



AGENDA

Polk County Joint 911 Service Board

Regular Meeting of: Polk County Joint
911 Service Board

Wednesday
19-May-2021
12:30 pm

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

Distributed on: -
Thursday, May 13, 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–14 April 2021****V. Public Hearing-FY 2020/2021 Proposed Budget Amendment** (Attachment #1)-The Budget Amendment accounts for a new project that became available to PCSO after the budgeting process. Public Comments**VI. New Business and Action Items-**

A. FY 2020/2021 Proposed Budget Amendment-Public Hearing–FY 2020-2021. Budget has been proposed and presented. Notice of public hearing was published in the Saturday, May 8, 2021 Des Moines Register according to the laws of the State of Iowa. Requesting a vote to approve the proposed budget amendment.

B. Polk County Joint 911 Service Board Bylaws - (Attachment #2)-After the April 14, 2021 special meeting, comments were requested from the 911 Service Board. Attached bylaws incorporate all comments received. Requesting a vote to approve bylaws.

C. Polk County Joint 911 Service Plan- (Attachment #3)-The plan was part of the scope of work for BDS. Plan was reviewed by all three PSAP Directors. Comments were incorporated. Requesting vote to approve 911 Service Plan.

D. American Rescue Plan Act Funding-Chief Jim Clark

VII. Old Business

A. SMART911 and Rave Alerts Update-Tracey Bearden

VIII. Reports

A. Chairperson-Chair and Vice Chair Reports

B. 911 Coordinator Update

C. Public Safety Answering Points (PSAPs) Updates

1. Des Moines
2. Polk County
3. Westcom

D. Administration and Finance-

1. End of Year Budget Outlook-Tracey Bearden

E. Planning-See New Business

F. Communications and Warning

1. Metro Interoperability Meeting

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

1. IronMan TTX May 20, 2021
2. Airport FSE-August 28, 2021

L. Legislative-None

M. Public Education and Information-None

IX. Open Discussion



- X. **Upcoming Meetings**
 - A. Full Meeting: August 18, 2021 at 12:30 pm

- XI. **Programs, Presentations, Invited Guests or Speakers – None**

- XII. **Adjourn**



Attachment #1

NOTICE OF PUBLIC HEARING - AMENDMENT OF CURRENT BUDGET

Polk County 911 Service Board
Fiscal Year July 1, 2020 - June 30, 2021

The Polk County 911 Service Board will conduct a public hearing for the purpose of amending the current budget for fiscal year ending June 30, 2021

Meeting Date/Time: 5/19/2021 01:00 PM

Contact: Tracey L. Bearden

Phone: (515) 286-2107

Meeting Location: 1907 Carpenter Avenue, Des Moines, IA 50314

There will be no increase in taxes. Any residents or taxpayers will be heard for or against the proposed amendment at the time and place specified above. A detailed statement of: additional receipts, cash balances on hand at the close of the preceding fiscal year, and proposed disbursements, both past and anticipated, will be available at the hearing.

EXPENDITURES	Total Budget as Certified or Last Amended	Amendment Increase	Total Budget After Current Amendment	Reason
Surcharge Fund	4,619,530	909,000	5,528,530	New Project
Operating Fund	0	0	0	
Total	4,619,530	909,000	5,528,530	



Attachment #2

BYLAWS

POLK COUNTY JOINT 911 SERVICE BOARD

The following shall establish and govern the operation of the Polk County Joint 911 Service Board.

Adopted Date: May 19, 2021

ARTICLE I NAME

The official name of this organization shall be the Polk County Joint 911 Service Board, hereafter referred to as the 911 Service Board.

ARTICLE II LEGAL STATUS

- Section 1. **Establishment** – The Polk County Joint 911 Service Board was established on March 7, 2000.
- Section 2. **Joint undertaking** - The Board of Supervisors of each county must maintain a joint 911 service board. The 911 Service Board shall be a joint undertaking of Polk County and each of the political subdivisions having a public safety agency serving territory within the county 911 service area.
- Section 3. **Authorization** –By entering into this agreement, the parties intend the 911 Service Board to operate as a legal entity. It is the intent of the parties to the agreement the 911 Service Board shall be a legal entity according to Code of Iowa Section 34A as established through Iowa Administrative Code Section 605-10.
- Section 4. **Official address** - The official address of the Board shall be: Polk County Joint 911 Service Board, 1907 Carpenter Avenue, Des Moines, Iowa 50314.
- Section 5. **Recorded** - These bylaws shall be recorded with the Polk County Recorder, 111 Court Avenue, Des Moines, Iowa 50309.

ARTICLE III PURPOSE

- Section 1. **Public interest**- 911 emergency telephone communication systems and other emergency 911 notification devices further the public interest and protect the health, safety, and welfare of the people of Polk County, Iowa.
- Section 2. **Public benefit** - The purpose of the 911 Service Board is to provide for the orderly development, installation, and operation of 911 emergency systems and to provide a mechanism for the funding of these systems, either in whole or in part. These systems shall be operated under governmental management and control for the public benefit.

ARTICLE IV MEMBERSHIP

Section 1. **Voting members** - Each political subdivision of the state, having a public safety agency serving territory within the Polk County 911 service area as well as a local emergency management agency, is entitled to one voting membership. For the purposes of this section, a township operating a fire department providing fire protection services to the township, or a city providing fire protection services through the operation of a fire department not financed through the operation of city government, shall be considered a political subdivision of the state having a public safety agency serving territory within the county. The political subdivisions eligible for voting membership are:

City of Altoona
City of Ankeny
City of Bondurant
City of Carlisle
Camp Dodge
Chief of Police of PSAP-Des Moines
City of Clive
Delaware Township
City of Des Moines
City of Elkhart
City of Granger
City of Grimes
City of Huxley
City of Johnston
City of Madrid
City of Maxwell
City of Mitchellville
Northern Warren
City of Norwalk
City of Pleasant Hill
City of Polk City
Sheriff-Polk County
County of Polk County
Polk County Emergency Management Agency
City of Runnells
Saylor Township
City of Slater
City of Urbandale
City of Waukee
City of West Des Moines
City of Windsor Heights

While Polk County Emergency Management understands the Iowa Code recognizes the agency as a voting member, it routinely abstains from voting in order to avoid any perceived bias when providing guidance to the 911 Service Board.

- Section 2. **Nonvoting members** - Each private safety agency, such as privately owned ambulance services, airport security agencies, and private fire companies, serving territory within the county 911 service area, is entitled to a nonvoting membership on the board. The private entities eligible for nonvoting membership are:
- Midwest Medical
Life Flight
Mercy Medical Center/Mercy One/Mercy Ambulance
Unity Point Ground Transport
- Section 3. **Members headquartered outside service area** - Public and private safety agencies headquartered outside but operating within a county 911 service area are entitled to membership according to their status as a public or private safety agency.
- Section 4. **Contracted services** - A political subdivision not operating its own public safety agency but contracts for the provision of public safety services is not entitled to membership on the 911 Service Board; however, its contractor is entitled to one voting membership according to the contractor's status as a public or private safety agency.
- Section 5. **Jurisdiction and agency appointments** - Each eligible political subdivision and private safety agency is responsible for the appointment of their primary and alternate representatives to the 911 Service Board. The term of such appointments will be at the discretion of the appointing jurisdiction or agency. All appointments to the 911 Service Board by a jurisdiction must be made by official resolution. Private agencies must provide a letter signed by the chief executive officer with their agency's appointment. Appointment shall become effective upon the receipt of the resolution or letter by the 911 Service Board. Alternate appointments are considered members of the 911 Service Board and will be recognized as the voting member in the absence of the primary member. If both the primary and alternate members are in attendance, only one or the other will vote.
- Section 6. **Submission of membership list** - The 911 Service Board shall annually submit a listing of members along with the political subdivision they represent to the state 911 program manager. A copy of the list must be submitted by January 1 of each year, unless the program manager designates an alternate due date.

ARTICLE V RULES OF CONDUCT

- Section 1. **Procedural rules** - The business meetings of the 911 Service Board shall be governed by Robert's Rules of Order.
- Section 2. **Officers** - The 911 Service Board must elect a Chairperson and Vice Chairperson from appointed members to the Board. Officer elections shall be held annually during the

first meeting of the calendar year. Officers take office on the following July 1. If the Chairperson or Vice Chairperson cannot or wishes to no longer serve, then an election shall be held at the next regular meeting. The Chairperson or Vice Chairperson must provide notice to the 911 Coordinator of his or her wishes to no longer serve. The notice may be provided orally and/or in writing. Unless the removal was due to criminal activity, the Chairperson or Vice Chairperson must continue to serve until officially replaced.

Section 3. **Executive Committee** –The 911 Service Board shall create and appoint an Executive Committee of eight (8) Service Board members or alternates to set agendas, assign tasks to standing or ad hoc committees and work groups and make recommendations to the Service Board. Committees may report findings or present recommendations back to the Executive Committee or the full 911 Service Board. The Executive Committee shall consist of:

- (1) 9-1-1 Service Board Chair (Chairperson)
- (1) 9-1-1 Service Board Vice-Chair (Vice-Chairperson)
- (1) Des Moines Public Safety Answering Point (PSAP)
- (1) Des Moines PSAP User
- (1) Polk County PSAP
- (1) Polk County PSAP User
- (1) Westcom PSAP
- (1) Westcom PSAP User
- Non-voting - Facilitator/secretary – 9-1-1 Coordinator or EMA Staff

Section 4. **PSAP Advisory committee** – Each of the primary local Public Safety Answering Points (PSAP) shall appoint a member to serve on the PSAP advisory committee. The PSAP Advisory Committee shall act as an advisory body to review, investigate, discuss, and recommend technology and operation issues of concern to the PSAPs. Agendas and topics will be determined by the PSAP Directors and 9-1-1 Coordinator.

Section 5. **The Metro Interoperability Committee** – The Metro Interoperability Committee shall function as an advisory body to review, investigate, recommend, and discuss technology and interoperability issues of concern to the Field Responders. The three PSAPs (Des Moines Police Department, Polk County Sheriff’s Office, and Westcom Communications Center) shall appoint one member to the following available positions: frontline dispatcher, PSAP leadership, technical advisor and member at-large. Polk County Fire Chiefs Association, Polk County Law Enforcement Executives Association, and Central Iowa Emergency Medical Services (EMS) Directors shall appoint one operational end user for each PSAP they serve. The Metro Interoperability Committee participants include a total of twenty-one (21) members broken down as follows:

- (3) Frontline Dispatcher
- (3) PSAP Leadership
- (3) Operational Fire Department End User
- (3) Operational Law Enforcement End User
- (3) Operational Emergency Medical Services End User
- (3) Technical Advisor
- (3) Member At-Large

Additional technical experts and advisors may be invited to participate from time to time based on need.

- Section 6. **Other committees** – The Chairperson may appoint technical, administrative, and other committees with expertise as is needed to conduct the business of the 911 Service Board. Committee members who serve on these committees may be voting or nonvoting members, public or private agency representatives, or technical specialists not on the 911 Service Board.
- Section 7. **Secretary** – The 911 Coordinator shall serve as Secretary to the 911 Service Board and is responsible for records, minutes, documents and all other matters pertaining to the operation of the business meetings. The 911 Coordinator may delegate duties to other 911 Service Board members or Polk County Emergency Management Staff to conduct the 911 Service Board's business.
- Section 8. **Meetings** – The 911 Service Board must meet at least once per year. Required business includes: consideration and adoption of a budget, election of officers, and approval of the service plan. The 911 Service Board shall also meet when called by the Chairperson or Vice-Chairperson. Meetings of the 911 Service Board may be held in-person, or by means of conference call, video conference, or other such means or combination thereof that allow for each participant to hear and to be heard by each other participant at the same time. Any business may be transacted at such a meeting that could have been transacted at an in-person meeting of the 911 Service Board. Any Service Board member who would like to participate by alternative means must notify the 911 Coordinator orally or in writing at least 48 hours before the start of the meeting. The provisions of Iowa Code Chapter 21, "Official Meetings Open to the Public," are applicable.
- Section 9. **Voting and quorum** – A quorum shall consist of voting members in attendance at the meeting. A minimum of 51% of affirmative votes of members present at the meeting is sufficient to pass all motions, resolutions or other matters proposed. Proxy voting will not be recognized as an official vote, however, these methods may be used for opinion polling.
- Section 10. **Amendments** – The terms of these bylaws may be amended as long as:
- (1) The bylaws are amended under the Chairperson's authority,
 - (2) Each individual member, both primary and alternate, are provided an exact copy of each proposed amendment by mail or electronic mail
 - (3) The notice must be received at least thirty days prior to the meeting, and
 - (4) Each amendment receives a minimum of 51% of affirmative votes of members who are physically present.

ARTICLE VI POWERS AND DUTIES

- Section 1. **Service** – Provide 911 service within the service area.
- Section 2. **Service Plan** – The 911 Service Board shall maintain a 911 service plan encompassing the entire county. A political subdivision having a public safety agency within its territory or jurisdiction shall participate in joint 911 Service Board and cooperate in maintaining the 911 service plan. Plan and amendments shall be submitted to the state 911 program manager, public and private safety agencies in the service area, and local exchange service providers affected by the plan.
- Section 3. **Coordination- the 911 Service Board** shall coordinate planning with each contiguous joint 911 Service Board.
- Section 4. **Local exchange information** – 911 Service Board may request, not more than once per quarter, the information from the local exchange service provider. This may include: number of lines which the surcharge was applied, the number of refusals to pay, number of lines exempt, and the amount retained by the exchange.
- Section 5. **Service fund** – The 911 Service Board shall establish and maintain as a separate account a 911 service fund to be used for nonrecurring and recurring costs of the 911 service plan.
- Section 6. **Restrictions** – 911 Service Board shall use local exchange service information solely for the purposes of providing 911 service or providing related 911 call alert services.
- Section 7. **Next Generation wireless 911 plan** – The 911 Service Board shall cooperate with the 911 program manager in preparing a Next Generation wireless 911 service plan for statewide implementation.
- Section 8. **Operational and technical standards** – The 911 Service Board shall ensure the 911 system employs the following features: automatic location identification, automatic number identification, selective routing, and provides two emergency seven-digit numbers to telephone companies for transferring a calling party.
- Section 9. **Minimum standards** – The 911 Service Board shall ensure the public safety answering points adhere to the following minimum standards:
- (1) Operate 24 hours per day and 7 days per week,
 - (2) Publish 911 as the primary emergency number,
 - (3) Maintain radio and land line interagency communications,
 - (4) Maintain standard operating procedures for each public safety answering point,
 - (5) Maintain a system to document call details,
 - (6) Maintain 99 percent reliability of transferred calls,

(7) Employ physical security measures and access control systems at public safety answering points,

(8) Ensure that all telephone company employees with contact with 911 facilities are familiar with safeguarding of facilities procedures,

(9) Provision of continuous electrical power in the event of a power failure and sustain it for 48 hours,

(10) Disallow intrusion of automatic dialers and alarm systems, and

(11) Provide for the installation and use of telecommunications devices for the speech and hearing-impaired.

ARTICLE VII

FINANCE

Section 1. **Contracts and expenditures** – Since the 911 Service Board is operating as a legal entity, members may enter into contracts and make expenditures for services, administration, or planning in order to carry out the purposes of these bylaws. The 911 Service Board may cooperate with, contract with, and accept and expend funds from federal, state, or local associations, public or semi-public corporations or private individuals and businesses for 911 projects and activities consistent with federal, state, and local law and these bylaws.

Section 2. **911 Service Fund** – The Polk County 911 Service Board shall establish in the office of the County Treasurer a 911 Service Fund. Collected surcharge moneys and any interest thereon, as authorized by Iowa Code Chapter 34A, shall be deposited into the 911 Service Fund. 911 surcharge moneys must be kept separate from all other sources of revenue utilized for 911 systems.

Section 3. **Approval of joint project funds** – The Executive Committee may authorize the use of joint projects funds without authorization of the full 911 Service Board if:

(1) The cost of the project is in accordance with the Polk County Joint 911 Service Board Financial Policy and Procedure (Fiscal Policy)

(2) The project is supported by all three Public Safety Answering Point Directors, and

(3) The 911 Service Board is electronically notified within 24 hours after the approval is made, and is provided a full briefing at the next 911 Service Board meeting.

Section 4. **Withdrawals** – Withdrawals of moneys from the 911 service fund shall be made on warrants drawn by the county auditor, per Iowa Code section 331.506, supported by claims and vouchers approved by the Chairperson or Vice-Chairperson of the 911 Service Board or the appropriate operating authority so designated in writing and in compliance with the Fiscal Policy.

- Section 5. **Reserve funds** – All funds in the 911 Service Fund account remaining at the end of the fiscal year shall carry over into the next fiscal year either as reserve funds, encumbered funds, or for general expenditure. The remaining funds must remain within the 911 Service Board Fund and not revert to a general county fund.
- Section 6. **Public safety answering point budgets** – Each public safety answering point shall prepare its own budget based on a July 1 through June 30 fiscal year considering the expected available funds and submit it to the 911 Service Board for consideration. The Public Safety Answering Point budgets shall be submitted to the 911 Coordinator no later than December 1st of each year. The budget will then be presented for discussion at the 911 Service Board during the Budget Workshop each year in January.
- Section 7. **Surcharge Fund budgets** – The 911 Service Board must adopt a budget consistent with all federal and state laws, rules, and policies. During the third quarter of each fiscal year, the 911 Service Board must consider a budget for the 911 Service Board for the ensuing fiscal year and shall propose, adopt, and certify a budget not later than March 15. Within 30 days of adoption, the budget for the ensuing year must be submitted to the state 911 Program Manager.
- Section 8. **Audit provisions** – The 911 Service funds must be subject to examination by the Iowa Department of Homeland Security and Emergency Management at any time during usual business hours. 911 Service Funds are subject to the audit provisions of Iowa Code Chapter 11.

ARTICLE VIII

PROPERTY

- Section 1. **Acquiring, holding and disposing** - The Board may purchase, hold, and dispose of property necessary and incidental to its operation. Any such property will be owned and maintained by the Board. The 911 Coordinator must inventory all the property held by the Board. The inventory process will consist of recording the property and clearly marking the property so the owner is easily identifiable. The 911 coordinator will review the property list yearly at the beginning of the fiscal year. When the Board no longer needs the property to conduct business, they have the authority to sell or dispose of any of the property belonging to them.

ARTICLE IX EMPLOYMENT PRACTICES

- Section 1. **Employees and contract services** – The 911 Service Board may employ employees, staff, and firms or consultants as it may deem necessary to carry out the purpose of these bylaws and for which it has arranged funding.
- Section 2. **Hiring, disciplining, and terminating** - Employees shall be treated in a manner consistent with the employee manual, policies, and practices of the Polk County Human Resources Department.
- Section 3. **Supervision** - Immediate supervision of employees shall be the responsibility of the Polk County Emergency Management Director with oversight provided by the executive committee and the 911 Service Board in ascending order of authority.

ARTICLE X SEVERABILITY

- Section 1. **Invalidation** – Nullification of any provision or application of these bylaws shall not affect other provisions or applications.

ARTICLE XI DISSOLUTION

- Section 1. **Duration** - The 911 Service Board shall not be dissolved by an action other than that caused by changes in federal or state laws dissolving or significantly reorganizing the organization, structure and operational processes of the 911 Service Board.
- Section 2. **Liquidation of assets** - Upon dissolution of the 911 Service Board, all assets of the Board must be liquidated. Any net proceeds obtained wherefrom shall be used to pay any outstanding debts. Liquidation will be completed within twelve months of dissolution. At the end of one year from the date of termination, any funds not refunded and remaining in the 911 service fund and all interest accumulated shall be distributed equally amongst the jurisdictions with primary or secondary members who are active voting members. To qualify as an active voting member, either the primary or alternate appointed member must have attended at least fifty percent of the 911 Service Board meetings during the last calendar year. Moneys distributed to each active voting member shall be used only to offset the costs for the administration of the 911 program.

ARTICLE XII

Conflict of Interest

- Section 1: The 911 Service Board strives to maintain the highest standards of integrity. Transparency in the use of 911 surcharge funding and assurance of the proper use of funding will support the public confidence in our commitment to the highest level of service possible. To maintain our integrity and credibility, we request that all potential or actual conflicts of interest be disclosed as soon as they are recognized.
- Section 2: In accordance with the Fiscal Policy, annually on July 1 of each fiscal year, 911 Service Board members will receive and be required to sign Polk County Joint 911 Service Board's Conflict of Interest Statement as is contained in the Fiscal Policy.

ARTICLE XIII

MISCELLANEOUS

- Section 1: These bylaws will be in accordance with the State of Iowa law governing joint 911 Service Boards. If at any time these bylaws are in conflict with state of Iowa law, state law takes precedence.

ARTICLE XIV

ADOPTION

These bylaws are hereby adopted by a majority vote of the Polk County Joint 911 Service Board under Chapter 34A, Code of Iowa as of this 19th day of May 2021.

Signature Page

City of Altoona

Print Name

Signature

City of Ankeny

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Signature

City of Bondurant

Print Name

Signature

City of Carlisle

Print Name

Signature

Camp Dodge

Print Name

Signature

Chief of Police of
PSAP-Des Moines

Print Name

Signature

City of Clive

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Delaware Township

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City of Des Moines

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City of Mitchellville

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Norther Warren Fire Dept.

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City of Norwalk

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City of Pleasant Hill

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Signature

City of Polk City

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Signature

Sheriff-Polk County

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County of Polk County

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Signature

Polk County Emergency
Management Agency

Print Name

Signature

City of Runnells

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Signature

Saylor Township

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City of Slater

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BYLAWS

POLK COUNTY JOINT 911 SERVICE BOARD

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- (1) 9-1-1 Service Board Chair (Chairperson)
- (1) 9-1-1 Service Board Vice-Chair (Vice-Chairperson)
- (1) Des Moines Public Safety Answering Point (PSAP)
- (1) Des Moines PSAP User
- (1) Polk County PSAP
- (1) Polk County PSAP User
- (1) Westcom PSAP
- (1) Westcom PSAP User
- Non-voting - Facilitator/secretary - 9-1-1 Coordinator or EMA Staff

Section 4.

PSAP Advisory committee - Each of the primary local Public Safety Answering Points (PSAP) shall appoint a member to serve on the PSAP advisory committee. The PSAP Advisory Committee shall act as an advisory body to review, investigate, discuss, and recommend technology and operation issues of concern to the PSAPs. Agendas and topics will be determined by the PSAP Directors and 9-1-1 Coordinator.

Section 5.

The Metro Interoperability Committee - The Metro Interoperability Committee shall function as an advisory body to review, investigate, recommend, and discuss technology and interoperability issues of concern to the Field Responders. The three PSAPs (Des Moines Police Department, Polk County Sheriff's Office, and Westcom Communications Center) shall appoint one member to the following available positions: frontline dispatcher, PSAP leadership, technical advisor and member at-large. Polk County Fire Chiefs Association, Polk County Law Enforcement Executives Association, and Central Iowa Emergency Medical Services (EMS) Directors shall appoint one operational end user for each PSAP they serve. The Metro Interoperability Committee participants include a total of twenty-one (21) members broken down as follows:

- (3) Frontline Dispatcher
- (3) PSAP Leadership
- (3) Operational Fire Department End User
- (3) Operational Law Enforcement End User
- (3) Operational Emergency Medical Services End User
- (3) Technical Advisor
- (3) Member At-Large

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Additional technical experts and advisors may be invited to participate from time to time based on need.

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Section 6 **Other committees** – The Chairperson may appoint technical, administrative, and other committees with expertise as is needed to conduct the business of the 911 Service Board. Committee members who serve on these committees may be voting or nonvoting members, public or private agency representatives, or technical specialists not on the 911 Service Board.

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Section 7 **Secretary** – The 911 Coordinator shall serve as Secretary to the 911 Service Board and is responsible for records, minutes, documents and all other matters pertaining to the operation of the business meetings. The 911 Coordinator may delegate duties to other 911 Service Board members or Polk County Emergency Management Staff to conduct the 911 Service Board's business.

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Section 8 **Meetings** – The 911 Service Board must meet at least once per year. Required business includes: consideration and adoption of a budget, election of officers, and approval of the service plan. The 911 Service Board shall also meet when called by the Chairperson or Vice-Chairperson. Meetings of the 911 Service Board may be held in-person, or by means of conference call, video conference, or other such means or combination thereof that allow for each participant to hear and to be heard by each other participant at the same time. Any business may be transacted at such a meeting that could have been transacted at an in-person meeting of the 911 Service Board. Any Service Board member who would like to participate by alternative means must notify the 911 Coordinator orally or in writing at least 48 hours before the start of the meeting. The provisions of Iowa Code Chapter 21, "Official Meetings Open to the Public," are applicable.

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Section 9 **Voting and quorum** – A quorum shall consist of voting members in attendance at the meeting. A minimum of 51% of affirmative votes of members present at the meeting is sufficient to pass all motions, resolutions or other matters proposed. Proxy voting will not be recognized as an official vote, however, these methods may be used for opinion polling.

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Section 10 **Amendments** – The terms of these bylaws may be amended, as long as:

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(1) the bylaws are amended under the Chairperson's authority,

(2) each individual member, both primary and alternate, are provided an exact copy of each proposed amendment by mail or electronic mail

(3) the notice must be received at least thirty days prior to the meeting, and

(4) each amendment receives a minimum of 51% of affirmative votes of members who are physically present.

ARTICLE VI POWERS AND DUTIES

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Section 1. **Service** – Provide 911 service within the service area.

Section 2. **Service Plan** – The 911 Service Board shall maintain a 911 service plan encompassing the entire county. A political subdivision having a public safety agency within its territory or jurisdiction shall participate in joint 911 Service Board and cooperate in maintaining the 911 service plan. Plan and amendments shall be submitted to the state 911 program manager, public and private safety agencies in the service area, and local exchange service providers affected by the plan.

Section 3. **Coordination-** The 911 Service Board shall coordinate planning with each contiguous joint 911 Service Board.

Section 4. **Local exchange information** – 911 Service Board may request, not more than once per quarter, the information from the local exchange service provider. This may include: number of lines which the surcharge was applied, the number of refusals to pay, number of lines exempt, and the amount retained by the exchange.

Section 5. **Service fund** – The 911 Service Board shall establish and maintain as a separate account a 911 service fund to be used for nonrecurring and recurring costs of the 911 service plan.

Section 6. **Restrictions** – 911 Service Board shall use local exchange service information solely for the purposes of providing 911 service or providing related 911 call alert services.

Section 7. **Next Generation wireless 911 plan** – The 911 Service Board shall cooperate with the 911 program manager in preparing a Next Generation wireless 911 service plan for statewide implementation.

Section 8. **Operational and technical standards** – The 911 Service Board shall ensure the 911 system employs the following features: automatic location identification, automatic number identification, selective routing, and provides two emergency seven-digit numbers to telephone companies for transferring a calling party.

Section 9. **Minimum standards** – The 911 Service Board shall ensure the public safety answering points adhere to the following minimum standards:

(1) Operate 24 hours per day and 7 days per week,

(2) Publish 911 as the primary emergency number,

(3) Maintain radio and land line interagency communications,

(4) Maintain standard operating procedures for each public safety answering point,

(5) Maintain a system to document call details,

(6) Maintain 99 percent reliability of transferred calls,

(7) Employ physical security measures and access control systems at public safety

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answering points,

~~(8) Ensure that all telephone company employees with contact with 911 facilities are familiar with safeguarding of facilities procedures.~~

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~~(9) Provision of continuous electrical power in the event of a power failure and sustain it for 48 hours.~~

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~~(10) Disallow intrusion of automatic dialers and alarm systems, and~~

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~~(11) Provide for the installation and use of telecommunications devices for the speech and hearing-impaired.~~

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ARTICLE VII

FINANCE

Section 1. **Contracts and expenditures** – Since the 911 Service Board is operating as a legal entity, members may enter into contracts and make expenditures for services, administration, or planning in order to carry out the purposes of these bylaws. The 911 Service Board may cooperate with, contract with, and accept and expend funds from federal, state, or local associations, public or semi-public corporations or private individuals and businesses for 911 projects and activities consistent with federal, state, and local law and these bylaws.

Section 2. **911 Service Fund** – The Polk County 911 Service Board shall establish in the office of the County Treasurer a 911 Service Fund. Collected surcharge moneys and any interest thereon, as authorized by Iowa Code Chapter 34A, shall be deposited into the 911 Service Fund. 911 surcharge moneys must be kept separate from all other sources of revenue utilized for 911 systems.

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Section 3. **Approval of joint project funds** – The ~~Executive Committee~~ may authorize the use of joint projects funds without authorization of the full 911 Service Board if:

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~~(1) The cost of the project is in accordance with the Polk County Joint 911 Service Board Financial Policy and Procedure (Fiscal Policy).~~

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~~(2) The project is supported by all three Public Safety Answering Point Directors, and~~

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~~(3) The 911 Service Board is electronically notified within 24 hours after the approval is made, and is provided a full briefing at the next 911 Service Board meeting.~~

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Section 4. **Withdrawals** – Withdrawals of moneys from the 911 service fund shall be made on warrants drawn by the county auditor, per Iowa Code section 331.506, supported by claims and vouchers approved by the Chairperson or Vice-Chairperson of the 911 Service Board or the appropriate operating authority so designated in writing ~~and in compliance with the Fiscal Policy.~~

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Section 5. **Reserve funds** – All funds in the 911 Service Fund account remaining at ~~the end~~ of the fiscal year shall carry over into the next fiscal year either as reserve funds, encumbered funds, or for general expenditure. The remaining funds must remain within the 911 Service Board Fund and not revert to a general county fund.

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Section 6. **Public safety answering point budgets** – Each public safety answering point shall prepare its own budget based on a July 1 through June 30 fiscal year considering the expected available funds and submit it to the 911 Service Board for consideration. The Public Safety Answering Point budgets ~~shall~~ be submitted to the 911 Coordinator no later than December 1st of each year. The budget will then be presented for discussion at the 911 Service Board during the Budget Workshop each year in January.

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Section 7. **Surcharge Fund budgets** – The 911 Service Board must adopt a budget consistent with all federal and state laws, rules, and policies. During the third quarter of each fiscal year, the 911 Service Board must consider a budget for the 911 Service Board for the ensuing fiscal year and shall propose, ~~adopt, and certify~~ a budget not later than March 15. Within 30 days of adoption, the budget for the ensuing year must be submitted to the state 911 Program Manager.

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Section 8. **Audit provisions** – The 911 Service funds must be subject to examination by the Iowa Department of Homeland Security and Emergency Management at any time during usual business hours. 911 Service Funds are subject to the audit provisions of Iowa Code Chapter 11.

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ARTICLE VIII PROPERTY

Section 1. **Acquiring, holding and disposing** - The Board may purchase, hold, and ~~dispose~~ of property necessary and incidental to its operation. Any such property will be owned and maintained by the Board. The 911 Coordinator must inventory all the property held by the Board. The inventory process will consist of recording the property and clearly marking the property so the owner is easily identifiable. The 911 coordinator will review the property list yearly at the beginning of the fiscal year. When the Board no longer needs the property to conduct business, they have the authority to sell or dispose of any of the property belonging to them.

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ARTICLE IX EMPLOYMENT PRACTICES

- Section 1. **Employees and contract services** – The 911 Service Board may employ employees, staff, and firms or consultants as it may deem necessary to carry out the purpose of these bylaws and for which it has arranged funding.
- Section 2. **Hiring, disciplining, and terminating** - Employees shall be treated in a manner consistent with the employee manual, policies, and practices of the Polk County Human Resources Department.
- Section 3. **Supervision** - Immediate supervision of employees shall be the responsibility of the Polk County Emergency Management Director with oversight provided by the [executive committee](#) and the 911 Service Board in ascending order of authority.

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ARTICLE X SEVERABILITY

- Section 1. **Invalidation** – Nullification of any provision or application of these bylaws shall not affect other provisions or applications.

ARTICLE XI DISSOLUTION

- Section 1. **Duration** - The 911 Service Board shall not be dissolved by an action other than that caused by changes in federal or state laws dissolving or significantly reorganizing the organization, structure and operational processes of the 911 Service Board.
- Section 2. **Liquidation of assets** - Upon dissolution of the 911 Service Board, all assets of the Board must be liquidated. Any net proceeds obtained wherefrom shall be used to pay any outstanding debts. Liquidation will be completed within twelve months of dissolution. At the end of one year from the date of termination, any funds not refunded and remaining in the 911 service fund and all interest accumulated shall be distributed equally amongst the jurisdictions with primary or secondary members who are active voting members. To qualify as an active voting member, either the primary or alternate appointed member must have attended at least fifty percent of the 911 Service Board meetings during the last calendar year. Moneys distributed to each active voting member shall be used only to offset the costs for the administration of the 911 program.

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ARTICLE XII

Conflict of Interest

Section 1: The 911 Service Board strives to maintain the highest standards of integrity. Transparency in the use of 911 surcharge funding and assurance of the proper use of funding will support the public confidence in our commitment to the highest level of service possible. To maintain our integrity and credibility, we request that all potential or actual conflicts of interest be disclosed as soon as they are recognized.

Section 2: In accordance with the Fiscal Policy, annually on July 1 of each fiscal year, 911 Service Board members will receive and be required to sign Polk County Joint 911 Service Board's Conflict of Interest Statement as is contained in the Fiscal Policy.

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ARTICLE XIII

MISCELLANEOUS

Section 1: These bylaws will be in accordance with the State of Iowa law governing joint 911 Service Boards. If at any time these bylaws are in conflict with state of Iowa law, state law takes precedence.

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ARTICLE XIV

ADOPTION

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These bylaws are hereby adopted by a majority vote of the Polk County Joint 911 Service Board under Chapter 34A, Code of Iowa as of this 19th day of May, 2021,

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<u>City of Bondurant</u>	<u>Print Name</u>	<u>Signature</u>
<u>City of Carlisle</u>	<u>Print Name</u>	<u>Signature</u>
<u>Camp Dodge</u>	<u>Print Name</u>	<u>Signature</u>
<u>Chief of Police of PSAP-Des Moines</u>	<u>Print Name</u>	<u>Signature</u>
<u>City of Clive</u>	<u>Print Name</u>	<u>Signature</u>
<u>Delaware Township</u>	<u>Print Name</u>	<u>Signature</u>
<u>City of Des Moines</u>	<u>Print Name</u>	<u>Signature</u>
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Polk County Emergency
Management Agency

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Attachment #3



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:

May 19, 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 Police Department	Law	515-978-7979	Westcom
Waukee Fire Department	Fire/EMS	515-978-7998	Westcom
West Des Moines Police	Law	515-222-3320	Westcom
West Des Moines Fire	Fire	515-222-3421	Westcom
West Des Moines Emergency Medical Services	EMS	515-222-3321	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

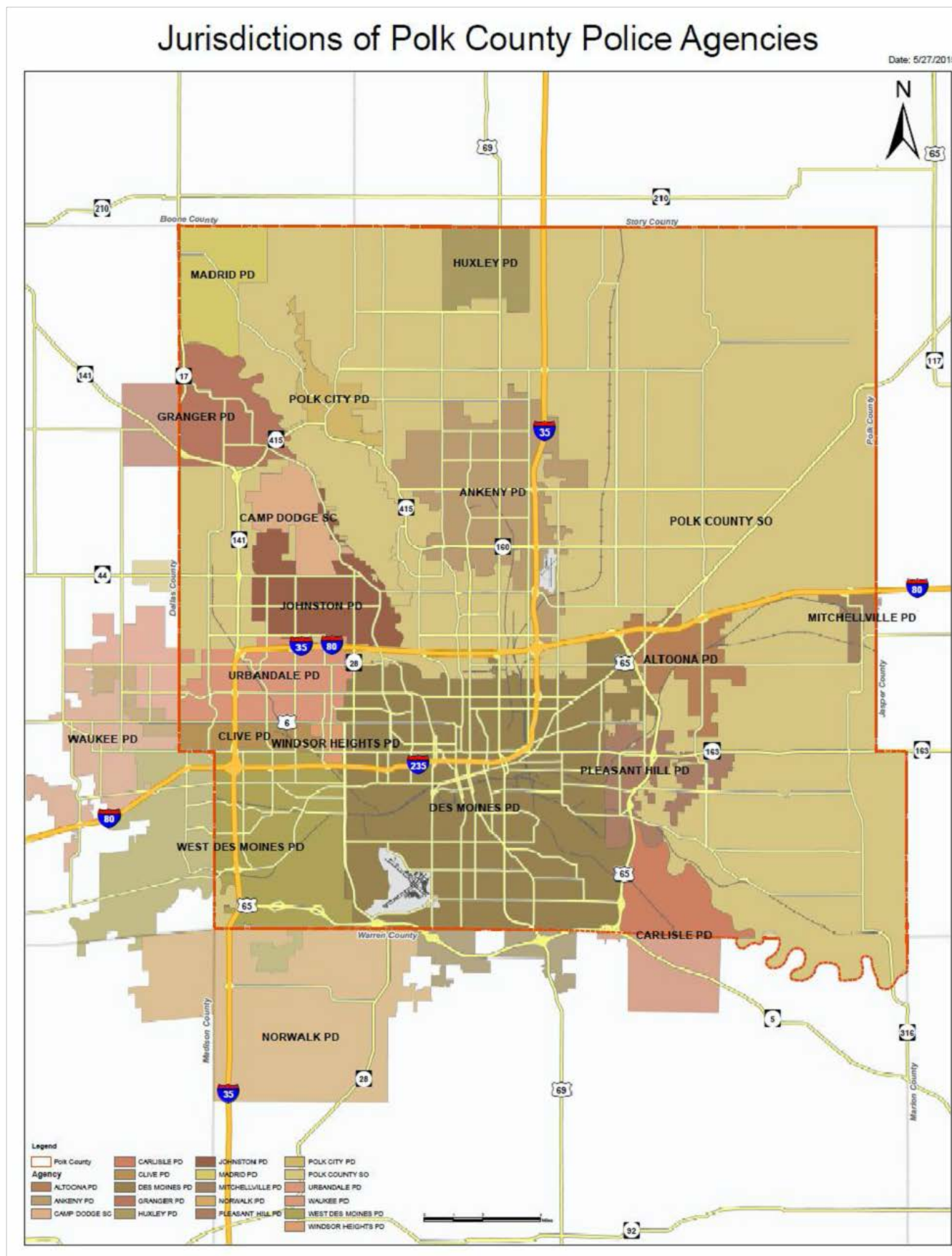
Updated on February 25, 2021

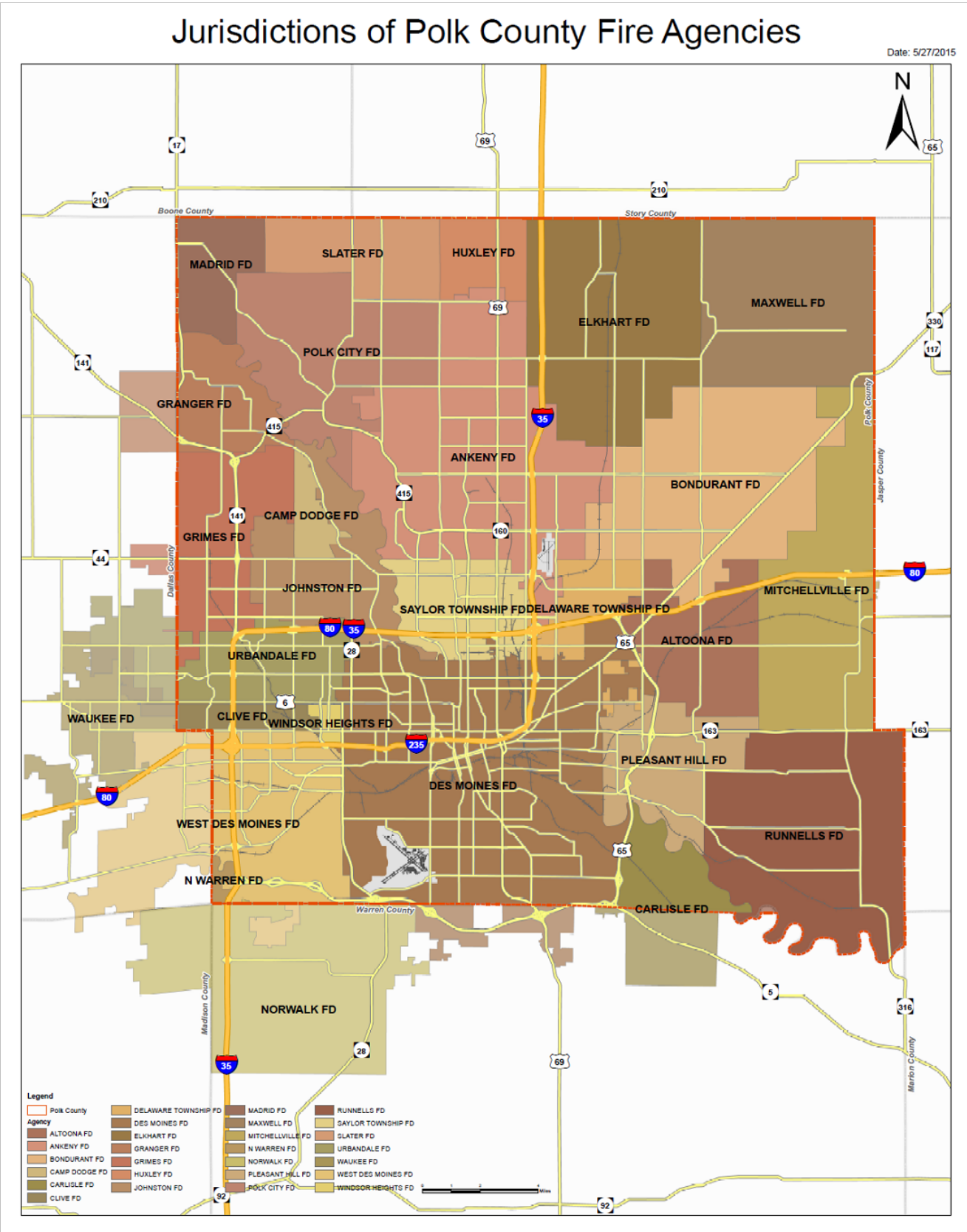
Class	Parcel Count	Total Full Value	Total Adjusted Value
Ag	6,756	\$218,850,900	\$216,431,850
Ag Exempt	12	\$282,870	\$0
Comm	9,431	\$11,567,800,440	\$10,527,214,102
Comm Exempt	1,221	\$2,281,351,430	\$0
Govt	1	\$0	\$0
Ind	649	\$1,058,059,000	\$943,597,400
Multi-Res	1,429	\$1,819,819,400	\$1,435,939,670
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

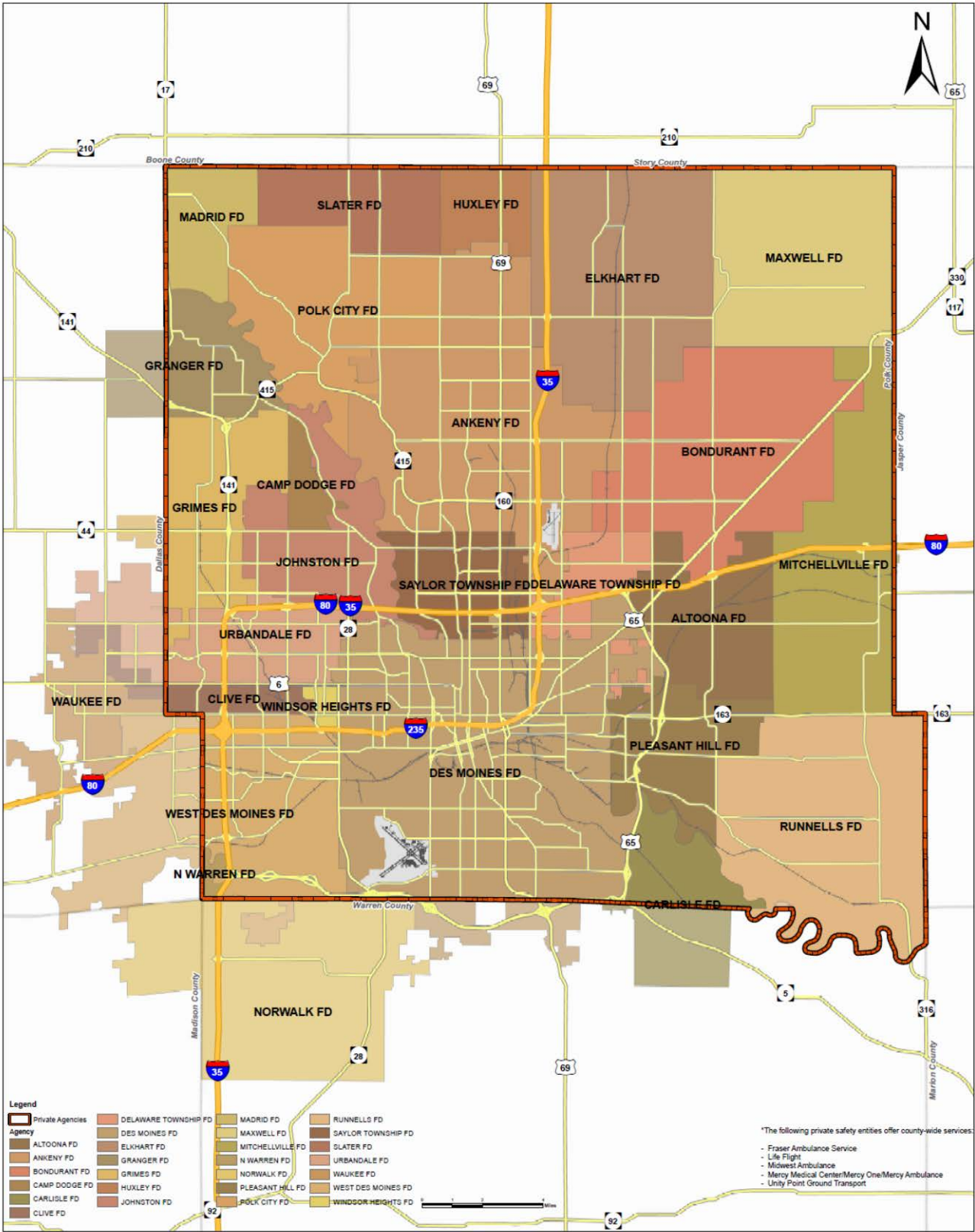
Services	Page
Jurisdictional boundaries of all law enforcement agencies serving the area.	21
Jurisdictional boundaries of all firefighting districts and companies serving the area.	22
The jurisdictional boundaries of all ambulance and emergency medical service providers operating in the area.	23
Telephone exchange boundaries and the location of telephone company central offices, including those located outside but serving the service area.	24
The location of PSAP(s) within the service area.	25





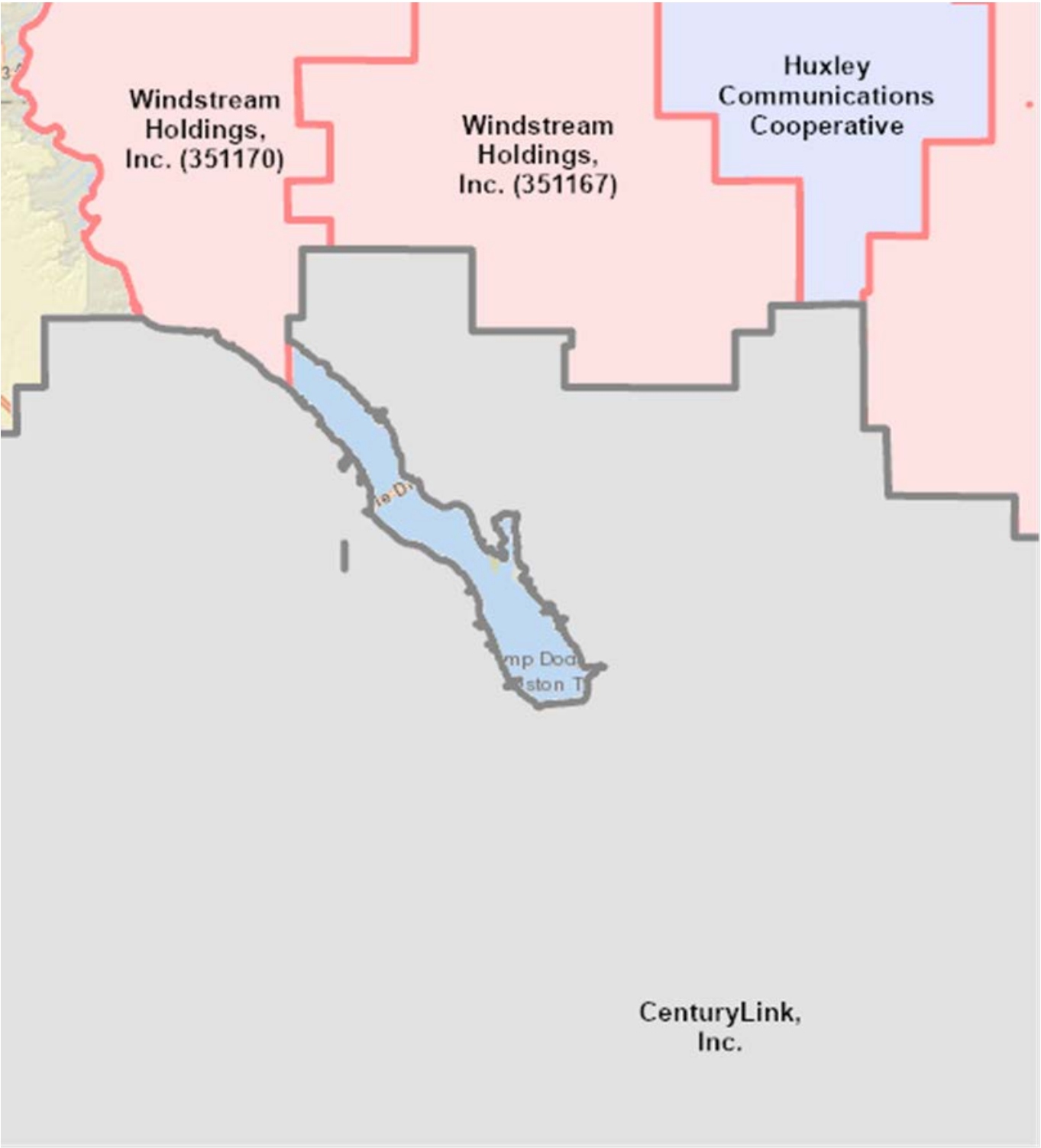
Jurisdictions of Polk County EMS Agencies

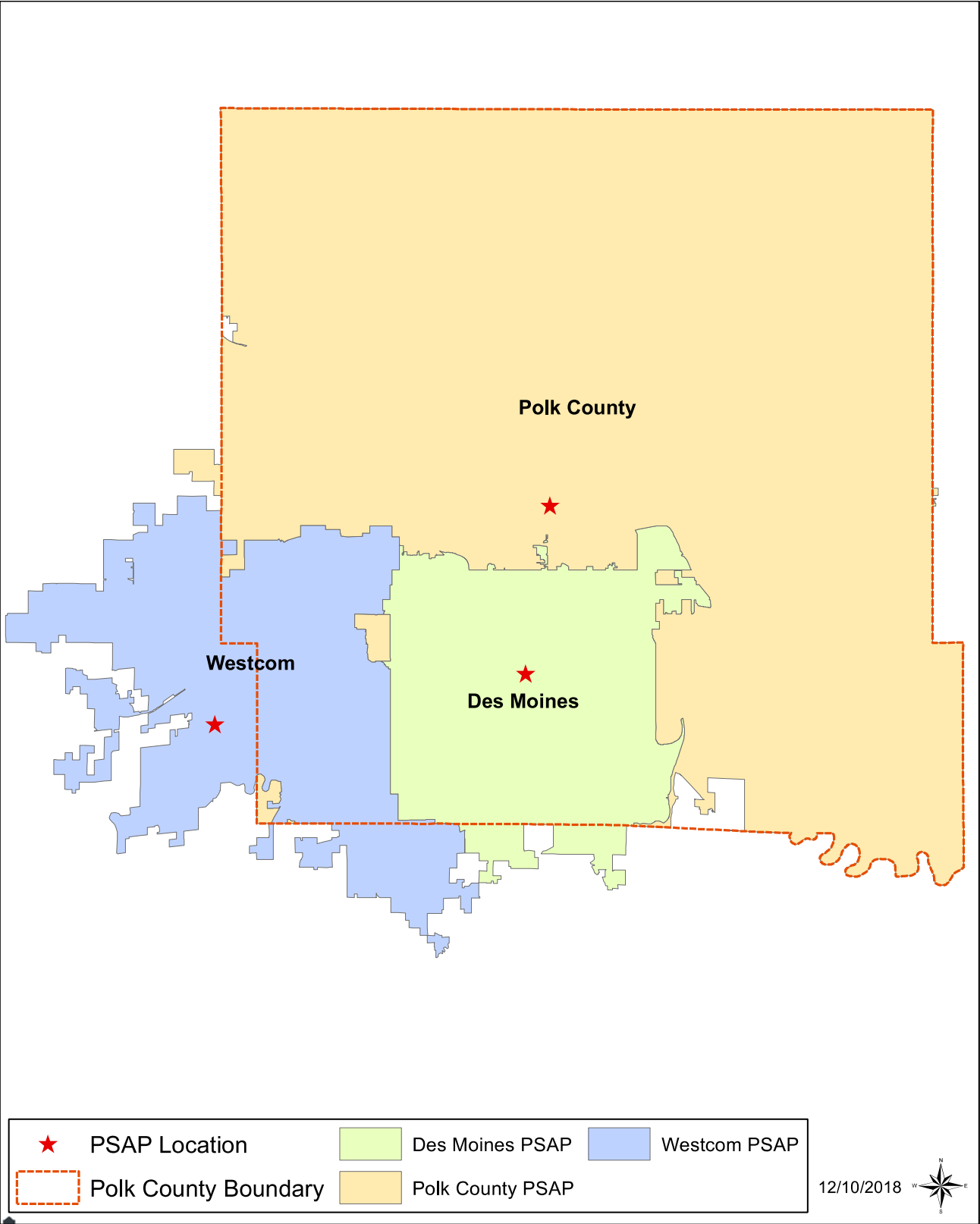
Date: 5/27/2015



Polk County Telephone Service Area Reference Map

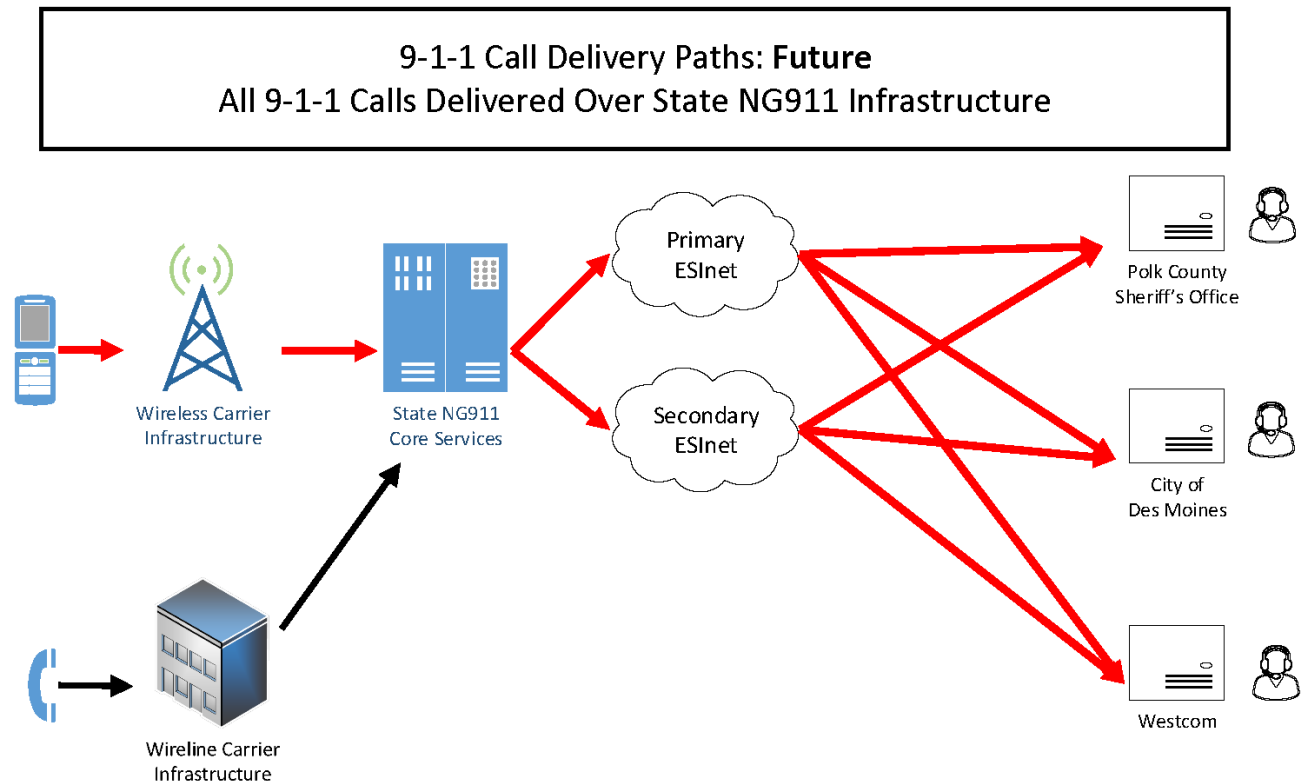
Source: Iowa Utilities Board





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