



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting March 2026 Minutes

Meeting Date/Time:

Thursday, March 26, 2026
10:00

Location:

Polk County EMA
1907 Carpenter Ave.
Des Moines, IA 50314

Virtual Option:

[Webex Meeting Link](#)
Meeting password: fbEuW3iMY65
In-Person Attendance Preferred

I. Roll Call & Introductions – * indicates virtual attendee

A. Members

☒ Brad Button ☒ Nick Brockman ☒ Craig Leu *

B. EMA Staff

☒ Dutch Geisinger ☒ Lynn Tazzioli

C. Support Staff / Guests / Public

☐ Steve Hoffman, PCSO ☒ Mark Mohr, PCSO ☒ Brandon Bracelin, PCSO
☒ Rob Dehnert, Westcom * ☐ Aubyn Giampolo, Westcom ☒ Colleen Barongan, DMPD *
☒ Abby Hawkins, Runnells *

II. Approved Agenda & Previous Meeting Minutes – [January 22, 2026](#)

III. Communications Center Updates/Information Sharing

A. Des Moines Police Department PSAP

1. Three new telecommunicators started the academy on March 16. They'll be in the academy for one month before starting on the floor. These hires put them two above authorized strength, but there are two pending departures. There are three other telecommunicator trainees expected to be released from training in about a month.
2. Annual in-service was completed in February. One day was dedicated to Lencir, the second day covered fire.

B. Polk County Sheriff's Office PSAP

1. Emergency Fire Dispatch (EFD) implementation has been delayed due to the CAD upgrade project. May 12 is the current plan for the CAD upgrade but is subject to change based on potential networking issues.
2. Staffing levels are still full. The current list will expire soon. No applicants have been hired off this list. A new recruitment process will begin when it expires this summer.



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting March 2026 Minutes

3. In-service is scheduled for May. 911 Coordinator is coming for part of the training to cover Alert Iowa.
4. Lumen has had a metro-wide issue since about 1400 on March 24. Phones serviced by the East Central Office are unable to complete calls to other lines serviced by the East Central Office. They can dial any number outside of it. Calls coming in, including calls to 9-1-1, are unaffected. The issue is anticipated to be fixed by Friday, March 27.

C. Westcom Emergency Communications

1. The CAD Administrator has left his position. Westcom is looking into whether they will replace him, reassign duties, or rely on available CentralSquare resources to cover his responsibilities. They are waiting on a quote from CentralSquare for managed services that would include a CAD administrator.
2. The cloud migration is wrapping up. A test environment will be stood up after configurations are settled in the production environment, likely this week.
3. Westcom is working towards full encryption of all public safety talkgroups.
4. A hiring process is currently active. 99 applications were received. 49 tested and 19 passed.

IV. Budget & Finance

A. Reports

1. February Google Dashboard Report – [Attachment #1](#)
2. February JD Edwards Revenue Report – [Attachment #2](#)
3. February JD Edwards Expense Report – [Attachment #3](#)
4. February JD Edwards Cash Balance Report – [Attachment #4](#)

V. Administration Updates

A. Legislative Update

1. [SF 2458](#) no movement – still in Ways and Means.



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting March 2026 Minutes

B. Alert Iowa

1. Operational Plan & Procedure document advancing. Dallas and Polk counties are creating a single shared policy document. Meeting again with Dallas County in early April to finalize the current draft.
2. All surrounding counties have signed a MOU to continue allowing us to send WEAs across county borders if necessary. Alert Iowa still does not have this capability. An application for and update to our IPAWS Public Alerting Authority to include two more surrounding counties and the addition of a Missing and Endangered Person event type capability has been approved by the state and is awaiting FEMA processing. The shutdown is affecting turnaround time on this.
3. Alert Iowa Lunch and Learn on Tuesday had over 30 attendees.

C. 911 Communications Council

1. \$19,967.20 is remaining in training fund.

VI. Upcoming Training Opportunities

A. [NENA CTO](#)

1. March 31 - April 2, Western Iowa Tech Community College

B. [G 235: Emergency Planning](#)

1. April 22-26, Dallas County Human Services Campus

C. [EMD v14 OUTEK v1.0](#)

1. May 4-6, Hardin County EOC

D. [G 191: Emergency Operations Center/Incident Command System Interface](#)

1. May 22, Polk County EOC

VII. Open Discussion

- A. The source of confusion for siren timing for the Severe Weather Awareness Week outdoor warning siren test was identified. There were multiple authoritative sources pushing out conflicting information.
- B. Des Moines is gauging interest in coordinating the hosting of an Emergency Medical Dispatch (EMD) course in May or June. This timing would likely align with the next Westcom trainees.



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting March 2026 Minutes

VIII. 2026 Meetings

Thursday, April 23, 2026 at 10:00
Thursday, May 28, 2026 at 10:00
Thursday, June 25, 2026 at 10:00
Thursday, July 23, 2026 at 10:00
Thursday, August 27, 2026 at 10:00
Thursday, September 24, 2026 at 10:00
Thursday, October 22, 2026 at 10:00
Thursday, November 26, 2026 at 10:00*
Thursday, December 24, 2026 at 10:00*

IX. Adjourn