

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

<table>
<thead>
<tr>
<th>Representations</th>
<th>Representative</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iowa Association of Public Safety Communications Officers (APCO) Secretary</td>
<td>Cara Sorrells</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Angie Dobyns</td>
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<tr>
<td>Iowa Chapter of the National Emergency Number Association (NENA)</td>
<td>Chris Jasper</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Shanna Krogmeier</td>
<td>Present</td>
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<tr>
<td>Iowa Geographic Information Council</td>
<td>Lawrence Hartpence</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td></td>
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<tr>
<td>Iowa State Sheriffs &amp; Deputies Association (ISSDA)</td>
<td>Robert Rotter</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Brad Shutts</td>
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<tr>
<td>Iowa Peace Officers Association (IPO)</td>
<td>George Griffith</td>
<td>Present</td>
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<tr>
<td>alternate</td>
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<tr>
<td>Iowa Professional Firefighters (IAPFF)</td>
<td>Mike S. Bryant</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Doug Neys</td>
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<tr>
<td>Iowa Firefighters Association (IFA)</td>
<td>Mark Murphy</td>
<td>Excused</td>
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<tr>
<td>alternate</td>
<td>Tom Berger</td>
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<tr>
<td>Iowa Emergency Managers Association (IEMA)</td>
<td>Jeff Anderson</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Mindy Benson</td>
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<tr>
<td>Iowa Department of Public Safety (IDPS)</td>
<td>Richard Pierce</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Robert Johannesen</td>
<td>Present</td>
</tr>
<tr>
<td>Iowa Emergency Medical Services Association (IEMSA)</td>
<td>Rob Dehnert</td>
<td>Excused</td>
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<tr>
<td>alternate</td>
<td>Paul Andorf</td>
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<tr>
<td>Iowa Telephone Association &lt;15,000</td>
<td>Jack DeAngelo</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Pat Snyder</td>
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<tr>
<td>Iowa Telephone Association &gt;15,000</td>
<td>Taylor Teepell</td>
<td>Present</td>
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<tr>
<td>alternate</td>
<td>Wayne Johnson</td>
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<tr>
<td>Cellular Providers</td>
<td>Steve Zimmer</td>
<td>Absent</td>
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<tr>
<td>alternate</td>
<td>Bill Tortoriello</td>
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<tr>
<td>PCS Providers</td>
<td>Joe Sargent</td>
<td>Absent</td>
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<tr>
<td>alternate</td>
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<tr>
<td>Auditor of the State, Ex-Officio member</td>
<td>John McCormally</td>
<td>Absent</td>
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</tbody>
</table>

**Staff:**
Blake DeRouchey, 911 Program Manager
Allie Bright, 911 Program Planner
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  
Mike Hardy  
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  
Mark Van Hooser, Buena Vista Co 911  
Chris Hare, Buchanan Co EMA/911  
Doug McCasland, Warren County 911  
Rhonda Braudis, Marshall County Comm  
Marie Carlson, RACOM  
Chad Gappa, Motorola  
Scott Richardson, Iowa DPS  
Brad Button, Des Moines PD  
Cheryl Eklofe, Mahaska Co EMA/911  
Travis Sheridan, Emmet County EMA  
Steph DeVault  
Pam Freshwater, Monroe County 911  
Tammy Rodriguez, Lumen  
Stacey Gross, GeoComm  
Diane Sefrit, SCI Regional 911  
Ron Vought, Webster County EMA  
Brenda Vande Voorde, Fayette County 911  
Misti Hearron  
Michelle Campbell, SECC  
Lisa Flask, Lumen  
Kevin Abouhadir, Lumen  
Mandy Bieber, Delaware Co EMA  
Jon Osborne, Lumen  
Jeremy Cremeans, Tama County EMA/911  
Philip Davis, Harrison Co EMA  
Dean Kruger, Humboldt County SO  
Dominic Baldi, IUB  
Deborah Wineinger  
Terry Brennan, RACOM  
Chris Maiers, CISA  
Curtis Walser, Cedar Rapids Fire/Deputy SWIC  
Brent Long, Polk County SO  
Dave Donovan, SECC

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 Taylor Teepell. 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 June 9th, 2022. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Fiscal Year Program Update – 80 participants over two sessions
• PSAP Leadership Training – September 14th
• New Expenditure Collection Form/Instructions
• End of year payment process

DeRouchey explained the end of year payment process and how they work through the transition of the fiscal year. The telephone companies, the wireless carriers, have until the 20th of the month following the end of the quarter to remit surcharge. In this case it is July 20th. They also have those twenty days to pay their bills to Comtech, GeoComm, and the cost recovery. Those bills all get paid in those twenty days too. That is where they draw the line in the sand. They remit payment for the quarterly surcharge process so the PSAPs can expect their funding within that first week or so after the 20th of the end of the quarter. Then after that is when they do the end of year payment amounts and get that out. Normally they get the end-of-year pass-through amounts out the beginning of August and next month is when they will do the financial presentation for the quarter. He wanted to explain for those who may have been expecting it today, it is actually next month because of how the calendar falls and the way they mechanically do all those things with the payment process.

2022 GIS Information

• 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

• June: 3 Counties
  • $18,000
• Period 2: 98 Counties
  • $648,000
  • Franklin Co
• FY2022:
  • $1,266,000

• GIS DataHub 2.0 Training
  • Posted and recorded

Current Travel/Public Ed/Training Fund

• 100,000 Annually (FY2022)
• Total Approved: $0.00
• Requested: $0.00
• Remaining: $100,000
They announced last week that they have formally extended the shared services program for an additional up to 10 years. They sought and received all the approvals that were required for sole source procurement and went through that process as well as the contracting process. They are excited to announce the extension of that relationship that they have with Zetron for the shared services. The program is going to be structured basically the same way, with the call handling being the driving force behind the program, and then other options available for those interested in the call handling product.

Zetron Shared Services Contract Update – Paul Guest
Contract # 58320220701

- Effective July 1, 2022
- Based on MA18258
- Same subcontractor partner ecosystem
  - RACOM
  - GeoConex
  - PowerPhone
  - Priority Dispatch
  - Wahltek

All shared services PSAPs have redundant links to redundant data centers, with one of the links provided by FirstNet.
NG911 contract # 58320220701

› New PSAPs
  › Same process of Attachment 7/8 approval by state and service board
  › 5-year terms, pro-rated to the next July 1
  › Fixed pricing for 5 years

› Renewals
  › Same process of Attachment 7/8 approval by state and service board
  › 5-year terms, pro-rated to the next July 1
  › Refresh of all PSAP equipment
    › PSAPs with 3-year terms will extend maintenance to 5 years and add refresh term
  › Fixed pricing for 5 years

Changes - optional services seat counts

› Seat counts for optional shared services that exceed the call handling seat count will be flagged for state review

› Any per seat option purchase which exceeds 100% of the call handling per seat charge will be flagged for state review

› PSAP is responsible for costs associated with any seat option that is not located in a 24/7 staffed PSAP including console equipment and networking equipment (e.g. Firewalls, routers, switches).
Changes – MAX CAD scope

- State funded:
  - CAD consoles at the PSAP up to the number of call-taking positions
  - Mobile software licenses, server and client licenses
  - NCIC licenses
  - External network access for NCIC, mobile CAD

- PSAP Funded:
  - All annual charges
  - CAD mapping, GIS applications
  - Mobile CAD Hardware
  - Additional interfaces, i.e. TraCS
  - Administrative CAD consoles
  - External network access for RMS
  - Data conversion from existing CAD

Changes – EMD

- PowerPhone
  - PSAPs under new pricing structure will get unlimited training
  - PSAPs with 3rd party CADs must supply an EMD server and connectivity to PowerPhone for maintenance

- Priority Dispatch
  - PSAPs that have an existing and active Priority Dispatch contract are not eligible for the shared services Priority Dispatch EMD service, unless converting to MAX CAD
  - PSAPs with 3rd party CADs must supply an EMD server and connectivity to Priority Dispatch for maintenance
Zetron Shared Services Monthly Status Update – Lynn Warren

**Program Updates**

- Wright Co MAX Call Taking went live June 15.
• O’Brien Co MAX Call Taking went live June 22.
• Clayton Co MAX Call Taking goes live July 20.
• Marshall Co MAX Call Taking goes live July 21.
• Warren Co MAX Call Taking goes live July 27.
• Started the deployment for 7 SCI PSAPs (Taylor Co, Clarke Co, Adams Co, Adair Co, Madison Co, Guthrie Co, Union Co.)
Questions?

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

Training Funds Request

None.

Technical Advisory

None.

Deputy SWIC Curtis Walser gave the following update

Richard Pierce introduced Deputy SWIC Curtis Walser and advised they have 12 applicants for the SWIC position. They will be vetting those applications and hope to fill that position in the next coming month. Deputy SWIC Curtis Walser gave the following update:

- ISICS Update
  - Last month they did adopt the new encryption standard. It is published on the website and the technology committee is working on the programming guide that
follows that policy. He has seen a couple of drafts of it and would expect it to become available within the next 30 days.

- The West STR has been deployed to Clinton since the August 10th, 2020, Derecho serving as an ISICS site while their build out was occurring. That has been recovered and is in Storm Lake getting a full preventative maintenance sweep. The air conditioning unit needed replaced as well and this is all in preparation for the upcoming RAGBRAI event.
- The West STR and DPS mobile command will be deployed across the RAGBRAI path to provide radio coverage.
- They just crossed the 29,000 mark for unit IDs active on the ISICS network. They expect to go over 30,000 before the end of the year.
- They have had some major damage to some sites due to weather. The Lucas site took a direct tornado hit and the dishes were replaced this week. There is one diversity pathway that still has to be optimized. The found possibly some other damage but they are basically at 90-95% on that site. Two and a half weeks ago in Jones County the site took a direct lightning hit somewhere between 0515-0530 in the morning. It was a standard thunderstorm and it caused major damage to almost every component in the shelter. That site has been offline and just came back online yesterday. They had procured the minimum parts in order to get it back online and it is not at full redundancy on the microwave paths. We are all experiencing supply chain interruptions and with this lightning strike it is going to change what they stock for spare parts. This emphasizes how proper grounding is essential and we can still be surprised. It is back online but still not at 100% yet.
- ISICS applications approved last month:
  - Eighth Judicial District – Level 2
  - Metro Waste Authority – Level 2

**Chris Maiers CISA Update**

Maiers is the new Emergency Communications Coordinator for Region 7 covering Iowa, Nebraska, Kansas, and Missouri. He first spoke about something you may have seen in the news concerning cybersecurity insurance. There have been numerous well publicized attacks against commercial, governmental, and public safety agencies. There are some groups out there that offer cybersecurity insurance to cover breaches such as those. If you have one of those policies for your agency based on those recent new articles it may be a good idea to review that policy and see exactly what is in it.

There is a current threat that is out there and there has been a new cybersecurity advisory published because of that entitled North Korean State-Sponsored Actors. They use Maui ransomware to target healthcare and the public sector. The advisory covers tasks, tactics, techniques, and procedures that they are using and also indicators of compromise. That comes from CISA and is available for your viewing. As a part of this CISA, the FBI, and the Department of Treasury have released a lot of technical details on this ransomware and the expectation is that this type of targeting will continue because the healthcare sector especially has been one that they believe is willing to pay the ransoms as they are demanded. In September of 2021 the
Treasury also issued an advisory highlighting the sanctions and risks associated with ransomware payments and steps that companies can take to mitigate the threat of becoming a victim of ransomware. The healthcare sector is one part of government and the private sector as well, but any machine connected to the internet is essentially making you a next-door neighbor to those agencies who are affected by this attack. Vigilance is a good thing to have.

Also, news of note for CISA and some future things, quantum computing and encryption is going to be discussed more and more in the future. Quantum computers are currently only in labs, but they are expected to be in the field within the next couple of years. And with that exponential increase in computing power that is coming the concerns of whether standard encryption algorithms that are in place today will actually hold up long term. Because of this CISA has announced a post-quantum cryptography initiative that will unify current efforts among several agencies and is working with partners in all facets of that sector including the National Institute of Standards and Technology. What will happen here is that NIST has released three candidates for what it considers to be the next standard for encryption. CISA is actively participating in those groups helping to find that encryption and how it is going to benefit and be used by stakeholders. The initial standard for this will likely be completed sometime in the calendar year 2024. It may be a few years before this standard is fully implemented and also into products. Keep your eyes out for that next standard of encryption that may be coming. It may not affect your agencies within the next five years or so but looking a little bit further it may be something to consider.

Maiers then presented the following slide deck:
CIRCIA Overview

- In March 2022, Congress enacted the **Cyber Incident Reporting for Critical Infrastructure Act of 2022 (CIRCIA)**
  - Requires the Cybersecurity and Infrastructure Security Agency (CISA) to coordinate with Federal partners and others on various cyber incident reporting and ransomware related activities
  - Requires CISA to establish a new regulatory program requiring reporting of certain cybersecurity related items

CIRCIA Key Elements

- **Cyber Incident Reporting**
  - Covered entities must report to CISA any covered cyber incident within 72 hours after the entity reasonably should have believed the covered cyber incident occurred

- **Federal Incident Report Sharing**
  - Any Federal entity receiving a report on a cyber incident after the effective date of the final rule must share that report with CISA within 24 hours. CISA will also have to make information received under CIRCIA available to certain federal agencies within 24 hours

- **Cyber Incident Reporting Council**
  - DHS will establish and Chair an intergovernmental Cyber Incident Reporting Council to coordinate, deconflict, and harmonize Federal incident reporting requirements

- **Ransomware Initiatives**
  - **Ransomware Payment Reporting**
    - Covered entities must report to CISA any ransomware payments within 24 hours of making the payment. CISA must share such reports with Federal agencies, similar to incident information
  - **Ransomware Vulnerability Warning Pilot Program**
    - CISA must establish a pilot to identify systems with vulnerabilities to ransomware attacks and notify the owners of those systems
  - **Joint Ransomware Task Force**
    - CISA, in consultation with the National Cyber Director, Attorney General, and FBI, shall establish a task force to coordinate an ongoing nationwide campaign against ransomware attacks
CIRClA Rulemaking Process

Before CIRClA covered cyber incident and ransomware payment reporting requirements go into effect, CISA must develop and issue regulations.

- CIRClA requires that CISA publish a Notice of Proposed Rulemaking (NPRM) within 24 months of enactment of the statute.
- CIRClA also requires CISA to publish Final Rule within 18 months after publication of NPRM.

Voluntary Sharing of Incident Information

CISA encourages organizations to continue voluntarily reporting cyber incidents while CIRClA reporting requirements are developed.

- Organizations are not required to submit cyber incident or ransomware payment reports to CISA until the yet-to-be-determined effective date of the Final Rule.

- CISA encourages organizations to continue voluntarily sharing cyber event information with CISA throughout the rulemaking period prior to the effective date of the Final Rule.

  - When cyber incidents are reported quickly, CISA can use this information to render assistance and provide warning to prevent other organizations from falling victim to a similar attack. This information is also critical to identifying trends that can help efforts to protect the homeland.

- Organizations can report unusual cyber activity and/or cyber incidents to report@cisagov or (888) 282-0870.
34A Update

Rhonda Braudis advised that she was away at a conference but did have a brief update. The 34A committee is still working forward and she has made several contacts with agencies, and she continues to make those contacts. As soon as all of those are completed as a group an email will go out for further information. She did have one request. Tony Keefe, the Comm Center Supervisor from Lee Comm, is working on his Registered Public-Safety Leader service project for APCO and wants to work on the 34A committee. Chair Rotter agreed on the addition to the 34A committee.

Baseline Knowledge for 911 Communications

Rhonda Braudis advised she has no updates as of yet but that she has had a couple of people reach out and she is gathering information. As soon as that is done, she will be putting together a committee and asking those previous committee members if they would like to take part in that as well. If anyone is interested, please reach out to her via email and she will add you to the list.

Legislative Issues

None.

Information Sharing

Richard Pierce provided an update on the emergency school radio project. They are working extensively with Motorola and Harris in regards to the radio project. They had a meeting here yesterday at DPS with the Executive Officer and the new Bureau Chief that is in charge of what
they are calling the GSSB (Governors School Safety Bureau). They are ramping that up and getting the personnel hired to fill out that Bureau and it will probably be two months before they can get personnel in those positions. In the meantime, their bureaus will be working to get the radio orders out to everybody. They have developed the language that will go into the request for quote that has been sent out by DAS purchasing and that the radio will be a multi-banded P25 radio. It will be compatible with all system platforms in Iowa that are out there. The radio is designed to adapt to whatever system you would like.

They will be putting together an email for the Department of Education to push out to their 1,520 schools in Iowa. There will be hyperlinks that will take the schools to the selection, ordering, and purchasing form. They will write in their school’s name, address, point of contact email address, telephone number, their selection of the radios, and the vendor that they would like them to ship it to. DPS Communications is going to be working as a pass-through agency for this process. They will not actually be touching the radio, but they will process the orders. The orders will go to the local vendor that is identified. When they do the notification to the schools, they are going to encourage them to get with their local PSAPs and EMAs so that they can make a joint decision as to what type of radio they would like to have and how they would like it set up down the road. Once the radios arrive at their identified local vendors the programming, testing, alignment, training, and maintenance is between them and the manufacturer at that point. They are only providing the radio with all of the features in it. How they have it set up, installation, and those fees will be on the school to take care of. The thought is to have local control and that the radios are set up to contact the local PSAPs in case of an emergency. If they want to have a back up system put into the radio, the radio will support that as well.

Blake advised that HSEMD has a couple parts of this overall governor’s announcement as well. There are a couple of components that their department is working on. Normally they have a vulnerability assessment team and program that can go into businesses, companies, etc. and do vulnerability assessments. They are ramping that up and doing that for all of the schools in the state and it’s under the purview of their department. Another thing that they are working on is a pass-through grant entity for schools interested in bolstering their security posture as well so they will be offering those grants out to the schools. Another thing that the Department of Education has an RFP out for is critical incident mapping. They were able to get a glimpse of that RFP before it hit the street and put some language in it to try to make sure all of that mapping data is able to integrate at the PSAP as well. That is a highlight of the components that they have been involved in to this point but there is a lot going on so stay tuned for more.

**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 August 11th, 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 Lawrence Hartpence. Seconded by Richard Pierce.

Meeting adjourned at 9:36 A.M.

Cara Sorrells, Secretary