

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, November 13th, 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
	alternate	Angie Dobyns	
Iowa Chapter of the National Emergency Number Association (NENA)		Chris Collins	Present
	alternate	Jacob Reineke	
Iowa Geographic Information Council		Jeff Miller	Present
	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	
Iowa Department of Public Safety (IDPS)		Josh Duden	Present
	alternate	Robert Johannesen	Present
Iowa Emergency Medical Services Association (IEMSA)		Rob Dehnert	Present
	alternate	Paul Andorf	
Iowa Telephone Association <15,000		Adam Welp	Present
	alternate	Ethan Kleitsch	
Iowa Telephone Association >15,000		Tom Weibel	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

Guests also present in person or by teleconference:

Amanda Pyle, Story County 911
911 Coordinator
Duane Vos, RACOM
Lynn Warren, Zetron
Diane Sefrit, SCI Regional 911
Haley Nichols, SWIC ISICSB
Mark Van Hooser, Buena Vista County 911
Kirk Hundertmark
James Milligan, Zetron
Derek Steines
Paul Guest, Zetron
Paul Clark
Patrick Kazeze, ICN
Hollie Davidson, ISICSB
Nathan Moore, LSA
Luke Erpelding, Iowa Dept of Public Safety
Brad Button, Des Moines PD
Jessica George-Rethwisch, Dubuque Co Comm
Lily Nichols, West Marshall HS Civics Class
Rhonda Braudis, Marshall County Comm Commission
Chase Clark
Nichole Neumann, Sac County 911

Tom Holladay, RACOM
Jeff Yates, WahlTek
Brenda Wright, Fayette County 911
Jeff Chapman, Clinton County Communications
Daniel Stalder
Amber Paull
Marie Carlson, Zetron
Bud Hicks
Zachary Engstrom
Chris Hare, Buchanan County EMA
Thomas Millikin, Ottumwa PD
Dominic Baldi, IUB
Dean Vrba
Erin Kokemiller
Jonas Karlsson
Kevin Williams, Zetron
Terry McClannahan, Dallas County SO
Chris Maiers, CISA
Melinda Beekman
McKenzie Burton
Jason Davis, PCSO

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 Jeff Miller. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Lynn Tazzioli to approve the minutes. Seconded by Chris Collins to approve the minutes of October 9th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- SF 659 Update & Program Financials
- \$309,335.42 short

- 5.86% of county quarterly payment
 - 32 Signed MOUs
 - Invoices included with check paperwork

Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26	Q1 FY27	Q2 FY27	Q3 FY27	Q4 FY27
-\$309,335.42	-\$683,135.08	-\$491,451.91	-\$421,137.06	-\$631,134.01	-\$597,621.98	-\$510,254.38	-\$758,312.44

- Annual Forms – Collection process underway
- 605-10 Admin Rules Regulatory Analysis: Oct 29
 - Public Comments due Nov 19th
 - **Regulatory Analysis** Notice of Intended Action Adopted and Filed

Blake DeRouchey began with a report on the quarterly financials for the months of July, August, and September. They receive the funding, the surcharge remittance, during the month of October and they publish this towards the end of October. The Quarterly Payments to PSAPs worksheet looks a little bit different and they added a few columns. They did get to the point where they were at a negative balance for the program. They implemented the language in SF 659 which allows them to invoice counties for the services they provide. This attempts to show all of the math as they go through that. The new columns were added to the right of the normal columns displayed on the sheet. The normal payment amount is listed there as the payment amount, and that amount would be what they would normally provide if it were a regular quarter. The next column is the percentage of passthrough which is 5.8593805% and is the amount that they determined was needed to retain to make them solvent. The next column is the invoice amount, and is the amount that was withheld or invoiced to each county. There is some shading, and those counties that are shaded are the counties that have MOUs with the program that allows them to withhold the funding on the front end. That new column is titled MOU payment amount, which is basically the invoice amount minus the full payment, and that's the amount that counties with MOUs received in full. They don't have to do any additional paperwork and just get to deposit the check. The other counties would have received the payment as well as the invoice in the same envelope. The invoice is due to their office 30-days after.

The next item was the quarterly expenditure report. They did make some changes to how this is designed as well. Chapter 34A requires that they produce this, submit it to LSA, and present it to the Council on a quarterly basis. It does not, however, prescribe what this really looks like. They try to keep it relevant and show what people are probably interested in. When there was a large amount in the surplus, there was a lot of interest and they wanted to show where everything was going within the surplus. They enlarged the section that detailed everything coming in and out of the surplus. They have tweaked the form to highlight where they are on the overall fund and diminished what is shown in the surplus, because there is nothing there. They are showing the front end of the fund, the total revenue, the total expenditures, and the amount that they are short. They received just over \$8.1 million in wireless surcharge, \$30,000

plus in interest, and the prepaid card revenue of \$620,000. The first quarter of the year is normally when they move \$300,000 from the fund into an administrative piece of the fund that they use for program management and administration. Normally the HSEMD funding would say \$300,000 but instead they are taking it quarter by quarter and paying themselves as they go versus taking that lump sum of \$300,000 all at once.

Wireless cost recovery is the next line and DeRouchey noted that is significantly lower than previous quarters. That is because they were notified that this is the last quarter, that the last wireless carrier that had been invoicing them, will be invoicing them anymore. The provision that allows wireless cost recovery sunsets in the summer of 2026. They received notice that the last carrier is no longer going to be submitting invoices and in future quarters that should be a zero. That will be beneficial for the program to not have to fund that going forward. There was nothing really to note for network costs, those are the recurring costs that are listed there to provide 911 service statewide. Then the next block shows the revenue, total expenditures, total revenue and the difference. They were short \$309,000 and that comes out to 5.86% which they applied to each and every county's total surcharge to come up with everyone's invoiced or withholding amount. The quarterly operating surplus is still there and it is all negative numbers.

They did end up with 32 signed MOUs and that process is still available to anyone who wants to avoid the administrative paperwork with receiving an invoice and remitting a check for payment. For those who are not utilizing the MOU process, the invoice is in with the check itself, so don't overlook that. If you did accidentally discard it, please reach out and they can send you an electronic one. Also displayed on the slide are the additional projections. The first one listed is a true number for Q1 - \$309,335.42. Everything listed to the right of that number are the current future projections. These are numbers for the next two fiscal years and where they project those to be. These are only projections, not final numbers, so you can expect those to move. This is just a forecast at this point. After the meeting today, DeRouchey will send out an email with the next four quarters worth of projections and what that means to each of you as a county.

DeRouchey said he will also be sending out an email reminding everyone that the annual forms collection process is underway. If you have not gotten those turned in, please do so. Submissions have been lagging and the deadline for those is January 1st. The forms include the service board membership form, PSAP update form, and the expenditure collection form for the previous fiscal year.

They are still moving through the process of the analysis and update of section 605 Chapter 10 of the administrative rules. It is going through the red tape rules review process right now. Every department needs to go through a process to rescind their administrative rules, then redraft them and repropagate them. The idea being to shorten chapters and alleviate some regulatory burden. As a department they are pretty close to being done with this, but one of the remaining chapters is Chapter 10, which governs 911. This would have been in the administrative rules bulletin on October 29th. The public comment period for that is currently open and closes November 19th. As a reminder, this is a three step process. Currently they are in the regulatory analysis phase, and after public comments close on that they can go ahead and move it into the notice of intended action phase. That will be in the administrative bulletin before the end of the calendar year closes. There will be another period of public comment and public hearing. They will consider anything that they receive, then it will move into the adopted and filed stage. Then there is still yet another public comment period. There is plenty of time to weigh in if anyone is interested with what they have proposed. They do not expect anything to

be controversial, the existing version of Chapter 10 restated a lot of Iowa Code 34A. It does eliminate that and cross reference it back to other sections of code rather than restating it again.

2026 GIS Information

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

FY 2026

- Q1 – 100% \$321,000
- Q2 –
 - October – 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

Current Travel/Public Ed/Training Fund

2026 Travel/Public Education/Training Fund

- \$100,000 Annually (FY 2026)
- Current Amount Available: \$53,262.00
 - Approval of additional \$68.40 for Fall APCO (Total of \$2,468.40 from initial approval of \$2,400)

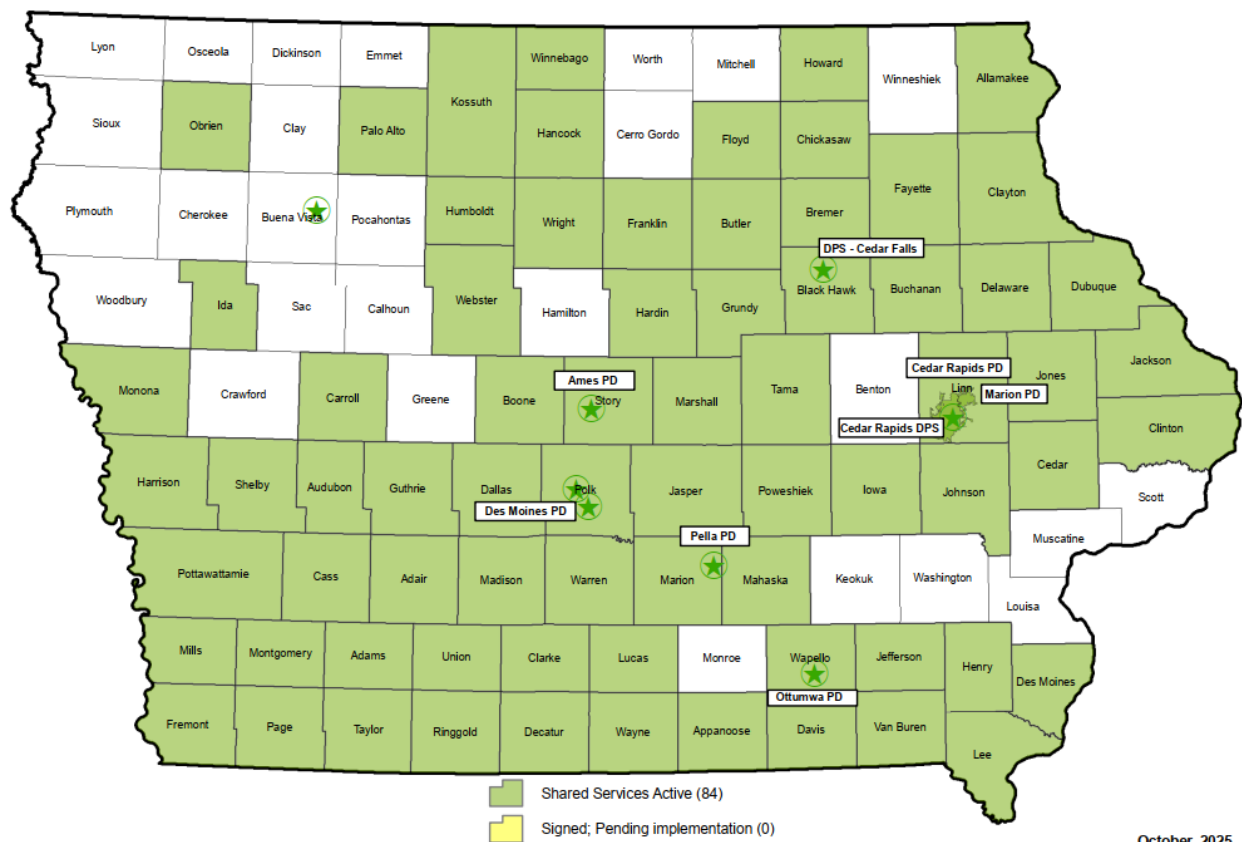
There is one training request for an amendment to the Fall APCO Conference. This was requested and approved at a prior meeting for \$2,400. The final invoices came in \$68.80 above

that and DeRouchey did not feel comfortable paying the additional amount without the blessing of the Council.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

- Fremont Co went live on Shared Services in October.
- Zetron has a new interface to securely send real time call data to approved AI companies, which may provide services like:
 - Transcription – Converting audio to text for clarity, archiving and analysis.
 - Translation – Translating to other languages.
 - Summaries – Highlighting critical call information for faster response.
 - QA – Analyzing call records to give supervisors feedback for improvement.
 - Shared Services PSAPs interested in this interface can reach out to Lynne.Warren@Zetron.com for more information.



October, 2025

Online Training Portal

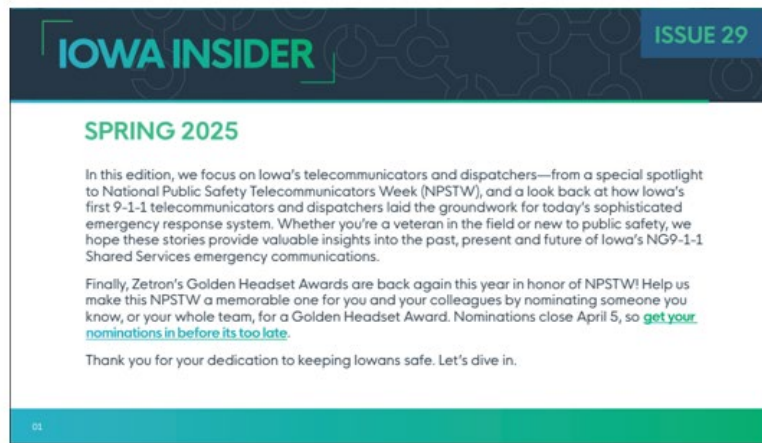
Virtual Learning Management System

- 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 for new hires or training refresher. Reach out to Kristy Wade at kristyw@moetivations.com if you aren't seeing access.
 - **Questions?** Want to join? Email Kristy Wade at kristyw@moetivations.com
- Stats:

Weekly Iowa LMS Report	
SUMMARY	
Total Branches	55
Total Users	665
Total Courses Enrolled	11,156
Total Courses Completed	6,686

Each month there are about 500 new course enrolments, and 200 courses are completed.

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

Chair Rotter stated as mentioned before there is a request for an adjustment to the Fall APCO Conference from \$2,400 to \$2,468.80. Cara Sorrells explained that they had estimated her costs for travel and lodging, which initially was for one night. The speaker ended up needing to stay for two nights, so there was a little more additional cost than was anticipated.

DeRouchey reminded any new members of the Council that there is a standing \$5,000 approval for both APCO and NENA for each conference. This training request is still below that, but they still like to document and get approval for what the actual amount is. Motion by Chris Collins to approve the training request. Seconded by Tom Berger. Sorrells abstains. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols stated that the ISICS Board and its committees continue to work on new policy and function alignment with the SCIP. Committee applications have come in, as they have been requesting for most of the year. Nichols thanked everyone for submitting those by the deadline. Those will be reviewed and committee members will be approved at the next month's ISICS Board meeting to align with current policy.

For an update on the iMED/REMCDP grant project, the funds are still paused. That grant was extended through March 28th of next year. However, the financial report was accepted last week even though the government was in shutdown.

Nichols did send out a few weeks ago that Dodgeville, Wisconsin has a Communications Leader course (COML) coming up and they will accept Iowa students. If anyone is interested, please let her know. The registration is open.

The ISICSB annual report is in a working draft. If you have anything that you are interested in adding to that or would like to look at, again, please let her know.

Chris Maiers CISA Update

Chris Maiers was in attendance but had no slide presentation. Maiers did say that with the current state we are in with our communications systems, especially with everything coming up this next year, maintaining cyber vigilance for our key communication systems is of the utmost importance. They have official confirmation that most, if not all of the systems that we rely on, have encountered some sort of viable cyber threat within the last two years. Whether it's 911 systems, CAD and RMS, LMR, or even alerts and warnings. Maintaining contact with your systems provider, making sure that all of those systems are up to date, this will be super important, especially with edge network devices which are often overlooked. The big configurations like that, your routers, switches, firewalls, and things of those sorts.

There have been some notices and articles that came out recently that are relevant to this group as well, especially with some of our foreign threat actors that seek to gain access and compromise our systems. In the absence of having slides today, he will be sending them out to the group for distribution as well. Everything that he will send out will be clear in nature or otherwise publicly released, so it will be sharable on a broad platform, just please don't post it on any social media.

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

None.

Next meeting date will be December 11th, 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 Josh Duden. Seconded by Cara Sorrells.

Meeting adjourned at 9:53 AM.

Cara Sorrells, Secretary