

*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, June 8<sup>th</sup>, 2023</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 AM 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
	Angie Dobyys	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Present
	Shanna Krogmeier	
Iowa Geographic Information Council	Lawrence Hartpence	Present
	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
	Brad Shutts	
Iowa Peace Officers Association (IPO)	George Griffith	Present
	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Tracey Bearden	Present
	Sean Snyder	
Iowa Department of Public Safety (IDPS)	Richard Pierce	Present
	Robert Johannesen	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
	Scott Havel	
Iowa Telephone Association >15,000	Taylor Teepell	Absent
	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
	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  
Kirk Hundertmark  
Nick Brockman, Polk County SO  
Stephanie DeVault, ICN  
Tom Holladay, RACOM  
Paige Klaaren, Iowa County 911  
Terry McClannahan, Dallas County SO  
Jim Sholly, Cerro Gordo County  
Todd Malone, SECC  
Haley Nichols, SWIC  
Chad Gappa, Motorola  
Zach Engstrom  
Chief Mentola, Westcom  
Aubyn Giampolo, Westcom  
Brenda Wright, Fayette County 911  
Dominic Baldi, IUB  
Dylan Hagen, Webster County EMA  
Heath Hove, Dept of Public Safety  
Jennifer Crandell, ICN  
Marie Carlson, RACOM  
Mindy Benson, Black Hawk County EMA

Chris Maiers, CISA Region 7  
Erin Froning, Clear Lake PD  
Lynne Warren, Zetron  
Rhonda Braudis, Marshall County Comm  
Samantha Rumph, Fayette County SO  
Mark Van Hooser, Buena Vista Co 911  
Paul Guest, Zetron  
Marilyn Stayner, Worth County 911  
Terry Brennan, RACOM  
Doug McCasland, Warren County 911  
Scott Richardson, ISICSB  
Shawn Ireland  
Diane Sefrit, SCI Regional 911  
Brad Button, Des Moines PD  
Chris Hare, Buchanan County EMA  
Doug Farrell, ICN  
Eric Porter  
Jeff Bernatz, Chickasaw County EMA  
Kent Maahs, Iowa DNR  
Mark Dayton, ICN  
Nic Briseno, Story County SO

**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 Tracey Bearden to approve the minutes. Seconded by Mark Murphy to approve the minutes of May 11<sup>th</sup>, 2023. All ayes. Passed.

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

Program Manager Report

- FCC NPRM

- Carriers must transmit all 911 calls to destination points designated by a 911 authority and in SIP format upon notification of readiness
- In the absence of an agreement or cost recovery mechanism, carriers must cover the costs of transmitting 911 calls in SIP formatting to the destination points designated by the 911 authority.
- Swatting Resources
- Abandoned Call Information
- ECRF roll out throughout June, early July
  - Informational Webinars held June 7 and recorded
- Interstate Transfers
  - IL testing today
- 911 to 988 Pilot Transfers
- Critical Incident Mapping Webinars – June 27 & 29

Blake DeRouche reported that he sent information out previously about the FCC's notice of proposed rulemaking. The meeting is actually going on currently so anything said here will be out of date immediately. The FCC did publish their notice of proposed rulemaking that goes towards items of interest. This was a petition that NASNA sent to the FCC a couple of years ago and the NPRM and what they are considering today is regarding authorities and wireline Next-Generation transition. DeRouche advised that at a high level the NPRM would require carriers to transmit all 911 calls to a destination point/aggregation point/entry point designated by a 911 authority and in IP format upon notification of readiness. That is legally a huge deal as they look at some point needing to decommission the legacy selective routers in the state and replace them. That is a step along their NG911 journey and the 911 program manager will be able to require carriers to move to those destination points as well as transmit in SIP. There are a number of carriers that are already ready for SIP but until they get those legacy selective routers decommissioned it is still in a legacy format.

The other big item that has been a topic of discussion within the state of Iowa for a number of years is wireline cost recovery. For those that need a refresher on that topic, 34A.7A clearly outlines the requirements and rules for wireless cost recovery. That is the cost that wireless providers have to get their traffic to that destination point or entry point into the 911 system in the State. 34A.7A states that wireless cost recovery will sunset in 2026 and at this point only one carrier remits invoices to the state for wireless cost recovery payment. Wireline cost recovery is a little bit more of a gray area and the FCC through this NPRM, should they adopt it, tries to clarify that at least at the federal level. It would basically say in the absence of an agreement or cost recovery mechanism, either a contract or by state statute, carriers must cover the cost of transmitting 911 calls in the IP formatting to the destination points. It is basically making providing their traffic to the entry point a cost of doing business.

DeRouche advised there would be more to come on this. Rob Dehnert asked for clarification on if this was both wireline and wireless. Wireless the FCC actually said back in 2001 that it was a cost of doing business. For whatever reason on the books in Iowa they have continued to cover wireless cost recovery and that is something that the state pays and that is what sunsets in 2026.

There has been a lot of discussion and obviously there was an issue in the state a couple of months ago with swatting. NASNA had a learning session a couple of weeks ago and it was put on by an FBI special agent. It was a good training, but it was just Blake and his counterparts hearing the message. So, they have made that session available through the Google shared space. It is password protected for a reason, but it does give you some tactics, techniques, and procedures that you can use locally to help build out your swatting SOPs.

There have been a lot of questions lately concerning abandoned calls. This has been a topic nationwide and we have experienced it as well. There have been a number of emails over the last few weeks on this topic. DeRouchey advised they ran some numbers and we have averaged around a 50% increase over the last year in abandoned calls. Some other states have seen higher incidents of abandoned calls. A lot of it can be traced to the security features and safety features that smart phones have rolled out. iPhone and Android phones have shortcuts to call 911 and one example given was if you hit your sidebar button on your iPhone five times it is going to call 911. It does give you a five second countdown but if it is in your pocket, you are not going to notice that. The volume is on the other side, and you could easily turn up your volume five times and call 911 by hitting the wrong button. Android has also rolled out a bunch of security features as well and that is where nationwide they have traced that spike to. The timing aligns to the release of these security features. They have pushed out a number of resources via email as well as posting them to the shared site. There are public-facing documents that you can use and send out as well as some internal resources if you want to talk someone through what they did or how not to do it again. There is also a good discussion nationwide on if you should disable those emergency features on your handset. Most of them can be disabled but in some cases, they are a good thing, you just need to know that they exist so that you don't accidentally use them. It is like turning off the Amber Alerts, of course you don't want to, but some people do it anyway. It is probably a good idea not to turn off those emergency features, but it is good to be aware of them. They have done some social media messaging, added information to the brochures they are printing, and also KCCI did a story on this in the Des Moines area and reached out to them for comments. National NENA is looking at this with the cell phone manufacturers as well.

An informational webinar was held yesterday concerning the culmination of years' worth of GIS work and all the grant benchmarking they have done. This month they are implementing the emergency call routing function (ECRF) with Comtech that is using all of the GIS data. Last year they took kind of a hybrid first step of using a GIS based MSAG. It was an informational webinar and there is nothing more that has to be done on a PSAP level. It is all done behind the scenes and the schedule was posted on that webinar. If you were not able to make it the webinar is recorded and available on the Google shared site, and you are encouraged to take a look at it.

Testing is ongoing today with Illinois on interstate transfers. DeRouchey has talked previously about how they have implemented ESInet to ESInet transfers with Minnesota, South Dakota, and Nebraska. Illinois is being tested today in Muscatine and Dubuque counties. It will then be rolled out and tested with the other border counties.

DeRouchey was hoping to say that 911 to 988 transfers in place at one of the pilot PSAPs but due to a little bit of a miscommunication it is not. It was supposed to go live this week, and the technology works, they know that. He expects that in a week or so that pilot PSAP at Johnson County will be live. They also have a survey developed to try to gauge attitudes and readiness of the next steps and the next PSAPs to go live. The three pilot PSAPs are Johnson County, Muscatine, and Black Hawk County. After that the survey will help drive the next PSAPs to be onboarded. One of the things these pilot PSAPs are working on is the transfer protocol itself and when to transfer. Another piece is when to come back to 911, so a flowchart and best practices, is a lot of what the pilot PSAPs and the 988 centers have been working on.

## 2023 GIS Information

- Benchmarks 2023
  - **Upload Quarterly**

- 98% GIS
- 98% ALI to Road Center Line
- 0 Critical errors
- Paid out at end of quarter
- **Monthly uploads for FY 24**

#### FY2023

- Q1: 98 Counties
  - \$324,000
- Q2: 98 Counties
  - \$324,000
- Q3: 99 Counties
  - \$327,000
- Q4: 93 Counties so far
  - \$306,000

DeRouchev advised at the end of May they had 93 counties meeting the benchmarks already. In the first week of June an additional three counties have met the benchmarks for a total of 96 counties. There are only three counties left to make the benchmarks for Q4 to get to 100%. As a reminder as of July they are requiring monthly uploads, and this perfectly aligns with the rollout of ECRF.

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

- **100,000 Annually (FY2023)**
- Amount Paid: \$42,196.46
- Applications for approval
  - Brochures ~\$5,000
- Total remaining: ~\$42,000

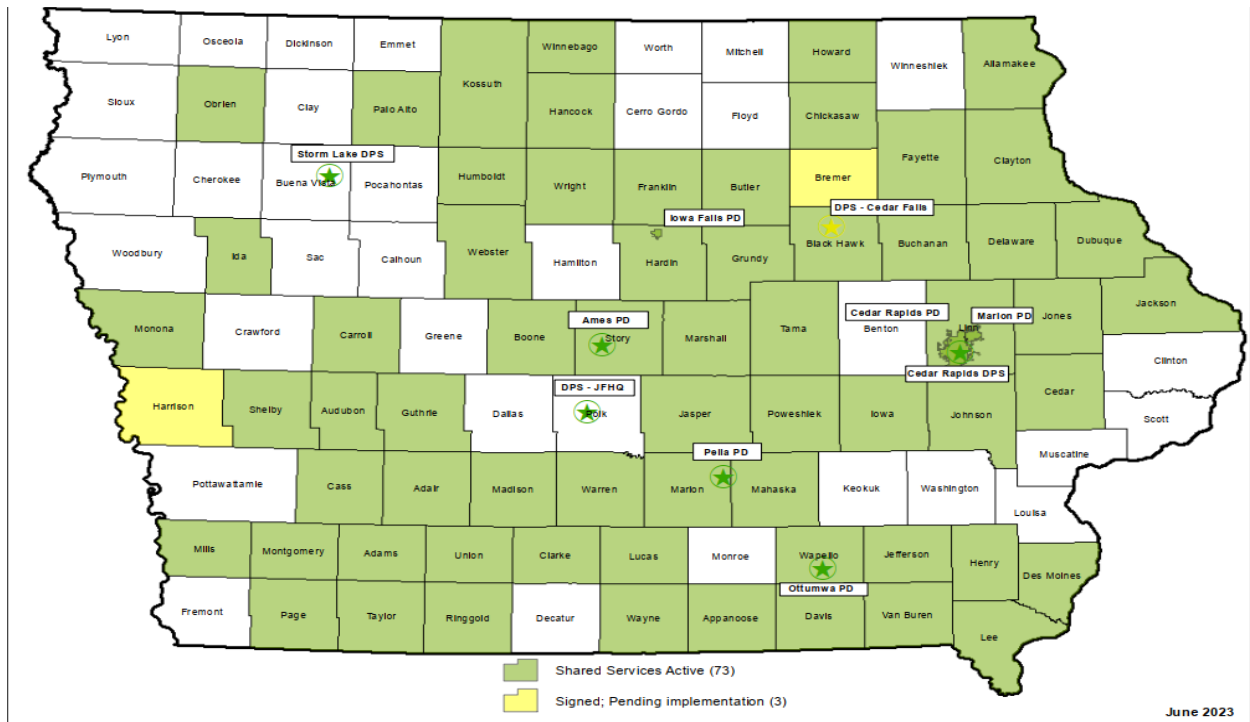
Blake advised that there were no training fund requests but as an update they are still working on some final numbers for the brochures. They have added the printing of some brochures in Spanish so there are some additional costs to get it translated and printed. The total is looking like it will be around \$5,000 for all of those brochures. This cost includes sending them out to all of the PSAPs as well. The end of year total remaining should be around \$42,000. As a reminder on the process that goes into that they will just plus up that account to \$100,000. They will roll the \$42,000 over and add the additional \$58,000 into the account for next fiscal year.

#### **Zetron Shared Services Monthly Status Update – Lynne Warren**

#### **Program Updates**

- Lee Co (LeeComm) went live with June 7.

- Upcoming MAX Call Taking deployments:
  - Bremer Co
  - Cedar Falls DPS – will be supporting School Tip Line
  - Harrison Co
- Ringgold CAD/RMS/JMS deployment is underway.



## Iowa Insider Newsletter

IOWA INSIDER
ISSUE 20

### NPSTW

Our thoughts and prayers go out to everyone impacted by the recent severe storms and tornadoes.

Every year during the second week of April, the telecommunications personnel in the public safety community are honored during National Public Safety Telecommunicators Week. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. On behalf of Zetron and our valued partners, we thank you for your service and dedication to us all.

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

Lastly, Blake added that another newsletter will be coming out next week. One of the things that will be included in that, if you were at Iowa NENA, there was a joint presentation on their critical incident mapping as part of the Governor's School Safety initiative. It was a good presentation and knowing that not everyone can always attend those state conferences, they are going to do a couple more sessions with GeoComm. He sent out registrations for those webinars for June 27<sup>th</sup> and 29<sup>th</sup>. Look for those registrations in your email if you are interested and those will be recorded and posted to the shared site for viewing afterwards. If you have seen the presentation at the Iowa NENA conference there is no need to watch it again, but if you are interested in those offerings, you are welcome to watch it.

## Questions?

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

### **Training Funds Request**

None.

### **Technical Advisory**

Jack DeAngelo shared a recent item from the FCC. It is in regard to illegal robocalling. On May 11<sup>th</sup>, 2023, the Federal Communications Commission announced its first ever action ordering providers to block traffic from another provider. This is a first, and they are finally enforcing some of these illegal providers. In the final determination order the enforcement bureau determined that One Eye Communications, LLC consistently failed to comply with the FCC's call blocking rules for gateway providers and failed to respond to the bureau's notification of suspected illegal traffic and initial determination order. One Eye Communications is out of Delaware. This order requires any voice provider immediately downstream from One Eye to block and cease accepting traffic from One Eye no later than June 10<sup>th</sup>, 2023. DeAngelo provided a little background in the order it states "Protecting consumers in the United States from the dangers and risks of unwanted and illegal robocalls is the Commission's top consumer protection priority. Many of these calls originate overseas and gateway providers are US based intermediate providers that receive calls directly from a foreign originating provider or foreign intermediate provider at its US based facilities before transmitting the call downstream to another US based provider. Such providers serve as a critical choke point for reducing the number of illegal calls reaching consumers in the United States. In recognition of this fact the Commission has adopted the Gateway Provider Order on May 19<sup>th</sup>, 2022."

We continue to have issues with overseas calls coming in and these gateway providers that are in the US needing to block these calls. DeAngelo wanted to pass that along for everyone's information.

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

Haley Nichols reported that the big news is that the SAFECOM nationwide survey is out. She advised that Chris Maiers with CISA will speak further on it in his report.

They have been doing ISICS coverage testing and will continue with that in Henry County and Black Hawk county this next week. They also took a team to do a presentation to Bremer County and hope that they will be able to come onto the system soon.

Nichols reminded the attendees that they have decided to focus on in-person meetings quarterly and that those will be February, May, August, and November. For the ISICS Board those members will all be in person at those meetings.

Nichols attended the National Council of SWICs meeting in Colorado and it was a really beneficial trip. She met a lot of counterparts across the nation and made some plans with Wisconsin and Illinois to work on some exercises based on communications in the tri-state situation maybe in 2025. They also went to a FirstNet labs in Boulder and saw lots of their new technology. They showed them a small deployable that you can haul around in the back of a truck and some light detection ranging technologies that will be used in training and probably as NG911 capabilities increase. They also demonstrated Band 14 with the overwhelmed system so that was very interesting and good to meet the people that are doing that work there.

The COML course was held in Cedar Rapids a couple of weeks ago and 13 students participated and were certified. It was a really great training because they had numerous states represented so it was interesting. One of the things Nichols got out of it was that Wisconsin was there and they have a copy of their FOG printed. They're working on a FOG for Iowa, so she brought a couple of those to share if anyone who is working on that project is interested in seeing the hard copy.

The COMT course June 19<sup>th</sup> – 23<sup>rd</sup> in Spencer has not met the minimum registrations and at this point it is going to be postponed. There will be some discussion on whether to reschedule and/or to change the location. It is possible Spencer was not the best location for the group. If anyone has any feedback on when a better time would be to hold the course or a better location that would help you to get your employees registered, she will gladly take that information.

There is an incident tactical dispatcher (INTD) course October 3<sup>rd</sup> – 6<sup>th</sup> in Pottawattamie County. That holds a maximum of 20 students and the registration isn't open for that yet. Nichols advised to look for it in the next couple of weeks and she will also ask Sherry Barker with the ACT Team to get that on their calendar.

The Central STR trailer has been deployed for testing in Carroll County as they prepare for RAGBRAI coming up in July. This report came from Luke Erpelding who is setting that up and they had testing with the UTAC 42 repeater that is in there. They had approximately 36 square miles of good to excellent coverage and they tested that. Yesterday it was used in a tabletop exercise that was successful and used as part of the O-RAP (Operational Rapid Assistance Program) process and also in preparation for Carroll County and their overnight RAGBRAI event.

## **Chris Maiers CISA Update**



Chris Maiers presented the following slide deck:




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- Data-driven decision making
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# Make Your Voice Heard!

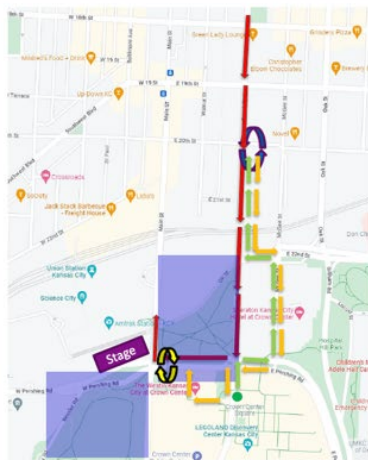
In order to achieve statistical validity of results, we need respondents from various disciplines, geographies, and levels of government to take the survey – **HELP SPREAD THE WORD!**



July 5, 2023

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## Kansas City PTS Testing Parade Route



- Parade Route
- Areas of dense crowds for speeches
- End of Run 1 and Start of Run 2: Capturing traffic as parade passes by
- End of Run 2 and Start of Run 3: Capturing traffic during and end of speeches
- Start of Run 1 and End of Run 3: Location of GAC Home Base
- Path of Run 1
- Path of Run 2



Chris Maiers  
June 8, 2023

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# PTS Test Data – Kansas City Super Bowl

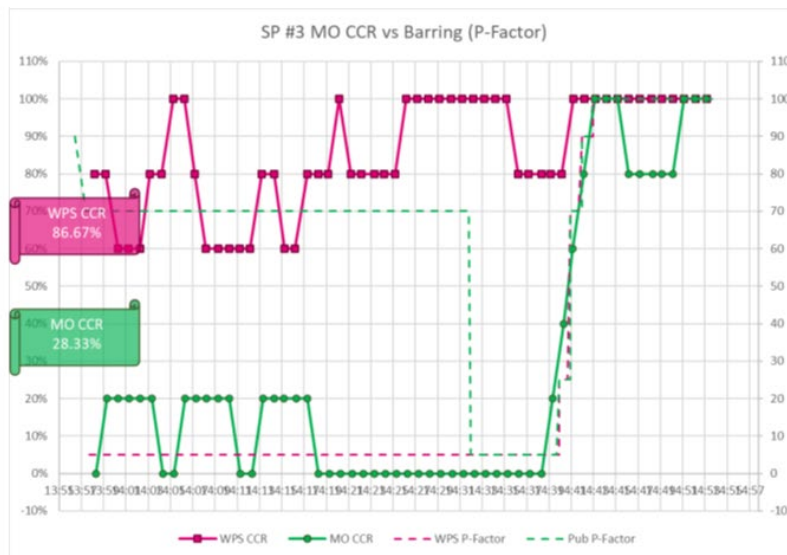
Provider	Start Time	End Time	Test Time	WPS MO CCR	Public MO CCR	GETS-WPS MT COR	PublicMT CCR	GETS-Public MT CCR
1	11:40 AM	12:40 PM	<15 minutes	Issue w/ Equipment	Issue w/ Equipment	93.1%	85.0%	91.5%
1	12:46 PM	1:44 PM	<15 minutes	Issue w/ Equipment	Issue w/ Equipment	97.4%	80.5%	94.4%
1	1:56 PM	2:56 PM	n/a	Issue w/ Equipment	Issue w/ Equipment	98.3%	93.3%	93.3%
2	11:40 AM	12:02 PM	22 Minutes	87.0%	65.2%	81.8%	59.1%	86.4%
2	12:46 PM	1:44 PM	n/a	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment
2	1:56 PM	2:56 PM	n/a	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment	Issue w/ Equipment
3	11:40 AM	12:40 PM	25 Minutes	96.7%	26.7%	96.5%	42.4%	89.6%
3	12:46 PM	1:44 PM	60 Minutes	80.0%	28.3%	85.0%	21.7%	25.0%
3	1:56 PM	2:56 PM	47 Minutes	86.7%	28.3%	78.3%	33.3%	60.0%
4	11:40 AM	12:40 PM	n/a	65.5%	76.3%	98.3%	98.3%	98.3%
4	12:46 PM	1:44 PM	<15 minutes	65.0%	80.0%	96.4%	96.6%	80.0%
4	1:56 PM	2:56 PM	n/a	71.7%	71.7%	100.0%	100.0%	100.0%



Chris Maiers  
June 8, 2023

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# Test Data – Kansas City Super Bowl Parade



Chris Maiers  
June 8, 2023

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# Regional News of Note

- Two more COML courses at Ft. Leonard Wood (MO).
- St. Francois County (MO) at EOC
  - INTD Course on June 19-22, 2023.
  - COML Course on July 24-27, 2023.
- Information Technology Service Leader (ITSL) Course in Wichita, KS – June 20-23, 2023



Chris Maiers  
June 8, 2023

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For more information:

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202-701-3235

Chris Maiers  
June 8, 2023

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## **34A Update**

None.

## **Baseline Knowledge for 911 Communications**

None.

### **Legislative Issues**

None.

### **Information Sharing**

Mark Murphy advised the Council that this would be his last meeting as a representative of the Iowa Firefighter Association. He is stepping down from managing the Dubuque 911 Center after 35 plus-years in public safety and taking a different position with the City of Dubuque starting at the end of the month. "It's been a pleasure working with all of you for the last 16 years that I have been here on the Council. I appreciate everything. 911 has done a lot in the last 16 years and I expect it to keep moving forward and thank you." Chair Rotter thanked Murphy for his comments and for his service. Rotter stated he wished he could shake his hand and thanked him again for all that he has done for Iowa and for this Council.

Chair Rotter had one thing in reference to what you may see on next month's agenda. There has been some discussion as to whether we could move our meeting time back to a beginning time of 9:30 AM to put a little less space between the 911 Communications Council and the ISICS Board meeting. This might encourage a little more in-person attendance. This will be a new business agenda item on the next month's agenda.

### **Unfinished Business**

None.

### **New Business**

None.

### **Old Business**

None.

### **Travel Requests**

None.

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

None.

Next meeting date will be July 13<sup>th</sup>, 2023, 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 Tracey Bearden. Seconded by Mark Murphy.

Meeting adjourned at 9:38 A.M.

Cara Sorrells, Secretary