

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

	<p><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, October 13<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	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)	Tracey Bearden	Present
alternate	Sean Snyder	
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	Present
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:**

Hollie Davidson, ISICSB  
Bill Burnett, Comtech  
Lynne Warren, Zetron  
Amanda Pyle, Story County 911  
Mike Hardy  
Evan Johnson, LSA  
Paul Guest, Zetron  
Tom Holladay, RACOM  
Paige Baetsle, Iowa County 911  
Mark Van Hooser, Buena Vista Co 911  
Dominic Baldi, IUB  
Chad Gappa, Motorola  
Heath Hove, Iowa DPS  
Scott Richardson, Iowa Dept of Public Safety  
Haley Nichols, ILEA  
Bobbie Wells, Sac County 911  
Terry McClannahan, Dallas County SO

Chris Maiers, CISA Region 7  
Curtis Pion, Polk County SO  
Sam Arkfeld, Pottawattamie County SO Comm  
Diane Sefrit, SCI Regional 911  
Nick Brockman, Polk County SO  
Ron Vought, Webster County EMA  
Mike Kasper, Linn County SO  
Michelle Kingrey, Marion County SO  
Marilyn Stayner, Worth County 911  
Erin Froning, Cerro Gordo County  
Ken Maahs, DNR  
Luke Erpelding, Iowa Dept of Public Safety  
Zach Engstrom  
Pam Freshwater, Monroe County 911  
Doug McCasland, Warren County 911  
Darin T. Riney, Westcom

**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 September 8<sup>th</sup>, 2022. All ayes. Passed.

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

Program Manager Report

- Chapter 10 Admin Rules Update
- ALI 6.2.1 Software Upgrade – Oct 17
  - New User Tools, Security upgrades
- PSAP Leadership Training – September 14<sup>th</sup>
  - 26 Participants
- Annual Forms
- Apple SOS Emergency Features, T-Mobile/Starlink Connectivity
- NORS/DIRS Access

- Telecommunicator Training Board Update
- MN Interstate Transfers

## 2023 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: 98 Counties
  - \$324,000

## Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2022)**
- Total Approved: \$7,000.00
- Amount Remaining: \$92,712
- Requested: \$10,000
  - Polk Co: \$10,000 – NENA CTO Course
- Remaining if approved: \$82,712

## *Reconsideration of 10% cost share*

“Beginning with training funds approved for FY 2021 (July 2020), training requests will be approved with a 10% cost share. The hosting agency can determine how to fund the 10%, and can include the agency covering that portion itself, or requiring participants to pay a registration fee. The 10% cost share will not be required for APCO and NENA conferences, or the Iowa Law Enforcement Academy.”

Blake explained that as part of the Department’s five-year rule review they did submit some proposed changes to Chapter 10, which is the administrative rules governing 911. A good handful of what they did stems from the Strategic work group such as updating terminology within the definitions, removing some things that are antiquated, and adding some things that need to be added. One big caveat, and as a reminder, they can only do so much within the rule itself. They cannot make new legislation, that is all part of 34A and the normal legislative process. It is updating what is already on the books for Chapter 10, making it a little more relevant, and staying within the confines of 34A. He has sent it out and will take any questions. They did have the hearing in front of the administrative rules committee earlier this week as well and there were no questions from them or from the public. They did receive two public comments that speak to making the terminology even more technology neutral. They will take that into consideration, and these are not the final adopted rules at this point.

They have had several training sessions with Comtech; they are rolling out an update to their ALI database. There are a couple of new user tools once you get into the system and some security upgrades such as two factor authentication. All those training sessions have been recorded and are on their shared online collaborative space. If you need access or haven't been able to attend those training sessions send Blake, Allie, or the 911 in-box a note and they will get you added so that you can look at those recorded training sessions.

Last month they held the second version of the PSAP Leadership training, and they had twenty-six people participate. They will look to hold it again late winter or early spring. They are looking to hold it about twice a year. They will continue to tweak the training as they learn and go forward, adding and subtracting things that might be less relevant as time goes on. It is a constantly developing training course. You do not need to take it every single time that it is offered. They are trying to keep it as relevant as possible.

Annual forms are due January 1<sup>st</sup> and there is still plenty of time to submit those. They have not received too many back yet, but they wanted to remind everyone that it is that time of year again.

Without trying to promote any one service or device Blake wanted to bring to everyone's attention for telecommunicator purposes a couple of features that were rolled out, first by Apple and second by T-Mobile using Starlink. Apple has a new feature where if you are outside of cellular service or if you are in a remote area like a state or national park you can still access and use 911. It ends up being a chat dialogue with the telecommunicator. He was familiar with the person at Apple that helped roll it out, so they were able to do some testing in a handful of PSAPs in Iowa. There is a little bit of a delay just because it takes a while to get to the satellite and back, but it works really well, and you are still able to access emergency assistance in those remote areas. He was not as familiar with the T-Mobile version but assumed it is fairly similar. Again, basically if you are out of cellular phone range where you cannot make a voice call it uses satellite technology to be able to reach 911 and emergency services. It is something to pay attention to and be aware of. You should know what the user experiences from the telecommunicator perspective so that you are familiar with it if and when you receive that type of call.

At the end of September, the FCC, and this has been a long time coming, has opened their Network Outage Reporting System and disaster reporting tools to agencies that qualify. HSEMD is an agency that qualifies so they have been approved for access for those outage reporting tools. As a reminder they used the DIRS system during the Derecho in 2020 to help better identify where service interruptions were throughout the state. DIRS is the disaster reporting tool and NORS is the day-to-day blue sky outage reporting tool. It is highly sensitive information and there is training that they must go through to even access the portal. It is a little limited in the specificity of what they can share but there are caveats and ways to be able to share that information with other jurisdictions that have a need to know if there is an outage that is significantly impacting your area.

There was an update from last month on the Telecommunicator Training Board and the recommendation to open up training that went before the ILEA Council. There was a little bit of a discussion about if the Council had any authority over the telecommunicator training. It was

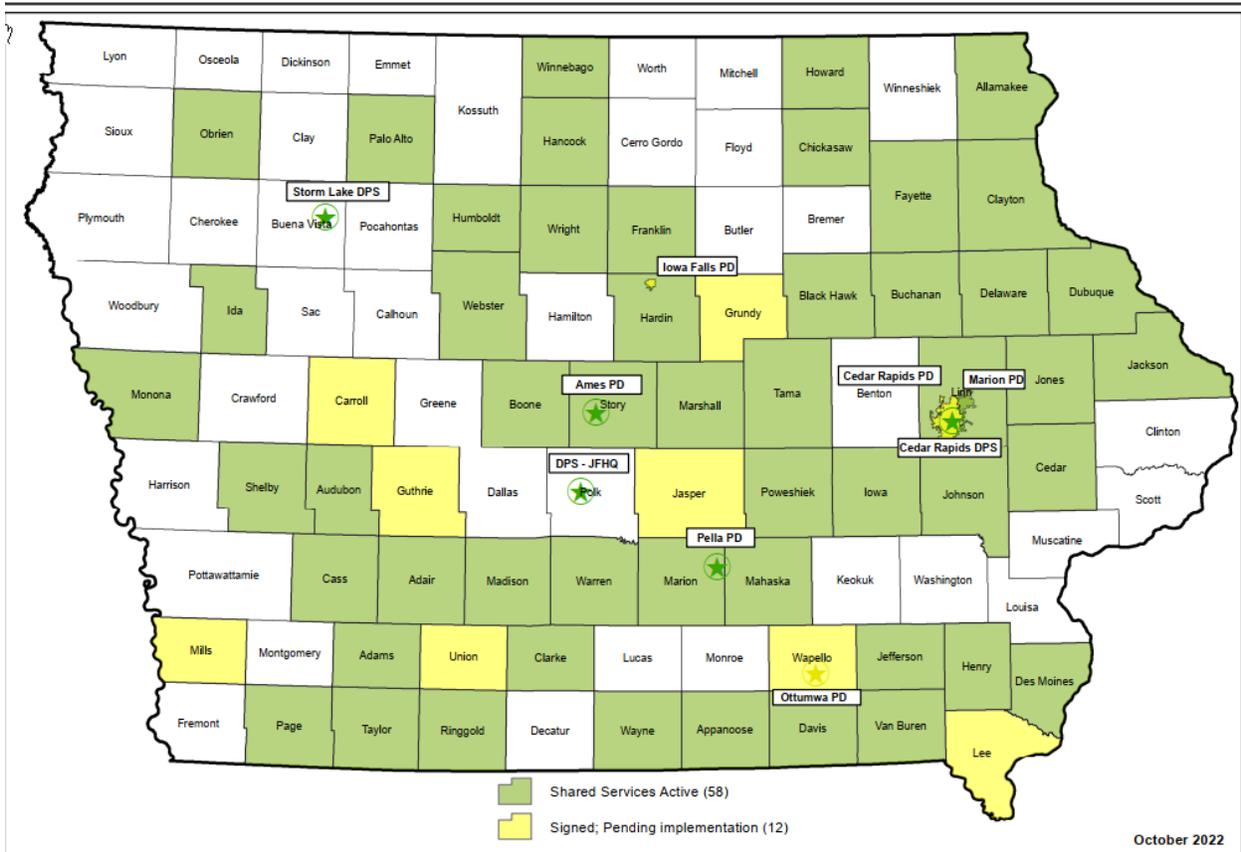
decided at that setting that the acting ILEA director would enter into a six-month agreement with those entities that requested the waiver to have those alternative trainings. This would be for the period of six-months while ILEA Council and the ILEA legal counsel review code and rule to determine a long-term solution for the potential for alternative training or not. That is still very much still in the works and discussion is ongoing there.

Lastly, they have finally turned up interstate 911 transfers with Minnesota. It is complete with location data and number information just like you're making a transfer in-state today. Those PSAPs that border Minnesota have been able to successfully pass 911 calls back and forth. There is still a couple of little glitchy things that they are working out but for all intent and purposes it is up and running. They will be turning up South Dakota shortly as well with the same backbone technology that was used with Minnesota.

Zetron Shared Services Monthly Status Update – Lynn Warren

## **Program Updates**

- **Went live last month:**
  - **Adams Co on Sept 14**
  - **Adair Co on Sept 21**
  - **Appanoose Co on Sept 28 in new facility**
  - **Madison Co on Oct 12 -- MAX Call Taking and PBX**
  
- **Planned for next month:**
  - **Guthrie Co on Oct 19**
  - **Butler Co on Oct 26**
  - **Cedar Rapids Joint Comm Agency on Nov 2**
  - **Union Co on Nov 9**



## Iowa Insider Newsletter

**IOWA INSIDER** Issue 17

**FALL**

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

- Team Spotlight: Andrew Heacock, Network Engineer, Zetron
- Language Translation Services
- Tips & Tricks: MAX Call Taking - Active Call View
- Vintage 911: The History of GIS Data and 9-1-1 Applications

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**

Blake had sent out a request from the Polk County Sheriff's Office for training funds in the amount of \$10,000 for a NENA Center Training Officer class. The class will be held February 20<sup>th</sup>, 2023 – February 22<sup>nd</sup>, 2023, with the class participants being listed as 5-25. As previously mentioned, they also requested that the 10% cost share be reconsidered for this training fund request. Nick Brockman from Polk County was on the call to address the training request as well. Blake mentioned that the minimum course participants in the policy should be 10. Polk County has five that they would be sending through the course, and they would open up the rest of the seats. If approved the cost would be free to the attendees. There is a class limit of 25 seats.

Tracey Bearden commented that in previous Council meeting minutes there was a NENA or APCO training that a county did apply for, and the Council did approve to pay for that 10% because it was a NENA/APCO training. She also advised that if that is the precedent that was set, we need to follow that. Blake added that when the Council first passed the 10% rule there were some generic NENA/APCO training that they did not require the 10%. Also, in the last year or two they realized that when they passed the policy and when you read it that is not what the policy says. It was more just for the Iowa NENA/APCO Conferences so you could also go back and look within the last calendar year where there has been other NENA or APCO courses that they did require the 10% cost share on. There is precedent for both but most recently they tried to get away from using the waiver for other APCO and NENA courses and focus that on the conferences themselves. Brockman added that Polk County would be willing to cover the 10% cost share if that is an issue.

Chair Rotter gave a brief statement on the history of how we came to ask for a 10% cost share and Tracey Bearden proposed a reimbursement of the 10% cost share if the entire roster showed up for the training. Rotter expressed his concern with that because when they are approving costs we may be at the end of the funds and may not necessarily know what the bill is going to be until we see what the roster was. He didn't know how we would address that going into the end of the funding year. Chair Rotter then asked for a motion to approve either one of these subjects; the training request or the 10% cost share policy. Blake stated that either way it is a good idea to revisit the policy. We should have the conversation and make sure that this is still the way we want to go.

Chris Jasper asks Brockman what NENA's policy is if only 22 of the 25 participants show up. Nick Brockman explained that the \$10,000 is for the class itself and that covers up to 25

participants. They bought the class outright and the cost is the cost versus having a class and charging so much per participants. Also, for clarification if the 10% is maintained they would be asking for \$9,000. Chris Jasper made a motion to approve the training for \$10,000 waiving the 10% cost share. Seconded by George Griffith. Chair Rotter asked for a roll call vote. Chris Jasper – aye, Lawrence Hartpence – abstains, Chair Rob Rotter – nay, George Griffith – aye, Mike Bryant – aye, Mark Murphy – nay, Tracey Bearden – abstains, Richard Pierce – nay, Rob Dehnert – no response, Jack DeAngelo – nay, Taylor Teepell – nay, Cara Sorrells – nay. Motion fails to pass. Taylor Teepell makes an alternative motion to approve the training with the 10% cost share intact and Polk County covering the 10%. Seconded by Richard Pierce. Chair Rotter asked for a second roll call vote. Chris Jasper – aye, Lawrence Hartpence – abstains, Chair Rob Rotter – aye, George Griffith – aye, Mike Bryant – aye, Mark Murphy – aye, Tracey Bearden – abstains, Richard Pierce – aye, Rob Dehnert – aye, Jack DeAngelo – aye, Taylor Teepell – aye, and Cara Sorrells – aye. All ayes. Passed.

### **Technical Advisory**

None.

### **Update on the Iowa State Interoperable Communications System Board**

Richard Pierce reported that SWIC interviews were held on the 10<sup>th</sup> and a conditional offer is still pending. A final decision has yet to be made with regard to that, but they plan to have something here very soon. Also, reference the GSSB radio program that is ongoing, and 1,070 radio orders have been submitted to both manufacturers. A total of 1,200 were submitted but not everything met the guidelines. The 1,070 met the guidelines and were submitted with an end cost of a little over five million dollars. The deadline for order is October 21<sup>st</sup> so if anyone knows of any schools out there yet to submit orders they need to do so very soon.

Scott Richardson was online and provided the maintenance side of ISICS. The annual HVAC and generator maintenance is nearly complete. They have about five sites left and that should be wrapped up in the next couple of weeks. Motorola has started the RF preventative maintenance at sites and there are six sites completed so far. They are currently at another two sites this morning. That will continue until all RF maintenance is done throughout the system on state sites. Motorola is also in the near future looking to upgrade the Astro system. That will begin next week with console upgrades, software, and hardware possibly, depending on the age of the equipment. They are targeting the week of December 5<sup>th</sup> for core upgrades. Regarding the ISICSB website, the calendar widget is now operational, and all other links should also be operational at this point. Please report any issues that you notice to the ISICS NOC email address. They currently have 30,578 radios on the system, 2,822 talk groups, and roughly 2.5 – 2.6 million push to talks for the last month. That concluded their update.

### **Chris Maiers CISA Update**

Chris Maiers presented the following slide deck:

# EMERGENCY COMMUNICATIONS COORDINATOR REPORT OCTOBER 2022



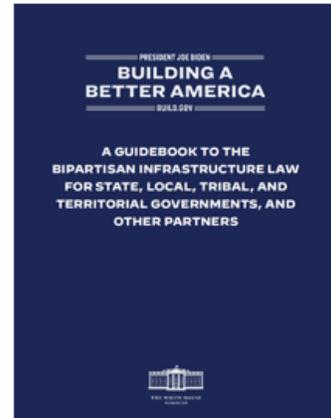
## Cybersecurity Awareness Month

- October is Cybersecurity Awareness Month
- CISA and the National Cybersecurity Alliance (NCA) are asking you to “See Yourself in Cyber.”
- Individuals and organizations can improve their cybersecurity efforts through the following key actions:
  - Recognize and Report Phishing
    - Collaborate and share information in real-time
  - Update Your Software
  - Use Strong Passwords
  - Enable Multi-Factor Authentication
- <https://www.cisa.gov/cybersecurity-awareness-month>



# State & Local Cybersecurity Grant Program

- \$1 Billion (over 4 years)
- **NOFO released 9/15** ([CyberGrants | CISA](#))
- Helps eligible entities address cybersecurity risks and threats to information systems owned or operated by—or on behalf of SLLT
- **ELIGIBLE USES**
  - Develop and revise cybersecurity plans
  - Implement elements of the cybersecurity plan
  - Address imminent cybersecurity threats
  - Other appropriate activity determined by the DHS CISA Director

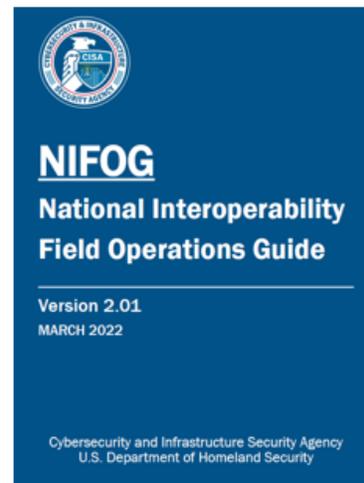


Chris Maiers  
October 13, 2022

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# NIFOG Updates

- eNIFOG 2.01 available for download on phones, tablets and computers.
- NIFOG 2.01 hard copies recently printed and received by headquarters. Shipping to SWICs is underway.
  - 100 copies being mailed to each SWIC
- Individual orders will be considered after first order distributed
- [Field Operations Guides | CISA](#)



Chris Maiers  
October 13, 2022

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# PSAP Cybersecurity Whitepaper

## Two Things Every 911 Center Should Do to Improve Cybersecurity

- 9-1-1: Nations most direct route to emergency assistance
- Criminals & nation-states exploit cyber vulnerabilities
- New 9-1-1 technology enhancing PSAP capabilities expands threat vectors
- Actionable steps for PSAPs to enhance their cybersecurity posture
- Provides resources to help PSAPs conduct cyber risk assessments and to develop cyber incident response and vulnerability response plans



Chris Maiers  
October 13, 2022

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# SAFECOM Nationwide Survey

- Nationwide data collection effort to obtain actionable and critical data that drives our nation's emergency communication policies, programs, and funding.
- Directed by Congress. Every 5 years.
- Last SNS in 2018. Ramping up for 2023.
- Questions developed. Under review by SAFECOM & NCSWIC.
- Outreach Plan developed.
- <https://www.cisa.gov/safecom/sns>

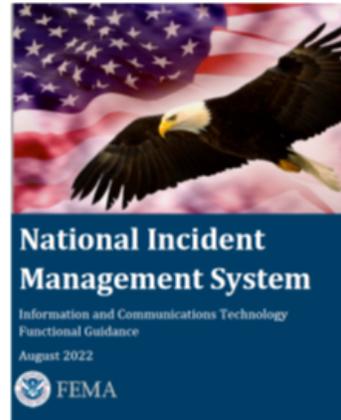


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# NIMS ICT Functional Guidance

- FEMA seeking public feedback on National Incident Management System (NIMS) Information and Communications Technology (ICT) Functional Guidance (comments due Oct. 20)
- Framework incorporating Information and Communications Technology (ICT) Branch into ICS (Logistics Section).
- Reaffirms and expands Communications Unit
  - COML, COMT, INCM, INTD, RADO, & AUXC
- Establishes IT Service Unit
  - IT Service Unit Leader (ITSL), Unified Help Desk (HELP), & IT Support Specialist (ITSS)
- Establishes Cybersecurity Unit
  - Creates Cybersecurity Unit Leader, Cybersecurity Support Specialist, & Cybersecurity Coordinator



Chris Maiers  
October 13, 2022

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# PSAP Cybersecurity Webinar Availability

- State of Kansas is hosting two PSAP Cybersecurity webinars that are now open for regional enrollment.
- Held on October 18<sup>th</sup> at 0900-1100 and October 20<sup>th</sup> at 1900-2100.
- Registration: [ks.train.org/ks/admin/course/1105663/live\\_event](https://ks.train.org/ks/admin/course/1105663/live_event)
- Questions should be directed to Angela Murphy - [angela.murphy@kansas911.org](mailto:angela.murphy@kansas911.org)

**911 PSAP CYBERSECURITY AWARENESS WEBINAR**  
OCTOBER 20, 2022 - 7:00PM - 9:00PM (CT)

**Description:** This course introduces public safety personnel to common cybersecurity threats and vulnerabilities in the public safety answering point (PSAP) environment, including network concerns and device, shared resources, and email phishing. The critical nature of 911 PSAP services means that attacks could have a large-scale impact, making emergency communications services across the nation high-risk targets for those seeking to disrupt public safety services, essential government, or emergency needs.

**Target Audience:** All PSAP personnel that could be affected by a cyber threat, including telecommunications, supervisors, and management.

**Registration:** [ks.train.org/ks/admin/course/1105663/live\\_event](https://ks.train.org/ks/admin/course/1105663/live_event)

**Contact for Questions:** Angela Murphy, (913) 863-9073, [angela.murphy@kansas911.org](mailto:angela.murphy@kansas911.org)

**To Join The Meeting:** [meet.gfxa.com/155817317](https://meet.gfxa.com/155817317)

**Webinar Details:**  
Date: 10/20/2022 7:00pm - 9:00pm (CT)  
Access Code: 155817317



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October 13, 2022

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For more information:

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October 13, 2022 | 18

### **34A Update**

None.

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

None.

### **Legislative Issues**

None.

### **Information Sharing**

Tracey Bearden reported that she has visited with Blake about an issue facing the Polk County 911 Service Board. They are having problems with not only making sure that they receive the right amount of surcharge but also that they are receiving all the surcharge that is owed to them. They are asking for assistance from the state in situations when areas are annexed into the Polk County service board, and they are trying to get wireline surcharge remitted to the correct fiscal agent. She had sent out letters advising that it needed to be remitted to her office and in FY '13-14 to present received \$68,000. They did not pay the entire last fiscal year. How do they know where to send it? If they are experiencing this issue, they assume that other service boards are experiencing the same issue. If there is a state initiative and some protocol, she thought it would be better served. Blake advised that within 34A in the wireline portion of surcharge they do have a slight role. That is why they would be willing to take this on and he has heard from other local service boards some similar questions. Things like how wireline

surcharge is is remitted and how frequently it is supposed to come in, boundaries, addresses things like that. If you look at 34A the program manager is responsible for sending out notification of implementation of the surcharge as well as any rate changes. So, they do have a role on this topic, and they are happy to help tighten that up a bit on behalf of 911 service boards across the state. They can assist with advising this is what's in 34A, this is what you are supposed to be doing as far as how you remit surcharge, the frequency, who it goes to and how you determine which service board it goes to. It would be more of an informational thing versus a punitive thing. Cara Sorrells asked if this would be a statewide initiative or just for counties with identified issues. Blake advised that he was willing to do whatever but, in his mind, it was going to be statewide and just send it to all the telcos in the state with more of an informational message on what the code says on how you are supposed to remit payment to service boards for wireline surcharge.

Jack DeAngelo reported that they continue to combat robocalling and the FCC is cracking down on it. A recent letter came out and there were seven major carriers that weren't complying with the FCC's standards. They were Akabis, Cloud 4, Global UC, Horizon Technology Group, Morse Communications, Sharon Telephone Company, and SW Arkansas Telecommunications and Technology. He believed the Sharon Telephone Company was the one out of Wisconsin and not Iowa. There is still a lot of scamming that continues to come out of these communications companies as they are not complying. The FCC doesn't believe that fines are doing the job here, so they are looking at this as a last shot for these seven companies as they are going to be disconnected from the nationwide network of communications here if they do not comply. This is a tough one and they continue to work on the stir/shaken issues with the robocalls, but they continue to pop in and out and he is sure that PSAPs continue to deal with this as well.

Lastly, DeAngelo received a notice from the FCC for 911 certification test system and he has a user manual that was produced April 30<sup>th</sup>, 2020. This is the first that he has run across this but it's an FCC 911 reliability certification for 2022. There are three major items that the telco must ensure, and he can't tell if the PSAPs are involved as well. Those items are critical 911 circuit diversity certification, backup power to maintain the system, and network monitoring at aggregation points. Blake was not familiar with this and asked DeAngelo to send him the document so that he could look at it. It says it needs to be completed by the end of the week. Sorrells added that she didn't think anyone has seen it on a PSAP level.

### **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 November 10<sup>th</sup>, 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 Mark Murphy. Seconded by Taylor Teepell.

Meeting adjourned at 9:57 A.M.

Cara Sorrells, Secretary