**Call to Order**
The meeting was called to order by Chair Rob Rotter at 9:05 A.M. and at 9:10 A.M. a quorum was determined from those present. Tracey Bearden requested that Chair Rotter allow her some time during the meeting for information sharing.

**Roll Call**
<table>
<thead>
<tr>
<th>Representative</th>
<th>Attendance</th>
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<tbody>
<tr>
<td>Iowa Association of Public Safety Communications Officers (APCO) <strong>Secretary</strong></td>
<td>Cara Sorrells</td>
</tr>
<tr>
<td>alternate Angie Dobyns</td>
<td></td>
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<tr>
<td>Iowa Chapter of the National Emergency Number Association (NENA)</td>
<td>Tracey Bearden</td>
</tr>
<tr>
<td>alternate Kirk Hundertmark</td>
<td>Present</td>
</tr>
<tr>
<td>Iowa Geographic Information Council</td>
<td>Lawrence Hartpence</td>
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<tr>
<td>alternate vacant</td>
<td></td>
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<tr>
<td>Iowa State Sheriffs &amp; Deputies Association (ISSDA)</td>
<td>Robert Rotter</td>
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<tr>
<td>alternate Dean Kruger</td>
<td></td>
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<tr>
<td>Iowa Peace Officers Association (IPO)</td>
<td>George Griffith</td>
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<tr>
<td>alternate vacant</td>
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<tr>
<td>Iowa Professional Firefighters (IAPFF)</td>
<td>Mike S. Bryant</td>
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<tr>
<td>alternate Doug Neys</td>
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<tr>
<td>Iowa Firefighters Association (IFA)</td>
<td>Mark Murphy</td>
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<tr>
<td>alternate Tom Berger</td>
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<tr>
<td>Iowa Emergency Managers Association (IEMA)</td>
<td>Jeff Anderson</td>
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<tr>
<td>alternate Mindy Benson</td>
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<tr>
<td>Iowa Department of Public Safety (IDPS)</td>
<td>Richard Pierce</td>
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<tr>
<td>alternate Robert Johannesen</td>
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<tr>
<td>Iowa Emergency Medical Services Association (IEMSA)</td>
<td>Rob Dehnert</td>
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<tr>
<td>alternate Paul Andorf</td>
<td></td>
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<tr>
<td>Iowa Telephone Association &lt;15,000</td>
<td>Jack DeAngelo</td>
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<tr>
<td>alternate Pat Snyder</td>
<td></td>
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<tr>
<td>Iowa Telephone Association &gt;15,000</td>
<td>Taylor Teepell</td>
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<tr>
<td>alternate Wayne Johnson</td>
<td></td>
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<tr>
<td>Cellular Providers</td>
<td>Steve Zimmer</td>
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<tr>
<td>alternate Bill Tortoriello</td>
<td></td>
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<tr>
<td>PCS Providers</td>
<td>Joe Sargent</td>
</tr>
<tr>
<td>alternate vacant</td>
<td></td>
</tr>
<tr>
<td>Auditor of the State, Ex-Officio member</td>
<td>John McCormally</td>
</tr>
<tr>
<td>Staff:</td>
<td>Blake DeRouchey, 911 Program Manager</td>
</tr>
</tbody>
</table>
Guests also present in person or by teleconference:

Chris Maiers, ISICSB SWIC                  Tom Holladay, RACOM
Allie Bright, 911 Program Planner         Tammy Rodriguez, ICN
Cherese Sexe, Humboldt County 911        James Stromberg, CISA
Lynne Warren, Zetron                      Brad Button, Des Moines PD
Stephen Rodriguez, ICN                    Ryan Mulhall, ICN
Hollie Davidson, ISICSB                   Jonathan Follmer, CISA
Paul Guest, Zetron                         Bobbie Wells, Sac County 911
Sarah McClure, Ames PD                    Marie Carlson, RACOM
Bill Burnett, Comtech                      David Donovan, SECC
Paige Klaaren, Iowa County 911            Mindy Benson, Tama County EMA
John Drury, Lumen                          Kris Evans
Terry McClannahan, Dallas County SO       Stacen Gross, GeoComm
Jason Hoffman, Carroll County Comm        Michelle Campbell, SECC
Mark Van Hooser, Buena Vista County 911   John Contestabile, Skyline Technology Solutions
Erin Froning, Cerro Gordo County          Adam Wedmore
Matthew Alvarado                           Elizabeth Parkin
Jeremy Cremeans, Tama County 911/EMA      Heather Hahn, Cerro Gordo County
Amanda Pyle, Story County 911             Curtis Pion, Polk County SO
Donald Pool, Van Buren County EMA         Dave Duncan, Iowa Communications Alliance
Thomas Millikin, Ottumwa PD               Mike Hardy, Zetron
Scott French, Zetron                      Paul Moskowitz, Zetron
Robert Dew, CISA

Introductions

Chair Rob Rotter welcomed everyone. A roll call was conducted by Chair Rotter 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 Mark Murphy. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by George Griffith to approve the minutes. Seconded by Richard Pierce to approve the minutes of August 12th, 2021. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Program Financials
- End of Year Pass through: $2.8 Million ($25,553.33 per PSAP)
- Language Translation services available
- Annual Forms
• Cost Recovery Study released

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:

• August: 12 Counties
  • $84,000
• Period 1: 26 Counties
  • $162,000
Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2022)**
- Expended: $0.00
- Approved: $11,227.50
- Requested: $9,000
  - Fall APCO Conference; $5,000
  - Call NENA Conference; $4,000
- Remaining if approved: $79,772.50

New website: [https://homelandsecurity.iowa.gov/programs/911-program/](https://homelandsecurity.iowa.gov/programs/911-program/)

Zetron/Shared Services – Mike Hardy, Zetron

**Program Updates**

- Franklin Co MAX Call Taking live Aug 18.
- Dubuque Co MAX Call Taking goes live Sept 15.
- Hardin Co, Wright Co, and O’Brien Co signed on to Iowa Shared Services
There was a question from the chat about when counties need to be activated by and Blake DeRouchey advised the Zetron contract is currently set to expire next summer. It is not clear yet what that looks like from a procurement standpoint, but they are interested in continuing the shared services program. Obviously there needs to be a contract in place, but if you are interested, he suggested getting something in place shortly because that contract expires next summer. They are looking to continue the program but could not say anything yet about the procurement or vendor selection or any of that process at this point as it is a little bit early.

Special Presentation – Rob Dew, CISA (CAD to CAD Interoperability)
Project Background

Initial Efforts

- CISA ECD Consultation with representatives from user community to include SAFECOM and NCSWIC
- APL Technical Experts developed baselines for an Interoperability Information Sharing Framework (ISF) –
  - Identified desired information flows between networks, applications/services, and devices
  - Provided recommendations to help address interoperability challenges
  - Integrates lessons learned from similar efforts
  - Explored pilot opportunities to ensure alignment with operational requirements
  - Continual consultation with end-use communities

Current Focus

- Developing a vision for the ISF end state
- Hosted Focus Group Event with End User Community in Houston to elicit input and feedback
- Incorporate Input/Feedback to update ISF implementation Tools
- Work with second End User Focus Group Session to obtain additional input
- Execute a Technical Proof of Concept prior to industry transition
Conceptual Framework for Achieving Interoperability

“Layered” approach helps to depict how disparate data is transported via networks to an integration layer where the data is cleaned, aggregated, manipulated and analyzed to ready it for transport and distribution.

Goal is for the data to reach the Presentation Layer as usable information.

Presentation Layer: Distributes to public safety end users information relevant to their Mission, includes information display and analysis tools that are interoperable and can be used regardless of end user application

Transport Network: Consumable Data

Integration Layer: Aggregates and manipulates data to make it standardized, interoperable, and consumable regardless of end user application

Transport Network: Disparate Data

Data Layer: Information Content, includes video, audio, databases, sensors, maps, HAZMAT lists and protocols, etc., which must be made available by Content owners

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Why is the ISF Critical?

- 911 callers will soon be able to exchange photos, videos and text messages with 911 centers

- Data influx will increase interoperable information sharing needs of the PSAPs:
  - Enhanced technology solutions may be needed to guide information flow, and personnel will likely require training to prepare them for using new technologies
  - Policies and budgets will need to be reviewed to account for increased technology and staffing costs associated with implementing and maintaining new capabilities (e.g., purchasing equipment or software, hiring additional staff, or collective bargaining agreements)
**Phased Approach**

**Goal:** Work with end-users in piloting the ISF implementation with a focus on improving CAD systems interoperability and data exchange of NG911 media

**Phase I:** (Funding is available to complete Phase 1, but is dependent upon the availability of stakeholders to provide input, guidance and access to data and systems)
- Identify willing and available key stakeholders from public safety community
  - Learn what exists today and current implementation plans for future technology roll-outs
  - Assess downstream impacts of system or technology changes and provide recommendations

**Phase II:** (Completion of items under Phase II is also dependent upon the findings from Phase I, the complexity of the system, access to data and the availability of stakeholders)
- Implement end-user focus group(s) to apply the ISF to determine possible interoperability approaches
- Use feedback from focus groups to iterate the desired “to-be” architecture
- Identify and/or develop a proposed technical and operational solution(s) that would address gaps identified in existing information sharing and the desired consistent with NG911 efforts.

**Phase III:** (not yet funded—dependent on results from Phases I and II)
- Develop and pilot scalable ISF process model and provide outcomes and recommendations report from initial pilot

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**Next Steps**

- Go/No-go decision, can we proceed with this effort?
- Are there specific agencies and contacts that you could provide the team?
  - Specifically for Phase 1 & 2
- Requests:
  - Participation in each of the phases where participants only give of their time, all other financial burdens and logistics are the ISF Team’s responsibility
- Mutually Beneficial Outputs:
  - Customized ISF for information exchange of CAD data and NG911 media content within Iowa ECC/PSAP ecosystem to compliment existing voice and texting capability
  - All interactions with end users documented via formal report
  - Provide operational requirements for CISA ECD ISF platform capability in Technical Proof-of-Concept (PoC)
  - Drive user requirements for priority, security, and interoperability of CAD and NG911 data across ESInet connection in future priority Data, Video and Information Services (DV&IS)
Rob Dehnert made a motion to proceed, and Blake advised Chair Rotter that this was not a formal agenda item so there was no need for a formal motion. A general head nod of agreement to proceed was requested and received. Chair Rotter agreed that just an acknowledgement that this is something that we want to investigate more in the future was needed. Blake did ask Dew how many PSAPs they were looking at as part of this, and he replied that it would depend on configuration, size, and transport connectivity but probably a half dozen in Phase 1.

**Training Funds Request**

The Iowa Chapter of APCO submitted a request for $5,000 for training for the Fall conference being held October 12th at the Holiday Inn Downtown Mercy Campus. The L.E.A.D. Company will present – “More Than a Communicator: Principles for Maximizing Every Communicative Encounter at Work and in Life.” The minimum course participants are 50, and the maximum is 150. The Iowa Chapter of NENA submitted a request for $4,000 for the Fall conference being
Technical Advisory

Jack DeAngelo presented the timeline for the transition to ten-digit dialing. The end of permissive dialing is October 24th, 2021, then mandatory ten-digit dialing begins. DeAngelo also presented an update to the STIR/SHAKEN initiative aiding in Robocalls. In July 2021 Americans received an estimated 5.74 billion spam phone calls, a 3% decrease from June. However, spam text volume increased to 7.1 billion spam texts for July, a 5% increase from June. Scammers tried to take advantage of the wildfires on the West Coast by making scam insurance robocalls, which increased by 25% in July. The states with the highest number of spam calls are (in order): Texas, California, Florida, Ohio, and New York. The most common types of spam calls are vehicle warranty, health insurance, and other insurance. The most spam texted states are (in order): Texas, New York, California, Florida, and Ohio.

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 been very gracious hosts.
- ISICS Update
  - Routine preventative maintenance is still on-going across the network. I would encourage everyone to check their email to see if they are getting an email from Scott Richardson regarding any maintenance in their area. We are working on the maintenance of the mailing list for each area and want to be sure we have the most current contact information.

  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.
  - Minnesota recently began deploying their update to StatusBoard. That is important for us, because once they are confident with their updates, we’ll get that code from them and add some of our own. The MOA for that is nearly finalized.

- Update on our TA Requests.
  - Our TICP/Iowa FOG meeting is scheduled for the end of September at DPS headquarters.

- The West STR deployment in Clinton is still on-going and is steady state. Once Clinton is finished with their recovery efforts, the West STR will be demobilized.
- ISICS Regional Training –
We are still working on some logistics for the other Regions, but if you have a facility that we could look to in your region, please let me know.

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:**
  - Genesis Ambulance Service – Level 1
  - Mercy Iowa City Safety & Security – Level 2
  - Dickinson County – Level 3

- **ISICS application up for approval today:**
  - Cherokee Regional Medical Center – Level 2
  - Poweshiek County EMA – Level 1
  - Webster City Police Department – Level 3
  - Westcom (update) – Level 4
  - Dubuque County 911 (update) – Level 1

- **Standards and Policy Updates:**
  - Comment adjudication on ISICS Standard 1.4.0 – Statewide Pursuits is on-going.

- **New FirstNet sites over the past month in Iowa:**
  - None to report this month. Several are still in the construction phase.

- **We will evaluate our ability to meet in-person on a month-to-month basis.**

### James Stromberg Update

James Stromberg introduced himself. He is an Emergency Communications Coordinator for CISA, and he will be supporting Iowa temporarily until Jim Lundsted’s replacement can be hired. Stromberg is from Minneapolis, and he is the primary Emergency Communications Coordinator in Region 5, serving Minnesota, Wisconsin, Illinois, and picking up Iowa and Missouri temporarily. He had previously been Minnesota’s Statewide Interoperability Coordinator and the program manager for Minnesota’s statewide LMR system, which is known as ARMER. He has had the opportunity to work with SWIC Maiers and others from Iowa and it has been an enjoyable experience. His background is law enforcement, he served as a suburban Minneapolis Police Officer in his first career. His second career is in this emergency communications world, and he is enjoying it a great deal. He is eager to learn where Iowa’s PSAP community is on several different areas and how Iowa is doing on its SCIP goals relating to 911 and PSAPs. He is interested in PSAP continuity of operation plans and the maturity level there. He is interested in the security and cyber security posture in Iowa. He spoke about the ransomware posters CISA offers which have already been distributed in Iowa and is also curious to learn about telecommunicator communications unit training, such as Incident Communications Center Manager and Incident Tactical Dispatcher. He would like to know how well that is matured and deployed in the state of Iowa, so he has a lot of catching up to do.

The Emergency Communications Coordinators at CISA are going to be transitioning to a different division within CISA. They are going from the Emergency Communications Division to something called the Integrated Operations Division (IOD). He is optimistic about the transition and thinks Iowa should be too. Also, on September 8th CISA published a document with guidance on responding to drone calls. It is accessible on their website and can assist telecommunicators when fielding calls from the public about drone events. On August 30th CISA
added single factor authentication to its published list of bad practices. Multi-factor authentication is the preferred method when logging into anything. On September 2nd CISA released a new CISA insights document entitled “Risk Considerations for Managed Service Providers”. CISA recognizes the cost and operational efficiencies with outsourcing some of your IT and this document offers guidance on how to manage third party risks that come with outsourcing, and it includes a checklist of risk considerations for decision makers, operators, and technicians. Lastly, on August 25th CISA released a fact sheet detailing the importance of government entities migrating to the dot.gov domain. All these documents can be found on the cisa.gov website or you can contact James to receive a copy or be pointed in the right direction. He has a distribution list that he pushes out one to two emails a day and you are welcome to be added to that list. To contact James his email is james.stromberg@cisa.dhs.gov or his phone is 202-731-6350.

34A Update

None. It was suggested that this committee be tabled. The working groups that the state provided are working well. There is still opportunity to join any of those groups.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Chair Rotter asked Bearden about an earlier comment concerning adding a placeholder in the meeting agenda for information sharing among council members and felt that this would be a good place to do this. Bearden spoke on behalf of the Iowa NENA conference October 11th. The Iowa APCO conference will be the following day on October 12th. It is being held at the Holiday Inn Downtown/Mercy in Des Moines and if you go to their website you can sign up for both conferences www.iaapconena.org.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor / 911 Issues at the PSAPs

None.
Next meeting date will be October 14th, 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 Richard Pierce. Seconded by Tracey Bearden. Chair Rotter thanked Dallas County allowing us to hold our meeting there.

Meeting adjourned at 10:21 A.M.

Cara Sorrells, Secretary