

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

	<p style="text-align: center;"> <b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, June 9<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>
---	---

**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	Present
alternate	Shanna Krogmeier	
Iowa Geographic Information Council	Lawrence Hartpence	Present
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Brad Shutts	
Iowa Peace Officers Association (IPO)	George Griffith	Present
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	
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:**

Sarah McClure, Ames PD  
Ryan Mulhall, ICN  
Hollie Davidson, ISICSB  
Bill Burnett, Comtech  
Lynne Warren, Zetron  
Amanda Pyle, Story County 911  
Todd Malone, Scott County (SECC)  
Tracey Bearden, Polk Co 911  
Evan Johnson, LSA  
Paige Klaaren, Iowa County 911  
Paul Guest, Zetron  
Kirk Hundertmark  
Darin Riney, Westcom  
Tom Holladay, RACOM  
Terry McClannahan, Dallas County SO  
Bobbie Wells, Sac County 911  
Chris Hare, Buchanan Co EMA/911  
Doug McCasland, Warren County 911  
Rhonda Braudis, Marshall County Comm

Travis Sheridan, Emmet County EMA  
Steph DeVault  
Pam Freshwater, Monroe County 911  
Paul Trewin, Central Square  
Sean Snyder  
Diane Sefrit, SCI Regional 911  
Mike Hardy  
Brenda Vande Voorde, Fayette County 911  
Matt Alvarado, IUB  
Mary T. Buley  
Mark Dayton  
Margot McComas, BETS  
Mandy Bieber, Linn County SO  
Luke Erpelding, Storm Lake State Radio  
Julie Maas, DHS  
Mark Van Hooser, Buena Vista Co 911  
Dean Kruger, Humboldt County SO  
Edgard Verdugo, IUB  
Jeff Bernatz, Chickasaw Co EMA

**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 Chris Jasper. 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 George Griffith to approve the minutes of May 12<sup>th</sup>, 2022. All ayes. Passed.

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

Program Manager Report

- 988 Information
- Fiscal Year Program Update – June 29/30 webinars
- HF 2436 Workgroup
- Maintaining ANI/ALI records for PBX/MLTS
- Consolidation Grants ending
  - Processing final \$70,229.39 payment for Fayette Co Service Board.

Julie Maas with the Department of Human Services Mental Health and Disability Services Community Division began the Program Manager report with an update on the 988 initiative. She is the Project Director for the state's 988 cooperative agreement with SAMHSA. She thought it would be beneficial to do a brief overview of the National Suicide Prevention Lifeline or NSPL and the changes that the implementation of 988 could have on that.

The Lifeline is a 24 x 7 crisis line for individuals who are suicidal in a behavioral health crisis or experiencing emotional distress. It is a network of over 180 call centers throughout the country and two of those call centers are here in Iowa. We have Foundation 2 in Cedar Rapids and Community Crisis Services and Food Bank in Iowa City. How calls are currently routed through the Lifeline is that when an individual calls, the area code of the phone that they are using determines the center that it is routed to. If the center does not answer, the call continues to roll throughout the network until it is answered. Chat and text routes a little differently, it goes to the first available counselor and then routes through the chat and text network. They are in the process of testing a new system for routing them that is the same as how the calls are routed.

How 988 could potentially change the Lifeline is, that it's not just a change in a phone number. In 2020 the FCC designated 988 as the three-digit dialing code for the Lifeline. It was signed into federal law in October of 2020, and it goes into effect July 16, 2022. They are in the process of preparing for that transition. What they are doing is they have contracted with the two centers to provide 988 crisis services. The intention of the 988 change is that it isn't just a change in a phone number it's a change in how the Lifeline interacts with our state's crisis system. It's really a parallel crisis line and the intention is that it is an integrated piece of their crisis system.

When you look at the national standards for what a quality crisis system is, it is comprised of three components. They are someone to talk to, someone to respond, and a place to go. In Iowa we have Your Life Iowa which is also a 24 x 7 crisis line for individuals in a behavioral health crisis and they are in the process of assessing how 988 and Your Life Iowa are going to interact and what that is going to look like. They also have mobile crisis response in a good portion of state, which is someone to respond, and then they have Crisis Stabilization Residential Services which is a place to go for individuals in crisis who need stabilization. What they don't have, and they are currently assessing to see if 988 can provide, is a single access point into their crisis system. And then coordination between those components of the crisis system so that if somebody calls 988, which is going to be a number that is going to be easy for people to remember, and they need additional help, more than just somebody to talk to, they can be directly connected to someone to respond or a place to go.

In the contracts with their centers they are required to provide the 24 x 7 call, chat, and text. Foundation 2 is going to be the primary call center for Iowa and Community is going to be the backup for the calls. Community is going to be the primary chat and text answer center for Iowa and Foundation 2 is going to be the backup center. In addition to that Community is a national backup center for chat and text and are really considered a national expert in chat and text. We're very fortunate to have that in our state as that is a piece that is really lacking in a lot of other states. They are also in the process of looking at how our 988 centers can provide warm handoffs to all the mobile response teams in the state with an effective date of fall of this year. They are looking at how they can start that coordination piece between 988 and our local community crisis services.

They know that the connection between 911, law enforcement, and 988 is going to be a huge component. There are going to be a lot of conversations in the very near future about what that is going to look like. Right now they are really focusing on building up staff capacity in the call centers so that they can answer as many Iowa contacts in Iowa and prevent them from rolling to other call centers out of state. That is a high-level overview of where they are at with 988 and she is happy to answer any questions anyone may have and encouraged Blake to give anyone her contact information if needed. Her email address is: [jmaas@dhs.state.ia.us](mailto:jmaas@dhs.state.ia.us). Blake encouraged PSAPs to start to think about best practices and how to handle those hand offs and transfers.

## 2022 GIS Information

- Benchmarks 2022
  - Upload within 6-month period
  - 98% GIS
  - 98% ALI to Road Center Line
  - **0 Critical errors**
- Proposed Benchmarks 2023
  - **Upload Quarterly**
  - 98% GIS
  - 98% ALI to Road Center Line
  - 0 Critical errors
  - Paid out at end of quarter
  - Anticipate moving to monthly for FY 24

## FY2022

- May: 7 Counties
  - \$54,000
- Period 2: 95 Counties
  - \$630,000
- FY2022:
  - \$1,242,000
- GeoMSAG/ALI 6.0 Live
- GIS DataHub 2.0 Training
  - Jun 15 1-2 PM
  - Jun 21 10-11 AM

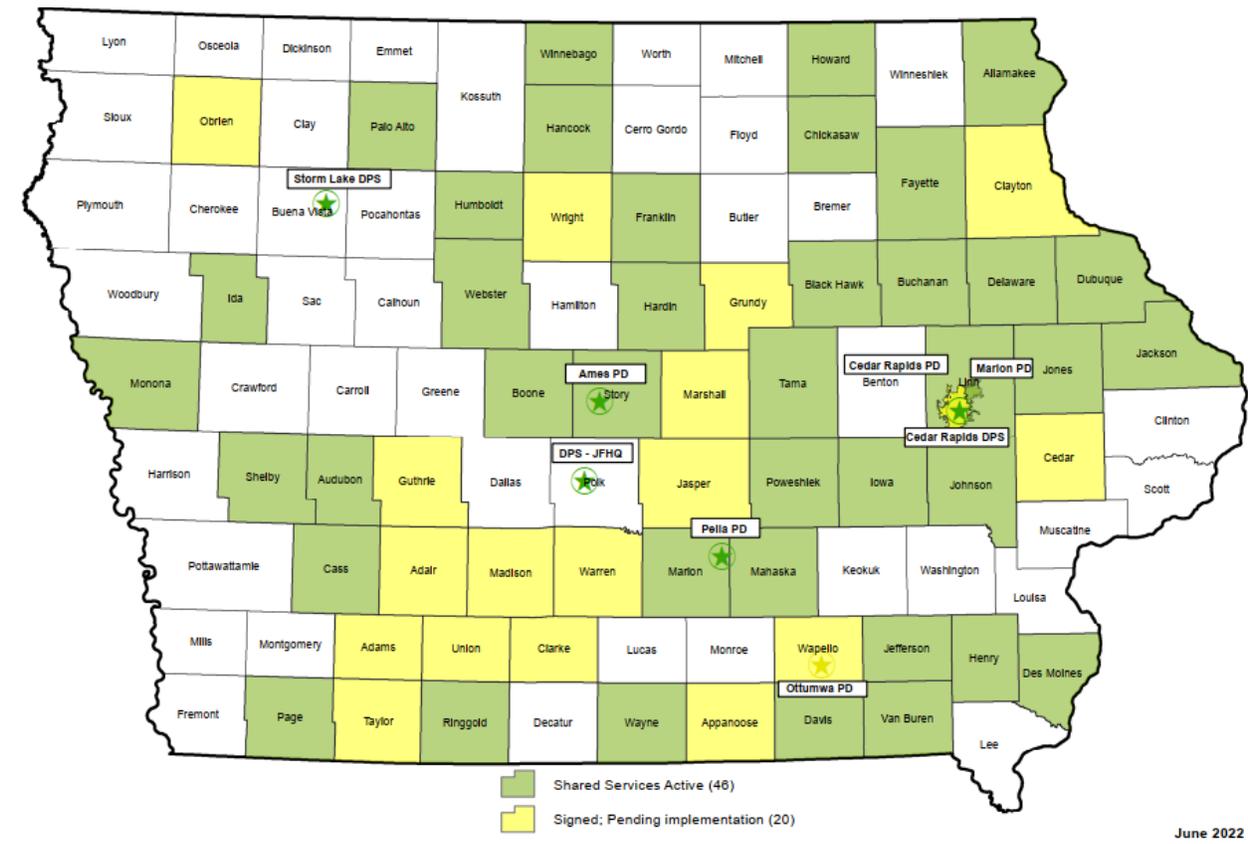
## Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2022)**
- Expended: \$45,073.00
- Total Approved: \$3,000

- Requested: \$50,000 HSEMD – 10,000 English/2,075 Spanish 911 Children’s Activity Workbooks
- Remaining: \$1,927.00

## Program Updates

- **Howard Co MAX Call Taking went live May 18.**
- **Ida Co MAX Call Taking went live May 19.**
- **Audubon Co MAX Call Taking went live May 25.**
- **Marion PD MAX Call Taking went live June 8.**
- **Wright Co MAX Call Taking goes live June 15.**
- **O’Brien MAX Call Taking goes live June 22.**





## Iowa Insider Newsletter

**IOWA INSIDER** Issue 15

### SPRING

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

- Team Spotlight: Ryan Woythaler, Technician, RACOM
- Iowa APCO & NENA Conference
- Vintage 911: Highlighting 120 years of traffic safety technology
- Tips & Tricks for MAX Call Taking

DOWNLOAD NOW

- Email [lynne.warren@Zetron.com](mailto:lynne.warren@Zetron.com) to subscribe with your contact information.

# Questions?

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

## **Training Funds Request**

As Blake mentioned in his program report, there is a request for \$50,000 of the unused funds from the training and education fund to print more activity books for the PSAPs. Initially there was only enough printing for each PSAP to get about 25 booklets, but this amount would secure printing more, approximately 10,000 English and 2,075 Spanish. In order to print that many copies prior to the end of the fiscal year, the DAS print shop was going to have to start the job prior to the June 9<sup>th</sup> meeting. In consultation with the 911 Council's Executive Committee, they went ahead and placed the order and are seeking the full Council's approval of the application during this June meeting. This leaves \$1,927 in that fund but it does replenish itself come July 1<sup>st</sup> at \$100,000 and no additional requests were received. Cara Sorrells made a motion to approve the training funds request. Seconded by Mark Murphy. All ayes. Passed.

## **Technical Advisory**

Jack DeAngelo reported having additional information he received on FirstNet soliciting extra bandwidth after last month's meeting. He read the following for the Council:



## FirstNet focuses on in-building coverage

The FirstNet Authority Board has voted to use network reinvestment funds to expand coverage indoors, in a move that will allow its network partner, AT&T, to offer an indoor coverage extension service to FirstNet customers.

FirstNet said that the approved network reinvestment is intended to “increase FirstNet coverage where public safety agencies operate indoors, such as police headquarters, fire stations, Emergency Communication Centers, and other critical sites and field locations.” The agency described the indoor-coverage enhancing service as a small-cell-based “RAN extension” that will be available to first responder agencies which subscribe to FirstNet services.

The First Responders Network Authority will be receiving about \$18 billion in payments from AT&T over the 25-year-term of its contract to build out and operate the nationwide FirstNet network for public safety. An estimated \$16 billion of that is expected to be reinvested in the network, as is required under the law which established FirstNet. The FirstNet Authority established a roadmap in 2019 which laid out the priorities for guiding that reinvestment—including indoor coverage. [Read More Here](#)

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

None.

### **James Stromberg Update**

James Stromberg reported that Chris Maiers has been hired by CISA and has started his onboarding this week. He has already been in contact with him, and he is hitting the ground running. We should anticipate getting his new phone number and new email address very soon. He is excited to get to work servicing and continuing to support the state of Iowa. He anticipates him being at 100% by our next meeting in a month and he will be the representative. Stromberg has enjoyed the opportunity to work with Iowa over the last several months and will continue to partner with Chris, but he doesn't think he will need a lot of help.

There is a new technical assistance catalog out, technically called the service offerings guide. It's something that hasn't been modified much, it is supposed to be a living document so it's just some slight refreshers. It is available on the CISA Emergency Communications Division webpage.

Finally, Stromberg wanted to thank Iowa for its participation in the NASNA workshop this past month. Hopefully it was a beneficial experience, and it was a pleasure to meet some of the

Iowa folks there. Chair Rotter thanked Stromberg for his help and for stepping in during this time. He stated he looks forward to working with Chris Maiers again.

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**

Rhonda Braudis advised that last month she sent out an email in an attempt to collect some data, and they are currently collecting that data on the CenturyLink/Lumen issued. She has some movement in that area. In speaking with her County Attorney, they are in a pretty good spot in Marshall County because they have not taken ownership of that bill nor paid that bill. As soon as she gets a little bit more information from him, she will send that out.

Outside of that work that is being done and the emails that are going out, she asked for any additional direction the Council would like the 34A committee to be working on, the upcoming legislation or what not. Chair Rotter advised that his PSAP also received a similar bill, and their policy is that all bills paid must be itemized and there is no itemization. He didn't know if there was any requirement from the state auditor if they were to be audited and they paid a bill that wasn't itemized if that causes an issue for his county or his service board.

Braudis has received two bills at her agency, and these are brand new account numbers. She went back historically; the second month, and they apparently had enough phone calls and emails that they went to more of a cryptic monthly service and that is it. That is something that was previously billed before the CenturyLink bills were shut down, but that is also something that was born to the state because of the whole statewide migration. The question becomes, is this a triple dip, because they are billing the state, they are billing the PSAPs, and what are they billing the customer? That is where her county attorney is looking at. He is reaching out to the county attorney's association as well as the Attorney General to get some direction there and her county attorney is going to be sending a letter to CenturyLink.

She is hoping to get a little resolution before next month so that she can share the results with other agencies. For those agencies who have not taken ownership of that bill, that is going to be a little bit of an easier fix versus once you pay you have taken ownership and accepted the bill. That is kind of where the issue lies. Once she gets some more information from him, she will send another email that can be pushed out to the PSAPs to see where everyone is at or if they have made any progress. Also to see if they have contacted their own County Attorneys because that could be the next step if everyone in the association gets together, and all these attorneys contact Lumen together. Contacting them as a group will be more powerful. Chair Rotter encouraged PSAPs to contact their own county attorney if they have had a similar situation as they may not even be aware of the issue. He will contact his own to make sure they are paying attention. There is strength in numbers and if we could get a lot of county attorneys on board it could really make a difference.

Braudis advised after the first complaint that she filed with the Iowa Utilities Board, there will be another complaint, but it is not going to go anywhere because they have kind of made it clear that there is really no decision there. They really want the FCC to make that decision. By still making the complaint however, it shows that there is still a problem, and it is still happening, and this is what we need to fix.

After getting more information from her county attorney, she will send out another email asking if others have contacted their county attorney and if they would share their attorney's contact information so she can forward it. They can get together in their grouping and see what they can do. As far as legislation goes, she was not sure where we're going with that. When she spoke to their Senator and House of Representatives the thought was there really is no bill on either side, and they are all kind of waiting to see what the FCC does. It is kind of a waiting game but if we could get this new issue resolved that would be a huge step.

Chair Rotter asked everyone to be as proactive as they can and jump on board so that we can talk with one voice. Blake offered a couple of other updates on this looking outside of the state of Iowa. Keeping in mind that every state's regulatory and statutes are different, the Minnesota 911 program did file a complaint with their public utility board, and they are taking this issue up with Minnesota. Again, their regulatory environment is different than ours. This weekend and next week he is at NASNA and NENA where the FCC is at. They have been pretty tight lipped. There's an open proceeding going on this topic so he does not know if they will say anything about the direction that they're going to go but if he is able to hear anything he will let the group know. In the middle of the proceeding they usually don't say much.

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

Rhonda Braudis asked which direction the Council would like to see this committee take. She has some ideas, but she would still need to build a committee around that and find out who is interested. Chair Rotter advised his understanding was that it was just to make sure that the training that's being required, not just through ILEA, including other training at the PSAP level internally is what they need. Dispatchers in general and dispatch supervisors should feel that the training that is out there, at ILEA or anywhere else, meets their needs. We should be up to date and keeping up with technology and how people use phones, how people use 911, and how that all works in public safety.

We can only come up with recommendations because we are an advisory council. We don't make any rules, but we do give advice. Rotter related that over the years he has heard complaints. He has sent people to classes that he thought would be beneficial because of the title and they were not. This council is in a position to help with that and if there are things out there that dispatchers feel they are not getting then we can certainly bring that to the attention of not only ILEA but even the private sector that does some of these things. We can recommend, as a council, where to find that and bring it to the state if it isn't here now. "Always fresh and new is essentially what we are looking for" advised Rotter.

Braudis mentioned that one of the hurdles to having agencies send people to training is being short staffed. Rotter agreed that retention is very important because hiring is almost impossible. Holding onto dispatchers is very important and if there is one group of people in public safety who always feels forgotten it is the dispatchers. We need to remedy that and bring them out of the shadows. There is often training held and after the fact the realization is that they should have included the dispatchers as well. Rotter mentioned a big topic right now is school shootings. Do they know what to do and does the field training match what they know what to do? They may be on the phone for a long time with someone who is inside that building and are they saying the right things? Do they understand what you are doing, and do you understand what they have to do? Are we all on the same page? Besides active shooter

situations, Braudis also mentioned break out training for supervisors/directors/managers for disasters, disaster operations, and crisis negotiations.

### **Legislative Issues**

Blake advised they are going to be working on admin rules within 911, and part of this is a process that they as a department have to go through every five years for an annual rule review. That is the entire Homeland Security Emergency Management Department not specific to 911. One of the bills, the service board and EMA bill that passed, will require that they open Chapter 10 up anyway. Additionally as part of the strategic plan that he and Allie have been working on, one of those groups has been addressing rules. There are some updates that need to be made as far as terminology like the out-of-date NENA standard that is referenced for voluntary standards. DeRouche is not saying that it will be in the next month, but they are going to worked towards that rule update in the next couple of months.

### **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 July 14th, 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 Mark Murphy.

Meeting adjourned at 9:43 A.M.

Cara Sorrells, Secretary