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
Iowa Association of Public Safety Communications Officers (APCO) Secretary
Representative: Cara Sorrells  Attendance: Present
alternate: Angie Dobyns

Iowa Chapter of the National Emergency Number Association (NENA)
Representative: Tracey Bearden  Attendance: Present
alternate: Kirk Hundertmark

Iowa Geographic Information Council
Representative: Lawrence Hartpence  Attendance: Present
alternate: vacant

Iowa State Sheriffs & Deputies Association (ISSDA)
Representative: Robert Rotter  Attendance: Present
alternate: Dean Kruger

Iowa Peace Officers Association (IPO)
Representative: George Griffith  Attendance: Excused
alternate: vacant

Iowa Professional Firefighters (IAPFF)
Representative: Mike S. Bryant  Attendance: Present
alternate: Doug Neys

Iowa Firefighters Association (IFA)
Representative: Mark Murphy  Attendance: Present
alternate: Tom Berger

Iowa Emergency Managers Association (IEMA)
Representative: Jeff Anderson  Attendance: Absent
alternate: Mindy Benson

Iowa Department of Public Safety (IDPS)
Representative: Richard Pierce  Attendance: Present
alternate: Robert Johannesen

Iowa Emergency Medical Services Association (IEMSA)
Representative: Rob Dehnert  Attendance: Present
alternate: Paul Andorf

Iowa Telephone Association <15,000
Representative: Jack DeAngelo  Attendance: Excused
alternate: Pat Snyder

Iowa Telephone Association >15,000
Representative: Taylor Teepell  Attendance: Absent
alternate: Wayne Johnson

Cellular Providers
Representative: Steve Zimmer  Attendance: Absent
alternate: Bill Tortoriello

PCS Providers
Representative: Joe Sargent  Attendance: Absent
alternate: vacant

Auditor of the State, Ex-Officio member
Representative: John McCormally  Attendance: Absent

Staff:
Blake DeRouchey, 911 Program Manager  Attendance: Present

Guests also present by teleconference:
Chris Maiers, ISICSB SWIC  Brad Button, Des Moines PD
Introductions

Chair Rob Rotter welcomed everyone. A roll call was conducted by Secretary Cara Sorrells of the board members in attendance. A quorum was not yet established, and Blake began the meeting with his program report.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- ESInet/Service disruptions
  - Improvement Plan: ICN Staff
- Comtech Wireless Operating System Upgrade May 25th
- Windstream Tariff increases
- Reminder of Wireline Fee Letter
- Reminder to disconnect legacy Lumen CAMA and ALI circuits
- Dual Provisioning
- Change request process
- HSEMD Interim Director

Blake had asked staff from the ICN to attend the meeting to discuss the recent service disruptions. Randy Goddard is the Executive Director and Scott Pappan is the Chief Technology Officer with the ICN. Mike Lauer, Stephen Rodriguez, and Tammy Rodriguez were also in attendance and attend the monthly 911 Council meetings routinely. Goddard attributed it to two areas or factors, with the first being a logical protocol failure. The course that is within the network that are placed throughout the state, they have had a problem of not rerouting and bringing the circuits back up. It should be instantaneously like in a fleet, milliseconds is how it should happen. Instead, it is loading up the CPUs and they are working with the vendor,
Juniper, to resolve this. Juniper is a very large company and one of the three in that top tier of telecom transport equipment vendors. They are engaged with the ICN and not trying to pass the buck on this. The second issue is a crushed fiber which they are working on already. On May 27th there is some fiber that goes from Joint Forces Headquarters, which is one of their primary switching sites, that was damaged. They did splice it, but they are continuing to do construction in that area and field technicians are still seeing line loss. Technicians are onsite today, and they believe the conduits are crushed so they are trying to blow a tether through there to see where it is crushed. Intermittent outages are the hardest to diagnose. Everything can look normal and as soon as they run a compactor or an excavator in that area it starts vibrating the ground, and the fiber is that sensitive. Those are the two primary factors that have been identified. This has been escalated and they have had good response both Juniper and the field services contractor.

Scott Pappan then addressed the resolution and timelines. He advised that they are blowing the lines today to see where the severity is. They will have to have one more change to replace the fiber in the affected area and re-splice it. So, there will be one more outage in the future to replace that, but it should be a planned outage. In the next one – two weeks they also have plans in place to enhance the interoperability aspect to avoid LSP’s going down. They are also expecting a list of commands that they can add to the configuration of their boxes that will keep the LSP’s up. This is expected to take from one week up to a month to get the code back and then you will see the emergency changes as they come through.
Benchmarks 2021
Upload within 6-month period
98% GIS
98% ALI to Road Center Line

Benchmarks 2022
Upload within 6 month period
98% GIS
98% ALI to Road Center Line

0 Critical errors
GIS Derived MSAG –Informational Webinar May 20 on Website
Sept/October timeframe

- FY2021: $1,080,000
- May: 8 Counties
  - $54,000
- Period 2: 85 Counties
  - $558,000
- Recommendation to stop waiting for the last month—Get in routine of more frequent uploads
- GeoComm Boundary project
Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2021)**
- Expended: $18,100
- Obligated: $30,725
- Unused: $51,175

Physical Consolidation Grant Approval

- Previously approved Fayette Co Service Board (2 PSAPs) for $277,194.45).
- Request for additional $7,500 in grant funds ($15,000 total)
- Consultant costs to merge radio systems
- New total if approved: $284,694.45

State of Iowa Project Update(s)

**Zetron/Shared Services – Lynn Warren, Zetron**

- Linn Co live on Iowa Shared Services May 19.
- Page Co live on Iowa Shared Services June 2.
- Webster Co goes live on June 23.
Approve the Agenda

With a quorum now present, Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by Mindy Benson 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 Mike Bryant to approve the minutes. Seconded by Mark Murphy to approve the minutes of May 13th, 2021. All ayes. Passed. Bryant also asked that he be noted as present as he was on the call.

Training Funds Request

None.

Consolidation Grant Request

Blake presented an addendum for Fayette County totaling $7,500 for consultant costs to merge radio systems. The new total if approved would be $284,694.45. Motion by Lawrence Hartpence to approve the additional consolidation grant request between Fayette County and Oelwein Police Department. Seconded by Mindy Benson. All ayes. Passed.

Technical Advisory

- Email lwarren@Zetron.com to subscribe with your contact information

New website: https://homelandsecurity.iowa.gov/programs/911-program/
SWIC Chris Maiers gave the following update

- **Quick ISICS Usage Update** – Question on how to reach State Radio or a Trooper
  - Use the Regional CALL for that. As long as State Radio knows you are trying to reach a trooper, things will generally be Ok.

- **ISICS Update**
  - Routine preventative maintenance is on-going across the network. If a site will have to be taken offline for it, that will be posted in StatusBoard under the Site Status tab. To sort them so that the sites that are undergoing maintenance are listed at the top, you will need to click on the column name twice.

- **StatusBoard Update.**
  - We continue to on-board new users.
  - Sign up if you have not yet done so, and training is available at no cost.

- **Update on our TA Requests.** Several have been approved:
  - Virtual COML Course July 12-16. We still have seats available. If there is interest, please let me know.

- **The West STR deployment in Clinton is still on-going.**

- **ISICS Regional Training** –
  - Virtual Training on July 20th at 1300. The session should last about an hour.
  - Pilot in-person training for RIC2 is set for July 29, 2021. Sign-up form will be out soon for those in RIC 2. Working on locking down the next regions after that.
  - Still offering one-on-one PSAP and agency-based training for the interoperability talkgroups and StatusBoard, and we have been able to do this in-person and virtually. Let me know if you want a session or two.
  - There is no cost to the agency for this training.

- **ISICS applications approved last month:**
  - Harrison County – Level 4
  - Osceola, City of – Level 2
  - TIP Rural Electric Cooperative – Level 2

- **ISICS application up for approval today:**
  - Burt County EMA (Nebraska) – Level 1
  - Butler County (update) – Level 3
  - Hardin County – Level 2
  - Monona County (update) – Level 3

- **Standards and Policy Updates:**
  - The LTE Deployable Policy is on the agenda today. Also included is a draft statement on conventional unit IDs and a proposed update to the ISICS MC-12B which gives guidance on conventional interoperability channels.

- **Ten new FirstNet sites over the past month in Iowa:**
  - SE of Dubuque, IA along US-20 near Hanover, IL.
  - Clarinda, IA.
  - Lenox, IA.
  - Sharpsburg, IA
**Jim Lundsted Update**

None. Lundsted offered a reminder that as a nation we continue to deal with an increasing number of cyber incidents. The initial vector that the bad actors are using to get to us, either for critical infrastructure or public safety, continues to be phishing emails. Once they get into your system bad things happen. They are continuing to develop some strategies on better education about ransomware. For those who have not heard the news the United States was successful in intercepting and recovering some of the bitcoin ransom paid with the Colonial Pipeline attack. It remains one of the biggest threats to public safety and critical infrastructure right now and we need to remain vigilant.

**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 July 8th, 2021 at 9:00 AM with a location to be determined if in person.

Chair Rob Rotter asked for a motion to adjourn the meeting. Motion made by Mark Murphy. Seconded by Mindy Benson.

Meeting adjourned at 9:53 A.M.

Cara Sorrells, Secretary