


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, July 9th, 2020 9:00 – 10:15 AM Virtual Meeting via Internet/Phone</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 the roll call.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Cara Sorrells	Present
alternate	Angie Dobyns	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Present
alternate	Kirk Hundertmark	Present
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	Absent
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Present
alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)	Jeff Anderson	Present
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	Present
alternate	vacant	
Iowa Emergency Medical Services Association (IEMSA)	Rob Dehnert	Absent
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Absent
alternate	Pat Snyder	
Iowa Telephone Association >15,000	Taylor Tippell	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 by teleconference:

Hollie Davidson, ISICSB
Chris Maiers, ISICSB SWIC
Brent Long, Polk County SO
Amanda Roush, Story County 911
Lisa Yunek, City of Mason City
Bill Burnett, Comtech
Cheryl Eklofe, Mahaska County SO
Cody Brink, Zetron
Stacen Gross, GeoComm
Mark Van Hooser, Buena Vista County 911
Bobbie Wells, Sac County 911
Rhonda Braudis, Marshall County Comm
Tammy Rodriguez, ICN
Paige Baetsle, Iowa County 911
Jeremy Cremeans, Tama County EMA
Becki Gallahan

Mike Lauer, ICN
Brad Button, Des Moines PD
Allie Bright, 911 Program Planner
Tara Ganpat-Puffett, IUB
John Drury, CenturyLink
Jon Osborne, CenturyLink
Jim Lundsted, CISA
Diane Sefrit, SCI 911
Doug McCasland, Warren County 911
Jeff Bernatz, Chickasaw County EMA
Dan Snell, Hexagon
Erin Froning, Cerro Gordo County SO
Mandy Bieber, Linn County SO
Stephen Rodriguez, ICN
Darin Riney, Westcom
Thomas Millikin, Ottumwa PD

Introductions

Chair Rob Rotter welcomed everyone. Board members in attendance introduced themselves.

Approve the Agenda

Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by Mark Murphy 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 Jeff Anderson. Seconded by Tracey Bearden to approve the minutes of June 11th, 2020. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Upcoming Wireline Migration
 - Successful migrations at two PSAPs
 - Marshalltown, Iowa Falls PD
 - Hamilton Co Sheriff's Office scheduled today
 - Weekly PSAP by PSAP updates for awareness
 - Additional sites scheduled soon
- Quarterly Payments: End of Month
- End of Year Pass through: Beginning of August

PROTECT YOUR CENTER FROM RANSOMWARE



IOWA DEPARTMENT OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

RANSOMWARE: WHAT IS IT?

Ransomware is a type of malicious software (a.k.a. malware) that cyber criminals use to extort money from organizations. When activated, ransomware encrypts information stored on your computer and attached network drives, and demands a ransom payment in exchange for the decryption key.

Ransomware attacks are costly and disruptive, there are serious risks to consider before paying ransom. The Federal Government does not recommend paying ransom. When organizations are faced with an inability to function, they must evaluate all options to protect themselves and their operations.

IF YOU BELIEVE YOUR COMPUTER IS INFECTED WITH MALWARE

- 1 Contact your IT department and supervisor immediately
- 2 If you can locate the Ethernet cable, unplug the computer from the network
- 3 If you can't disconnect the computer from the network, unplug it from power

For laptops: hold down the power button until the light is completely off and remove the battery if possible

IMPORTANT CONTACTS

STATE OF IOWA

1. Office of the Chief Information Officer (OCIO) Information Security Officer
855-442-4357 and 515-725-1296
2. Iowa 911 Program
515-725-3231
(Ask for the Duty Officer or 911 Program Manager)

WHY ARE PSAPS A TARGET?

Emergency communications operators are crucial to public health and safety; interruptions in service could result in loss of life. Because they are so important, public safety answering points (PSAPs) and emergency communications centers (ECCs) are high-value targets for cyber threat actors.



Note To Users:

Talk with your IT manager for guidance on running software and operating system updates. These updates include the latest security patches, making it harder for cybercriminals to compromise your computer.



The Federal Government advises organizations **NOT** to pay any ransom. Organizations should maintain off-site, tested backups of critical data.

If your center has experienced a ransomware attack or any other malicious cybersecurity activity, the following contacts may provide assistance

FEDERAL PARTNERS

- Cybersecurity and Infrastructure Security Agency (CISA)
(888) 282-0870 www.cisa.gov
- Multi-State Information Sharing and Analysis Center® (MS-ISAC®) (866) 787-4722
- FBI Omaha Field Office
(402) 493-8888
- FBI Internet Crime Complaint Center (IC3)
www.ic3.gov
- FBI Field Office Cyber Task Forces
<http://www.fbi.gov/contact-us/field>

PROTECTING YOUR CENTER

Practice cyber awareness and complete all required cybersecurity training. Knowing and following your organization's cybersecurity policies is key to protecting your center.

PHISHING

Attackers will send emails enticing users to open an attachment or click a link. Taking either action will lead to ransomware infection.

- ✓ Be suspicious of any email asking you to follow a link or open an attachment
- ✓ If you are not expecting an email attachment from a co-worker, give them a call to verify
- ✓ Report suspicious emails to your IT staff
- ✓ Never check personal email from computers with access to Computer Aided Dispatch (CAD), Records Management System (RMS), or other mission critical systems
- ✓ Hover over a hyperlink with your mouse to see the hyperlink address. If the written hyperlink and the one shown when hovering are different—this is a red flag
- ✓ Avoid clicking on pop-ups. Attackers use pop-ups to entice users to click on pop-up windows which may install malicious software

SOCIAL ENGINEERING

Attackers use social engineering to trick you into disclosing confidential information or clicking a malicious link. They study your "digital footprint" (e.g. social media accounts) and create emails designed to exploit your trusted relationships.

- ✓ Remove any work-related information from your social media accounts
- ✓ Be suspicious of emails or phone calls from management asking you to do something outside of protocol or procedure
- ✓ Be suspicious of emails from coworkers and friends asking you to click a link or open an attachment

DRIVE-BY-DOWNLOAD

Attackers will host ransomware on websites or through advertising networks. Just visiting a malicious site will enable malware or ransomware infection.

- ✓ Never browse the internet from a computer with access to CAD, RMS, or other mission critical system
- ✓ If your center has a designated computer for internet browsing, check with IT to ensure that your computer and web browser are up-to-date, and pop-up blocking is enabled
- ✓ Web browsing should be limited to websites related to your mission and job responsibilities

USERNAME & PASSWORD COMPROMISE

Attackers can use compromised usernames and passwords to log on to your workstation remotely, or gain access to your agency's network. If your password is too simple, it can also be easily guessed.

- ✓ Use complex passwords that include upper and lower case letters, special characters, and numbers, or use a 3-4 word pass-phrase if the option is available
- ✓ Don't reuse passwords across different accounts and online services
- ✓ Don't share passwords with other users, post passwords within the center, or save work related passwords on your personal devices

INFECTED USB DEVICES (USB Sticks, Thumbdrives, Smartphones, Etc)

Ransomware can infect a computer when a user attaches an infected USB device. Attackers may leave thumbdrives in public places hoping you will insert them into your computer.

- ✓ Never connect USB devices to CAD, RMS, or other mission critical systems
- ✓ Never charge any smartphone via a USB connection on CAD, RMS, or other mission critical systems; use a wall outlet

2020 GIS Information

Benchmarks 2021

- Upload within 6 month period
- 98% GIS
- 98% ALI to Road Center Line
- June: 5 Counties
 - \$30,000
- Total Period 2:
 - 88 Counties
 - \$582,000
- Total FY20: 1,134,000
 - 90 Counties
- Total FY19: \$1,140,000
 - 90 Counties

Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$64,361.30

- Remaining: \$35,638.70
- **100,000 Annually (FY2021)**
- Expended: \$0.00
- Requested: \$8,100
- Remaining if Approved: \$91,900

State of Iowa Project Update(s)

Zetron/Shared Services – Cody Brink, Zetron

- **Oelwein signed off their MAX CT deployment.**
- **Comtech completed their first migration to statewide ALI and wireline call support on June 29. Comtech is planning on scheduling migrations by selective router. Expecting Humboldt and Iowa Co to be in first group of migrations, awaiting firm dates.**
- **PSAP router IOS upgrades and migrations from JFHQ to Tiffin being scheduled in preparations for JFHQ upgrade scheduled for week of July 27.**

PSAP Status	Jan	Feb	Mar	April	May	June	July
Max CT Live	1		2	1	2	1	
Max CT Turn up underway	3	2	5	4	1	1	
EMD Live	2		2	1			
EMD Turn up underway	2	4	4	3	3	4	
CAD Live							
CAD Turn up underway	1	2	2	2	2	2	
Circuits Turned up	1		1	3	1	1	
CT Equipment Shipped	2				1		
Quotes Signed off	2			1			
Site Surveys underway	2	1	2	1			

Count	Location	Services	MAX CT Consoles	Equip at RACOM	Circuit turn up	Go Live
19	Humboldt CO	MAX CT	3	12/6/2019	TBD	TBD
20	Iowa Co	MAX CT (No Map), laptop, EMD (PP), MIS, PBX, Wallboards	3	At RACOM Pella	TBD	TBD
21	Marion CO	MAX CT, EMD (PP)	3	At RACOM Pella	TBD	TBD
22	Shelby CO	MAX CT, CAD, Mobile CAD, MIS	3	3/6/2020	TBD	TBD

Services Key	
Max CT	MAX Call Taker. Includes Logger and Map Viewer
CAD	Computer Aided Dispatch
MIS	Management Information System
EMD	Emergency Medical Dispatch
PP	<u>PowerPhone</u>
PD	Priority Dispatch

Wireline – Mike Lauer, ICN

Mike Lauer gave a brief update. He reported that they are on track to cutover six PSAPs a week, sometimes more. This will get underway more in August. He mentioned that the links between the ICN at Mason City and Davenport are network connections between the ICN and CenturyLink. They have 911 testing that needs to occur over those links before they can start to cut over PSAPs to the new system. They are working on the testing and they should be turning it up in the next two weeks. They will reach out to PSAPs two weeks in advance and they have a good process in place. He urges everyone that if an issue comes up (like staffing) to contact them and they will reschedule, it's no problem. Things are going smoothly and it will be get better as it gets more systematized. The bulk will be in the Fall time frame. Lauer encouraged everyone to reach out with any questions or for updates to himself, Blake or Bill Burnett.

Bill Burnett had nothing to add except feel free to contact him if necessary.

Training Funds Request

Tracey Bearden reported that Polk County was requesting funding for training at Westcom Emergency Communications. This would be a three-day training titled "EVERYONE is Leading – Motivating Today's Leaders for Tomorrow's Challenges" by Showalter & Company. The 10% match has already been met and the total of the training funds requested is \$8,100. The maximum participants would be 25 and it will be held September 21st, 22nd, and 23rd. A virtual learning experience is possible if we still cannot meet physically. Jeff Anderson made a motion to approve the training funds request. Second by Mark Murphy. The motion carries with Tracey Bearden and Lawrence Hartpence abstaining.

Technical Advisory

None.

SWIC Chris Maiers gave the following update

- Update on the TA requests from ICTAP. Discussions continue and one has been delivered.
 - *Planning for Alternate PSAP Facilities* TA was held on June 25th and had between 30-40 individuals on the webinar at various times. Feedback overall was good, but we did learn a few things on how to conduct webinars more efficiently.
 - *Encryption Planning and Usage for Administrators* is slated for July 30th at 0900-1030 CDT. This is to help communications administrators develop an understanding of encryption. This is part one of a two part webinar. The first is for the administrators; the second is for the technicians.
 - *Standard Operating Procedures (SOP) / Communications Plan Review and Development* is back on as well. That was postponed in March. It is now slated as a two part webinar on Sept 15th and 16th from 0800-1130 CDT each day. Emails to previously registered persons will go out Friday.
- PSAP Grant – Only one PSAP has not yet completed the test call.
 - Still offering one-on-one PSAP training, and we have been able to do this virtually. Let me know if you want some.
- ISICS applications approved last month:
 - Bremer County Emergency Management – Level 1
 - Winneshiek County Emergency Management – Level 1
 - Clarke County Sheriff's Office – Level 1
 - Calhoun County Emergency Management (update) – Level 2
 - Muscatine County (update) – Level 2
- ISICS application up for approval today:
 - Iowa Department of Human Services – Level 1
 - Wayne County Sheriff's Office – Level 2
 - Adams County EMA (update – adding paging talkgroups) – Level 3
 - Cass County – Level 3
 - Butler County 911 – Level 2
 - Chickasaw County 911 – Level 4
- StatusBoard Update.

- There was an unexpected outage earlier this week that was resolved in about 16 hours. A SSL certificate issue made browsers display that the site wasn't secure. Users could still get to it by clicking on the warning message and stating they wanted to go to the site anyway, but that isn't desirable operation. Once we got a new certificate installed at the site, things were back to normal.
- StatusBoard updates to the interoperable talkgroup tabs are completed. The new naming convention has the interoperable tabs grouped together so it is easier for the dispatchers to find what they need.
- 6th TAC in each region is for COVID response at the local level

Jim Lundsted Update

None.

34A Update

Tracey Bearden reported she had no update. They are still working on how to get groups of people together. It may be the end of August or early September before they can meet in person.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

Tracey Bearden read an email from Iowa NENA:

We are proud to inform you that SF2373 a bill which defines Iowa's nearly 800 9-1-1 dispatchers/telecommunicators as Public Safety Telecommunicators and as First Responders unanimously passed the Iowa Senate on June 11, 2020 and the Iowa House on June 16, 2020. On June 25, 2020 Governor Kim Reynolds signed SF2373 into law. Iowa NENA along with Iowa APCO worked with our lobbyists at Advocacy Strategies, LLC and Public Safety Telecommunicators and supporters from across the state to make this a reality. This legislation is the first of many steps to ensure Iowa's Public Safety Telecommunicators are held at the same level as our public safety partners across the state.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor / 911 Issues at the PSAPs

Darin Riney thanked the Council for approving Westcom's training request. He clarified that the 25-person maximum is really a minimum as they expected to accommodate that many or more with consideration of social distancing. If it is held virtually, they can accommodate even more on a webinar. The same course will be repeated over three days with September 21st and 22nd being from 0800-1700 and September 23rd from 1300-2200. So, this opportunity will benefit at least 75 people if not more.

Next meeting date will be August 13th, 2020 at 9:00 AM tentatively if in person at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

Chair Rotter asked for a motion to adjourn the meeting. Motion made by Tracey Bearden. Seconded by Robby Johannesen.

Meeting adjourned at 9:38 A.M.

Cara Sorrells, Secretary