

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, September 10th, 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	
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	Absent
alternate	vacant	
Iowa Professional Firefighters (IAPFF)	Mike S. Bryant	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Absent
alternate	Tom Berger	Present
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	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
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
Brad Button, Des Moines PD
Brent Long, Polk County SO
John Drury, CenturyLink
Jon Osborne, CenturyLink
Jim Lundsted, CISA
Diane Sefrit, SCI 911
Doug McCasland, Warren County 911
Jeff Bernatz, Chickasaw County EMA
Darin Riney, Westcom
Paul Trewin
Marilyn Stayner, Worth County 911
Kathy Herrick, Floyd County 911
Mary T. Bailey
Cherese Sexe, Humboldt County 911
Curtis Pion, Polk County SO
Brenda Bennett, Wapello County 911
Tara Ganpat-Puffett, IUB
Howie
Josh Sinnott
Christin Mechler, LSA
Duane Vos, RACOM

Chris Maiers, ISICSB SWIC
Dave Duncan, Iowa Communications Alliance
Allie Bright, 911 Program Planner
Bill Burnett, Comtech
Cheryl Eklofe, Mahaska County SO
Cody Brink, Zetron
Stacen Gross, GeoComm
Mark Van Hooser, Buena Vista County 911
Tammy Rodriguez, ICN
Thomas Millikin, Ottumwa PD
Jon Greene
Amanda Pyle, Story County 911
Jennifer Ackerman, Winnebago County
Michelle Kingrey, Marion County SO
Glenn Sedivy, Woodbury County
Mandy Bieber, Linn County SO
Don Pool, Van Buren County EMA
Jamey Robinson, Mahaska County EMA
Paige Baetsle, Iowa County 911
Ron Vought, Webster County
Ollie Galam, NGA 911
Stephen Rodriguez, ICN

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 Tracey Bearden to approve the agenda. Seconded by Jeff Anderson. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Rob Dehnert to approve the minutes. Seconded by Tracey Bearden to approve the minutes of August 13th, 2020. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Wireline Migration
 - 15 PSAP Migrations complete
 - PSAP/Telco process and funding
 - Recap of funding discussion from last month
 - Telco ALI records not provisioned → NRF → Default routing
 - Most migrations on hold (DPS and S-ALI sites able to continue)
 - Regional Default routing by Selective Router

DeRouchev wanted to acknowledge the conversation from last month's meeting concerning the funding situation. When PSAPs go ahead and convert into the wireline migration you can disconnect your CAMA circuits from CenturyLink from the selective router. You are also able to disconnect your ALI links from CenturyLink. The question that has arisen is regarding the telco charges, the special access tariffs, that are presented to the PSAPs. Additionally, the ALI change record costs that are presented to the PSAPs. It was their full intent when they started this project to get all-inclusive pricing from their vendor partners and they are not ruling it out, but they must get a better grip on what these charges are. They need to make sure they are proper charges before they continue. Now they don't really have a funding mechanism to pay those special access tariffs. They don't have a cost relationship with those telcos. They are in a holding pattern trying to sort through some of that stuff. There have been questions raised to the Iowa Utilities Board, the FCC, and the Attorney General's Office. Last month he recommended the status quo as far as those bills and invoices go at this point. Nothing has really changed, and that discussion is still percolating in the background. It is a big topic and he presented it at both the Western Iowa and Central Iowa PSAP Supervisors meetings.

You also would have received an email update on Tuesday that went to the PSAPs as well as the telcos from Comtech. They have identified an issue where telcos are not provisioning their records into the new statewide ALI database. That is causing some issues with calls to come in with no record found, which means it goes rather than to the intended PSAP it defaults routes which is currently to State Radio or DPS. It is not an overwhelming amount of calls, but it is a noticeable concern at this point. So rather than continue to charge forward with the wireline migration, they've put a temporary pause in place, hopefully no more than two or three weeks. They are tackling this issue from about three different directions. They hope to get their hands around it sooner rather than later without too big of an inconvenience on anyone. They have been reaching out to telcos to make sure that they are aware and that they are provisioning their information into the statewide database. They are comparing what records are in the statewide database with the legacy ALI database to figure out which telcos have not been provisioning. They are then reaching out to those telcos to see if there is a technological issue or if they weren't aware that they were supposed to be provisioning into the new database.

One of the things that can help relieve this problem as well is regional defaults by selective router. Blake or Allie Bright will be reaching out to set this meeting up. About two years ago this topic came up; it is crouched a little bit differently. They were wanting to use the secondary ESI Net sites as kind of a regional back up and it is kind of a similar conversation. Rather than inundating State Radio who is the last route option or the default route PSAP, if they can relieve some of those calls regionally. The idea is that it is a whole lot easier to handle those calls and dispatch those calls. Expect to hear from them soon regarding that discussion.

Lawrence Hartpence asked if there was anything we should be doing differently from the PSAP side. DeRouchev said nothing from the PSAP side. When they have a good solid list of the telcos they've identified as not provisioning, they will also engage the PSAPs. First, just to make them aware that they have telcos in the area and then if there is any sort of relationship there to encourage them to reach out as well. They are doing it from their level, as well as Comtech's, but if it can be done at the local level as well it just bolsters that message. But for now, just stand by and they will let you know if you can be a benefit.

Jack DeAngelo advised he did get a response back from one of the telcos there regarding Comtech's email, and there were about 92 records in this case. Of those records, 23 were related to ported records and how they were stored in the two databases (Intrado and Comtech). We marked them as unlocked in Intrado and they were included when submitting them to Comtech as unlocked, but the records were not included in the Intrado database. There is some confusion and apparently those records did get to Comtech. There were 64 of the records that Comtech said were not matching. In comparing Intrado and Comtech

databases, five of the records were submitted to Intrado as deletes/disconnects between 2013 and 2018, but still appeared in the database file they provided. We are resubmitting those. He understood that there is going to be some inconsistencies here and he had Comtech send Sully all the records, so they are reconciling. They didn't see any issues yet, but they are going through it anyway. Comtech needs to work with the telcos and they need more direct communication one-on-one. They may have taken a little exception to Comtech's email the other day and I think there needs to be more direct communication. It was also mentioned that they are not seeing regular weekly updates from Comtech. DeRouchey thanked DeAngelo for his comments and Bill Burnett with Comtech was on the line to take that back. DeRouchey wanted to clarify as well that there certainly are instances where some telcos just have not provisioned anything, but as DeAngelo indicated there's also definitely instances where telcos have tried to provision the data and it's just not loading correctly. The one-on-one comment is also well received because we really need to sort through the issue and take it case by case. Is it a compatibility issue, is it that the telco isn't provisioning at all, or whatever the issues might be? These points are very well received.

Bill Burnett from Comtech encouraged those telcos, or anyone on the call, who is not receiving weekly updates to reach out to him. It is possible they do not have your contact information, or the contact information is outdated. Dave Duncan with the Iowa Communications Alliance also echoed DeAngelo's statements. They represent the 120-150 telcos mentioned here. The members report that they are not getting much useful information on a very regular basis. To clarify what Jack DeAngelo was referencing, the members were saying that Comtech was comparing the state's database to an outdated Intrado database and that is what was rejecting some of the data entries. Duncan offered that he was willing to look at whatever list Blake has of telcos that are not provisioning the data at all and will step in to help facilitate. Burnett welcomed any feedback, helpful information they can provide, or contact information to reach to right person in this process. Blake suggested another webinar for the telcos, and it was well received. Burnett also spoke about some hurdles in comparing the Intrado database. It has been a struggle and until yesterday morning they really couldn't see into that to do a check to see what telcos are loading. As of yesterday morning, they have received from CenturyLink Intrado the record count. They have not received the database, they won't share that information, but the record count in their database per telco. As they get more granular in that data and determine the discrepancy list their group is reaching out to telcos for more detail.

- Shared Services
 - Dual Connectivity (ICN and FirstNet)
 - First turn-up scheduled-Iowa County (End of September)
 - Ensures connectivity between remotes and host
 - Some deployments are interconnected with the Wireline Migration

2021 GIS Information

Benchmarks 2021

- Upload within 6-month period
- 98% GIS
- 98% ALI to Road Center Line

- FY2021: 19 Counties

- \$120,000
- August: 9 Counties
 - \$60,000

Current Travel/Public Ed/Training Fund

- **100,000 Annually (FY2021)**
- Expended: \$0.00
- Approved: \$8,100
- Requested:
 - ILEA: \$4,000 – “Cultural Diversity- Ripped from the Headlines”
- Remaining : \$91,900
- Remaining if approved: \$87,900

State of Iowa Project Update(s)

Zetron/Shared Services – Cody Brink, Zetron

- **5 PSAPs migrated to Comtech Statewide ALI and wireline services. 3 DPS scheduled for next week.**
- **Iowa Co PBX and MAX CT go live Sept 30.**
- **DESCOM CAD deployment underway with NCIC testing being scheduled.**
- **Jones Co EMD went live in August.**
- **Fayette Co and Oelwein PD EMD deployments kicked-off.**

Chair Rotter acknowledged all that DeRouchey has a lot on his plate. His hat goes off to him for orchestrating all of this and he can't think of another state in better hands than we are. "Thank you very much, it does not go unnoticed."

Training Funds Request

There was one training request from ILEA for a course titled " Cultural Diversity – Ripped from the Headlines". The amount requested is \$4,000 and the date of the course is May 20th, 2021. The course is intended to be in person but may be held virtually if needed. ILEA is not subject to the local cost share. Chair Rotter asked for a motion to approve. Motion by Tracey Bearden. Seconded by Jeff Anderson. All ayes. Passed.

Technical Advisory

None. Chair Rotter did mention something that came to his attention this morning. He was made aware of a scam circulating concerning bills received for virtual work that was not done.

SWIC Chris Maiers gave the following update

- An update from last month following the derecho... ISICS was still functioning following the derecho and all checks and needed repairs to ISICS are complete. Back-up backhaul connectivity to the cores and backup power mechanisms worked as designed. Several of our sites were on generator power for several days.
 - We are supporting two communities with STR trailer deployments.
- Update on the TA requests from ICTAP. Discussions continue and one has been delivered.
 - *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.
 - *Encryption Planning and Usage for Technical Staff* will be held virtually on September 30th at 1230 CDT and last through 1600 CDT. This is geared towards technical staff to help them understand the technical aspects of encryption and use case scenarios.
- PSAP Training –
 - Still offering one-on-one PSAP training for the interoperability talkgroups and StatusBoard, and we have been able to do this virtually. Let me know if you want some.
- ISICS Regional Training and FirstNet Outreach for RIC 1 is scheduled for September 29th in Boone at the Ericson Public Library.
- ISICS applications approved last month:
 - Bremer County Sheriff's Office – Level 2
 - Clayton County (update) – Level 2
 - Ida County (update) – Level 3
- ISICS application up for approval today:
 - Blakesburg Fire & Rescue – Level 2
 - O'Brien County EMA – Level 1
 - Pottawattamie County – Level 2
- An Air to Ground conventional channel policy was posted for public comment last month. This policy focuses on the adoption of some conventional 700 MHz air to ground channels that can be used to communicate with an air ambulatory vehicle if larger networks are not available.
- StatusBoard Update.
 - PSAPs, key administrative personnel, and emergency management are desired users.

Jim Lundsted Update

No specific update beyond the standard precaution. They are seeing a significant uptick in ransomware primarily delivered through phishing and a lot of it is taking a COVID-19 related theme. DeRouche thanked Lundsted for his assistance in getting the FCC's disaster reporting tool up and running. It allowed them to have a good idea of where cell phone outages were and the reason behind the outages. It's usually turned up for hurricanes in the southeast, but we are not used to activating it here in Iowa. Lundsted was instrumental in getting this up and running and they greatly appreciate his efforts.

34A Update

None. The goal was to go around the state and hold physical meetings, but they will look towards holding Zoom or Go To meetings moving forward. Bearden then gave a NENA report.

NENA update for the 9-1-1 Council Meeting:

There will be no fall conference. This is out of an abundance of caution for the safety and well-being of the Iowa 9-1-1 Community.

When they cancelled the spring conference some attendees opted to move their paid conference attendance to the fall conference. Anyone who did that will receive a full refund.

There are several upcoming free virtual training opportunities including NENA Ignite September 22-24 and Dare to Be Great October 6-9. We encourage everyone to take advantage of these opportunities as much as possible.

Iowa NENA will be holding 3 virtual meetings in accordance with our bylaws:

Tuesday September 22 at 1000 hours - this meeting we will make the official request for NENA officer nominations.

Tuesday October 20 at 1000 hours - this meeting we will announce nominations for NENA officers and provide information on voting.

Tuesday November 17 at 1000 hours - election results will be provided to the NENA membership.

Agendas and Virtual Meeting information will be forthcoming.

Finally- Save the Date for the Iowa NENA spring conference. March 15, 2021 at Prairie Meadows in Altoona.

Baseline Knowledge for 911 Communications

None. Jamey Robinson agreed with Bearden as far as holding meetings and putting the discussion off. He advised they could do a power point and share his screen at the next meeting to update the Council since it didn't look like an in-person meeting was going to happen anytime soon. Chair Rotter supported the suggestion and they will facilitate it for the next virtual meeting.

Legislative Issues

None.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor / 911 Issues at the PSAPs

None.

Next meeting date will be October 8th, 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 Jeff Anderson. Seconded by Tracy Bearden.

Meeting adjourned at 9:38 A.M.

Cara Sorrells, Secretary