

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, June 11th, 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	Present
Iowa Geographic Information Council	Lawrence Hartpence	Absent
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	Present
alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)	Robert Johannesen	Absent
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
Chris Maiers, ISICSB SWIC
Brent Long, Polk County SO
Amanda Roush, Story County 911
Curtis Pion, Polk County SO
Bill Burnett, Comtech
Cheryl Eklofe, Mahaska County SO
Cody Brink, Zetron
Stacen Gross, GeoComm
Mark Van Hooser, Buena Vista County 911
Frank Bosco
Tyler Patterson
Haley Nichols
Ronald Vought
Michelle Kingrey, Marion County SO
Cherese Sexe, Humboldt County 911

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
Melissa Lee
Terry Brennan, RACOM
Mandy Bieber, Linn County SO
Sarah McClure, Ames PD
David Dodds

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 Tracey Bearden. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by George Griffith. Seconded by Mark Murphy to approve the minutes of May 14th, 2020. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Upcoming Wireline Migration
 - Delayed due to third party infrastructure
 - First Cut (Marshalltown) June 29
 - Iowa Falls PD
 - Hamilton Co Sheriff's Office
 - Weekly/PSAP by PSAP updates for awareness
 - Dual provisioning of ALI database required throughout the PSAP Cut schedule
 - Required due to transfers—both migrated PSAPs and legacy PSAPs ALI data needs to sync

Period 2: January-June

All counties remain eligible for \$6,000 from Jan-Jun submissions

Benchmarks:

Upload within the period (Jul-Dec)

98% GIS

95% ALI to Road Center Line

Benchmarks 2021 (proposed)

Upload within 6-month period

98% GIS

98% ALI to Road Center Line

Sending out full grant info post-meeting

- May: 5 Counties
 - \$36,000
- Total Period 2:
 - 83 Counties
 - \$564,000
- Total FY20: 1,116,000

Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$59,361.30
- Remaining: \$40,638.70
- Application closed for FY2020
- Cancelled/postponed/returned: \$36,954.50
- Delaware Co: A Victim's Plea
- BV Co: Active Shooter
- APCO: Peer Support
- Cerro Gordo: 911's Least Wanted
- APCO/NENA Spring Conferences
- Offered virtually: \$5,000
 - ILEA: The Healthy Dispatcher; Positive Interaction with Difficult People -- June 23

FY2021 Travel/Public Ed/Training Fund

- 10% local cost share
 - Individual or agency
 - Excludes ILEA, NENA, APCO
- Updated policy
- Updated website and available Monday
 - https://www.homelandsecurity.iowa.gov/programs/E_911.html
- Approvals in July

State of Iowa Project Update(s)

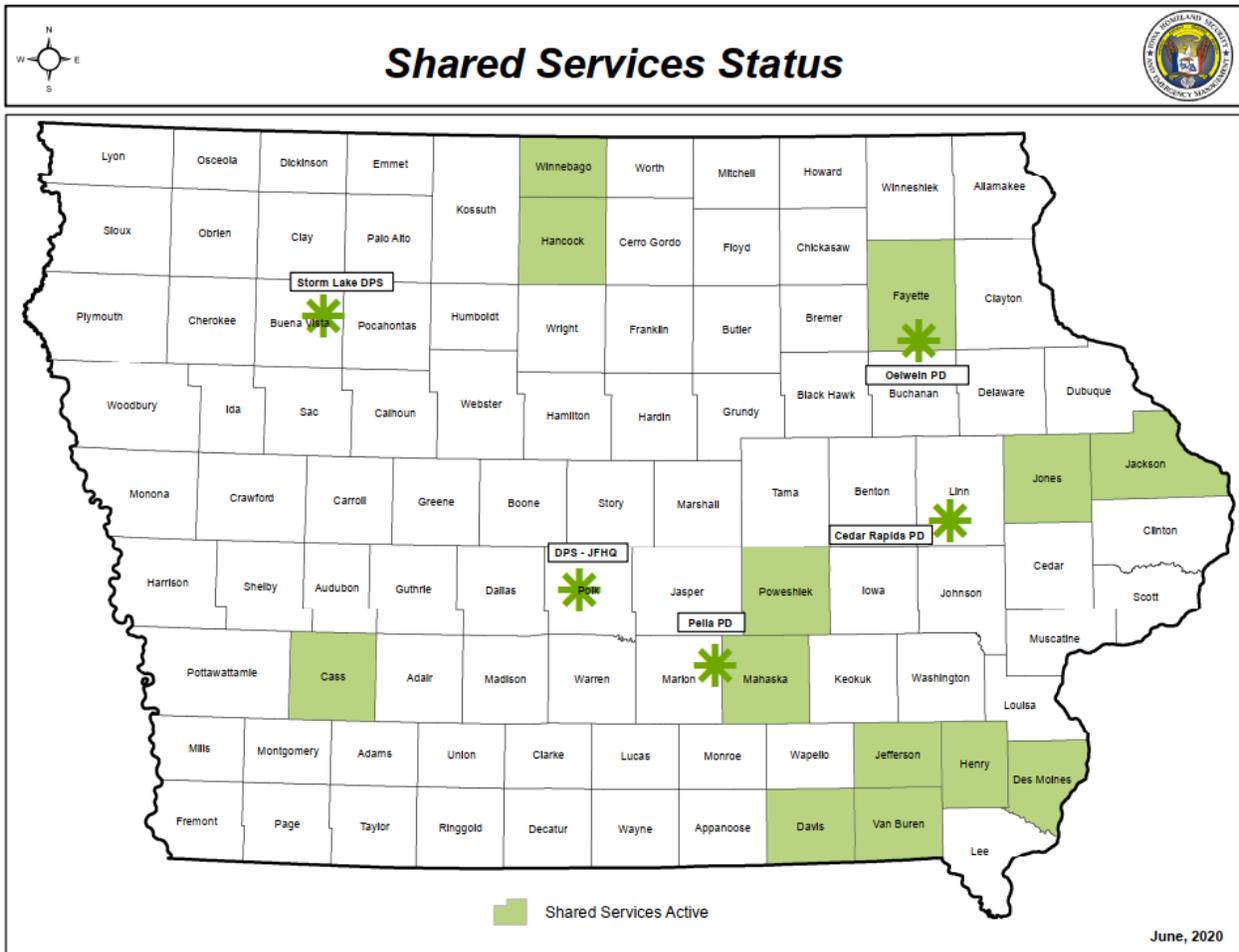
Zetron/Shared Services – Cody Brink, Zetron

- **DESCOM MAX CT went live May 20. Planning CAD, Mobile CAD and EMD deployments. Most of EMD certifications are complete.**
- **Oelwein MAX CT went live June 10.**
- **Jones Co EMD certifications mostly complete; Administrative/Configuration training complete. Scheduling dates for dispatcher training and go live.**
- **Buchanan Co, Linn Co, Ringgold Co quotes in progress.**
- **Humboldt Co, Iowa Co, Shelby Co and Marion Co deployments are on hold pending Comtech Wireline and State-wide ALI project dates.**
- **Tiffin host/network improvements including supporting Dual Backhaul scheduled for week of June 23. JFHQ upgrades being scheduled for late July.**

Count	Location	Services	MAX CT Consoles	Outstanding Items	Circuit turn up	Go Live
19	Humboldt CO	MAX CT	3	State-wide ALI	TBD	TBD
20	Iowa Co	MAX CT (No Map), EMD (PP), MIS, PBX, Wallboards	3	State-wide ALI	TBD	TBD
21	Marion CO	MAX CT, EMD (PP)	3	State-wide ALI	TBD	TBD
22	Shelby CO	MAX CT, CAD, Mobile CAD, MIS	3	State-wide ALI	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

**Upcoming deployment dates TBD until have Comtech statewide ALI migration schedule.



Blake DeRouchey advised he's been working with ICN, Zetron and FirstNet to provide extra connectivity because so much is riding on that. If the ICN goes down; you lose a lot. They began working on putting that in place amidst the coverage testing. They added network coverage into the PSAP using the LTE network. In case of an outage they want a redundant pathway. They will begin rolling it out in July and it is very exciting.

Wireline – Mike Lauer, ICN

Mike Lauer gave a brief update. Marshalltown PD is scheduled for a cutover June 29th. Comtech and the ICN are in place but they are waiting for a 3rd party vendor and CenturyLink. They want to ensure that all ALI related issued are covered. As they cut ICN, CenturyLink and Comtech will do a lot of testing before turn up. They will do more testing at cutover. They are trying to minimize any intrusion. Lauer encouraged everyone to reach out with any questions or for updates to himself or Bill Burnett. Moving forward if anyone has a fiber project or a move planned, everyone will be connected with ICN fiber. They would like to know by July 15th of every year before the current construction season. There is a 90-120 day turn around.

Bill Burnett with Comtech pointed out that dual provisioning should be continuing, It will be crucial when the circuits become available for transfers. They will be sending out

weekly updates and are really trying to over communicate. Feel free to email him if necessary.

Training Funds Request

None.

Technical Advisory

None.

SWIC Chris Maiers gave the following update

Thank you to everyone for their work with the response to COVID-19.

We are working on our TA requests that were approved by CISA/ECD post COVID.

- We have had to delay nearly all of them and are working on avenues to make them up.

PSAP Grant – More calls scheduled for next week.

- 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 over the last couple of months:

- Avera Health-Avera Care flight – Level 1
- Baxter Fire Department – Level 2
- Calhoun County EMA – Level 2
- Delaware County Comms – Level 1
- Des Moines Public Schools – Level 2
- Iowa National Guard – Level 2
- Safeguard Iowa Partnership – Level 2
- West Branch Police Department/Fire Department – Level 2
- Anamosa Fire Department – Level 1
- Clarke County Emergency Management – Level 1
- Iowa Department of Corrections-Mount Pleasant – Level 2
- Mitchell County EMA – Level 2
- Waukon Police Department – Level 2 ISICS application up for approval today:
- Pottawattamie County – Level 2
- Winneshiek County – Level 1

LTE Deployable Policy is up for possible approval today following no public comments.

StatusBoard is live. We expedited it with COVID response and the need for local coordination on things like drive through testing sites. Any comms plan can utilize StatusBoard to let users know what is available vs in use.

- 57 agencies/PSAPs with 347 accounts.
- Sign up for access if you haven't already... It's free
- 6th TAC in each region is for COVID response at the local level
- StatusBoard training will be offered virtually within the next month or so assuming the Standard is done.

Jim Lundsted Update

Lundsted briefed that CISA is sharing regular updates reference threat concerns to commercial and Public Safety communications infrastructure via social media and encouraged continued

vigilance. Beware of ransomware and the best defense is an awareness policy. The two most common security risks are email – think before you click and having a backup that is not connected to your main network. Lundsted emphasized if you have a breach contact your IT and law enforcement – FBI or your state CIO, then CISA.

They are also seeing an increase in the number of GETS (Government Emergency Telecommunications Service) and WPS (Wireless Priority Service). There is a national situation of not being able to complete calls. There is a 97% call completion rate with WPS and 99% with GETS.

Lundsted and Maiers also discussed an on-line webinar delivered ECD technical assistance course that was being offered for PSAP's in Iowa on June 25th (COOP Planning course). Registration is open for attendees.

34A Update

Tracey Bearden reported they are working on how to get groups of people together. Any movement has been postponed until they can get some participation. It is unsure if July will be more conducive? It may be August until there is some normalcy and when they can get something on their schedule and discuss interest.

Baseline Knowledge for 911 Communications

None.

Legislative Issues

Tracey Bearden reported that per Brandon Miller-Guss with NENA HF2531 is on the floor and they may or may not act on it today. She encouraged supporters to contact their Representatives. Per Angela Dobyms this does not include IPERS status but is a change in the language. Bearden also reported that for the Iowa APCO/NENA Fall Conference they are looking at virtual alternatives.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor / 911 Issues at the PSAPs

None.

Next meeting date will be July 9th, 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 thanked everyone who took the time to join the meeting. He appreciated everyone participating and recognized that it is challenging. They are trying to keep operations as close to normal as possible.

Chair Rotter asked for a motion to adjourn the meeting. Motion made by Mark Murphy.
Seconded by Jeff Anderson.

Meeting adjourned at 9:38 A.M.

Cara Sorrells, Secretary