

*Note: These minutes are a draft and are not to be considered official until approved at the next meeting.*

	<p align="center"> <b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, May 12<sup>th</sup>, 2022</b>  <b>9:00 – 10:15 AM</b>  <b>Dallas County Human Services Campus</b>  <b>25747 N Avenue, Adel IA 50003</b> </p>
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**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) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyys	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Excused
alternate	Shanna Krogmeier	Present
Iowa Geographic Information Council	Lawrence Hartpence	Absent
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Brad Shutts	
Iowa Peace Officers Association (IPO)	George Griffith	Absent
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Present
alternate	Mindy Benson	Present
Iowa Department of Public Safety (IDPS)	Richard Pierce	Present
alternate	Robert Johannesen	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
alternate	Pat Snyder	
Iowa Telephone Association >15,000	Taylor Teepell	Absent
alternate	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	John McCormally	Absent
<b>Staff:</b>		
Blake DeRouchey, 911 Program Manager		Present
Allie Bright, 911 Program Planner		Present

**Guests also present in person or by teleconference:**

Chris Maiers, ISICSB SWIC  
James Stromberg, CISA  
Brad Button, Des Moines PD  
Ryan Mulhall, ICN  
Hollie Davidson, ISICSB  
Bill Burnett, Comtech  
Lynne Warren, Zetron  
Amanda Pyle, Story County 911  
Kenneth Weber  
Tracey Bearden, Polk Co 911  
Jeremy Cremeans, Tama County EMA/911  
Paige Klaaren, Iowa County 911  
Nick Brockman, Polk County SO  
Kirk Hundertmark  
Darin Riney, Westcom  
Tom Holladay, RACOM  
Terry McClannahan, Dallas County SO  
Samantha

Lacey Hogan  
Sarah McClure, Ames PD  
Josh Duden  
John Garretson  
Pam Freshwater, Monroe County 911  
Paul Trewin, Central Square  
Jodi Teal  
Diane Sefrit, SCI Regional 911  
Michelle Campbell, Scott County (SECC)  
Brenda Vande Voorde, Fayette County 911  
Evan Johnson, LSA  
Trisha Quijano, IUB  
Paul Guest, Zetron  
Eric Porter, ICN  
Stephen Rodriguez, ICN  
Tammy Rodriguez, ICN  
Shelly Eggert  
Bobbie Wells, Sac County 911

**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 Richard Pierce to approve the agenda. Seconded by Jack DeAngelo. 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 Mark Murphy to approve the minutes of April 14<sup>th</sup>, 2022. All ayes. Passed.

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

Program Manager Report

- Program Financials
- Forms
  - Expenditure Collection:
    - Warren
  - Service Board Membership:
    - Plymouth
- Potential RFP – Circuit Audit

- AT&T Location Based Routing
- HF 2436 Workgroup
- Interop Workshop
- APCO Presentation – FirstNet PSAC

Blake pointed out on the quarterly payments to PSAPs worksheet that there is an asterisk by Warren County due to them not submitting their PSAP expenditure form from the previous reporting cycle. The amount listed on the report is the full amount, however they did withhold the 35% as required by code. They were sent a certified letter notifying them of this. The 35% will be held in a reserve for up to a year until they submit their form. Once the form is submitted, they will release the payments that were withheld. They can withhold up to four quarterly payments and if the form is not submitted that amount stays in the operating surplus.

On the expenditure report Blake also wanted to point out a change with the wireless service providers and wireless cost recovery. In Iowa Code 34A that provision is set to sunset in 2026. Previously he has always listed the carriers involved that submit to them for cost recovery. That historically has dwindled, and this is the first quarter where only one carrier has submitted for cost recovery. The rest do not. He can no longer list the name of the carrier that does submit because it's a proprietary issue, in code it is confidential. He can only list the amount that was submitted for cost recovery, not the carrier.

Continuing with his report, Blake advised that \$322,000 was transferred into the operating surplus. That is the front end of how the surcharge works. One thing that he looks at on a quarterly basis is how much they are transferring into the operating surplus, but then also see how much they are spending in expenditures - specifically in the virtual consolidation or non-recurring part that is listed below the operating surplus. The report shows that out of the non-recurring virtual consolidation they actually spent more than they banked in the operating surplus. In looking back, two out of the three quarters this year that has been the case. It is something to keep an eye on, however that is also the reason why when they did their end of year forecasting, they held a little bit of that in reserve. It is the obligated stuff that they know is coming out of Zetron. They know about that and when they do the end of year calculations on how much they will pass through they make sure they have enough to cover their expenditures and known obligations. He just wanted to highlight that as something to keep an eye on.

This report is the quarter from January – March. The \$268,000 listed there as paid out for the consolidation grant was actually paid out in January. This was submitted by Oelwein PD/Fayette County and this report still encompasses that payment.

Another item listed here is the \$20,295 for PSAP moves. Every time a PSAP moves, they expend funds to move the ESInet connection for that PSAP. That also comes out of the operating surplus. Finally, on the National 911 Grant that performance period ended March 31<sup>st</sup> and they are in the process of submitting their final voucher which is about a million dollars. When you factor in some of the surplus stuff and how much they are spending on shared services, that is something they have factored into slowly spending down the operating surplus. They are trying to do it in a controlled fashion and that National 911 Grant revenue is something they have known about and counted on to go towards that project. That will be closed out hopefully this month. Landline cost recovery is not part of 34A, it is just wireless cost recovery listed in 34A.

DeRouche moved onto the rest of his program manager report and noted something that he wanted to socialize and get some input on is concerning a potential RFP for a circuit audit. There are companies that do circuit audits, and the state of Minnesota did this a couple of years ago. Clayton County just went through this and saved \$50,000 a year. This could be a half step

or measure so that PSAPs can disconnect services or circuits that are no longer needed and identify what is currently active. There are a couple of different thoughts on how to approach this and he would like to get pricing for both models. One being that they do the procurement and PSAPs that are interested in it can purchase off it. We would be getting the economy of scale, or the state power of purchasing for pricing. The other option would be to ask what the cost would be to do a statewide project. This would be a company that would work with all the PSAPs or those interested, work with the telephone companies, and work to eliminate those unnecessary circuits and circuit costs. They would love to do it at the program level, but they don't have the proverbial bandwidth and technical expertise to do such a thing. He knows of two such companies that do this. Like the Clayton County example, \$50,000 a year is a substantial savings for legacy circuits that are no longer needed. He is seeking input and has the thumbs up from the department to go forward with it. If there are any other ideas, he is open to those as well to work them into the RFP.

Jack DeAngelo missed last month's meeting but advised he is willing to help and understands the issue. From a telco perspective he offers any assistance, and he is familiar with billing. He explained a lot of this could be legacy equipment from the old GTE days, which probably shifted over to Iowa Telecom and then Windstream. He offered also that hopefully the long-term perspective is that the independent telcos pretty much transport into Aureon, and they are reworking their switch or moving their voice switch in Des Moines with the goal of getting to SIP on the wireline side. His company is wanting to get to SIP transport on the end of trunking as soon as possible just to alleviate headaches. That will change the billing, maybe for the better or maybe for the worse. Blake agreed that we need to get to that technology. They have been discussing this and it is a good conversation to have in the near future.

Mark Murphy asked if there have been any updates with Windstream. He has been trying to get a circuit shut off for over a year and they finally shut off the wrong one. It did not affect them, so they are now trying to get the other one shut off. Blake advised that he and a member of ICN's new management team had a call with Windstream. Her previous career was with Windstream, so they were hoping to leverage that relationship. They did have a call with them, but he did not feel that they got much further down the road with that conversation. After last month they were looking at how we can do this statewide, or holistically so it is not just one PSAP at a time feeling that frustration. They are by no means done or putting it back on the shelf. But this was their first attempt at trying to have that conversation and it was not fruitful.

## 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
    - Signed by Governor

Blake advised he got a good response from those interested in a HF 2436 workgroup. It is likely that not everyone will be able to serve but he wanted to make an offer to any Council members who want to participate in looking at that report and updating it.

#### 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 Update**

#### FY2022

- April: 4 Counties
  - \$36,000
- Period 2: 88 Counties
  - \$576,000
- FY2022:
  - \$1,188,000

Blake advised the proposed updated date to go live with ALI 6.0 and launch the GIS based MSAG is the last week of May. The critical errors have basically been taken care of and they are fairly confident that they can make that timeline. They were trying to make sure that they don't schedule it and have to cancel again so we have not seen a formal date go out. We should expect to see a note go out hopefully in the next week.

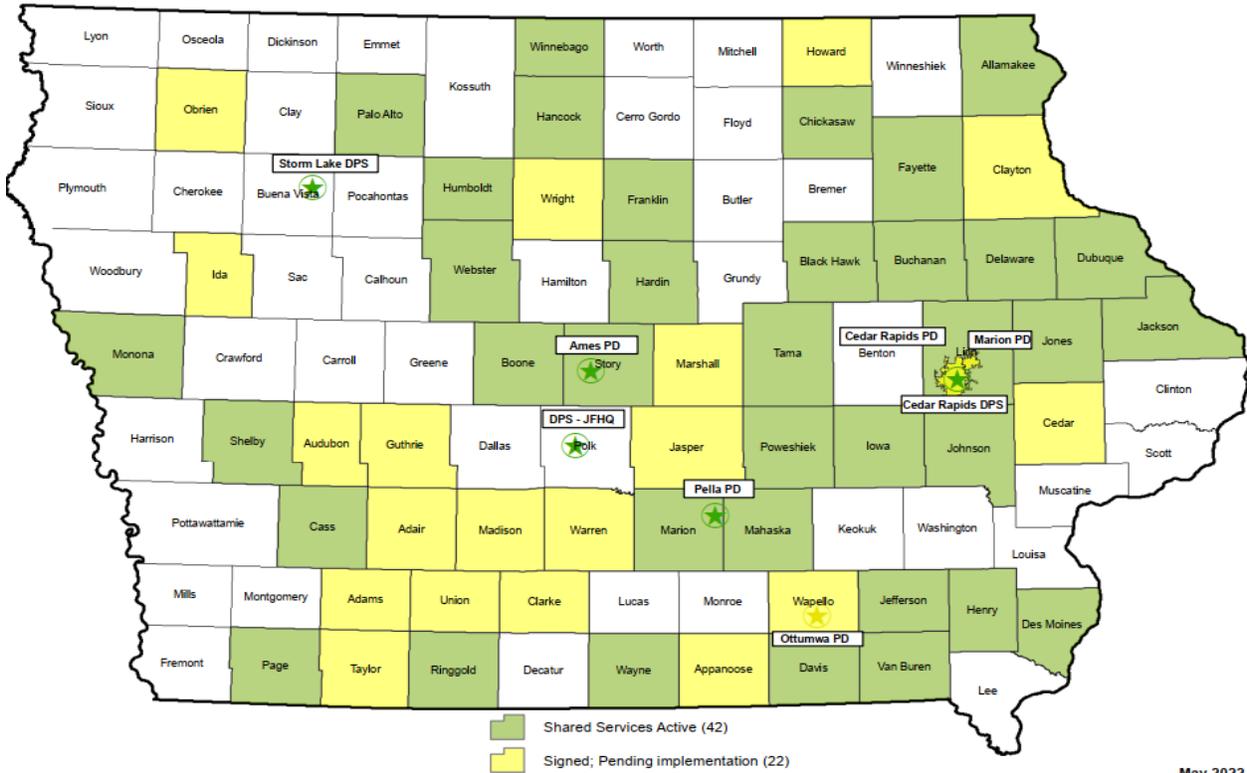
#### Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2022)**
- Expended: \$35,823.86
- Total Approved: \$11,910.00
- Remaining: \$52,266.14

There have been no requests for public education and training. If there are still funds available this time next month, they will probably do an application to print more children's activity books.

#### **Program Updates**

- Chickasaw Co went live with MAX Call Taking and Zetron PBX on April 27.
- Howard Co MAX Call Taking goes live May 18.
- Ida Co MAX Call Taking goes live May 19
- Audubon Co MAX Call Taking goes live May 25.
- Marion PD MAX Call Taking goes live June 8.



The Power to Respond

## Iowa Insider Newsletter

**IOWA INSIDER** Issue 14

**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
- Vintage 911: Firefighting edition
- Tips & Tricks for MAX Call Taking

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# Questions?

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

## **Training Funds Request**

None.

## **Technical Advisory**

Jack DeAngelo reported getting a call from two gentleman here in Iowa with FirstNet basically soliciting extra bandwidth on the FirstNet network for communication providers to use their network for their business cell phones and devices. They said it was a federal program where communications providers who qualified could use their network and change over their cell phones and devices that the communications providers use in their company. He has not dug into it yet but is interested in more information if anyone has heard anything on it. SWIC Maiers asked DeAngelo to summarize this up in an email and send it to him, he will forward it on through the chain and ask questions.

## **SWIC Chris Maiers gave the following update**

- An updated standard is up for approval: *ISICS Standard 4.6.0 – System Maintenance: Programming, Qualifications.*
  - This standard was updated to account for some newer best practices in the cybersecurity management of a network like ISICS.
- and Customer Enterprise Network
- Information Sharing Framework Project Update
  - The follow-up meeting was held with the DPS, DSM Metro and Boone County groups. The report is being drafted, so hopefully we'll have something to share soon on the CAD-to-CAD work being done.
- ISICS Update
  - The public comment period for the encryption documents closed. We are working on comment adjudication now.
- Status Board Update.
  - We are expecting to deploy the new StatusBoard updates on May 26<sup>th</sup>.
- TICP/FOG/eFOG
  - The draft is back with the CISA staff for some editing following comments from the ISICSB.
- The West STR deployment in Clinton is nearly concluded. 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 Friday.
  - COMT – The week of June 6<sup>th</sup>. Sign-up form is on the ISICSB web site.
  - INTD – Begins next week in Marshalltown.
  - COMMEX – Work is on-going for the logistics. This will likely be this fall in Creston.
- ISICS applications approved last month:
  - 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
- ISICS application up for approval today:
  - Davis County Sheriff's Office – Level 2
  - Monroe County Sheriff's Office – Level 1
  - Palo Alto County Sheriff – Level 2
- New FirstNet sites over the past month in Iowa:
  - One is located SE of Omaha in Silver City, IA
- Lt. Hove and I will be heading to St. Louis next week for a series of NASNA meetings.

### **James Stromberg Update**

James Stromberg reported that CISA Emergency Communications Division is ramping up for a joint SAFECOM National Council of Statewide Interoperability Coordinators meeting to be held the week of June 6<sup>th</sup> in Coronado, California. This is the first all hands meeting of Statewide Interoperability Coordinators since COVID, and it will be a terrific opportunity for learning and relationship development. He is looking forward to seeing the Iowa team at the NASNA Interoperability workshop in St. Louis in a couple of weeks.

SWIC Maiers covered the technical assistance very thoroughly. CISA reminds all emergency communications critical infrastructure owners to keep your cybersecurity "Shields Up" for more information go to [cisa.gov](https://cisa.gov) and follow the "Shields Up" link for important information about cybersecurity.

To contact James his email is [james.stromberg@cisa.dhs.gov](mailto:james.stromberg@cisa.dhs.gov) or his phone is 202-731-6350.

### **34A Update**

None.

### **Baseline Knowledge for 911 Communications**

None.

### **Legislative Issues**

None.

**Information Sharing**

None.

**Unfinished Business**

None.

**New Business**

None.

**Travel Requests**

None.

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

None.

Next meeting date will be June 9th, 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 Richard Pierce. Seconded by Jack DeAngelo.

Meeting adjourned at 9:34 A.M.

Cara Sorrells, Secretary