Call to Order
The meeting was called to order by Chair Rob Rotter at 9:00 A.M. and a quorum was determined from those present.

Roll Call
Iowa Association of Public Safety Communications Officers (APCO) Secretary alternate Cara Sorrells Present
Iowa Chapter of the National Emergency Number Association (NENA) alternate Tracey Bearden Present
Iowa Geographic Information Council alternate Lawrence Hartpence Present
Iowa State Sheriffs & Deputies Association (ISSDA) alternate Robert Rotter Present
Iowa Peace Officers Association (IPO) alternate George Griffith Present
Iowa Professional Firefighters (IAPFF) alternate Mike S. Bryant Present
Iowa Firefighters Association (IFA) alternate Mark Murphy Excused
Iowa Emergency Managers Association (IEMA) alternate Jeff Anderson Present
Iowa Department of Public Safety (IDPS) alternate Richard Pierce Present
Iowa Emergency Medical Services Association (IEMSA) alternate Rob Dehnert Present
Iowa Telephone Association <15,000 alternate Jack DeAngelo Present
Iowa Telephone Association >15,000 alternate Taylor Teepell Absent
Cellular Providers alternate Steve Zimmer Absent
PCS Providers alternate Joe Sargent Absent
Auditor of the State, Ex-Officio member alternate John McCormally Absent
Staff:
Blake DeRouchey, 911 Program Manager Present

Guests also present in person or by teleconference:
Introductions

Chair Rob Rotter welcomed everyone. 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 Tracey Bearden to approve the agenda. Seconded by Lawrence Hartpence. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Richard Pierce to approve the minutes. Seconded by Lawrence Hartpence to approve the minutes of July 8th, 2021. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Program Financials
- End of Year Pass through Update
- Cost Recovery Study
- TERT – Peg Aldrich, Westcom

Peg Aldrich from Westcom was a guest speaker and spoke on her TERT (Telecommunicator Emergency Response Taskforce) initiative. Last year during the Derecho she began thinking about ways to help others who were more affected than they were. Now while taking the APCO RPL (Registered Public-Safety Leader) program she has made this her project for the year. TERT is a way for telecommunicators to help other telecommunicators when their center is down or when there is a natural or man-made disaster. Any thoughts, comments, or concerns please contact her at Peggy.Aldrich@wdm.iowa.gov. Blake DeRouchey added that if there is any historical data or knowledge from anyone on past TERT initiatives they would certainly take that
as they try to reinvigorate this. Chris Maiers sees some parallels with their Incident Tactical Dispatcher program and thought this would be a good way to get some collaboration going.

Mike Lauer with the ICN added that Humboldt County was one where they had one exchange that was left over and that did move so they are completely migrated over. They are still working with the rest of the counties left on the map. At Audubon County they are working with the local telco providers in the county to ensure they can get all their traffic so they can take them off very soon. They will continue to work with the other counties, which are white due to most of them having standalone ALI systems and they are direct trunked from their telco providers. They continue to work to find no cost or low-cost solutions to all parties involved to get traffic onboard and cutover completely. Bill Burnett with Comtech added that they are having weekly meetings with Lumen and Pottawattamie County. That is ongoing and in Lumen’s hands so no ETA yet as to when they will be ready.

2022 GIS Information

- 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

FY2022:
• July: 12 Counties
  • $72,000
• Period 1: 12 Counties
  • $72,000

Current Travel/Public Ed/Training Fund
• **100,000 Annually (FY2022)**
• Expended: $0.00
• Approved: $5,850.00
• Requested: $5,377.50
  • Marshall Co: APCO Bullying and Negativity in the Communications Center
• Remaining if approved: $88,772.50

Zetron/Shared Services – Lynn Warren, Zetron

**Program Updates**

• Delaware Co MAX Call Taking live Aug 4.
• Franklin Co MAX Call Taking goes live Aug 18
• Dubuque Co deployment underway to go live Sept 15.
• Monona Co, Warren Co and Howard Co signed on to Iowa Shared Services MAX Call Taking.
- Email lwarren@Zetron.com to subscribe with your contact information
Current Training Policy Wording

Beginning with training funds approved for FY 2021 (July 2020), training requests will be approved with a 10% cost share. The hosting agency can determine how to fund the 10%, and can include the agency covering that portion itself, or requiring participants to pay a registration fee. The 10% cost share will not be required for APCO [and] NENA [conferences], or the Iowa Law Enforcement Academy.

New website: https://homelandsecurity.iowa.gov/programs/911-program/

Training Funds Request

Marshall County submitted a request for $5,377.50 for the APCO course titled “Bullying and Negativity in the Communications Center” to be held October 6th, 2021. The minimum attendance is 16 participants, and the maximum is 25. Blake DeRouchey explained that this request does include the 10% cost share but the language in the training policy needs clarification moving forward. Rhonda Braudis was in attendance from the Marshall County Communications Center to speak on the request. Richard Pierce made a motion to approve the change to the current training policy wording. Seconded by Tracey Bearden. All ayes. Passed. Tracey Bearden made a motion to approve the training funds request for Marshall County. Seconded by Lawrence Hartpence. All ayes. Passed.

Technical Advisory

None.

SWIC Chris Maiers gave the following update

- Thank you to Sheriff Chad Leonard, Terry McClannahan and Dallas County for letting us host the meeting here. They have nice facilities and have backup means for accomplishing events like this.
- ISICS Update
  - Routine preventative maintenance is still on-going across the ISICS network. Again, 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.
  - With all the special events going on this week, please ensure your dispatchers and managers are consulting StatusBoard routinely to verify whether any interoperable talkgroups are being used for those events.
- Update on our TA Requests.
  - Virtual COML was delivered in July. It was successful overall. We will be looking to host a state-sponsored training later this year or early next.
  - Our TICP/Iowa FOG meeting is scheduled for the end of September
- The West STR deployment in Clinton is still on-going.
• ISICS Regional Training –
  o Virtual Training for RAGBRAI was held on July 20th. This also was well-attended and helped clarify some of the communication plans and ISICS use for agencies.
  o Pilot in-person training for RIC2 was held on July 29, 2021. We are still working on some logistics for Region 5, but if you have a facility that we could look to in your region, please let me know.
  o 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.
  o There is no cost to the agency for this training.
• ISICS applications approved last month:
  o Blackhawk County EMA – Level 1
  o Calhoun County/Calhoun Co EMA – Level 4
  o Pocahontas Police Department – Level 1
  o StoryComm Story County 911 – Level 2
• ISICS application up for approval today:
  o Genesis Ambulance Service – Level 1
  o Mercy Iowa City Safety & Security – Level 2
  o Dickinson County – Level 3
• Standards and Policy Updates:
  o Comments on the updates to ISICS Standard 1.4.0 – Statewide Pursuits is on-going.
• New FirstNet sites over the past month in Iowa:
  o Small Cell Nodes:
    ▪ Ankeny, IA
• We will evaluate our ability to meet in-person on a month-to-month basis.

**Jim Lundsted Update**

Lundsted reported that CISA is continuing to offer virtual training and the mention of TERT reflected something he wanted to make everyone aware of. They are still offering an Incident Tactical Dispatch course that is conducted 100% virtually. It is a five-day instead of a four-day course because that is a lot of time in front of the computer. They don't push nine-hour days on people with that kind of in seat time with the computer. The have had very good feedback on doing the INTD course virtually and Nebraska is looking at rescheduling a class this fall. Also, if you have enough students and are interested in a class there is a limit of 16 attendees in those classes. It sounds easy to fill, but with the commitment of a week and the shortage of telecommunicators in a lot of agencies, that is a big ask.

From the cybersecurity standpoint right now, they are currently studying some additional cybersecurity offerings in support of public safety communications. They have continued to offer the PSAP 911 webinar on cybersecurity awareness and are doing a limited number of risk assessments that includes both a physical and a cyber component. Those are starting now as they can get out and work with centers directly again. There is an additional layer they are studying for mid-year FY '22 and beyond which is the development of a next generation 911 cyber assessment. Lundsted advised DeRouchey this morning that Iowa’s maturity model may be far enough along that it may not be applicable, but he encouraged everyone to keep an eye on if that is a fit either at the PSAP, regional level, or statewide level.
Just this morning he had another flash that we have a significant recurrence of the Microsoft print nightmare and people having problems with a Microsoft spooling application. There were a series of attacks in Asia overnight, so his counsel is to stay abreast whether it be you as a director, technical manager, or managed service provider contract holder. The classic three ransomware things that are out there are in constant play. It is estimated in 2021 that 37% of businesses will be impacted at some level by ransomware. Although we are public safety and think we are not as vulnerable, you don’t have to go too far down the road to hear about a neighbor who had an incident or an attack. Lundsted will talk more at the ISICSB meeting this morning about a new tool they have called the cybersecurity evaluation tool, the tool itself is not new, but they’ve created an element called the ransomware readiness assessment. It is not for the timid as it does delve deep into the IT world, but it is a free resource that is available to business and government. There is website that the US government has created, called stopransomware.gov and this is part of the presidential executive order directing all US government agencies to coordinate and collaborate on cyber. They have input from the National Security Agency, the FBI cy-watch, and CISA. That website has very useful resources and everyone should take a look. The key message is that CISA is not a responder if you have an incident and notify them. They are not going to come out and save the day. The message needs to go to law enforcement, to the FBI or the Secret Service. They have technical teams called threat hunting teams who can come in and help identify threat vectors and prepare for the next incident, but their role is training and exercise preparedness. Their law enforcement partners are the lead once a ransomware attack has occurred.

DeRouchey added that they are doing some enhanced monitoring with the Zetron shared services project as well. They are doing that over-the-top monitoring on a trial basis there. He also concluded with recognizing that this would be Jim Lundsted’s last meeting as he is retiring after almost 48 years in public safety. Lundsted said it has been his pleasure to support Iowa and work with all of you. Chair Rotter thanked him for everything he has done for the Council over the years and said it has been a pleasure working with him. He wished him the very best in retirement.

**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 9th, 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 Tracey Bearden. Chair Rotter thanked those who travelled to Dallas County for the meeting.

Meeting adjourned at 9:30 A.M.

Cara Sorrells, Secretary