


*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, August 8<sup>th</sup>, 2019</b>  <b>West Des Moines City Council Chambers</b>  <b>West Des Moines, Iowa</b></p>
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**Call to Order**

The meeting was called to order by Chairman Rob Rotter at 9:00 a.m. and a quorum was determined from the roll call.

**Roll Call**

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyns	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	
Iowa Geographic Information Council	Lawrence Hartpence	Present
alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)	Robert Rotter	Present
alternate	Dean Kruger	
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)	Jeff Anderson	Absent
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	By phone
alternate	vacant	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Excused
alternate	Pat Snyder	
Iowa Telephone Association >15,000	James Chambers	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	Bernardo Granwehr	Absent
<b>Staff:</b>		
Blake DeRouchey, E911 Program Manager		Present

**Guests:**

Diane Sefrit, SCI	Joel Martin, Iowa Utilities Board
Connie Stufflebeem, Iowa DPS Communications	Hollie Davidson, DPS Interop Comm

Chris Maiers, ISICSB  
Brian Magdwell, Westcom  
Brent Long, Polk County SO  
Mike Lauer, ICN  
Crystal McIntyre, Warren County BOS  
Carole Lund-Smith, ILEA  
Susan Daemen, ISSDA  
Brandon Miller-Guss, Medic EMS  
Cody Brink, Zetron  
Mel Burton, Ringgold EMA/911

Stephen Rodriguez, ICN  
Jim Lundsted, CISA  
Amanda Roush, Story County 911  
Tammy Rodriguez, ICN  
Doug McCasland, Warren County 911  
Jason Study, Pottawattamie County 911  
Darin T. Riney, Westcom  
Duane Vos, RACOM  
Steve Reames, Zetron  
Mike Foster, FEMA Region 7

**Guest present by teleconference:**

Brenda Vande Voorde, Fayette County 911  
Paige Baetsle, Iowa County 911  
Bill Burnett, Comtech

Mary D. Miller, Iowa Co 911  
John Drury, CenturyLink

**Introductions**

Chair Rotter welcomed everyone. Board members and those in attendance introduced themselves.

**Approve the Agenda**

Chair Rotter asked for a motion to approve the agenda as presented. Motion by Rob Dehnert to approve the agenda. Seconded by Tracey Bearden. All ayes. Passed.

**Approve the Minutes**

Chair Rotter asked for a motion to approve the previous meeting minutes. Motion by George Griffith. Seconded by Angie Dobyns to approve the minutes of July 11th, 2019. All ayes. Passed.

Chair Rotter asked for nominations for Chair Secretary. Tracey Bearden nominates Cara Sorrells. Mike Bryant seconded the motion. There are no further nominations. Mike Bryant makes a motion to elect Sorrells as Secretary. Tracey Bearden seconded the motion. All ayes. Passed.

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

**Program Manager Report**

- Financial Report
  - Quarterly Payments and Report (April-June)
  - End of year payments determined. \$3,599,361.91
  - \$31,852.76 per PSAP
- Peer Assessment Report Out
  - September 12 (Afternoon)
  - State EOC
- 2019 PSAP Expenditure Collection sent out (Due Jan 1)
  - 2017 & 2018 Audit commencing
- October 14<sup>th</sup> 911 Program Update (Day before Iowa APCO/NENA)
- ALI Contract with Comtech signed (Extends contract to July 2021)

Blake does mention the asterisk next to Chickasaw county and explains that is the total they should have received but 35% was withheld since they have not yet received their 2018 expenditure collection form. They have withheld about \$20,000 for two quarters. They have been in contact with them so they are aware and if they get it turned in before March 31<sup>st</sup> they will get their withheld payments.

## 2020 GIS Information

Deadline for period 1 submission: December 31

Benchmarks:

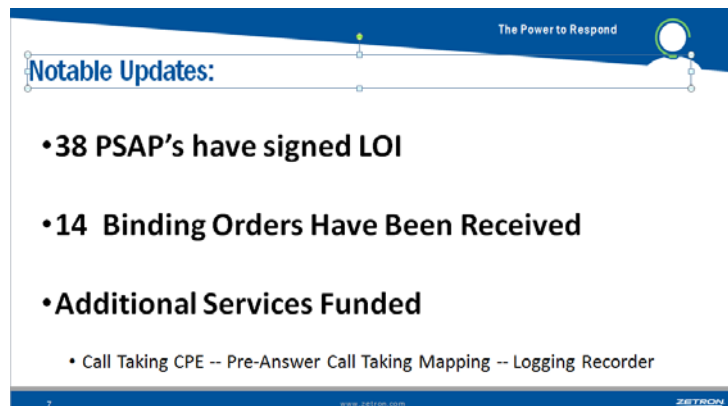
- Upload within the period (Jul-Dec)
- 98% GIS
- 95% ALI
- July:
  - 8 Counties
  - \$48,000

## Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$0.00
- Approved: \$26,480
- Remaining: \$73,520
- Requested: \$0.00

## Consolidation Updates

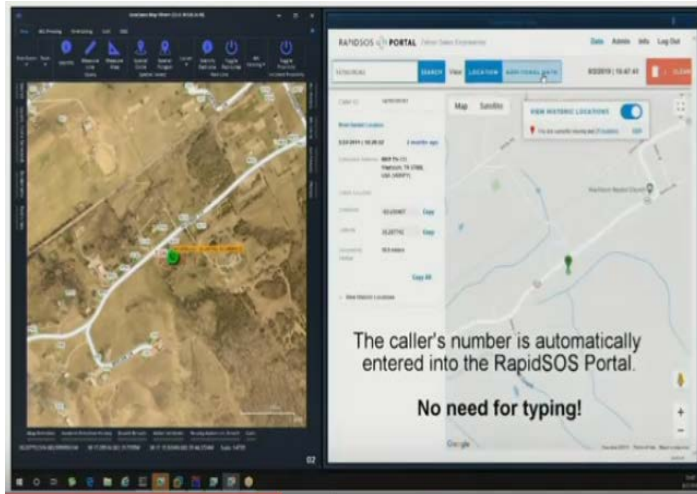
- Wireline – Stephen Rodriguez, ICN
- Zetron/Shared Services – Cody Brink, Zetron



The slide features a blue header with the text "The Power to Respond" and a Zetron logo. Below the header, the text "Notable Updates:" is displayed in a blue font. The main content area lists three bullet points: "•38 PSAP's have signed LOI", "•14 Binding Orders Have Been Received", and "•Additional Services Funded". Under the last bullet point, there is a sub-bullet: "• Call Taking CPE -- Pre-Answer Call Taking Mapping -- Logging Recorder". The footer contains the number "7", the website "www.zetron.com", and the Zetron logo.



The slide features a blue header with the text "The Power to Respond" and a Zetron logo. Below the header, the text "MAX Call Taking Mapping (Pre Call Mapping):" is displayed in a blue font.



Stephen Rodriguez then reported that CAMA services contract was finally signed this week. They have already been in contact with CenturyLink to set meeting dates to formalize a plan to present to the 911 Council sometime soon. They are also working on setting up redundant and diverse paths so that they can connect and those are the orders they are going to be submitting soon (within the next week) after they get those worked out with CenturyLink. The ICN itself is working on the redundancy on their part and that should be finished up next month. They will be ready to go once CenturyLink has their points of interconnect complete as well. The next steps will be working on a joint outreach. There are several vendors involved here and they are all working together. There has been open communication even through not having contracts signed yet they were working on different things that they could work on. Everyone has been cooperative and they are working well together and he doesn't foresee any issues in the future as far as communication is concerned.

Bill Burnett from Comtech was on the phone and reported they have been working with Blake and the ICN in regards to understanding and developing a deployment plan. They have moved ALI into Phase 1 of the project and it requires a large effort to set up equipment, fully test the system and ensure that deployment of PSAPs on a PSAP by PSAP basis can be done smoothly.

They have a project manager who has been assigned and a full schedule as a draft has been developed. It's awaiting executive approval on their end before they release the plan to Blake but it should be coming very soon. It includes all that Phase 1 to test to ensure carriers are loading records properly and in a timely manner and so forth. Hopefully that will be available soon for general distribution.

### **Training Funds Request**

None.

### **Technical Advisory**

No report.

### **SWIC Chris Maiers gave the following update**

All of the applications at last month's ISICSB meeting were approved and they included Audubon County EMA at Level 2, Blakesburg Fire & Rescue as Level 1, City of Cedar Rapids Level 2, Dickinson County EMA (amended) Level 2, Henry County Sheriff Level 1, Pella PD Level 1, and Polk County and the various agencies associated with Polk County Level 1. Today on the agenda for ISICS access they have an update to Adair and Guthrie for Level 4 access, City of Atkins Level 2, Aurelia Fire Department Level 2, Iowa County Level 1 and US Probationary Office of the Southern District of Iowa Level 1 access.

An update on the PSAP grant Maiers said the consolettes and control stations are being rolled out. There are just over a dozen that have not been delivered or picked up yet. They will be reaching out to those counties very soon to make sure that they can get their equipment. The test calls across the state are ongoing. Since not everyone has had a chance to get their equipment picked up or delivered to them or installed they are working on make up dates to make test calls to make sure that everybody is grant compliant. The intent is to be as flexible as possible with those test calls as we know that various vendors are operating on different schedules, PSAPs have different people available to actually do the tests and of course any unforeseen variables that always seem to surface.

They have an Interstate Interoperability agreement up for approval at the board meeting today also with the state of Illinois. We have several PSAPs that border Illinois and the thought process here is if they want to access STARCOM21, which is their statewide network for interoperability, that they will be able to and conversely the Illinois agencies will be able to access ISICS for interoperability as well. Discussions are ongoing with Missouri and they've indicated they will reciprocate the same offer we are giving them with their agencies being able to join ISICS for interoperability. We should be able to do the same with them also.

Under the training update the PSAP Cybersecurity webinar is coming up on the morning of August 19<sup>th</sup>. They expect to have a link for that relatively soon and once they have that it will be sent out. Currently they have about 65 registered attendees and they can handle up to 100. They hope to have all the seats filled as cybersecurity is an emerging and ongoing target. They

would like to see all of the PSAPs signed up for it. They are going to make every effort to record it so it is available after the fact as well.

The COMT class is available for sign up on the HSEMD website. It is being held in Clarinda at the fire department and the details are available on the website. Also look for more information coming up on the COML and Incident Tactical Dispatcher course class coming up as well. They are looking to have those towards the end of the calendar year.

Lastly they are still looking at refreshing the SCIP. The last time it was done was in 2017 and that was before the ISICS platform was built out and the state opted into FirstNet. Since then also there has been an update to the National Emergency Communications Plan. This refresh is basically designed to be a light refresh and align it with the National Emergency Communications Plan and all of those initiatives. They are expecting to have a wrap up webinar on the 30<sup>th</sup> of August and then possibly an in-person meeting if necessary in September.

### **Jim Lundsted Update**

Jim echoed a couple of the things that Chris Maiers reported the Council. The cybersecurity awareness webinar he's been working with the regional cybersecurity administrator for CISA. They have a pretty interesting brief. They showed a couple of snapshots out of it to the SWICs last week in Little Rock and it will be well worth your time if you have the opportunity to attend or review it after its recorded. There are some things that have happened just in the last week that are notable. Google search cyberattacks against dispatch centers and it's worth reading about a couple incidents in the US and understanding that the threat vector is constantly changing. He thought everyone's heard about the state of Louisiana declaring a state of emergency after a series of cyberattacks against school districts. This is a constantly evolving threat and it's something that we need to remain vigilant about. There is even talk in the last couple of days disclosing that there is a new type of malware out there that can infect your device, laptop or computer simply by being resident. In others words open a browser, open a file and there's nothing executable that your antivirus can see therefore it's a new type of threat. They are studying how best to combat that with the FBI cyber watch division.

The SCIP workshop that Chris Maiers talked about is intended to be conducted the first week of September the same week as the 911 Council peer review. We're hoping to hold the meeting September 10<sup>th</sup> and 11<sup>th</sup>. This will be two half day meeting just to review the goals and objectives and get it into final form so it can be presented to the board on the 12<sup>th</sup>.

### **34A Update**

Tracey Bearden advised her deliverables that she intended to present this month have been pushed back to next month but she did distribute one recommended change that the committee decided upon. This is going to be a recommendation to Blake in his office so she was unsure what the rules were and whether they need the 30 days or not. They want to codify the language with hospitals that was approved already as an advisory opinion from this Council.

"Each political subdivision of the state having a public safety agency serving territory to include benefitted fire districts and county hospitals providing ambulance services as defined in 357B and 347 respectfully, and each local emergency management agency as defined in section

29C.2 operating within the area is entitled to voting membership on the joint 911 service board.”

Chair Rotter asked that we take the 30 days and asked for a comparison of what the language was previous to what is being recommended to everyone so they can appreciate that change. Bearden advised when she got back to the office she would send out that side by side comparison. Rotter will make a note that this will be an actionable item. Blake mentioned this is the way they've interpreted code for a couple years now when they've worked with their Attorney General to define political subdivision which is what's in code. “When we look at – do they have open public elections? Are they a taxing authority? The qualities that make an entity a political subdivision we've applied that term to these type of entities anyway but this could make it a little more solid or clear for everyone. But we've already extended that political subdivision cloak to these type of entities just working with the Attorney General's office. As people are thinking does this add or subtract anything to a service board for the last couple years they should have already been on the service board.”

Bearden concluded saying she will be bringing ideas concerning increased membership and best practices as well to the Council to look at.

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

Jamey Robinson was absent. Robby Johannesen reported via phone that there was a survey about the current training structure in Iowa as far as certifying dispatchers and a lot of this is covered by Iowa Administrative Code. Chapter 501 13 defines everything a dispatcher needs to do regarding what they need to do in their first year of employment within the PSAP. Robby stated that Carole Lund-Smith could speak on that more since that is her primary purview. “It does not speak on IOWA/NCIC certification but Jamey can speak more next month on the results of the survey. The last meeting was held in Marshalltown and the focus of this group is to talk about and recommend to the Council different things that we can do to supplement not only ILEA's training for new and existing dispatchers but also what we can do to supplement Carole as well. Forty hours is what is mandated by code but a new dispatcher obviously takes a lot longer than that. What is the baseline that every dispatcher in the state should know? Should it be map skills, cartography and interpretation or should it be basic call taking skills which is again taught at the Academy but how can we supplement that and what type of structure would that be. That is the focus of where the committee is going on now, it's more of an advisory role not only to Carole of how we could tweak some things at the Academy level but also what kind of guide can we provide to every PSAP through Blake or through this committee to assist them with forming a training structure so that everybody is consistent statewide.”

Brenda VandeVoorde added via phone that the next step was to do some homework as far as seeing across the state what every PSAP does as far as training structure. Chair Rotter stated “he only sees it from the outside looking in but in his experience we are looking at really two to three years before we have a dispatcher that is really comfortable in the role and doing a good

job so anything that can be done along the way to get that dispatcher to be more comfortable in their job and perform at their best is really what we are thinking about here.”

Carole Lund-Smith said she was available to answer any questions about the 40 hour class. It is basically code driven so the curriculum and agenda for training remain basically the same. She tries to mirror what National APCO does and they haven't required Emergency Management but they are recommending that so she has added that within the last couple years in anticipation that it would be coming down the pike. She answers to the Telecommunicator Training Board as well as the Director of the Academy so any changes that may be made, within the code or in the curriculum; there is accountability on her part. They don't stop at the forty hour at the Academy they go beyond that with Advanced Telecommunicator training, Supervisor training and when the Council is generous enough to give them funding additional training is scheduled. Sometimes these classes are successful and sometimes there are not enough registrations but that could be budget driven or because there is not enough staff to backfill for people to attend.

### **Legislative Issues**

None. Bryant urged people to make contact with legislators between now and November.

### **Unfinished Business**

None.

### **New Business**

None.

### **Travel Requests**

None. Mark Murphy withdrew his request for travel to the National APCO Conference.

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

None.

### **Business from the Phone**

None.

Next meeting date will be September 12<sup>th</sup>, 2019 at 9:00 AM.

Mark Murphy made a motion to adjourn, Lawrence Hartpence seconded the motion. Motion carried.

Meeting adjourned at 9:40 A.M.

Cara Sorrells, Secretary