



Polk County Joint 911 Service Board

PSAP ADVISORY COMMITTEE

JANUARY 2025 MINUTES

Meeting Date/Time:	Location:	Virtual Option:
Thursday, January 23, 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 – * DENOTES VIRTUAL ATTENDANCE

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 – [DECEMBER 19, 2024](#) – APPROVED AS DISTRIBUTED

IV. COMMUNICATIONS CENTER UPDATES/INFORMATION SHARING

A. DES MOINES POLICE DEPARTMENT PSAP

- Four of the original 11 trainees have been released, with three still in training. Upon completion of training, the PSAP will be fully staffed with the exception of one internal promotion to the open supervisor position. Notification of the promotion will occur within the next few days.
- Prepared911 is being used in the center. Telecommunicators like the text translation tool. It's being used daily. Features beyond text translation include the ability for video calls. The telecommunicator can control the front or back camera, blur it out, or black the caller's screen to hide the fact the caller is on a 9-1-1 call. The video can be uploaded and shared with officers in the field or a login can be created for an incident commander who can jump into the call while its happening.

B. POLK COUNTY SHERIFF'S OFFICE PSAP

- Last trainee finished up the past weekend, making them fully staffed. One supervisor will be out on FMLA for a while.
- The CAD upgrade/version change with the City of Des Moines has begun the change over process.

C. WESTCOM EMERGENCY COMMUNICATIONS

- WestCom is currently six telecommunicators short after another recent trainee resignation. 12 candidates were interviewed during oral boards last week, 8 have made the cut for civil service. The board will meet again on 1/30. WestCom plans to make offers to 5 candidates and conduct an academy, which will take some logistical adjustments to accommodate.
- Still working on getting an approved budget for the year with the City. A meeting is scheduled for 1/30 and a special work group after. Westcom is doing a 100% audit of all services, contracts, and internal operations. Dehnert and his team has been assisting with this and already saved \$53,000 by going through contracts and making the vendor justify them.



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3. The police RMS rehost has been completed. The preliminary work is being done right now for a CAD and RMS upgrade. The message switch and common identity management for single sign on is ongoing. A CAD upgrade is scheduled for 1/27 that should bring them to the most updated version available, also providing new features.
4. The chiefs are looking at a police protocol, similar to what's currently used for EMD and EFD. Westcom is also interested in implementing a few other applications such as Rapid SOS Unite to automate alarm systems and reduce the burden on call takers.

V. BUDGET AND FINANCE

A. FY 24/25 BUDGET

1. 2025 APCO Membership Dues
 - a. These have been paid. APCO returned a list of people who hadn't been activated as members by the PSAPs. The 911 Coordinator will distribute these lists and include instructions on how to activate or deactivate members moving forward, as the activation process has been slightly modified since the PSAPs had individual memberships.
 - b. A check has been written to the City of Des Moines out of the joint funds account to reimburse them for the extra share of the membership dues that were paid by City. Originally, it has been stated that this money would be transferred from the Joint Projects business unit to the Des Moines PD PSAP business unit. Since the invoice wasn't originally paid using their, 911 funds it wasn't appropriate to reimburse that account this way.

B. REPORTS

1. Quarter 2 Surcharge Distribution – [Attachment #1](#)
 - a. These were completed by the 911 Coordinator on 1/17. They had not been posted to the account by Central Accounting as of 1/22.
2. December Google Dashboard Report – [Attachment #2](#)
3. JD Edwards Reports
 - a. December JD Edwards Revenue Report – [Attachment #3](#)
 - b. December JD Edwards Expense Report – [Attachment #4](#)
 - c. December JD Edwards Cash Balance Report – [Attachment #5](#)

VI. ADMINISTRATION UPDATES

A. 911 COMMUNICATIONS COUNCIL

1. Chapter 34A Proposed Changes
 - a. The 911 Program Manager has reported that he has not yet received any comments or suggestions on the proposed legislation from the governor's office.

VII. UPCOMING TRAINING OPPORTUNITIES

A. ACTIVE THREAT GROUP

1. Tentative communications exercise date: Tuesday, March 4th, 2025. More information will be provided by Brett McIntyre in the Metro Interoperability Committee meeting immediately following this one.



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VIII. OPEN DISCUSSION

A. APCO SCHOLARSHIPS

1. Open for general classes (due April 1st), Certified Public-Safety Executive (CPE) certification (due February 15th), and Registered Public-Safety Leader (RPL) certification (due March 1st). Scholarships are only available to full APCO members, not those with online telecommunicator memberships.

IX. 2025 MEETINGS

~~Thursday, January 23, 2025 at 10:00~~

Thursday, February 27, 2025 at 10:00

Thursday, March 27, 2025 at 10:00

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*