



Polk County Joint 911 Service Board

911 Service Board Meeting August 2026 Minutes

Meeting Date/Time:

Wednesday, August 19, 2026
13:00

Location:

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

Virtual Option:

[Webex Meeting Link](#)

Meeting password: G3GqDmghP37

In-Person Attendance Preferred

I. Roll Call & Introductions – * indicates virtual attendee

A. Voting Members

- | | | |
|---|--|---|
| ☒ Altoona | ☒ Grimes * | ☒ Polk County EM |
| ☐ Ankeny | ☐ Huxley | ☒ Polk County SO |
| ☒ Bondurant | ☒ Johnston * | ☐ Runnells |
| ☐ Camp Dodge | ☐ Madrid | ☐ Saylor Township |
| ☐ Carlisle | ☐ Maxwell | ☐ Slater |
| ☐ Clive | ☐ Mitchellville | ☒ Urbandale |
| ☐ Delaware Township | ☐ Northern Warren FD | ☐ Waukee |
| ☒ Des Moines, City of | ☒ Norwalk | ☒ West Des Moines |
| ☒ Des Moines, PSAP | ☐ Pleasant Hill | ☒ Windsor Heights |
| ☐ Elkhart | ☐ Polk City | |
| ☐ Granger | ☐ Polk County | |

B. Non-Voting Members

- | | | |
|--|---|--|
| ☐ Life Flight | ☐ MercyOne Medical | ☐ Midwest Ambulance |
| ☐ UnityPoint Ground | | |

C. EMA Staff

- | | | |
|---|---|---|
| ☒ AJ Mumm | ☒ Cameron Stufflebeam | ☒ Laura Kacer |
| ☒ Dutch Geisinger | ☒ Brett McIntyre | ☒ Lynn Tazzioli |

II. Approval of Agenda

- A. Agenda was approved as distributed with no objections.



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III. Approval of Previous Meeting Minutes – [May 20, 2026](#)

- A. Motion to approve by the City of Urbandale, seconded by the Des Moines PSAP. Motion passed unanimously.

IV. Chairperson's Opening Comments

- A. The Chairperson thanked those in attendance for their participation.

V. New Business

- A. Alert Iowa Operations and Procedures Plan – [Attachment #1](#)

1. The Alert Iowa Operations and Procedures Plan (OPP) is a coordinated effort with Dallas County to align our policy for Smart911 and Alert Iowa, and is the first step towards automatic cross-county alerting. The 911 Service Board Executive Committee recommended the 911 Service Board endorse this plan as-written to the Emergency Management Commission. The EM Commission is the final approving authority.
2. Motion to approve by the City of Des Moines (Chair), seconded by the City of West Des Moines. Motion passed unanimously.

VI. Program/Project Updates & Reports

- A. Administration

1. PSAP Reports

a. Des Moines PD

- i. There are three telecommunicators currently in training who are in their last phase and have been successful. One telecommunicator is retiring at the end of the month after 40 years of service. His replacement is already in training.
- ii. A city firewall issue caused telecommunicators to need to use the backup stations at Polk County Sheriff's Office for a few hours. This was resolved and the vendor is working to ensure it does not happen again.

b. Polk County SO

- i. EFD went live before the CAD upgrade. It has helped improve resource management and caller questioning.



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- ii. The CAD upgrade was completed with minimal issues.
 - iii. There is one vacancy from a resignation. A hiring process is now open to create a list of potential hires. The vacancy will be filled from the list.
 - c. Westcom
 - i. A recruitment process is open through August 31. Three telecommunicators are expected to be hired through this process.
 - ii. An interview is planned to fill the Public Safety Application Administrator position.
- 2. Alert Iowa
 - a. 911 Coordinator is continuing to work with Dallas County on streamlining operations across county lines. The approved OPP will help with this and give a blueprint for beginning to work with other counties.
 - b. 911 Coordinator has been working with cities who have individual opt-in lists on Smart911 to migrate their users to a single Public Safety Opt-In list. The cutover date has been extended to September 30 to give cities more time to spread the word. The first message to those signed up for these lists went out on July 31. The Public Safety Opt-In list has grown over 12% since then to over 3,500 sign-ups.
 - c. Alert Iowa has been used several times since the last meeting for missing persons and flooding. As a general reminder, Wireless Emergency Alerts (WEAs) can be utilized in life-safety situations. Contact the duty officer if there is ever any question; he or she will help steer you in the right direction. Duty officers and the 911 Coordinator are the only ones authorized to send a WEA.
- 3. GIS Update
 - a. Updated 2027 GIS Grant Standards – [Attachment #2](#)
 - i. Benchmarks to receive the grant were updated for July-December 2026. The benchmark was met in July, keeping us on track to receive the grant money again next quarter.
 - ii. The grant money for the previous quarter was received and Des Moines was notified. 911 Coordinator is waiting for a reimbursement request to distribute.



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B. Finance

1. Reports

- a. Quarter #4 Surcharge Distribution – [Attachment #3](#)
- b. Quarter #4 Wireless Surcharge Redistribution – [Attachment #4](#)
- c. Quarter #4 Iowa HSEM PSAP Payments – [Attachment #5](#)
- d. June/EOY Google Dashboard Report – [Attachment #6](#)
- e. June/EOY JD Edwards Revenue Report – [Attachment #7](#)
- f. June/EOY JD Edwards Expense Report – [Attachment #8](#)
- g. June/EOY JD Edwards Cash Balance Report – [Attachment #9](#)
- h. July Google Dashboard Report – [Attachment #10](#)
- i. July JD Edwards Revenue Report – [Attachment #11](#)
- j. July JD Edwards Expense Report – [Attachment #12](#)
- k. July JD Edwards Cash Balance Report – [Attachment #13](#)

C. Service Board Committees

1. PSAP Advisory Committee

- a. This committee is continuing to meet monthly to discuss PSAP updates, legislative strategies, and will begin working together on next year's budget shortly. The next meeting is August 27.

2. Metro Interoperability Committee

- a. This committee is continuing to meet monthly to work together on communication plans for interoperable events around the metro and working with ISICS on a plan to pilot expanding encryption at the subregional level. The exploratory project looking into the feasibility of expanding repeaters around the metro is still on hold. The next meeting is August 27.



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D. CAD Improvement Project

1. The Authority Working Group

- a. The Authority's recommendation was delivered to the Emergency Management Executive Committee on 8/11/2026. After those were presented, the Executive Committee asked that a meeting be scheduled with executive leadership for the PSAPs. That meeting occurred on 8/18/2026. This group was receptive to the recommendations. Additional discussion on intentional implementation is anticipated. The next Authority meeting is 8/20/2026.
- b. Operations Subcommittee
 - i. Working to resolve issues impeding testing; Octave is still not connected to the Hub after the CAD upgrade. Des Moines and CentralSquare are actively working on restoring this connection.
- c. Technical Subcommittee
 - i. No update; hasn't had a need to meet since required tasks were completed.
- d. Policy & Budget Subcommittee
 - i. No update; hasn't had a need to meet since required tasks were completed.

E. State Committees

1. Iowa Statewide Interoperable Communications System (ISICS) Board

- a. Continues to meet monthly. The board did receive the formal request from Dave Lockard on behalf of the Metro Interoperability Committee to expand encryption at the subregional level. The SWIC is working with Lockard to complete the required request form. Once the form is completed, it will move on to the subcommittees for review. The expected turnaround time is one to two months.

2. Regional Interoperability Committee (RIC) Region 1 (R1)

- a. The iMED project funds are nearly all expended. The grant fund period ends towards the end of September. There were additional radios purchased with remaining funds for others outside of R1; R1 was saturated with radios and the funds need to be spent down by the end of September.



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3. Iowa 911 Communications Council

- a. HSEM reported they underestimated the amount they had overspent at the end of quarter 4 due to some late invoices. This amount was not passed on to the 911 Service Boards, but will be made up for in the next shortfall. The total invoices for FY 2026 were \$2.2M, under the initial projections at the beginning of the year of \$2.8-2.9M.
- b. There is \$53,100 remaining in the 2027 Travel/Public Education/Training fund. Des Moines sent an email to area PSAPs to gauge interest in hosting an EMD course. A few responses have been received, but still not quite enough to fill the requirement for Priority Dispatch. Des Moines is still hoping to schedule a class around October 5 at their academy and apply for training funds.

4. Iowa APCO and NENA

- a. APCO and NENA have been working in the background on scheduling the fall conference and developing a legislative strategy. The fall conference will be held at Hilton Garden Inn in West Des Moines on October 26 and 27. Registration is not yet open. The spring conference will be back at the usual Holiday Inn Des Moines Airport location.
- b. The associations conducted a survey on the anticipated impacts of the property tax cap to Iowa PSAPs. They are using the results to compose a unified legislative strategy. Advocacy Strategies suggested brainstorming unique ways to ask for exemptions from the cap or certain 9-1-1 infrastructure projects being allowed on top of the cap. Please share these ideas with the 911 Coordinator to relay to the associations.

F. Legislative Update

1. Federally, there have been a handful of new representatives cosigning on the Enhancing First Response Act. This would reclassify telecommunicators as a protective class rather than clerical. The 911 Coordinator reached out to our representative to ask him to cosign. A letter supporting telecommunicators was received, but no action has occurred. If you'd like information on how to reach out and request support, please contact the 911 Coordinator.

G. Outdoor Warning Sirens

1. Currently, there are no changes to the outdoor warning siren testing or activation policy.



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2. A fault was found, thanks to help from Polk County, in late July that impacted several sirens. This was able to be fixed before testing in August.

H. Public Education & Information

1. Thank you to the Sheriff's Office for including us in the 2026 National Night Out. We are also planning to be at the Ankeny Fire Open House in October. If anyone else has upcoming events we can attend and bring promotional Smart911 material, please coordinate this with the 911 Coordinator.

VII. Upcoming Training Opportunities

- A. [ICS 300](#) – September 23-25, 2026, Polk County EOC – this class is full and waitlisted, next class will be in May 2027
- B. [ICS 400](#) – November 4-5, 2026, Polk County EOC – a couple of seats remaining, next class will be in May 2027
- C. [HSEM PSAP Leadership Training](#) – November 18, 2026, JFHQ
- D. Polk County Emergency Management will be hosting a few public event courses coming up in December and January. A public sport and safety risk management planning course will happen in December, followed by a public event staff development course in January. A medical points of distribution course will also take place in January.
- E. More information on Lunch and Learn will be coming out next week after dates are confirmed with our external partners. Upcoming topics include lithium-ion battery hazards and disposal, EOC trainings, joint task force one and their US&R dogs, and damage assessment.

VIII. Open Discussion – N/A

IX. 2026 Meetings

911 Executive Committee Meetings

~~Monday, January 12, 2026 at 13:30~~

~~Monday, April 13, 2026 at 13:30~~

~~Monday, July 13, 2026 at 13:30~~

Monday, October 12, 2026 at 13:30

Full 911 Service Board Meetings

~~Wednesday, February 18, 2026 at 13:00~~

~~Wednesday, May 20, 2026 at 13:00~~

~~Wednesday, August 19, 2026 at 13:00~~

Wednesday, November 18, 2026 at 13:00

X. Adjourn

- A. Motion to adjourn by the City of Des Moines, seconded by the City of West Des Moines. The meeting was adjourned at 13:21.



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Attested by:

A handwritten signature in blue ink, which appears to read "L. Tazzioli", is written over a horizontal line.

Lynn Tazzioli, 911 Coordinator

August 20, 2026