

*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, August 13<sup>th</sup>, 2020</b>  <b>9:00 – 10:15 AM</b>  <b>Virtual Meeting via Internet/Phone</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	Present
Iowa Geographic Information Council	Lawrence Hartpence	Absent
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	Present
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Absent
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Excused
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Present
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	Absent
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	Taylor Tippell	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	John McCormally	Absent
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present

**Guests also present by teleconference:**

Hollie Davidson, ISICSB  
Chris Maiers, ISICSB SWIC  
Brent Long, Polk County SO  
John Drury, CenturyLink  
Jon Osborne, CenturyLink  
Jim Lundsted, CISA  
Diane Sefrit, SCI 911  
Doug McCasland, Warren County 911  
Jeff Bernatz, Chickasaw County EMA  
Tammy Rodriguez, ICN  
Darin Riney, Westcom  
Kenneth Weber, Harlan Municipal Utilities  
Shari Schmitz, Motorola  
David Ness  
Erin Petersen  
Fiona Johnson  
Drew Fioranelli, Datamark  
Marilyn Stayner, Worth County 911  
Kathy Herrick, Floyd County 911

Mike Lauer, ICN  
Brad Button, Des Moines PD  
Allie Bright, 911 Program Planner  
Bill Burnett, Comtech  
Cheryl Eklofe, Mahaska County SO  
Cody Brink, Zetron  
Stacen Gross, GeoComm  
Mark Van Hooser, Buena Vista County 911  
Bobbie Wells, Sac County 911  
Jeremy Cremeans, Tama County EMA  
Thomas Millikin, Ottumwa PD  
Haley Nichols, ILEA  
Tom Lampe, ISICSB Chair  
Paul Trewin  
Jon Lubke  
Brenda Vande Voorde, Fayette County 911  
Jon Greene  
Amanda Pyle  
Jennifer Ackerman, Winnebago County

### **Introductions**

Chair Rob Rotter welcomed everyone. Board members in attendance introduced themselves. Chair Rotter began by acknowledging that Iowa, Public Safety and 911 have been handed another set of challenges with derecho in this wonderful year of 2020. "From what I am seeing, there are a lot of folks working in the 911 field that are working in some pretty primitive conditions right now using very old-school technology in some cases yet the resiliency of people that are charged with these tasks are doing an outstanding job and my hats off to 911 Communications persons throughout the state for keeping the ball rolling and getting everyone where they need to be and keeping the people of Iowa safe. I dare say I hope this is the last set of challenges that this year hands us, but I better be careful what I say."

### **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 Tracey Bearden. All ayes. Passed.

### **Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Secretary Cara Sorrells requested an amendment to include that Jack DeAngelo was present. Motion by Jeff Anderson to approve the minutes with the amendment. Seconded by George Griffith to approve the minutes of July 9th, 2020. All ayes. Passed.

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

#### Program Manager Report

- Financials
  - Quarterly Payments
  - End of Year Pass Through: \$17,379.31 Per PSAP

- Total Obligations/Encumbrances: \$7.3 Million (\$8.5 last year)
- 12.5% Catastrophic Reserve: \$3.8
- Total pass through amount: ~\$2 Million (~3.6 last year)
- Storm Update

HSEMD under ESF2 (Emergency Communications) worked with DPS and ISICS a couple times, once to get the STR trailer from Johnson County over to Benton County. Thanks to Curtis Walser and Johnson County for transporting it. And ISICS to get the ISICS radio system over to Illinois in support of Clinton County operations, at the request of local emergency management. Thanks to Chris Maiers for helping with that as well. They also engaged the FCC and they have a disaster information reporting system <https://www.fcc.gov/midwest-derecho>. It is most often used in a hurricane. It shows good detailed information on outages and it had not been used before in Iowa. Not all carriers are reporting at this point and it is voluntary but it does give a good idea of what is out there for cell sites. Details on the bottom explain why those sites are out. Most are because of power loss at the site or transport backhaul to the tower. Thanks to the FCC and Jim Lundsted of CISA for getting the ball rolling on this. They will have it daily going forward and will post it to web EOC.

Also, during the storm Johnson County is the back up PSAP for Cedar Rapids Joint Communications and in turn Cedar Rapids is the back up for Johnson County. Both centers were receiving a lot of calls and operators were very busy. Calls were going back and forth so they implemented an emergency policy routing Johnson County's overflow to Black Hawk county to alleviate the log jam. During the two-hour time frame before they put that in place Johnson County answered 269 calls that were normally intended for Cedar Rapids. That is on top of their own 911 traffic that was getting through. Quite a high number for those two hours that calls were going back and forth between the two centers. Overall, they have no records of a 911 call within the State's system, the ESInet, that got dropped. There were certainly probably calls that couldn't enter the 911 system in Iowa because of tower congestion. PSAPS were impacted and had calls rolling over to back up sites but as far as they can tell there were no dropped 911 calls once it hit the ESInet and the NG 911 system. It worked as it was designed.

- Shared Services
  - Dual Connectivity (ICN and FirstNet)
  - Turn-ups underway
  - Ensures connectivity between remotes and host
- Upcoming Wireline Migration
  - 7 PSAP Migrations by EOD today
    - Marshall, Iowa Falls, Hamilton, Henry, Winnebago
  - PSAP/Telco Process and funding

<b>PSAP Name</b>	<b>PSAP Migration Date</b>	<b>Time (Central Time)</b>	<b>Selective Router 1</b>	<b>Selective Router 2</b>
HUMBOLDT CNTY LAW ENF	8/4/2020	9:00 AM	Mason City	
HENRY CNTY SHERIFF	8/4/2020	11:00 AM	Davenport	
ALGONA PD	8/6/2020	9:00 AM	Mason City	
DUBUQUE CNTY LAW ENF CTR	8/6/2020	11:00 AM	Davenport	
WINNEBAGO CNTY SHERIFF	8/11/2020	9:00 AM	Mason City	
LOUISA CNTY SHERIFF	8/11/2020	11:00 AM	Davenport	
CLEAR LAKE PD	8/13/2020	9:00 AM	Mason City	
DESCOM - DES MOINES CNTY COMMUNICATIONS	8/13/2020	11:00 AM	Davenport	
HANCOCK CNTY SHERIFF	8/18/2020	9:00 AM	Mason City	
LEE COMM	8/18/2020	11:00 AM	Davenport	
MITCHELL CNTY COMM CTR OSAGE PD	8/20/2020	9:00 AM	Mason City	
SCOTT CNTY ECC (SECC)	8/20/2020	11:00 AM	Davenport	
MAQUOKETA PD	8/25/2020	9:00 AM	Davenport	
HARDIN CNTY SHERIFF	8/25/2020	11:00 AM	Marshall Town	Mason City
WRIGHT CNTY COMM CTR	8/27/2020	9:00 AM	Marshall Town	Mason City
CLINTON CNTY SHERIFF	8/27/2020	11:00 AM	Davenport	

Longer Term Schedule (Subject to change)

PSAP Name	PSAP migration Date	Time (CT)
IOWA CNTY SHERIFF	8/31/2020	9:00 AM
LINN CNTY SHERIFF	8/31/2020	11:00 AM
MARION CNTY SHERIFF	8/31/2020	2:00 PM
MARION PD	9/2/2020	9:00 AM
BENTON CNTY SHERIFF	9/2/2020	11:00 AM
MONROE CNTY	9/2/2020	2:00 PM
MUSCATINE CNTY JOINT COMM	9/9/2020	9:00 AM
JONES CNTY SHERIFF	9/9/2020	11:00 AM
DES MOINES PD	9/9/2020	2:00 PM
JOHNSON CNTY JOINT EMERGENCY COMM CTR-JECC	9/10/2020	9:00 AM
CEDAR RAPIDS JOINT COM AGENCY PD	9/10/2020	11:00 AM
DECATUR CNTY SHERIFF	9/10/2020	2:00 PM
OTTUMWA PD	9/14/2020	9:00 AM
WARREN CNTY	9/14/2020	11:00 AM
LUCAS CNTY SHERIFF	9/16/2020	9:00 AM
WAPELLO CNTY SHERIFF	9/16/2020	11:00 AM
DAVIS CNTY	9/21/2020	9:00 AM
GUTHRIE CNTY SHERIFF	9/21/2020	11:00 AM
WAYNE CNTY SHERIFF	9/23/2020	9:00 AM
POLK CNTY SHERIFF	9/23/2020	11:00 AM

PSAP Name	PSAP migration Date	Time (CT)
CLARKE CNTY SHERIFF	9/28/2020	9:00 AM
WESTCOM WEST DES MOINES PD	9/28/2020	11:00 AM
ADAMS CNTY SHERIFF	9/30/2020	9:00 AM
DALLAS CNTY SHERIFF	9/30/2020	11:00 AM
ADAIR CNTY SHERIFF	10/5/2020	9:00 AM
APPANOOSE CNTY SHERIFF	10/5/2020	11:00 AM
RINGGOLD CNTY SHERIFF	10/7/2020	9:00 AM
WEBSTER CNTY LAW ENFORCEMENT CTR	10/7/2020	11:00 AM
MAHASKA CNTY E911 CENTER	10/13/2020	9:00 AM
JASPER CNTY SHERIFF	10/13/2020	11:00 AM
STORY CNTY SHERIFF	10/14/2020	9:00 AM
BOONE CNTY SHERIFF	10/14/2020	11:00 AM
VAN BUREN CNTY SHERIFF	10/19/2020	9:00 AM
JEFFERSON CNTY LAW ENF CTR	10/19/2020	11:00 AM
POWESHIEK CNTY SHERIFF	10/21/2020	9:00 AM
KEOKUK CNTY SHERIFF	10/21/2020	11:00 AM
WASHINGTON CNTY SHERIFF	10/26/2020	9:00 AM

56 Total PSAPs scheduled/Migrated

When the State took on the wireline migration project it was with the intention of taking away the costs that the PSAPs traditionally bore, ALI costs and wireline transport costs. To a point they are doing that and when your PSAP is converted you can order disconnects of your CAMA circuits from CenturyLink. Those are the circuits from the selective router, and you can order the disconnect of your ALI circuits from CenturyLink. However, one thing they had not anticipated and were not aware of was the special access tariffs and the ALI charges that wireline providers bill to the PSAPs. Right now, there is not a good answer on the future of those items. The intent in the beginning was all-inclusive but Blake was unsure if they were aware of those and the extent of those costs. They are sorting through that and have a couple questions into the Iowa Utilities Board. It is also a topic that the FCC is looking into. Now the only thing is status quo for the future, whatever those costs are he would say they probably should continue to maintain the same relationships that exist today. Conversations are ongoing and there are probably a couple trains of thought on those costs. Should it be borne by the customer by the telco as a cost of doing business? By the PSAP as it has historically been or by the State? There is no good answer for now other than status quo for those special access tariffs and ALI costs for ALI changes that are currently billed to the PSAP.

## 2020 GIS Information

### Benchmarks 2021

- Upload within 6 month period
- 98% GIS
- 98% ALI to Road Center Line
- July: 10 Counties
  - \$60,000

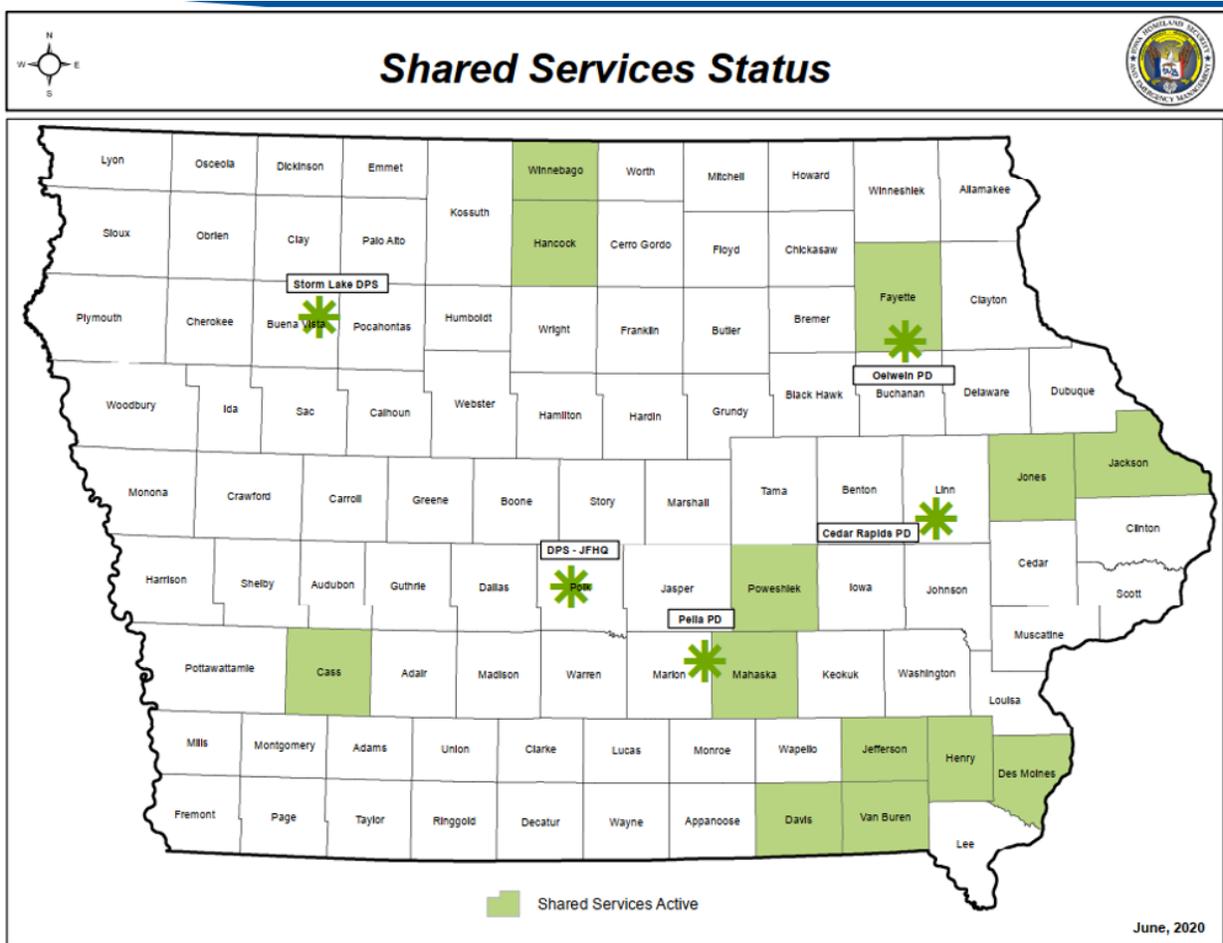
### Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2021)**
- Expended: \$0.00
- Approved: \$8,100
- Requested: \$0.00 (No requests to consider)
- Remaining if Approved: \$91,900

State of Iowa Project Update(s)

Zetron/Shared Services – Cody Brink, Zetron

- **2 PSAPs migrated to Comtech Statewide ALI and wireline services. 5 more scheduled for August.**
- **Humboldt Co, Iowa Co, Shelby Co and Marion Co MAX CT deployment schedules being firmed up in conjunction with their Comtech migration scheduled dates.**
- **Hosts and network upgrade completed in July.**



Wireline – Mike Lauer, ICN

Mike Lauer gave a brief update. He reported that they have PSAPs that are in the queue and are moving forward with this project towards that. If you are one of the PSAPs they had to move off or if you have something to be rescheduled it's actually a fairly fluid process. All vendors involved are usually able to get things rescheduled sometimes within a week to even a couple of weeks. Sometimes things get moved towards the end of line which in this case would be end of October, not the end of the overall cut. If you have any questions on what this looks like for PSAPS being rescheduled it is not anything like being months and months out unless you request that for some reason. They do have the flexibility to move things forward with that.

On the network side, the network is up from a large standpoint. They still have a couple trunks that they are looking to bring up in some of their selective router locations - Council Bluffs, Cedar Falls and Sioux City. Des Moines will be next week. Those are just initially what the 911 calls transfer from CenturyLink to the ICN and Comtech network. That has been going well and they have had no issues with that going forward. There has not been any trouble issues on the network as of yet even since the seven PSAPs have been migrated over, at least hopefully by the end of the day. Everything is running smoothly even with the outages and everything going forward from the storm. The network has stayed up and has been solid and kudos to all teams involved with that – CenturyLink, Comtech and ICN. They are working hard to provide a cohesive system for everyone as we go forward into the NGCS realm. They did know that there are nine counties considered non-enhanced from a perspective of CenturyLink and what that means is there were just local telcos that were direct trunking into those nine PSAPs. They do have that list and if you are a local telco or PSAP on that list you will be reached out to. He has already done some initial contacts. They will be looking to establish local trunks outside of what is already there with CenturyLink. There are two different thoughts on how they will get that done to either get them into the selective router network or just direct local trunking towards that. That conversation is happening now and those nine counties have been reached out to. If you have any questions concerning PSAP cuts or local trunking please reach out to Mike, Bill Burnett or Blake.

Bill Burnett reminded all PSAPs to continue dual provisioning throughout this process until all PSAPs are cutover. He has been providing weekly updates. If you are not getting updates please reach out to Bill and he will get you on the list. Last week's update caused some confusion with some PSAPs not being on the schedule. It didn't mean they lost track of anyone and will be rectified this week. He will make sure everyone is on the list even if you don't have a cut date.

### **Training Funds Request**

None. Chair Rotter did speak briefly on the question of what if virtual training sessions become the new normal. He has been asked if it would be permissible to use training funds for this. It would have to meet the requirements and attendance guidelines and we have not been presented with one yet. He requested the Council be thinking about it moving forward. Tracey Bearden spoke in favor of it and explained that Westcom is utilizing it for their training request. Blake DeRouche stated that via the chat room Darin Riney reported having 75 signed up for his training at Westcom thanks to the virtual option.

## **Technical Advisory**

None.

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

- ISICS is still operating after the derecho. Some sites needed their dishes realigned after the category 3 hurricane force winds some sites experienced. Users will only notice an occasional, short-duration site trunking hit if anything.
- Update on the TA requests from ICTAP. Discussions continue and one has been delivered.
  - *Encryption Planning and Usage for Administrators* was held on July 30<sup>th</sup>. This was held to help communications administrators develop an understanding of encryption and was part I of a two part webinar. Feedback was positive, and we are looking at end of September for the second one for technology-focused individuals within your organizations.
  - *Standard Operating Procedures (SOP) / Communications Plan Review and Development* is back on as well. That was postponed in March. It is now slated as a two part webinar on Sept 15<sup>th</sup> and 16<sup>th</sup> from 0800-1130 CDT each day. Emails to previously registered persons will go out Friday.
- PSAP Grant – All PSAPs have completed the test call.
  - Still offering one-on-one PSAP training, and we have been able to do this virtually. Let me know if you want some.
- ISICS applications approved last month:
  - Iowa Department of Human Services – Level 1
  - Wayne County Sheriff's Office – Level 2
  - Adams County EMA (update – adding paging talkgroups) – Level 3
  - Cass County – Level 3
  - Butler County 911 – Level 2
  - Chickasaw County 911 – Level 4
- ISICS application up for approval today:
  - Bremer County Sheriff's Office – Level 2
  - Clayton County (update) – Level 2
  - Ida County (update) – Level 3
- Working on updating our LTE deployable policy after some feedback was received on it.
- StatusBoard Update.
  - Things ran well over the past month.
  - If you have not signed up yet, you still can. No cost for this service.
  - Training is available at any time and takes about 30-60 minutes.
  - PSAPs, key administrative personnel, and emergency management are desired users.

### **Jim Lundsted Update**

He is continuing to work with the FCC, Blake and the ESF2 team to try to get relevant information to the group on outages and restoration priorities. This was the equivalent of a hurricane in the Midwest and we have continuing challenges in virtually every telecommunications aspect. He was incredibly surprised and pleased with the resilience of communications and 911 as they were monitoring this event. Hats off to Iowa for the planning and rollover strategies that seem to work very well and the infrastructure that was lost, while considerable, will take time to restore obviously but the resilience was very evident. CISA

continues to publish items of interest that he shares with Blake and Chris on a regular basis, including some new guidance on communications resilience and cyber-security threats to 911. Those are at the macro level nationwide and often not entirely applicable to our state, but he wanted to point out a couple things they are observing. There is an increasing trend in the telephone denial of service area that NENA, APCO and CISA are watching closely. They are developing a technology with their science and technology directorate that uses artificial intelligence and real time analysis that may be of service somewhere soon. It's basically a call center technology that is used by some of the mega banks and things like that who are often targeted by TDOS. They hope to see that brought to live production somewhere in the not too distant future.

They are also continuing to monitor a number of the traditional threats through phishing, smishing and other activities which probably seem less important right now but remember that ransomware growth in 2020 has been astounding. They also have kicked off the technology study area with science and technology on a firewall enhancement that may be able to help for ransomware attacks. More to come on that but they will be reaching out to a few states and communities as that develops to find candidates to work with them on this.

Lastly, WPS has been particularly useful with diminished access to wireless services and one individual mentioned they used GETS for the first time in a true disaster to call in a trouble ticket to CenturyLink after failing to get through from their office on a call with an all circuits are busy message received. GETS went right through on the first time. Those programs are typically no cost to your agency.

### **34A Update**

None.

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

None.

### **Legislative Issues**

None.

### **Unfinished Business**

None.

### **New Business**

None.

### **Travel Requests**

None.

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

None.

Next meeting date will be September 10<sup>th</sup>, 2020 at 9:00 AM tentatively if in person at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

Chair Rotter asked for a motion to adjourn the meeting. Motion made by Tracey Bearden. Seconded by Jeff Anderson.

Meeting adjourned at 9:44 A.M.

Cara Sorrells, Secretary