2025

IOWA STATEWIDE INTEROPERABLE COMMUNICATIONS SYSTEM BOARD

ANNUAL REPORT

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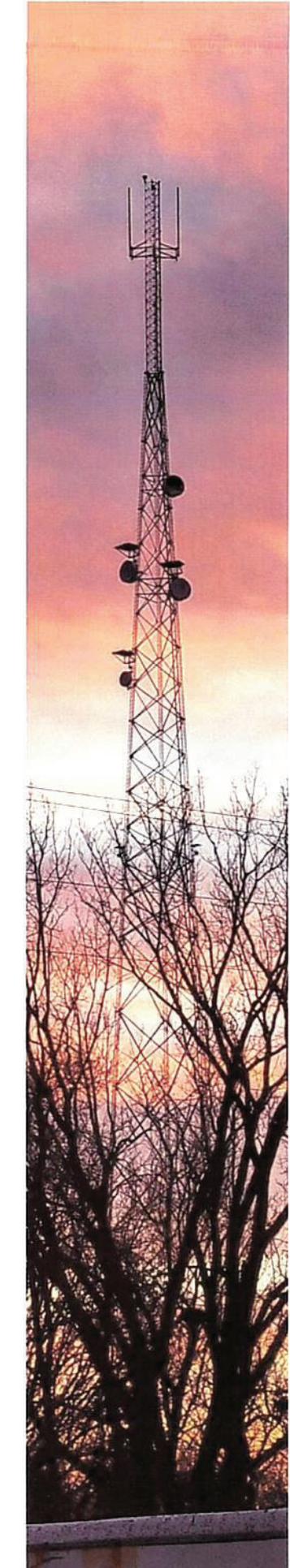
Introduction from the Statewide Interoperability Coordinator and ISICSB Chair

The Iowa Statewide Interoperable Communications System (ISICS) serves as the only radio platform available to Iowa responders for interoperable communications border to border, empowering responders at every level with the tools and resources needed to communicate while they protect and serve our communities.

In 2025, our ISICS Board of seven dedicated members maintained the commitment to represent the diverse needs of public safety and public service across Iowa. Through diligent work and research, these members delivered on the Board's mission guided by the principles outlined in the Statewide Communications Interoperability Plan (SCIP) and the Tactical Interoperable Communications Plan (TICP) to provide the highest level of standardized interoperable public safety and public service communications in accordance with the Code of Iowa. The Board must also recognize the accomplishments of the dedicated working groups and volunteers who put their professionalism and passion into the efforts of improving communications for all Iowans through a robust network of stakeholder involvement and collaborative efforts of committee work.

As we look to the future, we recognize the challenges and opportunities on the horizon. Sustaining and enhancing ISICS requires consistent investment in infrastructure, staffing, and training. The need exists to begin contemplating the end of the current system contract. It requires innovative thinking and strategic planning to ensure our system remains resilient and adaptable to future needs The Board remains steadfast in its pursuit of funding solutions and strategic initiatives that will support Iowa's evolving interoperable communications landscape.

Your continued support and engagement of the interoperable system and our mission is greatly valued. Together, we will ensure that ISICS remains a faithful and sound resource for the heroes who serve our communities every day.

Sincerely,

Statewide Interoperability Coordinator Haley Nichols

Chair, Iowa Statewide Interoperable Communications System Board Michele Bischof

ISICSB 2025 Executive Summary

The Iowa Statewide Interoperable Communications System Board (ISICSB) is committed to advancing interoperable communications throughout Iowa. Agencies across Iowa have embraced the Iowa Statewide Interoperability Communications System (ISICS), with nearly 47,000 public safety and public service users to date. This adoption rate exceeds initial expectations, a testament to the system's reliability, broad coverage, and vital role in the service to the people of Iowa. The year 2025 provided both opportunity and challenges. The ISICS and ISICSB continue to actively provide interoperable communications solutions to stakeholders across the state while working strategically to plan for growth and sustainability, while the loss of dedicated federal grant funds has caused uncertainty in a competitive and increasingly advanced environment.

ISICSB 2025 Key Achievements

In 2025, ISICSB approved new policy, updated standards, continued progress on the Rural Emergency Medical Communications Demonstration Program (REMCDP) grant, achieving a no-cost six-month extension, and led discussions on future system enhancements with the spirit of interoperability at the forefront.

In collaboration with Homeland Security and Emergency Management ISICSB updated the Iowa Emergency Communications Annex and resource management with our neighboring states as they plan for next year's FIFA World Cup. The Board also worked with FirstNet on a coverage workshop to help determine the most vital locations for investments on infrastructure to align Iowa with the National Emergency Communications Plan (NECP).

With advancing technologies and increased cybersecurity risks for public safety, the Board dedicated efforts to promoting training opportunities, information sharing, and collaboration across committees and to the end-user in alignment with the Statewide Interoperable Communications Plan (SCIP). The Board also supported the creation of a user-friendly online reporting form for bi-directional amplifiers (BDAs), created Audible Alert Tone training accessible to all users at all times, and updated the Communications Resource Availability Worksheet (ISICSB ICS-217A) to include newly licensed frequencies for statewide use. Additionally, in partnership with the 911 Council and Moetivations, all ISICS training is available for free to all public safety answering points (PSAPS) for Just-In-Time training.

The Board continues to look to ways to engage end-users on best practices and involve all of Iowa's first response network in the interoperable communications system built statewide for their daily operational use and dynamic emergency needs.

Looking ahead, the Board has identified several priorities to ensure the long-term success of ISICS. Technology advances at an alarming rate and cybersecurity threats are a real and constant concern for all public safety and government agencies, while the lifespan of communications equipment quickly outpaces the budgeting abilities of most first responder agencies. These issues lead to important matters for the Board to focus on in the strategic planning for long-term success of ISICS and the users of the platform.

In communications, the needs are always greater than the capabilities that exists. As we move into 2026, concerns with insufficient funding streams and the disappearance of once relied upon grant opportunities remain at the forefront. The focus of the ISICSB will continue to be fostering a resilient, reliable, and innovative communications system that serves Iowa's public safety community and the citizens they protect with the resources available.

ISICSB Future Priorities

Maintenance of the infrastructure for which over 47,000 public safety end users rely on is mandatory for continuity of operations. Cyber attacks pose a significant and growing threat to public safety that can have catastrophic consequences to communications and operational capabilities. Implementing enhanced cybersecurity measures to protect against increased threats and bad actors, adding Smart Connect and Critical Connect backup at the second core, expanding capacity to meet user needs and system growth, and replacing end-of-life batteries for resiliency of the system are all important strategic planning efforts the Board has determined necessary for the health of the system and resiliency for its users.

Adequate operating costs for Board activities must be considered as costs have continued to rise while grant funds have dwindled or disappeared and appropriations have remained static with a projected deficit by the end of FY2026.
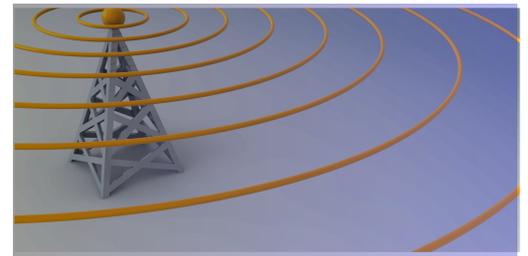
To enhance the statewide system for all users, we should expand coverage, eliminate "spurs" in the network to improve resilience and redundancy, and increase coverage for all end users. Increasing deployable assets for times of emergency, such as natural disaster or terrorist threats, is essential planning and aligns Iowa with the objectives of the National Emergency Communications Plan (NECP).

As the ISICSB looks to the future and the strategic approach to the stewardship of ISICS and its maintenance and growth, the focus remains clear; foster a resilient, reliable, and innovative communications system that serves Iowa's public safety community and the citizens they protect.

History of ISICS

Looking to the future, growth, and sustainment of ISICS for Iowans

Iowa was ahead of the nation, when in 2007 it adopted ISICS and built a radio platform that all public safety and public service first responders could rely on in times of routine daily operations or in times of extreme tragedy.

The forward-thinking and proactive decision makers built a system that is now utilized by over 260 agencies and almost 47,000 radios, transmitting well over 3 million push-to-talks, or radio transmissions, each month.

The ISICSB was established in Iowa Code sections 80.28 and 80.29 under the joint purview of the Iowa Department

of Public Safety (DPS) and Department of Transportation (DOT). The system provides 95% or better mobile coverage across the state, and serves Iowa's 3.21 million residents is a two-zone 700/800 MHz Trunked P25 Time Division Multiple Access (TDMA) Phase II standard digital land mobile radio platform.

When agencies adopt the ISICS platform, they integrate their resources into the existing network which began as 90 sites and is now over 150 tower sites across the state. Adding new infrastructure to the network expands coverage and enhances capacity in

surrounding areas. Joining ISICS eliminates the need for agencies to build and maintain independent networks and allows for shared interoperable resources, that are available to all users during statewide, - multi-jurisdictional incidents, enabling faster response times, better coordination, and improved safety outcomes.

Iowa's system is built from previous incidents, such as the 9/11 tragedy in New York, and is a blueprint for states like Texas, recovering from tragic flooding in Kerr County earlier this year.

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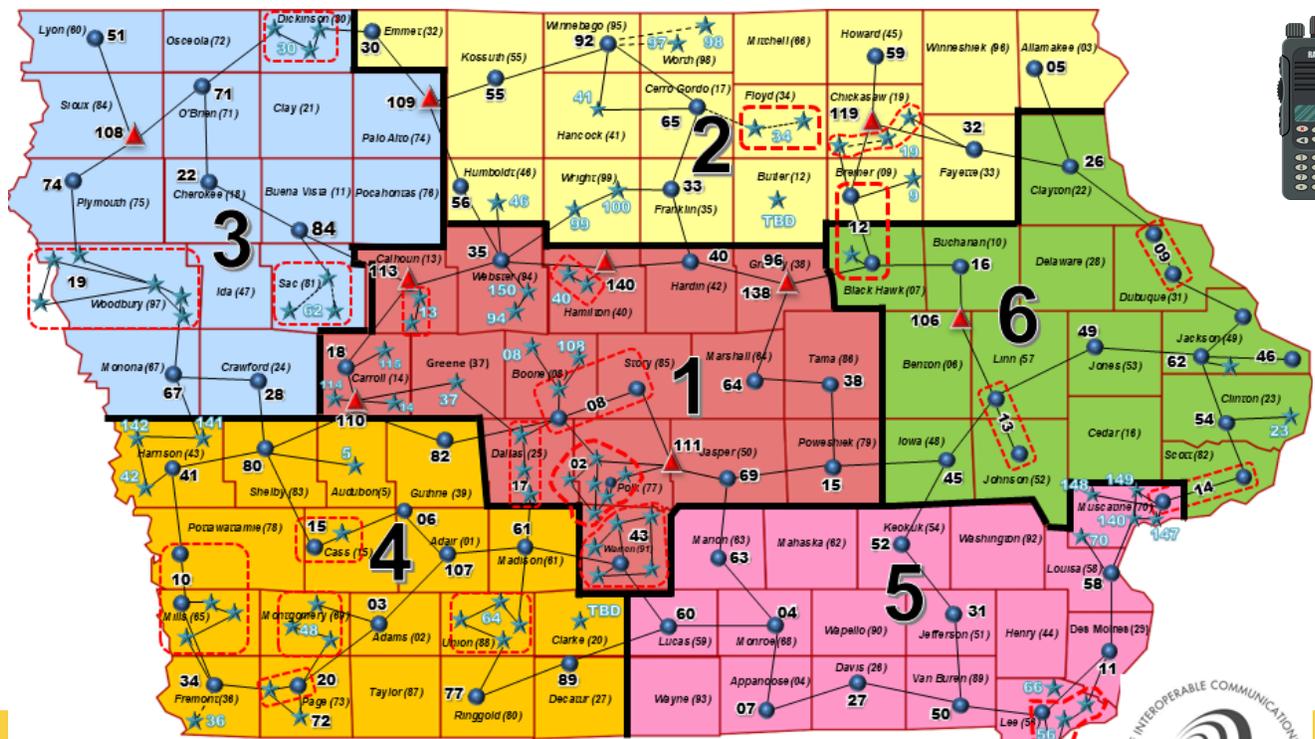
= SIMULCAST = LOCAL ADDITIONS TBD = In process, not yet online
= MW ONLY = ISICS Provided Sites

The Iowa Statewide Interoperable Communications System Board (ISICSB) achieves its mission through dedicated committees. The committees are guided by standard best practice and the Statewide Interoperable Communications Plan (SCIP). The ISICS communication system thrives because it integrates diverse perspectives and fosters collaboration. The seven-member Board is entrusted with governance of the system and reflects a diverse cross-section of Iowa's public safety and public service sectors representing the unique needs of its stakeholders.

To maintain transparency and engagement, the Board's website is managed through the Iowa Department of Public Safety (DPS) and shares helpful information including: meeting agendas, minutes, standards, training modules, a calendar of events, and more, which can be found at https://isicsb.iowa.gov.

The **Steering Committee** guides and supports the Board, by managing risks, ensuring projects align with strategic goals, providing strategic direction, and serves as an escalation point for issues requiring direct action by System Administrators.

The **Finance Committee** continued to help the Board fulfill and maintain its fiduciary responsibility over State appropriated funds that sustain board activities as determined by Iowa Code sections 80.28 and 80.29. The Committee is working with a finite budget and ever- increasing costs.

The **Governance Committee** creates the blueprint for the enhancement, deployment, and operation of, and promotes participation in ISICS Committees. This year, the Committee reaffirmed committee membership and applicant procedure through policy and analyzing key elements of potential system impact.

COMMITTEES
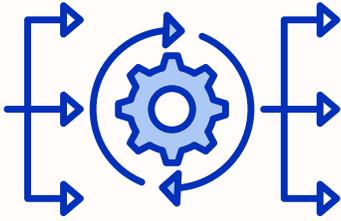
The **Operations Committee** establishes operational policy for ISICS access and identifies, reviews, and updates existing communication plans. This Committee works with stakeholder agencies to collect and share After-Action Reports (AARs) and best practice to fill gaps and improve interoperable communications.

The **Technology Committee** continued to research and examine solutions of critical advancements, redundant interoperability, and cyber threats to the ISICS platform. This committee supports core capabilities like reliability, voice clarity, security, and data transmissions - all essential for mission-critical operations.

The **Firstnet Broadband Subcommittee** oversees deployment and operation of the nationwide, high-speed wireless broadband network built for public safety and providing secure, reliable, and interoperable communication for first responders. A coverage workshop was held to identify gaps and future investment areas in Iowa.
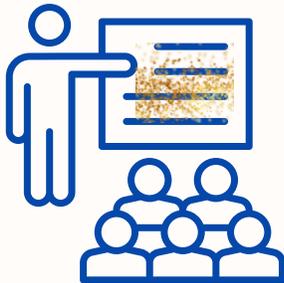
The **Training and Outreach Committee** creates just-in-time deliverables for ISICS end users and hosts communication unit courses and outreach training events to present on the capabilities of the network and promote interoperable communication regionally. This year, 16 Communication Unit Leader students and 10 Communication Technician students were trained.

The **Communication Unit Credentialing Subcommittee** verifies professional standards for emergency communications personnel and ensures they meet professional standards for incident management. Iowa credentialed 7 Incident Tactical Dispatchers and 1 Communication Unit Leader Instructor in 2025.

The **User Group Committee (UGC)** develops processes and reviews requests to the ISICS platform. With UGC guidance, the system can maintain viable and consistent operation for all users. With UGC's recommendation, the Board approved 13 ISICS participation plans and added 10 new user agencies to the system.

ISICS 2026 and beyond

In 2025 the ISICSB was appropriated $115,661 to sustain Board activities and fund 75% of the Statewide Interoperability Coordinator's (SWIC) and 50% of ISCSB administrative assistant's salaries and benefits.

- Maintain Infrastructure
- Increase Interoperability
- Improve Resilience and Redundancy

The state of Iowa and its legislative champions for public safety have built a statewide public safety communication system to be proud of. Our first responders have access to a resilient and redundant platform in which, when necessary, all responding agencies can communicate together. The administrators of the system maintain vigilance on the health of the network and the Board is diligent in its effort to coordinate and evaluate operations. The ISICS network has proven reliable for end users time and again. From tornadoes and derechos to the Iowa State Fair and RAGBRAI, first responders have come to rely on this system to deliver exceptional service to the public.

September 11, 2001, further emphasized the need to build an interoperable system of which ISICS was born. We can learn from events across the nation on how to prepare so Iowan's do not suffer the same communications failures as reported in after action reports of other disasters.

In addition to the human capital needed to sustain ISICS, there are essential system upgrades, maintenance, and enhancements that will need to be addressed to maintain the resiliency of the System for Iowa. Identifying resources to fulfill these future needs will allow the System to function and grow as needed for successful interoperable communications across Iowa and for the Board to complete its Mission.

ISICSB MISSION

Develop and provide the highest level of standardized interoperable public safety and public service communications in accordance with the Code of Iowa.

CRITICAL AND SMART CONNECT REDUNDANCY

Ensuring system redundancy by adding a Critical Connect and Smart Connect backup at the Dynamic System Resilience (DSR) core is essential to enhancing the reliability and resiliency of the ISICS communication network.

·Enhanced Redundancy:
- Provides an additional layer of redundancy, ensuring communication continuity if the primary connection is compromised.
- This ensures the system remains operational during routine maintenance at the primary core, unexpected outages, cyberattacks, or natural disasters.
- This failover capability is crucial for public safety operations, where even a few seconds of communication loss can have significant consequences.

·Distributed Resilience:
- The system gains geographic and structural resilience, reducing the risk of single points of failure.

·Future Growth and Scalability:
- As the system grows, which is also a priority, having Critical Connect and Smart Connect at both the primary and DSR cores allows for balanced traffic management without compromising performance, supporting the evolving needs of public safety agencies and large-scale emergency response operations.

INCREASED APPROPRIATIONS

As part of a national interoperability initiative, every state was tasked with establishing a Statewide Interoperability Coordinator (SWIC) position, a role mandated by Iowa Code. The SWIC has been pivotal in advancing Iowa's interoperability goals, addressing legislative mandates, and achieving the Board's successes. Continued legislative support for this position is essential.

The creation of a permanent paid Deputy SWIC position would address the growing demands of Iowa's expanding interoperable communication needs. The Deputy SWIC works as a subject matter expert and technical expert and trainer to support the SWIC in managing and enhancing ISICS programs and collaborating with stakeholders for effective communication and coordination. A robust training program ensures agencies maintain effectiveness and keep pace with evolving technology. Training helps personnel correctly use equipment, manage complex multi-jurisdictional incidents, and perform their duties safely and efficiently, ultimately saving lives and improving outcomes. Without it, the risk of miscommunication increases and lives are at risk.

Increasing appropriations to meet current operating expenses for Board activities for portions of salaries, training funds, and travel costs must be considered as funding has remained static and federal grant opportunities previously utilized for Board operations no longer exist. ISICSB shows a projected deficit by the end of FY2026, and as illustrated by this report, the Board has interoperability plans for public safety and ISICS functionality well into the future.

CYBERSECURITY

Protecting ISICS from cyber threats is as critical as ensuring physical infrastructure resilience. ISICS is foundational to public safety and emergency response. Any compromise in functionality due to cyberattacks can have severe consequences for response coordination and overall security. Though to ISICSB and end users, other priorities may seem more beneficial to operations, we must protect the system before we look to enhance its capabilities.

Land mobile radio (LMR) systems are increasingly at risk from hackers, including state-sponsored groups, criminal enterprises, and lone actors. Cyberattacks disrupt critical communication systems, potentially halting emergency response operations. A network breach or outage during a disaster, crisis, or routine operation could cost lives.

Cybersecurity measures ensure the integrity and confidentiality of sensitive information and ensures the that national cybersecurity standards are met.

Cyber incidents can lead to extended system downtime, impacting operations and requiring significant financial resources for recovery. A secure LMR network helps protect against legal and reputational risks associated with data breaches or communication failures.

Building robust cybersecurity defenses today ensures networks are resilient against both current and technological sophisticated emerging threats, including AI-driven cyberattacks and quantum computing risks.

SCALABILITY

Ensuring reliability and enhancing public safety grade communications operations requires scalability through strategic planning. Implementing a third zone and adding channel capacity at ISICS sites is essential for meeting the demands of a growing user base and achieving the reliability required on ISICS.

ISICS is a two-zone system. Expansion to accommodate more users by adding a third zone would allow the necessary infrastructure for increased traffic without compromising performance and ensures the system can support future enhancements and additional functionality as technology evolves.

A third zone introduces an additional layer of redundancy, ensuring that critical communication services in times of disaster, accident, or terrorist attack. This level of resiliency is a cornerstone of public safety-grade requirements, where uninterrupted communication can save lives, ensuring continuity of operations by providing a fail-safe option in the event of widespread outages.

Adding a third zone is a strategic investment to future-proof the radio system, enabling it to grow, adapt, and maintain the reliability and redundancy critical for public safety communications.

Adding channel capacity at current and proposed sites ensures that all communication needs are met in times of heavy traffic which notoriously occurs in the most life-threating times of disaster or emergency, when seconds matter and lives are on the line.

BATTERY REPLACEMENT

The current batteries at tower sites are projected to reach the end of their useful life by 2027, while the System contract extends through 2030. Currently, there is no mechanism for asset management for this equipment. Replacing the batteries before they fail is critical to ensuring the system's resiliency and sustained operation.

This essential equipment ensures uninterrupted power supply during outages, for seamless operation when primary line power and generator power is unavailable. These batteries will maintain site function for up to 8 hours as failsafe redundancy necessary for mission critical public safety communications.

Proactively replacing batteries before their end of life minimizes the risk of unexpected failures that could compromise system functionality during critical events and is an important aspect of the strategic planning process for operational continuity to safeguard the system against power disruptions.

Strategic management of resources with timely battery replacement will allow ISICS to remain dependable and capable of supporting uninterrupted communications and maintaining mission critical public safety communications as a statewide interoperable network.

INFRASTRUCTURE

"Spurs" are individual connections that lack alternative pathways for communication traffic. By eliminating spurs, we can significantly enhance system reliability and resilience. If a failure occurs along the connection to a spur tower site—whether due to equipment malfunction, weather, or other disruptions—the communication capabilities of the connected tower and its coverage area can be compromised.

By contrast, the optimal design for a statewide radio system connects towers in loops, or ring topology, ensuring multiple pathways for communication traffic to travel. If one link in the loop is disrupted, the traffic can automatically re-route in the opposite direction, maintaining uninterrupted service. Most of ISICS maintains redundant paths, but the System has four (4) spurs.

By eliminating these spurs there would be increased reliability for all public safety utilizing the system, currently over 47,000 unit IDs or radios.

ISICS was built with the minimum standard of 95% mobile coverage for a statewide system, and local enhancements have increased the coverage footprint of the system significantly, yet all ISICS users would benefit from a more robust build out and better coverage footprint. Communications equipment is expensive to build and maintain, the ISICSB would not only like to eliminate spurs, but find opportunities to enhance the system so that local entities had an economic advantage to joining ISICS and bringing assets, which in turn would increase coverage and interoperability for all public safety first responders in the State.

In Conclusion

The Iowa Statewide Interoperable Communications System Board (ISICSB) consists of seven dedicated members who work tirelessly to enhance standards and procedures for interoperability across Iowa. The Board maintains vigilance with input and dialogue from the ISICS System Administrators, the Iowa Department of Public Safety, and the Iowa Department of Transportation, while fostering meaningful stakeholder involvement in decision-making processes.

As evidenced in this report and through 17 years of diligent effort, the Board remains steadfast in its mission to improve Iowa's interoperable communication capabilities. This commitment is supported by the invaluable contributions of the Board members and the committees of volunteers that drive critical initiatives.

To maintain the resilience and reliability of the Iowa Statewide Interoperable Communications System, proper and consistent resourcing is imperative. While grant opportunities will be pursued to expand the System's reach and functionality, the foundational needs of the System—including infrastructure, batteries, site equipment, and core components—must be prioritized. ISICS is a mission-critical system, and its upkeep is essential for ensuring the safety and efficiency of all users.

The ISICSB is committed to identifying sustainable, long-term resources while implementing cost-containment measures to support communications interoperability. Continued resourcing enables the Board to pursue federal grant opportunities, many of which require matching funds, and to expand ISICS infrastructure. Furthermore, enhanced resource allocation can facilitate training for end-users and support grants to local and county public safety agencies, promoting broader adoption and enhancing interoperability across Iowa while meeting the mandated duties assigned in Iowa Code section 80.29.

Collaboration at the local, county, and state levels is essential for the sustainability and growth of ISICS. With appropriate management and funding, ISICS will continue to serve Iowa's public safety and public service communities, ensuring reliable and effective communication for years to come.

ISICSB
Iowa Statewide Interoperable
Communications System Board

BOARD MEMBERS

Member	Representing	Committee	Agency
Michele Bischof **(ISICSB Chair)**	Fire Department	Finance Committee	Des Moines Fire Department
Patrick Updike **(ISICSB Vice-Chair)**	Member-At-Large	Technology Committee	Amateur Radio
Mindy Benson	Emergency Management	FirstNet Broadband Subcommittee	Black Hawk County
Michael Colby	Municipal Police	Governance Committee	Clear Lake Police Department
Lucas Erpelding	Communications Center	Operations Committee	Iowa Department of Public Safety
Jeff Vandewater	Sheriff	User Group Committee	Adair County
Curtis Woten	Emergency Medical Services	Training and Outreach Committee	Blakesburg Fire and Rescue

Legislative Ex-Officio Members
Senator Jesse Green
Senator Matt Blake
Representative Mike Vondran
Representative Eric Gjerde

ISICS LEVEL OF USER

Level	
Level 1	A **Level 1** user of ISICS has access to ISICS interoperability talkgroups. All of Iowa's 111 PSAPs are a pre-approved Level 1 user of ISICS. In addition, all PSAPs that border Iowa in neighboring states have also been approved for Level 1 access to ISICS which facilitates the expansion of interstate interoperability.
Level 2	A **Level 2** user of ISICS consists of a local agency having the ability to interoperate with other agencies, as well as enhancement of features of the ISICS system including custom talk groups for their local operations (operability).
Level 3	A **Level 3** user adds in a direct connection to the ISICS core computers via a hardline or hardwire connection to the System. This direct connection requires significant engineering and coordination. In some cases, additional capacity may be added by the local user to a site to support their additional traffic. Level 3 users of ISICS rely on the System for their LMR communications daily.
Level 4	A **Level 4** user has chosen to add infrastructure to the network, such as additional towers, to enhance performance and/or expand the coverage offered by ISICS in their community. This coverage benefits more users than just the local agency. Enhancements may be needed to guarantee a feature like in-building coverage.

ISICS USERS

Level-Agency Name

Local Agencies

1- Altoona FD	1 - Altoona PD	1 - Altoona Public Works	1 - Anamosa FD
1 - Ankeny FD	1 - Ankeny PD	2 - Atkins, City of	2 - Aurelia FD
2 - Baxter FD	2 - Blakesburg Fire & Rescue	1 - Bondurant FD	1 - Camp Township FD
1- Carlisle FD	2 - Cedar Rapids, City	3 - Clear Lake PD	1 - Coulter FD
1 - Delaware Township FD	4 - Des Moines, City	1 - Elkhart FD	1 - Fonda PD
1 - Granger FD	1 - Jewell Fire Rescue	1 - Johnston PD	1 - Johnston-Grimes FD
2 - Mapleton PD	3 - Maquoketa PD	2 - Marion, City of	1 - Mitchellville FD
1 - Mitchellville PD	2 - Moulton FD	2 - Nevada, City of	2 - Northern Warren FD
3 - Osceola, City	1 - Pella PD	1 - Pleasant Hill FD	1 - Pleasant Hill PD
1 - Pocahontas PD	1 - Polk City FD	1 - Polk City PD	2 - Postville PD
1 - Saylor Township FD	2 - State Center PD	1 - Virginia Township FD	2 - Waukon PD
3 - Webster City PD	2 - West Branch PD-FD	4 - Westcom (West D.M.)	1 - Windsor Heights, City
4 - Adair & Guthrie County EMA	3 - Adams County EMA	2 - Allamakee County EMA	2 - Allamakee County S.O
2 - Appanoose County S.O	3 - Audubon County	2 - Benton County	2 - Benton County 911
2 - Black Hawk County 911	1 - Black Hawk County EM	4 - Boone County S.O	1 - Bremer County EMA
4 - Bremer County Sheriff	1 - Buchanan County	2 - Buena Vista EMA	2 - Buena Vista S.O
3 - Butler County	4 - Calhoun County EMA	4 - Carroll County	4 - Cass County EMA
3 - Cerro Gordo County S.O.	2 - Cherokee County	4 - Chickasaw County 911	4- Chickasaw County EMA
1 - Clarke County EMA	4 - Clarke County S.O.	3 - Clay County	2 - Clayton County
4 - Clinton County	2 - Crawford County	4 - Dallas County	2 - Davis County
3 - Decatur County S.O.	1 - Delaware County	2 - Emmet County S.O	3 - Des Moines County S.O
3 - Dickinson County EMA	1 - Dubuque E911	3 - Franklin County	1 - Fayette County EMA
1 - Fayette County S.O.	4 - Floyd County Comms	4 - Hamilton County	4 - Fremont County
4 - Greene County S.O.	1 - Grundy County S.O.	3 - Henry County	4 - Hancock County
3 - Hardin County	4 - Harrison County 911	1 - Iowa County	1 - Howard County EMA
4 - Humboldt County	3 - Ida County	3 - Jefferson County	2 - Iowa Medical & Classification Ctr.
1 - Jackson County EMA	2 - Jasper County	1 - Keokuk County S.O	2 - Johnson County JECC
1 - Jones County	2 - Keokuk County EMA	2 - Linn County S.O	2 - Kossuth County
2 - Lee County EMA	4 - Lee Comm	3 - Madison County S.O	2 - Louisa County
2 - Lucas County E911	3 - Lyon County S.O.	2 - Marshall County EMA	1 - Mahaska County 911
2- Marion County S.O.	2 - Marion County EMA	3 - Monona County 911	4 - Mills County EMA
1- Mitchell County	2 - Mitchell County EMA	2 - O'Brien County	1 - Monroe County
4 - Montgomery County EMA	2 - Muscatine County EMA	3 - Plymouth County	4 - Page County EMA
2 - Palo Alto County S.O	2 - Palo Alto EMA	1 - Poweshiek County EMA	2 - Pocahontas S.O.
1 - Polk County S.O.	1 - Pottawattamie County	1 - Scott County Health	2 - Ringgold County
3 - Sac County	2 - Scott County - SECC	1 - Story County 911 Board	3 - Shelby County
3 - Sioux County S.O.	4 - STARCOMM -Woodbury Co	2 - Van Buren County 911 Board	1 - Tama County
2 - Taylor County	4 - Union County LEC	4 - Webster County EMA	4 - Warren County S.O.
2 - Washington County 911	2 - Wayne County	4 - Wright County	3 - Winnebago County Comms
2 - Winneshiek County EM	4 - Worth County S.O.		

*Italicized agencies are new ISICS users in 2025

ISICS USERS

State Agencies

2- 5th Judicial District	2 - 8th Judicial District	2 - 185ARW - IA Air National Guard	4 - Glenwood Resource Center - Iowa
2 -Independence Mental Health Institute - Iowa DHS	2 - Iowa Correctional Facility for Women	2 - Iowa DHHS	2 - DHS
2 - Iowa DOC - Anamosa State Penitentiary	4 - Iowa DOC - Clarinda	2 - Iowa DOC - Fort Dodge Correctional Facility	4 - Iowa DNR
2 -Iowa DOC - Mount Pleasant	2 - Iowa DOC - NCCF	*2 - Iowa DOC - 7th District*	4 - Iowa DOC - Fort Madison
4 - Iowa DPS	2 - Iowa HSEMD	*2 - Iowa Insurance Fraud Bureau*	4 - Iowa DOT
2 - Iowa Veterans Affairs (VA)	2 - Woodward Resource Center	2 - DEA/DOJ	2 - Iowa National Guard
			2 - DHS - Investigations

Federal Agencies

1 - 10th District Reserve Law Enforcement	2- ATF	1 - FEMA	2 - Federal Protective Service
1 - DHS OEC	2 - FBI	2 - U.S. Capitol Police	1 - US Fish & Wildlife Service
2 - OIG HHS	2 - US Army Corps of Engineers	1 - US Probation Office (USPO) - Southern IA	2 - US Marshal Service
			2 - US Postal Insp. Service

Medical Agencies

2 - Air Methods	2 - Allen Memorial Hospital	2 - American Medical Response	2 - Avera Health - Avera Careflight
2 - Broadlawns Medical Center	2 - Cherokee Regional Medical Center	2 - Global Medical Response	1 - Gundersen Air
2 - Medforce Quad City Helicopter EMS	2 - Medic EMS (Davenport)	2 - Mercy Ambulance Des Moines	2 - Mercy Hospital (Iowa City)
2 - MercyOne - Clinton County	*2 - MercyOne Genesis DeWitt Ambulance*	1 - Sioux Center Ambulance	2 - Tipton Ambulance Service
3 - Unity Point Health		2 - Unity Point Health - Marshalltown	2 - Veterans Memorial Hospital
2 - Wings Air Rescue			2 - Unity Point - Lifeguard Air Ambulance

Schools

2 - Ankeny Comm. School District	2 - Chariton Community School District	2 - Des Moines Area Community College (DMACC)	2 - Des Moines Public Schools
2 - Moulton- Udell Comm. School District	*2 - Sioux City Community School District*	2 - University of Iowa	4 - University of Northern Iowa
		2 - Waukee Schools	2 - Urbandale Comm. School District

Other

1 - Albany PD (Illinois)	1 - Burt County EMA (NE)	2 - Canadian Pacific Police Service	1 - Carroll County Sheriff's Office (Illinois)
1 - Cass County S.O. (NE)	*1 - Cedar County Radio Governance Board*	*2 - Civil Air Patrol - Iowa Wing*	2 - CN Railroad Police
1 - D.M. International Airport	3 - Des Moines Area Regional Transit Authority (DART)	2 - Des Moines Metro Water Reclamation Authority	1 - Freeborn County (Minnesota)
1 - Fulton PD (Illinois)	1 - Jo Daviess County S.O.(IL)	1 - Metro Comm (Sioux Falls, SD)	2 - MICRN
1- Minnesota ECN	1 - Mower County (MN)	2 - National Weather Service	1 - Nebraska OCIO - Patrol
1 - Offutt AFB Fire & EMS (NE)	1 - Region 6 Local Emergency Planning Committee	1 - Washington County S.O. (MN)	1 - Whiteside County (Illinois)
			2 - Consumers Energy Cooperative
			2 - Guthrie County REC
			2 - Metro Waste Authority

Electric Utility

2 - Central Iowa Power Coop. (CIPCO)	2 - Chariton Valley Electric Cooperative	*2 - Clarke Electric Coop.*	2 - Southwest Iowa REC
2 - Corn Belt Power Coop.	2 - Eastern Iowa Light & Power Coop.	2 - Farmers REC	2 - TIP REC
2 - Iowa Association of Electric Coop.	2 - Iowa Association of Municipal Utilities	2 - L & O Power Cooperative	2 - Western Iowa Power Coop
2 - NW Iowa Power Coop		2 - Osceola Electric Coop.	
		2 - Pella Cooperative Electric Association	

*Italicized agencies are new ISICS users in 2025