

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, September 11th, 2025 9:30 – 10:15 AM Dallas County Human Services Campus 25747 N Avenue, Adel 50003</p>
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Call to Order

The meeting was called to order by Chair Rob Rotter at 9:30 AM and a quorum was determined from those present.

Roll Call

	Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) Secretary	Cara Sorrells Angie Dobyms	Present
alternate		
Iowa Chapter of the National Emergency Number Association (NENA)	Chris Jasper Shanna Krogmeier	Present
alternate		
Iowa Geographic Information Council	Jeff Miller	Absent
alternate		
Iowa State Sheriffs & Deputies Association (ISSDA)	Jim Sholly Robert Rotter	Present
alternate		
Iowa Peace Officers Association (IPO)	Brad Shutts Shane McSheehy	Absent
alternate		
Iowa Professional Firefighters (IAPFF)	vacant Mike S. Bryant	Present
alternate		
Iowa Firefighters Association (IFA)	Doug Neys Eric Dau	Absent
alternate		
Iowa Emergency Managers Association (IEMA)	Tom Berger Lynn Tazzioli	Present
alternate		
Iowa Department of Public Safety (IDPS)	Chris Hare Josh Duden	Present
alternate		
Iowa Emergency Medical Services Association (IEMSA)	Robert Johannesen Rob Dehnert	Present
alternate		
Iowa Telephone Association <15,000	Paul Andorf Adam Welp	Present
alternate		
Iowa Telephone Association >15,000	Ethan Kleitsch Tom Weibel	Absent
alternate		
Cellular Providers	Wayne Johnson Steve Zimmer	Absent
alternate		
PCS Providers	Bill Tortoriello Joe Sargent	Absent
alternate		
Auditor of the State, Ex-Officio member	vacant John McCormally	Absent
Staff:		
Blake DeRouchey, 911 Program Manager		Present

Guests also present in person or by teleconference:

Amanda Pyle, Story County 911
Chris Maiers, CISA
Nichole Neumann, Sac County 911
Heath Hove, Iowa Dept of Public Safety
Kristy Wade, Moetivations
Diane Sefrit, SCI Regional 911
Haley Nichols, SWIC ISICSB
Mark Van Hooser, Buena Vista County 911
Kirk Hundertmark
Todd Malone, SECC
James Milligan, Zetron
Doug McCasland, Warren County 911
Paul Guest, Zetron
Paul Clark
Patrick Kazeze, ICN
Hollie Davidson, ISICSB
Eric Porter, ICN
Luke Erpelding, Iowa Dept of Public Safety
Mindy Benson, Black Hawk County EMA
Nathan Moore, LSA
Brad Button, Des Moines PD
Chase Clark
Terry McClannahan, Dallas County SO
Stephanie DeVault, ICN
Clayton County EMS Association
Heather Hahn, Cerro Gordo County SO
Rhonda Braudis, Marshall Co Comm Commission
Bill Burnett, Comtech
Trent Fellers, Uniti

Tom Holladay, RACOM
Ryan Mulhall, ICN
911 Coordinator
Brenda Wright, Fayette County 911
Lynn Warren, Zetron
Steve Bogdan, Uniti
McKenzie, Hardin County
Marie Carlson, Zetron
Kevin Williams, Zetron
Jeff Chapman
Jassen Horne, Uniti
Derek Steines
Stacen Gross, GeoComm
Dominic Baldi, IUB
Dwayne Brown Jr., Cedar County
Cody Feagins, Kinetic/Uniti
Jacob Schrader
Brian Klein, Uniti
Eric Thye
Anna Hyatt
Chelsea Hoyer
Richard Hall
Dean Vrba
Sue Foecke
Doug Farrell, ICN
Thomas Barnett
Nick Brockman, Polk County SO
Cheryl Eklofe, Mahaska County EMA/911

Introductions

Chair Rob Rotter welcomed everyone, and a roll call was conducted by Secretary Cara Sorrells of the board members in attendance. A quorum was established, and the meeting continued. Before proceeding, Chair Rotter asked everyone to remember the events that happened 24 years ago. "A lot of us were in this business then, some of us weren't. I was, and it's a day I'll never forget. I'm just asking if you haven't already, to think of the brothers and sisters, first responders, as well as so many others that we lost that terrible morning. Keep them in your hearts and prayers as I am sure their loss, even though 24 years ago, is still as bitter as it was back then. So, thank you."

Approve the Agenda

Chair Rob Rotter asked for a motion to approve the agenda as presented. Motion by Chris Jasper to approve the agenda. Seconded by Lynn Tazzioli. All ayes. Passed.

Approve the Minutes

Chair Rob Rotter asked for a motion to approve the previous meeting minutes. Motion by Chris Jasper to approve the minutes. Seconded by Lynn Tazioili to approve the minutes of August 14th, 2025. All ayes. Passed.

State of Iowa Administrator Reports (Blake DeRouchey)

Program Manager Report

- SF 659 Update
 - 27 Interested in MOU's, 13 signed



Scan for Interest in MOU

- Upcoming Technical Data Center move webinars for PSAPs and CHE vendors
 - September 23 and 25th
- Annual Forms – Collection process underway

Blake DeRouchey began with a reminder on SF 659, and there is nothing new so far as financials or the plan. This is just an update on the MOU process. At this point they have received 27 notices of interest in signing an MOU, and 13 of those have been signed. This hopefully will alleviate the administrative burden and allows them to withhold that funding on the front end versus an invoice and remittance process. If your county service board is still interested, you can scan the QR code and it takes you to the form that indicates that you're interested in that process.

Earlier today Comtech sent out a couple opportunities for PSAPs and call handling providers to have a webinar learning session that will be held September 23rd and 25th. This will touch on the technical side of what it will take to make sure everything is seamless when they move the data centers. There are a couple of keystroke changes that need to happen at each PSAP through the call handling vendor. That webinar information has been sent out earlier today and is very important for the call handling providers, but also the PSAPs as well to attend. At least one of those sessions will be recorded, so if you can't attend either of them, it will be available to view after the fact.

2026 GIS Information

- Benchmarks 2026
 - Upload Monthly
 - 98% GIS
 - 98% ALI to Road Center Line
 - 0 Critical errors
 - Paid out at end of quarter

FY 2026 - \$0

- Q1 – 100%
 - July – 99 Counties
 - August – 99 Counties

Future Standardization Effort – Will be added to **Critical** in a future grant year

In an effort to ensure standardization of the statewide geodatabase the following **warning QC** checks will be added:

- **Unacceptable Values** – added to all NENA Required-Yes fields; the check will identify where there are extra spaces or where a NULL should be present instead of a space
- **Acceptable Values** – added to the *County* fields and *Discrepancy Agency ID* fields; the check will ensure that County is included with the name of the county and that the discrepancy agency ID is consistent throughout the data

Current Travel/Public Ed/Training Fund

2026 Travel/Public Education/Training Fund

- \$100,000 Annually (FY 2026)
- Current Amount Available: \$70,850
 - Requested: \$7,400
 - NENA Fall Conference: \$5,000
 - APCO Fall Conference: \$2,400
- Remaining if Approved: \$63,450.00
- Children's Activity Books available

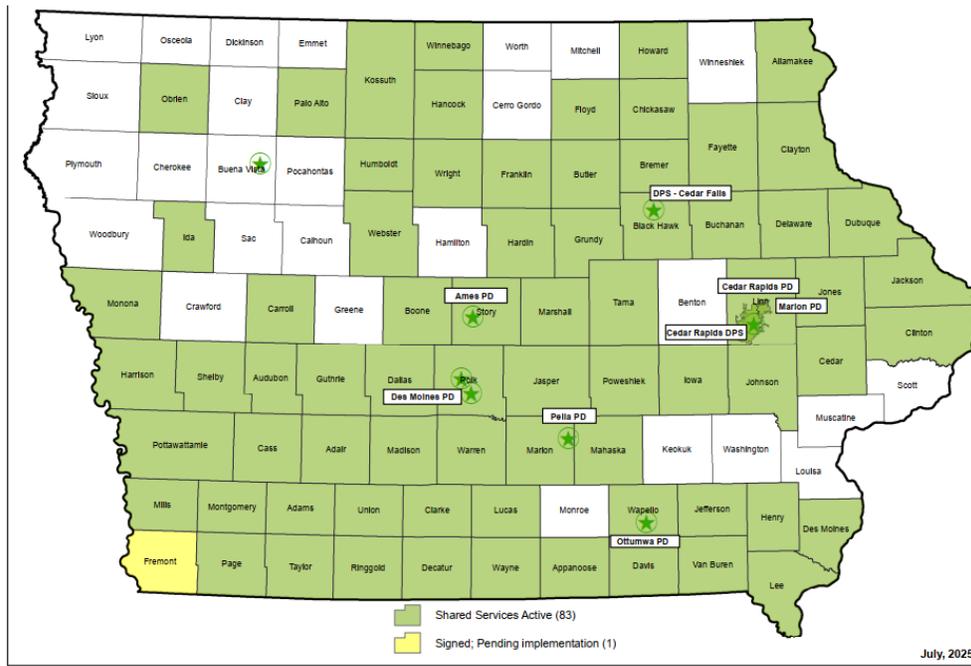


There are two training fund applications for approval today. The NENA Fall Conference and the APCO Fall Conference both submitted applications. Also, they still have a number of children's activity books that are available to counties if you have any fairs or festivals coming up that you would like to hand those out to promote 911 and public education. You can scan the QR code and request those.

Zetron Shared Services Monthly Status Update – Lynne Warren

Programming Updates

- Fremont County deployment underway.



Online Training Portal

Virtual Learning Management System

- What is the Online Training Portal?
 - **Unlimited** online training for state-wide
 - **Free** to all PSAPs - You do not need to be on Iowa Shared Services
 - Each PSAP is provided a dedicated service admin to assist in administering its own training portal, class availability, learning path, reports, etc.
 - Choose from **800+** courses, upload your own materials vendor training recordings.
 - MAX Call Taking training is available for all Shared Services PSAPs for new hires or training refresher. Reach out to Kristy Wade at kristyw@moetivations.com if you aren't seeing access.
 - **Questions?** Want to join? Email Kristy Wade at kristyw@moetivations.com
- Stats:

Weekly Iowa LMS Report	
SUMMARY	
Total PSAPs	55
Total Users	654
Total Courses Enrolled	9,954
Total Courses Completed	6,227

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ZETRON

Iowa Insider Newsletter



- Email lynne.warren@Zetron.com with your contact information to subscribe and to nominate your PSAP or someone in your PSAP for recognition in an upcoming newsletter.

Questions?

New website: <https://homelandsecurity.iowa.gov/programs/911-program/>

Training Funds Request

Chair Rotter stated as mentioned there are a couple of training fund requests. The NENA Fall Conference request is for \$5,000 for the course "Getting Beyond the Busy". The APCO Fall Conference request is for \$2,400 for various sessions presented by Bryan and Bryan Associates. Chris Jasper, Iowa NENA president, spoke on their request. They are going to do three sessions. Blake DeRouchey will do an update in the morning, Pottawattamie County is going to come in and do a presentation on a day that three tornadoes hit their area and how it affected their dispatch center, and in the afternoon Patty Hendrickson will present "Getting Beyond the Busy – Engaging Yourself and Those You Impact". Patty is a motivational speaker who presented at a previous Homeland Security Emergency Management conference about leadership. NENA is requesting \$5,000 for her travel and speaking fee. Jasper also stated that he will abstain from this vote.

Cara Sorrells spoke on the Iowa APCO request for \$2,400. Their speaker is Martha Bryan with Bryan and Bryan Associates. She has four different topics she will present on – “Take this Job and Love It”, “Surviving and Thriving During Times of Great Change”, “Overcoming Negativity in the Workplace” and “Turning Conflict into Productivity.” Her speaker fee is \$1800, they are anticipating \$400 for airfare, and another \$200 for hotel lodging.

Chair Rotter explained that there is a standing approval for training funds for these conferences, but we like to bring it to a vote in a regular meeting to make it official. Motion by Josh Duden to approve the two training requests. Seconded by Tom Berger. All ayes. Passed, in addition to Chris Jasper, Cara Sorrells and Lynn Tazzioli also abstain from voting.

Technical Advisory

None.

Iowa State Interoperable Communications System Board Update (Haley Nichols)

SWIC Haley Nichols reported that she had no new updates on the system and it seems to be running smoothly. They have some new users coming on and new counties building some infrastructure. If anyone is interested in that, they can give Nichols or the system administrators a call.

The COML course is coming up and will be held in Council Bluffs September 22nd – 24th. They have 19 students registered. That class will also be training new COML instructors, and at least one will be for the state of Iowa. There are also a couple from neighboring states that will be joining them. They are excited to get a couple of state sponsored instructors through that course. There is a new process that CISA has for creating instructors.

Nichols has been attending some NCSWIC community meetings. Those are being held virtually because of the way they are allowed to meet now. They have been helpful and they are just trying to keep meeting opportunities open. There is a lot of information sharing that takes place and there are a lot of different interoperable applications out there. If you are hearing about those, and have questions about what you should choose, please reach out. Technology is evolving and changing and there are a lot of them out there. Nichols may not necessarily have all the answers, but she has heard about some of these things and knows some people who have implemented what you might have questions about. She can point you in the right direction.

There was a brief update on the iMED grant funds or REMCDP grant funding. It was a two-year grant that was supposed to end at the end of this month. Nichols asked for a six-month extension and that was granted. That is still paused, and they cannot draw down on the funds. The six-month extension is through March 2026. They are still hoping that at some point they can get those funds.

Lastly, Nichols reminded committee members to reapply for the ISICS board committees. Those will be due by November and are necessary so that they can reappoint committee members for next year.

Chris Maiers CISA Update

Chris Maiers presented the following slides:



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Software Acquisition Guide for Government

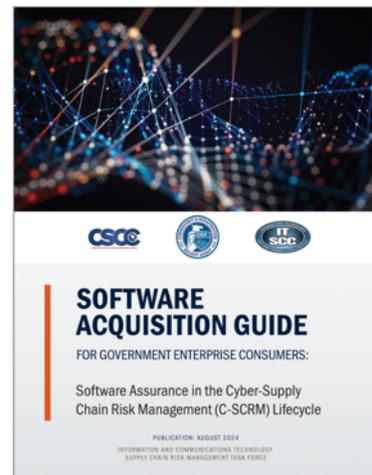
Purpose:

- Builds on existing cybersecurity guidance to address four phases of software ownership: software development practices, supply chains, deployment, and vulnerability management.
- Focus on the procurement and acquisition process so customers can indicate that cybersecurity is a key consideration.

Additional Online Tool:

- Streamlines navigation through the Software Acquisition Guide
- Enables users to export and print customized summaries of their responses.
- Facilitates collaboration with CISOs, CIOs, and other decision-makers.
- Supports stronger due diligence and more secure procurement outcomes.

Guide & Tool linked at: <https://go.dhs.gov/3be>



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OT Cybersecurity: Inventory Guidance

Purpose:

- Provide operational technology (OT) owners and operators with a systematic approach for creating and maintaining an OT asset inventory and supplemental taxonomy.
- Essential for:
 - Identifying and securing critical assets.
 - Reducing the risk of cybersecurity incidents.
 - Ensuring the continuity of the organization's mission and services.

Benefits:

- Organizations can enhance their overall security posture.
- Improve maintenance and reliability.
- Ensure the safety and resilience of their OT environments.



Guide & Tool linked at: <https://go.dhs.gov/iiD>

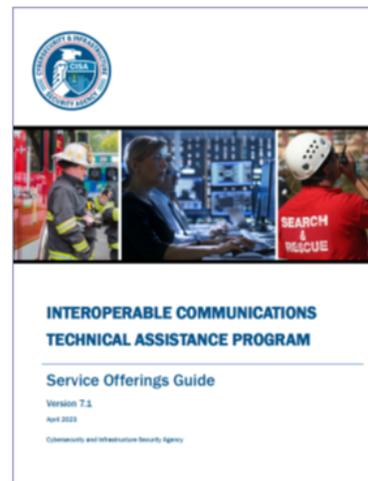


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Technical Assistance (TA) Request Period

October 2025 TA Request Period:

- Previous requests from April are eligible for resubmission.
- States & statewide interoperability coordinators (SWIC) should discuss with their Emergency Communications Coordinator (ECC) to outline current goals and objectives.
- Available deliveries in Governance, Standard Operating Procedures, Technology, Training & Exercises, and Usage are still available.
 - Examples: SCIPs, Instructor Evaluation, and State-Sponsored courses.
 - Other items in catalog may require additional resources for delivery.
- Traditionally delivered courses may be available if no other instructors are available.
- Emergency Communications Division will coordinate with the ECC & SWIC for delivery.



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Regional News of Note

Red River COMU Boot Camp – Oct 12-17, 2025

- Potential opportunities for new instructors to get their teaching credentials.
- COML, COMT, INTD, INCM, ITSL, AUXCOM course deliveries.
- One-day communications exercise.



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For more information:

Chris Maiers
Christopher.Maiers@cisa.dhs.gov
202-701-3235

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Legislative Issues

None.

Information Sharing

Chair Rotter advised it was too late to get it on the agenda, but he did reach out to Windstream/Kinetic Business and related companies, to see if they could get someone to attend this meeting. They wanted to discuss some of the concerns that have been voiced in this meeting dealing with contracts, renewals, new/old contracts, and billing in general. He received a reply from the company and several representatives were on the meeting. Cody Feagins is the Operations Manager here in South Central Iowa and addressed Chair Rotter. Also on the call were Trent Fellers, Vice-President of State Government Affairs, Jassen Horne, the E911 Administrator, and Brian Klein, the Customer Development Manager. They are able to help with any questions.

Chair Rotter had asked about contracts that are evidently expiring. He is not alone and there is a lot of confusion and frustration about the outreach asking for renewals. A lot of the folks are not able to put their hands on the contracts that are expiring, and that puts them behind the ball when it comes to going forward with the new contracts. He asked them to address what the issues might be concerning why we cannot get copies of expiring or expired contracts.

Brian Klein advised the group that he has been with us for quite some time trying to get in front of this issue. There has been numerous mergers throughout time between Windstream and companies that you have dealt with. He stated he has sent him all of the documentation he is able to pull up. There was a time when Windstream/Kinetic did not necessarily need a contract for services. Klein said as he has explained over the last month or so that Windstream has recently merged or been acquired by a publicly held company, Uniti, and at this point they are looking to get everyone under contract. Chair Rotter tried to clarify, going back to the contracts, that they are not able to provide, in many cases, a contract that has expired or is expiring. Klein stated he has forwarded Rotter every contract he has or to someone in his company. Rotter did not want to talk just about Iowa County, but referred to an email string and he is still waiting for that to arrive in his email inbox. Rotter is not alone and many people have asked for contracts and have not gotten them. Chair Rotter asked if it was safe to assume that if someone cannot get a copy of a contract, it is because the new company simply does not have it in their hands. Klein agreed that it was a pretty fair assumption and said he has dug up and sent every documentation he was able to pull up and he would be glad to do it again.

DeRouche reported that there was a question in the chat. It was "How would a PSAP work with Windstream to confirm the 911 circuits they are paying for? I have had multiple new bills arise and delinquent notices. All of these have been resolved through a few fights. I just have a hard time paying for services when there is a questionable or uncertainty behind it." Trent Fellers has responded online and addressed it. Fellers advised that if any of the PSAPs have questions about billing or are having trouble navigating through the company, he would be happy to direct them to the right people. He put his email in the chat – trent.fellers@uniti.com and said he would be happy to act as the air traffic controller to get everyone to the right people.

Steve Bogdan added that he is also with Windstream and if the PSAP customers are having any sort of issue with a circuit or if they have any questions, he encourages them to call the 800 number on their invoice to at least start the process or dialogue. They will assist to the best of their ability and if they need to, they will bring in other groups to assist with any open questions that they are not sure how to answer. Brian Klein added that once any ticket is open, he recommends that you forward it to him so that he can track it. He can be a second pair of eyes watching it and if it needs to be escalated he can do it at that time.

Chair Rotter also mentioned that when PSAPs receive an invoice that doesn't really have a description on what is being paid for, it meets with a refusal to be paid by our Auditor's because they must be itemized. Otherwise, they don't know that we are paying a legitimate bill. They need to have a description of exactly what the bill is for and he asked if they had any way as a company that they can better define the invoices, that would go a long way in getting those bills paid.

Klein added another suggestion, and said he could give access to the portal so that you can pull up each account one by one and see exactly what is in there. He can also compare CSRs for you, to give a full breakdown per account.

Stephanie DeVault with the Iowa Communications Network addressed the group and said she has worked with Steve and Jassen before. She wanted to confirm (because someone mentioned looking at their invoices) that what is on the invoice is not a typical Kinetic business service network operations center because there is a 911 specialty PSAP network operations center phone number and escalation that those PSAPs should be calling. DeVault asked that they share that number because they don't want these PSAPs to have issues where if they are dialing to get support their calls are going to the point that every other business service is directed versus a 911 PSAP with issues. ***The NOC number is 800-200-1989 option 3.

DeVault added that they met as an organization (DeVault, her supervisor, and her executive director) last week with the Windstream SLED team and they were told that, at this time, there is no planned date/time for entity name migration, tax ids or federal id numbers, that are changing. Both organizations are still separately working and have not finally merged yet. Everybody does have the Uniti emails and Windstream emails that are being merged but they are being told that they are still two separate silos and that the merger transaction has not fully gone through yet. It was mentioned earlier that the issue with these contracts is due to Uniti. She was hoping that someone could clarify that comment when the Iowa Communications Network are being told that they are two separate silos at this time. There was no response and DeVault stated she would take that as "we don't know".

DeVault added another point, and that some of these PSAPs have those old school four port wire connections that are legacy infrastructure. "Are you also stating that those are needing to be renewed? And if so, are you renewing them or are you following any FCC recommendations?" There was also no response and DeVault stated we might need to use this as a takeaway and report back to the Chair and Blake.

Klein advised Chair Rotter he would continue to dig for him and see what else he could find, and send it to him directly. Fellers added if there are any other issues that were not discussed in this meeting, that you have his email and feel free to reach out. Steve Bogdan added his

email address as well as a contact – steven.bogdan@uniti.com. Brian Klein's email address is brian.klein@uniti.com.

Unfinished Business

None.

New Business

None.

Travel Requests

None.

Business from the Floor or Virtually / 911 Issues at the PSAPs

Before adjournment there was one more question in the chat from Clayton County. They asked if there were any records retention requirements related to 911 documents, surcharge remittance, etc. DeRouchey stated that what his department generally recommends is around five years. If you look at various guidance documents out there, it really depends on what the program is and what the source of the funding might be. There is really not one specific answer that encompasses the totality of that answer. Anywhere from 3-10 years is what you will see out there. There is guidance from ISAC, the League of Cities, and the Attorney Generals office. It really depends on what exactly you are looking to retain. The one thing in administrative rule that DeRouchey pointed out was antiquated language referring to a call detail recorder. This is not really a logging recorder, but just logging that the call happened. The requirement there is one year. That language will be reviewed in their red tape rules review and updated. They are looking to extend that to the logging recorder itself and make it one-year minimum retention. So, as far as documentation is concerned, their general guidance is five years, but check the source of what it is you are looking to retain.

Next meeting date will be October 9th, 2025, at 9:30 AM at the Dallas County Human Services Campus 25747 N Ave., Adel.

Chair Rob Rotter asked for a motion to adjourn the meeting. Motion made by Chris Jasper. Seconded by Tom Berger.

Meeting adjourned at 10:03 AM.

Cara Sorrells, Secretary