

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, July 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 Angie Dobyns	Present
alternate		
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper Shanna Krogmeier	Present
alternate		
Iowa Geographic Information Council	Jeff Miller	Excused
alternate	Jim Sholly	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Brad Shutts	
Iowa Peace Officers Association (IPO)	Shane McSheehy	Absent
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	Excused
alternate	Robert Johannesen	Present
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Absent
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Adam Welp	Present
alternate	Ethan Kleitsch	Present
Iowa Telephone Association >15,000	Tom Weibel	
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

Guests also present in person or by teleconference:

Amanda Pyle, Story County 911
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
Mark Van Hooser, Buena Vista County 911
Kirk Hundertmark
Todd Malone, SECC
Dean Vrba, Benton County EMA
James Milligan, Zetron
Doug McCasland, Warren County 911
Paul Guest, Zetron
Paul Clark
Nick Brockman, Polk County Sheriff's Office
Patrick Kazeze, ICN
Travis Sheridan, Emmet County EMA
Nic Briseno, Story County Sheriff's Office
Jeff Yates, WahlTek
Michelle Campbell, SECC
Brent Vogel, Clinton County Comm
Jill Johansen, Dallas County SO
Mindy Benson, Black Hawk County EMA
Zach Engstrom
Jessica George-Rethwisch, Dubuque Co Comm
Heather O'Connor
Nathan Moore, LSA

Marie Carlson, Zetron
Chris Maiers, CISA
911 Coordinator
Brenda Wright, Fayette County 911
Lynn Warren, Zetron
KCCI
Greg Hannah
Todd Beasley
Erin Froning, Clear Lake PD
Bud Hicks
Jill Harvey
Jacob Reineke, Tama County 911
Cheryl Eklofe, Mahaska County EMA/911
Stacen Gross, GeoComm
Dominic Baldi, IUB
Brad Button, Des Moines PD
Tammy Rodriquez, Aureon
Hollie Davidson, ISICSB
Eric Porter, ICN
Jonathan Paoli, HSEMD
Derek Steines
Russ Jergens, Pocahontas County 911
Luke Erpelding, Iowa Dept of Public Safety
Eric Thye
Pam Freshwater, Monroe County 911
Vaibhav Grover
Anna Hyatt
Webster County

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 Chris Jasper to approve the agenda. Seconded by Lynn Tazzioli. 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 Lynn Tazzioli to approve the minutes of June 12th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Data Center Relocation Update
 - WDM -> Raleigh, NC (~12 Months)
 - Davenport -> Council Bluffs (~18-24 Months)
- Transferred calls analysis (FYQ3 2018/2025)
 - 12.37% increase in overall wireless call volume
 - 2018 – 6.3% “routing” transfers 8.0% total transfers (poison, language, DPS, 988)
 - 2025 – 3.2% “routing” transfers 4.9% total transfers (poison, language, DPS, 988)
- TERT Team Agreements signed
 - Deployable as officially recognized Emergency Response Team under Iowa Code 29C.8 (in state and out of state via EMAC)
 - Costs reimbursed
- EO-10 IAC 605-10 Rules Rewrite
- SF 659 Update
 - 18 Interested in MOU’s
 - MOU’s sent out by end of week

Scan for Interest in MOU



Program Manager Report – ILEA Update

- Upcoming 40 Hour Basic Courses:
 - July 14-18 – ILEA (30 registrants)
 - Sept 15-19 – ISP P7 (Ft. Dodge)
 - Nov 17-21 – Oelwein PD

Blake DeRouchey began his report with a timeline for the relocation of the data centers. Independently of each other, both provided notice that the buildings are closing and will no longer be used as data centers. The West Des Moines location is the most immediate need and it will be moving to Raleigh, NC into a national facility there owned and operated by Comtech. A positive is that a lot of the wireless providers are already in that facility. That will make the

transition a little easier and the timeline is around the next 12 months. The West Des Moines facility is closing the end of June, so they are already working towards that.

The other data center which is located in Davenport is a little bit less time sensitive. It will be moving to a vendor agnostic facility in Council Bluffs in the next 18-24 months. The approach that they are taking is one national data center located out of state, and one remains instate. In having one instate it protects us from larger national issues, but then also having one out of state, it is a little bit faster and a little less expensive to go into a national facility. They have not given the final thumbs up on the acceptance of that plan yet, but that should come anytime now. This is the proposal that is likely to be accepted here in the upcoming days.

When DeRouchey returned from NASNA last month, he thought the findings were a bit interesting. The FCC over the last few years has tightened up their rules on caller location accuracy. This, in conjunction with implementing GIS and geospatial routing within the state of Iowa, compelled him to take a look at what that meant for transfers within the state. Ideally those two things, one implemented by the carrier and one by them, should make for more accurate call routing to PSAPs. He compared quarter 3 of this fiscal year (2025) to previous FYQ3 of 2018 and discussed his findings. In that time there was a 12% increase in overall call volume, however in that time there was a decrease in call transfers. He split those findings into two categories, one being total operational transfers, and routing transfers such as transferring to a neighboring PSAP. DeRouchey wanted to show this progression of transfers over time.

Over the last 12-18 months, they have worked with a core group of folks that were interested in establishing a Telecommunicator Emergency Response Team (TERT) here in the state of Iowa. Prior to this collaboration there was a really loose agreement with the group, they recognized that the other existed, and if there was a need for a TERT deployment they would communicate with each other. They realized that in the event of an instate or out of state deployment, they needed more documentation. They needed to talk through issues like salary, benefits, and backfill for the TERT's agency. They have accomplished officially declaring them an emergency response team. Iowa Code 29C states that their department has the ability to raise, train, and deploy emergency response teams. These can be search and rescue teams, Haz-Mat teams, and incident management teams. They have five agreements signed so far with both employers and individuals that allows them in times of disaster, both instate and out of state, to deploy the TERT team. It is optional and these folks have shown an interest and willingness to deploy, if available. This will help identify them as an agent of the state and provides for reimbursement. They are looking to grow that team so if there is interest please reach out to DeRouchey or Brian Sellner with Westcom. Also a clarification, the reimbursement is not done through surcharge dollars. It's through the state general fund, using economic emergency funds. TERT teams can be deployed faster now with these things in line, prior to a request coming in.

A number of years ago the Governor put out executive order 10 (EO-10) which directed all state agencies to go through a process to rescind, redraft, and reapprove all of the agency rules. Each agency was assigned a certain calendar year, and they are in about year three of EO-10. This is their department's calendar year to work on this. They have already gone through the process for about six of their agency rules. They waited towards the end of the year for Chapter 10, which governs 911. DeRouchey has started to work through that, and that rule is about 14-pages long. There are a number of steps along the way for public engagement. There is regulatory analysis, public comment, and a public hearing phase. The next step is the notice of intended action and again, there is a period for public comment and public hearings for that. As they go through this process he would anticipate some feedback from this 911 community. They will ultimately arrive at a clean, brand-new version of Chapter 10 that is hopefully modernized, removes restrictive terms, and doesn't repeat Chapter 34A in it anymore.

DeRouchey is just introducing it today and there will be more to come in the next couple of months before the end of the calendar year.

There was a brief update on SF 659 and it's implementation. There are no changes to report but they wanted to remind everyone of the process where they would like to get MOUs in place with 911 Service Boards. It allows them to withhold the appropriate amount of funding on the front end versus a process where they remit surcharge payments, invoice local jurisdictions, and then you cut them back a check. It save on the administrative overhead on the entire process. To this point they have 18 people interested in signing MOUs, and they anticipate sending those MOUs out to them by the end of the week. If you are interested, you can indicate so by email or scan the QR code provided here on the slide. It is not the MOU itself, but is like raising your hand to say you are interested and they would follow up by sending you the MOU via email for signatures and processing.

DeRouchey provided the upcoming training schedule for the 40-hour basic telecommunicator classes that he received from Anna Voss. There is one being held next week at ILEA with 30 registrants from July 14-18th. There are two more on the calendar, in September at ISP Post 7 in Ft. Dodge, and in November at Oelwein PD.

2026 GIS Information

- Benchmarks 2026 – same as previous year
 - Upload Monthly
 - 98% GIS
 - 98% ALI to Road Center Line
 - 0 Critical errors
 - Paid out at end of quarter

FY 2025 - 1,281,000

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

Future Standardization Effort – Will be added to **Critical** in a future grant year

In an effort to ensure standardization of the statewide geodatabase the following **warning** QC checks will be added:

- **Unacceptable Values** – added to all NENA Required-Yes fields; the check will identify where there are extra spaces or where a NULL should be present instead of a space
- **Acceptable Values** – added to the *County* fields and *Discrepancy Agency ID* fields; the check will ensure that County is included with the name of the county and that the discrepancy agency ID is consistent throughout the data

2026 Travel/Public Education/Training Fund

- \$100,000 Annually (FY 2026)
- Children's Activity Books available
- Current Amount Available: \$70,850

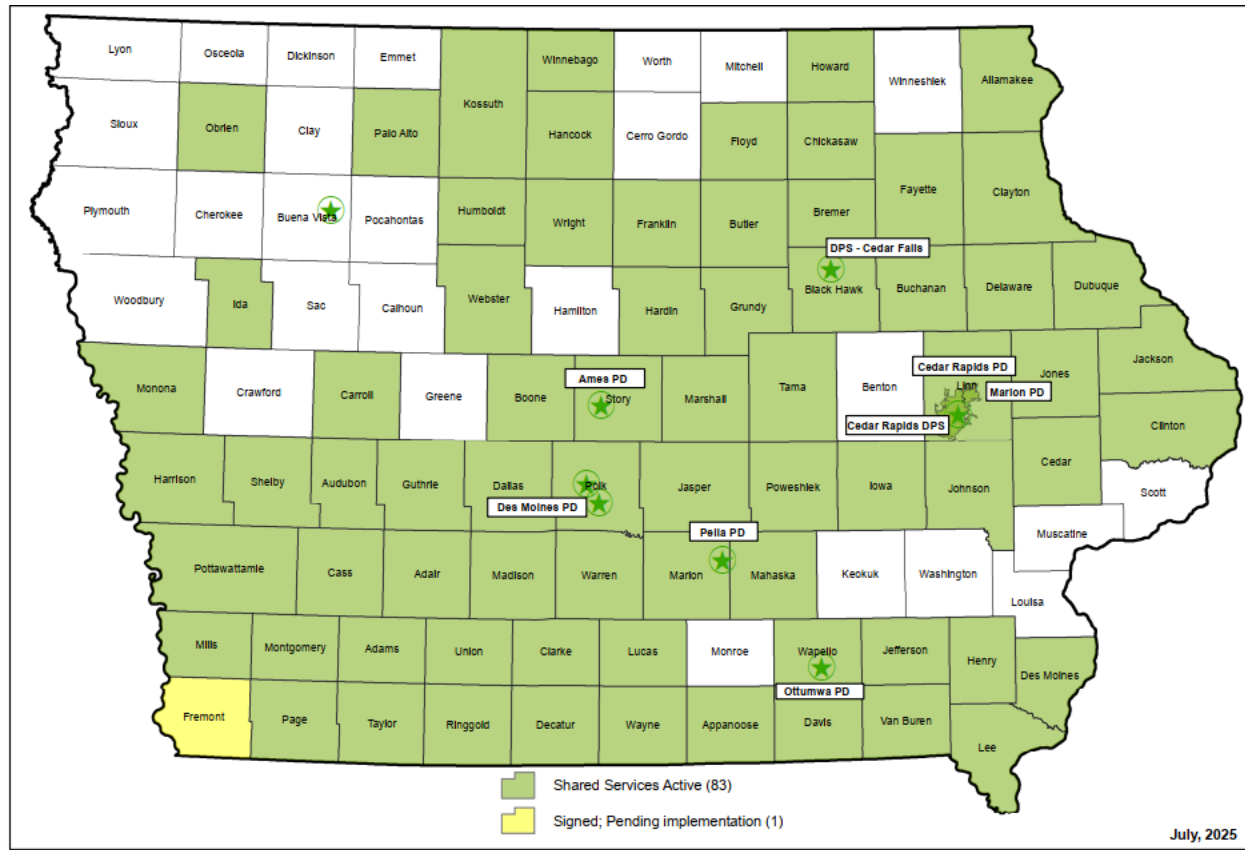


As a reminder, with some of the funding that they had last year, they did print additional 911 children's activity books, and those are available. If you are interested in requesting those materials you can scan the QR code seen here. At this time, they are limiting it to one box per county for English copies, and ½ box per county for Spanish copies. If there are leftovers, they will open that up a bit broader.

Zetron Shared Services Monthly Status Update – Lynne Warren

Programming Updates

- Dallas Co live on Shared Services.
- Fremont County deployment kicking off.



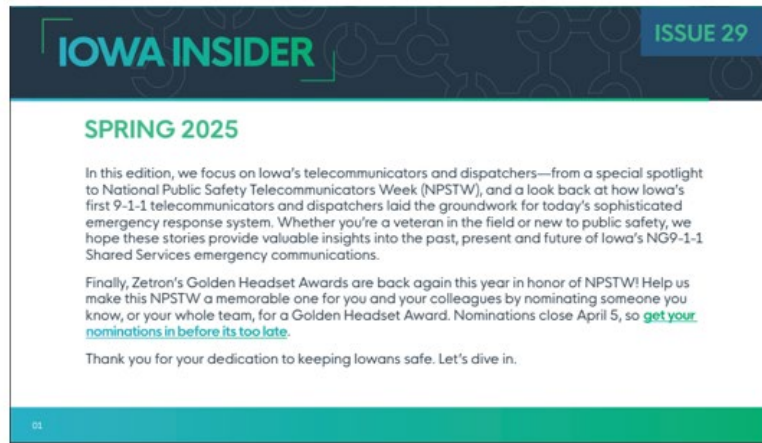
Online Training Portal

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.
 - Questions?** Want to join? Email Kristy Wade at kristyw@moetivations.com
- Stats:

SUMMARY	
Total Branches	53
Total Active Users	657
Total Courses Enrolled	9,377
Total Courses Completed	5,834

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

None.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

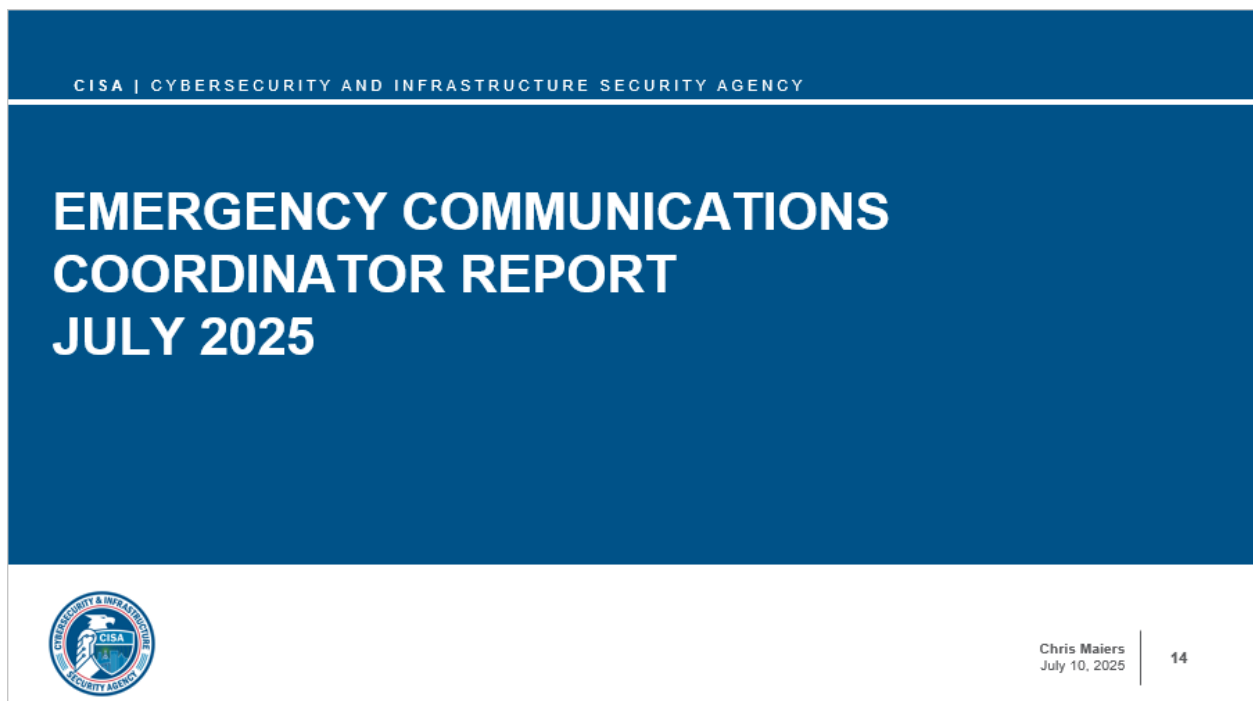
SWIC Haley Nichols reported that they are looking for agencies willing to allow video recording. This will be used in training and promotional materials on ISICS, mostly on standards. Nichols also welcomes any information on coordinated incidents. She does not always see or hear about these events. They welcome emails or texts about interoperability so that they can touch base with their partners. The RIC committees would be a great place to share experiences about these events. They welcome you to join if you are able.

The COML is rescheduled and will be held in Council Bluffs September 22nd – 24th. Nichols will be reaching out to the original 15 registrants. This was initially an April class and there will be up to 15 more open seats. This course will be taught by a CISA instructor who will also be observing Iowa COMLs working toward their COML instructor credentials. The hope is that the course will not only create new COMLs in the state, but at least one more COML instructor.

The iMED grant funds have still not been released since the pause sent on February 21st.


Chris Maiers CISA Update

Chris Maiers presented the following slides:

A presentation slide with a dark blue background. At the top, in a lighter blue bar, is the text "CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY". Below this, in large white capital letters, is the title "EMERGENCY COMMUNICATIONS COORDINATOR REPORT JULY 2025". In the bottom left corner is the CISA logo, which is a circular seal with "CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY" around the perimeter and "CISA" in the center. In the bottom right corner, there is a vertical line separating the text "Chris Maiers" and "July 10, 2025" from the page number "14".

CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

EMERGENCY COMMUNICATIONS COORDINATOR REPORT JULY 2025



Chris Maiers
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Maintain Vigilance

New DHS NTAS Bulletin followed by co-sealed fact sheet urging vigilance for cyber threats related to foreign activity.

- Iranian-affiliated cyber actors, other state-sponsored actors and hacktivist groups may still conduct malicious cyber activity.
- Exploit unpatched or outdated software or the use of default or common passwords on internet-connected accounts and devices.

Mitigations recommended in the joint Fact Sheet:

- Identifying and disconnecting operational technology and industrial control systems devices from the public internet;
- Protecting devices and accounts with strong, unique password;
- Applying the latest software patches;
- Implementing phishing-resistant multifactor authentication for access to OT networks.



NTAS Bulletin: <https://go.dhs.gov/wF4>

Joint Fact Sheet: <https://go.dhs.gov/wjJ>



Chris Maiers
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Emergency Communications System Lifecycle

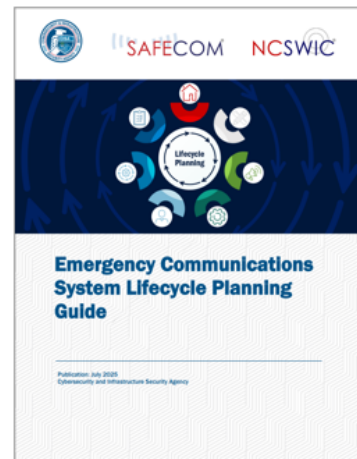
Updated Lifecycle Planning Guide

- Supersedes 2018 revision.
- Discusses actions related to building, maintaining, replacement & decommissioning emergency communications systems.
 - Pre-planning, Project Planning, Requests for Proposals an Acquisition, Implementation, Support/Maintenance/Sustainment, End-of-Lifecycle Assessment and Replacement, and Disposition.

Life Cycle Planning Tool

- Complements the Planning Guide.
- Features checklists for each phase of communications system lifecycle.

Both found at <https://www.cisa.gov/safecom/funding> under
“Sustaining Public Safety Communications Systems”



Chris Maiers
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Regional News of Note

Scheduled Technical Assistance

- Kansas City Metro (FIFA 2026 Preparations):
 - Rescheduling – Communications Unit Leader Course
 - July 21-23, 2025 – Incident Communications Manager Course
 - Aug 26-27, 2025 – First Communications Exercise
- Cape Girardeau COMDEX (Missouri)
 - Aug 18-20, 2025
- Missouri TICP Train-the-Trainer – August 6, 2025



Red River COMU Boot Camp – Oct 12-17, 2025

- Potential opportunities for new instructors to get their teaching credentials.



Chris Maiers
July 10, 2025

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For more information:

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Chris Maiers
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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

Chris Jasper asked DeRouchey about the Language Link contract. He got an email asking them to become a part of the purchasing cooperative of America to maintain their current language translation rates. It was discussed briefly last month, and the DAS contract that they had with Language Link was expiring. The last update he had was that they were working to get that renewed. DeRouchey will work on getting the latest update on that contract renewal.

Next meeting date will be August 14th, 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 Jasper. Seconded by Robby Johannesen.

Meeting adjourned at 9:54 AM.

Cara Sorrells, Secretary