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
Representative                     Attendance
Iowa Association of Public Safety
Communications Officers (APCO)    Secretary Cara Sorrells Present
alternate Angie Dobyns
Iowa Chapter of the National Emergency
Number Association (NENA)          alternate Chris Jasper Present
Iowa Geographic Information Council alternate Shanna Krogmeier
alternate Lawrence Hartpence
vacant
Iowa State Sheriffs & Deputies Association (ISSDA) alternate Robert Rotter
alternate Brad Shuts
Iowa Peace Officers Association (IPO) alternate George Griffith
vacant
Iowa Professional Firefighters (IAPFF) alternate Mike S. Bryant
alternate Doug Neys
Iowa Firefighters Association (IFA) alternate Mark Murphy
alternate Tom Berger
Iowa Emergency Managers Association (IEMA) alternate Jeff Anderson
alternate Mindy Benson
Iowa Department of Public Safety (IDPS) alternate Richard Pierce
alternate Robert Johannesen
Iowa Emergency Medical Services Association (IEMSA) alternate Rob Dehnert
alternate Paul Andorf
Iowa Telephone Association <15,000 alternate Jack DeAngelo
alternate Pat Snyder
Iowa Telephone Association >15,000 alternate Taylor Teepell
alternate Wayne Johnson
Cellular Providers alternate Steve Zimmer
alternate Bill Tortoriello
PCS Providers alternate Joe Sargent
vacant
Auditor of the State, Ex-Officio member alternate John McCormally
Staff: Blake DeRouchey, 911 Program Manager
Allie Bright, 911 Program Planner
Guests also present in person or by teleconference:

- Chris Maiers, ISICSB SWIC
- James Stromberg, CISA
- Rhonda Braudis, Marshall Co Comm
- Ryan Mulhall, ICN
- Hollie Davidson, ISICSB
- Marie Carlson, RACOM
- Bill Burnett, Comtech
- Matthew Alvarado, IUB
- Mark Van Hooser, Buena Vista County 911
- Amanda Pyle, Story County 911
- Kenneth Weber
- Tracey Bearden, Polk Co 911
- Curtis Pion, Polk County SO
- Jeremy Cremeans, Tama County EMA/911
- Paige Klaaren, Iowa County 911
- Mary T. Buley
- Nick Brockman, Polk County SO
- Kirk Hundertmark
- Cherese Sexe, Humboldt County 911
- Stacen Gross, GeoComm
- Thomas Millikin, Ottumwa PD
- Tom Holladay, RACOM
- Terry McClannahan, Dallas County SO
- Chad Gappa, Motorola
- Amanda Bieber, Linn Co SO
- Samantha
- Travis Sheridan, Emmet County
- Sarah McClure, Ames PD
- Brad Button, Des Moines PD
- Steph DeVault
- Pam Freshwater, Monroe County 911
- Sean Snyder, Winneshiek County
- Paul Trewin, Central Square
- Lynne Warren, Zetron
- Mike Kasper, Linn County SO
- Diane Sefrit, SCI Regional 911
- Michelle Campbell, Scott County (SECC)
- Mike Hardy, Zetron
- Jeff Bernatz, Chickasaw Co EMA/911
- Evan Johnson, LSA
- Todd Malone, Scott County (SECC)
- Paul Guest, Zetron
- Dylan Hagen, Webster Co EMA
- Darrell Knecht, Howard Co 911
- Darin Riney, Westcom
- Cheryl Eklofe, Mahaska Co EMA/911
- James Robinson, Mahaska Co EMA/911
- Jason Hoffman, Carroll Co Comm
- Andy Ryan

**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 Richard Pierce. All ayes. Passed.

**Approve the Minutes**

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Chris Jasper to approve the minutes. Seconded by George Griffith to approve the minutes of March 10th, 2022. All ayes. Passed.

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

Program Manager Report
• Happy Public Safety Telecommunicator Week!!
• Forms
  • Expenditure Collection:
    • Warren
  • Service Board Membership:
    • Plymouth
• Email to PSAPs regarding billing

DeRouchey advised that they did send an email to the PSAPs regarding a billing that had been reimplemented to the PSAPs specific to Lumen/CenturyLink. He advised that normally he would not send this kind of information in an email, but he was getting inundated with calls and questions. This will be touched on in greater detail later in the meeting.

Program Manager Report

• Legislative
  • SF 2298
    • An Act authorizing a local emergency management commission to assume the duties of a joint 911 service board
    • Does not have to come up for discussion or a vote
    • Should the Service Board want to cede authority, would require a 2/3rds vote by both entities.
    • Passed by both chambers
  • HF 2436
    • An act relating to public safety answering point cost and expense data collection from county joint 911 service boards
    • Passed by both chambers

DeRouchey advised that both bills have passed at this point. Also, regarding SF 2298 if you are happy locally with the way things are running this does not have to come up for a vote. You can continue to operate just the way you always have. He also noted that if your service board would want to cede authority it would take a 2/3 vote by both the 911 service board and the emergency management commission and then basically all of those responsibilities would be handed over to the emergency management commission.

Also, he added that he ran into Jamey Robinson from Mahaska County EMA/911 at the Capitol and he taught him something that he did confirm about legislation. During session if a bill passes the governor has three days to sign it, veto it, or do nothing. If she does nothing, it automatically becomes law. So, this has passed. Robinson added that in doing a little more research while that does stand the governor has actually informed both houses to not send bills to her office at this time. There is some back and forth over school vouchers currently, so she is withholding any bills being sent to her office. Until it actually goes to her office and sits there for three days, that three days does not start.

HF 2436 has also passed and is related to the expenditure collection form. That is the eight page spreadsheet that PSAPs have to submit on an annual basis and is subject to a state auditor’s review. That would change the language and code to reduce the amount/types of expenditures that you have to report. Previously, it was a comprehensive report and asked for
all expenditures related to the costs associated with operating a PSAP. The words comprehensive and all have been stricken and replaced with the word direct costs. So some of the utilities, janitorial, etc. will most likely be stripped out of that report. That will technically go into effect July 1st and they will look to convene a good number of folks from the 911 Council, stakeholders, and interested parties to take a look at that report and update that. That is how the form itself was created back in 2013 or so they will try to replicate that process and narrow the scope of that report a little bit.

**2022 GIS Information**

- Benchmarks 2022
  - Upload within 6-month period
  - 98% GIS
  - 98% ALI to Road Center Line
  - **0 Critical errors**
    - GeoMSAG/ALI 6.0 Go Live Delay

**FY2022**

- March: 31 Counties
  - $198,000
- Period 2: 84 Counties
  - $540,000
- FY2022:
  - $1,152,000

March 23rd was supposed to be the go live date and implementation of GIS based MSAG and ALI 6.0 but there was delay and it is still technically postponed indefinitely. They are hoping to go live with that the beginning of May. They are in contact with some of the counties of concern because of the number of critical errors. The map below is actually from last week, there have been some strides made by some of the counties with higher critical error counts. They also have a work around that they’ve developed between GeoComm, Comtech, and the counties. They believe that regardless of the critical error counts they should be able to go live in May, however ideally they would like the counts to be at zero critical errors. They have been meeting with those counties and most should be able to get down to zero, and for the ones that can’t they have a temporary workaround that will still allow them to get their calls and their 911 associated data. It is the safe option while they try to work to get down to zero.
Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2022)**
- Expended: $30,767.26
- Total Approved: $16,966.60
- Remaining: $52,266.14

There have been no requests for public education and training. A reminder for specifically the Council that if anyone is planning to travel to the National NENA or APCO Conference that is part of this fund as well and it has been done in the past. It is a little different than how Council members submit travel vouchers for in-state travel and would need to be approved by the Council for out-of-state travel. If anyone from the Council is travelling to one of those conferences, they are more than welcome to put in for travel approval.

**Zetron/Shared Services – Lynne Warren, Zetron**
Program Updates

- Allamakee Co MAX Call Taking went live on March 23.
- Ringgold Co MAX Call Taking went live on April 13.
- Chickasaw Co goes live on April 27.

Iowa Insider Newsletter

Be Heard

Here's your latest edition of the Zetron Iowa Insider. In this issue you'll find:

- Team Spotlight: John Nesbitt, Project Manager, Zetron
- SWATTING - What you need to know
- Thru V101: Firefighting edition
- Tips & Tricks for MAX Call Taking

• Email lynne.warren@Zetron.com to subscribe with your contact information.
Training Funds Request
None.

Technical Advisory
None.

SWIC Chris Maiers gave the following update

- Thank you to all the telecommunicators! You are rock stars, and I sincerely appreciate all you do.
- No reported outages due to the storms earlier this week.
- Information Sharing Framework Project Update
  - A follow-up meeting is in the works with the DPS and DSM Metro groups. That report is being drafted, so hopefully we’ll have something to share soon on the CAD-to-CAD work being done.
- ISICS Update
  - Our encryption documents are out for public comment until April 14th. They cover everything from an updated policy, to technical standards and a fleetmap. Feel free to comment.
- StatusBoard Update.
  - The update is working and on a developmental server. There is some touchup work to finish, so hopefully that will be done as well.
- TICP/FOG/eFOG
  - A draft is being reviewed and will hopefully be sent out soon.
- The West STR deployment in Clinton is expected to start winding down relatively soon. Once Clinton is finished with their recovery efforts, the West STR will be demobilized and undergo some maintenance.
- Training and TA Requests Update
  - State Sponsored COML – In September at Westcom. An announcement will be coming soon.
  - COMT – The week of June 6th. Sign-up form is on the ISICSB web site.
  - INTD – Registration for INTD runs through April 30th. We still have a few seats available.
  - COMMEX – Work is on-going for the logistics. This will likely be this fall in Creston.
- ISICS applications approved last month:
  - Eastern Iowa Power & Light Coop – Level 2
  - Palo Alto County Sheriff – Level 1
  - Independence Mental Health Institute – Level 2
ISICS application up for approval today:
- Audubon County Sheriff’s Office (update) – Level 3
- Clinton County (update) – Level 4
- Guthrie County Rural Electric Cooperative – Level 2
- Hancock County (update) – Level 4
- Shelby County (update) – Level 3

New FirstNet sites over the past month in Iowa:
- One in west of Sioux Center, IA near Hudson, SD
- One in SW IA near Malvern & Hastings, IA
- One in SW Iowa in Macedonia, IA
- One in SW Iowa near Anita, IA.
- One S of Winterset between Macksburg and East Peru
- 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 he and CISA would like to recognize Iowa’s public safety telecommunicators. He quoted President Clinton’s 1994 proclamation “America’s public safety telecommunicators serve our citizens daily in countless ways. The work of these unseen first responders is invaluable in emergency situations and each of these dedicated men and women deserve our heartfelt appreciation. Americans place their trust in these individuals not just this week but every day of the year.” Thank you to Iowa’s telecommunicators.

Stromberg then referenced his message concerning “Shields Up” from last month. The threat remains and “Shields Up” cybersecurity posture is still a national priority. On April 7th CISA released a cyber incident information facts sheet regarding today’s cyber threat environment. It reinforces their message that organizations should lower their threshold for sharing information with CISA to raise our collective resilience to cyber threats. When cyber incidents are reported quickly it can contribute to stopping further attacks. The fact sheet provides guidance about what to share, who should share, and how to share information about unusual cyber activity. In the chat box he provided a link to CISA’s “Shields Up” website. That is the go-to site for the most up to date information on this topic. Please visit that site: [http://www.cisa.gov/shields-up](http://www.cisa.gov/shields-up). The “Shields Up” campaign can be found on the world’s largest webpage banner at cisa.gov. It covers about the whole screen, and it will say “Shields Up” at cisa.gov and you just click in that banner, and it will take you to the “Shields Up” website.

Four strong candidates were interviewed for the Region 7 Emergency Communications Coordinator position. A hiring recommendation has been conveyed to the hiring authority and they are awaiting an update on that. Lastly, SWIC Maiers thoroughly covered the technical assistance that CISA is always happy to support the state of Iowa with.

Mark Murphy asked a question concerning the money the federal government allocated for cyber security that goes through the state. He was checking if there were any details or information on when these would become available for application. Stromberg advised a lot of people are asking that question and there is nothing officially released yet. He also advised that
he would go in at the conclusion of the meeting and take a fresh look at it and if he has missed anything in the last couple of days, he will push the information out to SWIC Maiers.

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

**34A Update**

Chair Rotter asked Rhonda Braudis for an update. She had gathered some members for her committee and submitted them to Chair Rotter, except for one. They consist of Heath Hove, Tracey Bearden, Jason Hoffman and then Blake DeRouchey as an advisor. She is still looking for 1 or 2 more potential members to fill the recommended 5-8. Braudis advised that she does have some ideas of which direction to go with the permission of the Chair. There will be further discussion later but some of the items have to do with charges by telcos that are currently happening. She would like to see that as a future agenda item for the Council.

**Baseline Knowledge for 911 Communications**

Chair Rotter then requested a report from Jamey Robinson. He advised he had nothing new, they had completed the report and sent it out for Council review and recommendations. There has been a change at ILEA if they wanted to sit down and discuss the recommendations and see if it is something that could be incorporated. It would be nice to hear from the Council if they are in agreement with some or all of the report. It was left as, here was what we were thinking, so the Council should review that and decide from there based off those recommendations what they would like to push forward. Then they can look at working with ILEA and moving forward. Chair Rotter agreed and said the timing of the report coincided with a personnel change at ILEA and he will make communication there and get things going again. Robinson also volunteered to help with the 34A committee.

**Legislative Issues**

None.

**Information Sharing**

None.

**Unfinished Business**

None.

**New Business**

Under new business was the discussion and motion regarding the efforts to successfully eliminate unnecessary 911 circuit charges being billed to the local 911 service boards. Jeff Anderson began the dialogue and gave a brief background leading up to this point. He explained that like a lot of other service board representatives over the last year they have been trying to determine and eliminate any unnecessary telco charges as a result of all the upgrades being made to the 911 network here in Iowa. The have struggled, and they have
reduced their overall cost, but still struggle with three circuit charges recurring monthly from Windstream. They started with a name of someone in Windstream that might be able to help them, and they have had a couple of discussions with that individual. Over the course of a couple months, they have been patient and given it its due diligence. The first issue was the long tenured employee at Windstream didn’t even recognize the account numbers that they provided. The obvious question is what are they paying for and what are these circuits for, and it still remains a mystery. They asked them over the course of a couple of months to look at those circuits and do some monitoring for traffic on those circuits. On their side they checked with the experts at RACOM and Zetron concerning the shared services network to ensure that none of those circuits would be needed. They came back pretty quickly and confirmed they should not be needed. They waited on Windstream and a couple of weeks ago they came back with a report that two of the three circuits still had traffic on them. They agreed to turn off the one circuit with no traffic but began to escalate his ability as the local service board authority (who pays those circuit fees monthly) to shut those off. Blake’s name was mentioned, and they were told they may need to go to a higher authority in order to disconnect those.

Anderson continued that last week at the APCO/NENA Conference he opened a discussion with Blake and several other 911 Board representatives and came to the realization that this is largely ineffective and essentially 99 counties are trying to deal with the telcos one-on-one. They are trying to determine what they are paying for and get them eliminated where allowable. In this dialogue he asked Blake if he would be willing to facilitate a face-to-face meeting with some local 911 Board representatives and representatives from the telcos to determine what we are paying for and are they necessary. The goal would be to come to a resolution instead of giving up and continuing to pay or to give up and quit paying. It would be regrettable to end up doing business that way. All this history accumulated into what is here for a motion today. The hope is for Council support before that meeting so essentially the motion on the agenda is a product of that.

Mark Murphy added that he has been struggling with Windstream for 13-14 months. They determined one of the lines they have goes to a 911 center that was in Dyersville that has been closed for 10-12 years. They asked for that line to be disconnected and it is to the point now that they are sending them to credit because they are not paying it. They are coming after them and they have started six tickets with Windstream on the issue. Everyone said they would turn it off, and they have not, and to this day they are still getting billed for it. They did get Blake involved and had some emails through Windstream over this last year and they are getting nowhere. This has been a process since March of 2021 with no progress. Murphy has provided the documentation over and over again; multiple ticket numbers and they have stopped replying.

Rhonda Braudis echoed similar issues. Windstream was one of her accounts and she was able to get it closed, however, she essentially made daily calls to get that accomplished. She was being charged for technology that had not been in existence since 2007. She never received a credit and her Commission agreed that as long as it was closed, they would go from there. This is an ongoing problem, and it is not just Windstream. She is now down to one issue, which is resolved for the most part, but is waiting for commentary from the FCC. And the new issue which will come up here soon, is not unique to Windstream and is affecting many people.
Anderson continued that it was alarming to him last week in talking to several other 911 representatives concerning the sheer amount of surcharge dollars that we statewide are pumping back into the telcos without virtually any explanation as to what we are paying for. Braudis added that for her PSAP when she started the monthly telco charges were a little over $3400 a month and it is currently at $105. And that is just one PSAP in Iowa that are getting those charges.

Darrell Knecht from Howard County 911 spoke next and reported that he gets three CABS bills from Windstream, and to this day he still does not know what they are for. They were traditionally, collectively, roughly $1200 a month. Awhile back they changed the account numbers and at that point in time they doubled to roughly $2400 a month. This last month they all three collectively jumped to just under $5000 a month. He has made phone calls and gotten no response from them. If that continues that is $60,000 a year for something that he cannot explain. He concurred with Anderson that he did not want to be in the media or be the one to be called out in the media as 911 is not paying its bills. At this rate, something needs to be done.

Blake made some comments to try to tie everything together. When they did the wireline migration it was with the intent to absorb or alleviate the PSAPs of all of those telco charges. They contracted with the ICN and got pricing that they thought was going to include all of those bills, but it did not. What it basically replaced was the cost of the CAMA trunks from Lumen and the ALI links. Those have been removed. Last summer they went through the exercise of working with the PSAPs, and they in turn with the telcos, to try to capture what this total cost is statewide. No one had an idea what that cost was, and they are not the customer of record for those costs, the PSAPs are. A lot of instances the telcos would cite privacy rules and they would not talk to them directly on what those costs were. In this process it was hard to pin down what could and couldn’t be removed. With Windstream there have been some circuits and costs removed, but it was a daily process with PSAP folks contacting Windstream on a daily basis trying to get that accomplished. This discussion happened last week at APCO/NENA, and it is a good idea as a whole to work on these bills, specifically with Windstream. There has been a lot of energy expended by both the local folks, their office, and Windstream to try to pin down what can be removed and what cannot. It will actually save energy in the long run to do it across the board and not individually. That is where the motion comes from.

Blake’s earlier comments during his program manager update were actually concerning in many cases Lumen had disconnected all costs with PSAPs ordered their CAMA and ALI links to be disconnected. Lumen has made the determination that was done in error. A number of PSAPs, he had heard the number 50, have not received a Lumen bill for a number of months, over a year in most cases because they disconnected all of those costs. The CAMA trunks and ALI links are still disconnected and not to be billed. What they have reimplemented is in line with what other telcos bill on and is basically the cost to get the 911 call from the customer to the central office, to the aggregation point, and into the state 911 network. That discussion is tied in with the same discussion that they have been having in this state and nationally for a couple of years now at this point. It’s related and it’s the same overall topic and as an update the FCC did have a period of open comment a couple of months ago. They filed comments, they did not believe other telcos in the state did, but other state 911 programs submitted comments as well as National APCO and NENA. Many telcos in other states submitted comments. They are in a
holding pattern and there is no indication what the FCC will do next. If they were to take further action it would probably be in the form of a notice of proposed rulemaking. It is unknown though if they will open that formal proceeding. That kind of leaves us in limbo in the state publicly and everything DeRouchey has said is encouraging the status quo. The last thing they want to do is have somebody involved in a lawsuit over this topic. Until this is sorted out either at the FCC level or through legislation here or by some agreement, they do not know what the ultimate end game is. There are still four or five counties that aren’t connected on the wireline side to the NextGen 911 network and that is related to this topic as well. Those PSAPs have direct trunks from telcos and they at the state do not want to set the precedent of paying to move those trunks so they are basically in a steady state with those four or five PSAPs.

Chair Rotter recognized this is a wide-spread problem but how bad it is we do not really know. His question was if we could get all the PSAPs to respond to us to gather that information in an efficient way. Braudis offered that this is an effort for the 34A committee to take on and gather some information to present over the next couple of months. Braudis proposed an email to go out to all of the telcos that are affected and asked that Blake facilitate that. She will be asking a couple of things. As an agency she has submitted commentary to the FCC and is more than likely going to be filing an Iowa Utilities Board complaint. She is interested in seeing if any other agency is interested in taking part in that. As far as the 34A committee goes, she would like to be able to gather information on who is receiving bills and what they are receiving and present that to the Council. Over and above that she would like to see what other issues they are having with telcos beyond this issue of a new bill. The largest issue with the new bill is this was not requested and is a brand-new account number. There was no communication or solicitation for it; in addition, they are charging for things that they have never charged for before. She ventured to say that this is the same for every PSAP receiving this bill and encouraged everyone to look at that. The other portion of this is that she encourages everyone to make contact with CenturyLink or Lumen before making any payment on this bill because then they take ownership of the new account.

Chair Rotter asked Blake if getting an email out would be an issue and he advised it would not be an issue. Some of what their report did last summer is tackling what we are talking about. They had about a 50% response rate, so they had to do some extrapolations and estimates on what the actual amount is statewide. It is a publicly available report, and he is happy to share that and provide the email content that they have for telcos. Specific to what Jeff and Mark brought up it is almost a two-fold thing. What Rhonda is talking about the 34A committee is perfect for like the entire issue specific to Windstream while related and part of that conversation, is almost another group of people working on that side. Not necessarily in conjunction with, he kind of sees it as two different efforts. If they still want to make their motion.

Rotter asked reference the complaints to the FCC and the Iowa Utilities Board, is this something that you would be interested in seeing as many PSAPs sign on to it as one complaint for both of those entities or as 113 PSAPs sending individual letters. Braudis responded that for the FCC it is just informing them of that, and she has already made that commentary. Before she moves forward with the IUB she would like to see a conglomeration that way they see this is not just the problem of one PSAP this is an Iowa state problem because there are many impacted by this. There are about 50% and those are the ones we know of right now. This is something she will be talking about in that email.
Jeff Anderson makes a motion to support efforts to successfully eliminate unnecessary 911 circuit charges being billed to the local 911 service boards. Seconded by Mark Murphy. Rhonda Braudis asks that they also consider the superfluous telco charges that are being billed. Jeff Anderson amends his motion to include eliminating superfluous telco charges that are being billed as well. Seconded by Mark Murphy. All ayes. Passed.

**Travel Requests**

None.

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

None.

Chair Rotter wished everyone a happy Telecommunicator week before adjournment and Jim Stromberg added that he put a hyperlink in the chat to the cybersecurity document he referenced earlier. He also rechecked the grants.gov and build.gov websites and there are no updates for the 2022 state and local cyber security grants program.

Next meeting date will be May 12th, 2022, at 9:00 AM at the Dallas County Human Services Campus 25747 N Ave., Adel.

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

Meeting adjourned at 9:50 A.M.

Cara Sorrells, Secretary