

*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, November 14<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 Dobyms	By Phone
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	
Iowa Geographic Information Council	Lawrence Hartpence	Present
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	By Phone
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	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Excused
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, E911 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  
John Drury, CenturyLink  
Diane Sefrit, SCI  
Gary Johansen, CenturyLink  
Jon Osborne, CenturyLink  
Brad Button, Des Moines PD  
Tara Ganpat-Puffett, IUB

Christin Mechler, Legislative Services  
Amanda Roush, Story County 911  
Crystal McIntyre, Warren County BOS/911  
Joel Martin, Iowa Utilities Board  
Stephen Rodriguez, ICN  
Andy Buffington, Hancock County 911  
Curtis Pion, Polk County SO  
Shawn Wagner, ISICSB

**Guest present by teleconference:**

Jamey Robinson, Mahaska County 911  
Sarah McClure, Ames PD

Bill Burnett, Comtech

**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 with an amendment from Tracey Bearden to include the request for training funds from Iowa APCO for Fall Conference training expenses of \$500. Motion by Tracey Bearden to approve the amended agenda. Seconded by Jeff Anderson. All ayes. Passed.

**Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Tracey Bearden. Seconded by Lawrence Hartpence to approve the minutes of October 10th, 2019. All ayes. Passed.

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

Program Manager Report

- Financials
- Wireline Process
  - ALI onboarding
  - Training
  - ALI scrub
  - Carrier Dual Provisioning Apr-May
  - May go-lives
  - Completed in August
- Text Transfers
  - #T XXXX (PSAP FCC Number)
- Admin Rule adding Sheriffs and police chiefs: Nov 20

Blake advised during the financial report that they are still withholding 35% of funds from Chickasaw County. This is due to them not submitting their expenditure report from 2018 and it is the third payment that they have withheld. They are withholding around \$30,000 total and they have until March to submit that otherwise they lose it permanently.

## 2020 GIS Information

Deadline for period 1 submission: December 31

- Benchmarks:
  - Upload within the period (Jul-Dec)
  - 98% GIS
  - 95% ALI to Road Center Line
- October:
  - 10 Counties
  - \$72,000
- Total FY20:
  - 42 Counties
  - \$276,000

## Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$13,244.07
- Approved: \$51,200.00
- Remaining: \$35,555.93
- Requested: \$28,975.93
  - NENA Fall Conference Speaker: \$3,250 (out of standing \$5,000)
  - Linn County: \$12,000 Complacency, Cannibalism and Critical Thinking
  - APCO Post Spring Conference Training: \$5,725 Power of Peer Support
  - Cerro Gordo County: \$8,000 911's Least Wanted/Am I Just a Dispatcher?

Remaining After Approval: \$6,580.93

- Still to Consider
  - APCO Fall: \$500 (need to formally approve)
  - NENA Spring: \$5,000
  - APCO Spring: \$5,000
- Potential deficit: **\$3,919.07**

Blake advised that a prior training that was approved for Hancock County (The Good, the Bad and the Ugly) for \$18,000 it was discovered that one day in particular dropped below the minimum participation and will be discussed later on in the meeting under training approval.

## Consolidation Updates

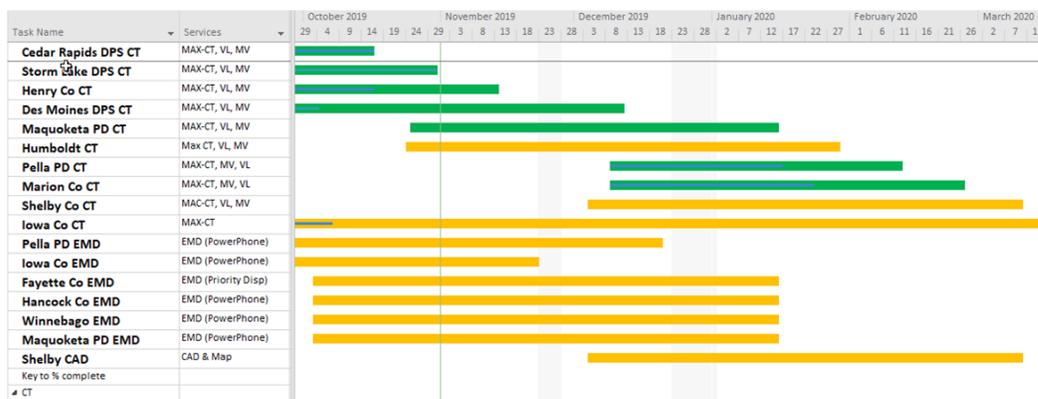
- Wireline – Mike Lauer, ICN (no report)
- Zetron/Shared Services – Cody Brink, Zetron

# Program Updates

- Henry Co live Nov 13 for total 10 PSAPs on Iowa Hosted Shared Services.
- Des Moines DPS/Johnston Armory going live in December.
- Continuing to average adding 2 PSAPs live per month.

The Power to Respond

## Deployment Timelines



Green: Actively working towards confirmed date. Yellow: Target date. Still being confirmed. Black: Probable timeframe depending on dependencies still being worked or on hold and new date not determined.

Cody Brink presented the above slides concerning the updates on deployment of the shared services. He also mentioned that they will be at the ISSDA Winter School in Des Moines. They will have a booth with demos available for those who haven't seen it yet.

### Training Funds Request

Chair Rotter began with stating again that if all the requested training was approved we would have a deficit of approximately \$4,000 and there would be no money left for Council travel. The first item discussed was the issue with the attendees at Hancock County. Andy Buffington addressed the Council and explained that they had the appropriate number of registrants, but on that Tuesday in question, they had four no shows. If they would have known they had less than the minimum attendees they would have cancelled the class entirely because of the cost involved. They were excited about getting that quality of training in their area and they only had thirteen register. Buffington advised that Jennifer Roberts did an excellent job getting the word out. Chair Rotter appreciated Buffington's issue and advised that "first of all, putting on training is a job in itself and you do what you can to promote it. You have people sign up and think it's a go and you go forward, and then this happens and I know it's out of your control. I really obviously don't know how to handle things like that because if a county or an

organization applies for the training are they essentially becoming the insurer of that training cost if people don't show up? I can just tell you that for Iowa County if something like that happened and we had to pay for it, it would be devastating to our budget no question."

There was discussion and some ideas on what to do moving forward. Bearden suggested tightening the language about cancelling the class if they fail to meet the minimum prior to the training. Mike Bryant made a motion to deal with it in two parts, with the first being not penalizing Hancock County since it was out of their hands, and then to figure out the second part later. Sarah McClure was on the phone and asked if ten registered attendees is enough? SWIC Chris Maiers also addressed the Council and spoke on recent training that they have held, where they have fallen below the minimum number of students required to the class for a day, and they were able to work it out with their training provider. This was a federally provided course, but there was an understanding that in public safety there's times where attendees may get called to work because of the nature of this job. The way they had it worked out was that if they had some sort of verification that this student's getting called away because he or she may have to fulfill work obligations that may not have been apparent when they signed up for the course, and it was done in good faith and they have some sort of documentation that it's generally ok and they can make up that class if they need to get a finished certificate for whatever reason. They've worked through those processes with them in the past and if the Council would like to see what they've had to work through he is certainly willing to provide that information offline. Buffington spoke again and suggested having the agencies pay a percentage of it. A cost share or some "skin in the game" might make requesting agencies more thoughtful. Chair Rotter suggested those agencies sending attendees to training may also need to have some "skin in the game". Chair Rotter asked the Council to do some homework and throw some ideas together over the next couple of weeks. He asked that they hash them out and bring something to the next meeting. There was still a motion on the floor and Mike Bryant restated his motion was to not penalize Hancock County for this particular training. Lawrence Hartpence seconded the motion. All ayes. Motion carries.

The Council then moved onto the new training requests. Chair Rotter asked DeRouchey if \$1,000 held back should cover travel costs. DeRouchey thought that would be pretty close and said as a fall back they should be able to do what they did previously and that was to pay travel out of their administrative costs. That would make the potential deficit \$4,919.07. The standing amount for APCO and NENA were discussed briefly and if they would be using the whole amount for speakers for the Spring Conference. NENA was unknown and Angie Dobyms was on the phone for APCO and she advised their speaker was \$4,500. There was a lot of further discussion and calculations on how to fund the below three proposed training requests.

- Linn County: \$12,000 Complacency, Cannibalism and Critical Thinking
- APCO Post Spring Conference Training: \$5,725 Power of Peer Support
- Cerro Gordo County: \$8,000 911's Least Wanted/Am I Just a Dispatcher?

Mike Bryant proposed a percentage based payment. If we funded them each by 82% Linn County would be awarded \$9,840 of the \$12,000, APCO would be awarded \$4694.50 of the \$5,725 and Cerro Gordo County \$6,560 of the \$8,000. James Chambers makes a motion to approve the 82% funding with an option to make the funding whole if there is money left over. Jeff Anderson seconded the motion. All ayes. Passed.

### **Technical Advisory**

None.

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

SWIC Maiers gave an update on the PSAP grant. Maiers said they have a fix for the some of the control stations that had technical issues with the consoles they were being paired with. That software fix should be out within the next week or so. That software fix should work out nicely for those two affected PSAPs. Test calls are on-going and they have another slate of calls scheduled for next week. They have about 25 PSAPs that have yet to answer those test calls. This is good progress considering they ordered about 100 of them. The main reason for the no answers as of yet has been that the PSAPs have not had a chance to get their equipment installed. They are working with them on that because vendor timelines sometimes are difficult to get in. They fully understand that and are being very flexible with them. There is more training coming up on the use of the consolettes and control stations December 4<sup>th</sup> at the Mason City Sheriff's Office from 10:00 – 12:00. That is open to frontline dispatchers as well as anyone else with some curiosity on how the network works and what it can be used for.

Last month's applications for ISICS access were approved including Cerro Gordo County Sheriff's Office Level 3, Coulter Fire Department Level 1, Taylor County Level 2 and Wings Air Rescue Level 2. Applications up for approval today include Palo Alto EMA at Level 1, Fayette County at Level 1 and Lee County at Level 2.

Their work to get StatusBoard active in Iowa continues. They were able to obtain the source code from Minnesota. They have it downloaded and it is a sizeable set of files. They are working on building the database and once they get the database built at that point they need to compile the code and it should be in a workable form for them. They are working on identifying some PSAPs that might be good pilots to test it out and the target for the release is still some time in the first quarter of 2020.

Lastly under the training update they have made the PSAP cybersecurity webinar available for download. There were some issues with the previous version in that video where the audio and video would skip ahead a little bit. That has been remedied and they have the updated version posted online. The COML class is next week in Burlington at the police department November 19<sup>th</sup> – 21<sup>st</sup>. They have another course that is going to be officially released for sign up in the next day or so and that would be Incident Tactical Dispatcher. That will be offered at the Carroll County Conservation Center January 27<sup>th</sup> – 30<sup>th</sup>.

### **Jim Lundsted Update**

None.

## **Baseline Knowledge for 911 Communications**

Jamey Robinson was on the phone and gave an update. At their last meeting they finished up their perspective on the parameters of it and they are drafting something to present to the 911 Council hopefully at the next 911 Council meeting. They have had some great conversations and have a good idea what they want to present to the Council.

## **34A Update**

Tracey Bearden wanted to recommend something that came out of the Best Practices workshop. It was suggested that they would like to have two committees. The first one would be for best practices, where they would lean on Blake to identify experts in each of the areas where best practices need to be developed. Then the 34A committee will continue on and look at the Peer Assessment. They are asking for the two separate committees to distinguish and to focus on the individual tasks at hand. Chair Rotter asked if anyone would want to volunteer for such a committee. Bearden advised she would work with Blake in the different areas to identify experts and then they could reach out to those individuals. Hopefully at the next meeting they can come back with some individuals who can help guide that process. Chair Rotter reminded those in attendance that committees have an open door policy and people are welcome to participate. If anyone can bring expertise to such a committee, it is not limited to Council members only.

Bearden concluded with saying that they did send a letter to the director of Iowa Homeland Security and they would like individual service boards and PSAPs to come forth with support of the Hospitals change of language to Chapter 34A. She asked that they write letters to the state requesting that change and to show support of the legislative change. She was willing to share the letter that they sent with anyone who would need it. They do support it but they believe it's a local fueled issue. Blake DeRouchey added just to be clear, that they would not be bringing that forward so that probably needs to be more of a sponsored bill by APCO, NENA or one of the Sheriff's Deputies Associations. They are not against it, but because it is totally about local governance, it would almost be illogical and shouldn't be a State entity bringing forward a proposal for changing local governance. Chair Rotter suggested the Hospital Association might be the proper agency to bring that forward. Bearden thought Advocacy Strategies might be able to help guide it at well. DeRouchey relayed that the letter also reiterated the standing policy that his office did send out about a year and a half ago that says as far as they are concerned this is the policy but as far as getting it codified this would need to be done.

Bearden advised they will start looking at the Peer Assessment at the beginning of the year.

## **Legislative Issues**

None.

Chair Rotter stated he will always try to anticipate bad weather moving into winter and he wants to avoid calling off a meeting due to weather that morning when people are already in their cars. They will do their best to identify weather situations ahead of time and get the word out that a meeting was cancelled the night before the scheduled meeting.

### **Unfinished Business**

None.

### **New Business**

None.

### **Travel Requests**

None.

Mike Bryant complimented the Council and their participation. He appreciated the lack of controversy and the amount of things getting done. He contributed that in part to Blake DeRouchev and his leadership and transparency. Things are working and going good.

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

None.

### **Business from the Phone**

None.

Next meeting date will be December 12<sup>th</sup>, 2019 at 9:00 AM at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

James Chambers made a motion to adjourn. Seconded by Mike Bryant. Motion carried.

Meeting adjourned at 9:59 A.M.

Cara Sorrells, Secretary