



**Iowa 911 Communications Council Meeting**  
**Thursday, Feb. 8, 2018**  
**West Des Moines City Council Chambers**  
**West Des Moines, Iowa**

**Call to Order**

The Council was called to order by Chairman Bob Seivert at 9 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>	Sally Hall	Excused
alternate	Cara Sorrells	Present
Iowa Chapter of the National Emergency Number Association (NENA)	Tracey Bearden	Absent
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	Sandy Morris	
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)	Bob Seivert	Present
alternate	Jo Duckworth	
Iowa Department of Public Safety (IDPS)	Gerard Meyers	Present
alternate	Adam Buck	
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	
alternate	Wayne Johnson	Present
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:**

Diane Sefrit, SCI  
Curtis Pion, Polk County SO  
Doug McCasland, Warren County 911  
Jamey A. Robinson, Mahaska County 911/EMA  
Brian Flynn, Motorola Solutions  
Mike Lauer, ICN  
Terry McClannahan, Dallas County SO  
Mike Mazzitello, Mazzitello Professional Services  
Carole Lund-Smith, ILEA  
Robert A. Bokinsky, Pella Police Department  
Terry Brennan, RACOM  
Sheri Schmitz, Motorola Solutions

James Lundsted, DHS-OEC  
Crystal McIntyre, Warren County 911 Board  
Jeff Anderson, Marion County EMA/911  
Josh Stevens, Mahaska County EMA  
Amanda Roush, Story County 911  
Brent Long, Polk County Sheriff's Office  
Brian Maydwell, Westcom  
Rey Freeman, RFCC Consulting  
Rodney Tucker, IUB  
Marcia Slycord, Pella Police Department  
Anne Roth, Electronic Engineering  
Greg Brooks, Synergen

**Guest present by teleconference:**

Denise Pavlik, SECC  
Cherese Sexe, Humboldt County 911

Andy Buffington, Hancock County 911/EMA  
Brenda VandeVoorde, Fayette County 911

**Introductions**

Chair Seivert welcomed everyone. Board members and those in attendance introduced themselves.

**Approve the Minutes**

Chair Seivert asked for a motion to approve the previous meeting minutes. Motion by Rob Dehnert, seconded by Lawrence Hartpence to approve the minutes of the Dec. 14, 2017, meeting. All ayes. Motion passed.

**Approve the Agenda**

Motion by Rob Dehnert to approve the posted agenda. Second by Mark Murphy. All ayes. Passed.

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

Blake DeRouchey began by presenting the quarterly financial report. He also handed out the quarterly payments to the PSAPs report. Everything was pretty self-explanatory. He did want to highlight that once again they retained 35 percent of the Mills County payment, so about \$10,000 less than what was shown there. They have now retained four quarters of surcharge and that stems from their 2016 expenditure data collection form not being received. If they do not receive it by March 31, 2018, that \$40,000 that they have retained stays in the operating fund and would be divided throughout the state PSAPs. They did notify them again by certified mail but have yet to receive the form. For Quarter 2, Fiscal Year 2018 60 percent of the total wireless surcharge is about \$4.4 million. There is currently about \$16.6 million in the operating surplus. Seven million dollars will be sent out to the PSAPs statewide at the end of the fiscal year and that is the unused portion of the physical consolidation grants. These are posted to the website and were sent out a couple weeks ago. Blake also handed out a document outlining the status of the 911 Communications Council Travel, Public Education and Training fund. To date \$8,536.34 has been expended, \$23,000 is obligated and \$68,463.66 is remaining. If the three requests on the agenda are approved today for \$35,900 there will be \$32,563.66 after the approval. They have until the end of June to expend those dollars.

Blake then touched on the 911 legislation. The HSEMD departmental bill is proceeding really smoothly. The House Bill changed from House Study Bill 552 to HF 2254 and is eligible for floor debate and passage any time now. It has made its way through subcommittee and committee and did not get referred back to appropriations so it can be voted on anytime now. The Senate side is slated to be voted out of committee today at 1 p.m. and that is Senate Study Bill 3107. So far no amendments have been placed on either of those bills. As they were introduced and from the couple subcommittee meetings everything has proceeded very smoothly and Blake appreciated everyone who showed up and spoke in favor of the legislation. He thought that maybe some of the legislators were surprised there wasn't any hesitancy or pushback. Hopefully those are not the last bills standing this year and they can get to work on them a little sooner. Language within the bill is effective upon enactment so if the governor signs those they can get to

work on those changes. They can begin paying for things to get the infrastructure in place sooner rather than later.

Chair Seivert – Blake, with the transition from wireline to a statewide network can you relay in what time frame that will happen?

Blake DeRouchey – That is a good question. At this point we are trying to do everything in the order it needs to be done. We can't pay any bills, can't pay ICN, can't pay Zetron until the legislation is signed. So right now we are in the process of reviewing the contracts. We haven't signed anything with them, and we haven't paid for anything yet. I am still saying worst-case scenario I am hoping in July to have that infrastructure in place. Which means at that point PSAPs would stop paying for wireline 911 service and we would absorb those costs. One thing that we did write into the bill is kind of this transitional language because we made it effective upon enactment. It made it the local jurisdictions responsibility until we notify you that everything is in place and that we will start absorbing those costs. You are still on the hook until you are notified that we will start paying for that service.

Rob Dehnert – July of this year?

Blake DeRouchey – Yes.

Blake also reported that they are down to two counties left for Text-to-911, Scott and Pottawattamie. They are continuing to work with various vendors on that. Every other week they touch base and they are making a little progress. It's making a decision now on what kind of technological bridge they are going to build. Monona and Henry County are up with their credentials on the web browser and they just need to confirm and do their testing.

Lastly, in December he updated about lagging behind on the annual forms that needed to be in to their office. They got a lot in December and some in January and what is left is manageable. So things have gone well and the folks that still need to have forms submitted he can handle it and hound them with emails. It is much better than it was looking in December. He thanked those that have submitted them and reminded those who still need to do so to get them turned in as soon as possible.

#### **Wireless Carryover Funds PSAP GIS Grant Application Approvals**

Blake had emailed out the information on four GIS grants he had received totaling \$65,000. They included Kossuth County 911 for \$15,000, Palo Alto County 911 for \$15,000, Cass County 911 for \$15,000, and Fayette County 911 for \$20,000 (Fayette County/Oelwein PD). Chair Seivert asked for qualification from Blake on the Fayette County/Oelwein PD grant and if the remaining funds (\$10,000) could be used for the training request to help fund it. Blake advised that it could be. The Fayette County GIS grant would be voted on separately. Motion made by Rob Rotter to approve the remaining GIS grants as presented. Seconded by Mark Murphy. All ayes. Passed.

#### **Training Requests**

Blake also emailed out three requests for training to be considered. Carole Lund-Smith with ILEA is offering a three-day CTO course with a cost of \$9,900. Andy Buffington with Hancock County is requesting \$2,000 for a "Gold Line Success," class with Joe McCarville presenting. Finally there was a joint request from Cherese Sexe with Humboldt County and Brenda VandeVoorde with Fayette County for three GIS courses totaling \$24,000 for a total of \$35,900.

Brenda VandeVoorde was on the phone from Fayette County to discuss the Fayette County GIS grant and the training request. It was decided the remaining \$10,000 from the Fayette County GIS grant could help fund the GIS training courses. There was a brief discussion between Chair Seivert, Mike Bryant, and Blake DeRouchey on the benefits of doing so. Cherese Sexe was also on the phone from Humboldt County and helped outline the three proposed GIS courses. Mike Bryant made a motion to approve the training requests with a seconded by Rob Dehnert. All ayes. Motion passed.

Next Mike Bryant made a motion to approve the remaining Fayette County GIS grant. Seconded by Lawrence Hartpence. All ayes. Passed.

### **Reports of Officers, Boards and Standing Committees**

#### **Technical Advisory – open comments of interest from our technical/telecommunication partners**

Rob Dehnert shared an event they experienced at Westcom with a telephone denial-of-service attack. It was a low level attack that started on a Thursday evening, continued on into the weekend and into the next week. They were receiving phone calls from somewhere outside the country. The number came back as the country code for Iran but CenturyLink believed the calls were coming from India. What happened was they began receiving multiple calls very sequentially and no one was on the line ever. They were disconnected almost immediately and would call right back in. On Friday, the frequency of the calls increased significantly and they were able to engage CenturyLink whose fraud department actually was very responsive in trying to block these calls before they ever got to the country. But it continued over the weekend and Sunday morning there was actually voice contact with someone speaking some foreign language that they were having difficulty getting interpreted. They were not sure if the subject was saying something good or bad. So they ratcheted it up on Sunday morning and he woke up Jim Lundsted. They filled out some forms online (IC3 forms) for getting DHS involved. That was good and brought on all their resources. CenturyLink was continuing to monitor it and continuing to block these calls from wherever they were coming from. They were actually bouncing around from different carriers getting into the country. CenturyLink did a very good job trying to stay on top of it and as quickly as they would say that they have started reoccurring they were quickly on it. They were seeing it and trying to get it blocked with those foreign carriers coming in. There have been a few stragglers since then but they think they have gotten bored with them and have moved on to somebody else. Their biggest concern was these were single sequential calls coming in and it was only tying up one person at a time but what they didn't know was this a precursor for a much larger attack. Were they going to try to truly fill the circuits and be a denial of service attack? He spoke with Blake and it didn't sound like anyone had experienced this in Iowa yet. He urged people to read up on denial of service attacks, the IC3 forms and the NCC (National Coordinating Center for Communications). Sheriff Rotter asked if they ever figured out what they were saying and Dehnert advised after involving the FBI it was determined that they were swearing at them in a foreign language. Chair Seivert asked if this was on their 911 lines and it was on the 10-digit lines.

#### **U.S. Dept. of Homeland Security-Office of Emergency Communications – Jim Lundsted**

Mr. Lundsted advised that they have not seen a successful telephone denial-of-service attack against 911 but the 911 center's administrative lines, as Rob described, it's a resource drain and it takes a lot of resources. He said imagine this against a small PSAP. This is somewhere around the 250<sup>th</sup> incident in the United States. He didn't recall this ever happening in the public sector in Iowa, it has happened to some classic business call centers. Beware of these kinds of things where they have an employee name. As they see a lot of ransomware in the email phishing and an engagement there are some classic things where a name captured out of a public domain where the caller will call and say Jim Lundsted owes me money and want to speak with HR. It's an expansion of a classic ransomware attack. The carriers are very responsive to this and they have a pretty good handle on how these happen now. And as Rob alluded to this spoofing may lead you to believe it is Middle Eastern or whatever. They actually have to get not only the carriers but the Department of State and the FBI involved in order to move this smartly along. All of those partners are part of the NCC's 24/7 watch. He would urge you to take a look at APCO and NENA's TDOS best practices document. It talks about the Internet Crime Center and the IC3 form and their processes. It's not difficult but when it happens it will happen at the odd hour. As Rob described it started on Thursday night and when he contacted Jim he was actually up and debating what to do as they were going into furlough on Sunday morning and he thought Public Safety does not close. Furloughs don't take them out and the NCCIC (National Cybersecurity and Communications Integration Center) was open and they think they were able to assist in some small way. Jim stressed vigilance in anything that touches a public network whether it be email or web browsing or receiving calls it is subject to disruption. It is subject to bad people doing bad things. He would have everyone read up and capture the information on TDOS for your PSAP so that you won't be surprised. Blake asked if Jim had those documents to forward them to him and he would send them out.

Lastly Jim wanted to touch on one thing from DHS and the OEC and that was the SAFECOM nationwide survey. It is not a small survey it is about a 30-minute engagement. It establishes a nationwide capabilities baseline assessment which informs DHS, drives grant mechanisms and the grant funding. That closes on Feb. 23, 2018, and they have had mixed compliance. They have not had enough input from the 911 community. If you are interested google DHS/Safecom and the nationwide survey links are right there on that page. It is not something you have to complete in a single setting. Cookies on your computer will let you save it and come back and complete it if there is something you need to look up. They talk a lot about sustainment, cybersecurity as well as land mobile radio and governance. These are all pieces of what they call the emergency communications ecosystem. If you haven't taken the time to fill it out he urged everyone to find someone in their organization that will. They really need the smaller organization perspective to make this valid. It's easy in a big organization to task this. They would like to have a true 360-degree view of the landscape. They have to (in an anonymized report) report to the Congress and show are we making positive steps, where are our gaps and where are our weaknesses. Blake and the SWIC have both sent this out.

Blake asked Jim to mention the upcoming NGA (Nation Governors Association) workshop. They have decided to revisit something that they promoted very heavily about 10 years ago. This was efficiency and effectiveness in emergency communications comes from good governance. That is what actually created the mechanisms for what we call statewide interoperability governance bodies or executive committees in many of the states. Governance is what drives all of the technologies in all of the agreements and that oversight. He often cites Iowa as a good governance model. It's morphed from its original legislative basis but they have studied all of the states and territories and come up with guidance on what works and what doesn't. The NGA has asked to host four workshops in the U.S. this year. The first was in New Orleans about three weeks ago. Peers in Kansas and Missouri participated along with six other states. They are not only incorporating land mobile radio and emergency communications but also 911 as well as we try to bring a thorough understanding of where governance is going to be most effective. This is actually talking to your governor's office about strategies and synergies that we see as opportunities. The NGA funds this travel and it is a day and a half of pretty intense workshop. A lot of state time and it is facilitated by the NGA with the next one being hosted in Albuquerque March 21-22, 2018. Iowa has identified four people to attend – Blake DeRouchey, Tom Lampe, Chris Maiers, and someone from the governor's office. One state did send their 911 administrator to New Orleans and one state sent only their 911 administrator to New Orleans. They reported good outcomes from this. They were hoping to involve Blake and are soliciting Nebraska to participate as well. There are not only intrastate but interstate challenges that they are trying to address. The NGA has been a very good partner. They are a neutral non-political advocacy group to help governors govern well and they are working with them on cybersecurity in a number of areas. They know that land mobile radio interoperability is not dead. FirstNet has not put that to bed just yet. And they certainly know that all of the pieces of the land mobile radio and the emergency communications ecosystem which includes just about anything you can think of are part of what governance needs to address.

The SWIC's team is also conducting an All-Hazards Communications Technician training course this week up at Camp Dodge and they are working on some additional training opportunities for emergency communications later in the year. Our commitment is there to get these things supported through our Technical Assistance Program but currently they are getting their budget in dribbles and half steps. After the current continuing resolution is extended or they are in a full year's budget they have a number of other things that they are working on with SWIC Maiers and training committee Chair Denise Pavlik.

Interoperability Governance Board – Iowa Statewide Interoperable Communications System Board (ISICSB) – Chris Maiers

Mr. Maiers was absent but forwarded a report for the meeting to Blake which is included below:

Work continues on the deployment of the ISICS platform. Nearly all the towers are constructed. Power is being run to them, and many will start transmitting within the next several weeks once the sites are optimized.

A letter is being evaluated by the ISICSB to send to PSAPs that is intended to update them on the timeline for ISICS deployment and how to access the system. Work is continuing to find means to assist PSAPs in accessing ISICS.

Committee work continues on all aspects of the ISICS Platform and interoperability in Iowa ranging from subscriber units, interstate and transport interoperability and encryption. Some of our work with encryption has made its way to the TIA/TR-8 meeting I'm attending and participating in as well. I would like to send a tremendous "Thank you" to all of those who have participated in those meetings.

Tracey Bearden has offered some assistance with trying to find more individuals interested in the COMU program. Thanks to her for volunteering.

Some future work will entail initial work on an Iowa Interoperable Field Operations Guide. That work will likely be rolled out in about three to four months.

Blake reiterated going to the NGA Conference and his goal is to "send our message if anyone has been involved with the SCIP process to make sure that the federal organizations are on the same page with best practices being all encompassing emergency communications compared with the FCC who gives slaps on wrists for what they perceive as diversionary/diverting funds so just to kind of hope further or foster that discussion at that level is kind of my aim on that. Also speaking of the FCC report that is about a month late. I haven't seen it yet so I'm waiting for it any day now and that would be that second year of the LMR payment that came out of 911 so I am anxiously awaiting that determination."

#### Legislative Issues

Chair Seivert mentioned the IPERS issue for dispatchers to be designated in the protective class. He was not quite sure where that was at but was aware that there was a funnel coming up. It was his understanding that there were two different versions, one in the House and one in the Senate. They were slightly different and the lobbyists were working to bring those together. Brenda VandeVoorde via phone asked about SF 318 and SF 2060 which deal with rural EMS and funding of rural EMS. Rob Dehnert said that he could check with the EMS Association and find out. Chair Seivert said he was not aware of a specific bill but did attend EMS day on the hill this morning and the focus was making EMS an essential service.

#### Items for Discussion

None

#### Unfinished Business

None

#### Election of Officers

The election of officers was to be held in January but there was no meeting that month. The positions up for election are secretary, chair and vice chair. The current secretary is Sally Hall. With no other nominations for secretary the board cast a unanimous vote for Sally Hall to continue as secretary. All ayes. Approved. Vice chair is Rob Dehnert and he advised he would continue in that position. With no other nominations the board also cast a unanimous vote for Rob Dehnert as vice chair. All ayes. Approved. For chair, Bob Seivert replaced Steven Ray temporarily and he did not want to continue. Rob Dehnert nominated Rob Rotter as chair. Seconded by Mike Bryant. There were no other nominations. The board also cast a unanimous vote for Rotter for chair. All ayes. Approved.

#### Travel Requests

Chair Seivert asked to travel to the Navigator Conference April 24-26, 2018, in Las Vegas. Motion by Rob Rotter to approve the travel request. Seconded by Cara Sorrells. All ayes. Approved.

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

None

**Announcements**

The next meeting will be on Thursday, March 8, 2018 at 9 a.m. in the West Des Moines City Hall.

Mark Murphy made a motion to adjourn, which was seconded by Rob Rotter.

There being no further business Chair Seivert adjourned the meeting at 9:51 a.m.

Respectfully submitted,

Cara Sorrells for Sally Hall, secretary