



**Renee Gordon**

Vice Chair,  
FirstNet Authority Board



**Tom Lampe**

Senior Public Safety Advisor,  
FirstNet Authority



**Blake DeRouchey**

State of Iowa 9-1-1 Program  
Manager



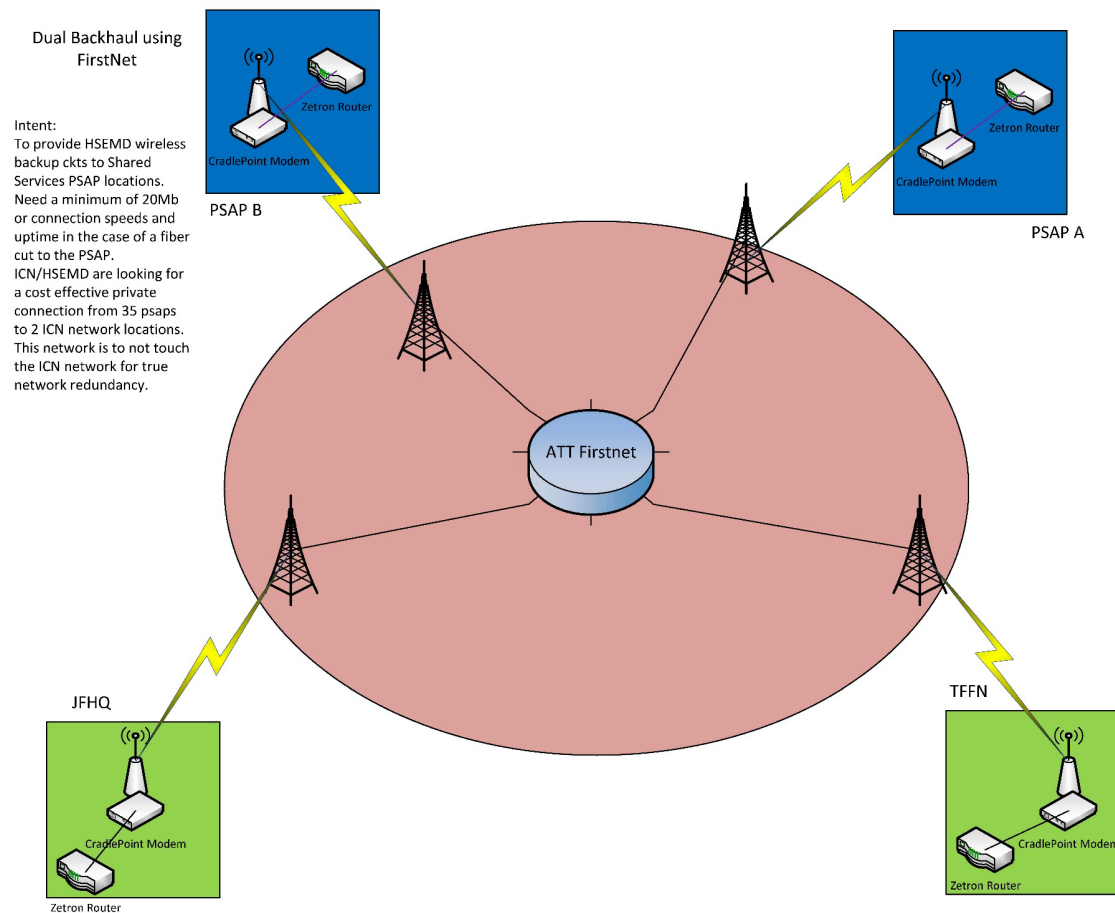
**Luke Erpelding**

Regional Communications Manager,  
Iowa Department of Public Safety

**Patrick Kazeze**

Director of Network Engineering,  
Iowa Communications Network

# Iowa Shared Services



# Disaster Recovery Truck Overview

**Welcome, Call Takers, to the Iowa State Disaster Recovery Truck.  
Thank you for helping to keep the citizens of Iowa safe while one of the PSAP facilities is unavailable.**

The 9-1-1 Program Manager of Iowa Homeland Security and Emergency Management, in association with Iowa Department of Public Safety (DPS), has outfitted this Truck to take 9-1-1 calls when a PSAP facility is expected to be unavailable for an extended time.

## DR Truck Activation

The Truck Activation and Deactivation procedures (027-0209) have detailed steps to follow to put the DR Truck into service.

At a high level:

- PSAP requests use of the Truck.
- DPS moves the truck to a good location with strong FirstNet service.
- Truck will be staffed by DPS staff familiar with the Truck and/or PSAP staff familiar with the area.
- DPS will set up all the equipment and complete test calls.
- Comtech will route PSAP calls to the Truck.
- PSAP will make 9-1-1 test calls to ensure they are routing to the Truck.
- Truck is now ready to take live 911 calls for the PSAP.

## PSAP Truck Equipment

This PSAP truck has been outfitted with four Iowa Shared Services MAX Call Taking consoles, each consisting of:

- Call taking laptop console
- Monitor
- Wireless keyboard, mouse, and separate numeric keypad
- New, unused USB headsets

For those already familiar with Zetron MAX Call Taking, using the PSAP Truck MAX Call Taking system is similar to your usual MAX Call Taking experience.

If you are new to Zetron MAX Call Taking, the system is very intuitive to use and DPS Call Taking staff will be able to help you come up to speed. The truck has copies of the Zetron MAX Call Taking Quick Start Guide to help you.



## Excessive Rainfall Outlook

Greatest Flash Flood Threat Tonight

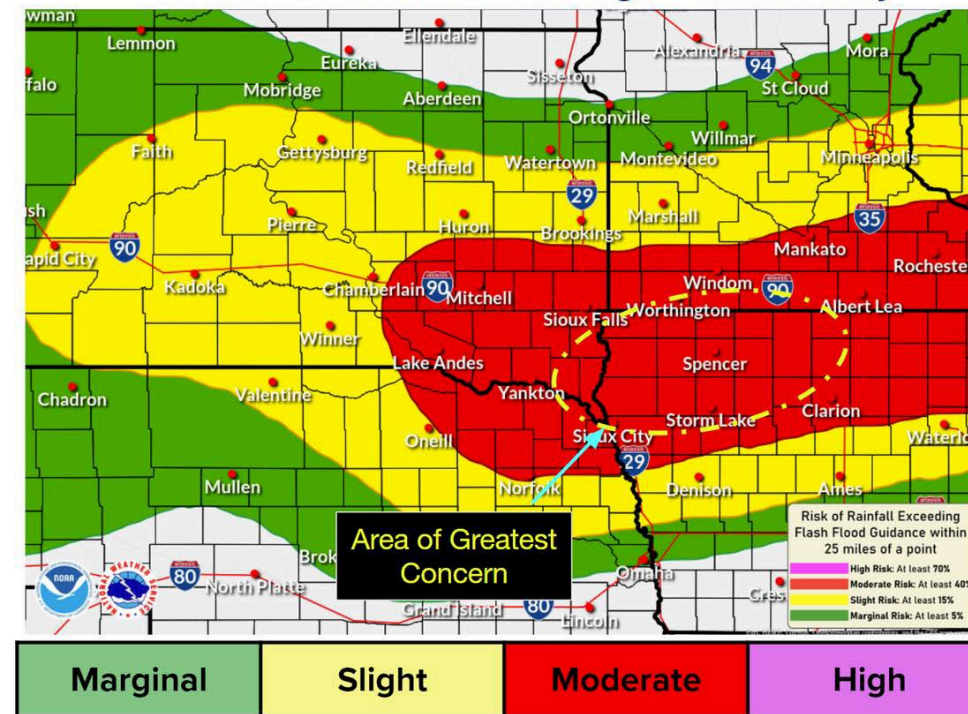
June 21, 2024

3:15 PM

### Overview

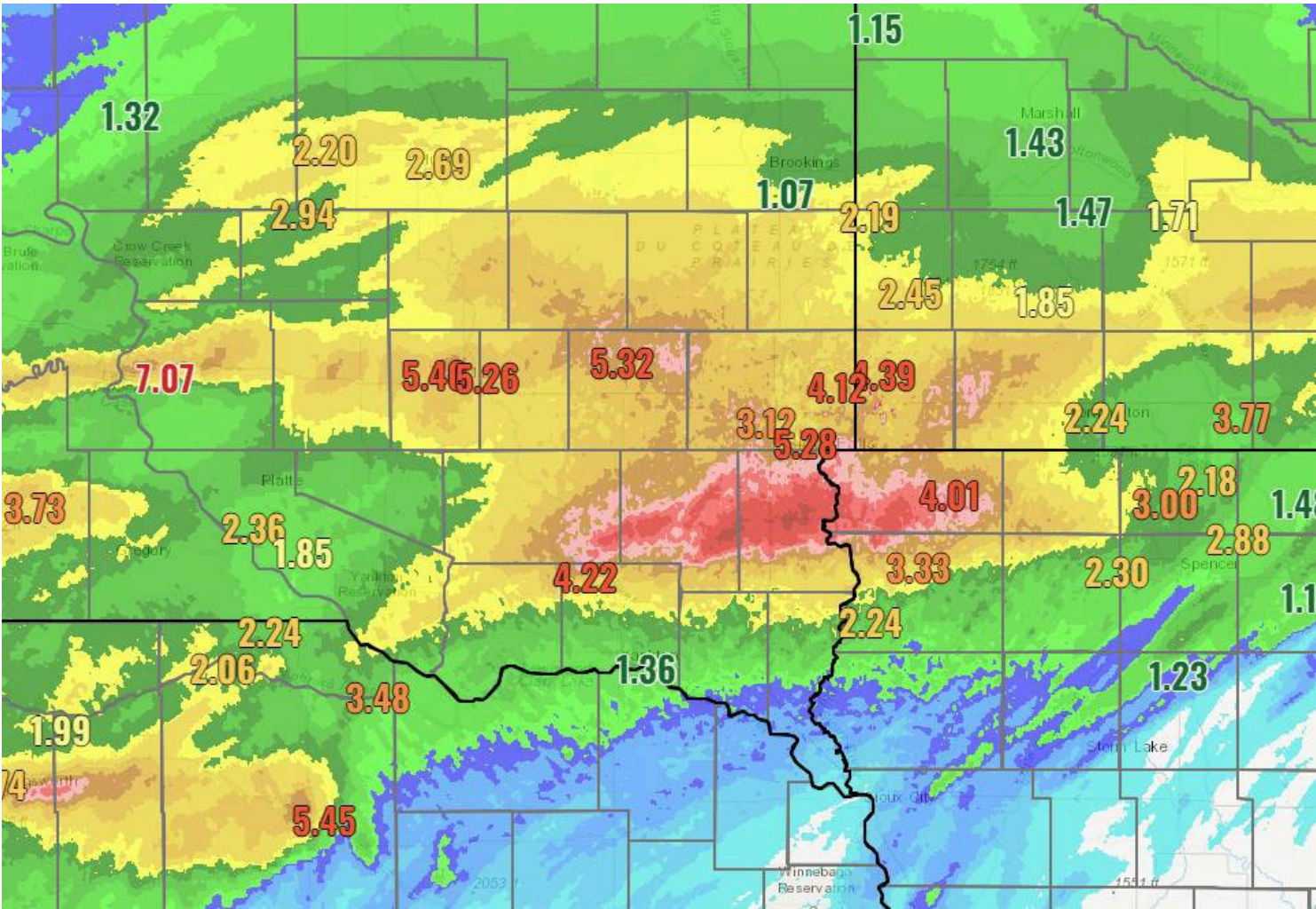
- Continued numerous rounds of showers and storms producing heavy downpours expected through Saturday.
- Widespread **ADDITIONAL** rainfall of 2-4 inches is expected with locally heavier amounts (4+ inches) possible.
- The greatest risk for additional flash flooding comes with storms this evening and tonight. Locations along and southeast of the previously mentioned Pickstown, SD to Harrisburg, SD to Mountain Lake, MN line have the highest risk for exceeding 4 inches of rain.
- With soils at/well above saturation and elevated river levels, flood concerns are quickly increasing. **Widespread ponding water, as well as increased flooding on area waterways is expected.**

### Excessive Rain Outlook through 7 AM Saturday



National Oceanic and  
Atmospheric Administration  
U.S. Department of Commerce

National Weather Service  
Sioux Falls, SD





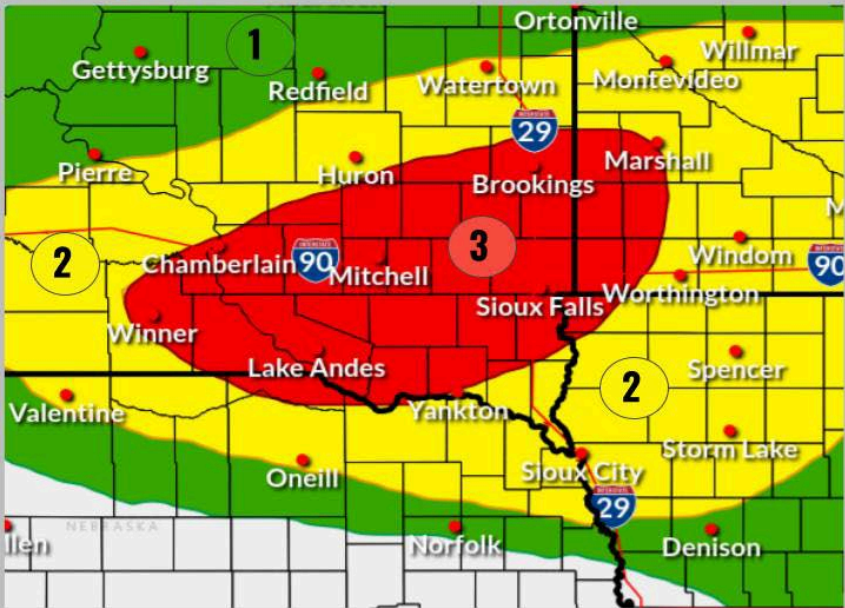
# EXCESSIVE RAINFALL OUTLOOKS



Weather.gov

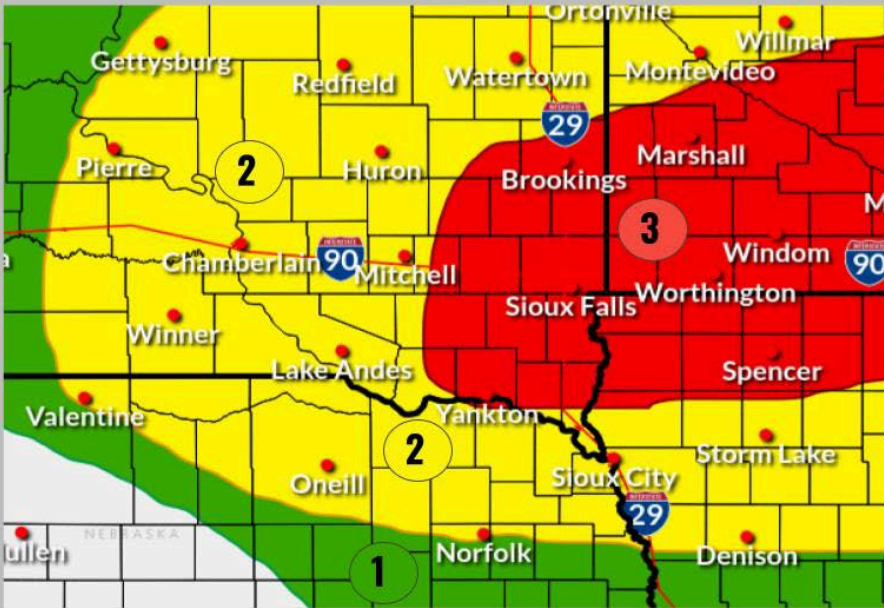
Issued: Thu Jun 20, 2024 10:45 AM

## Today and Tonight

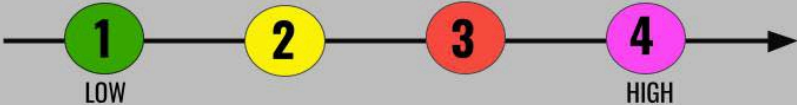


Increased Risks Of:  
Flash Flooding  
Ponding of Water  
River Flooding

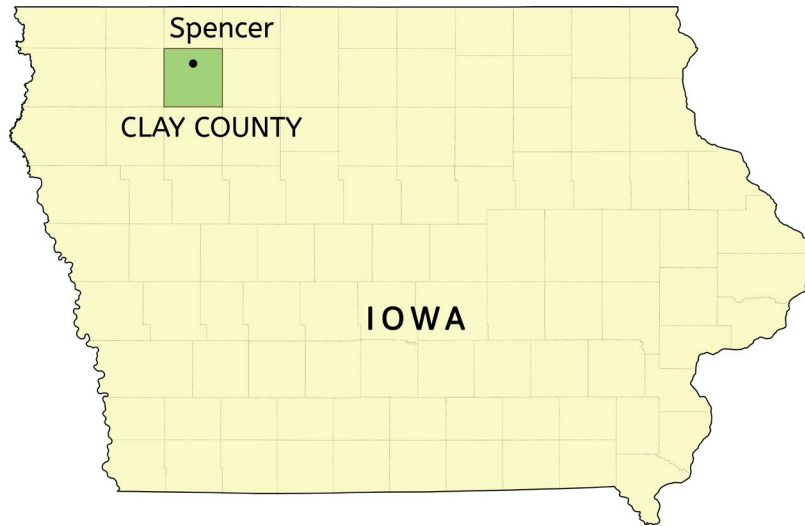
## Friday and Friday Night



### EXCESSIVE RAINFALL RISK



# Spencer Flood



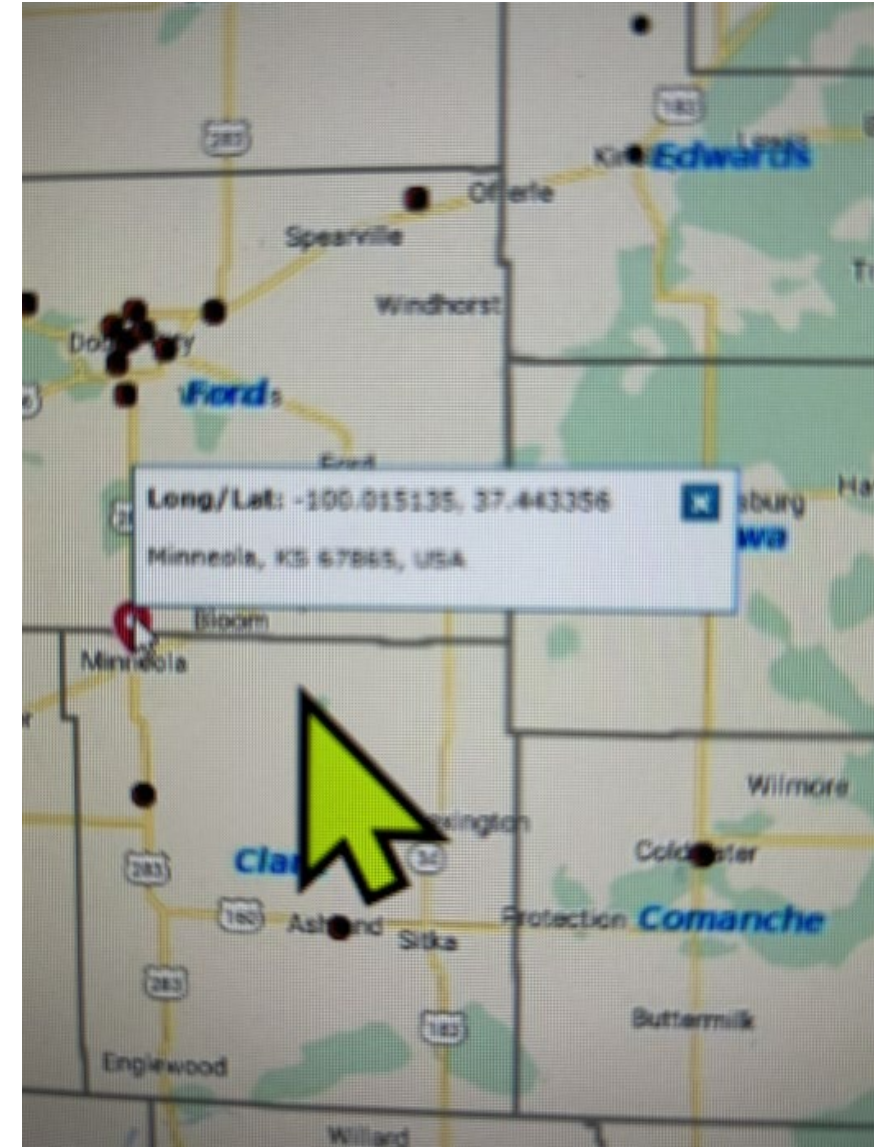
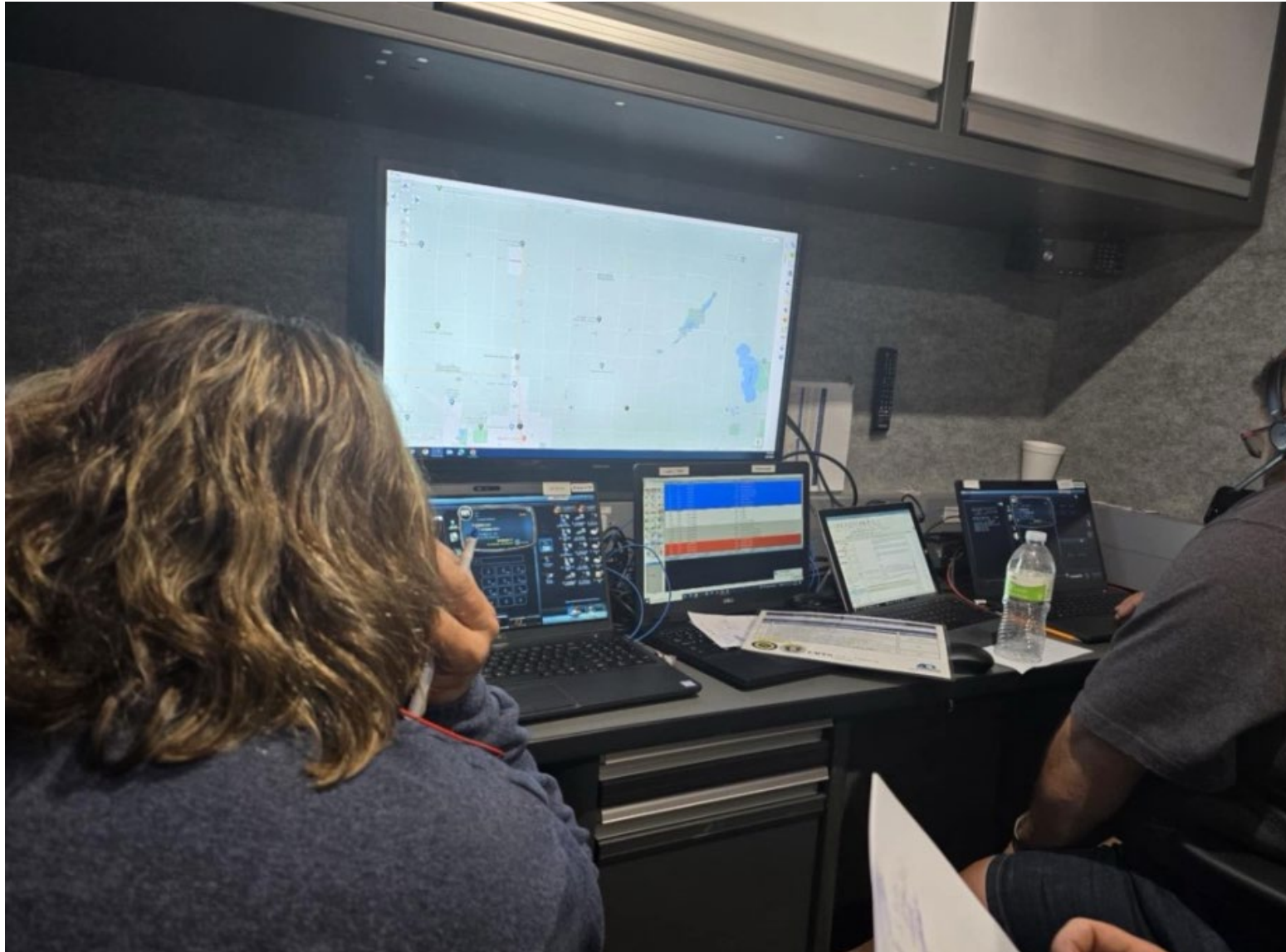
**Flooding began  
June 22-23, 2024**



# Spencer Flood



# Spencer Flood



## Clay Co Operations

- Clay County Law Enforcement Operations R3 Tac-35
- Clay County Fire & EMS rescue services R# Tac-34
- North and South Commands established due to the City of Spencer being cut in half by flood waters.
- ISICS & Carroll Co portable radio cache issued



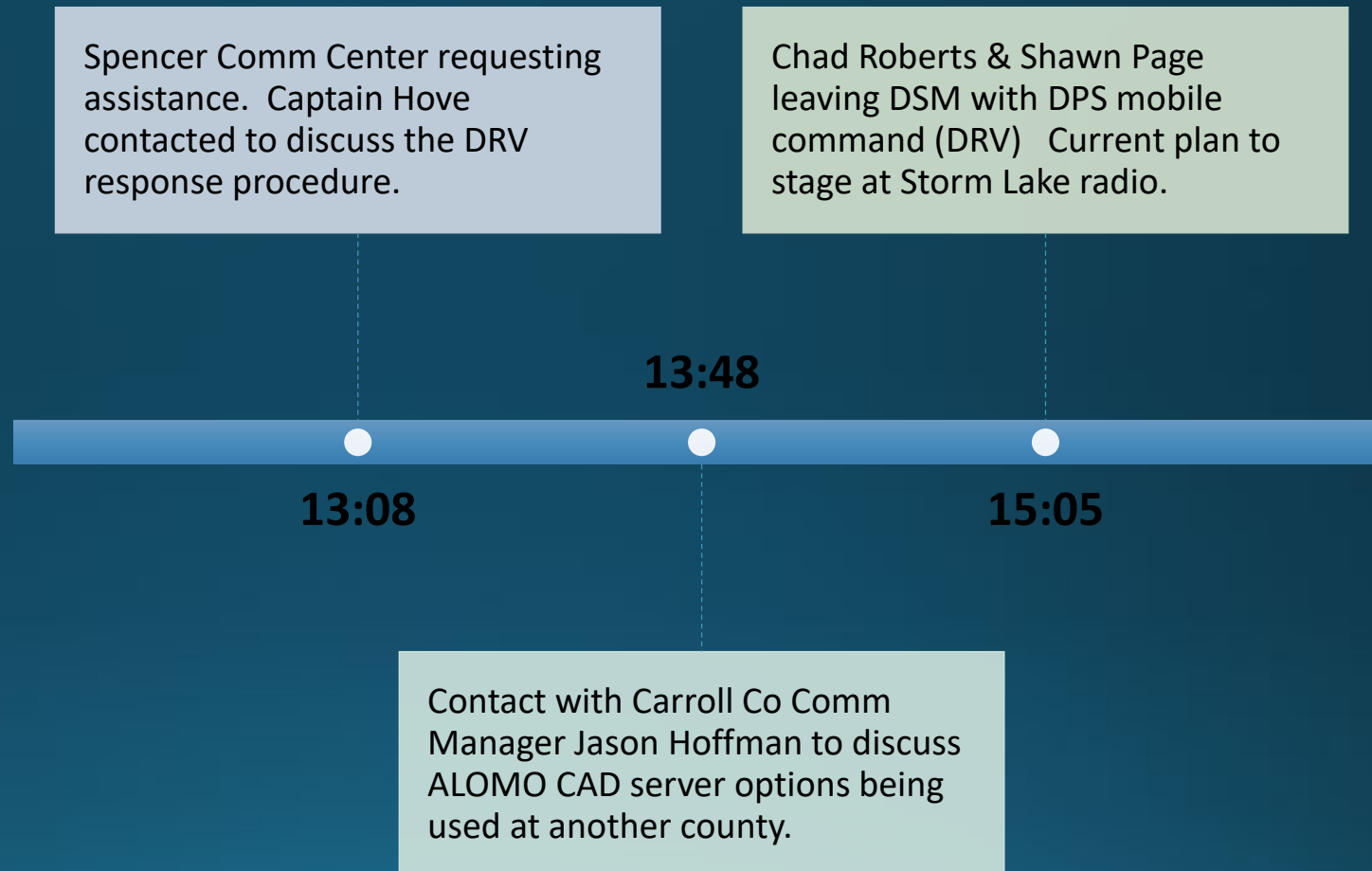
- 15:27 Clay Co in contact with Shieldware to start backing up their CAD system.
- 16:50 More DPS Troopers assigned to work Clay Co flooding R3-Tac 35 assigned for operations.
- 18:02 Clay Co. reported they have lost one workstation, the building generator is on fire, and sandbagging and pumping have failed. The basement is full of water, and water is up to the server room.

## Saturday June 22<sup>nd</sup>

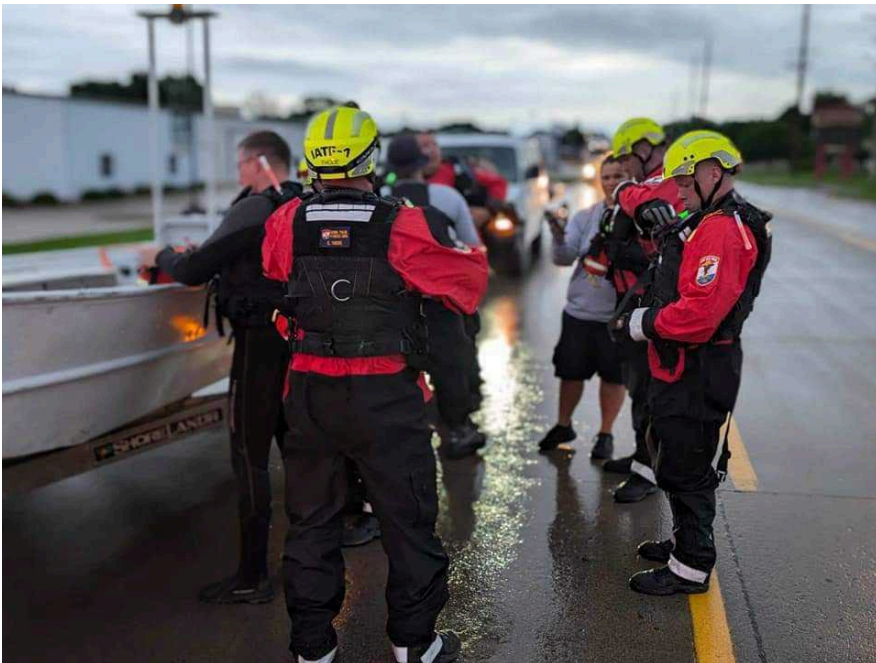


- 18:12 Notification made to Jason Hoffman to load up the ALOMO and head for Spencer. DRV Westbound HWY18 to meet ISP204
- 18:35 Clay County PSAP completely down, evacuating, building flooded, power & generator failed.
- Mobile Command arrived in Spencer at around 19:30 hrs.

# Saturday June 22<sup>nd</sup>

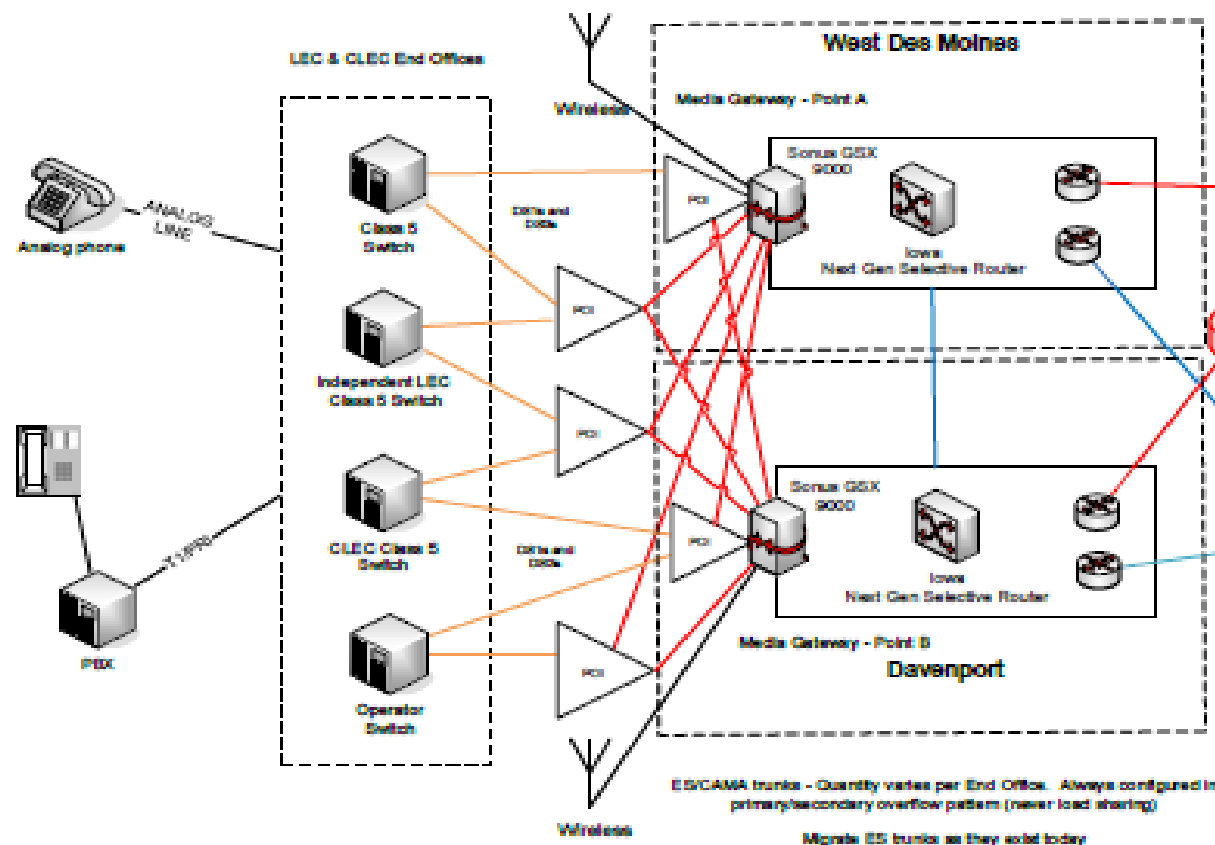


## Saturday June 22<sup>nd</sup>

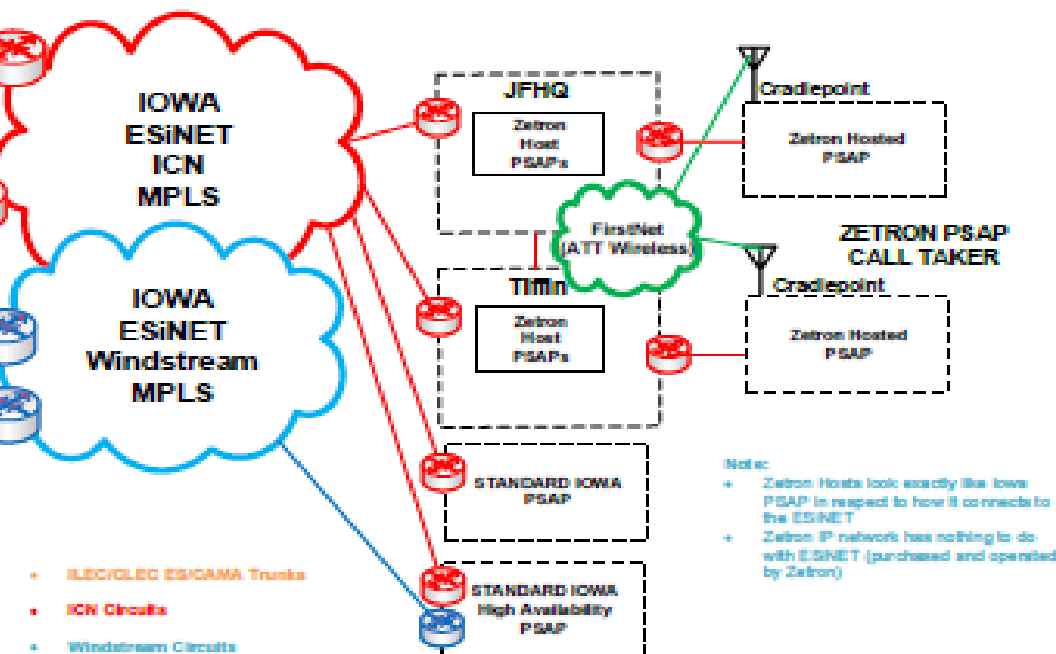


- 09:40 SIOUX CO SITE 4533 KENNEDY AVE ALTON POWER OUTAGE
- ADV'D MOTOROLA MAJOR FLOODING IN THAT AREA WITH SOME POWER FAILURES.
- 11:00 DPS Communications Bureau continues conversations with local PSAPs, inquiring on status and if any assistance is needed.
- IA Task Force1 in Sioux Co. for rescue operations.
- 12:30 Region 3 PSAPs update Lyon Co 911 lines down. Clay County is starting conversations regarding a possible evacuation due to rising flood waters.

## Iowa NG911 Integration



## Iowa Zetron Hosted Solution Integration



- Note:
- Zetron Hosts look exactly like Iowa PSAP in respect to how it connects to the ESiNET
  - Zetron IP network has nothing to do with ESiNET (purchased and operated by Zetron)

Role of Iowa Zetron Hosted Solution within 911 Design/ICN			
Ver. 3	Iowa 911	12/2018 Updated 04/2020	Next Page