



AGENDA

Polk County Joint 911 Service Board

Regular Meeting of: Polk County Joint
911 Service Board

Wednesday
17-November-2021
12:30 pm

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

Distributed on: -
Wednesday, November 10, 2021

I. Call to Order –

II. Roll Call and Introductions –

A. Members (Highlighted = Present).

- | | | | |
|-------------------------------------|--|--|---|
| ☐ Altoona | ☐ Elkhart | ☐ Northern Warren | ☐ Polk County |
| ☐ Ankeny | ☐ Granger | ☐ Fire Department | ☐ Sheriff's Office |
| ☐ Bondurant | ☐ Grimes | ☐ Pleasant Hill | ☐ Runnells |
| ☐ Carlisle | ☐ Johnston | ☐ Police Chief of | ☐ Slater |
| ☐ Clive | ☐ Maxwell | ☐ PSAP-DSM | ☐ Urbandale |
| ☐ Delaware | ☐ Madrid | ☐ Polk City | ☐ Waukee |
| ☐ Township | ☐ Mitchellville | ☐ Polk County | ☐ West Des Moines |
| ☐ Des Moines | ☐ Norwalk | ☐ Polk County EM | ☐ Windsor Heights |

B. Staff–

C. Guests/Public –

III. Approval of Agenda –

IV. Approval of Previous Meeting Minutes–19 May 2021

V. New Business and Action Items-

A. Polk County Joint 911 Service Plan- (Attachment #1)-The plan was updated to account for the City of Windsor Heights switching to Westcom for their dispatching needs. Requesting vote to approve 911 Service Plan.

B. Contract with Central Square for CAD-to-CAD Project-Due to December 31, 2021 deadline to expend grant funding, we are requesting a vote to allow the 911 Service Board Executive Committee to approve the contract with Central Square. The Chair of the 911 Service Board will execute the contract.

VI. Old Business

A. CARES Act Funding Project Update-Deputy Director Dutch Geisinger

VII. Reports

A. Chairperson-Chair and Vice Chair Reports

- B. 911 Coordinator Update-Appointment to the Polk County 911 Service Board were mailed to City Clerks the week of November 1, 2021. Official appointments are due back to me no later than December 15th.
- C. Public Safety Answering Points (PSAPs) Updates
 - 1. Des Moines
 - 2. Polk County
 - 3. Westcom
- D. Administration and Finance—
 - 1. Fiscal agency transitioning to 911 Coordinator with EMA supervision. Fiscal policy guide has been widely reviewed and comments still under consideration and revision of most recent draft. Working with Central Accounting to understand current budget ending year estimates in order to prepare FY22/23 budget draft.
 - 2. Fiscal Agent Budget Report-Tracey Bearden
- E. Planning
- F. Communications and Warning
 - 1. Metro Interoperability Committee-911 Service Board Executive Committee refocused the committee's priorities to include:
 - a. CAD-to-CAD Interoperability-CARES Act Funding Project
 - b. MICS Review-Review of MICS in its current state and reviewing feasibility and viability for future use.
 - c. Regional Interoperable Communications Plan
 - d. Full committee meetings are currently on hold to provide additional time to complete grant requirements for the CAD-to-CAD project.
- G. GIS Update-Aaron Greiner
- H. Committees
 - 1. Iowa Statewide Interoperable Communications Systems Board-Michele Bischof
 - 2. Regional Interoperability Committee Region 1- Rob Dehnert-Meeting occurs the second Tuesday of each month beginning at 3:00 PM. Conference Bridge 866-685-1580, Conference ID 850-060-6706
 - 3. Iowa 911 Communications Council
 - 4. Iowa NENA and Iowa APCO
- I. Operations and Procedures-None
- J. Training-Updated Training Opportunities-TBD
- K. Exercises
- L. Legislative-None
- M. Public Education and Information-None



VIII. Open Discussion

IX. Upcoming Meetings

A. Full Meeting: February 16, 2022 at 12:30 pm-Vote to approve proposed FY 22-23 Budget

X. Programs, Presentations, Invited Guests or Speakers – None

XI. Adjourn



Attachment #1



Polk County Joint 911 Service Area

911 Service Plan

Prepared by TraceyL. Bearden

Phone: 515-286-2107

E-Mail: tracey.bearden@polkcountyiowa.gov

Approved By 911 Service Board:

November 17, 2021

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INTRODUCTION

This 911 (911) Service Plan is to be completed and submitted to the Iowa Department of Homeland Security and Emergency Management, all public and private safety agencies serving the 911 service area, and all providers affected by the 911 service plan. The Polk County Joint 911 Service Board's Service Plan was developed and passed with the help of the 911 PSAP Directors, the Polk County Emergency Management Director, Polk County GIS, and the 911 Coordinator.

SECTION A – MAILING ADDRESS

Polk County Joint 911 Service Board

Polk County Emergency Management Agency

1907 Carpenter Avenue

Des Moines, Iowa 50314

(515) 286-2107

SECTION B – VOTING MEMBERS

Each political subdivision listed below shall designate a representative to serve as a voting member of the 911 service board to be kept on file by the 911 service board.

Political Subdivision Name	Address	Phone (non-emergency)
City of Altoona	900 Venbury Dr., Suite A, Altoona, IA 50009	(515) 967-5136
City of Ankeny	410 W 1st St, Ankeny, IA 50023	(515) 965-6400
City of Bondurant	200 2nd St NE, Bondurant, IA 50035	(515) 967-2418
City of Carlisle	195 N. First St, Carlisle, IA 50047	(515) 989-3224
Camp Dodge	7700 NW Beaver Dr, Johnston, IA 50131	(515) 252-4538
Chief of Police of PSAP-Des Moines	25 E 1st Street Des Moines, IA 50309	515-283-4800
City of Clive	1900 NW 114th St, Clive, IA 50325-7077	(515) 223-6220
Delaware Township	3992 E Broadway Ave, Des Moines, IA 50317	(515) 263-0076
City of Des Moines	400 Robert Ray Dr, Des Moines, IA 50309-1891	(515) 283-4500
City of Elkhart	260 NW Main, Elkhart, IA 50073	(515) 367-4735
City of Granger	1906 Main St, Granger, IA 50109	(515) 999-2210
City of Grimes	101 NE Harvey St, Grimes, IA 50111	(515) 986-3036
City of Huxley	515 N. Main Ave, Huxley, IA 50124	(515) 597-2561

Political Subdivision Name	Address	Phone (non-emergency)
City of Johnston	6221 Merle Hay Rd, Johnston, IA 50131-0410	(515) 278-2344
City of Johnston	6221 Merle Hay Rd, Johnston, IA 50131-0410	(515) 278-2344
City of Madrid	304 S Water Street, Madrid, IA 50156	(515) 795-3930
City of Maxwell	107 Main St, Maxwell, IA 50161	(515) 387-8655
City of Mitchellville	204 Center Ave. N. Box 817, Mitchellville, IA 50169	(515) 967-2935
Northern Warren	2300 R63 Hwy, Norwalk, IA 50211	(515) 285-2873
City of Norwalk	705 North Ave, Norwalk, IA 50211	(515) 981-0228
City of Pleasant Hill	5160 Maple Dr. Suite A, Pleasant Hill, IA 50327	(515) 262-9368
City of Polk City	112 3rd St., Polk City, IA 50226	(515) 984-6233
Sheriff-Polk County	6023 Ne 14th Street Des Moines, IA 50313	(515)-286-3333
Polk County Emergency Management Agency	1907 Carpenter Avenue Des Moines, IA 50314	(515) 2086-2107
County of Polk County	111 Court Avenue Rm 300, Des Moines, IA 50309	(515) 286-3120
City of Runnells	110 Brown St., Runnells, IA 50237	(515) 966-2042
Saylor Township	211 NW 54th Ave, Des Moines, IA 50313	(515) 289-1089
City of Slater	101 Story Street, Slater, IA 50244	(515) 685-2531

Political Subdivision Name	Address	Phone (non-emergency)
City of Urbandale	3600 86th St, Urbandale, IA 50322-4057	(515) 278-3900
City of Waukee	230 Hickman Road, Waukee, IA 50263	(515) 978-7900
City of West Des Moines	4200 Mills Civic Parkway, West Des Moines, IA 50265	(515) 222-3603
City of Windsor Heights	1145 66th St, Windsor Heights, IA 50324	(515) 279-3662

SECTION C – NON-VOTING MEMBERS

Each private safety entity listed below shall designate a representative to serve a non-voting member of the 911 service board.

Entity Name	Address	Phone (non-emergency)
Midwest Medical	4780 NE 3RD St Des Moines, IA, 50313-2362	(515) 266-7766
Life Flight	1200 Pleasant St, Des Moines, IA 50309	(515) 241-4367
Mercy Medical Center/Mercy One / Mercy Ambulance	East Tower, 1111 6th Ave, Des Moines, IA 50314	1-800-247-1911
Unity Point Ground Transport	1200 Pleasant St, Des Moines, IA 50309	(515)-241-4EMS (4367)

SECTION D – CHAIRPERSON AND VICE-CHAIRPERSON

Please identify the chairperson and vice chairperson of the joint 911

service board: (Check appropriate box)

- ☒ Please see service board membership form submitted annually
- ☐ As named below. This section of the plan shall be amended when elections occur as stated in the bylaws of this service board. *(Please fill in information below)*

Name	Political Subdivision Represented	Job Position Title

SECTION E – GEOGRAPHICAL DESCRIPTION

The 911 Service Board's service area is extended outside Polk County's boundaries because it was in the best interest of the citizens served. City leadership outside our service area also requested for one of our three PSAPs to dispatch for them. Please see Section M for the map of our Service area.

SECTION F – PUBLIC AND PRIVATE SAFETY AGENCIES

Agency Name	Type of Service (Law, Fire, EMS)	Phone (non-emergency)	Where are calls for this agency taken?
Altoona Fire Department	Fire, EMS	515-967-2216	Polk County Sheriff's Office (PCSO)
Altoona Police Department	Law	515-967-5132	PCSO
City of Ankeny Fire Dept.	Fire/EMS	515-965-6469	PCSO
Ankeny Police Department	Law	515-289-5240	PCSO
Bondurant Fire Department	Fire/EMS	515-967-2418	PCSO
Carlisle Fire Department	Fire/EMS	515-989-3311	PCSO
Carlisle Police Department	Law	515-989-4121	PCSO
Clive Fire Department	Fire/EMS	515-278-1595	Westcom
Clive Police Department	Law	515-278-1312	Westcom
Delaware Township Fire	Fire/EMS	515-263-0076	PCSO
Des Moines Police Department	Police	515-283-4811	Des Moines Police Department (DMPD)
Des Moines Fire Department	Fire/EMS	515-283-4237	DMPD
Elkhart Fire Department	Fire/EMS	515-367-3105	PCSO
Granger Fire Department	Fire	515-999-2210	PCSO
Granger Police Department	Law	515-999-2775	PCSO
Johnston-Grimes Fire	Fire/EMA	515-276-5182	PCSO
Johnston Police Department	Police	515-278-2345	PCSO
Huxley Fire Department	Fire/EMS	515-597-2345	No calls-Small response area
Huxley Police Department	Police	515-597-2002	
Madrid Police Department	Law	515-795-3113	PCSO
Madrid Fire Department	Fire/EMS	515-795-3113	PCSO
Maxwell Fire Department	Fire/EMS	515-387-9550	PCSO
Norwalk Police Department	Law	515-981-0666	Westcom
Norwalk Fire Department	Fire/EMS	515-981-4316	Westcom
Urbandale Police Department	Law	515-331-6800	Westcom
Urbandale Fire Department	Fire/EMS	515-278-3970	Westcom
Waukee Fire Department	Fire/EMS	515-978-7998	Westcom
Waukee Police Department	Law	515-978-7979	Westcom
West Des Moines Fire	Fire	515-222-3421	Westcom
West Des Moines	EMS	515-222-3321	Westcom
West Des Moines Police	Law	515-222-3320	Westcom

Windsor Heights Fire Department	Fire/EMS	515-645-8811	Westcom
Windsor Heights Police	Law	515-277-4453	Westcom

SECTION G – NUMBER OF PUBLIC SAFETY ANSWER POINTS (PSAPS)

PSAP Name and Address	Telephone # (non-emergency)	Contact's Position Title
Des Moines Police Department	515-283-4811	Bradley Button
Polk County Sheriff's Office	515-286-3333	Major Brent Long
Westcom Communications Center	515-222-3321	Chief Darin Riney
		Assistant Chief Robert Dehnert

SECTION H – AGENCY RESPONSIBLE FOR MANAGEMENT/SUPERVISION

Agency Name and Address	Telephone #	Contact's Position Title
Des Moines Police Department	515-237-1529	Bradley Button
Polk County Sheriff's Office	515-286-3333	Major Brent Long
Westcom Communications Center	515-223-0606	Chief Darin Riney
	515-222-3321	Assistant Chief Rob Dehnert

SECTION I – STATEMENT OF RECURRING AND NONRECURRING CHARGES

Costs are limited to nonrecurring and recurring costs directly attributable to the provision of wire line 911 emergency telephone communication service. Costs attributable to other emergency services or expenditures for buildings or personnel (except personnel directly associated with database management and addressing) are costs specifically excluded.

Please see the Annual PSAP Expenditure reports for further detail.

Approvable Surcharge Expense	Cost	Recurring/Nonrecurring
Administrative (approved personnel, office supplies, promotion, advertising, organization dues, training expenses)	\$546,146.32	Recurring
Administrative phone system circuit costs and E911 Circuit Costs	\$34,205.69	Recurring
Operations (CAD, Mapping/GIS, Software, upgrades, maintenance agreements, mobile router/sim cards, mobile data computer repair/replace, alternate power supply batteries, repairs, SMART911, Communication center improvements)	\$1,009,008.42	Recurring
Communications	\$692,341.13	Recurring
Data Processing Data Charges	\$0	Recurring
Addressing	\$36,000	Recurring
Radio Infrastructure (portables and towers)	\$44,302.11	Non-Recurring
Capital Expenditures (software, maintenance agreements, equipment)	\$100,410.84	Non-Recurring
Debt Service Loans	10,014.82	Non-Recurring

Total Costs: \$2,472,429.33

SECTION J – TOTAL NUMBER OF TELEPHONE ACCESS LINES

The number of telephone access lines by telephone company or companies having points of presence within the wire line 911 service area and the number of this total that is exempt from surcharge collection as provided in rule 605 – 10.10(34A) and Iowa Code subsection 34A.7(3).

Provider Name	Number of Access Lines in Service	Number of Exempt Lines
8x8, Inc.	746	0
Access Technologies, Inc.	171	0
Accessline Communications Corporation	279	0
ACN Communication Services, LLC	3	0
Affiliated Technology Solutions, LLC	3	0
Airespring, Inc.	17	0
ANPI Business, LLC	3	0
AT&T Corp	1222	0
Aureon	4665	0
Axcede	52	0
Bandwidth Inc.	687	0
Broadband Voice, LLC	145	0
CCI Systems Inc. c/o CCI Systems Inc.	96	0
Clear Rate Communications, Inc.	173	0
Comcast Business Communications. LLC	22	0
Communication Innovators, Inc.	110	0
Consolidated Communications Enterprise Solutions, Inc.	1481	0
CTS Technology Solutions, Inc.	11	0
Dialpad, Inc.	58	0
DishNET Wireline, LLC	269	0
Distributed Computing, Inc	4	0
Earth link Business, LLC	7	0
Electric Lightwave, LLC	4	0
Evolve IP	66	0
First Communications, LLC	22	0
Fusion Cloud Company, LLC	10	0
Google Voice Inc.	75	0
Granite Telecommunications LLC	1860	0
GreenFly Networks Inc.	26	0
Huxley Communications Coop	166	0

iCommerce Services, Inc.	2	0
IDT Corporation	65	0
Intelegrated, LLC	1	0
Ionex Communications North, LLC	42	0
Iowa Communications Network	520	0
iTalk Global Communications Inc.	23	0
Jive Communications, Inc	34	0
Konica Minolta Business Solutions USA, Inc	199	0
Level 3 Communications LLC	657	0
Ligo Communications North, LLC FKA Ionex	33	0
Lightedge Solutions, Inc.	11	0
Intelegrated, LLC	1	0
MagicJack, SMB, C/O MagicJack, SMB	17	0
Marco Technologies, LLC	147	0
Masergy Cloud Communications, Inc.	433	0
Matrix Telecom, Inc.	34	0
MCC Telephony of Iowa LLC, MEDIACOM	43,083	0
MCI Communications Services Inc - R	690	0
MCImetro Access Transmission Svcs, Corp-R	381	0
McLeodUSA Telecommunications Services, LLC	856	0
MCImetro Access Transmission Svcs. Corp -R	57	0
MegaPath Cloud Company LLC c/o MegaPath Cloud	31	0
MetTel of Iowa, Inc. (Mettel of Iowa, Inc.)	160	0
Mitel Cloud Services, Inc.	492	0
Minburn Communications	6	0
Momentum Telecom Inc.	61	0
Nextiva, Inc.	495	0
nexVortex, Inc.	12	0
Ooma, Inc.	758	0
PanTerra Networks Inc.	4	0
Phone.com Inc	25	0
PNG Telecommunications Inc c/o PNG	1	0
Preferred Long Distance c/o Preferred Long Distance	174	0
Qwest Corporation, LLC (CenturyLink)	69,078	0
Sangoma US, Inc.	31	0
Simple VoIP, LLC	11	0
SIP. US, LLC	2	0
Skype Communications US Corporation c/o Sype	1951	0
SouthPoint Communications, LLC	6	0
Spectrotel, Inc.	72	0

Spectrum Advanced Services, LLC	3	0
Star2Star Communications, LLC	20	0
Syndeo LLC dba Broadvoice	12	0
Talk America Services, LLC	133	0
TCSI Inc. f/k/a Telecomp Computer Services, Inc.	1	0
Telecom Management, Inc. dba Pioneer Telephone	21	0
Telephone Diagnostic Services	8	0
Teleport Communications America, LLC	2	0
Velocity The Greatest Phone Company Ever, Inc.	27	0
VoIPStreet Inc. dba VoIP Innovations	5	0
Vonage America c/o Vonage America	613	0
Vonage Business Inc. c/o Vonage Business Inc	591	0
Vonage Business Solutions, Inc.	36	0
Voyzze Communications, Inc. c/o Voyzze	4	0
WiMacTel, Inc.	28	0
Windstream Iowa Communications, Inc.	460	0
Windstream Iowa-Comm, Inc.	574	0
Windstream IT-Comm, LIC	379	0
Windstream of the Midwest, Inc.	5	0
XO Communications Services LLC. -R	195	0
Yazatel, LLC	2	0
Total: 136,228		0

SECTION K – IMPLEMENTATION OF PLAN

The wireline service was accomplished on December 4, 1984.

SECTION L – TOTAL PROPERTY VALUATION

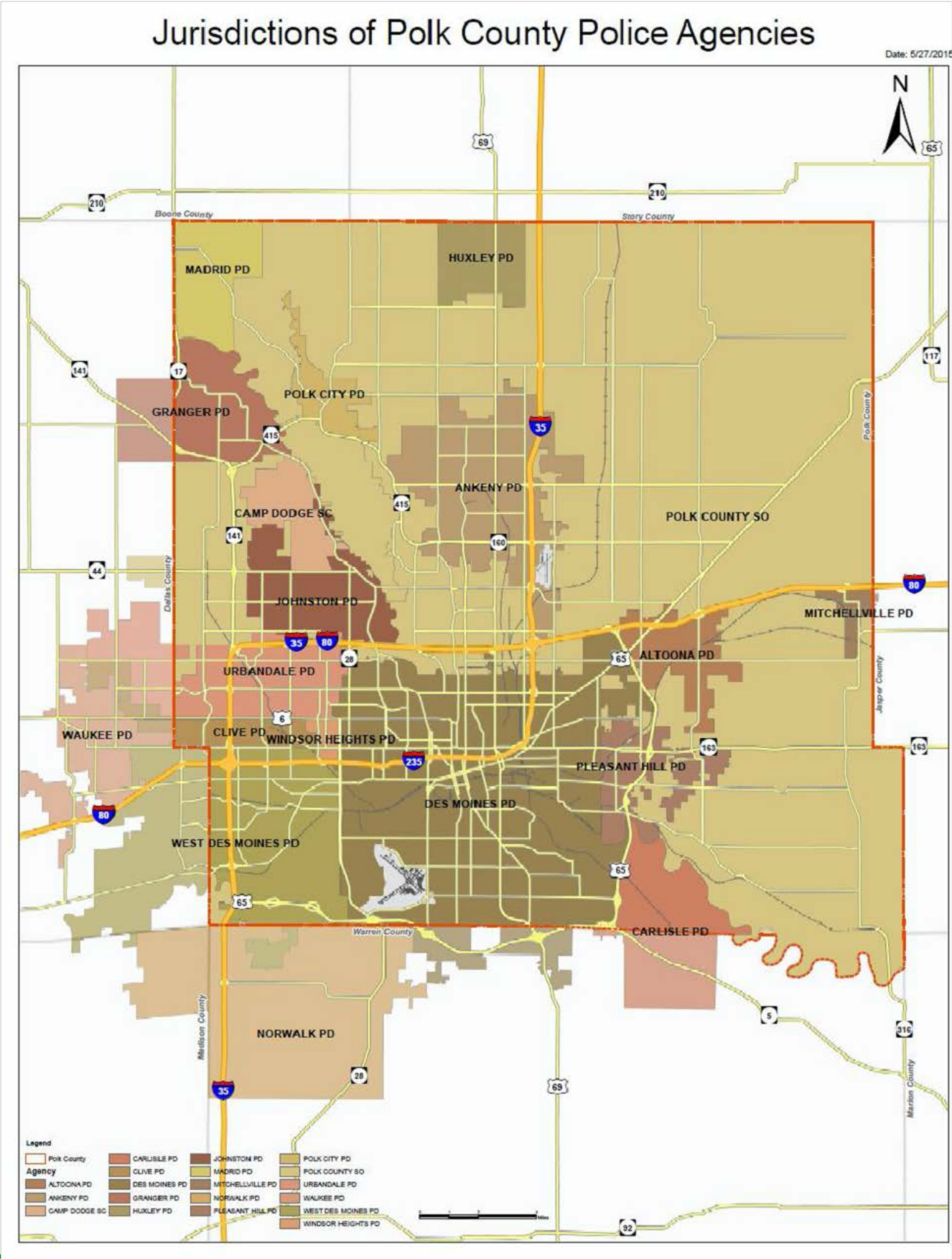
Updated on February 25, 2021

Class	Parcel Count	Total Full Value	Total Adjusted Value
Ag	6,756	\$218,850,900	\$216,431,850
Ag Exempt	12	\$282,870	\$0
Comm	9,431	\$11,567,800,440	\$10,527,214,102
Comm Exempt	1,221	\$2,281,351,430	\$0
Govt	1	\$0	\$0
Ind	649	\$1,058,059,000	\$943,597,400
Multi-Res	1,429	\$1,819,819,400	\$1,435,939,670
Multi-Res Ex	76	\$284,143,210	\$0
Res	164,307	\$32,258,033,970	\$31,580,703,960
Res Exempt	545	\$129,305,620	\$0
Res on Ag	1,068	\$178,607,080	\$177,800,680
Res on Ag Ex	2	\$599,020	\$0
Total		\$44,027,060,650	39,804,016,200

Source: Polk County Assessor

SECTION M – MAPS OF COUNTY 911 SERVICE AREA

Services	Page
Jurisdictional boundaries of all law enforcement agencies serving the area.	22
Jurisdictional boundaries of all firefighting districts and companies serving the area.	23
The jurisdictional boundaries of all ambulance and emergency medical service providers operating in the area.	24
Telephone exchange boundaries and the location of telephone company central offices, including those located outside but serving the service area.	25
The location of PSAP(s) within the service area.	26



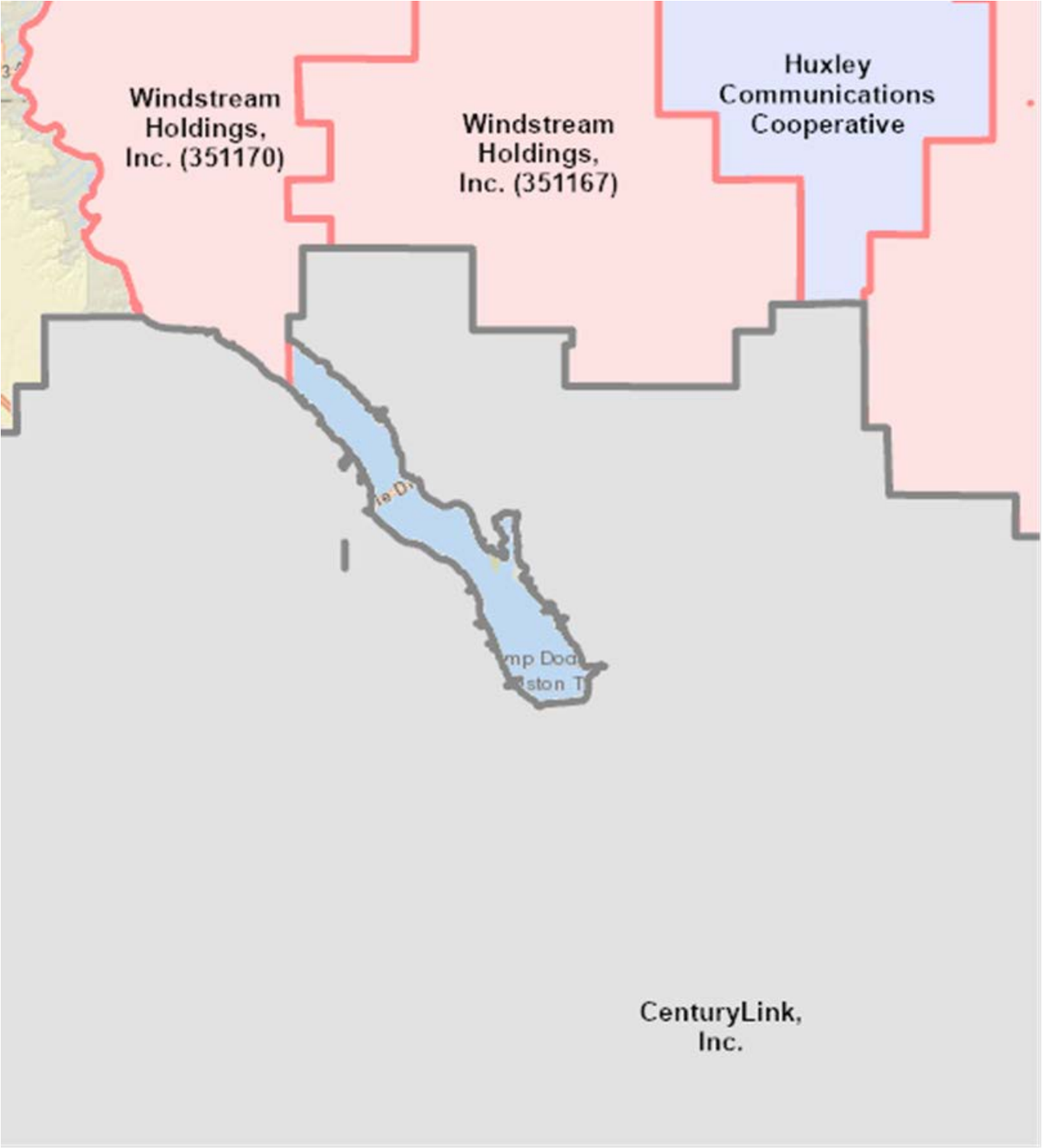


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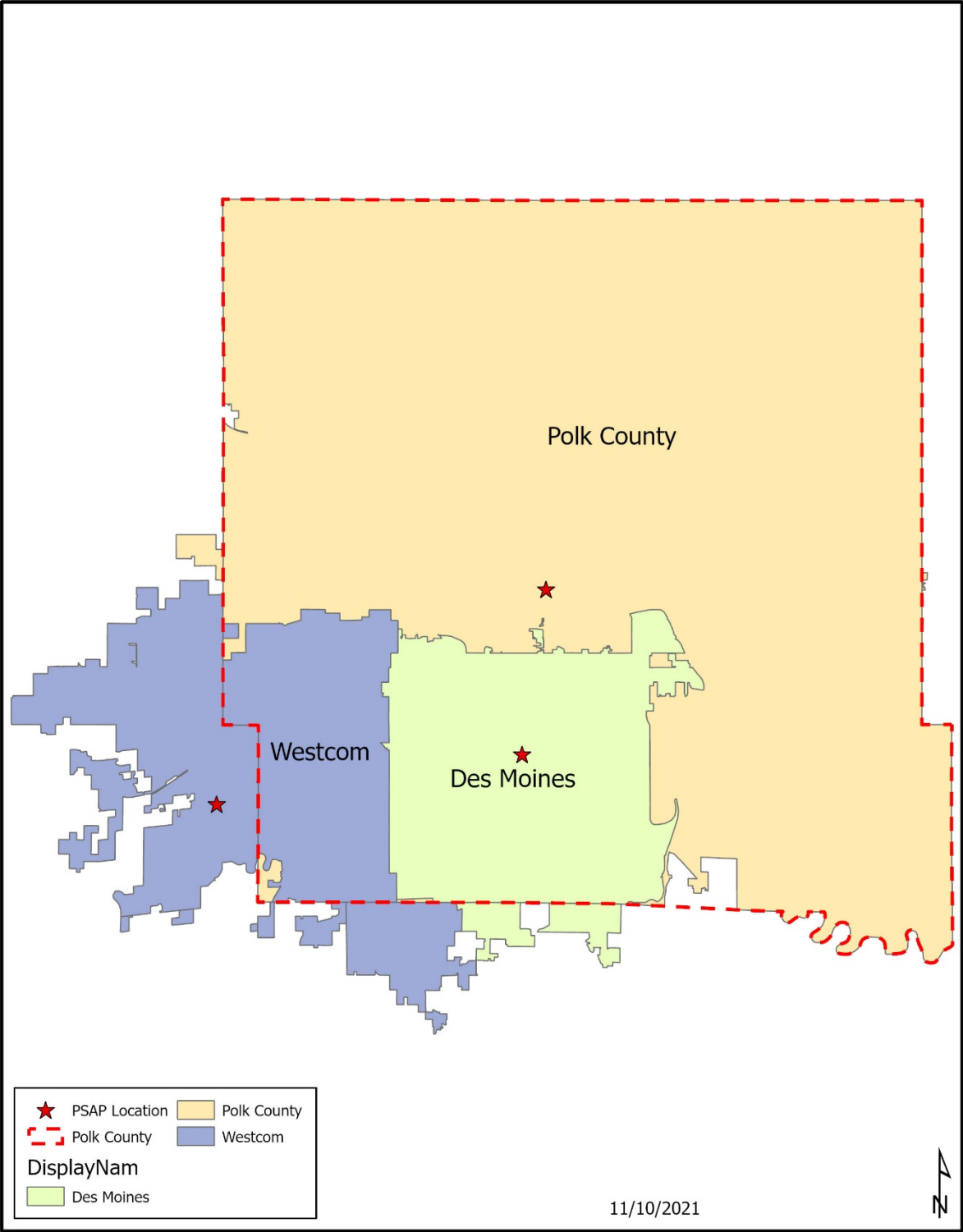


Polk County Telephone Service Area Reference Map

Source: Iowa Utilities Board

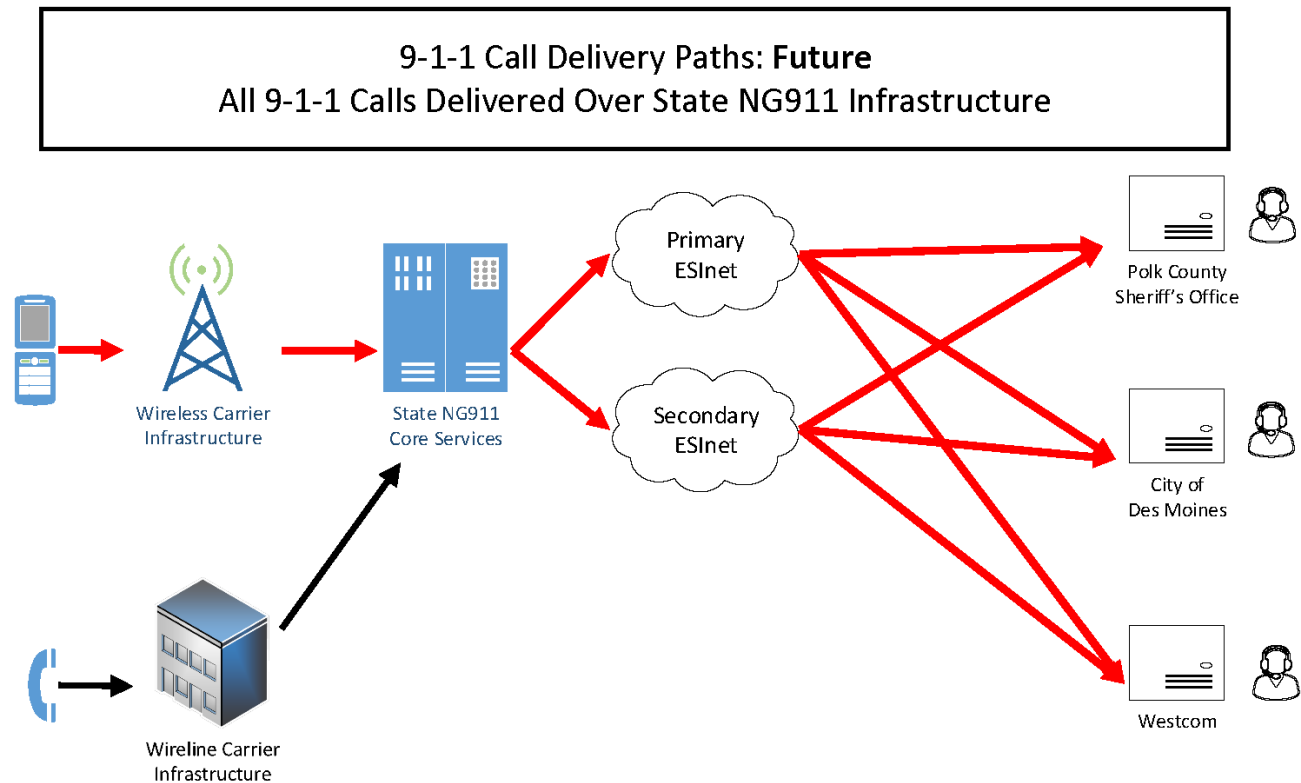


Polk County PSAP Locations



SECTION N – BLOCK DRAWING OF TELEPHONE CENTRAL OFFICES

The method by which the 911 call will be delivered to the PSAP(s).



SECTION O – PLAN OF MIGRATING TO NG911

In 2021, Polk County completed the migration of all three PSAPs to ESInet connectivity. Our regional GIS cooperative continues to work with each PSAP and the State 9-1-1 Program Office to assure our GIS data meets accuracy and other standards to allow the ultimate migration to NG9-1-1 geospatial call routing on a timeline established by the State.

Wireless 911 Phase 1: Operable since May 1, 2001

Wireless 911 Phase 2 Service: Operable since:

- Des Moines Police Department: May 14, 2004
- Polk County Sheriff's Office: June 3, 2005
- Westcom Emergency Communications: May 5, 2006

Text to and from 911: Spring/Summer 2018