mahaska County 911
Stacen Gross, GeoComm
Doug Farrell, ICN
Paul Clark
Brad Button, Des Moines PD
Michelle Campbell, SECC
Bud Hicks
Jason Davis
Hollie Davidson, ISICSB
Nic Briseno, Story County Sheriff's Office

Introductions

Chair Rob Rotter 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 Josh Duden to approve the agenda. Seconded by Chris Jasper. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Jeff Miller to approve the minutes. Seconded by Chris Jasper to approve the minutes of March 13th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

Program Manager Report

- Legislative Update
 - HF 951 – \$2M grant appropriation for a specific disaster impacted county to repair and replace 911 equipment – Passed Subcommittee, no further action
 - Reminder of Language Translation Services
 - Google Pixel Watch Loss of Pulse detection
 - Telecommunicator Week Campaign –
 - Press Release
 - <https://ready.iowa.gov/be-prepared/know-your-911/911-telecommunicators-week>
 - <https://ready.iowa.gov/be-prepared/know-your-911>
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Blake DeRouche started with a quick legislative update. HF 951 that proposed to appropriate \$2 million dollars in grant money for Clay County did pass out of subcommittee a couple of weeks ago. There has been no additional action taken on that but it is still alive since it is an appropriation bill.

There are ongoing conversations within House leadership and in the Governor's office about 911 funding. The department bill in its initial state that it was introduced is dead. The future of that is unclear.

There were a couple of technical updates. Various language translation services have been talked about over the years, many of which use DTMF tones to access your account. The state did have a master agreement with Language Link that allowed you to type in a direct 1-800 number to access the services. Language Line has been enabled at a couple of PSAPs that have this 1-800 number, or ten digit number, and you do not have to type in your account number any longer. Both Language Link and Language Line can work with direct ten digit numbers without typing in your account number. If you are still interested in those services, or you have Language Line and might want to transition to this direct dial methodology, reach out to Blake and he can get you in touch with the contacts to make that happen.

DeRouche also sent out an email statewide earlier in the week concerning Google Pixel watch rolling out a new type of emergency service where it can detect a loss of pulse. After about a 15-second countdown, it will automatically dial 911 and provide additional information to the caller. He was unsure if it was officially "live" yet, but there is nothing to turn up when that happens. When they enable the service or when there is a software upgrade that enables that service, you may see some of those calls. It is not much different than Apple Watch and Google Watch that have fall detection technology.

April is 911 Education Month, as well as Public Safety Telecommunicator Week during the second full week of the month. Thank you to all who participated in their social media campaign. Those materials are out and available at the links that you see on this slide.

The annual forms update was next. They did have to send out a late notice to one county, however they received that shortly after. When quarterly surcharge payments are distributed later this month, they will not have to withhold any surcharge funding. One county still has an outstanding service board membership form due.

Annual Forms – Due Jan 1

Service Board Membership (1 remain)

Des Moines

Expenditure Collection (0 remain)

Clay received after deadline and late notice sent

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: \$320,000
 - January – 98 Counties
 - February – 99 Counties
 - March – 99 Counties

Current Travel/Public Ed/Training Fund

Current Travel/Public Education/Training Fund

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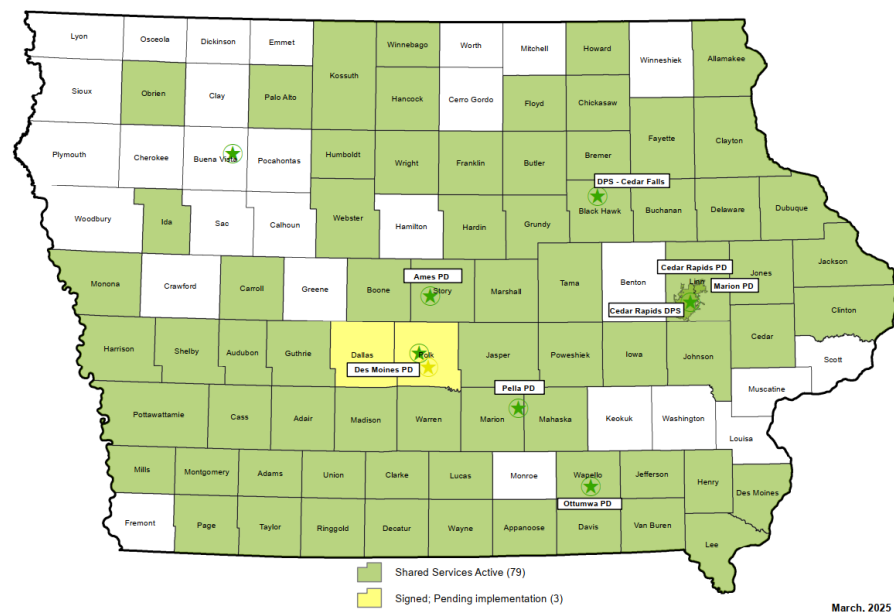
- \$100,000 Annually (FY 2025)
- Current Amount Available: \$31,837.02
- Requested this month: \$13,185.00
 - LeeCom: APCO Customer Service in Today's Public Safety Communications – \$5,040
 - Fayette Co: Various Training topics – \$225
 - Westcom/Polk Co: NENA 911 Customer Service Skills, Preventing Telecommunicator Tunnel Vision – \$7,920.00
- Remaining if Approved: \$18,652.02

There are three training requests on the agenda for approval today from LeeComm, Fayette County, and Westcom/Polk County. They will be addressed later on in the agenda.

Zetron Shared Services Monthly Status Update – Paul Guest

Programming Updates

- Des Moines PD, Polk Co and Dallas Co deployments underway.



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
- Stats:

Weekly Iowa LMS Report

SUMMARY	
Total Branches	50
Total Users	639
Total Courses Enrolled	9814
Total Courses Completed	4762

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Iowa Insider Newsletter

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- Email lynne.warren@Zetron.com with your contact information to subscribe and to nominate your PSAP or someone in your PSAP for recognition in an upcoming newsletter.

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Questions?

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

Training Funds Request

The first training fund request was from Polk County for Westcom and it is for two NENA courses. The first is entitled "9-1-1 Customer Service Skills: Takes Seconds, Saves Minutes". The amount requested is \$3,960 and it will be held on May 28th, 2025. The second is "Preventing Telecommunicator Tunnel Vision" and it is also a request for \$3,960 and it will be held on May 29th, 2025. Motion by Cara Sorrells to approve the training fund requests. Seconded by Jeff Miller. All ayes. Passed. Rob Dehnert and Lynn Tazzioli abstain from voting.

LeeComm was next for an APCO course entitled "Customer Service in Today's Public Safety". The request was for \$5,040 and it is being held on May 19th, 2025. Amber Roberts was in attendance to answer questions. They had tried to host trainings in their facility in March and April and they did not get the attendance required. They wanted to try this route to bring in more registrants and they would change it to a contract versus how it is set up now. Chair Rotter sought a motion to approve. Motion by Jeff Miller to approve the training fund request. Seconded by Tom Berger. All ayes. Passed.

The last request was from Fayette County for \$225 to offset costs for an 8-hour in-service hosted by the Fayette County Sheriff's Office. There are various presenters but this cost will compensate the Iowa Underwater Search and Rescue team for travel and training expenses. Brenda Wright was in attendance to answer questions. Motion by Josh Duden to approve the training fund request. Seconded by Rob Dehnert. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols updated the Council on a COMT (Communications Technician) course coming up that will be held on June 2nd – 6th in Cedar Rapids. That is a state-sponsored course so our own Iowa instructors will be teaching that. Thankfully, they have some of those because the contracts through the federal government have been cancelled at this time. They currently have six students registered and there is room for more people if you are interested, but please register soon.

Their cache radios were deployed last week down in southwest Iowa to be used at a four-county DNR burn. With severe weather coming up, be aware that the route to request resources from ISICS is through their website.

Recently they have been talking about the training that the Zetron contract provides and the learning portal. They have said that you can upload your own courses through your agency. ISICS does have a StatusBoard course, and a radio training course. If anyone wants the packages from ISICS to upload those, they would be more than willing to provide them. They are on the ISICS website but there is no way to track them like you can on the learning portal. DeRouchey agreed that it is a good idea and they will chat about uploading the training.

Lastly, the iMED grant funds are still paused.

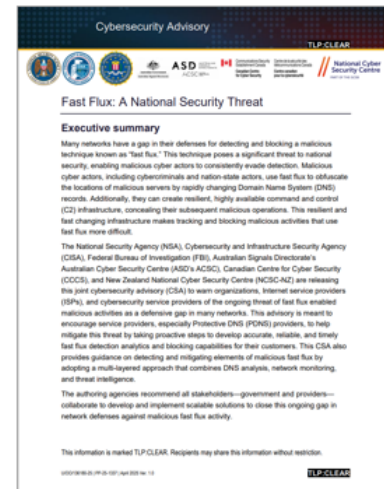
Chris Maiers CISA Update

Chris Maiers presented the following slides:



Cybersecurity Advisory on “Fast Flux”

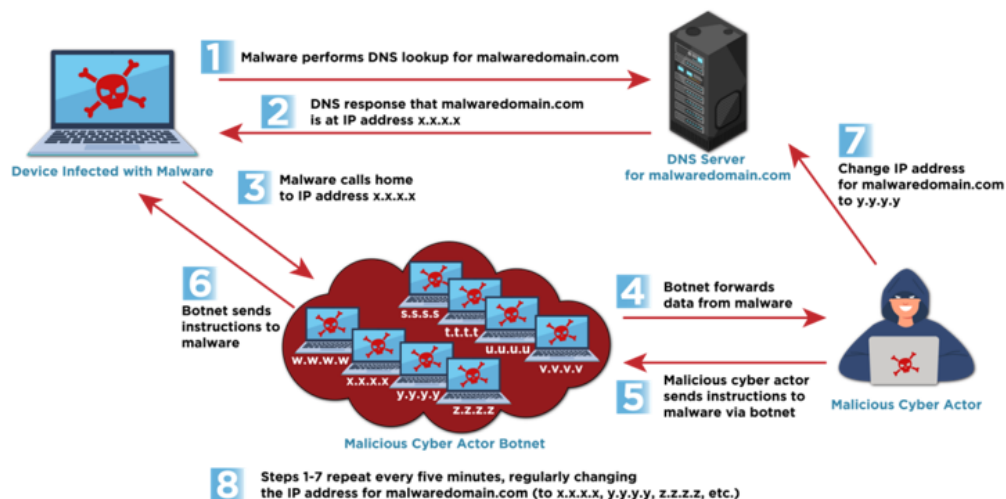
- CISA, NSA, FBI, Australian Signals Directorate's Australian Cyber Security Centre, Canadian Centre for Cyber Security, and New Zealand's National Cyber Security Centre.
- Technique used to hide the locations of malicious servers by rapidly changing Domain Name System (DNS) records.
 - Significant threat to national security.
 - Allows malicious actors to avoid detection.
 - Creates resilient, highly available command and control infrastructure & conceals their operations.
 - Makes IP blocking ineffective.
 - Increases anonymity for threat actor.
- Used for phishing, social engineering, etc.



Chris Maiers
April 10, 2025

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Cybersecurity Advisory on “Fast Flux” (cont'd)



Chris Maiers
April 10, 2025

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Cybersecurity Advisory on “Fast Flux” (cont’d)

- Agencies can defend by coordinating with Internet service providers, cybersecurity service providers, and/or their Protective DNS services to utilize:
 - DNS and IP blocking and sinkholing of malicious fast flux domains and IP addresses once known.
 - Reputational filtering.
 - Enhanced monitoring and logging.
 - Collaborative defense and information sharing.
 - Phishing awareness and training.

<https://www.cisa.gov/news-events/alerts/2025/04/03/nsa-cisa-fbi-and-international-partners-release-cybersecurity-advisory-fast-flux-national-security>



Chris Maiers
April 10, 2025

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Haley Nichols brought up three-digit emergency number forwarding and a recent report. Maiers explained that 911 works in this country and if a visitor from a foreign country visits, they may dial their home emergency number (112, 111, 999, etc.). Emergency numbers are not universally the same across the entire world. In some cases, it is even a seven or ten-digit number. Some countries have it set up that one number dials law enforcement versus fire versus EMS. It spans a gamut of functionalities. What they have learned through some testing and information sharing with carriers is that if we have a foreign visitor coming into the US and they are using their home cellular device, if they were able to jump onto a cell phone network through an international roaming plan, when they jump onto this network our emergency number information is also put into that phone. They will know that 911 is an emergency number, but that phone still carries their home country's emergency or legacy number with them. In theory, this phone from Australia could dial 911, 112, or it could dial 999 and put that phone into emergency mode. The way modern cell phones work with networks is that when you dial a known emergency number, it doesn't just dial the number, it puts that phone into emergency mode so that it can communicate specific things with the carrier network to say, "this is important, I need to go to a 911 call center for help". The good news is that as someone brings in a device that was previously tied into a foreign cellular network, once they log onto a network here, that phone will become aware of what our emergency numbers are and it will retain what it took from its home systems.



For more information:

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

Chris Maiers
April 10, 2025

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Legislative Issues

None.

Information Sharing

None.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

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

Lynn Tazzioli shared a win that Polk County has had. She has been working with Windstream since January and just last week they admitted that the lines they have been billing them at approximately \$470 dollars per month for do not actually carry any service. They are still working on stopping this billing, so the process isn't completely over, but they have admitted that. Some counties have just stopped paying and they were not able to get the go-ahead from

the service board to do that. If anyone wants to speak with her about how she was able to do that, please reach out.

Chair Rotter added that in Iowa County this week they were prompted by Windstream to renew an expiring contract. When they were asked to see the contract that was expiring, they could not produce it. While not saying this is nefarious, this is what happened. They want them to discuss a new contract. Lynn Tazzioli added that was part of Polk County's issue as well. They said they had renewed the contract back in September or November. Their central accounting had done it without letting them know, and they are trying to figure out whether or not they owe \$4,300 early termination fee for the contract that they cannot produce. They also admitted that it isn't for any lines that are actually carrying service.

Diane Sefrit stated they had also just finalized a three-year battle with them. It took three years, and non-payment, and the elimination of a lot of circuits and billing. It took digging into it, but it was worth it to finally get them to work with them and get down to something they could agree upon. They disconnected some lines that weren't there for years and also identified some that they had been using. In the long run it netted out to be a whole lot less money and it is worth fighting for, because they do not know what is here. If they had paid it, it would have been thousands of dollars that would have been wasted.

Chair Rotter urged everyone to look at those bills and make sure that you are actually paying for something that is in use and that you know what you are paying for. Rhonda Braudis shared that we should all communicate this with our 911 service boards. She had a mayor take this back to their community and was able to eliminate about \$30,000 in waste by thoroughly looking at their bills. You need to know what they are charging you for and what you are receiving.

Next meeting date will be May 8th, 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 Rob Dehnert.

Meeting adjourned at 9:57 AM.

Cara Sorrells, Secretary