



MINUTES

Polk County Joint 911
Service Board

Special Meeting of: Polk
County Joint 911 Service
Board

**Wednesday
14-April-2021
1300 Hours**

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

Distributed on: -
Monday, April 20, 2021

The size of the EOC will accommodate in-person attendance with physical distancing and face coverings. If you prefer not to attend in-person, then you may attend via Zoom.

Register in Advance

<https://polkcountyowa-gov.zoom.us/meeting/register/tJwgc-6gpjooGtft2PODLdP-FF9zBBOrRyw8>

After registering, you will receive a confirmation email containing information about joining the meeting

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– Tracey Bearden

C. Guests/Public –Dave Lockard, City of Des Moines

III. Approval of Agenda – Motion to approve the agenda by Clive; Seconded by Urbandale. Motion passed without issue.

IV. Approval of Previous Meeting Minutes– 17 February 2021- Motion to approve previous meeting minutes by Polk County Sheriff; Seconded by Des Moines Police Chief of a PSAP. Motion passed without issue.

V. New Business and Action Items-

A. Adoption of Strategic Plan- (Attachment #1)

Discussions surrounding G3 and whether the word operation or interoperability should be used. Concerns with going with interoperability as you don't want to exclude operable issues common across jurisdictions. Another member stressed operations are

addressed by individual agencies. Discussed changing the name of the committee to Metro Technology Committee, but settled on replacing “operation” with “interoperability.” See G3 on Attachment 1.

Motion to approve the strategic plan with changes discussed by Des Moines; Seconded by West Des Moines. Motion passed without issue. Please see Attachment #1 for approved changes.

Added language to T2 suggested by Anna Whipple. This will allow us to be more proactive rather than reactive. See Attachment 1 for actual language.

Roll Call Vote: 13 Yes; 1 Abstain.

- ☐ Altoona-Y
- ☐ Bondurant-Y
- ☐ Clive-Y
- ☐ Des Moines-Y
- ☐ Grimes-Y
- ☐ Johnston-Y
- ☐ Madrid-Y
- ☐ Mitchellville-Y
- ☐ Police Chief of PSAP-DSM-Y
- ☐ Polk County-Y
- ☐ Polk County EM-Abstain
- ☐ Polk County Sheriff's Office-Y
- ☐ Urbandale-Y
- ☐ West Des Moines-Y

VI. Administration and Finance

A. Amendment of Bylaws-Discussion only (Attachment #2)

Expected Action Item: May 19, 2021

Dave Lockard:Public Comment: If you cut the Metro Interop down too much it will not function effectively with operational and technical needs. There are regularly discussions that bridge computers, networking, LTE and LMR as well as other electrical/electronic devices. With that if you cut down to very few then there will not have enough true knowledge on all those topics. It's very rare that one person can handle these or frankly two from each PSAP. These are all fairly specific and need various people to help give everyone the information that is needed to make sound decisions. I think the Metro Interop is more of a working group where the service board or exec group have the luxury of keeping the group smaller because they have things like Metro interop that have all those players working on topics.

Reflect changes approved in strategic plan and add membership composition for the Metro Interoperability Committee. See Attachment #2 for changes.

VII. Open Discussion

VIII. Upcoming Meetings

B. Full Meeting: May 19, 2021 at 1300 hours

C. Expected Agenda Items:

1. Bylaws
2. Budget Amendment
3. Service Plan

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

X. Adjourn-Chair Brownell adjourned the meeting at 1404 hours.



Attachment #1

Strategic Plan 2021-2026

Foundational Statements

Vision:

Polk County's regional 9-1-1 system s is a recognized leader in:

- *Rapid and effective routing of emergency calls for service;*
- *Regional Coordination to best serve diverse and complex needs;*
- *Efficient use of public resources; and*
- *Deployment of effective technology*

Mission:

Polk County's 9-1-1 Service Board encourages coordination and distributes funds to ensure there are effective emergency communication links between those in need and emergency responders.

Guiding Principles:

- **Public Safety:** The safety and well-being of our community and first responders are our highest priorities.
- **9-1-1 System Resiliency:** We will strive to increase the capacity of our Polk County regional 9-1-1 systems to survive and efficiently recover from any technical or operational disruption.
- **Collaboration:** We embrace opportunities to coordinate and work together within the Polk County region.
- **Predictability:** System changes impact individual jurisdictions differently. We will forecast changes and strive to ensure smooth transitions that consider local conditions.
- **Transparency:** We share clear, relevant, and timely information with the public and our stakeholders.
- **Accountability:** We encourage measuring operational performance metrics in pursuit of continuous improvement.

Strategic Priorities

Governance – Finance – Technology & Operations

Goals & Objectives

Governance

Goal: Guide Polk County regional priorities through informed and decisive leadership utilizing three standing committees.

Objectives:

G1: Create 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. (Timing: create and appoint by June 30, 2021)

The make-up of the Committee shall consist of:

- 2 – 9-1-1 Service Board Chair and Vice-Chair
- 2 – Des Moines PSAP & User
- 2 – Polk County PSAP & User
- 2 – Westcom PSAP & User
- Facilitator/secretary – 9-1-1 Coordinator or EMA staff

G2: Redefine the PSAP Advisory Committee 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. (Timing: complete by September 30, 2021)

G3: Redefine the Metro Interoperability Committee as an advisory body to review, investigate, recommend, and discuss technology and interoperability issues of concern to the Field Responders. (Timing: Complete by September 30, 2021)

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Technology & Operations:

Goal: Plan and coordinate a comprehensive 9-1-1 operations and technology strategy.

Objectives:

T1: Reduce call transfers to increase the probability that a call to 9-1-1 can be answered, entered into CAD and dispatched by the PSAP that receives the call.

T2: Ensure that all PSAPs are staying current and enabled with NG9-1-1 technologies and location information standards in preparation for NG911 deployment in Polk County.

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T3: Explore and identify standards and metrics to be considered by individual PSAPs in pursuit of continued improvement.

T4: In current and future decisions, consider how 9-1-1 investments may lead to greater back-up capacity, co-location, or virtual or physical consolidation.

Finance:

Goal: Allocate 9-1-1 funds to help meet PSAP needs, while preserving sufficient “joint funds” to strategically pursue shared or common objectives.

Objectives:

F1: Establish and ensure priority order for the use of 9-1-1 funds by September 30, 2021:

1. 9-1-1 Phone System
 - o 9-1-1 Call Routing Systems (hardware, software, databases, and services)
 - o Call Delivery Networks (maintenance of legacy trunking and/or IP networks)
 - o Telephone system equipment (Customer Premise Equipment, maintenance and training)
2. Replacement Reserve for #1
3. CAD replacement (shared or common) or upgrade
4. Logging/recording equipment
5. Training and other permissible expenditures
6. Allowable radio system investments

F2: Utilize joint funds to incentivize shared or common systems to enhance the operational efficiency of PSAPs, multi-jurisdictional responses and continuity of operations.

F3: Create a Financial Management manual addressing the 9-1-1 Service Board’s financial procedures to include but not limited to budgeting and reimbursements. The goal is to work towards a more centralized management process by the 9-1-1 Coordinator and to ensure that the process is transparent and equitable.

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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~~

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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 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.

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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 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.

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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.

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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

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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.

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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

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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
- (1) 9-1-1 Service Board Vice-Chair
- (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 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 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. 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.

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Section 2. **Service Plan** – The 911 Service Board shall maintain a Next Generation 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.

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

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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. **Wireless 911 communications fund** – The 911 Service Board shall make requests for eligible wireless 911 funds to the state program manager according to the available funding and designated formula.

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Section 9. **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 10. **Minimum standards** – The 911 Service Board shall ensure the public safety answering points adhere to the following minimum standards: operate 24 hours per day and 7 days per week, publish 911 as the primary emergency number, maintain radio and land line interagency communications, maintain standard operating procedures for each public safety answering point, maintain a system to document call details, maintain 99 percent reliability of transferred calls, employ physical security measures and access control systems at public safety answering points, ensure that all telephone company employees with contact with 911 facilities are familiar with safeguarding of facilities procedures, provision of continuous electrical power in the event of a power failure and sustain it for 48 hours, disallow intrusion of automatic

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dialers and alarm systems, and 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.

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Section 3. **Approval of joint project funds** – The Chairperson and the Vice-Chairperson may authorize the use of joint projects funds without authorization of the full 911 Service Board if: (1) Both the Chairperson and Vice-Chairperson agree to authorize the use of funds, (2) The cost of the project is \$10,000 or less; (3) The project is supported by all three Public Safety Answering Point Directors, and (4) 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. Withdrawals that exceed \$10,000 shall be signed jointly by the Chairperson and the Vice-Chairperson.

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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.

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 should 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. **Operating 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 and adopt 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.

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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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- 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
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.

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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 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 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
- (1) 9-1-1 Service Board Vice-Chair
- (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 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 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 Next Generation 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. **Wireless 911 communications fund** – The 911 Service Board shall make requests for eligible wireless 911 funds to the state program manager according to the available funding and designated formula.
- Section 9. **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 10. **Minimum standards** – The 911 Service Board shall ensure the public safety answering points adhere to the following minimum standards: operate 24 hours per day and 7 days per week, publish 911 as the primary emergency number, maintain radio and land line interagency communications, maintain standard operating procedures for each public safety answering point, maintain a system to document call details, maintain 99 percent reliability of transferred calls, employ physical security measures and access control systems at public safety answering points, ensure that all telephone company employees with contact with 911 facilities are familiar with safeguarding of facilities procedures, provision of continuous electrical power in the event of a power failure and sustain it for 48 hours, disallow intrusion of automatic

dialers and alarm systems, and 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 Chairperson and the Vice-Chairperson may authorize the use of joint projects funds without authorization of the full 911 Service Board if: (1) Both the Chairperson and Vice-Chairperson agree to authorize the use of funds, (2) The cost of the project is \$10,000 or less; (3) The project is supported by all three Public Safety Answering Point Directors, and (4) 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. Withdrawals that exceed \$10,000 shall be signed jointly by the Chairperson and the Vice-Chairperson.

- 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 should 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. **Operating 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 and adopt 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

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ARTICLE XII

ADOPTION

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