



AGENDA

Polk County Joint
911 Service
Board

Full 911 Service Board

Meeting Date/Time:
WED 16-NOV-2022
1300 Hours

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

Distributed on: 08-Nov-2022

- I. Call to Order –
- II. Roll Call and Introductions
 - A. Members (Highlighted = attended)

☐ 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 (Des Moines)	☐ 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– 17-AUG-2022
- V. Programs, Presentations, Invited Guests or Speakers – none scheduled
- VI. New Business and Action Items – None
- VII. Old Business –
 - A. 911 Service Board Audit Update-Geisinger
 - B. CAD Improvement Project-Hentzel- Attachment #1
- VIII. Reports-
 - A. Administration and Finance
 - 1. Chairperson and Vice Chairperson Reports:
 - 2. Public Safety Answering Points (PSAP) Reports
 - a) Des Moines
 - b) Polk County
 - c) Westcom
 - 3. Fiscal Agent Report:
 - a) **Monthly Budget Report – Attachment #2** (September 2022). The monthly numbers for October 2022 will be displayed at the meeting and included with the meeting minutes.
 - b) **28E agreement between the 911 Service Board and EM Commission**-The agreement expires at the end of the current fiscal year. The terms of the agreement will be reviewed and updated as an Action Item for the February 2023 911 Service Board meeting.
 - c) **Budget**-The Public Safety Answering Points (PSAPs) are currently preparing their individual budgets. Individual PSAP budgets will be combined with the Service Board and Joint Projects expenses to create the draft budget for the 911 Service Board.

- d) **Surcharge and Iowa Originating Service Providers and Boundaries**-The 911 Coordinator continues to work to ensure all surcharge owed to the Polk County 911 Service Board is received. Unfortunately, the problem goes beyond this Board. As a member of the State 911 Communication Council, the 911 Coordinator asked the State Program Manager to assist with the problem. The Program Manager sent out a letter to all Iowa Originating Service Providers and Joint 911 Service Boards statewide to address the problem. See **Attachment #3**
- 4. **Outdoor Warning Sirens-**
 - a) **Monthly System Testing** – Unchanged - “Go/NoGo” coordination prior to the monthly test. Contact Cameron Stufflebeam with any questions or concerns regarding outdoor warning sirens
 - b) **Mitigation Project Notice of Interest (NOI)**-Submitted NOI to HSEMD for countywide polygon-based warning system and needed siren hardware upgrades to enable the system. Based on the outcome of NOI, a full project application would be the next step.
- 5. **PSAP Advisory Committee**
 - a) **RapidSOS Emergency Health Profiles**-The 911 Coordinator is continuing to work with local partners to promote the RapidSOS Emergency Health Profiles. A live segment will air on Hello Iowa! on Wednesday, November 23, 2022, promoting the new program.
 - b) **Alert Iowa Transition Update**-Alerting authorities are trained and a transition from CodeRED has been made. The 911 Coordinator is continuing to work with local partners to promote the new program.
 - c) **Iowa Originating Service Providers and Boundaries**-See Fiscal Agent report
- 6. **Metro Interoperability Committee**
 - a) **MICS-Ness**-Continued progress is being made on the decommissioning of MICS. Saga Communications agreed to walk away from both leases if in return Des Moines left some property at the location. Ninety-day notice was provided to West Des Moines Water Works, so payments should be ending soon. Still working to determine what equipment should be removed and what equipment needs to remain at the sites.
 - b) **Common Repository of Information**-The Metro Interoperability Committee is working with Polk County Emergency Management to develop a common repository of information that will be housed in DLAN. This will allow partners to have access to the same information. If you or your staff need a login for DLAN, please contact Patty Nordmeyer with Polk County Emergency Management. The direct link will be shared with Service Board members once additional information is uploaded.
 - c) **Regional Interoperability Committee (RICP)**-Currently working on completing the RICP.
 - d) **Unified Concept of Interoperability**-Dehnert-Committee is working on a “page two” and a policy to help users better understand the document. Greater socialization and information sharing of the document need to take place.
- B. **Planning**
 - 1. **Planned Events – NCAA Basketball 1st/2nd Rounds – March 2023**
- C. **Training –Upcoming Offerings:** (see Polk Co EMA website for more information)
- D. **Lunch and Learn-Donations Management**-November 29, 2022
- E. **Exercises with a Communications Component**-The 911 Coordinator participated in the most recent Communications Exercise (COMMEX) on Wednesday, October 26, 2022 in Creston, IA as a Communications Unit Leader (COML) trainee.
- F. **Legislative –None**
- G. **GIS Update- None**

- H. Public Education and Information –None
- I. State of Iowa 911 Program Manager-
- J. Committees
 - 1. Iowa Statewide Interoperable Communications Systems Board-Bischof-
 - 2. Regional Interoperability Committee Region 1-Dehnert-Meeting occurs the second Tuesday of each month beginning at 3:00 PM. ****UPDATED CALL INFORMATION****Conference Bridge 877-304-9269, Conference ID 888835
 - 3. Iowa 911 Communications Council-Bearden
 - 4. Iowa NENA and APCO-Riney

IX. Open Discussion —

X. Upcoming Meetings:

<u>Full Commission Meetings</u>	<u>Executive Committee Meetings</u>
March 2 at 1300 hours	January 13 at 1430
May 18 at 1300 hours	February 7 at 1330 hours
August 17 at 1300 hours	March 7 at 1330 hours
November 16 at 1300 hours	April 11 at 1330 hours
	May 9 at 1330 hours
	June 6 at 1330 hours
	July 11 at 1330 hours
	August 8 at 1330 hours
	September 12 at 1330 hours
	October 10 at 1330 hours
	November 7 at 1330 hours
	December 12 at 1330 hours

XI. Adjourn –



Attachment #1

Bold items are new indicating secured item or progress update

Scope of Project with Updates

Priority 1 - CAD to CAD Hub - Central Square

- Unify – potential to dispatch other agencies units,
 - Funding secured for this advanced functionality, but progress may be incremental
- Scope has 2 phases
 - Des Moines, Polk, WestCom – 1st
 - Dallas, DPS, Warren 2nd
- Update
 - Name of Hub – DMMHUB (Des Moines Metro Hub)
 - The team is mapping nature codes to the DMMHUB common code list
 - Integration with the Hexagon (CAD for DSM & PSCO) interface is progressing forward into configuration.
 - Integration between WestCom and the Hub has kicked off.
- Next Steps
 - Complete Hexagon integration
 - Complete Westcom to HUB integration

Priority 2 - Consultant – RFP Awarded to Federal Engineering

- Governance - What are industry best practices to most effectively develop and manage within this new operating picture?
- Common CAD Needs Assessment - While Cad to Cad is funded for 5 years, would procuring a shared or common CAD bring additional benefits or efficiency to the three communication centers and possibly others? Scope is just the 3 Communication Center withing the Polk 911 service area.
- Update
 - IGA workshop scheduled for December 20th to wrap up IGA
 - pre workshop sessions begin next week and run through December
- Next Steps
 - Group sessions facilitated by Federal Engineering will be held over the next couple weeks to complete prework for the IGA workshop.
 - Create IGA
 - Federal Engineering will deliver the Analysis and Recommendation report and at that point a decision to move to RFP will be made.

Priority 3 - Equipment

- Mobile Hardware – Panasonic CF-33s & Sierra Wireless MG90s
 - Mobile computer and gateway in responder vehicles/apparatus
 - Broadband backhaul connectivity – FirstNet SIM
- Mobile computing environment needed to be successful
 - Mission critical infrastructure
 - *Dual ISPs – unable to fund*
 - Redundant servers

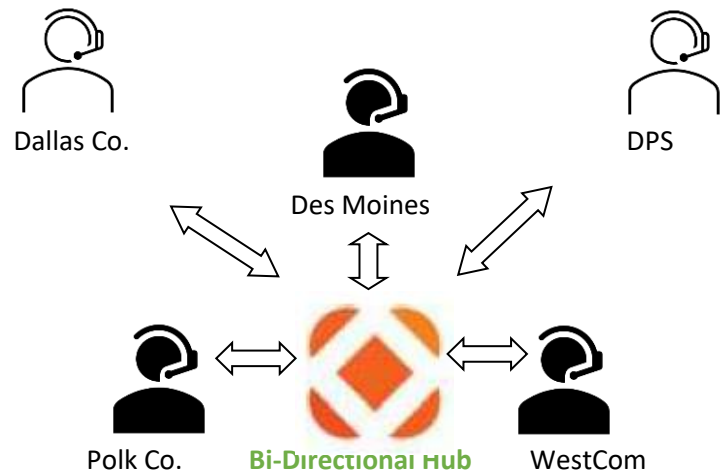
Bold items are new indicating secured item or progress update

- Basic functionality - Incidents, Status changes, Mapping
- Higher functionality
 - Cross-jurisdictional dispatching
 - Closest unit dispatching (AVL)
- **Update**
 - 474 CF-33 purchased, received distributed
 - 141 Sierra Wireless MG90s with 2 antennas purchased, received distributed
 - Install contract secured for 149 units – pricing will be extended to all units
 - Representatives conducted onsite visits 2/28-3/1 and are putting together detailed proposals for installs
 - We were able to completely fund 193 equipment installations (CF33s and MG90s) with the prepaid grant money.
 - **Installs have started and are scheduled to run through November**
- Next Steps
 - Complete Installs

Equipment

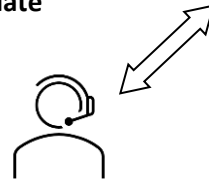
	Panasonic CF-33	474	100% delivered 0% installed Grant Pay 0% Installed Self Pay
	Sierra Wireless MG 90 with 2 Antennas	141	100% delivered 0% installed Grant Pay 0% Installed Self Pay
	5 years of unlimited FirstNet service	151	All Lines are Active now

Cad-to-Cad software



Bold items are new indicating secured item or progress update

Central Square Unify **CAD Interoperability** will virtually connect the Communication Centers and allow for the seamless sharing of CAD data to afford nearest unit dispatching at agencies discretion.



Warren Co.

Phase 1

- Des Moines
- Polk Co.
- WestCom

Phase 2

- Dallas County
- DPS
- Warren County

Works starts Feb 2022

Consultant Services to achieve



Establishment of **Governance Structure to be used for CAD -to- CAD implementation and beyond**
Feasibility & Need Assessment of a Common CAD for Des Moines, Polk County & WestCom – MAY include RFP development & evaluation
Work started Feb 2022



1 year of **Project Management** for all aspects of the Grant –
Cassi Hentzel
Started Feb 7th

Bold items are new indicating secured item or progress update

Background information

General

- Equipment Qualifiers / Constraints
 - Unstaffed, volunteer apparatus
 - Non-frontline, tertiary vehicles/apparatus
 - Equipment needs will likely be greater than the funding available, priorities will need to be considered
 - Mobile environment is currently NOT Public Safety Grade
 - Agencies receiving equipment will have future financial commitments to sustain the equipment
 - Equipment replacement in 5 - 8 years estimated at \$10,000
 - Connection service estimated at \$50 per month
 - Focus on equity versus equality
- Participating Communication Centers and Dispatch Centers
 - Initial Partners
 - Des Moines
 - Polk County
 - WestCom
 - Potential Future Partners
 - Dallas
 - School Districts
 - Utility Companies
 - Warren
 - State of Iowa Department of Public Safety

Overview of the grant and why the timelines are tight

- Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding through Iowa Homeland Security and Emergency Management through the Polk County 911 Service Board
- Firm federal deadline to have funds expended by December 31, 2021
 - Equipment delivered
 - Services started

CAD to CAD interoperability benefits

- Increase resiliency of the CAD landscape in the Des Moines Metro area.
- Reduce the overall response time by minimizing dispatching time
- Reduce errors by sharing accurate data directly vs. voice relay
- Responder access to best available data regardless of jurisdiction the event is located in

Levels of participation based on CentralSquare Technologies definitions (Aware, Notify, Unify)

- Agencies will have options in how they participate
- Business rules can limit what other PSAPs can do with external units

Benefits to agencies - [Public Safety without Borders.pdf \(centralsquare.com\)](#)

- Incident/Trip information sharing benefits
- Unit Information sharing benefits
- Closest unit participation benefits



Attachment #2

Fiscal Year 22/23-911 Service Board/Joint Projects Expenditures (1202)

Object Code	22-23 Certified Expenditures	Expenditures Ending September 30, 2022	22-23 Year to Date Expenditures	Remaining Certified Expenditures	% Remaining
82400-Office Suplies	\$ 1,300.00	\$ -	\$ -	\$ 1,300.00	100.00%
82410-Publications	\$ 84.00		\$ -	\$ 84.00	100.00%
82560-P.C. Software	\$ 500.00		\$ -	\$ 500.00	100.00%
82570-Misc. Other Supplies	\$ 300.00		\$ -	\$ 300.00	100.00%
86000-Off Publications/LGL Notices	\$ 150.00	\$ 72.85	\$ 72.85	\$ 77.15	51.43%
86010-Advertising	\$ 10,000.00		\$ -	\$ 10,000.00	100.00%
86110-Mileage/Misc. Travel	\$ 1,240.00		\$ -	\$ 1,240.00	100.00%
86120-Postage	\$ 500.00		\$ -	\$ 500.00	100.00%
86130-Telephone Lines	\$ 82,075.00	\$ 1,442.84	\$ 4,343.52	\$ 77,731.48	94.71%
86140-Data Lines	\$ 1,065.00		\$ -	\$ 1,065.00	100.00%
86171-Radio Svcs-Vehicle Portable	\$ 6,713.00		\$ 71.91	\$ 6,641.09	98.93%
86190-Cellular Telephones Service	\$ 755.00	\$ 46.38	\$ 139.30	\$ 615.70	81.55%
86205-Internal Telephone Charges	\$ 1,467.00		\$ -	\$ 1,467.00	100.00%
86472-Coordinator Prof/Tech Svcs	\$ 110,668.00	\$ 29,919.72	\$ 29,919.72	\$ 80,748.28	72.96%
86600-Electric	\$ 4,000.00		\$ 609.90	\$ 3,390.10	84.75%
86610-Gas	\$ 600.00		\$ -	\$ 600.00	100.00%
86730-Maint Agreements-Tele Equip	\$ 1,488.00		\$ 1,511.33	\$ (23.33)	-1.57%
86732-Maint Agreements-Other	\$ 6,385.00		\$ -	\$ 6,385.00	100.00%
86860-Lease/Rentals	\$ 66,502.00		\$ 8,132.00	\$ 58,370.00	87.77%
86940-Insurance	\$ 2,800.00		\$ 2,530.66	\$ 269.34	9.62%
87100-Dues and Membership	\$ 600.00		\$ -	\$ 600.00	100.00%
87170-Travel/Training/Education	\$ 8,000.00		\$ -	\$ 8,000.00	100.00%
87190-Miscellaneous Other Services	\$ 5,087.00		\$ -	\$ 5,087.00	100.00%
87330-Meetings	\$ 1,050.00		\$ -	\$ 1,050.00	100.00%
87390-Computer Data Access & Storage	\$ 68,646.00		\$ -	\$ 68,646.00	100.00%
87490-Program Expense	\$ 250,000.00	\$ 6,079.17	\$ 18,237.51	\$ 231,762.49	92.71%
88340-Minor Equipment	\$ 15,025.00		\$ -	\$ 15,025.00	100.00%
89580-Grant Pass Through Remittance	\$ -		\$ 6,000.00	\$ (6,000.00)	#DIV/0!
Total	\$ 647,000.00	\$ 37,560.96	\$ 71,568.70	\$ 575,431.30	88.94%

Fiscal Year 22/23-Des Moines Expenditures (1203)

Object Code	22-23 Certified Expenditures	Expenditures Ending September 30, 2022	22-23 Year to Date Expenditures	Remaining Certified Expenditures	% Remaining
82460-Furniture and Equipment	\$ 4,000.00		\$ 2,187.00	\$ 1,813.00	45.325%
86150-Telephone Equipment	\$ 1,000.00		\$ -	\$ 1,000.00	
86190-Cellular Telephone Service	\$ -		\$ 20,254.22	\$ (20,254.22)	#DIV/0!
86470-City Prof/Tech Services	\$ 300,000.00		\$ 17,696.20	\$ 282,303.80	94.10%
86730-Maint Agreements-Tele Equip	\$ 65,000.00		\$ -	\$ 65,000.00	100.00%
87390-Computer/Data Access & Storage	\$ 90,000.00		\$ 13,726.63	\$ 76,273.37	84.75%
88300-Major Equipment			\$ 2,819.04	\$ (2,819.04)	#DIV/0!
88315-Minor Info Tech Software	\$ 118,052.00		\$ -	\$ 118,052.00	100.00%
88360-Major Info Tech Software	\$ 295,000.00		\$ -	\$ 295,000.00	100.00%
Total	\$ 873,052.00		\$ 56,683.09	\$ 816,368.91	93.51%

Fiscal Year 22/23-Polk County Expenditures (1204)

Object Code	22-23 Certified Expenditures	Amt'd Committed	Expenditures Ending September 30, 2022	22-23 Year to Date Expenditures	Remaining Certified Expenditures	% Remaining
82420-Info Tech Supplies/Equipment	\$ -	\$ 2,490.00	\$ (12.37)	\$ 6,144.84	\$ (6,144.84)	#DIV/0!
82460-Furniture and Equipment	\$ 4,000.00	0	\$ -	\$ -	\$ 4,000.00	100.00%
82520-Radio/Camera/A.V. Supplies	\$ 500.00	0	\$ -	\$ -	\$ -	0.00%
82560-P.C. Software	\$ 3,000.00	2820	\$ -	\$ 2,820.00	\$ 180.00	6.00%
86130-Telephone Lines	\$ 1,800.00	0	\$ 80.95	\$ 342.89	\$ 1,457.11	80.95%
86150-Telephone Equipment	\$ 1,600.00		\$ 1,723.00	\$ 1,723.00	\$ (123.00)	-7.69%
86470-City Prof/Tech Services	\$ 123,600.00	0	\$ 107,428.18	\$ 107,428.18		0.00%
86473-County Prof/Tech Svcs	\$ 232,991.00	0		\$ -	\$ 232,991.00	100.00%
86730-Maint Agreements-Tele Equip	\$ 50,000.00	0	\$ 3,910.00	\$ 56,087.80	\$ (6,087.80)	-12.18%
86732-Maint Agreements-Other	\$ 128,073.00	0	\$ 118,275.94	\$ 123,675.94	\$ 4,397.06	3.43%
87100-Dues and Membership	\$ 2,100.00	0	\$ -	\$ -	\$ 2,100.00	100.00%
87170-Travel/Training/Education	\$ 10,000.00	0	\$ -	\$ 1,888.00	\$ 8,112.00	81.12%
Total	\$ 557,664.00	\$ 5,310.00	\$ 231,405.70	\$ 300,110.65	\$ 257,553.35	46.18%

Fiscal Year 22/23-Westcom Expenditures (1205)

Object Code	22-23 Certified Expenditures	Expenditures Ending September 30, 2022	22-23 Year to Date Expenditures	Remaining Certified Expenditures	% Remaining
86140-Data Lines	\$ 115,000.00	\$ 10,024.89	\$ 10,042.89	\$ 104,957.11	91.27%
86470-City Prof/Tech Services	\$ 115,000.00	\$ 6,440.00	\$ 6,440.00	\$ 108,560.00	94.40%
86732-Maint Agreements-Other	\$ 327,725.00	\$ 37,831.40	\$ 41,728.40	\$ 285,996.60	87.27%
88310-Major Info Tech Equipment	\$ 25,000.00	\$ -	\$ -	\$ 25,000.00	100.00%
88340-Minor Equipment	\$ -	\$ 100.00	\$ 227.29	\$ (227.29)	#DIV/0!
88360-Major Info Tech Software	\$ 25,000.00	\$ -	\$ -	\$ 25,000.00	100.00%
Total	\$ 607,725.00	\$ 54,396.29	\$ 58,438.58	\$ 549,286.42	90.38%

Fiscal Year 22/23-911 Service Board/Joint Projects Revenue (1202)

Object Code	FY 22-23-Estimated Revenue	Revenue Ending September 30, 2022	22-23 Year to Date Revenue Received
56000-Interest on Investments	\$ 4,000.00	\$ (3,662.09)	\$ (3,730.22)
62291-Wireless State Grants/Reimb	\$ 24,000.00	\$ -	\$ -
65410-Landline Surcharge	\$ 1,350,000.00		\$ (371,624.00)
65420-Wireless Surcharge	\$ 1,562,875.00		\$ (451,774.10)
65430-Revenue Allocation Out	\$ (2,141,230.00)		\$ 36,148.20
Total	\$ 799,645.00	\$ (3,662.09)	\$ (790,980.12)

Fiscal Year 22/23-Des Moines Revenue(1203)

Object Code	Estimated Revenue	Revenue Ending September 30, 2022	22-23 Year to Date Revenue Received
56000-Interest on Investments	\$ 2,500.00	\$ (616.87)	\$ (1,095.46)
62290-Misc State Grants/Reim	\$ 24,000.00	\$ -	\$ -
65410-Landline Surcharge	\$ 352,094.00	\$ -	\$ -
65420-Wireless Surcharge	\$ 520,958.00	\$ -	\$ (12,049.40)
Total	\$ 899,552.00	\$ (616.87)	\$ (13,144.86)

Fiscal Year 22/23-Polk County Revenue (1204)

Object Code	Estimated Revenue	Revenue Ending September 30, 2022	22-23 Year to Date Revenue Received
56000-Interest on Investments	\$ (2,500.00)	\$ (933.76)	\$ (1,652.95)
65410-Landline Surcharge	\$ (115,486.00)	\$ -	\$ -
65420-Wireless Surcharge	\$ (520,958.00)	\$ -	\$ (12,049.40)
Total	\$ (638,944.00)	\$ (933.76)	\$ (13,702.35)

Fiscal Year 22/23-Westcom Revenue (1205)

Object Code	Estimated Revenue	Revenue Ending September 30, 2022	22-23 Year to Date Revenue Received
56000-Interest on Investments	\$ (1,000.00)	\$ -	\$ -
65410-Landline Surcharge	(86,776.00)	\$ -	\$ -
65420-Wireless Surcharge	(520,958.00)	\$ -	\$ (12,049.40)
Total	\$ (608,734.00)	\$ -	\$ (12,049.40)



Attachment #3

KIM REYNOLDS
GOVERNOR

ADAM GREGG
LT. GOVERNOR

IOWA DEPARTMENT OF HOMELAND SECURITY
AND EMERGENCY MANAGEMENT
JOHN BENSON, HOMELAND SECURITY ADVISOR
AND EMERGENCY MANAGEMENT DIRECTOR

November 3, 2022

To: Iowa Originating Service Providers and Joint 911 Service Boards
Subject: Wireline 911 Surcharge Remittance

This memorandum highlights current governance regarding wireline 911 surcharge under Iowa Code 34A.7 and Administrative Rule section 605 Ch. 10.5 as it relates to Originating Service Providers (OSPs) and Joint 911 Service boards.

- The current 911 wireline surcharge rate is \$1.00 per line. OSPs collect the surcharge as part of their subscriber's monthly billing. This surcharge shall appear on the subscriber's bill as a single line item labeled "911 emergency communications service surcharge." OSPs may retain 1% of the surcharge collected as compensation for the billing and collection of the surcharge.
- OSPs shall remit the surcharge to the Joint 911 Service Board on a quarterly calendar basis by the 20th of the month following the end of the quarter.
- OSPs are to remit surcharge to 911 Service Boards based on the public safety answering point (PSAP) that answers the call using the subscriber's billing address.
- 911 Service Boards and PSAPs determine their 911 service area. Most 911 service areas are reasonably static, but some change over time.
- On a quarterly basis, 911 Service Boards can request the number of lines to which the surcharge was applied for the quarter.
- OSPs and PSAPs are reminded that total access lines and surcharge remittance amounts are confidential public records.
- Surcharge remittance by subscriber is capped at 100 access lines "or their equivalent."
- Timely assurance in complying with this memo will assist in minimizing the amount of outreach Joint 911 Service Boards will need to conduct individually towards this effort.

Questions regarding this memorandum can be addressed to the 911 Program Manager, Blake DeRouchey at 911@iowa.gov or 515-323-4232.