


*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, April 11<sup>th</sup>, 2019</b>  <b>West Des Moines City Council Chambers</b>  <b>West Des Moines, Iowa</b></p>
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**Call to Order**

The meeting was called to order by 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) <b>Secretary</b>	Sally Hall	Excused
alternate	Cara Sorrells	Present
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	Present
alternate	Doug Neys	
Iowa Firefighters Association (IFA)	Mark Murphy	Excused
alternate	Tom Berger	via phone
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
<b>Staff:</b>		
Blake DeRouchey, E911 Program Manager		Present

**Guests:**

Diane Sefrit, SCI

Josh Humphrey, Iowa County EMA

Joel Martin, Iowa Utilities Board  
Hollie Davidson, DPS Interop Comm  
Doug McCasland, Warren County 911  
Crystal McIntyre, Warren County 911 Board  
Brad Button, Des Moines PD  
Jim Lundsted, CISA  
Curtis Pion, Polk County SO  
Darin Riney, Westcom  
Brent Long, Polk County SO

Connie Stufflebeem, Iowa DPS Communications  
Chris Maiers, ISICSB  
Stephen Rodriguez, ICN  
Scott Rounds, Des Moines PD  
Brian Magdwell, Westcom  
Jamey Robinson, Mahaska Co 911/EMA  
Duane Vos, RACOM  
Mike Foster, FEMA

**Guest present by teleconference:**

Brenda Vande Voorde, Fayette County 911  
John Drury, CenturyLink  
Amanda Roush, Story County 911

Cherese Sexe, Humboldt County 911  
Brad Shutts, Jasper County SO  
Cheryl Eklofe, Mahaska Co 911

**Introductions**

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

**Approve the Agenda**

Chair Rotter asked for a motion to approve the agenda as presented. Motion by Rob Dehnert to approve the agenda. Seconded by Jeff Anderson. All ayes. Passed.

**Approve the Minutes**

Chair Rotter asked for a motion to approve the previous meeting minutes. Motion by Jeff Anderson. Seconded by Robby Johannesen to approve the minutes of March 14th, 2019. All ayes. Passed.

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

Program Manager Report

- Happy 911 Education Month and Telecommunicator Week!!!!
- HF516: Adds Sheriff and Police Chief of PSAP to 911 Service Board
- Presented at Iowa NENA
- Windstream bankruptcy filing
- National 911 Statewide Peer Assessment Program
  - 87 Measurables
  - State provides documentation in July
  - Onsite: Week in September
- ALL webinar
- Outstanding PSAP Expenditure Reports: Certified letters sent to Chickasaw and Warren: 35% withheld starting with April surcharge checks

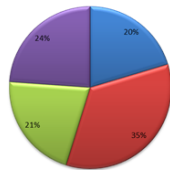
Appendix B - Guidelines Synopsis

Statutory and Regulatory	Governance	Functional and Operational Planning	Standards	Security/Continuity of Operations	Human Resources/ Training	Evaluation	Public Education	Next Generation 911 (NG911) Maturity Model
<p>SR1 The department ensures compliance with all applicable laws and regulations.</p> <p>SR2 The department has a designated state 911 center.</p> <p>SR3 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR4 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR5 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR6 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR7 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR8 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR9 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p> <p>SR10 The department ensures that the state 911 center is staffed and operational during all hours of the day.</p>	<p>GO1 The department has a governing body that is responsible for the overall management of the department.</p> <p>GO2 The governing body has the authority to hire and fire the chief of police and other senior management.</p> <p>GO3 The governing body has the authority to set the department's budget and approve the department's policies.</p> <p>GO4 The governing body has the authority to set the department's strategic plan and monitor its progress.</p> <p>GO5 The governing body has the authority to set the department's performance goals and evaluate its performance.</p> <p>GO6 The governing body has the authority to set the department's policies on employee discipline and grievance procedures.</p> <p>GO7 The governing body has the authority to set the department's policies on employee benefits and compensation.</p> <p>GO8 The governing body has the authority to set the department's policies on employee safety and health.</p> <p>GO9 The governing body has the authority to set the department's policies on employee training and development.</p> <p>GO10 The governing body has the authority to set the department's policies on employee recruitment and retention.</p>	<p>FO1 The department has a clear organizational structure and defined lines of authority.</p> <p>FO2 The department has a clear mission statement and strategic plan.</p> <p>FO3 The department has a clear set of core values and a code of ethics.</p> <p>FO4 The department has a clear set of performance standards and metrics.</p> <p>FO5 The department has a clear set of policies and procedures.</p> <p>FO6 The department has a clear set of roles and responsibilities for all employees.</p> <p>FO7 The department has a clear set of communication protocols and procedures.</p> <p>FO8 The department has a clear set of emergency response procedures.</p> <p>FO9 The department has a clear set of disaster recovery and business continuity plans.</p> <p>FO10 The department has a clear set of information security policies and procedures.</p>	<p>ST1 The department has a clear set of standards for all services provided.</p> <p>ST2 The department has a clear set of standards for all equipment and facilities.</p> <p>ST3 The department has a clear set of standards for all personnel.</p> <p>ST4 The department has a clear set of standards for all information systems.</p> <p>ST5 The department has a clear set of standards for all communication systems.</p> <p>ST6 The department has a clear set of standards for all emergency response systems.</p> <p>ST7 The department has a clear set of standards for all disaster recovery and business continuity systems.</p> <p>ST8 The department has a clear set of standards for all information security systems.</p> <p>ST9 The department has a clear set of standards for all employee training and development systems.</p> <p>ST10 The department has a clear set of standards for all employee recruitment and retention systems.</p>	<p>CO1 The department has a clear set of policies and procedures for all security and continuity of operations.</p> <p>CO2 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>CO3 The department has a clear set of policies and procedures for all information security.</p> <p>CO4 The department has a clear set of policies and procedures for all employee training and development.</p> <p>CO5 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>CO6 The department has a clear set of policies and procedures for all emergency response.</p> <p>CO7 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>CO8 The department has a clear set of policies and procedures for all information security.</p> <p>CO9 The department has a clear set of policies and procedures for all employee training and development.</p> <p>CO10 The department has a clear set of policies and procedures for all employee recruitment and retention.</p>	<p>HR1 The department has a clear set of policies and procedures for all human resources and training.</p> <p>HR2 The department has a clear set of policies and procedures for all employee benefits and compensation.</p> <p>HR3 The department has a clear set of policies and procedures for all employee safety and health.</p> <p>HR4 The department has a clear set of policies and procedures for all employee training and development.</p> <p>HR5 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>HR6 The department has a clear set of policies and procedures for all emergency response.</p> <p>HR7 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>HR8 The department has a clear set of policies and procedures for all information security.</p> <p>HR9 The department has a clear set of policies and procedures for all employee training and development.</p> <p>HR10 The department has a clear set of policies and procedures for all employee recruitment and retention.</p>	<p>EV1 The department has a clear set of policies and procedures for all evaluation and performance management.</p> <p>EV2 The department has a clear set of policies and procedures for all employee training and development.</p> <p>EV3 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>EV4 The department has a clear set of policies and procedures for all emergency response.</p> <p>EV5 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>EV6 The department has a clear set of policies and procedures for all information security.</p> <p>EV7 The department has a clear set of policies and procedures for all employee training and development.</p> <p>EV8 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>EV9 The department has a clear set of policies and procedures for all emergency response.</p> <p>EV10 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p>	<p>PE1 The department has a clear set of policies and procedures for all public education and outreach.</p> <p>PE2 The department has a clear set of policies and procedures for all employee training and development.</p> <p>PE3 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>PE4 The department has a clear set of policies and procedures for all emergency response.</p> <p>PE5 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>PE6 The department has a clear set of policies and procedures for all information security.</p> <p>PE7 The department has a clear set of policies and procedures for all employee training and development.</p> <p>PE8 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>PE9 The department has a clear set of policies and procedures for all emergency response.</p> <p>PE10 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p>	<p>NG1 The department has a clear set of policies and procedures for all Next Generation 911 (NG911) maturity model.</p> <p>NG2 The department has a clear set of policies and procedures for all employee training and development.</p> <p>NG3 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>NG4 The department has a clear set of policies and procedures for all emergency response.</p> <p>NG5 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p> <p>NG6 The department has a clear set of policies and procedures for all information security.</p> <p>NG7 The department has a clear set of policies and procedures for all employee training and development.</p> <p>NG8 The department has a clear set of policies and procedures for all employee recruitment and retention.</p> <p>NG9 The department has a clear set of policies and procedures for all emergency response.</p> <p>NG10 The department has a clear set of policies and procedures for all disaster recovery and business continuity.</p>

# Expenditure Collection

2017

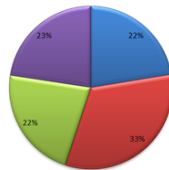
Statewide Payment PSAP Payment Source



From 911 Surcharge	\$ 26,371,277.34
From General	\$ 44,850,756.77
From Sheriff	\$ 27,571,398.51
Other	\$ 30,934,511.20
<b>Total</b>	<b>\$ 129,488,273.68</b>

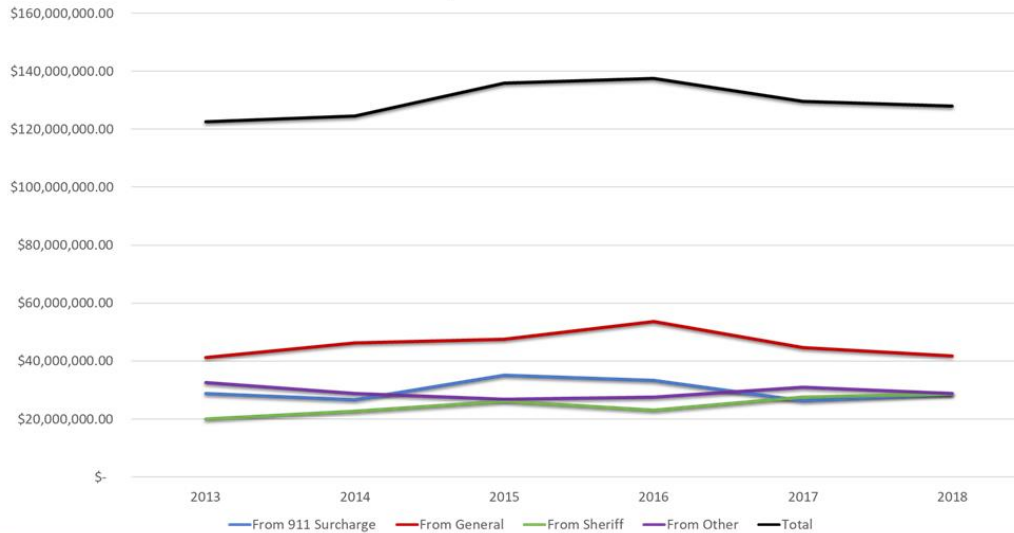
2018

Statewide Payment PSAP Payment Source



From 911 Surcharge	\$ 25,050,745.44
From General	\$ 41,769,500.44
From Sheriff	\$ 29,550,369.69
Other	\$ 28,887,963.14
<b>Total</b>	<b>\$ 127,898,998.61</b>

## PSAP Expenditures Over Time



## 2019 GIS Grants

- Deadline for period 2 submission: June 30
- Benchmarks:
  - Upload within the period (Jan-Jun)
  - 98% GIS
  - 50% ALI
  - 50% MSAG
- March:
  - 8 Counties
  - \$48,000
- Period 2:
  - 72 Counties
  - \$462,000
- FY19 Total
  - \$1,032,000

## 2020 GIS Information

- Same process as 2019
- Benchmarks:
  - Upload within the period (Jan-Jun)
  - 98% GIS
  - 70% ALI (Tentative)
  - 70% MSAG (Tentative)
- Updated Statewide NG911 GIS Standards Document

## Current Travel/Public Ed/Training Fund

- \$100,000 Annually (online application form closed)
- Expended: \$61,341.46
- Obligated/Approved: \$31,201.88
- Remaining: \$7,633.72

## **Training Funds Request**

Cara Sorrells had a request from Mark Murphy to attend the APCO International Conference in Baltimore August 11-14<sup>th</sup>. The registration fee is \$420 if paid by 07/12/19. Motion by Tracey Bearden to approve the training request. Second by Mike Bryant. All ayes. Passed.

## **Technical Advisory**

None.

Tracey Bearden asked Chair Rotter to add some information to the legislative changes. Bearden mentioned the new bipartisan senate bill introduced to support the 9-1-1 SAVES act which would appropriately reclassify public safety telecommunicators with other protected

occupations. She encouraged everyone to contact their US Senators and Representatives to support this effort. There is a link available to do so and if anyone needs it please contact one of your APCO/NENA members or reach out to Tracey, Cara or Blake. Mike Bryant then mentioned House study bill 165 that limits the revenue growth to 2%. He admitted it sounds nice when we have been getting anywhere from 9-25% increases in our assessments. There are only three groups that are in support of this and Bryant stated if you are an employee under IPERS you should be very concerned. He also stated if you are a budgeter or manager of money you should be very concerned. He encouraged people to call and oppose it. He stated it is going to be thrust upon us; it is just a matter of what form it is going to take.

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

Maiers began with an update on the PSAP grant and said some of the last orders have been placed and they are starting to arrive in totality now. All of the Harris control stations, power supplies and extraneous equipment should be in and the Kenwoods are on the way. Also a few secondary orders of Harris and Motorola equipment are coming. Maiers did bring a consolette for display to the meeting. You will get the radio with the power supply included, a rack mount kit, 100 feet of coax (thick Heliac), and an antenna to pull in an LMR signal. Each PSAP will also receive a USB stick with policies, standards, questions and a service manual. When it comes to configuration they have done a lot of checks on compatibility issues with various console manufacturers across the state. Configuration varies but it sounds like once they are programmed most of them you will be able to use a web browser to configure and interface it with your dispatch console. They are going to try to get those out as quickly as they can especially along the RAGBRAI route. Maiers intends to spend time in the warehouse next week cutting cables, making sure things power up like they are supposed to, and dropping code plugs so that they can get them out the door.

Two new standards are up for approval today at the Board meeting. They include establishing talk groups for EMA across the state that would align with the Homeland Security districts as well as a statewide group. This will help facilitate the distribution of resources during an event and communicate with the State EOC. Also for approval is Cherokee and Ida county for Level 2 access, Fremont county is applying for Level 4 access, Warren county is expanding their Level 3 access and FEMA Region 7 is up for Level 1 approval. With respect to interstate operability with our neighboring states that work continues. They have draft agreements in various stages of completion with Minnesota, Illinois, Missouri and South Dakota. They meet with Illinois later again today and Wisconsin tomorrow. It looks like an agreement, at least verbally or tentatively, could come tomorrow. All the feedback they have gotten so far is positive.

The training update is that they have some soft dates for some things. The PSAP Cybersecurity webinar that you can attend virtually will likely be in August. They don't know yet how many virtual seats are available. ECD is looking into what is available but the hope is that there is at least 100. There will also be a COMT class in Clarinda this August. There will be a SCIP refresher in Des Moines in September, and Incident Tactical Dispatcher training in Carroll this early November.

The FirstNet broadband subcommittee met on Tuesday of this week and there were more discussions on network rollout. Maiers did not have a current number on the towers that are now live across the state but he has noticed that the coverage footprint is expanding.

### **Jim Lundsted Update**

Jim had a couple items. He advised this week they released the 2019 SAFECOM grant guidance for emergency communications. It outlines requirements for entities who are going to apply for communications equipment under DHS grants. They expect the grant program to open soon so this is timely and in your hands ahead of time. Lundsted has shared a copy with Blake, Chris and his email distribution list as well. It is available on the website under [dhs.gov/safecom](https://dhs.gov/safecom).

Just in time for RAGBRAI US Cellular has announced a change in their policy on wireless priority service. This is the companion program for GETS. US Cellular is now going to waive both activation and per minute fees for subscribers who use WPS. That is good news and we now have five major carriers, the four national carriers along with US Cellular, that provide WPS service with no cost to the subscriber.

Lastly they just had the second DHS app that was accepted by FirstNet for their store. The eNIFOG so now both the eNIFOG and the eAUXFOG are certified by AT&T/FirstNet. Those continue to be delivered through the Apple store and the Google play store but basically the app has been run through their security tests and passed their review.

Maiers mentioned the Incident Tactical Dispatch class and they are pursuing developing a train the trainer course because of the interest level that has been expressed in the states to bring that back in house. Both Missouri and Texas are asking for a train the trainer course. He would anticipate a pilot perhaps being available later this year. They would like to bring that capability to the state if and when it's of interest that way you can schedule and conduct on your own time. ECD will continue to support the state with printing of the materials and so forth as long as the state has qualified instructors.

### **34A Update**

Tracey Bearden reported that she had sent out to all Council members the link to the drop box for all of the notes. Any comments, concerns or additional items that they should be looking at please let her know. They have set the next dates for meetings and will be sending those out to all of the participants, Blake and Jeff to get it out to mass distribution lists to get more people involved. The next meetings will be held on April 29<sup>th</sup>, 30<sup>th</sup> and May 1<sup>st</sup>. The agendas will be posted through the drop box links and sent out via email distribution lists. One concern Bearden expressed was issues brought forth that won't be addressed through 34A but that the Council needs to think about and work with Blake's office to be able to determine the best route. "We have approval to work on those issues and provide guidance as we see fit because it is not 100% appropriate to change it in the code." One example given was they want to see more guidance given for the training funds that are used so that the Council doesn't become in the business of picking winners and losers in training. They would like to see more of a weighted application process, to set a deadline and weigh the applications to approve funding. That is

one of the issues surrounding 34A that wouldn't be in the level of code they are asking the Council for input. Rotter echoed that the training fund issue is a huge one and is something they need to be working on before July 1. Bearden also mentioned that they had a proposal for a new distribution or equation for wireless funds as another issue they were looking at. She reiterated needing everyone's participation and that you need not be present for every meeting to participate.

### **Legislative Issues**

None. See above.

### **Items for Discussion**

#### Bylaw Update

An action item on today's agenda was to finalize changes to the council's bylaws to reflect the AG opinion reference council members participating in council meetings telephonically. The proposed changes have been posted for the required thirty days and it was time to act on them. Chair Rotter read the proposed changes and asked for a motion to finalize the changes in the bylaws.

- Section 6. Quorum. A quorum of 51% must be present for the meeting to be an official meeting of the Council. The Council member must be physically present at the location of the meeting to be considered counted as part of the quorum for the meeting. On occasion, a member may participate telephonically, or by other electronic means, if the member is unable to travel to the meeting location. Members needing to participate in a meeting electronically, shall notify the chair no less than 24 hours in advance of the meeting unless circumstances prevent such early notification.
- Section 7. Voting. At all meetings, each member ~~attending~~ participating shall be entitled to cast one vote. When there is a quorum, the affirmative vote of a majority of those ~~present~~ participating is necessary for an official action. In the event that any member shall have a direct or indirect personal interest in any business before the Council, the member shall disclose the interest and be disqualified from voting on the business. All members shall respond when a voice vote is taken. The response will be aye, nay, or abstain. All members present shall be recorded as voting aye on any motion when no nay votes or abstentions are heard. Votes shall be voice votes except when a roll call vote is requested by any member of the Council. A Council member shall be physically present at the location of the Council meeting to vote on matters brought before the Council.

Motion made by Jeff Anderson for approval. Second by Rob Dehnert. All ayes. Motion carries.

### **Unfinished Business**

Under unfinished business was an update from the committee chair for baseline knowledge standards for frontline 911 professionals in Iowa. Chair Jamey Robinson from Mahaska County

provided the update. The kickoff meeting was held April 3<sup>rd</sup>. There were some good discussions and there is a good mix to the committee (911 coordinators, State Radio, large and small PSAPs in the State of Iowa). They are looking at what is in place and what is needed. They will be putting together a survey monkey to send out to the PSAPs and coordinators in the state to garner their thoughts on education and what they would like to see. They did talk briefly about the funds that the Council has available. The thought was possibly doing regional training or professional development training and could those funds be used for that to better serve all the PSAPs in the State of Iowa. They are currently scheduling their next meeting for the middle of May. Sheriff Rotter came to the kickoff meeting and laid out kind of what he would like to see so they will take that and move forward with it. Sheriff Rotter thanked Jamey for working on it and said it is something they have been talking about doing for a long time. He has been contacted by people in the 911 world that he has never heard from before thanking him for getting this committee going. It is a heavy lift; a lot of people are counting on them, and are happy to see this happening. Sheriff Rotter looks forward to hearing what they come up with.

### **New Business**

Mike Bryant mentioned a concern for the cellular industry in Ames on the football game days when they bring in portable towers but you still can't get service. He has concerns about priority calls from the general public not getting through. Blake advised text does work and he has tested it himself at Kinnick stadium a couple years ago.

### **Travel Requests**

See above.

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

None.

### **Business from the Phone**

A question from the phone on Mike Bryant's comments. They asked Blake specifically if text to 911 does work in those situations and he confirmed that is correct.

### **ICN – Stephen Rodriguez (update)**

An update was given on the RFP for the CAMA trunks. Mike Lauer reported last month the contract was awarded to CenturyLink and they are still in contract negotiations with them. In the midst of that they are working with Comtech and reaching out to CenturyLink occasionally to ramp up and prepare for that. They hope the contract negotiation period is over by the time the next council meeting is held so they can give a better report on how they stand and how they are going to move forward. They are looking at moving the CAMA trunks from a carrier stand point not a PSAP stand point so it would be carrier by carrier. To refresh the Council's memory the initial RFP they hoped individual carriers would respond but they didn't get that so



they went out for RFP again with a little more clarity. They still didn't get the responses they were expecting. They are moving forward however and working on the onboarding plan.

Next meeting date will be May 9<sup>th</sup>, 2019 at 9:00 AM.

Tracey Bearden made a motion to adjourn, Lawrence Hartpence seconded the motion. Motion carried.

Meeting adjourned at 9:42 A.M.

Cara Sorrells sitting in for Sally Hall, Secretary