



MINUTES

Polk County Joint 911 Service Board

Full 911 Service Board

Meeting Date/Time:
Wed 20-Nov-2024
1300 Hours

Location: PCEMA EOC
1907 Carpenter Ave.
Des Moines, IA 50314

Distributed on: 21-Nov-2024

Polk County Joint 911 Service Board Meeting – November 2024

I. Call to Order

II. Roll Call and Introductions – * denotes virtual attendee

A. Members

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

B. EMA Staff

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

III. Approval of Agenda – Motion to approve by Des Moines; seconded by Bondurant. The motion passed unanimously.

IV. Approval of Previous Meeting Minutes – [21-Aug-2024](#) – Motion to approve by Norwalk; seconded by Bondurant. The motion passed unanimously.

V. New Business and Action Items

A. Surcharge Funding Distribution to PSAPs – [Attachment #1](#)

1. Distribution of funds held in 1202 (Administration) business unit at end of fiscal year 23-24. See Attachment #1 for details. Motion to approve by Waukee; seconded by West Des Moines. The motion passed without opposition with one abstention by the Emergency Management representative.

VI. Old Business

A. CAD Improvement Project – Geisinger – [Attachment #2](#)

1. The status of the CAD Improvement Project was shared. With the approximately \$4.9 million grant we have accomplished many of the critical steps of Phase I (highlighted in green in Attachment #2). We are still working on moving the project from aware mode to unify mode. We're still in the testing phase but having difficulty due to a connection issue with Westcom. Once this is resolved we can continue the pilot testing.
2. A request for information for the potential cost of a common CAD that would meet our current and future needs was sent out to companies in order to help us have a better idea of how to budget. Responses have been received, will need to get the larger group back together to review.
3. Equipment has been delivered. Installed, and is working.
4. We've met with Dallas and Warren Counties for Phase II. They are working on building the connections to the hub so they're able to see our incidents in aware mode.

VII. Reports and Discussion

A. Administration

1. Public Safety Answering Point (PSAP) Reports
 - a. Des Moines – Button
 - i. 9 of 11 trainees are still in the program. Lost 2, but were able to hire over authorized strength so still maintaining authorized strength. One supervisor is self-demoting back to dispatcher. Supervisor list has expired so a process will begin soon. In the process of hiring 5 additional part-time staff. All have current or former dispatch experience. This will bring them to a total of 10 part-time staff. Completed Train the Trainer and doing testing of Prepared Live feature of 911 that will allow text translation, video, and photo communication through RapidSOS. Close to going live. City and HSEMD have both approved the shared services phone system. Tentative go-live date is in April. Total savings by moving to this phone system from the Viper system is about \$480,000.
 - b. Polk County – Brockman
 - i. One person in training, should be done in about 4 weeks. Completed a CAD workstation update a couple weeks ago. Working on funding and implementation of EFD, should take about 18 months to go live. Working on implementing a quality assurance program. Board of Supervisors also approved funding for the shared services phone system. Implementation will be around June 2025 with about a \$400,000 savings over 5 years.
 - c. Westcom – Mentola
 - i. 2 in the academy, will finish around December 6th. Will keep them at about 3 telecommunicators short through the end of the year. Police RMS rehost starts December 2nd. Has been progressing well for the past 4 months. This is in anticipation for a complete upgrade to police RMS next year. Looking at the shared system phone system with the potential savings in mind, have scheduled a site visit. No major projects to report.
2. 2025 Service Board Appointments
 - a. Annual survey to confirm or appoint 911 Service Board membership for 2025 will be sent via email soon. Discussion was had on whether resolutions for all appointments are required annually, as this is how it had been completed in the past.
911 Coordinator Follow Up: After reviewing Iowa Code 331.251, Iowa Code 34A, and the bylaws for the Polk County 911 Service Board it does not appear a resolution is necessary unless a change is made to an appointee. This is not considered to be a legal review and is not meant to supersede the practice in any jurisdiction that may be more restrictive or directive on the subject. To help the 911 Service Board maintain accurate records, we will send an annual survey after January 1st to all participating jurisdictions asking them to validate our records of current representatives or notify us of any changes to the voting membership for the upcoming year.
3. Joint Lines Research
 - a. The 911 lines we are being charged for are for the telecommunication companies to deliver 911 traffic to all three PSAPs and not for individual lines to any specific PSAP. There is a chance due to the age of some of these connections that they are no longer carrying any traffic. 911 Coordinator is going to work with Dehnert on having the telecommunication companies prove to us that these lines are in use.

- b. An FCC ruling in July states telecommunication companies can no longer charge for the cost of delivering 911 service to the ESInet – this is the cost of doing business. The ruling goes into effect this month but there is a loophole for states that have already agreed to pay for these costs. We have not received any direction from HSEMD on whether these costs will go away due to this ruling. The telecommunication companies are also planning on suing to stop the ruling.
- 4. Alert Iowa
 - a. PSAP user lists are updated as of about a month ago. Any changes should be forwarded to the 911 Coordinator.
 - b. 911 Coordinator met with HSEMD on our implementation of Alert Iowa and expansion options. At least one city is interested in Rave Link. A virtual meeting has been set up with a representative with Rave for a demo on 12/4 at 13:30. Reach out to the 911 Coordinator if you'd like to be forwarded the invitation.
 - c. Met with Des Moines Public Library to add them to use for internal alerting. Waiting on a list to begin building them into the program.
 - d. Intent is to streamline the program and its use by working with the PSAPs on building templates that can be used rather than having telecommunicators build a new alert for each incident. Will also be looking to add PSAP supervisors as administrators so they can add and remove employees as necessary.
 - e. 911 Coordinator will be speaking on Alert Iowa during Des Moines PD in-service in February.

B. Fiscal Report – Tazzioli

- 1. Monthly Budget Report – Ending 31-Oct-2024
 - a. New Report Format – [Attachment #3](#)
- 2. JD Edwards Financial Reporting
 - a. It was requested that JD Edwards financial reports continue to be included for the sake of transparency and to confirm accuracy. They are included below and will continue to be included on agendas moving forward.
 - b. Revenue Report – [Attachment #4](#)
 - c. Expenditure Report – [Attachment #5](#)
 - d. Cash Balance Report – [Attachment #6](#)
- 3. 911 Budget Workshop
 - a. FY 25/26 911 Budget workshop held yesterday with the PSAPs. Budgets are due from the PSAPs on 12/6. 911 Coordinator will combine them and send them back by 12/11. Budgets will be brought to the next 911 Service Board meeting on February 19th for adoption.

C. Outdoor Warning Sirens – Stufflebeam

- 1. Monthly System Testing
 - a. No changes in testing. Forecast for the Saturday of testing is sent out on the Wednesday before. If there is severe weather, rain, or temperatures that could damage the equipment pending the testing may be cancelled. As communities are expanding, please notify Stufflebeam so their location can be added to mapping and GIS layers.

D. Service Board Committees – Tazzioli

1. PSAP Advisory Committee
 - a. Worked on Joint Projects budget request during the last meeting. Plan is to ask for about \$36,000 to cover joint lines, MICS, APCO/NENA memberships, and travel/training expenses.
 - b. Aureon has refunded us about \$175 that will be deposited into the Joint Projects business unit.
2. Metro Interoperability Committee
 - a. Talked about bringing back RINO supported by us. Equipment is configured to function but needs the pathway. Controllers that are needed may still be at Aureon. Des Moines took the lead on the project.
 - b. Iowa DPS reported they signed a contract with Tyler Technologies for a CAD/RMS upgrade. Implementation is about 18 months out.
 - c. Committee discussed a conversation that occurred at the Telecommunicator Advisory Board meeting regarding whether ILEA is the most appropriate entity to continue governing telecommunicators. Options floated were emergency management, HSEMD, or the 911 Communications Council. None were favored. Pros for change are that ILEA has no representation for fire, EMS, or EMA, many PDs also no longer have communications centers, and training requirements are not in alignment with national standards.

E. Training/Conferences

1. Upcoming Offerings – Tazzioli
 - a. APCO Classes coming to Montrose, IA
 - i. Staffing & Retention for the ECC, March 10-11
 - ii. Surviving Stress, April 4
 - iii. Customer Service in Today's Public Safety Communications, May 19
2. Lunch and Learn – McIntyre
 - a. Upcoming seminar on 11/26 on holiday scams, sign up on our website.
 - b. Skipping December due to the holidays. Partnership meeting coming up in January where we will start to set up the schedule for next year. Plan to work with public and private partnerships to give us some perspective on gaps in previous responses so we can be better prepared in the future. Attended a virtual symposium on the response to the Kansas City Chiefs Parade MCI last year, looking to incorporate lessons learned in bystander CPR and first aid into lunch and learn topics. School reunification lunch and learn from a couple months ago generated a lot of interest. May be looking to AEA on hosting more or refresher trainings.
3. Active Threat Full Scale Exercise – McIntyre
 - a. Went well; active threat workgroup had their after-action meeting last week. Will have improvement items and training suggestions coming out of this group to present to chiefs around the metro. Would like to continue keeping communications involved. After-action report will be completed and distributed by the first week of December.

F. Legislative – Tazzioli

1. HSEMD submitted a department bill to the governor's office that would increase the surcharge from \$1 to \$1.20 or \$1.25 and also direct the wireline surcharge funds to the state. As of the last 911 Communications Council meeting, the governor's office has not responded.

G. Public Education & Information – Tazzioli

H. State Committees

1. Iowa Statewide Interoperable Communications System Board (ISICS-B) – Bischof
 - a. Continuing policy review through committees to bring to board as well as awarding certifications that have been achieved. Will elect new chair and vice chair in December. Will move forward with review on legislative pieces that make up ISICS with the changes that were made to the board.
2. Regional Interoperability Committee Region 1 – Dehnert
 - a. Monthly meetings occur the second Tuesday of every month at 15:00. Iowa State Fair attended the October meeting and debriefed on communications during the fair and interoperability between law enforcement and state fair personnel.

VIII. Open Discussion – None

IX. Public Comment – None

X. Upcoming Meetings

911 Service Board Meetings

February 19, 2025 at 13:00

911 Service Board Executive Committee Meetings

December 9, 2024 at 13:30

XI. Adjourn