

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

	<p><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, December 12<sup>th</sup>, 2019</b>  <b>Des Moines Parks and Rec Board Room</b>  <b>Des Moines, Iowa</b></p>
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**Call to Order**

The meeting was called to order by Chair Rob Rotter at 9:00 A.M. and a quorum was determined from the roll call.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyns	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	
Iowa Geographic Information Council	Lawrence Hartpence	Absent
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Present
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	Present
alternate	vacant	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Absent
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
alternate	Pat Snyder	
Iowa Telephone Association >15,000	James Chambers	Present
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	Bernardo Granwehr	Absent
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present

**Guests:**

Hollie Davidson, ISICSB	Mike Lauer, ICN
Doug McCasland, Warren County 911	Chris Maiers, ISICSB SWIC

Cody Brink, Zetron  
Duane Vos, RACOM  
Joel Martin, Iowa Utilities Board  
Brad Button, Des Moines PD  
Shawn Wagner, ISICSB  
Connie Stufflebeem, DPS  
Brent Long, Polk County SO  
Tammy Rodriguez, ICN  
Mike Becker, SECC

Christin Mechler, Legislative Services  
Diane Sefrit, SCI  
Stephen Rodriguez, ICN  
Tara Ganpat-Puffett, IUB  
Jason Study, Pottawattamie Co 911  
Stacen Gross, Geo-Comm  
Jeff Zogg, National Weather Service  
Brian Flynn, Motorola  
Allie Bright, 911 Program Planner

**Guest present by teleconference:**

Bill Burnett, Comtech  
Sarah McClure, Ames PD  
Cheryl Eklofe, Mahaska Co SO

Amanda Roush, Story County 911  
Cherese Sexe, Humboldt County 911

**Introductions**

Chair Rob Rotter welcomed everyone. Board members in attendance introduced themselves.

**Approve the Agenda**

Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by George Griffith to approve the agenda. Seconded by Mark Murphy. All ayes. Passed.

**Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by James Chambers. Seconded by George Griffith to approve the minutes of November 14th, 2019. All ayes. Passed.

**State of Iowa Administrator Reports (Blake DeRouchey)**

**Program Manager Report**

- Reminder of Forms:
  - PSAP, 911 service board, GIS, and emergency communications POC updates
  - Expenditure collection form update
  - Service board membership update
- Admin rule adding Sheriffs and police chiefs (HF516)
  - Bylaw updates
- Local 911 budget form and instructions updated and sent out
- Legislative annual report drafted
- Allie Bright started last month

**2020 GIS Information**

Deadline for period 1 submission: December 31

- Few weeks remain for period 1
- All counties remain eligible for \$6,000 from Jan-Jun submissions

- Benchmarks:
  - Upload within the period (Jul-Dec)
  - 98% GIS
  - 95% ALI to Road Center Line
- November:
  - 11 Counties
  - \$84,000
- Total FY20:
  - 54 Counties
  - \$360,000
- FY19:
  - 57 Counties
  - \$390,000

#### Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$36,744.07
- Approved: \$52,544.50
- Still to Consider
  - NENA Spring: \$5,000
  - APCO Spring: \$5,000
- Remaining: \$1,211.43

Blake advised that they were no longer taking applications for training. The application was closed and taken down off the website.

#### Consolidation Updates

- Zetron/Shared Services – Cody Brink, Zetron
- Wireline – Bill Burnett, Comtech (by phone)

Cody Brink reported that they just cut over Des Moines DPS. Blake added that with Des Moines DPS being the last route option for wireless calls they did add additional redundancy. All the initial redundancies that were put in place are also still there. Bill Burnett thanked those PSAPs who had responded to the Outreach forms they sent out in but stated a good portion still need to send those in. The initial request was sent out in October and Bill sent it out again about two weeks ago if you need to find it in your email. They would like to see your response before the holidays.

Burnett also advised an issue has come up with ESN duplication with the statewide ALI and they will have to mitigate that. Blake explained ESN duplication is fine when the PSAPs are all on different selective routers but going forward they are going to have to clean that up. Comtech is planning to have a conference call with those who have stand alone ALI databases.

They are also still working through the list of PSAP cut priorities. They expect to announce the cut over schedule in January but the initial/first PSAP cut over is expected in May of 2020.

### **Training Funds Request**

None.

### **Technical Advisory**

Jack DeAngelo reported on Kari's Law and how new MLTS systems must comply by February 16<sup>th</sup>, 2020. This requires that "a dispatchable location is conveyed with a 9-1-1 call, regardless of the technological platform used and including with calls from multi-line telephone systems." DeAngelo explained that older existing systems were grandfathered in unless the software could be changed, or they were moved and reinstalled. This is a direct result of Hank Hunt who championed legislation for his daughter, Kari, who was murdered by her estranged husband in a Marshall, Texas hotel room. Her then nine-year old daughter tried to call 911 four times. She tried as she was taught to do but her calls for help never went through because the hotel's phone system required guests to dial 9 before calling 911.

### **SWIC Chris Maiers gave the following update**

SWIC Maiers gave an update on the PSAP grant. Maiers said they are ordering one more control station for a PSAP that notified them they wanted equipment through the grant. That will hopefully be ordered before year's end or shortly after. Test calls are ongoing, and they have about 17 or so yet to answer the test calls. Most of those PSAPs are waiting to get parts for their desired install. They are working with them on that because they understand every PSAP has a lot going on. There is more training coming up on the use of the consolettes and control stations. The session at Mason City was a success. January 8<sup>th</sup> they will have one in Hiawatha and there will be a follow up one in Region 2 in Decorah on January 16<sup>th</sup>. Additionally, any PSAPs can request a one-on-one training on the consolettes and control stations. He has visited several so far with Robby Johannesen from Cedar Rapids/Cedar Falls State Radio. They can focus on the installation at each PSAP and roll through actual scenarios as well.

Last month's applications for ISICS access were approved including Palo Alto EMA at Level 1, Fayette County at Level 1 and Lee County at Level 2. Applications up for approval today include Adams County an update to Level 3, Cass County an update to Level 2, Iowa Department of Corrections at Clarinda Level 2, Iowa Department of Corrections at Ft. Madison Level 4, the City of Osceola Level 1, Van Buren County 911 Level 2 and Monona County an update to Level 3 to add school radios.

As an update to StatusBoard, they have the database built. They are now working on the front end. Under the training update they have made the PSAP cybersecurity webinar available for download. The link has been alive for quite some time and if you need it, please let him know. They have another course that is going to be offered, Incident Tactical Dispatcher, and that will be offered at the Carroll County Conservation Center January 27<sup>th</sup> – 30<sup>th</sup>.

Lastly Maiers advised he will be out of the office from December 23<sup>rd</sup> – January 2<sup>nd</sup>. He will still be answering his phone and email during this time so if you need something please call or email.

### **Jim Lundsted Update**

None. Jim Lundsted was absent, but George Griffith did share some information on a recent Malware attack that he had been made aware of. Chair Rotter mentioned that after the dust settles it would be nice to see some information on what went wrong and how it was remedied.

### **34A Update**

Tracey Bearden reported that they would be starting to go over the Peer Assessment beginning the first of the year. She has discussed with Blake best practices and developing best practices for the state of Iowa. They have identified individuals to assist with this and have been or will be reaching out to them. Bearden stated if you expressed an interest and haven't heard from her, yet she will be reaching out but feel free to contact herself or Blake. They will also determine leadership for the different areas and Bearden or that leader may be reaching out to you.

### **Baseline Knowledge for 911 Communications**

Jamey Robinson was absent, but Chair Rotter advised they were very close to completing a final report and they would be looking to present it at the Council meeting in January.

### **Legislative Issues**

None.

### **Unfinished Business**

On the agenda was the discussion and possible action on policy changes pertaining to training funds requests. George Griffith began the conversation with stating there should be some commitment from the agency that hosts the training. Chair Rotter had suggested keeping it simple and asking for a 25% match. Blake agreed that simpler is better and a 25%/75% approach is much easier for them to manage versus an example of a per student approach. The Chair asked the Council to take some time and see if there was any additional language that was needed and to draft a sample that would be sent out for review and possible approval.

Mike Bryant had some concerns about the formality of the Council training and Public Education language and if the Council was doing its job. He referred to the 33% figure and splitting it out. Blake does it but not in a formal sense, it is an internal document only. Bryant was just concerned that there may be more that the Council should be doing.

### **New Business**

Tracey Bearden and Angie Dobyms related that February 5<sup>th</sup>, 2020 will be the APCO/NENA 911 Day on the Hill at the Capitol to legislatively try to recognize telecommunicators as first responders. Both organizations are working with their lobbyist which is Advocacy Strategies. Chair Rotter emphasized the need to contact your local legislators.

Mike Bryant mentioned that the IFA and IPFF are having a joint day at the Capitol on January 16<sup>th</sup> and they are focusing on pensions, fire retardant issues and making EMS an essential service.

George Griffith advised the Joint Public Safety Board was also working on implementing "Blue Alerts" to aid in the apprehension of a person suspected of killing or seriously injuring a peace officer in the line of duty or due to safety concerns for a peace officer missing while on duty.

Mark Murphy related that 4 out of 5 weeks in his area they have had a T1 line cut which has impacted their radio system. They did not get much response from the phone companies. One day it did take down 911 for one of the small communities. The phone company representatives on the Council offered to see if there was anything they could do to help.

### **Travel Requests**

None.

### **Business from the Floor / 911 Issues at the PSAPs**

None.

### **Business from the Phone**

None.

Next meeting date will be January 9<sup>th</sup>, 2020 at 9:00 AM at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

Mark Murphy made a motion to adjourn. Seconded by Tracey Bearden. Motion carried.

Meeting adjourned at 9:48 A.M.

Cara Sorrells, Secretary