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
alternate Angie Dobyns
Iowa Chapter of the National Emergency Number Association (NENA)
alternate Tracey Bearden Present
alternate Kirk Hundertmark Present
alternate Lawrence Hartpence vacant
alternate vacant
Iowa State Sheriffs & Deputies Association (ISSDA)
alternate Robert Rotter Present
alternate Dean Kruger
Iowa Peace Officers Association (IPO)
alternate George Griffith Present
alternate vacant
Iowa Professional Firefighters (IAPFF)
alternate Mike S. Bryant Present
alternate Doug Neys
Iowa Firefighters Association (IFA)
alternate Mark Murphy Present
alternate Tom Berger
Iowa Emergency Managers Association (IEMA)
alternate Jeff Anderson Absent
alternate Mindy Benson Present
Iowa Department of Public Safety (IDPS)
alternate Richard Pierce Present
alternate Robert Johannesen
Iowa Emergency Medical Services Association (IEMSA)
alternate Rob Dehnert Present
alternate Paul Andorf
Iowa Telephone Association <15,000
alternate Jack DeAngelo Present
alternate Pat Snyder
Iowa Telephone Association >15,000
alternate Taylor Teepell Absent
alternate Wayne Johnson
Cellular Providers
alternate Steve Zimmer Absent
alternate Bill Tortoriello
PCS Providers
alternate Joe Sargent Absent
alternate vacant
Auditor of the State, Ex-Officio member
alternate John McCormally Absent

Staff:
Blake DeRouchey, 911 Program Manager
Excused
Allie Bright, 911 Program Planner
Present
Guests also present in person or by teleconference:

- Chris Maiers, ISICS SWIC
- Jon Paoli, HSEMD
- James Stromberg, CISA
- Lynne Warren, Zetron
- Stephen Rodriguez, ICN
- Hollie Davidson, ISICS SWIC
- Marie Carlson, RACOM
- Bill Burnett, Comtech
- Paige Klaaren, Iowa County 911
- John Drury, Lumen
- Cheryl Eklofe, Mahaska County EMA/911
- Mark Van Hooser, Buena Vista County 911
- Jeremy Cremeans, Tama County 911/EMA
- Amanda Pyle, Story County 911
- Dave Duncan, Iowa Communications Alliance
- Mike Hardy, Zetron
- Isabel Waller, LSA
- Kevin Skinner
- Amanda Bieber, Linn County SO
- Darin Riney, Westcom
- Tom Holladay, RACOM
- Trisha Quijano, IUB
- Donald Pool, Van Buren County EMA
- Heath Hove, Iowa DPS
- Ryan Mulhall, ICN
- Wendi Hess, Woodbury County 911
- Chad Gappa, Motorola
- Jason Hoffman, Carroll County/Iowa NENA
- Jennifer Ackerman, Winnebago County
- Evan Johnson, LSA
- Mary T. Buley
- Mike Lauer, ICN
- Heather Hahn, Cerro Gordo County
- Diane Sefrit, SCI Regional 911
- Ken Weber
- Brian Johnson
- Marilyn Stayner, Worth County 911
- Nick Brockman, Polk County SO
- Doug McCasland, Warren County 911
- Greg Ball

**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 Mark Murphy 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. Motion by George Griffith to approve the minutes. Seconded by Richard Pierce to approve the minutes of September 9th, 2021. All ayes. Passed.

**State of Iowa Administrator Reports (Allie Bright)**

Program Manager Report

- PSAP Leadership information coming by email
- Shared site that they hope to launch by the end of the year
- Will be hosting a couple of informational sessions on the shared site
- Site will be for information sharing and host valuable documents for PSAP operation
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:
- September: 22 Counties
  - $150,000
- Period 1: 48 Counties
  - $312,000

Current Travel/Public Ed/Training Fund
• 100,000 Annually (FY2022)
• Expended: $0.00
• Approved: $20,227.50
• Remaining: $79,772.50

Zetron/Shared Services – Lynne Warren, Zetron

Program Updates

• Dubuque Co MAX Call Taking live Sept 15.
• Black Hawk goes live Oct 27.
• Ida Co and Cedar Rapids Joint Communications signed on to Shared Services.
Email lwarren@Zetron.com to subscribe with your contact information

Questions?

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

**Training Funds Request**

None.

**Technical Advisory**

None.

**SWIC Chris Maiers gave the following update**

- A big thank you to John Benson, Blake DeRouchey, Jon Paoli, Allie Bright and HSEMD for letting us host the meeting here. The facility is impressive and very, very capable.
- Information Sharing Framework Project Update
Blake and I have met with Rob and CISA a few times over the past month. We are working on identifying the areas of the state that would be asked to participate. This list will be presented the next time we meet, and from there we will start notifying the stakeholders. We’re very optimistic on what this project will bring to the State of Iowa.

- **ISICS Update**
  - Routine preventative maintenance is still on-going across the network. Again, 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. Also please make sure we have your contact information. 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 also 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 has deployed their update to StatusBoard successfully. The MOA for the source code transfer has been finalized, reviewed and transmitted to Minnesota for their final review. Once that is complete, we will start working on our updates.

- **Update on our TA Requests.**
  - Our TICP/Iowa FOG meeting was held at the end of September and was pretty well attended. I will update the Council on that work as it progresses.

- **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:**
  - 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

- **ISICS application up for approval today:**
  - Work on Applicant Participation Plan last month
  - Application approvals should resume as normally scheduled next month.

- **Standards and Policy Updates:**
  - ISICS Standard 1.4.0 – Statewide Pursuits is up for approval today.

- **New FirstNet sites over the past month in Iowa:**
  - One in Clermont, IA
  - One in Frankville, IA
  - One in Monona, IA
  - Two SE of Des Moines near Lacona and Columbia, IA.
  - One in Coralville, near the University of Iowa at 1st Ave & 2nd Street.
James Stromberg Update

James Stromberg reported that September 30 marked the end of the federal calendar, so CISA and ECD are busy with end of year and start of year tasks. CISA has six primary divisions – Cybersecurity, Infrastructure Security, Emergency Communications, Integrated Operations, Stakeholder Engagement, and National Risk Management. They are a young agency (only three years old) with a new leader. The Emergency Communications Coordinators in ECD were led by Executive Associate Director Billy Bob Brown. This past year there has been discussion about moving from ECD to the Integrated Operations Division, led by Associate Director Laura Delany, which aligns them with the cybersecurity and infrastructure security field personnel. It was originally planned for July 1st, then was pushed back to October 1st, and now the official date is November 1st. SWIC Maiers has been asked to weigh in on the move to ensure they continue to support the states, as they have in the past. The CISA Director is Jen Easterly, who was confirmed and appointed in July. He is excited for the future of CISA under her leadership. They are the nation’s Cyber and Infrastructure Defense Agency - One Team, One Fight, One CISA. ECD Executive Associate Director Brown has recently emphasized ECD’s Vision 2030. This is to keep pace with the evolution of communications to Internet Protocol based technology and that ECD’s workforce must become a cyber workforce.

October is Cybersecurity Awareness Month and CISA’s theme is: “Do your part, #Be Cyber Smart.” Each week throughout October we are highlighting different ways individuals and organizations can improve their cybersecurity efforts. There will be weekly webinars and for more information or to view them go to CISA.gov/live. CISA also continues to prioritize ransomware education at stopransomware.gov. This provides tools, information, and resources to help reduce the risk of ransomware attacks and improve resilience.

- Week 1 (October 4-8): Be Cyber Smart
- Week 2 (October 11-15): Phight the Phish!
- Week 3 (October 18-22): Explore. Experience. Share
- Week 4 (October 25-29): Cybersecurity First

On September 28th CISA published the Insider Risk Self-Assessment tool to help organizations manage, detect, and prevent insiders from insider threats to physical and cyber systems. This was shared by SWIC Maiers. Also, on September 28 CISA and the National Security Agency released an Information Sheet entitled Selecting and Hardening Remote Access Virtual Private Network (VPN) Solutions. It details factors to consider when choosing a virtual private network (VPN) and recommending top configurations for using it securely.

The first meeting was held of the TIC/FOG as SWIC Maiers mentioned earlier and Stromberg also discussed the inclusion of PSAPs in the CISA Gateway tool. The CISA Gateway tool helps us
to inventory and understand our nation’s critical infrastructure. When they looked at it only 13 PSAPs in all of Region 7 were included in the tool. The R-7 team in taking on adding PSAPs then contacted him for assistance. They had started with NENA’s PSAP list for each state. Stromberg then contact Blake DeRouchey who quickly responded with updated info. Stromberg thanked DeRouchey for his timely assistance.

To contact James his email is james.stromberg@cisa.dhs.gov or his phone is 202-731-6350.

**Legislative Issues**

None.

**Information Sharing**

Mark Murphy brought up an issue with Microsoft Teams business meetings and if you dial 911 through the Teams the call goes to Colorado. Ryan Mulhall provided information in the chat that addressed the issue.

Cara Sorrells thanked the 911 Council for awarding training funds to APCO and NENA for the Fall Conference. The speakers were very good, and the conference was well attended.

**Baseline Knowledge for 911 Communications**

Chair Rotter advised this committee is still active, and they will probably get more work done once we get a little bit more back to normal from COVID issues.

**34A Update**

Chair Rotter advised it was premature to suggest disbanding the 34A committee. He is aware of a couple of organizations that are looking at some legislative issues dealing with 34A. He would like to see it continue and Rob Dehnert discussed an issue that they had at Westcom when Windsor Heights left Polk County for Westcom recently. There was not a smooth transition with mobile cellular carriers, and he learned there are actually three main ANI/ALI providers for VOIP calls – Comtech, Intrado, and Bandwidth. They had a few businesses that fell out and were still routing to the old PSAP for several days. Bill Burnett with Comtech commented that he has taken some internal notes on this issue to ensure that in the future if PSAPs want to do this, they are aware of carriers in their area that they need to reach out to for P-ANI and shape file updates.

**Unfinished Business**

None.

**New Business**

Chair Rotter was made aware of a request to discuss a better workflow when notifying cell carriers of routing changes. Lawrence Hartpence stated that he would like to see a better communication system in relation to cellular carriers and asked if one point of contact was a
possibility. It is a struggle to identify who to contact to let them know about changes. Nick Brockman from Polk County echoed Hartpence and Dehnert’s comments. The routing issue in Polk County that was brought up today is a good reason why it is needed. Even today, Brockman has a need to contact AT&T and he has to blindly reach out to Intrado to try to get that information. Bill Burnett advised that Comtech has no client interaction with all the carriers and routing. They can kind of backend it, but they are not directly or indirectly related, nor involved, with the process of routing cell towers. Therefore, he was hesitant to say they would be a good primary contact for that. Tracey Bearden suggested that the 911 Council would be able to assist with the process and possibly coming up with a living document. Further discussion was deemed necessary, and Chair Rotter advised he would keep this issue on the agenda.

**Travel Requests**

None.

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


Next meeting date will be November 11th, 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 George Griffith. Seconded by Richard Pierce.

Meeting adjourned at 9:38 A.M.

Cara Sorrells, Secretary