

*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, October 10<sup>th</sup>, 2019</b>  <b>Des Moines Parks and Rec Board Room</b>  <b>Des Moines, Iowa</b></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) <b>Secretary</b>	Cara Sorrells	Present
alternate	Angie Dobyms	
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	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	Present
alternate	Paul Andorf	
Iowa Telephone Association <15,000	Jack DeAngelo	Present
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:**

Connie Stufflebeem, Iowa DPS Communications	Jim Lundsted, CISA
Mike Lauer, ICN	Doug McCasland, Warren County 911

Cody Brink, Zetron  
Duane Vos, RACOM  
John Drury, CenturyLink  
Diane Sefrit, SCI  
Terry Brennan, RACOM  
Scott Rounds, Des Moines PD  
Shari Schmitz, Motorola  
Jon Osborne, CenturyLink  
Mike Myers, CenturyLink  
Andy Buffington, Hancock/Winnebago Co EMA

Christin Mechler, Legislative Services  
Marcia Slycord, Pella PD  
Rhonda Braudis, Marshall Co Communications  
Joel Martin, Iowa Utilities Board  
Gary Johansen, CenturyLink  
Stephen Rodriguez, ICN  
Chad Gappa, Motorola  
Carlos Simmonds, CenturyLink  
Robert Bokinsky, Pella PD

**Guest present by teleconference:**

Marilyn Stayner, Worth County 911  
Brenda Vande Voorde, Fayette County 911  
Cheryl Eklofe, Mahaska County 911  
Bill Burnett, Comtech

Darin T. Riney, Westcom  
Paige Baetsle, Iowa County 911  
Chris Maiers, ISICSB  
Shawn Wagner, ISICSB

**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 with an amendment from Tracey Bearden to include the request for public education training funds from Marshall County. Motion by Tracey Bearden to approve the amended 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 Mark Murphy. Seconded by George Griffith to approve the minutes of September 12th, 2019. All ayes. Passed.

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

**Program Manager Report**

- Peer Assessment
  - Feedback to draft report submitted
  - Final report in 2 weeks
  - Thanks to those who attended the Out-Brief



## Strengths

- Iowa Code 34A is comprehensive and establishes the framework for the Iowa State 911 program to operate the Iowa NG911 system on behalf of Iowa PSAPs.
- The 911 office has several excellent tools to affect positive change throughout the state by offering an effective incentive program, having the ability to withhold funding under specific circumstances and administering a change management process to manage the 911 program.
- Specific authority granted to the Iowa 911 program manager in code is commendable.
- The Iowa State 911 Program is built upon strong public-private partnerships between HSEMD and the various agencies involved in the delivery of 911 calls and data via the Iowa NG911 system.
- The Iowa program has done an excellent job of tying data collection and reporting from the PSAPs to the distribution of allocated 911 funding.
- The 911 Program Manager understands the necessity of developing closer and more comprehensive working and collaborative relationships with stakeholders as a requirement for the improvement and substance to the state 911 Program.
- The 911 Program Office should continue to support and encourage participation in the Shared Services Programs like that in place with Zetron to drive and host remote CPE adoption focusing on small to medium PSAPs.
- The Program Manager has an excellent grasp of needed areas for improvement of 911 in the state and the effort and importance of coordination with all stakeholders to gain support for their consideration and implementation.
- The Program Office should continue and increase the focus on change management in close coordination with ICN and the NG911 provider.
- The shared services program facilitates uniform data backup procedures.
- The State Program is commended for establishing nationally recognized technical standards as the foundation for the statewide 911 system.
- The State Program is commended for their work in incenting PSAPs to utilize emergency medical dispatch (EMD) protocols through their shared/hosted 911 answering application.
- The State of Iowa is commended for implementing a governance structure that appears to provide the State 911 Program with the authority and autonomy to do the planning and coordination to move the 911 system toward a fully i3 standard compliant NG911 system.
- There is a 911 system funding stream in place.
- Meeting this criterion does not assume that the State 911 Program has all of the staffing or funding resources necessary to do the planning and coordination, only that the governance structure meets the criteria.
- ICN is an integral part of the 911 network, and they are proactively implementing strong cyber security practices.
- Emergency managers' involvement with the Joint 911 service boards allows for 911 issues to be front and center in disaster recovery.
- Iowa provides a 40-hour basic telecommunicator course required by state statute.
- ILEA ensures that the 40-hour course is updated with APCO.
- Advanced training and education are provided to course attendance at conferences and in-state courses funded by the 911 Office.
- The 911 Communications Council receives \$100,000 in support of public education. Activities include a program for state legislators at the Capitol, support for National Telecommunicator Week and 911 Telecommunicator Month (April), and the development of printed educational materials for general information about 911 and in support of specific issues such as text-to-911.
- The State Program is commended for establishing nationally recognized technical standards as the foundation for the statewide 911 system.
- Integrated metrics systems that capture data from multiple sources in the system and present the data in a standardized fashion and could be a requirement in future RFPs.
- Iowa has significant advantages over other states in the statewide coordination of 911 as well as the extensive ICN network. It appears that the resources exist to create the political environment necessary to enable statewide interoperability in 911, CAD, and radio resources (including FirstNet). Creating this vision for elected officials and policy makers will make it easier to secure the funding for the individual projects that will be necessary to make this vision a reality.

## Areas for Growth

- Obtain the **authority to audit the surcharge collection.**
- The state should add adequate staffing resources to the 911 program.
- The Iowa 911 Program Office and Program Manager needs sufficient time and resources to develop a Strategic 911 Plan.
- **In conjunction with the 911 Communications Council, establish minimum performance guidelines for PSAP call handling statewide.**
- Improve future training programs to respond to changes in 911, to improve telecommunicator performance, and to increase professional certification.
- Develop or **adopt nationally accepted standards for QA and create guidelines for the Joint 911 service boards to implement QA data collection to the 911 Program by a certain date (2-3 years down the road).**
- **Prepare a statewide Public Education Plan - activities, costs, responsibilities.**
- State Program should conduct a comprehensive evaluation of the resources required to complete the transition from the current 911 system to a fully compliant i3-based NG911 system by a specified date certain (e.g. 2023).
- **Require EMD**

## Strengths

- Strong governance code with authority for NG911 implementation
  - Shared services program
  - Funding stream
  - 40 Hour training
  - Data Collection with penalties
  - Change Management Program
  - Training/Public Education fund
  - i3 standard for basis of technology
  - EMD Incentivized
  - Summarized by: On the right track
- 
- October 14<sup>th</sup> 911 Program Update (1:30-4:00 at Holiday Inn, Merle Hay Road)—Registration still open
  - Comtech ALI Outreach to LEC's/PSAPs week of October 21<sup>st</sup>

## 2020 GIS Information

Deadline for period 1 submission: December 31

- Benchmarks:
  - Upload within the period (Jul-Dec)
  - 98% GIS
  - 95% ALI to Road Center Line
- August:
  - 5 Counties
  - \$36,000
- Total FY20:
  - 32 Counties
  - \$204,000

## Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$0.00

- Approved: \$41,980
- Remaining: \$58,020
- Requested: \$23,200
  - Delaware Co (\$5,000): A Victim's Plea, Denise Amber Lee Foundation
  - Buena Vista Co (\$6,200): Active Shooter, Power Phone
  - Marshall Co (\$12,000) Public Education
- Remaining After Approval: \$34,820

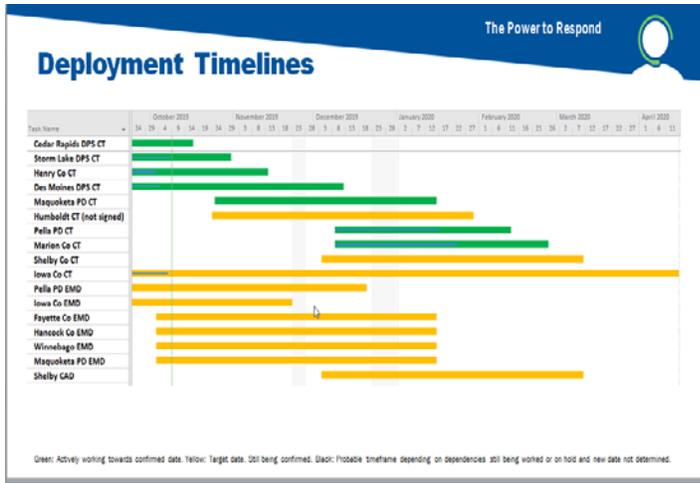
### Consolidation Updates

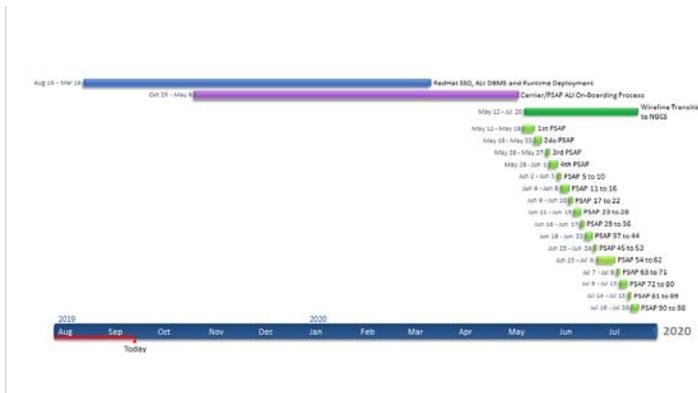
- Wireline – Blake DeRouche for Mike Lauer, ICN
- Zetron/Shared Services – Blake DeRouche for Cody Brink, Zetron

The Power to Respond

### Program Updates

- Fayette Co live in Sept for a total of 7 PSAPs on Iowa Shared Services Max CT
- Cedar Rapids DPS and Storm Lake DPS deploying in Oct.
- Henry Co deploying in Nov.





Lawrence Hartpence asked Blake to confirm the timeline he presented for the wireline migration which was May – July 2020. DeRouche explained he hopes it will go well based on all the pre-planning that has gone into it. If they didn't have to cut ALI at the same time they would already be working on the wireline and there would already be PSAPs cut over from the legacy to the Next Generation network. Hartpence also asked if it was possible to get a preview of the interface we will be using moving forward to report errors and such. DeRouche stated there was a previous webinar a couple months ago where they showed that interface. He will suggest it and it may be a good idea to try to have another one and record it. There is probably interest from people who couldn't attend the first one. Bill Burnett from Comtech was on the phone and advised they could do the demo that they provided before and record that and make it available. As far as something that you could get your hands on, that is something their data integrity group is going to be reaching out to all PSAPs. Part of the training will give you that information which allows you to get your hands on it more.

### **Training Funds Request**

Chair Rotter began with Delaware County (\$5,000: A Victim's Plea, Denise Amber Lee Foundation) and there was no one on the phone or in person to speak on the request. Mark Van Hooser was on the phone with Buena Vista County (\$6,200: Active Shooter Power Phone) but there were no questions from the Council. Lastly Rhonda Braudis from Marshall County addressed the Council on their request for \$12,000 for a public education program. This program is for both children and adults that also includes materials, Hero Awards, a mascot and a simulator. The simulator alone was \$5,000 and a mascot costume \$7,000 each. Robby Johannesen asked for clarification on any costs covered by Marshall County and if the simulator was just for public education or also to be used in dispatch. Braudis advised it was just for public education and explained its intended usage. It simulates children being able to call in. Tracey Bearden asked if this was available for use by other counties and Braudis advised it was available to loan to anyone in the State of Iowa.

Tracey Bearden makes a motion to approve the three training funds requests. Seconded by Lawrence Hartpence. All ayes. Passed.

### **Technical Advisory**

No report. Jack DeAngelo did have a question for Blake about Comtech contacting the wireline telcos around October 20<sup>th</sup> with plans. He asked if that includes the test plan for the network conversion or if that was coming later. Bill Burnett from Comtech on the phone thought it did not include any test plans but was mainly data collection for their group. DeAngelo asked "will those test plans let us know where the migration of the network is and which selective routers – where those are located and where it's terminating?" Mike Lauer, ICN addressed DeAngelo and advised there would be network drawings available and really there will be no physical change when it comes to circuits. They will actually hand off to your CenturyLink trunks and go to the exact same selective routers that they are at right now. It is from the selective routers at CenturyLink where they will actually route calls between ICN multiple points of interconnect from there. He didn't anticipate there to be a lot of change from DeAngelo's perspective and he would get with Comtech to get the drawings out to him.

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

SWIC Maiers was in Charlotte at the TIA/TR-8 and P25 User Needs and Steering Committee meetings but gave the following report via phone. They are always collaborating with them on standards development and scoping out setups of systems. They had a few good sit down meetings with manufacturers and users regarding some topics in the news today like the ISSI, updates to some managerial elements of encryption and Compliance Assessment Testing.

An update on the PSAP grant Maiers said they have a fix for the remaining control stations that have to be deployed. That software fix should be out shortly for those affected PSAPs. Test calls are on-going and about 50 or so have answered counting the RAGBRAI counties. There are several PSAPs that will need make-up calls and they will be very flexible with those since they know every PSAP has a lot going on. They just held a training session for HSEMD Region 5 on the use of the control stations and consolettes. They are working to nail down dates and locations for the other HSEMD regions on the use of the consolettes/control stations and talk groups.

Maiers had a FirstNet & USCC announcement. Orange (consumer and some public safety) SIM cards can roam on to USCC network today. Black (public safety) SIM cards are expected to be able to roam to USCC within the next 3 months. Once FirstNet is built out in an area, AT&T and USCC will cut the roaming agreement for those tower sites.

Last month's applications for ISICS access were approved including Benton County at Level 2, Cherokee County as an update to Level 2, the Federal Bureau of Investigation Level 2, Fonda Police Department Level 1, Hancock County Level 3, and Winnebago County Level 3.

Applications up for approval today include Cerro Gordo County Sheriff's Office Level 3, Coulter Fire Department Level 1, Taylor County Level 2 and Wings Air Rescue Level 2.

Their work to get StatusBoard active in Iowa continues. They were able to obtain the source code on Monday (October 7<sup>th</sup>), so they'll hopefully have this stood up in the next few months.

Preparatory work continues for more interstate meetings. To get it on our radar, once some of these standards and policies are done, they will be looking to have training exercises. This is important for this group to have awareness of because PSAPs and dispatch centers are focal points for many of the elements being discussed.

Lastly under the training update the COMT class was held in Clarinda at the fire department from September 23<sup>rd</sup> – September 27<sup>th</sup>. They had about 8 people complete the course. The COML class will be held in Burlington November 19<sup>th</sup> – 21<sup>st</sup>.

### **Jim Lundsted Update**

The National Emergency Communications Plan which is ECD/DHS's guiding document for their programmatic activities over the next five years was released on September 25<sup>th</sup>. In the document they are increasing focus on six key areas including NG-911, LMR to LTE integration, understanding the impact of the internet of things on public safety communications and awareness, shared infrastructure (particularly how to increase sharing of communications facilities) and data interoperability (like CAD to CAD interoperability).

They will be announcing their 2020 Technical Assistance program to the SWIC's when they meet early next month in Miami. They have some programmatic things that they think will drive some of the things he just mentioned out of the NECP.

Lastly it is cybersecurity awareness month and they are trying to promote understanding of some of the key drivers of what is cybersecurity. They have a lot of resources if you search DHS and Stop – Think – Connect. Three key things he mentioned 1) strong passwords 2) strong passwords that are frequently changed and 3) multi-factor authentication.

### **34A Update**

Bearden began with an announcement that on October 15<sup>th</sup> at 5:00 PM after the Iowa NENA Conference they are going to hold a best practices workshop. Bearden then asked Blake for any feedback on the recommended change that was discussed (see language below):

#### **Current Language: Iowa Code Chapter 34A.3(1)a**

*(1) Each political subdivision of the state having a public safety agency serving territory within the county 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. For the purposes of this section, a township that operates a volunteer fire department providing fire protection services to the township, or a city which provides fire protection services through the operation of a volunteer fire department not financed through city government, shall be considered a political subdivision of the state having a public*

safety agency serving territory within the county. Each private safety agency operating within the area is entitled to nonvoting membership on the board.

### **Recommended Change to Iowa Code Chapter 34A.3(1)a**

*(1) 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. For the purposes of this section, a township that operates a volunteer fire department providing fire protection services to the township, or a city which provides fire protection services through the operation of a volunteer fire department not financed through city government, shall be considered a political subdivision of the state having a public safety agency serving territory within the county. Each private safety agency operating within the area is entitled to nonvoting membership on the board.*

Blake reminded Bearden that he suggested the Chair should probably address this in a formal letter to him or an email with attachment and they'll take that under consideration as a department, if that is something they want to bring forward. They will respond formally one way or the other. He also suggested looking at the finalized peer assessment for best practices or other things that need to be tackled.

Chair Rotter reminded those in attendance that both committees have an open door policy and people are welcome to participate as much or as little as they would like to.

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

None. Jamey Robinson was absent. They are meeting at the end of the month and there should be an update in November.

### **Legislative Issues**

None.

### **Unfinished Business**

None.

### **New Business**

None.

### **Travel Requests**

None.

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

None.

**Business from the Phone**

None.

Next meeting date will be November 14<sup>th</sup>, 2019 at 9:00 AM at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

James Chambers made a motion to adjourn. Seconded by Mark Murphy. Motion carried.

Meeting adjourned at 9:35 A.M.

Cara Sorrells, Secretary