
FISCAL UPDATE Article

Fiscal Services Division

July 17, 2026



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Des Moines, Iowa 50319

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IOWA 911 COMMUNICATIONS COUNCIL MEETING — JULY 2026

Meeting. The 911 Communications Council met on July 9, 2026, 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](#).

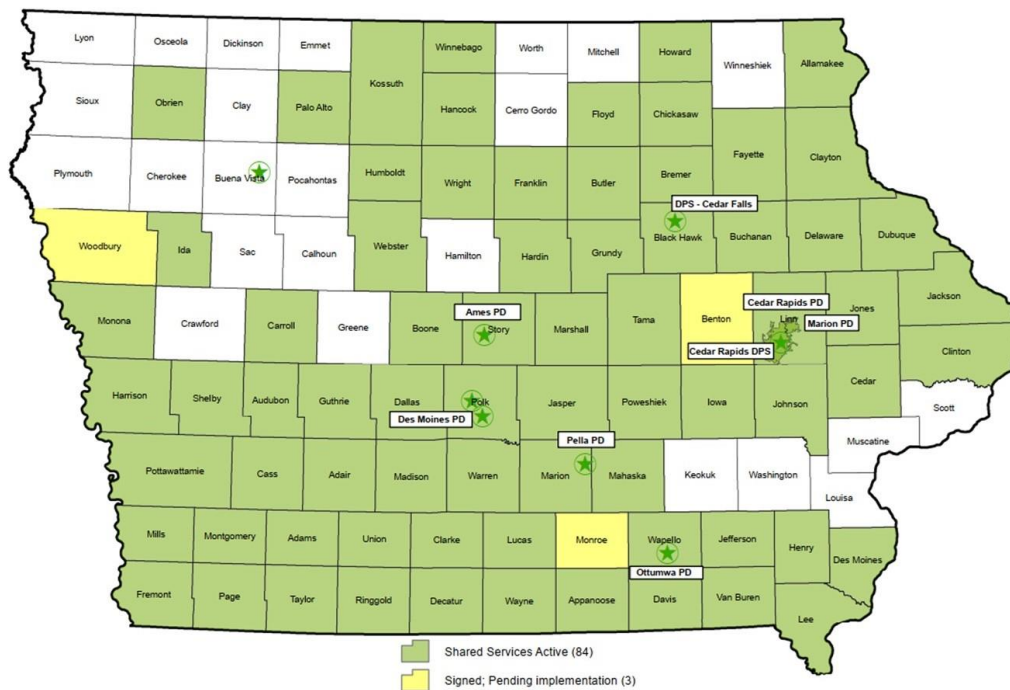
911 Program Financial Report and Program Update. Blake DeRouchey, 911 Program Manager and State Administrator of the Department of Homeland Security and Emergency Management (HSEMD), provided the Council with the following updates:

- A 911 Public Service Answering Point (PSAP) leadership training course is scheduled for November 18, 2026, with two training seats remaining.
- The West Des Moines data center is decommissioned and Raleigh, North Carolina, is now online. The next initiative is the relocation of the existing Davenport center to Council Bluffs.
- There has been a review of the change request policy and the notification timeline for use of change request forms.
- New 911 administrative rules have been adopted, and updates include a new 911 Service Board comprehensive service plan template.
- Mr. DeRouchey addressed the multistate 911 impairment that Allerium (Comtech) experienced on June 15, 2026. The cause was an intermittent failure of a router cable that assisted with caller location and determining the PSAP to route a call. Once the issue was identified, Allerium routed all traffic through the Seattle data center and mitigated the issue. During this time, Iowa received 1,135 911 calls, from 592 callers, of which 677 resulted in caller-initiated hangup due to connection time.
- **Geographic Information System (GIS) Grants:** Funding for GIS grants 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 fourth quarter grant payments totaling \$321,000.
- **Training Fund Requests:** The Council receives an allocation of \$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 are currently no requests for training. The FY 2026 ending balance of approximately \$11,000 will roll over into FY 2027, combining with this year's remaining balance of approximately \$53,000 for a total current balance of approximately \$64,000.

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 Learning Management System (LMS) is available for free to all PSAPs, and there is no requirement to be on Iowa shared services. Woodbury, Benton, and Monroe counties signed up, with deployments later this year.

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

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



Iowa Statewide Interoperable Communications System (ISICS) Board Update. Haley Nichols, Statewide Interoperability Coordinator (SWIC), reported on several issues during the meeting:

- A cybersecurity overview is available for Regional Interoperability Committee (RIC) meetings, or as a resource for any interested organization.
- Counties met with the Iowa State Patrol on July 7, 2026, to discuss communications plans and interoperability for the Register's Annual Great Bicycle Ride Across Iowa (RAGBRAI).
- A SWIC presentation on Fire School is scheduled for January.
- A revised [ISICS Standard 1.5.5 — Medical Interoperability Communications](#) guideline is now available on the ISICS website.
- The Incident Tactical Dispatcher (INTD) course approved through the federal Cybersecurity and Infrastructure Security Agency (CISA) is not yet scheduled but will be conducted in Carroll County.
- A Technical Assistance (TA) request was submitted for a State-sponsored Communications Exercise (COMMEX) planned for Des Moines. This COMMEX requires Incident Command System (ICS)-300: Intermediate ICS for Expanding Incidents prerequisite coursework.

Emergency Communications Coordinator Report. Chris Maiers, Emergency Communications Coordinator of the CISA, discussed regional news and gave an update:

- The compulsory federal agencies' [binding operational directive](#) introduces a remediation timeline required for vulnerability. This is a good resource for any State organization to become familiar with existing concerns and to safeguard information and information systems.
- The Central States COMMEX is in Hot Springs, Arkansas, September 22 through 25, 2026.

Next Meeting. The next Council meeting will be held on August 13, 2026, at 9:30 a.m. at the Dallas County Human Services Campus in Adel.

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