



Polk County Joint 911 Service Board

PSAP ADVISORY COMMITTEE SEPTEMBER 2025 MINUTES

Meeting Date/Time:

Thursday, September 25, 2025
10:00

Location:

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

Virtual Option:

<https://us06web.zoom.us/j/82270137933>

Meeting ID: 822 7013 7933

In-Person Attendance Preferred

I. ROLL CALL & INTRODUCTIONS – * DENOTES VIRTUAL ATTENDEE

A. MEMBERS

- | | | |
|---|---|---|
| ☒ Nick Brockman | ☐ Steve Hoffman | ☒ Mark Mohr |
| ☒ Brad Button * | | |
| ☒ Craig Leu | ☒ Rob Dehnert | ☐ Aubyn Giampolo |

B. EMA STAFF

- | | | | |
|--|--|---|---|
| ☐ Dutch Geisinger | ☐ Lynn Tazzioli | ☒ Laura Kacer | ☐ Brett McIntyre |
|--|--|---|---|

C. GUESTS/PUBLIC

- | | | |
|---|---|--|
| ☒ Bri Lee, RapidSOS | ☒ Troy Cordle, RapidSOS | ☒ Brandon Bracelin, PCSO |
|---|---|--|

II. APPROVED AGENDA & PREVIOUS MEETING MINUTES – [AUGUST 28, 2025](#)

III. PROGRAMS, PRESENTATIONS, INVITED GUESTS OR SPEAKERS

A. RAPIDSOS

1. RapidSOS provided a demo of their Communicator module with translations and transcription, their GIS mapping, the intelligent safety platform, non-emergency/alarm call automation, and the intelligent analyst. Pricing quoted can extend past the October 16th deadline if necessary.
2. If PSAPs haven't requested a Digi Box, it's no-cost and can be installed locally or by RapidSOS for no cost. Digi Box adds the ability to see landline and VoIP calls, attaches to the call handling system for ANI/ALI spill and voice. It will also make implementation of any paid upgrades happen quicker. Digi Box can take a serial or IP spill. Digi Box in call taker mode can pop the call the call taker is on to the front instead of having to look through the list of calls on the screen.

IV. COMMUNICATIONS CENTER UPDATES/INFORMATION SHARING

A. DES MOINES POLICE DEPARTMENT PSAP

1. N/A – Des Moines was not present for this portion of the meeting.



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B. POLK COUNTY SHERIFF'S OFFICE PSAP

1. Last trainee should be finishing up and on her own by the end of the month. Hiring process for a list of names for future vacancies is in the background stage, no interviews have happened yet. Lots of time and effort is now being focused on the implementation of Emergency Fire Dispatch (EFD). The tentative go-live is in November.

C. WESTCOM EMERGENCY COMMUNICATIONS

1. Five are out of training and in the call taking phase. Westcom is currently fully staffed. Working with CentralSquare on moving to a cloud-based CAD which they're hoping to have complete by the first of the year. Police RMS is also moving to the cloud and will hopefully be done by late November.

V. BUDGET AND FINANCE

A. FY 24/25 BUDGET

1. PSAP Expenditure Forms due September 30. Forms from Des Moines and Westcom have been submitted.

B. FY 25/26 BUDGET

1. Budget amendment requests due October 6.

C. FY 26/27 BUDGET

1. Joint Projects Proposal Review – [Attachment #1](#)
 - a. Draft was reviewed as a group. Westcom questioned who the joint lines belong to among other items. A decision on RapidSOS was tabled. 911 Coordinator will follow up.

VI. REPORTS

A. AUGUST GOOGLE DASHBOARD REPORT – [ATTACHMENT #2](#)

B. JD EDWARDS REPORTS

1. August JD Edwards Revenue Report – [Attachment #3](#)
2. August JD Edwards Expense Report – [Attachment #4](#)
3. August JD Edwards Cash Balance Report – [Attachment #5](#)



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VII. ADMINISTRATION UPDATES

A. LEGISLATIVE UPDATE

1. APCO/NENA Legislative Plan

- a. The most recent discussion landed on a starting point of \$1.15 with an automatic trigger for inflation. An email from the Iowa APCO & NENA boards was recently released with a \$1.15 starting point, changing the allocation split to 55% to local 911 boards and 45% to the state for fiscal years 2026-2027 and 2027-2028 to cover their shortfall and returning to the current 60% to the local 911 boards and 40% to the state after. The annual increase could be tied to COLA, inflation, or a fixed 2%.

B. ALERT IOWA

1. IPAWS WEA Update

- a. We confirmed we do have the ability to send a WEA anywhere within our surrounding counties. Dallas does not currently have that right on our side of the county line, but we're working to rectify that. This changes our contingency plan slightly from the original. We're removing the state from the equation when possible. PSAPs should still call emergency management for the county in which the incident originates. If it crosses a county line, Dallas will contact Polk to send. A question was raised about Warren County since Westcom has service area in this county. 911 Coordinator follow-up: The last email sent to Warren County concerning WEAs on 9/19/2025 went unanswered. 911 Coordinator will continue to follow up. Focus currently is on Dallas County since the most overlap occurs with them. What's decided there will influence how we approach our other surrounding counties.

VIII. UPCOMING TRAINING OPPORTUNITIES

- A. [APCO/NENA FALL CONFERENCE](#) – OCTOBER 13-14, HOLIDAY INN DES MOINES AIRPORT

IX. OPEN DISCUSSION – N/A

X. 2025 MEETINGS

Thursday, October 23, 2025 at 10:00

Thursday, November 20, 2025 at 10:00 – DATE CHANGE

~~Thursday, December 25, 2025 at 10:00 – CANCELED~~