



Polk County Joint 911 Service Board

FULL SERVICE BOARD MEETING

FEBRUARY 2025 MINUTES

Meeting Date/Time:

Wednesday, February 19, 2025
13:00

Location:

Polk County EMA
1907 Carpenter Ave.
Des Moines, IA 50314

Virtual Option:

<https://us06web.zoom.us/j/89267448892>

Meeting ID: 892 6744 8892

In-Person Attendance Preferred

I. CALL TO ORDER – MEETING CALLED TO ORDER AT 13:00

II. ROLL CALL & INTRODUCTIONS

A. VOTING MEMBERS – * DENOTES VIRTUAL ATTENDEE

☒ Altoona	☒ Des Moines, PSAP	☒ Mitchellville	☒ Runnells *
☒ Ankeny	☒ Elkhart	☐ Northern Warren FD	☐ Saylor Township
☒ Bondurant	☐ Granger	☐ Norwalk	☐ Slater
☒ Camp Dodge *	☒ Grimes	☐ Pleasant Hill	☒ Urbandale
☐ Carlisle	☐ Huxley	☒ Polk City	☒ Waukee
☒ Clive	☒ Johnston	☒ Polk County	☒ West Des Moines
☐ Delaware Township	☒ Madrid *	☒ Polk County EM	☒ Windsor Heights
☒ Des Moines, City of	☐ Maxwell	☒ Polk County SO	

B. NON-VOTING MEMBERS

☐ Life Flight	☒ MercyOne Medical	☐ Midwest Ambulance	☐ UnityPoint Ground
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C. EMA STAFF

☒ AJ Mumm	☒ Cameron Stufflebeam	☒ Laura Kacer
☒ Dutch Geisinger	☒ Brett McIntyre	☒ Lynn Tazzioli

D. GUESTS/PUBLIC

☒ Kevin Schneider, Polk County Sheriff's Office	☒ R. Vance Swisher, Ankeny Fire Department
☒ Bob Stanton, Polk County Sheriff's Office	☒ Tony Chambers, Altoona Police Department
☒ Mark Mohr, Polk County Sheriff's Office	

III. APPROVAL OF AGENDA – NO COMMENT ON AGENDA AS DISTRIBUTED

IV. APPROVAL OF PREVIOUS MEETING MINUTES – [NOVEMBER 20, 2024](#)

A. MOTION TO APPROVE BY DES MOINES PSAP, SECONDED BY WAUKEE. THE MOTION PASSED UNANIMOUSLY.

V. PUBLIC HEARING: FY 24/25 PROPOSED BUDGET AMENDMENT

A. PUBLIC COMMENT ON PROPOSED AMENDMENT PUBLISHED FEBRUARY 7, 2025 – [ATTACHMENT #1](#)

1. Public hearing was opened and closed without comment.

VI. PUBLIC HEARING: FY 25/26 PROPOSED BUDGET

A. PUBLIC COMMENT ON PROPOSED BUDGET PUBLISHED FEBRUARY 7, 2025 – [ATTACHMENT #2](#)

1. Corrected FY 23/24 Expenditures – [Attachment #3](#)

a. Public hearing was opened. 911 Coordinator noted a correction was made to the published proposal due to a calculation error in the total amount of actual interest accrued in FY 23/24. The correction does not change the amount of proposed expenditures as published on 2/7/2025. The public hearing was closed without comment.



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VII. NEW BUSINESS & ACTION ITEMS

A. FY 24/25 PROPOSED BUDGET AMENDMENT – [ATTACHMENT #4](#)

1. City of Des Moines moved to adopt the budget amendment as published, seconded by Johnston. The motion passed unanimously.

B. FY 25/26 PROPOSED BUDGET – [ATTACHMENT #5](#)

1. Des Moines PSAP moved to adopt the budget proposal as attached. West Des Moines seconded. The motion passed unanimously.
2. Confirmation of unspent funds designation as reserved versus unassigned.
 - a. In previous years, unspent funds had been designated as “unassigned.” Moving forward, we’d like to put the amount in the catastrophic reserve in the “assigned fund balance” and then designate the remaining funds as “reserved (non-spendable/restricted/committed).” Doing so will help our cause when it comes to showing that we’re saving these otherwise undesignated funds for expensive projects and other unforeseen costs. It effectively reduces the amount of money the legislature sees as undesignated when they look at the overall amount of 911 surcharge funds in reserve.
 - b. City of Des Moines moved to designate unspent funds as described. Johnston seconded. The motion passed unanimously.

C. 911 SERVICE BOARD APPOINTMENTS – [ATTACHMENT #6](#)

1. Executive Committee Chair and Vice Chair Elections
 - a. Chief Hoffman nominated current Chair, Dave Ness, to retain current position as Chair. No other nominations were made from the floor. Polk County Sheriff’s Office moved to confirm the nomination. Johnston seconded. The motion passed unanimously.
 - b. Major Ness nominated the current Vice Chair, Steve Hoffman, to retain current position as Vice Chair. No other nominations were made from the floor. Chair Ness moved to confirm the nomination. City of Des Moines seconded. The motion passed unanimously.

VIII. PROGRAM/PROJECT UPDATES & REPORTS

A. ADMINISTRATION

1. Chairperson and Vice Chairperson Reports – No reports.
2. PSAP Reports
 - a. Des Moines PD
 - i. PSAP is fully staffed with three still in training with about three weeks remaining. There was one internal promotion to the open supervisor position. Began the process of migrating to the state shared services phone program. The go-live date is anticipated for April. Prepared 911 is being used in the center for text translations and video. The video feature was recently successfully used during a domestic incident. 16 telecommunicators will be recognized by the Des Moines Fire Department for their life-saving contributions.
 - b. Polk County SO
 - i. PSAP is fully staffed. Starting to work on coordination of migrating the phone system to state shared services next week. 2024 Call Volume: 61,775 calls to 911, 1,350 texts to 911, 142,586 administrative (non-emergency) calls, 196,286 law enforcement calls for service created, 24,049 fire/EMS calls for service created.
 - c. WestCom
 - i. PSAP currently has 8 vacant telecommunicator positions and one more who may be resigning soon. 6 will start training on Monday, February 24th.



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3. Joint 911 Lines

- a. The State has not provided any direct guidance on whether we should continue to pay for these lines after the FCC ruling. HSB 104 does contain an attempt to have state take over cost recovery and eventually stop paying, but barring that passing the plan is to continue to pay and work directly with the phone companies to prove we're paying for an active service.

4. Alert Iowa

- a. 3 of 4 Alert Iowa refresher classes taught to Des Moines PD PSAP at their in-service. The 911 Coordinator is continuing to clean up the system and working with EMA on drafting a sub-contract to have any other communities or agencies that want access sign before extending availability of the service to more users. Planning to participate in an IPAWS tabletop exercise with FEMA next week. With the future plan including expanding access to IPAWS to the PSAPs, all three have been invited to participate. Des Moines and PCSO planning to be present.

B. FINANCE

1. Budgets

- a. FY 24/25 Joint APCO Membership Expense – [Attachment #7](#)
 - i. \$1,814.67 was approved by the 911 Executive Committee to be expended from the Joint Projects business unit for a group APCO membership. Previously, Des Moines and Westcom paid individually for group memberships to cover their staff. Polk County paid for a smaller group membership to cover their administrative staff. The 911 Service Board paid for an individual membership for the 911 Coordinator. By moving us all to one group membership, each PSAP is effectively paying \$907/year rather than \$1,861/year and all Polk County telecommunicators were able to be added to the membership.

2. Reports

- a. Quarter #2 Surcharge Distribution – [Attachment #8](#)
- b. January Google Dashboard Report – [Attachment #9](#)
- c. January JD Edwards Revenue Report – [Attachment #10](#)
- d. January JD Edwards Expense Report – [Attachment #11](#)
- e. January JD Edwards Cash Balance Report – [Attachment #12](#)

C. CAD IMPROVEMENT PROJECT

1. Request for Information (RFI)

- a. RFIs were returned. Reported costs for a new CAD system that would meet our needs ranged from \$10-22 million with about \$1 million in recurring annual maintenance costs. There are currently no additional steps in this process.

2. The Authority Working Group

- a. Operations Subcommittee
 - i. This subcommittee has not been meeting but testing has been continuing. It's currently scheduled for every Friday. Most recently there was an issue clearing events. CentralSquare is working on resolving the issue for the next test. The subcommittee is hoping to start the pilots very soon.

D. SERVICE BOARD COMMITTEES

1. PSAP Advisory Committee

- a. Continuing to meet; no updates that haven't been given elsewhere in this meeting.

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2. Metro Interoperability Committee

- a. Des Moines working on reactivation of RINO 2.0.
- b. Committee has been discussing IMED and Polk County's plan for implementation. Talk groups are live on the system, radios are starting to arrive.
- c. New tactical direct channels were added. No current plan for their usage, but a numbering scheme was approved by the committee to keep them consistent across agencies and counties. The approved numbering scheme was uploaded to and is available in the DLAN record repository – [Attachment #13](#) (password required).
- d. Encrypted channel patching issue between ISICS and SARA appears to have been resolved; hasn't been tested since the fix but was used without issue.
- e. [SF 89](#) – introduced into the senate on 1/22 regarding the opening of eligibility roles that would be allowed on ISICS. It has the potential for high impact to the system; language would open platform to private security, private ambulance, tow trucks, etc. It does not address funding for additional capacity it would create – would likely fall to the public agencies to make up for, although the Iowa Department of Public Safety has said they would take on the costs. Concerns were raised during a recent PLEXA meeting regarding non-public safety access to law enforcement talkgroups. Update since the last Metro Interop meeting: subcommittee met 2/11 and recommends amendment and passage on 2/12. A companion bill, [HSB 198](#) was introduced on 2/18/2025. Subcommittee meeting is scheduled for 2/26/2026 at 12:00 in the House Lounge. There appears to be a lot of momentum behind passing these as-written.
- f. Upcoming events
 - i. Iowa State Fair communications planning will be starting soon.
 - ii. Ironman planning also starting soon, event is first full weekend in June.

E. STATE COMMITTEES

1. Iowa Statewide Interoperable Communications Systems (ISICS) Board
 - a. Continuing to meet, discussion mostly covered during SF 89 discussion.
2. Regional Interoperability Committee (RIC) Region 1
 - a. RIC Region 1 meetings occur monthly every second Tuesday at 15:00. A FirstNet rapid response demo will be scheduled soon.
3. Iowa 911 Communications Council
 - a. Lots of discussion about upcoming legislation. Training funds have about \$40,000 still available for grants. Putting together a tribute to telecommunicators for TC week, surveys were sent to PSAPs.
4. Iowa APCO & NENA
 - a. Met to discuss a plan for HSB 104. Both oppose the bill as written and are advocating to kill the bill since a satisfactory amendment is so unlikely. Lobby Day at the capitol is Tuesday, February 25 at noon. All are welcome to join to speak with our legislators.
 - b. APCO/NENA spring conference is scheduled for Monday, April 28th and Tuesday, April 29th. Awards dinner is Monday evening. Registration is open.

F. LEGISLATIVE UPDATE

1. [HSB 104](#)
 - a. Surcharge Funding Reduction: wireless surcharge passed to the service boards would reduce from 60% to 46% during the NG911 transition and restores to 55% after state has completed phases I and II of NG911 transition. Projected loss is \$217,000/year while the funding is reduced to 46%. Using the distribution, the estimated loss to each PSAP would be \$89,000 to DMPD, \$65,000 to PCSO, and \$63,000 to Westcom.



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- b. Wireline surcharge revenue would continue to come directly to the service board. State would take over cost recovery starting in July 2026. This would save us \$18,000 per year. The bill would also adopt wording from the FCC ruling to officially remove telecom's ability to bill for administrative costs related to delivering 911 service.
- c. Allows IHSEMD to study the concept of managed services for PSAPs to share services to meet staffing and other needs not currently allowed (part-time PSAPs).
- d. Subcommittee meeting scheduled for 2/20 at 08:15. 911 Coordinator planning to attend and speak in opposition to the bill on our behalf.

2. [SF 271](#)

- a. Language changes 34A to exclude political subdivisions not geographically located within the county from being entitled to voting membership on the joint 911 service board for that county. As written, this would exclude Norwalk and Waukee from being eligible for voting membership on our board. WestCom also expressed they would no longer have voting capabilities on the Warren nor Dallas County Joint 911 Service Boards. We have expressed our opposition and plan to work with other boards requesting the change and our legislators for an agreeable solution. Law was proposed in an attempt to remedy a situation in which a board had more political subdivisions outside of their county with service area inside their county but on differing radio systems having a larger voting bloc in their county than the jurisdictions actually within the county. Assigned to a subcommittee on 2/18, no hearing scheduled as of the morning of 2/19.

G. GIS UPDATE

- 1. Met benchmarks for previous quarter and GIS grant has been received. Will be paid out to Des Moines shortly.

H. OUTDOOR WARNING SIRENS

- 1. Monthly testing continues. Go or no go coordinated the Wednesday prior based on weather predictions.

I. TRAINING, EXERCISES, AND CONFERENCES

- 1. Lunch and Learn – [CBRNE Protocol](#), February 25th, 11:30-12:30, Polk County EOC
- 2. Active Threat Group Communications Exercise – March 4th, 09:00-12:00, Polk County EOC
- 3. Orion Damage Assessment Collection App Training – March 7th, [09:00-12:00](#) or [13:00-16:00](#), Polk County EOC

IX. OPEN DISCUSSION

- 1. No topics brought forth.

X. 2025 MEETINGS

911 Executive Committee Meetings

~~Monday, January 13, 2025 at 13:30~~

Monday, April 14, 2025 at 13:30

Monday, July 14, 2025 at 13:30

Monday, October 13, 2025 at 13:30

Full 911 Service Board Meetings

Wednesday, February 19, 2025 at 13:00

Wednesday, May 21, 2025 at 13:00

Wednesday, August 20, 2025 at 13:00

Wednesday, November 19, 2025 at 13:00

XI. ADJOURN – MEETING ADJOURNED AT 13:38