

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

	<p>Iowa 911 Communications Council Meeting Thursday, December 14th, 2023 9:30 – 10:15 AM Dallas County Human Services Campus 25747 N Avenue, Adel IA 50003</p>
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Call to Order

The meeting was called to order by Chair Rob Rotter at 9:36 AM and a quorum was determined from those present.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Cara Sorrells	Present
alternate	Angie Dobyns	
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper	Present
alternate	Shanna Krogmeier	
Iowa Geographic Information Council	Jeff Miller	Present
alternate	Sarah Haberl	Present
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)	Eric Dau	Present
alternate	Tom Berger	Present
Iowa Emergency Managers Association (IEMA)	Tracey Bearden	Present
alternate	Sean Snyder	
Iowa Department of Public Safety (IDPS)	Richard Pierce	Absent
alternate	Robert Johannesen	Present
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Absent
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Adam Welp	Absent
alternate	Scott Havel	Present
Iowa Telephone Association >15,000	Taylor Teepell	Absent
alternate	Wayne Johnson	
Cellular Providers	Steve Zimmer	Absent
alternate	Bill Tortoriello	
PCS Providers	Joe Sargent	Absent
alternate	vacant	
Auditor of the State, Ex-Officio member	John McCormally	Absent
Staff:		
Blake DeRouchey, 911 Program Manager		Present

Guests also present in person or by teleconference:

Hollie Davidson, ISICSB
Kirk Hundertmark
Nick Brockman, Polk County SO
Mark Van Hooser, Buena Vista Co 911
Terry McClannahan, Dallas County SO
Diane Sefrit, SCI Regional 911
Brad Button, Des Moines PD
Paul Guest, Zetron
Bill Burnett, Comtech
Amanda Pyle, Story County 911
Mike Hardy
Jeremy Cremeans, Tama County 911
Lynne Warren, Zetron
Haley Nichols, ISICSB SWIC
Chad Gappa, Motorola
Justus Thompson, LSA
Mindy Benson, Black Hawk County EMA
Audubon County EMA
Jessica George-Rethwisch

Chris Maiers, CISA Region 7
Stephanie DeVault, ICN
Nic Briseno, Story County SO
Tom Holladay, RACOM
Bobbie Neumann
Nichole
Jim Sholly, Cerro Gordo County
Kelsey Seaberg, IUB
Cori Rayevich
Reece Powell
Doug Farrell, ICN
Ryan Mulhall, ICN
Brenda Wright, Fayette County 911
R7 ECC
Alicia Scott, Dallas County EMA
Brian Bullock, Motorola
Marie Carlson, Zetron
Lucas Erpelding, Dept of Public Safety
Heather Hahn, Cerro Gordo County

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 Chris Jasper to approve the agenda. Seconded by George Griffith. 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 George Griffith to approve the minutes of November 9th, 2023. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- US Cellular Samsung S20 Series Discussion
- Legislative Report Submitted
- Outstanding forms: Expenditure Collection (63) -- ADAIR, ADAMS, BENTON, BUCHANAN, BUENA VISTA, BUTLER, CARROLL, CASS, CERRO GORDO, CLEAR LAKE PD, CHEROKEE,

CHICKASAW, CLARKE, CLAY, CLAYTON, CLINTON, DECATUR, DES MOINES, DICKINSON, DUBUQUE, EMMETT, FLOYD, FREMONT, GREENE, GRUNDY, GUTHRIE, HOWARD, IDA, JEFFERSON, KOSSUTH,, LINN CO SO, CEDAR RAPIDS, MARION PD, LOUISA, LYON, MADISON, MAHASKA, MARION, PELLA PD, MARSHALL, MITCHELL, MONROE, OSCEOLA, POLK CO SD, DMPD, WESTCOM, POTTAWATTAMIE, POWESHIEK, RINGGOLD, SCOTT CO COMM CNTR, SHELBY, STORY CO SD, AMES PD, TAMA, TAYLOR, UNION, VAN BUREN, WARREN, WASHINGTON, WEBSTER, WINNEBAGO, PUBLIC SAFETY

Outstanding Forms

- Service Board Membership (50) -- BENTON, BUCHANAN, BUENA VISTA, BUTLER, CASS, CERRO GORDO, CHEROKEE, CLAY, CLAYTON, CLINTON, DALLAS, DES MOINES, EMMETT, FLOYD, FREMONT, GREENE, GRUNDY, HARDIN, HOWARD, IDA, JEFFERSON, JOHNSON, KOSSUTH, LEE, LYON, MAHASKA, MARION, MARSHALL, MITCHELL, MONROE, OSCEOLA, POLK, POTTAWATTAMIE, POWESHIEK, RINGGOLD, SCOTT, SHELBY, TAMA, VAN BUREN, WARREN, WEBSTER, WORTH, SCI

Blake DeRouche talked about somewhat of a technical advisory issue first off. It has been an ongoing discussion over the last number of months. It is highly specific and concerns a US Cellular carrier using a Samsung S20 Series phone. They have been able to replicate in a number of locations using multiple call handling systems, that the phone after it rings for 20 seconds will glitch and then continue ringing. This is what the caller experiences. At the PSAP what the call taker experiences is an abandoned call after 20 seconds and then almost immediately a new call is generated that appears as if it is a non-initialized phone. It appears as a 911 call without the correct call back information and like a totally separate call. The call taker now has two calls that are showing on their call taker screen, one is abandoned, and one looks like a new call, but it is really the same caller. If the call taker picks up that second call, they are able to talk to the caller. However, if they try to call back the number that was abandoned, they get the voicemail of the caller because that caller's phone is locked into emergency mode, and it can't accept calls.

A number of months ago he reached out to US Cellular, and they provided a technical description of what is going on in the background. To a point the technical description makes sense, and they get what it is trying to do. They cited NENA call answering standards are for twenty seconds. This has come back up and they have been able to duplicate this test. One thing that they have noticed, and it is even more alarming, is that in some cases when they've run this test is that after twenty seconds it is trying to find another way to connect. They think this is what the phone is trying to do from a technical perspective in the background. In some cases, and they have experienced this is more rural Iowa and more remote locations, those other technical methods do not exist. In this case the caller will be hung up on and meanwhile at the PSAP the call is still ringing. They have reached back out to US Cellular and have recorded all of this. It has been documented and they have put the ball back in their court. They have discussed if this doesn't get more attention, they will turn what they've done over to the Office of Consumer Advocate or their Assistant Attorney General. They will wait and see where that conversation goes from there. They have acknowledged the email Blake sent them

with the video and what the State's next steps are laid out. It is to be determined what they will come back with, and they have also offered to assist with further testing since they have all the contacts for all the PSAPs in the state. In the interim we may want to share this information with our telecommunicators in case they see this weird behavior it could be the device that is being used. Again, it is the US Cellular Samsung S20 Series and this is the video link that shows what happens and explains it: [US Cellular Samsung Test.mp4 - Google Drive](#).

They also have a required annual report that the 911 office submits to the general assembly every year that is due January 15th. They have already submitted that report. He is happy to share that with anyone who is interested and is working on getting that posted to their website as well, so it is there and available for download.

They have sent out a number of reminders on the forms that are due. There are still 63 outstanding expenditure collection forms and 50 outstanding service board membership forms. You can see the list on the slide of who needs to submit those forms yet.

2024 GIS Information

- Benchmarks 2024
 - **Upload Quarterly**
 - 98% GIS
 - 98% ALI to Road Center Line
 - 0 Critical errors
 - Paid out at end of quarter
 - Monthly uploads for FY 24

FY2024

- Q1 – 100%
 - \$321,000
- October – 99 Counties
- November – 99 Counties

Current Travel/Public Ed/Training Fund

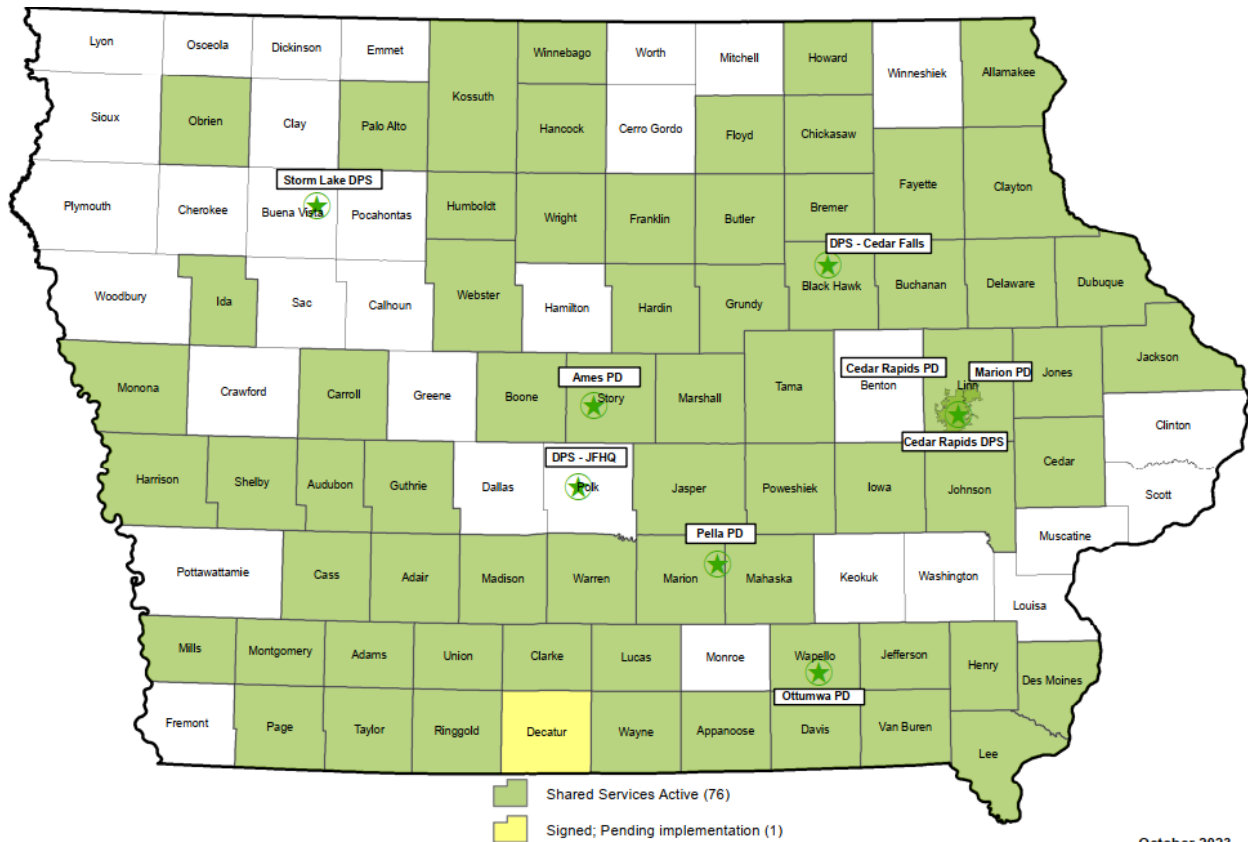
- **\$100,000 Annually (FY2024)**
- Amount Paid: \$9,482.00
- Amount Remaining: \$48,118.50
- Requested: \$0.00

There were no public education or training fund requests to consider this month.

Zetron Shared Services Monthly Status Update – Lynne Warren

Program Updates

- Nothing to note as we go into the holidays.
- Preparing for 2024 deployments.
- Decatur is going live in February.



October 2023

There were no changes to the map and they do have a Christmas newsletter coming out. If anyone is interested in getting on the distribution list, please send her an email at the address listed below.

Iowa Insider Newsletter

OCTOBER: A DAY, A WEEK, A MONTH

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

- **Team Spook-light:** Tom Joseph, Planning and Logistics Coordinator at GeoConex, a division of Zetron
- **Tips & Tricks (& Treats):** Help Mode
- **Vintage 9-1-1:** As Seen on TV!
- **Explore Past Gems:** Check Out the Newsletter Archive

DOWNLOAD NOW

- Email lynne.warren@Zetron.com with your contact information to subscribe.

Nic Briseno asked if there were any updates on the statewide training portal through the shared services contract. Blake DeRouchey advised that they created a pilot group of about 10 people. They were given access to the training for a short amount of time. They put together a survey and they have only heard back from 3 or 4 of those surveyed, so they have extended the window to respond with feedback. Allie Bright confirmed that they have only heard from 4 of the 10 people surveyed and they want to hear from as many as possible. She sent out an email offering to extend the test period to everyone, and the vendor was amenable to that. They probably will not reconvene until after the holidays.

Questions?

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

Training Funds Request

None.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols reported that they are currently working on their SCIP review (Statewide Communications Interoperability Plan). Friday the finance committee will meet and then they will have made it through all of their committees. They plan to have a final working day on February 8th, after their regularly scheduled meeting.

Other items of interest included that Wisconsin is planning a Communications Leader train the trainer training course. They have opened the opportunity up to students outside of their state and specifically to Iowa. The class will not be scheduled until the perspective students are identified and they can confirm that they will meet their numbers. If this is of interest to you, and you have the prerequisites (those are listed on page 50 of the technical assistance guide), get in touch with her and she will put you in touch with Eric Benson who is the Deputy SWIC responsible for training and exercise in Wisconsin. It is a good opportunity, and those courses don't come around all that often. Often there is a virtual option and an in-person option, and she was not exactly sure what Wisconsin was thinking for this offering.

The Incident Tactical Dispatcher (INTD) course that will be held the week of January 30th in West Des Moines is open for registration and there has been a lot of interest. There are only four spots left until the maximum attendance is met. If your agency has people interested, she requests that you get the prerequisites completed and fill out that registration form.

In the meeting following this one, the ISICS Board will hear the request for a COML (Communications Unit Leader) and a COMMEX (an exercise where position task books can get filled out). They are putting those TA requests in for 2024. She will update the group next month to see if those requests were approved.

Chris Maiers CISA Update

Maiers began by letting everyone know that they have discovered a confirmed compromise with one of the national interoperability encryption keys. CISA is now advising all public safety agencies that may be using this encryption key to discontinue its use because it can no longer be considered secure. Chris Maiers then presented the following slide deck:

EMERGENCY COMMUNICATIONS COORDINATOR REPORT DECEMBER 2023



Priority Telecommunications Services

- Updated Subscribers as of December 11, 2024:
 - GETS (Iowa Only):
 - Total Subscribers: 3,056
 - Estimated Adoption: 6.5%
 - WPS (Iowa Only):
 - Total Subscribers: 2,203
 - Estimated Adoption: 4.7%
 - TSP:
 - Estimated Subscribers: ~387K nationwide



Shields Ready

- November 7, 2023: CISA launched the Shields Ready
- Increase the security and resilience of America's critical infrastructure.
- Companion to CISA's Shields Up campaign.
- Strong infrastructure resilience is the foundation for strong community and national resilience.
- Focus: "Resolve to be Resilient"
 1. Identify Critical Assets and Map Dependencies
 2. Assess Risks
 3. Plan and Exercise
 4. Adapt and Improve
- [Shields Ready | CISA](#)



Chris Maiers
December 14, 2023

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Regional News of Note

- Missouri:
 - PSAP Cybersecurity Webinar – Wednesday, January 10, 2024.
- Nebraska:
 - Virtual COML Jan. 13-14 & Jan. 20-21, 2024.
- FEMA Region 7 RECCWG Meeting – January 30, 2024



Chris Maiers
December 14, 2023

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For more information:

Chris Maiers
Christopher.Maiers@cisa.dhs.gov
202-701-3235

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34A Update

None.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

None.

Information Sharing

Chris Jasper shared that the Telecommunicator of the Year forms for this year are now available on the APCO/NENA website. They have expanded the awards to include not only Telecommunicator of the Year and Team Telecommunicator of the Year, but also CTO of the Year, Supervisor/Leader of the Year, as well as Technology Innovator of the Year. Cara Sorrells also does the APCO Milestone awards for 20+ years of service. These forms are all available on the website and they would like to get as many nominations as possible. If anyone has any staff members or other agencies that they work with that had an incident in 2023 we would love to see those nominations.

Chris Jasper also shared that February 27th from 12:00 – 4:00 PM is the NENA and APCO Lobby Day at the Capital. One of the things they are specifically going to be speaking with legislators

about is the elimination of the 911 Council. If anyone is interested in joining us that day at the Capital, they would appreciate having you there.

New Business

Chair Rotter had one item of note under new business. This is the last meeting for George Griffith, the Iowa Peace Officers Association representative. Griffith has served on the Council for about ten years and is retiring for a second time. The IPOA will have new representation in the future. Rotter commended Griffith as a great member of the Council who we have always been able to count on. He has been a very important member of the Council and Rotter wished him a great, long, and happy retirement. He also thanked him for everything he has done for the Council and public safety in general.

Old Business

None.

Travel Requests

None.

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

None.

Next meeting date will be January 11th, 2024, at 9:30 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 George Griffith. Seconded by Cara Sorrells.

Meeting adjourned at 9:58 AM.

Cara Sorrells, Secretary