
FISCAL UPDATE Article

Fiscal Services Division

November 21, 2023



Ground Floor, State Capitol Building

Des Moines, Iowa 50319

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IOWA 911 COMMUNICATIONS COUNCIL MEETING — NOVEMBER 2023

Meeting. The 911 Communications Council met on November 9, 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 DeRouchey, 911 Program Manager and State Administrator at 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.

- **Quarterly Public Safety Answering Point (PSAP) Payments.** The latest Quarterly Payments to PSAPs Worksheet is available [here](#).
- **911 Program Expenditure Report.** The total revenues and expenditures for FY 2024 first quarter (Q1) were reported as follows:
 - Wireless surcharge revenue was approximately \$7.8 million.
 - Interest was approximately \$85,000.
 - Prepaid car revenue was approximately \$576,000.
 - Expenditures for HSEMD administration and management of the program were \$300,000.
 - Wireless cost recovery expenditures for Q1 will be taken out in Q2 due to a communications error.
 - Network costs (recurring) were approximately \$3.6 million.
 - The amount transferred for PSAP funding was \$5.1 million (60.0% of total surcharge revenue).
 - The total expenditures (approximately \$8.9 million) exceeded the total revenue (approximately \$8.4 million), which resulted in the HSEMD drawing funds (approximately \$407,000) from the operating surplus to cover the difference.

The latest 911 Quarterly Report is available [here](#).

- **Emergency Call Routing.** The core elements of the Next Generation 911 (NG911) call routing system using geographic information system (GIS) data are the location verification system (LVF) and the emergency call routing function (ECRF). These functions serve the purposes of validating location information (LVF) and determining the proper routing of the call (ECRF). ECRF was implemented the summer of 2023. In August 2023, it was reported that since the implementation of ECRF, there were 1,728 more 911 calls correctly routed than in prior months.
- **911 to 988 Pilot Transfers.** The State of Iowa is working to increase transfers of nonemergency mental health crisis 911 calls to 988. There have been a number of successful 911 to 988 call transfers. Pilot transfers are underway, and Lynn County will be the location of the next pilot.
- **Cyber Assessment Report.** The 911 program began a 911 cyber assessment through the federal Cybersecurity and Infrastructure Security Agency (CISA). A written report will be posted on the HSEMD 911 website and can be accessed [here](#).
- **Geographic Information System (GIS) Grants.** In FY 2024 Q1, counties received a total of \$321,000 in GIS grant funding. Funding is contingent on verification that the applicant possesses

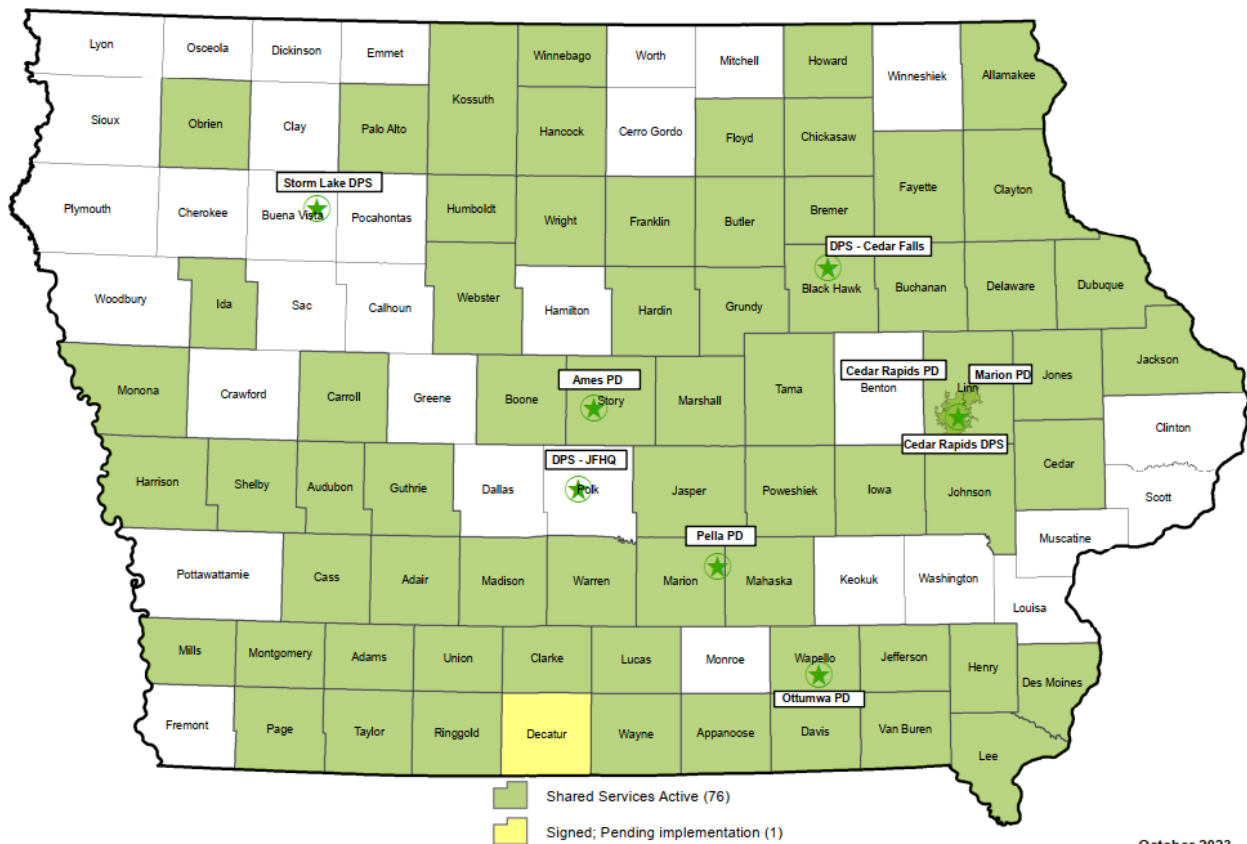
98.0% match rates with GIS and 95.0% match rates with the Automatic Location Identification (ALI) system. In October 2023, all counties met the benchmarks. Data is updated/uploaded monthly.

- 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 PSAPs. One training application was approved, which included approximately \$6,000 for emergency medical dispatcher (EMD) training in Marshall County. As of October 2023, there is approximately \$54,000 remaining in the Fund. After approval of the Marshall County application, there will be approximately \$48,000 remaining in the Fund.

Shared Services Update. The HSEMD awarded Zetron NG911 contracts in December 2017 and July 2022 for shared 911 call-handling equipment. Zetron also provides a call-taking system that offers computer-aided design (CAD), 911 mapping, and emergency medical dispatch software in implementing NG911 protocols and systems. Decatur County will become an active shared services location in 2024.

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

Iowa Statewide Interoperable Communications System (ISICS) Board Update. Haley Nichols, Statewide Interoperability Coordinator (SWIC), reported on several items.

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

- [Critical Infrastructure Security and Resilience Month](#).
- CISA's newest tool, [Logging Made Easy](#), a free and open logging and protective monitoring solution.
- Securing Healthcare & Public Health (HPH).
- Regional news.

Information Sharing by Council Members. Council members reported on the 911 Saves Act.

Training Fund Request Policy. The Training Fund request policy was amended.

Next Meeting. The next Council meeting will be held on December 14, 2023, at the Dallas County Human Services Campus in Adel.

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