



POLK COUNTY JOINT 911 SERVICE BOARD

EXECUTIVE COMMITTEE MEETING

JANUARY 2025 MINUTES

Meeting Date/Time:

Monday, January 13, 2025
13:30

Location:

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

Virtual Option:

<https://us06web.zoom.us/j/83049283709>

Meeting ID: 830 4928 3709

In-Person Attendance Preferred

I. CALL TO ORDER

II. ROLL CALL & INTRODUCTIONS

A. MEMBERS

- | | |
|---|--|
| ☒ Chairperson – Ness | ☒ PCSO PSAP – Brockman |
| ☐ Vice Chairperson – Hoffman | ☒ PCSO User – Chiappano |
| ☒ Des Moines PSAP – Button | ☒ WestCom PSAP – Mentola |
| ☒ Des Moines User – Bischof | ☒ WestCom User – McCluskey |

B. STAFF

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

C. GUESTS

- | | |
|---|--|
| ☒ Sheriff Schneider, Polk County SO | ☒ Major Mohr, Polk County SO |
|---|--|

III. APPROVAL OF AGENDA & PREVIOUS MEETING MINUTES – [DECEMBER 9, 2024](#)

1. The agenda was amended in section V.B.b.iii.1 to reflect the correct APCO group membership expenditure request amount of \$1,814.67. A motion to approve the amended agenda and the minutes of the previous meeting was made by the WestCom User and seconded by the PCSO User. The motion passed unanimously.

IV. CHAIRPERSON'S OPENING COMMENTS – N/A

V. REPORTS & PROGRAM/PROJECT UPDATES

A. ADMINISTRATION

2. 2025 Service Board Appointments

- a. The request for appointments for the 2025 Joint 911 Service Board was sent on January 2nd. Appointments are due January 30th and are required to be reported back to the State. Resolutions are typically not required if there are no changes to the appointments from the previous year. We, however, have not been able to locate copies of previous years' appointments so this year we will be requesting resolutions from all members.

3. Alert Iowa

- a. Rave Link & Collaborate Demo was held on Wednesday, January 8th. The demo was well attended. 911 Coordinator spoke with Chief Cardwell afterwards who advised he planned to bring the topic up at the next SubOps meeting with the WestCom agencies. Chief McCluskey advised this has changed; leadership got together and determined there was a lack of interest in this program.
- b. 911 Coordinator working on a sub-contract to have in place before bringing on more agencies. Elkhart and Windsor Heights have expressed interest in using Alert Iowa for city-specific notifications like boil orders, parking bans, etc. Des Moines Public Library is interested in using the system for internal alerting of emergencies at or near their libraries.



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- c. 911 Coordinator continuing to work on cleaning up the Alert Iowa system. Des Moines PD clean up is complete. It had been temporarily paused due to a glitch within the system not allowing some users to have their roles updated; this has been resolved.
- d. Alert Iowa was used twice in December, both times by Polk County SO. One was for a missing person and the other was a shelter-in-place alert.

B. FINANCE

1. Budgets

a. FY 23/24

i. Expenditure Forms

- 1. All received and turned into the State. We have received no feedback.

b. FY 24/25

i. Budget Amendment Request – [Attachment #1](#)

- 1. Recommendation for Approval of Des Moines Police Department PSAP Budget Amendment Request to the 911 Service Board

- a. The Des Moines Police Department PSAP is requesting a budget amendment to increase their expenditure amount by \$520,000. \$60,000 is for the purchase of NG911 call taking & processing equipment through shared services from Zetron. The remaining \$460,000 is for a mandatory update to CAD to being preparations for transition to Microsoft Windows 11. This update is required because the current version of CAD is incompatible with Windows 11. Before this amendment, the FY24/25 projected ending balance for the Des Moines PSAP was \$2,097,313. After this amendment, the projected ending balance will decrease to \$1,577,313. Ness provided additional context; this project had already been added to the budget for next year before they realized it was going to happen in the current fiscal year.

- b. The Des Moines PSAP User made a motion to recommend approval of the Des Moines Police Department PSAP FY24/25 Budget Amendment Request to the 911 Service Board. The WestCom User seconded the motion. The motion passed unanimously.

2. Approval to Publish FY 24/25 Budget Amendment

- a. A motion to approve permission to publish this FY 24/25 Budget Amendment was made by the WestCom User and seconded by the Des Moines PSAP User. The motion passed unanimously.

ii. 1203 Des Moines Expense Request – [Attachment #2](#)

1. Preapproval of Expenditures Over \$25,000 for January – March 2025

- a. The Des Moines Police Department PSAP submitted an over \$25,000 expense request for the current fiscal year. Their anticipated expenses for this period are \$74,219.92 to Zetron to join State Shared Services NG911. \$31,323.77 is for hardware, \$26,105.48 for installation, and \$16,780.67 for 1 year of maintenance. The estimated invoice date is March 2025. Included with the request was \$57,429.60 to CenturyLink for annual maintenance of the VIPER system. This expense, however, had already been preapproved. These expenses are not in addition to the budget amendment request approved earlier in this meeting.



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- b. The PCSO User made a motion to approve these expenses. Motion was seconded by the Des Moines PSAP User. The motion passed unanimously.
 - iii. 1206 Joint Project Expense Request – [Attachment #3](#)
 - 1. Approval of APCO International Group Membership expenditure of \$1,814.67
 - a. The total cost of this membership is \$2,722. \$1,861 had already been paid by Des Moines PD, leaving \$861 due to APCO. By moving from individual to a joint membership, the cost per PSAP is reduced from \$1,861 each to \$907. If approved, \$953.67 will be transferred from the Joint Projects business unit (1206) to the Des Moines PD PSAP business unit (1203) to reimburse Des Moines PD for the excess amount that was paid to APCO. The total expense from 1206 would be \$1,814.67. The Joint Projects business unit current balance is sufficient to cover this cost. The balance as of 12/31/24 is \$84,923.11 and the average monthly expenditures are \$1,259.87.
 - b. A group membership would also expand these benefits to the telecommunicators of Polk County SO PSAP; Polk County SO currently only maintains an APCO membership for administration and supervisors. Other discussion was had on whether this qualifies as an appropriate 911 surcharge fund expenditure. With one of the main benefits of membership being access to free and monthly training, it does meet the requirements. The State has also historically supported the use of 911 surcharge funding for APCO and NENA, including helping to fund their annual Iowa chapter conferences.
 - c. The PCSO PSAP representative moved to approve this expenditure and it was seconded by the WestCom PSAP representative. The motion passed unanimously.
- c. FY 25/26
 - i. Budget Proposal – [Attachment #4](#)
 - 1. Recommendation for Approval of Proposed Budget to the 911 Service Board
 - a. The 911 Coordinator provided a budget proposal presentation, see [Attachment #5](#), to the group. The presentation broke down the distribution formula and the plan for each of the individual business units. The estimated total surcharge revenue is taken from the average total actual received over the past few years.
 - i. The 911 Service Board Administration business unit (1202) estimate includes funding for the 911 Coordinator position and various related operating costs along with \$50,000 listed for grant pass through remittances. These estimated grant dollars will come from the State GIS grant (\$9,000 per quarter if metrics are met), and any potential training grants applied for that are received by the 911 Service Board and then distributed to the appropriate agencies. Estimated grants do not change the amount of surcharge funds allocated to 1202 and, therefore, do not impact the surcharge dollars later received by the PSAPs after all pre-distribution commitments are met.
 - ii. The PSAP business units' (1203-1205) reflect the requested expenditures submitted by each PSAP.



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- iii. The Joint Projects business unit (1206) anticipated expenditures include \$12,000 for 911 lines, which will hopefully go away, \$6,408 for lease/rentals associated with MICS, \$7,722 for APCO and NENA membership dues since we anticipate moving NENA to a group membership as well, and \$10,000 for travel/training/education. There are no current trainings planned, but keeping joint project dollars available to pay for one was requested by the PSAP directors. After it was explained that any unused joint project dollars at the end of the fiscal year are redistributed back to the PSAPs or split between other business units as desired by the 911 Service Board, this request became more palatable to all members of the Executive Committee.
 - iv. The amount requested for the Catastrophic Reserve business unit (1207) is in line with the amount required by the Fiscal Policy.
 - v. The Clearing Account (1208) does not have any anticipated revenue or expenditures due to the nature of the account.
 - b. The WestCom User moved to recommend the approval of the FY 25/26 budget as proposed to the Executive Committee to the Joint 911 Service Board. The motion was seconded by the Des Moines PSAP User. The motion passed unanimously.
- 2. Approval to Publish FY 25/26 Budget Proposal
 - a. A motion to approve permission to publish the FY 25/26 budget proposal was made by the PCSO User and seconded by the Des Moines PSAP User. The motion passed unanimously.
- 3. Preapproval of Expenditures Over \$25,000 – [Attachment #6](#)
 - a. All information pertaining to the requested expenses for FY 25/26 are listed with detailed descriptions for each in Attachment #6. These amounts match the requested expenses in each business units' individual expenditure request in the overall FY 25/26 budget proposal.
 - i. 1202 – 911 Service Board Administration
 - ii. 1203 – Des Moines Police Department PSAP
 - iii. 1204 – Polk County Sheriff's Office PSAP
 - iv. 1205 – WestCom Emergency Communications
 - b. The Des Moines PSAP User moved to preapprove all listed expenditure requests over \$25,000 as listed in Attachment #6. The PCSO PSAP representative seconded the motion. The motion passed unanimously.
- 2. Reports
 - a. Quarter 2 Surcharge Distribution – [Attachment #7](#)
 - i. All surcharge money received, totaling \$723,881.56, is ready to distribute. The 911 Coordinator is planning on completing the distribution by Friday, January 17th in the following amounts:
 - 1. 1202 (911 Service Board Administration): \$45,518.25
 - 2. 1203 (Des Moines PD PSAP): \$243,074.49
 - 3. 1204 (Polk County SO PSAP): \$180,149.07



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4. 1205 (WestCom PSAP):	\$172,819.74
5. 1206 (Joint Projects):	\$46,070.00
6. 1207 (Catastrophic Reserve):	\$36,250.00

- b. December Google Dashboard Report – [Attachment #8](#)
- c. November JD Edwards Revenue Report – [Attachment #9](#)
- d. November JD Edwards Expense Report – [Attachment #10](#)
- e. November JD Edwards Cash Balance Report – [Attachment #11](#)

C. SERVICE BOARD COMMITTEES

1. PSAP Advisory Committee

a. Communications Center Updates

- i. Des Moines reported they still had 7 in training and 2 who have completed training. The Supervisor application process closed with 23 applicants, and they are now preparing for second interviews with three finalists (two internal and one external). Prepared 911 (video and text translation) is now live in the center.
- ii. Polk County Sheriff's Office has 1 still in training, 1 completed the training.
- iii. WestCom has 1 still in training, the other resigned. They had 67 applicants in their current telecommunicator hiring process. Of the 67, 29 tested and 12 passed. Interviews are in progress. WestCom is currently 5 telecommunicators short. They are hoping to start the next academy in February, after the Civil Service Commission is able to certify a list. The City of West Des Moines has not chosen to opt out of utilizing Civil Service for the telecommunicator position. The other PSAPs do not and have reported it exponentially increasing their applicants and reduces the chances that quality applicants have found employment elsewhere by the time they're ready to hire.

2. Metro Interoperability Committee

a. RINO 2.0

- i. Des Moines received the controllers needed to revive RINO 2.0 on 12/19. They need updated and then will need to be checked to see if they're compatible for use on public-facing internet or if they need to explore other options.

b. CAD Improvement Project

- i. Testing resumed on 12/17 but was unsuccessful. Most recent testing on 1/10 also failed. Logs were sent to CentralSquare so they can investigate. The next test is scheduled for 1/17. Tac10 is beginning development to connect Warren County to the HUB. CentralSquare will be following up with Tyler to check on their progress with connecting Dallas County. DPS is working through their CAD system transition to Tyler. We will follow up with them accordingly.

c. IMED

- i. The committee had a lengthy discussion on the challenges of implementing IMED in Polk County. Conversation centered around whether to wait for statewide policy changes before piloting the project, or to proceed with a pilot and then assist in adjusting statewide policies accordingly. The anticipated release of a policy from HHS is also causing a delay. Other noted issues included the inconsistent answering of CMED and the challenges hospitals are facing in training nurses on the new scrub-friendly app, given their busy and often overwhelmed ERs.



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d. Des Moines Search Warrants on 12/18

- i. There was a reported audio issue during the search warrants that stemmed from an encrypted patch. Racom did not have the patch key, which prevented some communication between radio systems at the time of the search warrants. This issue should be resolved now, but testing has not yet been conducted to confirm.

D. CAD IMPROVEMENT PROJECT

1. In addition to the information on the project shared earlier, DPS reported they are moving forward with Tyler and expect it to be completed in 14 months. Tyler is aware that they will need to make a connection to DMMHUB with DPS as well as Dallas County. The goal is to start the East and West pilots as soon as possible, ideally in the spring. However, given the difficulties and delays we've had with Enterprise and the operational glitches a timeline is challenging to predict.
2. Request for Information (RFI)
 - a. The submitted RFIs were debriefed before Christmas. No further action is necessary at this time. The primary concerns addressed were: 1) Whether the market can support our requirements, and 2) the associated costs. The reported costs were relatively high, but this information will be valuable when it comes time to execute the project.
3. The Authority Working Group
 - a. The process of transition the working group to "The Authority" is currently under review with the Emergency Management Commission. A presentation on the proposed transition will be made during the February Emergency Management Commission meeting, with a vote on approval anticipated for the May meeting.
 - b. The Operations Subcommittee has been actively working to resolve issues and complete the pilots. Testing is now conducted every Friday. Aside from this work, the subcommittee, along with the Policy & Budget and Technical subcommittees, has not been meeting regularly. These subcommittees are awaiting further instructions or developments regarding the establishment of "The Authority" and the availability of more functionality to test and review within the CAD-to-CAD project.

VI. OPEN DISCUSSION

1. Upcoming training opportunities
 - a. The Active Threat Group is planning a communications exercise for the end of February or beginning of March. The plan is to use the EOC and our other conference rooms to run through a communications plan live but still removed from each other to see if they work as intended.
 - b. The Iowa State University Extension & Outreach office is hosting a free training on Suicide Prevention. Question. Persuade. Refer will be hosted at the Polk County EOC on Thursday, February 20, 2025, from 18:00-19:30. Register at <https://go.iastate.edu/RLMSIC> before February 16th. Space is limited. For additional information, contact Ryan Stuart, rastuart@iastate.edu, or Danielle Day, daday@iastate.edu.
2. State 911 Program Update
 - a. The 911 Program Manager is still waiting on LSA to review and provide guidance on the proposed changes to Iowa Code Chapter 34A that include the state taking over receipt of wireline surcharge revenue and an increase in the surcharge amount required to be remitted by the telecoms.



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VII. 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