



Polk County Joint 911 Service Board

PSAP ADVISORY COMMITTEE

MARCH 2025 MINUTES

Meeting Date/Time:	Location:	Virtual Option:
Thursday, March 27, 2025 10:00	Polk County EMA 1907 Carpenter Ave. Des Moines, IA 50314	https://us06web.zoom.us/j/82270137933 Meeting ID: 822 7013 7933 In-Person Attendance Preferred

I. CALL TO ORDER

II. ROLL CALL & INTRODUCTIONS

A. MEMBERS

- | | | |
|---|--|---|
| ☒ Nick Brockman | ☐ Steve Hoffman | ☒ Mark Mohr |
| ☒ Brad Button | | |
| ☒ Udell Mentola | ☐ Rob Dehnert | ☐ Aubyn Giampolo |

B. STAFF

- | | |
|---|---|
| ☒ Dutch Geisinger | ☒ Lynn Tazzioli |
|---|---|

III. APPROVAL OF AGENDA & PREVIOUS MEETING MINUTES – [FEBRUARY 27, 2025](#) – APPROVED AS DISTRIBUTED

IV. COMMUNICATIONS CENTER UPDATES/INFORMATION SHARING

A. DES MOINES POLICE DEPARTMENT PSAP

- Two in training, both are in the final phase. Besides this, currently one short and another may be separating from employment soon. Will need to start a recruitment process, no timeline specified. Zetron has installed the cradle point on the roof and a majority of the rack mount equipment; should be finishing that up today (3/27). Met yesterday; due to the phone upgrade, the CAD update happening this year, and a required Motorola radio upgrade by 2030, to avoid buying things twice, the dispatch center will be moving to 1200 Locust. It will be a fresh build. Go-live is expected for October 2029. Area of the building the center is planning on moving into will have room for expansion. Requesting other PSAPs provide backup needs sooner rather than later to be included with the center plan; Mentola suggested all 3 PSAPs meet to discuss.

B. POLK COUNTY SHERIFF'S OFFICE PSAP

- Chief Hoffman is retiring on 3/31/2025. He is still planning on being involved with the 911 Service Board as the Sheriff's designee. The bylaws don't state that the representative needs to be an employee, so he can continue serving as the Vice Chair. The only question that remained is how long he intends to continue serving in this capacity – the Board elected him to be the Vice Chair during the next term beginning July 2025 through June 2026. One Supervisor is also resigning, effective 4/4/2025. Will open the Supervisor process internally first and hopefully backfill the open telecommunicator position a promotion creates with someone from the current list.

C. WESTCOM EMERGENCY COMMUNICATIONS

- Five telecommunicators in training and are doing great. These were hired to fill eight vacancies. Two more resigned and a third may not return following family leave. A new recruitment process is open with another five-person academy anticipated to begin in June. Westcom has recertified their training program through APCO (Project 33). Westcom is the only PSAP in the state with this designation and is one of only 109 in the nation. There is a lot of mandated overtime occurring. Most telecommunicators have been averaging 12-hour shifts since January 1st. Westcom has looked into a private company to help backfill some shifts, but the cost is \$50,000 per telecommunicator plus travel expenses. Radio reprogramming has begun and is almost completed. Most of the police channels have been encrypted. This should alleviate the need for patches for cross-jurisdictional events, including with Dallas and Warren Counties. Will start working on encrypting some Fire/EMS talkgroups in April.



Polk County Joint 911 Service Board

V. BUDGET AND FINANCE

A. REPORTS

1. February Google Dashboard Report – [Attachment #1](#)
2. JD Edwards Reports
 - a. February JD Edwards Revenue Report – [Attachment #2](#)
 - b. February JD Edwards Expense Report – [Attachment #3](#)
 - c. February JD Edwards Cash Balance Report – [Attachment #4](#)

VI. ADMINISTRATION UPDATES

A. LEGISLATIVE UPDATE

1. HF 951 requesting a \$2 million grant for specific disaster-impacted counties with 16,000-16,500 residents (as written, only Clay qualifies) for repair and replacement of 9-1-1 equipment. APCO & NENA registered against. Went to subcommittee meeting this morning. Nick Laning provided information to legislators about the fact that the state 9-1-1 funding cannot afford this; we wouldn't care if it came from the general fund. They're passing it through to committee with the intention of doing more research on it and said if it's not a sustainable funding source they will not take from it.
2. SF 271, the bill attempting to change voting membership status of jurisdictions on a 911 Service Board outside of the county to non-voting membership, has died.
3. HSB 104 has not resurfaced but HSEMD has mentioned several times that it still has a chance to be revived during ways and means.

B. ALERT IOWA

1. Built alerting for Urbandale FD/city officials. Right now, we only have automatic alerts for weather and templates built for Chief Cardwell or Bingham to activate the City Operations Center (COC). These were able to be built to appear as if the phone call is coming from Chief Cardwell. Alert Iowa can be set up to appear as if an alert is coming from any phone number, as long as it's a real phone number.

C. JOINT LINES RESEARCH

1. Windstream continuing to be difficult. Finally made contact with an account manager stateside. He just emailed back on Tuesday with a copy of a contract Central Accounting signed in September that's good through 2027 saying if we disconnect service (that doesn't even exist), then we'll have to pay \$4,300. 911 Coordinator has not had a chance to respond and welcomed any ideas for rebuttals. It was suggested that we all get together with Windstream and have them test the lines to prove activity.

D. 911 COMMUNICATIONS COUNCIL

1. Kayla Beckerdite took a promotion. Her position will be posted late March or early April. State is still seeking more responses to the telecommunicator week campaign, only had about 6 responses. APCO/NENA training fund request of \$10,000 approved.

VII. UPCOMING TRAINING OPPORTUNITIES

A. APCO/NENA CONFERENCE – APRIL 28-29, DES MOINES AIRPORT HOLIDAY INN

VIII. OPEN DISCUSSION – NONE

IX. 2025 MEETINGS

Thursday, April 24, 2025 at 10:00
Thursday, May 22, 2025 at 10:00
Thursday, June 26, 2025 at 10:00
Thursday, July 24, 2025 at 10:00
Thursday, August 28, 2025 at 10:00

Thursday, September 25, 2025 at 10:00
Thursday, October 23, 2025 at 10:00
Thursday, November 27, 2025 at 10:00*
Thursday, December 25, 2025 at 10:00*