

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

	Iowa 911 Communications Council Meeting Thursday, December 11th, 2025 9:30 – 10:15 AM Dallas County Human Services Campus 25747 N Avenue, Adel 50003
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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	alternate	Cara Sorrells Angie Dobyns	Present
Iowa Chapter of the National Emergency Number Association (NENA)	alternate	Chris Collins Jacob Reineke	Present
Iowa Geographic Information Council	alternate	Jeff Miller	Present
Iowa State Sheriffs & Deputies Association (ISSDA)	alternate	Jim Sholly Robert Rotter	Present
Iowa Peace Officers Association (IPO)	alternate	Brad Shutts Shane McSheehy	Absent
Iowa Professional Firefighters (IAPFF)	alternate	vacant Mike S. Bryant	Present
Iowa Firefighters Association (IFA)	alternate	Doug Neys Eric Dau	Absent
Iowa Emergency Managers Association (IEMA)	alternate	Tom Berger Lynn Tazzioli	Present
Iowa Department of Public Safety (IDPS)	alternate	Chris Hare Josh Duden	Present
Iowa Emergency Medical Services Association	alternate (IEMSA)	Robert Johannessen Rob Dehnert	Present
Iowa Telephone Association <15,000	alternate	Paul Andorf Adam Welp	Absent
Iowa Telephone Association >15,000	alternate	Ethan Kleitsch Tom Weibel	Absent
Cellular Providers	alternate	Wayne Johnson Steve Zimmer	Absent
PCS Providers	alternate	Bill Tortoriello Joe Sargent	Absent
Auditor of the State, Ex-Officio member	alternate	vacant John McCormally	Absent
Staff: Blake DeRouchey, 911 Program Manager			Present

Guests also present in person or by teleconference:

Amanda Pyle, Story County 911	Tom Holladay, RACOM
911 Coordinator	Jeff Yates, WahlTek
Duane Vos, RACOM	Brenda Wright, Fayette County 911
Lynn Warren, Zetron	Marie Carlson, Zetron
Diane Sefrit, SCI Regional 911	Daniel Stalder
Haley Nichols, SWIC ISICSB	Amber Paull
Mark Van Hooser, Buena Vista County 911	Marie Carlson, Zetron
Kirk Hundertmark	Wayne County
James Milligan, Zetron	Cedar County EMA
Derek Steines	Heather Hahn, Cerro Gordo County SO
Paul Guest, Zetron	Jeremy Johnson, CISA Region 8
Kristy Wade, Moetivations	Dominic Baldi, IUB
Patrick Kazeze, ICN	Dean Vrba
Hollie Davidson, ISICSB	Eric Thye
Nathan Moore, LSA	Jonas Karlsson
Luke Erpelding, Iowa Dept of Public Safety	Samantha Rumph
Brad Button, Des Moines PD	Terry McClannahan, Dallas County SO
Jessica George-Rethwisch, Dubuque Co Comm	Chris Maiers, CISA
Jonathan Paoli, HSEMD	Melinda Beekman
Doug McCasland, Warren County 911	Russ Jergens, Pocahontas County EMA
Chase Clark	Jason Davis, PCSO
Todd Malone, SECC	Nic Briseno, Story County SO
Mindy Benson, Black Hawk County EMA	Jeff Bernatz, Chickasaw County EMA
Nick Brockman, Polk County SO	Bill Burnett, Comtech
Jennifer Crandell, ICN	Stephanie DeVault, ICN
Doug Farrell, ICN	Pam Freshwater, Monroe County 911
Stacen Gross, GeoComm	Jill Harvey
Abby Hawkins	

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 Collins 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 Tom Berger to approve the minutes of November 13th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Updated Telco and PSAP ALIDBMS guides
- IP Config Reminder sent out
- DTMF Tones
- 605-10 Admin Rules Notice of Intended Action: Dec 24
 - No Changes from Regulatory Analysis
 - Public Comments due January 13
 - Regulatory Analysis **Notice of Intended Action** Adopted and Filed

Outstanding Annual Forms

- **Service Board Membership (47)**

Benton, Boone, Buchanan, Butler, Calhoun, Carroll, Cedar, Cherokee, Clay, Clayton, Clinton, Des Moines, Dubuque, Emmet, Floyd, Fremont, Grundy, Hamilton, Hancock, Hardin, Harrison, Humboldt, Ida, Jefferson, Johnson, Keokuk, Kossuth, Linn, Louisa, Lucas, Mahaska, Marion, Marshall, Mitchell, Osceola, Palo Alto, Plymouth, Pottawattamie, Poweshiek, Ringgold, Scott, Warren, Wayne, Webster, Winnebago, Wright, SCI

- **Expenditure Collection Form (62)**

Adair, Adams, Ames PD, Appanoose, Benton, Boone, Buchanan, Butler, Calhoun, Carroll, Cedar, Cherokee, Chickasaw, Clarke, Clay, Clayton, Clinton, Crawford, Des Moines, Dubuque, Emmet, Floyd, Fremont, Grundy, Guthrie, Hamilton, Hardin, Harrison, Humboldt, Ida, Jefferson, Johnson, Keokuk, Kossuth, Lee, Lyon, Madison, Mahaska, Marion Co SO, Pella PD, Marshall, Mitchell, Monona, Osceola, Page, Palo Alto, Plymouth, Pottawattamie, Poweshiek, Ringgold, Sac, Scott, Taylor, Union, Warren, Washington, Wayne, Webster, Winnebago, Wright, SCI, DPS

Blake DeRouchey began with an update on what the program has been doing over the course of the last month or so. They did send out updated ALI database guides to both Telcos and PSAPs. That was sent out by email a couple of weeks ago. Those are also stored in the Google shared site. If you did not receive the information, please reach out to him. Additionally, earlier this week they sent out a reminder to all of the non-shared services PSAPs and their CPE vendors to start working on the IP configuration for the data center moves. That is coming up shortly, and they will probably start transitioning PSAPs in the later part of January. Those backend keystroke changes need to be updated when they start that process.

DeRouchey shared an additional update that has not gone out by email, and is something that has been a thorn in everyone's side since they transitioned to a SIP environment within 911. It is that DTMF tones have not really worked with full functionality. Sometimes that causes issues with delays, other times there are issues with telematics during an automatic 911 call because of a crash. They believe that they have a fix in place for those DTMF tones. It has been applied statewide and that issue should be resolved. Going forward, if you have a language translation service that requires DTMF tones, or during a telematics crash call, you should be able to provide that input and it should work as expected without multiple attempts to connect with a live operator.

Next was an update on the Chapter 10 administrative rules and it continues to move through the rule making process. It has been submitted for the notice of intended action phase, which is the second of three steps. That will be posted in the administrative rules bulletin on December 24th. There are no changes from the regulatory analysis from the first stage. However, if you haven't gotten a chance to review that or you see something that you want to make a public comment on, those public comments will be due January 13th, 2026. There will also be a public hearing associated with that as well if anyone is interested in attending. This is the second of three steps to make the rulemaking official. You will also have an opportunity for input in the third and final phase of the process.

DeRouchey provided an update on the annual forms process. He stated that the number of forms he still needs from folks barely fits on the screen for the power point presentation. There are 47 counties that still need to submit the service board membership forms. Additionally, he still needs the expenditure collection form from 62 PSAPs. The administrative deadline for those forms is January 1st. Please get those turned in as soon as you can. The third form that did not make the slide is the PSAP update form, and that drives all of their distribution lists. He has also not received that form from more than the rest of the other two forms mentioned earlier. If, for whatever reason, you cannot make that deadline reach out and make him aware that you will be a little bit late.

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
 - November – 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: \$53,193.20
- Requested:
 - Extension of Online Learning Management System through June 30, 2026: \$19,250
- Amount Remaining if Approved
 - \$33,943.20

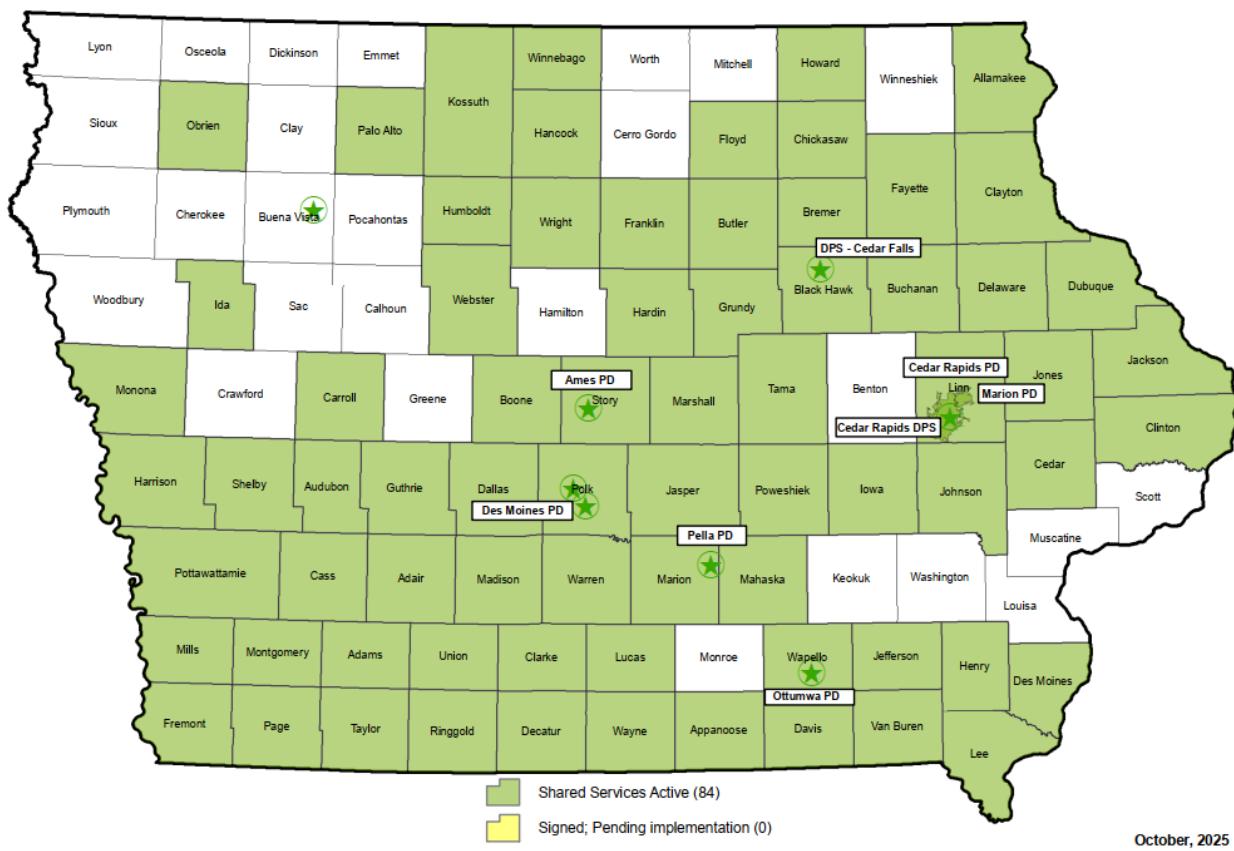
There is one training request for consideration and it is an extension of the online learning management system through June 30th, 2026. Last June, we approved a six-month funding mechanism that carried it through the end of December. The cost would be \$19,250 and that is the same amount for this next six months of training.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

Lynne Warren reminded the shared services PSAPs that there is no need to reach out to Zetron about the data center move. They have all the information and are working directly with Comtech. They will reach out to you when things are going to happen and they are planning to start testing in January. Their goal is to have all the shared services PSAPs moved over by an April time frame.

- Marie Carlson, Zetron Iowa Account Executive, is scheduling a Shared Services User Group Conference in conjunction with the Spring APCO/NENA conference.
 - Save the date: April 22, 2026
 - More information will be sent to Shared Services PSAPs.
 - Reach out to Marie at Marie.Carlson@zetron.com if you have suggestions for topics you'd like included.



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:

SUMMARY	
Total Branches	55
Total Users	669
Total Courses Enrolled	11,584
Total Courses Completed	6,952

About 400 new course enrolments and 300 courses completed.

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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 extension of the online learning management system through June 30th, 2026, with a cost of \$19,250. Motion by Rob Dehnert to approve the training request. Seconded by Mike Bryant. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols stated that there is an announcement that will slightly affect the ISICS Board. DPS in the state is going through a process of reviewing the accessibility of the public facing documents on its website. That will include the ISICS Board website. While that process is happening, they are asking that nothing new be posted as far as public facing items goes,

such as pdfs. This would include any 30-day comments or any version changes to those standards and policies that they place on the website. It needs to be done by April 1st, and probably will be done before that date. Then they can pick that back up. Anything that happens in committee until then will just stay in committee until that process is done. If you do find that you cannot find something on the website, reach out to Hollie and Haley, those documents still exist but may not be where you usually find them. The meeting agendas and minutes will still be posted as they need to be by the rules.

They did have a tri-state comms exercise in Dubuque on Tuesday and it was a success. Nichols is still compiling the numbers on the attendees and the agencies that were in the room. However, the room was full and they had a great conversation that day. They exercised on communications capabilities for the tri-county, tri-state area of Wisconsin, Illinois, and Iowa (Grant County, Jo Daviess County, and Dubuque County). Nichols thanked Dubuque County for hosting. They talked about those three separate systems, a multi-agency response, and had a PACE planning presentation and workshop from ECC Chris Maiers.

For an update on the iMED/REMCDP grant project, there has been a six-month extension granted through March 28th, 2026. They did receive some great news that payments are also to resume, those have been paused since February. Nichols has been in contact with the grant working groups, DPS, DOT, and others to determine the best steps forward to implement that initial plan. Any questions can be directed towards Nichols, but they are starting a strategic plan on how they can make this happen by the end of March. They are diligently working to get this accomplished.

The ISICSB annual report is in a final draft and due to the legislature by January 1st. Nichols suspects it won't be posted to the website due to the review process, but after January 1st if anyone wants to see it you can request it through Hollie or Haley. It will also be in the ISICS Board meeting next month.

ECC Maiers also reached out about submitting the TA requests from October. Now that the government is back up and running, those should be submitted and hopefully those get approved and supported through CISA. Nichols concluded by wishing everyone a Merry Christmas and a Happy New Year.

Chris Maiers CISA Update

Chris Maiers was in attendance and had the following slide presentation. He added that in reference to the TA requests, they expect to see some action in January or February.

EMERGENCY COMMUNICATIONS COORDINATOR REPORT

DECEMBER 2025



Chris Maiers
December 11, 2025

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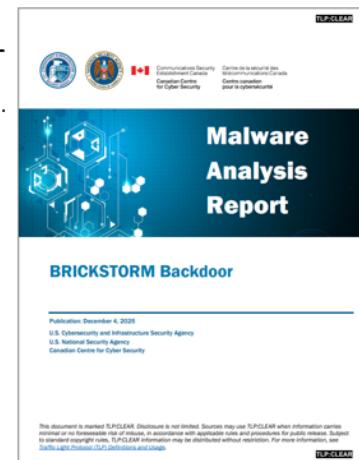
BRICKSTORM Backdoor Cyber Advisory

Notice:

- Multiple agencies assess People's Republic of China (PRC) state-sponsored cyber actors are using BRICKSTORM malware for long-term persistence on victim systems DNS-over-HTTPS (DoH).
- Victims/targets are typically government and information technology sector.

Response/Mitigation:

- Monitor edge network devices (routers, firewalls, etc.) & service accounts
- Report it to CISA if discovered.
- Upgrade VMware vSphere servers & harden environment.
- Segment network to limit remote desktop and limit privileges.
- Block unauthorized DoH providers and external DoH traffic.



Advisory linked at: <https://www.cisa.gov/news-events/analysis-reports/ar25-338a>

Chris Maiers
December 11, 2025

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OT Cybersecurity: Integrating AI Securely

Purpose:

- Demonstrate how operational technology (OT) owners and operators can help ensure the safety and security of AI systems in OT environments.

Key Steps:

- Understand AI unique risks and potential impacts & the need to educate personnel on these risks.
- Consider AI use for the specific business case and manage OT data security risks, vendors, and the challenges of AI integration.
- Establish AI governance & assurance frameworks, integrate AI into existing security frameworks, continuously test and evaluate AI models, and consider regulatory compliance.
- Embed safety and security practices into AI and AI-enabled OT Systems via oversight for the safe operation and cybersecurity, transparency, and integrate AI into incident response plans.

Guide & Tool linked at: <https://www.cisa.gov/resources-tools/resources/principles-secure-integration-artificial-intelligence-operational-technology>



Chris Maiers
December 11, 2025

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Mitigating Risks From Bulletproof Hosting

Advisory:

- Cybercriminal actors are increasingly using bulletproof hosting (BPH) infrastructure to support cyber operations.
 - Ransomware, data extortion, and denial of service (DoS) attacks.
- “Bulletproof” for cybercriminals because the hosting providers do not engage in good faith with legal processes or address victim complaints of malicious activity.
- Used in fast flux techniques, command and control, malware delivery, phishing, and hosting illicit content.

Mitigation:

- Monitor network traffic and block malicious internet resources
- Work with ISPs for reporting, filtering, developing/updated malicious site lists.



Linked at: <https://www.cisa.gov/resources-tools/resources/bulletproof-defense-mitigating-risks-bulletproof-hosting-providers>



Chris Maiers
December 11, 2025

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For more information:

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

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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

None.

Next meeting date will be January 8th, 2026, 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 Tom Berger.

Meeting adjourned at 9:54 AM.

Cara Sorrells, Secretary