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## FISCAL UPDATE Article

Fiscal Services Division

October 20, 2023



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Ground Floor, State Capitol Building

Des Moines, Iowa 50319

515.281.3566

### IOWA 911 COMMUNICATIONS COUNCIL MEETING — OCTOBER 2023

**Meeting.** The 911 Communications Council met on October 12, 2023, at the Dallas County Human Services Campus in Adel. A recording of the meeting is available [here](#).

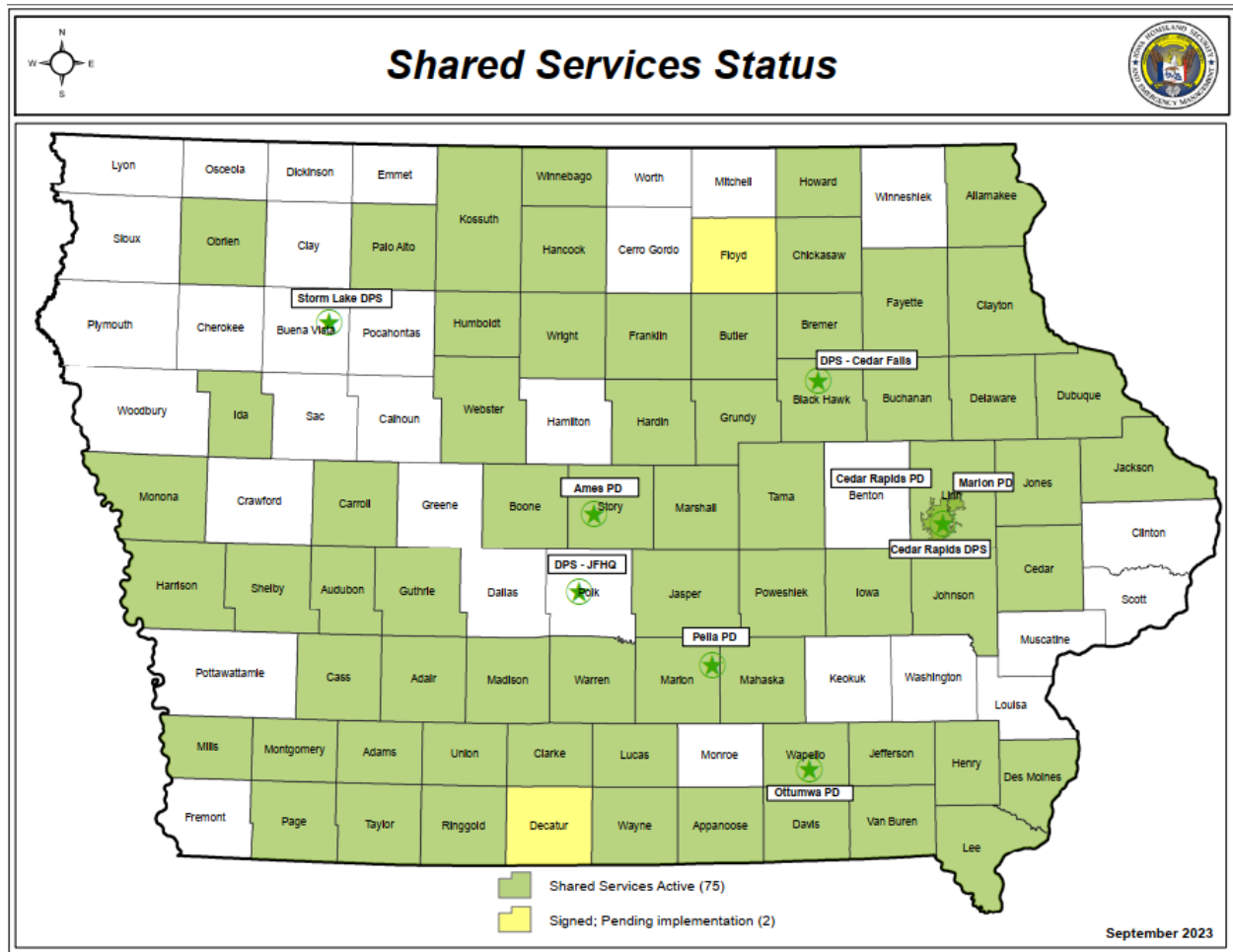
**911 Program Financial Report and Program Update.** Blake DeRouche, 911 Program Manager and State Administrator of the Department of Homeland Security and Emergency Management (HSEMD), provided the Council with the following updates on the 911 Program and its current financial standing:

- **Artificial Intelligence.** HSEMD is reviewing various ways to use artificial intelligence (AI), including the use of AI to help with answering administrative calls.
- **911 Leadership Training.** 911 leadership training was recorded and is being shared digitally.
- **Interstate 911 Calls.** There is an ongoing project to link 911 networks with other states. Missouri is the next state to start the process.
- **Text to 911.** The Pottawattamie County Text to 911 system is nearly complete, with only training left to finish. After completion, every county will be able to use Text to 911.
- **911 to 988 Pilot Transfers.** The State of Iowa is working to enable more transfers of nonemergency mental health crisis 911 calls to 988. Pilot transfers are underway in Black Hawk, Johnson, and Muscatine counties. There have been a number of successful 911 to 988 call transfers. A survey was conducted in August 2023 to gauge interest in the program. The next phase is to review survey results and determine the next step of onboarding.
- **Geographic Information System Data Standards.** Next Generation 911 (NG911) Geographic Information System (GIS) Data Standards have been updated and published. The updated standards can be accessed [here](#).
- **Geographic Information System Grants.** In Q1 of FY 2024, counties received a total of \$321,000 in GIS grant funding. Funding is contingent on verification that the applicant possesses 98.0% match rates with GIS and 95.0% match rates with the Automatic Location Identification (ALI) system. In September 2023, all counties met the benchmarks. Data is updated/uploaded monthly.
- **Training Fund Requests.** The Council receives \$100,000 annually from the 911 Wireless Surcharge Fund to cover travel costs for the Council and to assist with public education and training costs for public safety answering points (PSAPs). Two training applications were approved, which included:
  - Cerro Gordo County: Crisis Communications for Dispatchers — \$14,000.
  - Polk County, Des Moines Police Department: Emergency Medical Dispatcher (EMD) Training — \$8,000.

As of October 2023, there is approximately \$77,000 remaining in the training fund. After approval of the two applications, there will be approximately \$54,000 remaining.

**Shared Services Update.** The HSEMD awarded Zetron NG911 contracts in December 2017 and in July 2022 for shared 911 call-handling equipment. Zetron also provides a call-taking system that offers computer-aided dispatch (CAD), 911 mapping, and emergency medical dispatch software in implementing NG911 protocols and systems. Floyd County goes live October 18, 2023. Additional counties are also anticipating upcoming call-taking system deployments. **Figure 1** displays the current number of active shared services locations in the State by county.

Figure 1 — Current Active Shared Services Locations (by County)



Source: HSEMD

**Emergency Communications Coordinator Report.** Chris Maier, Emergency Communications Coordinator of the federal Cybersecurity and Infrastructure Security Agency (CISA), reported on the following items:

- Twentieth annual [Cybersecurity Awareness Month](#)
- Top 10 cybersecurity misconfigurations
- Identity and access management
- Regional news

**Information Sharing.** Captain Richard Pierce, Bureau Chief of the Department of Public Safety (DPS) Interoperability Communications Bureau, reported on the following items:

- **CAD and Police Records Management (RMS).** In September 2023, the DPS was successful in securing American Rescue Plan Act (ARPA) funding for the selection and purchase of the CAD and RMS system with the warrant management program. The DPS has begun the specification development and selection process, which it anticipates will take around six months.
- **National Emergency Number Association (NENA) Conference.** The Iowa NENA conference will be held on October 30, 2023.
- **Association of Public Safety Communications Officials (APCO) Conference.** The Iowa APCO conference will be held on October 31, 2023.
- **Communications Technician Training (COMT) Course.** The COMT course will be held on October 23-27, 2023. Information on the course can be found [here](#).

**Next Meeting.** The next Council meeting will be held on November 9, 2023, at the Dallas County Human Services Campus in Adel.

LSA Staff Contact: Justus Thompson (515.725.2249) [justus.thompson@legis.iowa.gov](mailto:justus.thompson@legis.iowa.gov)

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