

Note: These minutes are a draft and are not to be considered official until approved at the next meeting.

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|  | <p>Iowa 911 Communications Council Meeting Thursday, September 12th, 2019 West Des Moines City Council Chambers West Des Moines, Iowa</p> |
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Call to Order

The meeting was called to order by Vice-Chair Rob Dehnert sitting in for 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) 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 | Excused |
| 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 | 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 |
| Staff: | | |
| Blake DeRouchey, E911 Program Manager | | Present |

Guests:

| | |
|-----------------------------|--------------------------------------|
| Curtis Pion, Polk County SO | Jeff Zaugg, National Weather Service |
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Connie Stufflebeem, Iowa DPS Communications
Chris Maiers, ISICSB
Brian Magdwell, Westcom
Brent Long, Polk County SO
Mike Lauer, ICN
Darin T. Riney, Westcom
Steve Reames, Zetron
Christin Mechler, Legislative Services
Josh Humphrey, Iowa County EMA
Michelle Kingrey, Marion County SO
John Drury, CenturyLink

Hollie Davidson, DPS Interop Comm
Terry McClanahan, Dallas County SO
Jim Lundsted, CISA
Jason Hoffman, Carroll Communications Center
Doug McCasland, Warren County 911
Cody Brink, Zetron
Dan Pohl, Motorola
Duane Vos, RACOM
Paige Baetsle, Iowa County 911
Marcia Slycord, Pella PD

Guest present by teleconference:

Amanda Roush, Story County 911
Cherese Sexe, Humboldt County 911

Mary D. Miller, Iowa Co 911
Cheryl Eklofe, Mahaska County 911

Introductions

Vice-Chair Rob Dehnert welcomed everyone. Board members and those in attendance introduced themselves.

Approve the Agenda

Vice-Chair Rob Dehnert asked for a motion to approve the agenda with an amendment from Tracey Bearden to include the proposed change to 34A language that she had asked the Council to consider. The item will be considered under VII. D on the agenda. Motion by Mark Murphy to approve the amended agenda. Seconded by Jeff Anderson. All ayes. Passed.

Approve the Minutes

Vice-Chair Rob Dehnert asked for a motion to approve the previous meeting minutes. Motion by Jeff Anderson. Seconded by George Griffith to approve the minutes of August 8th, 2019. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- Peer Assessment Report Out: September 12
 - State EOC-Joint Forces Headquarters
 - 12:30-2:30
- October 14th 911 Program Update (1:30-4:00 at Holiday Inn, Merle Hay Road)
- Federal 911 Grants (\$2.5 million) for supplementing Virtual Consolidation
- ALI onboarding/Wireline Transition Email
 - Additional information mid-October

2020 GIS Information

Deadline for period 1 submission: December 31

- Benchmarks:
 - Upload within the period (Jul-Dec)
 - 98% GIS
 - 95% ALI
- August:
 - 19 Counties
 - \$120,000
- Total FY20:
 - 27 Counties
 - \$168,000
 - Outpaces last year

Current Travel/Public Ed/Training Fund

- **\$100,000 Annually (FY2020)**
- Expended: \$0.00
- Approved: \$26,480
- Remaining: \$73,520
- Requested: \$18,000
 - Hancock County – The Good the Bad and the Ugly: Professional Dispatch Management
- Remaining After Approval: \$55,520

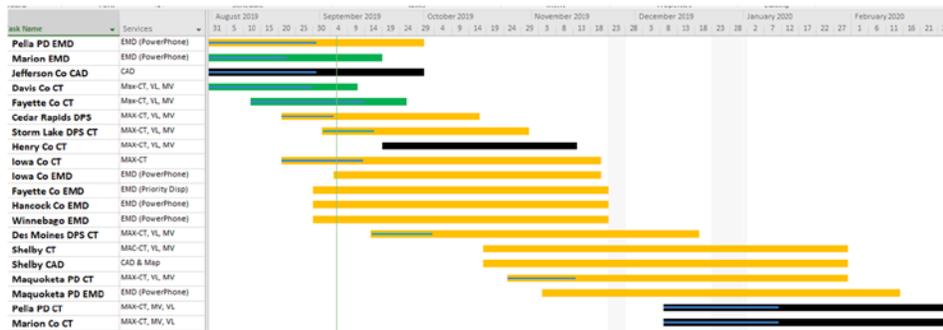
Consolidation Updates

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

Program Updates

- Hancock and Winnebago MAX CT went live in August.
- Davis and Fayette go live Sept 11 and Sept 25 respectively.
- Firming up 5 MAX CT deployments for Oct, Nov and December.

Deployment Timelines



Green: Actively working towards confirmed date. Yellow: Target date. Still being confirmed. Black: Probable timeframe depending on dependencies still being worked or on hold and new date not determined.

Mike Lauer with ICN reported that yesterday their partners at Comtech sent out a joint authored email for an update to all PSAPs giving their expected plans for the next 6-8 months. Within the email they stated that the finalized test and deployment plan will be released in mid-October and sent to all PSAPs and local telephone providers. PSAP migration is scheduled to start in late Spring of 2020 with much of this wait being due to ALI database propagation and transition from current providers to Comtech.

For their local telco partners they have come up with a way that should require as little testing and movement from them as possible. Most of the 911 call delivery from local telco providers to the ICN and CenturyLink aggregated solution is in place, meaning that there should be no need to change call or trunk routing. More details will be available in mid-October when ICN/Comtech/HSEMD sends out the joint communication to all of the constituents. Systems with stand-alone ALI will also be addressed towards the latter part of October.

Also next week he and Blake will be meeting with Zetron and Comtech specifically to talk about a couple different solutions. They have made I3 to be the standard of what they are going to build 911 off of for Iowa and there are considerations of every PSAP having dual host connectivity towards that.

Training Funds Request

Hancock County submitted an application for training funds for \$18,000 for two days worth of training from Professional Dispatch Management: The Good, the Bad and the Ugly. George Griffith expressed concerns about the cost of the course. It is a two day course (\$9,000 per day) and Blake read the description of the course. It has a maximum attendee amount of 80 persons and a minimum of 10. Robby Johannesen spoke in favor of the training and advised they do send home packets of information in response to some questions from a participant on the phone. Lawrence Hartpence made a motion to approve the training request. Robby Johannesen seconded the motion. Motion carries with George Griffith opposed.

Technical Advisory

No report.

SWIC Chris Maiers gave the following update

An update on the PSAP grant Maiers said the consolettes and control stations are nearly all rolled out. They are working on some final interfacing with a few Kenwoods. The test calls across the state are ongoing. About 40 or so have answered counting the RAGBRAI counties. There are several PSAPs that will need make-up calls and they are being as flexible as possible with those test calls as they know that various vendors are busy and it's a busy time of the year for everybody. The training committee is looking at developing training modules for people to look at on demand. They also are looking at close captioning so dispatch can watch while they are in the PSAPs working.

The applications for approval today include 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.

Preparatory work is on-going for more interstate meetings. Some of our neighboring states have had some turnover and other natural disasters, so that work will start back up again.

Under the training update the PSAP Cybersecurity webinar was held on the morning of August 19th. That was well attended but there were some technical difficulties with some trying to get onto the webinar. Maiers has the recording and can distribute it upon request. The COMT class is available for sign up on the HSEMD website. It is being held in Clarinda at the fire department from September 23rd – September 27th. The COML class will be held in Burlington November 19th – 21st. The minimum for that is 15 and 3 have signed up so far. They are trying to rotate those around the state to help with travel costs.

The SCIP refresh in-person meetings were held over the past couple of days. Things went pretty well. They have some follow up work to do but a new draft should be out this winter.

The new location for the meetings while West Des Moines is being renovated is the Des Moines Parks and Recreation facility located at 1551 East Martin Luther King Jr. Parkway in Des Moines.

Jim Lundsted Update

Jim echoed one of the things that Chris Maiers reported on the cybersecurity awareness webinar and thanked everyone for their patience working through the technical issues. For those who were denied access the recorded content is available for viewing. One of the deliverables he asked his team to put together was a straw man – a start to a cyber incident response plan that is a follow-on to that webinar. They can't fill each one of our individual agencies CIRPs but they can at least give you a checklist or a starting point. He will work with Chris on that and deliver it to the Council and Blake as soon as they can get that executed.

In two weeks the FEMA Regional Emergency Communications Coordination working group (RECCWG) will be holding a multi-region meeting September 25th between Region seven and Region six that butts up against a regional communications exercise and the venue is in Quapaw, Ok. There will also be the usual FEMA updates as well along with a discussion about cybersecurity and emergency communications. It will be at the tribal facility on the four state border.

If you are following the public information about cyber activity and cyber ransomware that has affected a number of state and local entities from the East to the West Coast over the last 60 days, and having been personally involved in the incident response to a couple of those, he has one question for everyone. Do you know where your agency backup resources are stored? One of the early lessons learned is if you use a managed service provider, which many of us have to do; sometime the agency backup is stored on a separate partition on your server. "How will you recover that if your server is encrypted with ransomware? One particular state response where we had about 25 public safety entities impacted it impacted MDTs but thankfully did not get actively into CAD or dispatch but those agency resources that were used to check NCIC and other resources – if your backup is not in your hands physically accessible to you and your MSO or your MSP comes to you and says we don't have a copy, you had the copy and it's now encrypted then I would urge you to think through your service level agreement and how you manage that."

34A Update

Bearden began with an announcement that on October 15th at 5:00 PM after the Iowa NENA Conference they are going to hold a best practices workshop. The 34A Committee feels many things cannot be codified in 34A but there is guidance that is needed. If people are doing good things in their PSAPs and their areas they want to share these and have uniformity across the state of Iowa. Bearden will be sending out an Eventbrite announcement.

Next was 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.

Bearden explained that this is something the Council said we agree with and we recommend that this is the way that the 911 service boards operate in regards to membership but there is not an official ruling by the Attorney General, they did indicate that you could refer it back to the benefitted fire districts, but they wanted to put it in Code. Vice-Chair Dehnert asked if we hadn't considered and voted on this before. Blake explained that it was kind of a circular thing where they asked the Attorney General and the Attorney General wanted them to ask the Council to weigh in. Blake also stated we all kind of agreed that informally or just based on a policy email that those certain hospitals meeting those criteria should be extended onto the local service board. Blake sent out an email about a year or a year and a half ago detailing what criteria the county hospitals have to meet and then they get a vote on as a political subdivision on the county service board. Blake also explained that Bearden is trying to formalize that so it is cut and dry. Vice-Chair Dehnert asked for a motion to approve the recommended amendment to 34A. Jeff Anderson made a motion to approve the proposed amendment. Robby Johannesen seconded the motion to recommend the amendment. There was no further discussion and the motion carries.

Josh Humphrey asked if this was for private or county ambulance services. Blake advised the criteria to equal a political subdivision was that it has to have taxing authority, have open elections on a general election ballot and it has to have a defined area. To get it on the service board you have to have a public safety entity so if you have an ambulance service through the County Hospital that meets those criteria you're on the board.

Dehnert then asked Blake to explain what happens now that they have made this recommendation. 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.

Baseline Knowledge for 911 Communications

None. Jamey Robinson was absent.

Legislative Issues

None.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor / 911 Issues at the PSAPs

Shawn Wagner spoke about the Region 5 ISICS training to be held October 1st at the Bridge View Center in Ottumwa. The first session from 10:00 AM – 12:00 PM is training about what is ISICS, what is a control station and how is it used at a dispatch level, policies, scenario based training and talkgroups. The second session from 1:00 PM – 4:30 PM is an update on interoperability in Iowa with FirstNet and ISICS.

Business from the Phone

None.

Next meeting date will be October 10th, 2019 at 9:00 AM at the Des Moines Parks and Recreation Board Room 1551 East Martin Luther King, Jr. Parkway Des Moines.

Mark Murphy made a motion to adjourn, Jeff Anderson seconded the motion. Motion carried.

Meeting adjourned at 9:40 A.M.

Cara Sorrells, Secretary