

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, January 8th, 2026 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 Collins	Present
	Jacob Reineke	Present
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	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	
Iowa Department of Public Safety (IDPS)	Josh Duden	Present
	Robert Johannesen	
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	Tom Weibel	Absent
	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
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
Patrick Kazeze, ICN
Hollie Davidson, ISICSB
Luke Erpelding, Iowa Dept of Public Safety
Brad Button, Des Moines PD
Jessica George-Rethwisch, Dubuque Co Comm
Nick Laning, Advocacy Strategies
Doug McCasland, Warren County 911
Thomas Millikin, Ottumwa PD
Todd Malone, SECC
Jeff Bernatz, Chickasaw County EMA
Nick Brockman, Polk County SO
Eric Porter, ICN
Doug Farrell, ICN
Hannah Short, Unity Point Health Des Moines

Tom Holladay, RACOM
Jeff Yates, WahlTek
Chelsea Hoyer
Marie Carlson, Zetron
Shelby County Emergency Management
Amber Paull
Marie Carlson, Zetron
Michelle Campbell, SECC
Heath Hove, Iowa Dept of Public Safety
Heather Hahn, Cerro Gordo County SO
Paul Clark
Cass County
Chase Clark
Samantha Rumph
Terry McClannahan, Dallas County SO
Chris Maiers, CISA
Melinda Beekman
Luke Kephart
Stacen Gross, GeoComm
Nichole Neumann, Sac County 911
Dwayne Brown Jr., Cedar County
Bill Burnett, Comtech
Stephanie DeVault, ICN
Adam Suter, Polk County SO

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 Cara Sorrells. 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 Adam Welp to approve the minutes of December 11th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- MOU for withholding still available for any counties interested

- Following counties have not remitted payment:
 - Butler, Jefferson, Kossuth
- 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
- Data Center Move Update – Comtech/Allerium

DeRouchey explained that January is the month that they are in the process of receiving surcharge remittance from carriers. Then later in the month they will be making quarterly payments out to the 911 service boards. Nothing has changed from the standpoint that they are anticipating needing to invoice counties for shortfalls at the state level, similar to the first quarter of the fiscal year. If anyone is still interested in pursuing memorandums of understanding with their office that allows them to withhold that invoiced amount on the front end, that is still an opportunity that is open. They ended up with about 36 counties that signed an MOU last quarter, and those are still in effect. For those 36 counties they will just withhold the corrected amount on the front end, so they don't have to go back and forth with paperwork and checks.

There are three counties yet to pay their invoice from quarter 1 of the fiscal year and he has been in contact with all of them. They are all in the process of getting it remitted to them, so they are hoping to have those prior to the subsequent quarterly payment process getting underway.

Next was the update to the Chapter 10 administrative rules which govern 911, and the notice of intended action was in the December 24th bulletin. There were no changes from the regulatory analysis. It is currently open for public comments and those are due January 13th, 2026. There are also public hearings on January 13th and 14th, if you want to make public comments in person. As a reminder, there are three phases of the rule making process. This is the second of the three phases. If you have any recommended changes continue to get those to their office and they can consider them.

The last bullet point was an update on the data center move and DeRouchey turned it over to Bill Burnett from Comtech to present the following slides:

Iowa Data Center Project Status – Bill Burnett Comtech

Overall goal for the next 6 months

We will be adding the 3rd data center (Raleigh) in the coming months. Once Raleigh has passed all testing, and performance benchmarks, we will add live 911 traffic to the new Raleigh data center and monitor. At that point, there will be 3 data centers taking live 911 traffic: West Des Moines, Davenport and Raleigh. We will allow traffic on all three until all testing, performance benchmarks and soak periods are complete.

- Once testing and performance benchmarks are satisfied, we will move traffic off West Des Moines. At this point, all 911 traffic will be on the Raleigh and Davenport data centers. This is expected to be completed by June 30, 2026.

Upcoming milestones

- OSP testing: We will be starting testing soon for migrations to the Raleigh data center
- PSAP testing: once we have a single circuit connected end-to-end, we will begin testing with Zetron.
 - Every PSAP on the Zetron State system will be tested individually, to ensure both voice and text traffic reaches your PSAP properly.
- Once Zetron testing is complete, we will begin testing with other PSAP CHE vendors.
 - Every PSAP will be tested individually, to ensure both voice and text traffic reaches your PSAP properly.
- PSAP migrations: to the new Raleigh data center will begin after all circuits are in place and tested for failover redundancy, critical performance benchmarks, etc.
 - We will start PSAP migrations with Zetron
 - Other PSAP CHE vendors to follow

MSRP/Text IP change

We are having some delays with anticipated circuit vendor install dates

As a result of circuit installation delays, we have decided to migrate text at the same time we migrate voice. This was not the original plan, but there are no concerns migrating both at the same time.

- CHE vendors to add text IP's to their firewall access
 - If you are on Zetron, no action needed, this will be taken care of for you by Zetron.
 - I will send emails today/tomorrow to the other CHE vendors, providing clear instruction. I will cc the PSAP primary contact on those emails.

- Solacom, Viper, Central Square, Emergitech, Emergency Call Works
- Please note: When we test with your PSAP's vendor, we will be testing these IP changes, both text and voice, among other things. If your CHE vendor does not get this completed prior to your test date, it will delay testing efforts, but Comtech will not put your PSAP at risk. We will not migrate your PSAP until this is completed by your vendor and passes all testing.

When will PSAP testing and migrations begin?

- We are encountering some delays to circuit installations, so we are currently re-evaluating dates for these milestones
 - Individual PSAP testing
 - Individual PSAP migrations
- We hope to have estimated dates for PSAP testing, next week.
- PSAP migration dates will be provided at a later time. Dependent on how long testing takes.
- We will be cognizant to provide your CHE vendors adequate notice so they can secure resources for testing.

Outstanding Annual Forms

- **Service Board Membership (10)**

Clay, Emmet, Fremont, Humboldt, Ida, Johnson, Keokuk, Kossuth, Osceola, Scott

- **Expenditure Collection Form (12)**

Buchanan, Butler, Clay, Emmet, Fremont, Humboldt, Ida, Jefferson, Keokuk, Osceola, Scott, DPS

- **PSAP Update Forms (17)**

Clay, DPS (4), Emmet, Fremont, Ida, Keokuk, Mahaska, Mitchell, Monona, Osceola, Palo Alto, Ringgold, Scott, Wapello Co SO, Wright

If you are listed here, please get your annual forms submitted. As a reminder, the expenditure collection form had an administrative deadline of January 1st, 2026. These twelve remaining need to remit the form prior to the legal deadline, which is in March, before they would have to start withholding surcharge funds.

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 – 100% 321,000

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

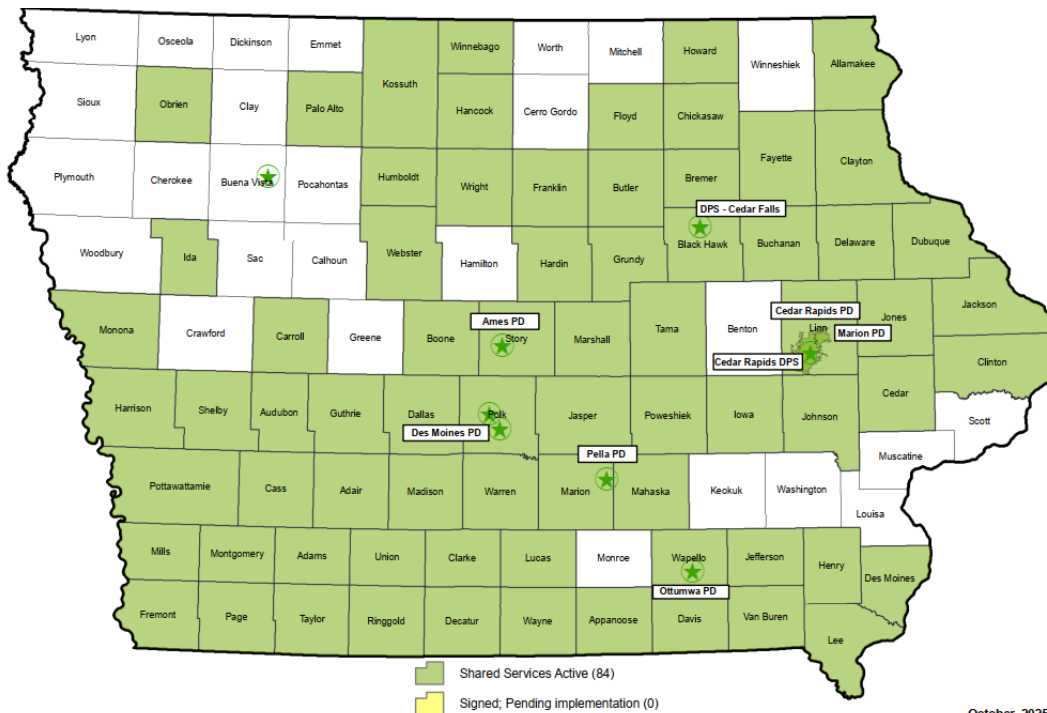
- \$100,000 Annually (FY 2026)
- Current Amount Available: \$33,943.20
- Requested:
 - Cerro Gordo Co: American Emergency Preparedness – \$13,400
 - What if it was your family
 - It's ok to laugh
 - Tactical dispatching
- Amount Remaining if Approved
 - \$20,543.20

There is one training request for consideration from Cerro Gordo County for \$13,400. It is for three separate courses over three days February 23rd – 25th, 2026. It is being delivered by American Emergency Preparedness. If approved there would be \$20,543.20 left in the public education/training fund. There is a standing approval for APCO and NENA for Spring Conference training for \$10,000 of that amount. They may not request the full \$5,000 each, and they have not turned in their applications yet. DeRouchey just wanted to make everyone aware of what is left and note that fund has been utilized well this year.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

- Update on Comtech Host Move:
 - Zetron and Comtech will test in the Shared Services Lab in Feb.
 - Reminder: no need to reach out to Zetron or RACOM for any MAX Call Taking systems(including non-Iowa Shared Services.) We are managing everything.
- 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 with your ideas/topics.
- By end of January, we will have integrated Shared Services PSAPs with Prepared911, GovWorx and RapidSOS AI solutions. If interested in AI, reach out to Marie at Marie.Carlson@zetron.com.



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:

SUMMARY	
Total Branches	55
Total Users	671
Total Courses Enrolled	11,726
Total Courses Completed	7,131

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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 training fund request from Cerro Gordo County for American Emergency Preparedness training in the amount of \$13,400. The trainings are "What if it was your family?", "Tactical Dispatching", and "It's OK to laugh". Heather Hahn was online to address any questions in regard to the training request. They held training last year from this presenter and it was good training and well received. They asked them back this year and are trying to touch on different aspects of training each day. Motion by Rob Dehnert to approve the training request. Seconded by Cara Sorrells. All ayes. Passed.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols stated that she just had two short announcements. Everything seems to be going well and in January she is trying to promote ISICS minimum programming requirements at the interoperable committee meetings she attends. That includes the RICs and any communications supervisor group meetings. The purposes of programming to minimum

standards is so that subscriber equipment will have the needed resources when responding to any emergent or planned interoperable event in Iowa for those ISICS users.

Next was an update on the iMED/REMCDP grant project. Funds have been released and since the February pause, the grant team has reconvened. They have Mark Miller back and they are working diligently to complete this project by their new deadline which is March 28th, 2026. This is an important date to note as the new deadline after a six-month extension. The project is meant to increase rural emergency communications and the scope of the project is Region 1. If anyone has any questions, please reach out to her.

Chris Maiers CISA Update

Chris Maiers was in attendance and had the following slide presentation.



Russian Hackivists Targeting Infrastructure

Notice:

- Multiple domestic and international agencies assess pro-Russia hacktivist groups conducting less sophisticated, low-impact attacks against critical infrastructure entities.
- Attacks use minimally secured, internet-facing virtual network computing (VNC) connections to gain access.
- Groups seek notoriety and often make false or exaggerated claims about their attacks.

Response/Mitigation:

- Reduce exposure of OT assets to the public-facing internet.
- Adopt mature asset management processes, including mapping data flows and access points.
- Ensure that OT assets are using robust authentication procedures.



Advisory linked at: <https://www.cisa.gov/news-events/cybersecurity-advisories/aa25-343a>



Chris Maiers
January 8, 2026

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Region 7 Water Cyber & Protective Webinar

Objectives:

- Establish a common understanding of cyber and physical threats and vulnerabilities confronting water and wastewater systems.
- Promote utilization of EPA and CISA cybersecurity and physical protection assistance and resources.
- Increase coordination and information sharing across regional water and wastewater sector organizations.

Registration:

- No fee
- Limited to 1000 virtual participants
- Closes on Tuesday, January 27, 2026, at 12:00 p.m. CST



Chris Maiers
January 8, 2026

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Regional News of Note

Technical Assistance News:

- Tri-State Communications TTX – Delivered Dec 2025.
- Illinois
 - SCIP refresh on-going.
- Iowa
 - Requests being assessed.
- Missouri
 - State-sponsored COMT in Jefferson City - February 23-27, 2026
- Kansas
 - Governance document development for Interoperability Advisory Committee
- Nebraska
 - Requests being assessed.



Chris Maiers
January 8, 2026

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For more information:

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

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Legislative Issues

Chris Collins, Iowa NENA President introduced Nick Laning from Advocacy Strategies. Collins shared that as they ramp up for the 2026 legislative session, he was pleased to announce that they've already created educational documents to share with the local legislators, the 911

community, and the community as a whole. He was also proud to share that they have had nine statewide associations backing their public-safety coalition initiative with the surcharge increase.

Laning thanked the 911 Council for having him online today and gave a quick update. They pulled together a public-safety coalition backing a surcharge proposal of an increase from a dollar to \$1.15. It would also have automatic 2% increases administered by rule there forward. It also removes the language from the Standings Bill last year, as well as adjusting the formula for two years to help with the upgrades and data migration that you were just hearing about for HSEMD for two years. Many of you are members of the groups that are supporting this, and Laning thanked those members. It is APCO/NENA, the Professional Firefighters, Volunteer Firefighters, the League of Cities, ISSDA, the Police Chiefs, ISAC, Emergency Management, and a couple of others. It is a large group that is pushing this and they have bills in drafting on both sides of the legislature. He checked yesterday, and they do not have language back yet. There will be discussions at the legislature and there has been positive feedback on it so far. There is the dissentiment that it is a fee increase, but after the Standings provision and the line-item veto campaign last year, a lot of lawmakers have a sentiment to want to get something done on this. They are hopeful; but in a year where they are dealing with a huge budget shortfall, property tax reform, and eminent domain fight they will see how much oxygen there is at the state house.

The other piece Laning wanted to flag, was that they do continue to hear that there will be some discussions on 911 consolidation. What they have largely heard is in-county consolidation, Polk and Linn are being thrown around as examples. They have pushed back with the feasibility of this as well as the cost, with some lawmakers. It is yet to be seen what is actually going to come forward in language, but it could be tied to the property reform discussion. These are issues that this community is going to be dealing with this legislative session, and he urged everyone to be ready to engage and educate lawmakers on the impacts of the good with the surcharge increase, and also possibly the bad in the consolidation discussions.

Chris Collins added that there is a one-pager educational document available on the Iowa APCO/NENA web page under legislative updates.

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 February 12th, 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 Chris Collins. Seconded by Josh Duden.

Meeting adjourned at 10:00 AM.

Cara Sorrells, Secretary