Meeting Minutes
Integrated Public Safety Commission Quarterly Meeting
Tuesday, December 17, 2019

1) **Call to Order**

   a) Erv Faulk, Indiana State Police Captain, called the Integrated Public Safety Commission Quarterly Meeting to order at 1:35 p.m., Tuesday, September 17, 2019. Commissioners present were: Captain Erv Faulk, Indiana State Police, as Chair Proxy for Douglas G. Carter, Indiana State Police Superintendent; Christopher Nodine, Asst. Fire Chief Pendleton Fire and Ambulance; Randy Frye, State Representative; Mike Nielsen, Sheriff Boone County; Brian Jones, LeMay Enterprises; Jim Fulwider, Montgomery County Commissioner; Tim Smith, Chief Vincennes Township Fire Department; Mike Diekhoff, Police Chief City of Bloomington; and Michael Crider, State Senator. A quorum was attained, with nine members present. Chair Proxy Faulk welcomed all in attendance.

2) **Adopt Minutes from Tuesday, September 17, 2019.**

   a) Sheriff Nielson moved to approve the minutes. Seconded by Commissioner Fulwider.

   b) Motion carries to adopt the minutes from the Integrated Public Safety Quarterly Meeting on September 17, 2019.

3) **Executive Director's Report**

   a) Kelly Dignin, IPSC Executive Director, provided the Commission with an Executive Director's Report, discussing the following items:
      i. Several key events took place in 2019 in which agencies deployed FirstNet assets, including:
         1. Indy 500 – 2019 Macro site Band 14 and deployment of COW & two Band 14 SAT Colts.
         2. Pendleton Tornado – Band 14 SAT Colt deployed.
         3. Covered Bridge Festival – Mansfield COW.
         4. Grissom Air Show – COW deployment. New site in 2020 plan.
         5. Feast of the Hunters Moon – Band 14 SAT Colt deployed.
         6. Harry Potter Gaming – two COWs deployed.
      ii. IPSC reorganized its agency structure in response to Governor Eric Holcomb's fifth pillar of state improvement, "Deliver Great Government Service." IPSC now has five service areas. Ms. Dignin reported that IPSC will publicly release details on the reorganization in January 2020.
         1. Field Services, led by Deputy Director of Field Services, John Asher.
            a. Field Services has one vacant Communications Analyst position.
         2. Network Services, led by Deputy Director of Network Services, Doug Cochrane.
         3. Fiscal/Administration, led by Fiscal Officer/Controller, Jane Ryderson.
         4. Subscriber Services, led by Deputy Director of Subscriber Services, Jon Allen.
            a. Subscriber Services has four vacant positions. Two are Training/Outreach Coordinator positions within the Training/Outreach section. Two are Communications Analyst positions within the IPSC Communication Center (ICC) section.

5. Central Office, which consists of Executive Director, Kelly Dignin, and Statewide Interoperability Coordinator, Sally Fay.
   iii. Ms. Dignin reviewed IPSC's 2019 and 2020 goals, accomplishments, and plans.
       1. In 2019, IPSC targeted and met goals in the following areas.
           a. Developing a COOP Plan.
           b. Review and rewrite outdated policies and procedures.
           c. Promote and advance technology transitions (LMR to LTE and LMR to LMR).
       2. IPSC has a 3-year plan, which will start in 2020 and will address the following needs and gaps.
           a. Business Process Review & Playbook.
           b. System Key Support.
           c. IPSC Connection Center.
           d. Training Bulletin / On-Demand Training.
           e. Microwave Upgrade.
           f. Emergency Response.
           g. Technology Transitions/FirstNet

4) **Operations Report**

   a) Ms. Dignin provided the Commission with an Operations Report developed by Mr. Asher, IPSC Field Services Deputy Director, discussing the following items:
       i. In recent years, IPSC has traveled to every ISP post. Going forward, IPSC will continue to pursue opportunities that will provide high quality services to state agencies and partners in a cost-effective manner.
       ii. No major HVAC and generator issues since the last report but did have some tower amp replacements.
       iii. The Communications Training Center facility will be ready to open in March.
           1. Will create more space for vehicle repairs, radio work, and a space for training and events.
           2. The new CTC is near I-65 at the 99-mile marker.
           3. The lease is in the signature phase. There are two signatures remaining.

5) **Network Services Report**

   a) Ms. Dignin provided the Commission with a Network Services Report, developed by Mr. Cochrane, IPSC Network Services Deputy Director, discussing the following items:
       i. Motorola added several new sites in Indiana, including:
           1. Five new sites in Elkhart County.
           2. One new site in Delphi.
           3. Two new sites in Henry County.
           4. One new site in Brown County.
           5. One new site in White County.
           6. Several counties are working on other projects like tower backups or adding CAD data to their radio systems.

6) **Subscriber Services Report**

   a) Mr. Allen, IPSC Subscriber Services Deputy Director, provided the Commission with a Subscriber Services Report, discussing the following items:
       i. Data
           1. Ticket review by application, Q3
               a. WebCAD – 1 ticket.
               b. Adv. Auth. – 2 tickets.
               c. RMS – 101 tickets.
               d. Mobile – 140 tickets.
               e. CAD NG – 213 tickets.

    2. Upgrade Planning
        a. CAD – 25 new features and enhancements, 39 bug fixes.
        b. Mobile – 19 new features and enhancements, 10 bug fixes.
    3. High-level project(s) overview
        a. Howard County is moving to fiber and removing the IOT supplied ASA 5505.
        b. Bicknell Police in Knox County is adding Mobile and RMS.
        c. Improving Microsoft Windows patching by working with Caliber on a new PRTG dashboard.
        d. US Marshals is looking into PocketCop / Mobile.

ii. Voice
    1. IPSC Communications Center (ICC)
        a. Starting in 2020 Q1, ICC will be open from 7:00 AM to 10:00 PM Monday through Friday to provide voice, data, and emergency response support.
        b. IPSC has revised the phone tree. Now there is only one number to call.
            i. 317-234-1540.
            ii. ICC@ipsc.in.gov.
        c. In 2019 the ICC had 2,446 active hours. After adding two new staff, it will have 3675 active hours.
        d. There are currently 189 physical tower sites.
            i. 8 Simulcast.
            ii. 14 DOC.
        e. The ICC has 85,889 Radio IDs issued. This is an increase of 4,413 from January 2019. There were 1,290 Radio IDs added in Q4 2019.
        f. Mr. Allen reported on the "Top Ten" for sites with the most calls and the most "busy" calls in Q4. Going forward, the Subscriber Services area will use this information to target services and address sites with the highest frequency of busy calls.
        g. ICC – FCC
            i. Bean Blossom, Brown County – Frequencies selected, approved, and sent to APCO.
            ii. Nashville, Brown County – Frequency selected, application sent to APCO.
            iii. Elkhart Simulcast – Awaiting the antenna site registration number for new Middlebury site.

iii. Training, Outreach, and GIS
    1. There were 160 attendees for pursuit trainings and 183 attendees for radio trainings in 2019.
    2. IPSC COOP is completed as a result of the IPSC full-scale exercise.
    3. GIS has a new map package built and will begin testing (only affects ISP).
    4. IPSC staff participated in stress management training in Q4.
    5. IPSC staff participated in COML classes and are able to teach Train the Trainer classes. All four of the instructors approved to teach Train the Trainer classes are IPSC personnel.

iv. Emergency Response & Planning
    1. In Q4 there were 2 FirstNet cache phone deployments, 6 response activations, and 7 planning events.
    2. IPSC upgrade emergency response equipment to include:
        a. Cel-Fi Go Red Band 14 – Public Safety cell booster.
        b. 15,000 square foot extender.

        c.   Replacing FirstNet cache phones.

7) Statewide Interoperability Coordinator

   a) Ms. Fay, Indiana Statewide Interoperability Coordinator and IPSC Communications and Outreach Director, provided the Commission with a SWIC update, discussing the following items:

      i. 2019 SWIC activities
1. Cybersecurity Workshop.
2. Alerts & Warnings Workshop.
3. Interoperability Markers – These are measures that indicate Indiana's position on the interoperability continuum.
4. NCSWIC Planning, Training, and Exercise Committee.
   a. An "Exercise in a Box" will allow local agencies to test their interoperability.

      ii. SIEC Working Groups
1. Technology Subcommittee drafted "Integration of Emerging Technology" policy. SIEC has reviewed this and will look to approve the policy in March.
2. Grants Subcommittee will have more involvement in the grants process due to changes being adopted by the IDHS Senior Advisory Committee (SAC). The Grants Subcommittee will help to ensure that communications grants align with IPSC's goals.
3. COMU Subcommittee has developed a COMT Training Task Book, which has been reviewed and adopted by the State Qualification Review Committee. Ms. Baughn, Mr. Clements, and Mr. Watkins completed the COML Train the Trainer classes, and are now qualified to instruct these classes. The Subcommittee is further developing its work plan for 2020.

      iii. IPSC made changes to the website to update content and images that are more aligned with IPSC's vision and purpose.

      iv. 2020 Goals
1. Work on addressing identified gaps in the interoperability markers, including developing a State Interoperability Field Operations Guide (SIFOG) and reviewing and revising the Regional/Statewide Tactical Interoperable Communications Plan (TICP), which hasn't been updated since 2011.
2. IPSC will further develop a working relationship with amateur radio groups. IPSC does not have authority over amateur radio groups but understands that they are operating in a space which requires interoperability and can benefit from increased engagement and sharing of resources.
3. Further develop and refine FirstNet governance and policies to use existing and new technology wisely and in alignment with best practices.

      v. Ms. Fay allowed Mr. Jarvis to provide an update on the National Emergency Communications Plan (NECP), which is the Nation's strategic plan to strengthen and enhance emergency communications capabilities.
1. Mr. Jarvis introduced at a high-level the 6 goals and 19 objectives that include measurable success indicators that allow CISA and IPSC to measure and report on progress.
2. The NECP is posted online at the following link: https://www.cisa.gov/necp.

8) Other Discussion – Commission Members

a) Ms. Dignin reported that the LMR to LTE connection between the IPSC core and FirstNet core should go live in the coming weeks. Testing is being performed with the help of LaPorte, Boone, and Clark counties and Indiana University Police Department. Starting this week, IPSC will begin briefing tests and configuring devices to prepare for testing. Planning for how to onboard users is underway.

b) Ms. Dignin opened up discussion to ask if Commission members have other activities that they believe IPSC should prioritize in its 2020 work plan.
   i. Sheriff Nielson responded that communication always seems to fail during pursuits due to lack of interoperability between systems and insufficient training among officers and dispatchers. He asked how IPSC can help to prevent communication failures during pursuits and other similar events.
      1. Ms. Dignin will take this request under consideration and investigate further into pursuit best practices.

c) Ms. Dignin introduced Commissioners to vendor and partner representatives attending the meeting and encouraged Commissioners to meet and talk to them to learn more about their role in interoperable communications.

9) Seeing no other business, Chair Proxy Faulk declared the meeting adjourned at 2:21 p.m.

a) The next Integrated Public Safety Commission Quarterly Meeting will take place on March 17, 2020, at 1:30 p.m.