Call to Order
The meeting was called to order by Chair Rob Rotter at 9:00 A.M. and a quorum was determined from those present.

Roll Call
Iowa Association of Public Safety Communications Officers (APCO) Secretary alternate Cara Sorrells Present
Iowa Chapter of the National Emergency Number Association (NENA) alternate Chris Jasper Present
Iowa Geographic Information Council alternate Lawrence Hartpence Present
Iowa State Sheriffs & Deputies Association (ISSDA) alternate Robert Rotter Present
Iowa Peace Officers Association (IPO) alternate George Griffith Present
Iowa Professional Firefighters (IAPFF) alternate Mike S. Bryant Present
Iowa Firefighters Association (IFA) alternate Mark Murphy Present
Iowa Emergency Managers Association (IEMA) alternate Jeff Anderson Present
Iowa Department of Public Safety (IDPS) alternate Richard Pierce Present
Iowa Emergency Medical Services Association (IEMSA) alternate Rob Dehnert Present
Iowa Telephone Association <15,000 alternate Jack DeAngelo Present
Iowa Telephone Association >15,000 alternate Taylor Teepell Present
Cellular Providers alternate Wayne Johnson Present
PCS Providers alternate Steve Zimmer Present
Auditor of the State, Ex-Officio member vacant John McCormally Absent

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

- Steph DeVault
- Hollie Davidson, ISICSB
- Bill Burnett, Comtech
- Lynne Warren, Zetron
- Amanda Pyle, Story County 911
- Mike Hardy
- Tracey Bearden, Polk Co 911
- Evan Johnson, LSA
- Michelle Campbell, SECC
- Paul Guest, Zetron
- Kirk Hundertmark
- Darin T. Riney, Westcom
- Tom Holladay, RACOM
- Terry McClannahan, Dallas County SO
- Mark Van Hooser, Buena Vista Co 911
- Dean Kruger, Humboldt County SO
- Dominic Baldi, IUB
- Rhonda Braudis, Marshall County Comm
- Terry Brennan, RACOM
- Chad Gappa, Motorola
- Anna Pisch, Iowa County SO Intern
- Jeff Bernatz, Chickasaw Co EMA
- Tony K
- Tyler Thygesen, Audubon Co EMA
- Pam Freshwater, Monroe County 911
- Todd Malone, SECC
- Samantha Rumph
- Diane Sefrit, SCI Regional 911
- Nick Brockman, Polk County SO
- Brenda Vande Voorde, Fayette County 911
- Thomas Millikin, Ottumwa PD
- Joel McWilliams, Franklin Co EMA
- Lisa Flask, Lumen
- Jim Sholly, Cerro Gordo County
- Jason Hoffman, Carroll Comm Center
- Jon Osborne, Lumen
- Jeremy Cremeans, Tama County EMA/911
- Erin Froning, Cerro Gordo County
- EMD Adjuncts
- Donald Pool, Van Buren County EMA
- Deborah Wineinger
- Calvin Green
- Chris Maiers, CISA
- Bobbie Wells, Sac County 911
- Heath Hove, Iowa DPS

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 Mark Murphy. 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 Chris Jasper to approve the minutes of July 14th, 2022. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Program Financials and end of year pass-through
• PSAP Leadership Training – September 14th
  • 26 seats still available
• New Expenditure Collection Form/Instructions Finalized and Approved – Sept
• Federal NG911 Legislation
• 988/911 Transfers
• CAD to CAD update
• Language Link Compatibility

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

FY2023

• Q1: 46 Counties
  • Payout at end of Quarter

Current Travel/Public Ed/Training Fund

• **100,000 Annually (FY2023)**
• Total Approved: $0.00
• Requested: $0.00
• Remaining: $100,000

Blake outlined the quarterly financial report for Quarter 4. The wireless cost recovery is set to sunset in 2026 and there is only one carrier at this point submitting invoices for cost recovery. That amount has dropped significantly over the years. The recurring network costs include Comtech (NexGen core services), ICN (network), GeoComm (NG 911 GIS), Zetron (shared services program), and the GIS grants paid out. That total cost is about 2.7 million dollars and 60% of the total surcharge is passed onto PSAPs (about 4.8 million dollars). Just under one half million dollars is transferred to the operating surplus. This quarter will mark the close out of the NG911 Grant. The end of year pass through amount paid for each PSAP is included and was $12,049.40 each. The starting surplus for FY 2023 is 8.5 million dollars. This includes 12.5% for catastrophic reserve. The PSAPs should have already received your end of year pass through checks. Also, on the quarterly payments to PSAPs worksheet Blake highlighted that Warren County has submitted their expenditure collection form so they received their full amount plus
back payment that was withheld. You essentially have a year’s grace period after it is due to get 
that submitted and they have done so.

There are still 26 seats remaining for the PSAP Leadership training being held September 14th. 
Chair Rotter has attended the training and highly recommended it for anyone in leadership 
within your organization. It is being held at the State EOC. It is a repeat of what was held 
previously so if you have already attended you need not do so again.

The current version of the Federal NG911 Legislation has passed the House and is going over to 
the Senate. It proposes 10 billion dollars for the nation in spectrum sales to go towards NG 911. 
More to come on the details, if it is based on spectrum sales that is a lengthy process. It could 
be a loan on the front end to fund that prior to the sale of the spectrum coming into play with 
the FCC.

Blake explained that talks are underway with 988, Iowa Health and Human Services, Comtech, 
some PSAPs and CPE vendors on how to accomplish 988 to 911 transfers. More to come on that 
as well. He will be reaching out in the future to some PSAPs to assist with testing.

Under the CAD-to-CAD update they have been working with CISA, DHS, and the ISICS Board. 
They had a call a couple of weeks ago to see where they are at with this effort. There was pilot 
group formed and they were expecting a written report at some point. It is expected that it will 
come in the October time frame. The delay is because so much is happening in the marketplace 
with production of CAD-to-CAD interoperability they are struggling to get the report up to date 
as things are developing.

Lastly, Zetron helped identify a compatibility issue with language line translation. A lot of PSAPs 
used Language Line and when we migrated to SIP there was a compatibility issue with DTMF 
tones. You had to input your account number those numbers were not recognized by Language 
Line. If you use Language Link some of those were recognized. There is a statewide contract 
that PSAPs can utilize for Language Link and one of those versions worked with push button 
transfers. They found out there are two different options, the one where you must input your 
account number still doesn’t work. The other version does work and is what you want. You 
have a dedicated 800 number and account without inputting numbers. Expect an email to 
follow about this and how to follow the procurement of the statewide contract and make sure 
you have the right version of the product.

Zetron Shared Services Monthly Status Update — Lynn Warren

Program Updates

- Clayton Co MAX Call Taking went live July 20.
- Warren Co MAX Call Taking went live July 27.
• Cedar Co MAX Call Taking goes live August 17.
• Taylor Co MAX Call Taking goes live August 24.
• Clarke Co MAX Call Taking goes live August 31.
Training Funds Request

None.

Technical Advisory

None.

Update on the Iowa State Interoperable Communications System Board

Richard Pierce reported that they have a conditional offer out to a subject for the vacant SWIC position. The subject will be going to a background check, and they hope to have them on board very soon. After the background he expected the subject to start within six weeks or so. Also, the school safety radio project is progressing, and they expect to have something out soon. He apologized for the delay, but they are in the final phases of that. They have a meeting with the Department of Education on Monday to do a final review and see if there are any amendments or corrections that need to be made. They hope to have something out by the end of next week.
Blake added that they have implemented an ISICS test plan with EMAs and for the moment it will be held quarterly. They held their first version of that a couple weeks ago and they will work on participation as they go. They expect it to improve, but just wanted everyone to know that they are implementing these testing procedures with EMAs on a quarterly basis.

Pierce concluded his report by adding that the are tearing down the old Laurel LEA tower. They are also in the final stages in the process of transferring the Muscatine Wildcat Den tower over to Muscatine County.

**Chris Maiers CISA Update**

Maiers then presented the following slide deck:
2021 Most Prominent Ransomware

- Released on August 4th & outlines top malware strains used to covertly compromise & gain unauthorized access.
- The top malware strains fell into four categories:
  - Remote Access Trojans (RATs) that open backdoors enabling an adversary control over the victim’s computer.
  - Banking Trojans that create botnets, steal credentials, inject malicious code into browsers, and/or steal money.
  - Information stealers that are used to gather login information and then sends it to adversaries.
  - Ransomware, which blocks access to a computer system or files until a ransom is paid to cyber criminals.
- Suggests mitigation strategies to safeguard your network and information.

Grant(s) Opportunity

- Notices of Funding Opportunities (NOFO) are likely coming out this month.
- Part of Bipartisan Infrastructure Law
  - 378 Grant Programs
  - [www.build.gov](http://www.build.gov) will list all the programs along with guidance for state, local, tribal and territory partners.
  - Cybersecurity grants and others may have a communications nexus which creates eligibility for grants.
- Opportunity to partner with other agencies to address mutually shared interests.
Priority Telecommunications Service (PTS)

- PTS includes:
  - Government Emergency Telecommunications Service (GETS) for wireline voice communications
  - Wireless Priority Service (WPS) for wireless voice communications
  - Telecommunications Service Priority (TSP) for repair and installation of organizations’ critical voice and data circuits
- Continued work on expanding capability with these services especially with WPS.
- As new features are added, your account gains that functionality.
- Ability to connect a large number of groups that span governmental, non-governmental and private sectors.
- Easy access through the PTS Dialer app.

PTS Eligible Groups

- Government
- Private Sector
- NGOs

User Community

Executive Leadership
Managers
Field Personnel

Chris Malers
August 11, 2022
ECC Transition to IOD

- Transition of the Emergency Communication Coordinators (ECCs) nationwide to the regional Integrated Operations Division (IOD) offices is complete.
  - ECCs will operate as they always have with additional lateral access to key CISA personnel.
- Close integration with all components of CISA.
  - Event Support
  - Chemical Security
  - Training and Exercises
  - Assessments (Cyber and Protective)
  - Incident Support and Analysis
34A Update

Rhonda Braudis advised that she put the 34A committee update into the chat session. This last week at the National APCO Conference she did meet with Paul Curley the Senior Director of Public Safety and Jon Osbourne the Director of Public Safety. They have asked for time to review the new account billing PSAPs have received, and they were not under the impression that there was any lack of communication. She hoped to have a more in-depth update at the next meeting.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Information Sharing

Jason Hoffman from the Carroll Communications Center detailed TDoS (Telephony Denial of Service Attacks) that they have been experiencing since the beginning of July. The calls were coming in on their ten-digit line administrative line and their IT department has been blocking the numbers are they are being identified. The frequency did escalate at 30-40 an hour. They still occur, but not as often, every couple of days. The area codes were out of Texas, but they could have been spoofed numbers. They notified the Internet Crime Complaint Center, Chris
Maiers, and the FBI field office. Most of the calls were just hold music, clicking, nothing, or audio of what sounded like a 24-hour news channel. They are not sure what the motivation was for the attacks. It did impair their ability to handle calls in their center. He encouraged everyone to educate your staff on identifying these types of attacks and mitigate them early in the process.

Chair Rotter wanted to make everyone aware of the First Amendment Auditors making their way around the State of Iowa and the United States for that matter. These people will present themselves at any government or public office and seek information under the Freedom of Information Act. They will inject themselves into calls for service that don’t involve them, they will create calls for service, and request information from those incidents. They will have a camera and they love it when you don’t know what to do. If you have not reviewed your procedure for FOIA requests, you should do so and make sure all your employees are aware of this. The request may come by phone but often it is a personal visit. They want you to fail to provide what in their opinion would be legal public information. Just a warning that they are coming if they have not been there already. Rob Dehnert put a link into the chat of a video of a visit that they had there last fall. There are many of them on YouTube and some of them have gone viral. It was asked that we put the link in the minutes. The goal is not to give them a lot of views or garner more attention. If someone is interested in the link, please contact Secretary Cara Sorrells and she will share it with you.

**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 September 8th, 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 9:44 A.M.

Cara Sorrells, Secretary