

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, June 12th, 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
	Jim Sholly	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
	Brad Shutts	
Iowa Peace Officers Association (IPO)	Shane McSheehy	Present
	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	Excused
	Robert Johannesen	Present
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Absent
	Paul Andorf	
Iowa Telephone Association <15,000	Adam Welp	Absent
	Ethan Kleitsch	Present
Iowa Telephone Association >15,000	Tom Weibel	
	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
John Benson, HSEMD
Mark Van Hooser, Buena Vista County 911
Kirk Hundertmark
Bill Burnett, Comtech
Marcia Slycord, Pella PD
James Milligan, Zetron
Doug McCasland, Warren County 911
Paul Guest, Zetron
Paul Clark
Nick Brockman, Polk County Sheriff's Office
Kevin Williams, Zetron
Duane Vos, RACOM
Nic Briseno, Story County Sheriff's Office
Jeff Yates, WahlTek
Michelle Campbell, SECC
Chris Collins, Iowa Dept of Public Safety
Jill Johansen, Dallas County SO
Brent Behnken, Dallas County SO
Amanda Bieber, Delaware County EMA
Jason Davis
Zach Engstrom
Jessica George-Rethwisch, Dubuque Co Comm
Chelsea Hoye
Tony Keefe, LeeComm
Brenda Leonard

Marie Carlson, Zetron
Tom Holladay, RACOM
Chris Maers, CISA
911 Coordinator
Brenda Wright, Fayette County 911
Lynn Warren, Zetron
KCCI
Michelle Kingrey, Marion County SO
Daniel Stalder
Lacey Vandegriff, Henry County SO
Erin Froning, Clear Lake PD
Todd Malone, SECC
Dean Vrba
Jacob Reineke
EMA Executive Office
Stacen Gross, GeoComm
Jacob Schrader
Brad Button, Des Moines PD
Tammy Rodriguez, Aureon
Hollie Davidson, ISICSB
Shannon Prado
Jonathan Paoli, HSEMD
Katie Mcghee
Russ Jergens, Pocahontas County 911
Luke Erpelding, Iowa Dept of Public Safety
Mindy Benson, Black Hawk County EMA
Jennifer Crandell, ICN
Clayton County EMS Association
Pam Freshwater, Monroe County 911
Vaibhav Grover
Anna Hyatt
Nick Laning, Advocacy Strategies

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 Robby Johannesen to approve the agenda. Seconded by Chris Hare. 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 Tom Berger to approve the minutes of May 8th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Legislative Update
 - SF 659 Signed – Director Benson
 - Next steps/implementation webinar
- Data Center Relocation Final Plan Review

Blake DeRouchey started by turning the floor over to Director John Benson. Benson stated that yesterday the Governor did sign the last bills that she had on her table from the legislative session this year. She did sign Senate File 659 but did not do a line item veto as requested by multiple members of the public safety community. Their department now has the responsibility of implementing the very last section of the bill. He has had DeRouchey researching what this could look like in terms of process and timing. They know quarter to quarter what their expenses look like, and what their revenues look like. They do not go upside down until the last quarter of this year. In accordance with the law, the first time the service boards would see a request for payment from HSEMD would be the first quarter of next year (roughly February).

Benson's goal with the budget going quarter by quarter, with regard to 911, is that the budget will be zero. There will not be a negative or positive balance in the budget. There has been some concern expressed in the media that the State can come in and ask PSAPs for whatever they want. He takes the word "reasonable" that is in the language to mean that they zero out every quarter. They have bills to pay on the network side of it. As they have assumed more responsibility, expenses have obviously gone up, and they only have a finite source of money.

Benson added that he does not find it to be the most efficient way to conduct business with regard to running a network. It is however, what is in front of us right now and he is charged with implementing it. Blake has the dollar figures fairly well plotted out in terms of timing and what the billings would look like. It will end up being about 13-15% of the pass-through monies that come to the local service boards that they would need to take back to balance their books on a quarterly basis. DeRouchey will be setting up a virtual meeting next week with all of the service boards and he will be able to walk through the costs. It is an estimate as they sit right now, but the variation is not going to be substantial, because typically the budgeting that DeRouchey does is pretty spot on.

Thinking of this from an implementation stand point, it is an inefficient way to do business. The concept of the State 911 Program pushing money down to the locals and then asking local service boards to cut a check back to the State 911 Program for "X" amount of dollars. He is considering, and is interested in feedback, on if local service boards would want to write a letter authorizing them to just withhold money from the pass through payment that they receive. It would save both sides time administratively. Logistically it just makes more sense and Benson would like to see an implementation that is least onerous to all parties involved. We as a 911 community have to figure out how to make this work.

Benson then touched on what happens next year with the legislature. If we as a 911 community cannot find an amenable solution to the budgeting problems that we have in front of us, this legislation will stay in place. We have about 6 months to really buckle down and and

find a solution. He does not want to live and operate in this environment, but it is what the legislature has asked them to do. He asked that everyone recognize and understand that the concept of the State coming in and willy-nilly taking money is false. You will see precisely what the bills and revenue are, where the shortages are, and understand precisely what that means.

DeRouchey added that later today, after this meeting, he will send out a calendar invite out for a webinar next Wednesday. This will be an implementation webinar with the local 911 community. There was a comment in the chat from Clayton County – “I think the legislature needs to see the original proposal with the surcharge being raised. That is the solution.”

John Benson used to run the 911 Program and this issue is very near and dear to his heart. The long term success is vitally important. He only has 18 months left on the job and he wants to make sure that this gets put together correctly. It is one of his goals before he walks out the door.

Nick Laning from Advocacy Strategies thanked them for their comments and for the implementation meeting next week. Laning also stated that there has been some questions about how the locals can raise that money, but to clarify it is superceded by state level on the \$1.00 surcharge. Benson clarified that historically there were two separate surcharges and the local service board could set a local surcharge and get it passed by voters. Wireline surcharge amounts varied from county to county and were anywhere from \$.25 and up. That provision no longer exists. When the wireless and wireline were equalized, that option was taken away. Being able to set local surcharge levels came out of the code and this would have been about 2013. Laning appreciated the information and stated that there is a lot of misinformation out there. He also asked to be included on the implementation invite for next week.

Daniel Stalder asked if this final iteration of the bill included the language implementing NexGen 911 services. DeRouchey explained that what he has said during the legislative process is that some of the stuff they were asking to do in the bill previous versions, they really already had the authority to do. However anytime that you ask for the money, the question is always what are you going to spend it on. It was asking the legislature to give a clear mandate to those items. They still intend to implement those things but Benson added that some of that NexGen stuff they will be pushing off timewise.

Mike Bryant addressed the Council and stated that obviously we are going to have a new Governor. There are going to be elections and fundraisers throughout the summer. “If your legislator does not know you when they see you, and you have to tell them your name, you are behind the game.” Aside from the work we need to do as a group to figure out a solution all together, we also need to be educating legislators about that process. The session just got over but we need to start this summer, through the next election cycle, and before the next legislative session even starts. “I will be working with our chair to come up with a white sheet for those that are afraid to talk.” Bryant offered to help educate the legislative body as a whole and come up with some sort of viable solution.

The last bullet point to cover was the data center relocation. Independently of each other, both of their 911 data centers in the state are closing or relocating. They are probably about a month away from finalizing plans to relocate those facilities. DeRouchey was not quite ready to go into details, but next month they will talk about what that will look like going forward. Right now those data centers are in West Des Moines and Davenport and those facilities are closing. They are not going to be data centers anymore so we need to find new homes for that.

2025 GIS Information

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

FY 2025

- Q1 – 100%: \$321,000
- Q2: \$319,000
- Q3: \$320,000
- Q4
 - April – 99 Counties
 - May – 99 Counties

DeRouchey advised that this is an update to what was sent out at the beginning of the month. There was an administrative oversight with one of the counties that was reported as not meeting the benchmarks for accuracy. That was corrected, so all counties met the benchmarks for the month of May. As a reminder, that gets paid out at the end of the quarter. They are anticipating the same benchmarks for 2026.

Current Travel/Public Ed/Training Fund

2025 Travel/Public Education/Training Fund

- \$100,000 Annually (FY 2025)
- Current Amount Available: \$18,220.02
- Requested this month: \$17,311.25
 - Printing additional children's activity books – \$14,539.80
 - 17,500 English & 3,000 Spanish
- Remaining if approved: \$4,040.22

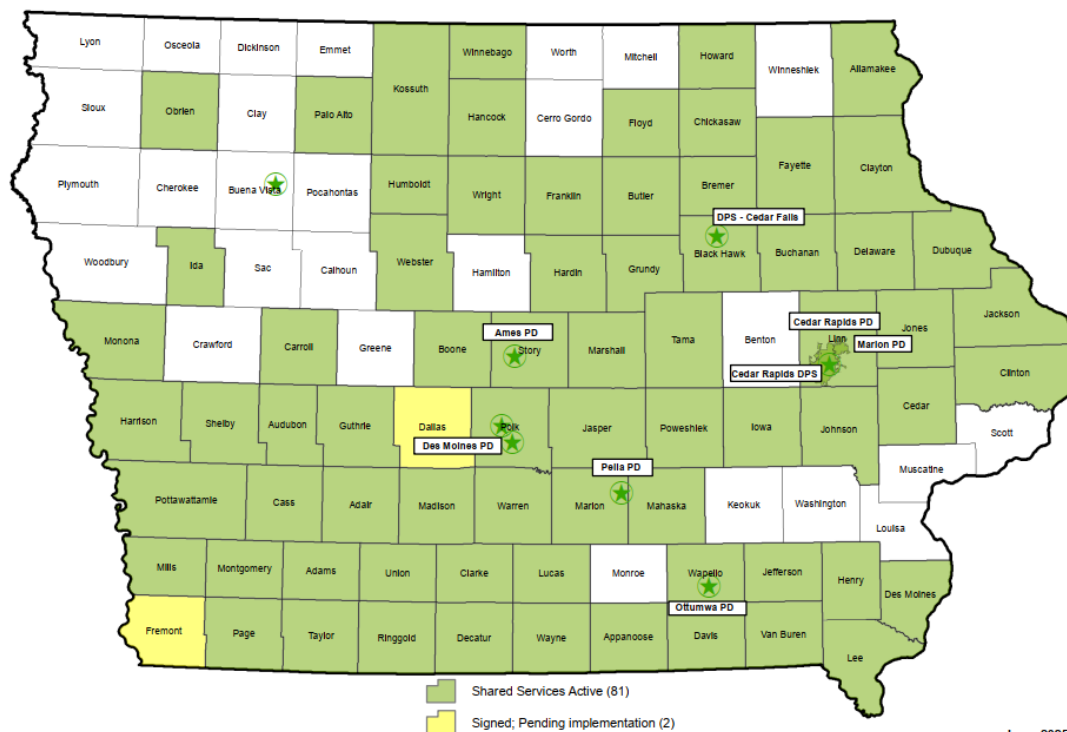
2026 Travel/Public Education/Training Fund

- \$100,000 Annually (FY 2026)
- Current Amount Available: \$100,000
 - Dallas Co: NENA CTO -- \$9,900
 - Extension of online LMS
 - July 1 - December 31, 2025: \$19,250
 - July 1, 2025 - June 30, 2026: \$36,500 (-\$2,000)

Zetron Shared Services Monthly Status Update – Lynne Warren

Programming Updates

- Des Moines PD and Polk Co live on Shared Services.
- Dallas Co goes live later in June.
- Fremont County signed up for Shared Services.



Online Training Portal

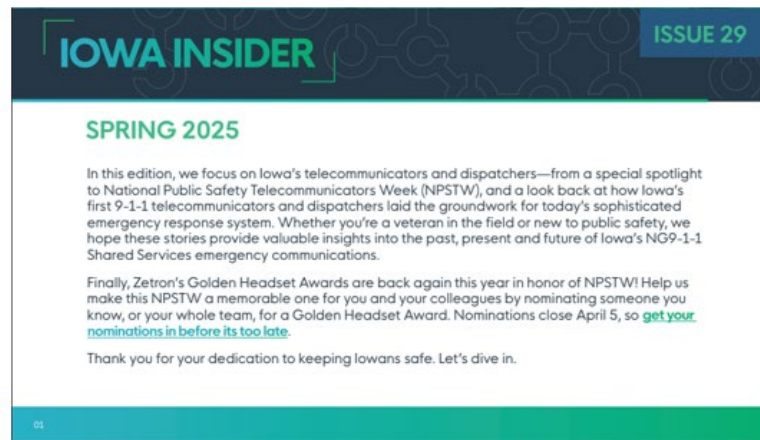
Virtual Learning Management System

- 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 is available for all Shared Services PSAPs. This training can be used for new hires or training refresher courses.
 - **We are updating course videos with closed captioning for a better learner experience.**
 - **Questions?** Want to join? Email Kristy Wade at kristyw@moetivations.com
- Stats:

SUMMARY	
Total Branches	51
Total Users	640
Total Courses Enrolled	11,087
Total Courses Completed	6,580

Lynne Warren reminded everyone that the training portal is available to any PSAPs, not just shared services. They are also updating course videos to include closed captioning for a better learning experience.

Iowa Insider Newsletter



- 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.

Questions?

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

Training Funds Request

The first training fund request was for the children's activity books. It would be for printing 17,500 books in English and 3,000 in Spanish for a cost of \$14,539.80. This would leave roughly \$4,000 in the fund for the remaining FY '25. Chair Rotter sought a motion to approve. Motion by Cara Sorrells to approve the training fund request. Seconded by Tom Berger. All ayes. Passed.

The next training request for FY '26 was from Dallas County for a NENA Center Training Officer (CTO) course to be held October 27th – 29th, 2025 and the amount requested was \$9,900. Jill Johansen was in person and spoke on the request. The training is open to others and there are 25 seats available. Motion by Robby Johannesen to approve the training fund request. Seconded by Chris Hare. All ayes. Passed.

Lastly, for FY '26 was the extension of the online learning management system. The current arrangement ends at the end of June. To keep it available starting July 1, there were two extension options available: July 1 – December 31 for \$19,250 or July 1 – June 30, 2026, for \$36,500 (-\$2,000). Sorrells favored funding the six-month option in lieu of the recent budgetary issues. Motion by Cara Sorrells to approve the \$19,250 training fund request. Seconded by Chris Jasper. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols reported that they have had some outreach events lately. That option is always available if you need in-person training at your center. They have recently been to Floyd County and Lucas County. Yesterday they were in Dubuque to host a RIC 1 in-person meeting (Regional Interoperable Committee). Those are also always available in-person, but are most often held virtually.

They had a successful COMT course in the first week of June. That was state sponsored and their own Deputy SWIC Walser, COMT Instructor Colonel Hedgepeth, and COML Instructor Nic Briseno assisted. A total of ten students went through the course, and Nichols thanked all of those instructors.

They have been able to reschedule the COML class. The registration is not live yet, but that will be held in September in Council Bluffs. It had previously been put on hold, but is back on the calendar. If you were previously registered, you will be hearing from her on that. Nichols thought that there would be a couple of open seats. They did not have a full class yet.

The iMED grant funds are still paused. That is from a notification sent on February 21st.


Motorola is getting ready for their regular patches. You should have received a calendar invite via email for those coming up. June 17th was the first one so if you usually get those but have not seen it, let them know. The system administrator or Motorola will send those out.

Chris Maiers CISA Update

Chris Maiers presented the following slides:

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

EMERGENCY COMMUNICATIONS COORDINATOR REPORT JUNE 2025



Chris Maiers
June 12, 2025

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Artificial Intelligence in Emergency Comms

- Artificial Intelligence (AI) gradually being adopted in emergency communications centers (ECCs) as a decision-support tool.
 - Assist in navigating staffing shortages, budget constraints, and increased work demands.
 - Incorporating AI-based tools into operations requires significant evaluation for operability, interoperability, security, and resiliency across systems.
- Infographic highlights how ECCs are utilizing AI to:
 - Triage, translate, and transcribe incoming calls
 - Confirm critical data and identify inaudible background noises
 - Improve quality assurance processes.
 - Improve first responder situational awareness.



<https://www.cisa.gov/news-events/news/safecom-and-national-council-statewide-interoperability-coordinators-ncswic-develop-artificial>



Chris Maiers
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Regional News of Note

- Scheduled Technical Assistance –
 - Kansas City Metro (FIFA 2026 Preparations):
 - Rescheduling – Communications Unit Leader Course
 - June 10-13, 2025 – Incident Tactical Dispatcher Course
 - July 21-23, 2025 – Incident Communications Manager Course
 - Aug 26-27, 2025 – First Communications Exercise
 - Cape Girardeau COMMEX (Missouri)
 - Dates coming soon.
- Red River COMU Boot Camp – Oct 12-17, 2025
 - Potential opportunities for new instructors to get their teaching credentials.



Chris Maiers
June 12, 2025

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For more information:

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Chris Maiers
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Legislative Issues

Chair Rotter stated that as we go forward with this legislation in the next few months, he believes that we need to get away from this stagnant method of paying for 911 through a surcharge. "We have to come up with some kind of a percentage that is going to be linked to inflation and otherwise rising costs because we would not run anything as important as this by this method." Rotter added that it is archaic and it does not work. This is not the first time that we have been down this road. Until we change our method, it won't be the last time either. Rotter thought a partner in this could be our phone companies. They are not excited about seeing anything change with taxes when it comes to their product, and no one would be. We use phones to call 911 and when 911 fails a lot of times they will take the blame from the customer. Rotter ended with that he does not necessarily have the answer, but thinks the method has to change.

Information Sharing

Cara Sorrells asked about Language Translation services. There is one sending out emails in Iowa talking about losing their contract and wanting people to sign a new contract. Sorrells asked DeRouchey if he was familiar with this. He had not seen that and Sorrells will forward him the email she received. DeRouchey advised that the Department of Administrative Services (not HSEMD) had a master agreement with a language translation service that they had sent out to PSAPs to be able to use/purchase off of. DeRouchey suspected that this is the same company and he will look into it.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

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

None.

Next meeting date will be July 10th, 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 Chris Hare.
Seconded by Jeff Miller.

Meeting adjourned at 10:05 AM.

Cara Sorrells, Secretary