
FISCAL UPDATE Article

Fiscal Services Division

July 22, 2025



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Des Moines, Iowa 50319

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IOWA 911 COMMUNICATIONS COUNCIL MEETING — JULY 2025

Meeting. The 911 Communications Council met on July 10, 2025, at the Dallas County Human Services Campus in Adel. A recording of the meeting is available on the [Iowa 911 Communications Council channel on YouTube](#).

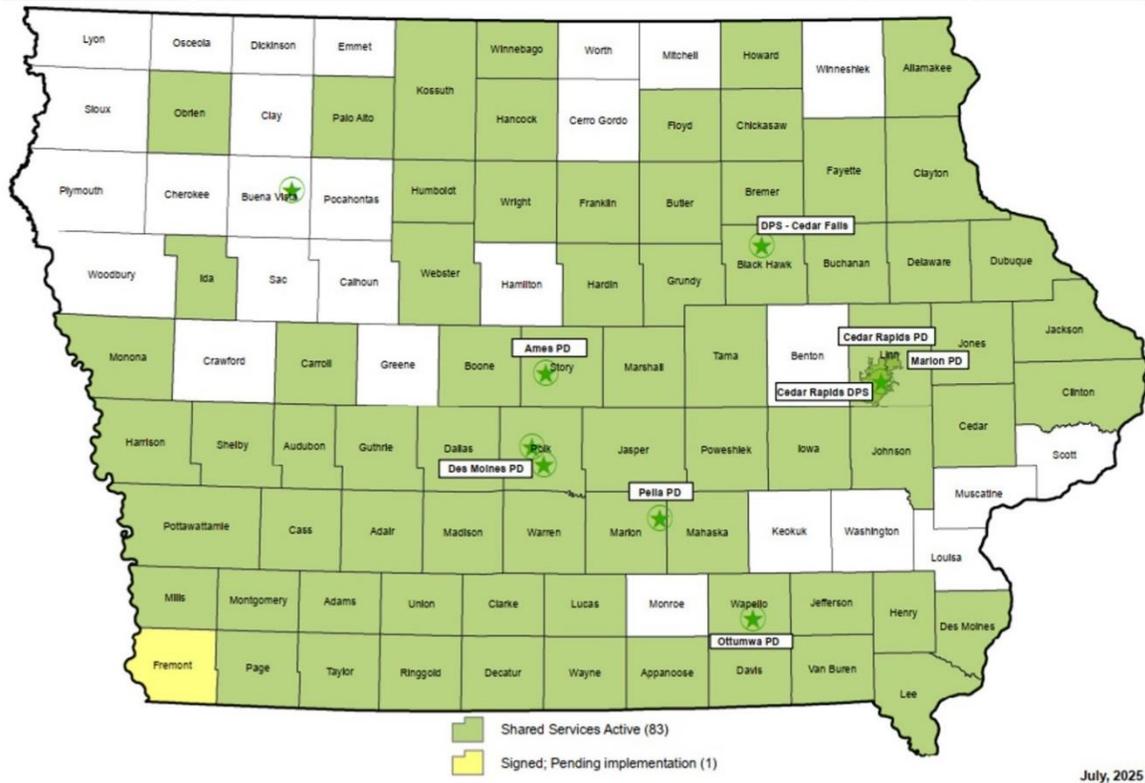
911 Program Financial Report and Program Update. Blake DeRouche, 911 Program Manager and State Administrator of the Department of Homeland Security and Emergency Management (HSEMD), provided the Council with the following updates:

- The relocation of two data centers that are closing is proposed for final determination. The center in West Des Moines is moving to a national facility in Raleigh, North Carolina, owned by Comtech, and the center in Davenport will be moving to a vendor location in Council Bluffs.
- Mr. DeRouche offered a comparative analysis of calls transferred between the third quarters of FY 2018 and FY 2025 in relation to strengthened caller accuracy rules by the FCC, as well as implementation of geospatial routing in the State. Call volume increased by approximately 12.4% over this period, but the percentage of routing transfers dropped from 6.3% in FY 2018 to 3.2% in FY 2025, indicating more accurate Public Safety Answering Points (PSAPs) call routing.
- At the Council meeting in November 2024, there was a discussion of the State recognizing a formal specialty designation for Telecommunicator Emergency Response Teams (TERTs) for emergency response under the [Emergency Management Assistance Compact \(EMAC\)](#). Agreements are now signed allowing the deployment of TERTs under Iowa Code section [29C.8](#).
- The upcoming Public Safety Telecommunicator 40-hour basic courses will be held at the Iowa Law Enforcement Academy July 14 through 18, 2025; the Iowa State Patrol District 7 office in Fort Dodge September 15 through 19, 2025; and the Oelwein Police Department November 17 through 21, 2025.
- **Geographic Information System (GIS) Grants:** Funding is contingent on verification that the applicant possesses 98.0% match rates with GIS and 98.0% match rates with the Automatic Location Identification (ALI) system. In June, all 99 counties met these benchmarks with the fourth quarter concluding with a 100.0% attainment rate. Critical error quality checks are being implemented in FY 2026 in an effort to standardize counties ahead of their implementation by the GIS grant.
- **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. There were no training requests for July approval, and approximately \$71,000 remains 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 dispatch (CAD), 911 mapping, and emergency medical dispatch software in implementing NG911 protocols and systems. The virtual LMS is available for free to all PSAPs, and there is no requirement to be on Iowa shared services. Fremont County has signed up to begin shared services in October.

Figure 1 displays the current active shared services locations in the State by county.

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



July, 2025

Iowa Statewide Interoperable Communications System Board Update. Haley Nichols, Statewide Interoperability Coordinator (SWIC), reported on several items including a request to agencies willing to allow video recording to be used for training and promotional materials on ISCS standards. Ms. Nichols also requested that information on coordinated incidents be shared with her and stated that interoperability updates can be shared with partners and at Regional Interoperability Committee (RIC) meetings. The Communication Unit Leader (COML) course is rescheduled for September 22 through 24, 2025, in Council Bluffs. There is no update on the grant funds for the [iMED plan](#) that have been paused since February 21, 2025.

Emergency Communications Coordinator Report. Chris Maier, Emergency Communications Coordinator of the federal Cybersecurity and Infrastructure Security Agency (CISA), gave an update emphasizing vigilance, offering the National Terrorism Advisory System (NTAS) [bulletin](#) and associated [fact sheet](#) on mitigating cyber threats related to foreign activity on operational equipment. New products discussing the emergency communications system lifecycle, an update to the lifecycle planning guide and planning tool, can be found under [“Sustaining Public Safety Communications Systems.”](#) The Incident Communications Manager course is July 21 through 23, 2025, in Kansas City, Missouri. A Communications Exercise (COMMEX) will occur in Cape Girardeau, Missouri, August 18 through 20, 2025. The Red River Communications Unit (COMU) Boot Camp in Durant, Oklahoma, will be held October 12 through 17, 2025.

Next Meeting. The next Council meeting will be held on August 14, 2025, at 9:30 a.m. at the Dallas County Human Services Campus in Adel.

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