IOWA

Homeland Security and
Emergency Management

ANNUAL
REPORT
SFY 2024

STATE OF IOWA
911 PROGRAM

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Introduction

The Iowa Department of Homeland Security and Emergency Management (HSEM) is pleased to submit this 911 annual report to the Iowa General Assembly in accordance with Iowa Code § 34A.7A(3)(a). This section of the Code requires the 911 program manager to provide the General Assembly with updates on the status of 911 wireline and wireless implementation and operations, the distribution of surcharge receipts, and an accounting of revenue and expenses of the 911 program.

Iowa's 911 system consists of 111 public safety answering points (PSAPs) across 99 counties (Attachment 1). This represents an increase of one PSAP from the previous year, due to the Department of Public Safety's (DPS) Cedar Falls PSAP becoming operational on a 24/7 basis. The PSAPs answer wireline, wireless, and voice over internet protocol (VoIP) emergency calls, as well as Text-to-911 messages from across the state. The wireline 911 system was first introduced in Iowa in 1988. A wireline surcharge, authorized by Iowa Code § 34A.7, is applied to wireline phone users' monthly bills and is managed by local 911 service boards. In 1998, the system was enhanced with the addition of wireless 911 capability.

The wireless capability is funded through a wireless surcharge on wireless phone users' monthly bills and is managed by HSEM under Iowa Code § 34A.7A. In 2011, the Department converted the 911 network from analog technology to an emergency services internet protocol (IP) network (ESInet) referred to as a Next Generation (NG) 911 network. From July 1, 2023, through June 30, 2024, the NG911 network processed a total of 85,214 wireline calls, 1,036,817 wireless 911 calls, 72,801 VoIP calls, and 8,025 texts to Iowa's PSAPs. Local PSAPs are the primary users of the NG911 network, responding to and dispatching resources for over 98% of 911 calls in Iowa. The remainder of the 911 calls are handled by the Iowa Department of Public Safety (DPS).

Iowa Code § 34A requires that each county establish a joint 911 service board. It is the responsibility of each board to develop a countywide 911 service plan, which should include the boundaries for public safety response and 911 answering throughout the geographical area. All 99 counties have approved countywide 911 service plans. HSEM is responsible for reviewing and approving the countywide 911 service plans, and the overall administration of Chapter 34A through a program administrator appointed by the HSEM director.

As detailed in this report, the entire Iowa 911 system is undergoing a significant upgrade to a comprehensive end-state National Emergency Number Association (NENA) i3 911 system which is an American National Standards Institute (ANSI)-accredited, widely-recognized industry standard utilized across the United States

and Europe. The initial phase of this multi-phase initiative has been successfully completed. The analog copper trunking infrastructure at local Public Safety Answering Points (PSAPs) has been transitioned to a statewide IP-based Ethernet network. The IP-based backbone was completed in November 2012 and utilizes the Iowa Communications Network (ICN). Subsequently, individual PSAPs have upgraded to IP-enabled call handling equipment and logging recorders in accordance with the project timeline. During this reporting period, the final PSAP completed the final stage of the upgrade, making the state's PSAPs fully end-to-end IP-enabled from the entry point of the state's network through to the call handling equipment. In addition, all Iowa PSAPs are equipped to receive text-to-911 messages.

Iowa Text-to-911 Social Media Campaign Post

The state's virtual consolidation efforts are progressing, with the legacy wireline network and the NG Internet Protocol (IP)-based network being technologically merged, as well as sharing technology for call processing equipment at the PSAPs. In 2023, a behind-the-scenes upgrade was completed to ensure more accurate routing of 911 calls to the appropriate PSAP. As the program moves forward, the next steps towards a fully end-to-end i3 system will include decommissioning of legacy selective routers, implementation of Session Initiation Protocol (SIP) routers, and full i3 programming of call delivery. The next steps address the ingress of wireline carriers into the network and the delivery of their calls, which involves updating the signaling to an NG911 format. This process is expected to continue for several more years.

Virtual Consolidation Update

Iowa Acts 2018, House File 2254, directed HSEM to implement the plan for virtual consolidation. HSEM has taken steps to achieve consolidation as described below.

All PSAPs now receive all wireline calls over the Next Generation 911 network. The migration, which was completed in 2023, provided additional resiliency to the wireline network and seamless rerouting of wireline 911 calls within the state's 911 network in the event of an outage. The migrations involved multiple private-sector vendors working in collaboration with the State 911 Program, the ICN, and the local PSAPs. Another key component of network consolidation is a change in the way automatic location information (ALI) and automatic number information (ANI) are handled. This will need to be configured into the new combined system. In the future, an upgrade to the call delivery method will embed ALI information in the SIP header of the call, eliminating the need for additional equipment at each PSAP. This is referred to as NENA i3 call delivery.

The next long-term project will be the decommissioning of the legacy selective routers, which are owned and operated by Lumen (formerly CenturyLink). The legacy selective routers are currently used as the entry point for the wireline 911 network, but are an aging and unnecessary technology in the call flow process. To this end, HSEM is initiating discussions with ICN regarding a plan to deliver 911 calls from the telecommunications company's central office to a SIP device owned by ICN, which would then serve as the entry point to the State's 911 network for wireline 911.

The second virtual consolidation project, which commenced in 2018, entails the implementation of call-taking equipment that can be utilized by multiple PSAPs. This is known as "shared services." Zetron was selected as the vendor for this project. The primary piece of equipment for PSAPs to share is the call processing equipment (CPE), which is the main 911 system involved in call delivery. However, PSAPs have the option of sharing additional components, including logging recorders, mapping, computer-aided dispatch, and emergency medical dispatch. The aforementioned components represent a significant cost to the state and/or PSAP, as they previously had to be physically housed in each PSAP. However, thanks to technological advances, the entire state can now share this equipment, resulting in cost savings for all parties involved.

The shared services program has experienced notable growth and participation over the past year. As of the previous report, there were 76 PSAPs actively using the shared services or in the process of being activated. Currently, 78 PSAPs are utilizing the shared services, with an additional two PSAPs that have registered and are awaiting activation (Attachment 2).

As the program enters its sixth year, the focus during the past reporting year has shifted to contract extensions for current PSAPs on shared services and technology updates from the time of their initial implementation. To date, no PSAP has elected to withdraw from the program and revert to a standalone system.

Through the shared services program, HSEM worked with DPS and Zetron to create a mobile disaster PSAP. The mobile PSAP is available to be deployed to an area where a PSAP may be uninhabitable due to a variety of reasons. Through this project, telecommunicators would be able to receive and dispatch 911 calls as if they were in their own center. The mobile disaster PSAP was used three times this reporting year. The first was to support a PSAP remodel in Palo Alto County. Later, it was deployed to Clay County after flood waters inundated their PSAP. Local public safety telecommunicators along with support from DPS took 911 calls out of the vehicle for 15 days, totaling 321 calls during the time. Shortly after the deployment to Clay County, it was deployed to Madison County for less than 24 hours after the PSAP was struck by lightning. During that time frame, the mobile disaster PSAP took eight 911 calls.

Iowa Mobile Disaster PSAP

Next Generation 911 Progress

Next Generation 911 Network and PSAPs

This section outlines the operational environment of Iowa's Next Generation 911 Network.

The State 911 system is interconnected via an ESInet, which utilizes the ICN fiber network. All 111 local and DPS primary PSAPs are connected to the ESInet. The two redundant call logic centers (CLC) serve as the "brains" of the ESInet, connected by 100-megabyte circuits to handle call volume and routing. While the ESInet primarily uses fiber from the ICN, the CLC's equipment in the PSAPs, policy call routing and handling functions, and ALI are managed through a contract with Comtech. In 2021, HSEM entered into a new 10-year contract with Comtech, following the expiration of the previous 10-year contract.

The wireless side has seen only minor changes as part of the merged network environment. Wireless service providers continue to access the Comtech-managed CLCs, which are located in Davenport and West Des Moines. Subsequently, calls are transported via the ESInet for proper call delivery to PSAPs.

Independently of each other, HSEM was notified that both the West Des Moines and the Davenport CLCs will need to be moved in the upcoming years. This will be a significant project. HSEM is working with partners to determine the best location for CLCs in the future.

Wireline traffic entering the state's 911 network is routed from the aforementioned Lumen legacy selective routers to ICN aggregation points located in Des Moines and Cedar Rapids. The ICN will transport the traffic from those aggregation points (via disparate and redundant paths from the ESInet) to the Comtech CLCs. At that point, wireline 911 traffic will be delivered to the PSAPs similarly to wireless 911 calls. As with wireless 911, wireline 911 calls will be able to be transferred to any PSAP across the state, and even neighboring counties out of state. As highlighted previously, a future step will be to remove the Lumen selective routers out of the call flow process altogether.

As referenced above, wireline ALI and ANI are provided statewide through the HSEM contract with Comtech. ANI/ALI is an integrated component of the State 911 system rather than being contracted by PSAPs to a third party. HSEM is responsible for funding the delivery of ALI rather than the PSAP. This new methodology aligns with the concept of Next Generation 911 and the i3 Standard. ALI will further be integrated into the actual call through the i3 upgrade in upcoming years.

HSEM and Comtech have continuously worked to upgrade the software and programming at the data centers for calls being delivered via IP. The ultimate goal of these upgrades is an NG911 network that will ultimately support the use of SMS text, real time text, video, and pictures messaging to 911. Once multimedia messaging services (MMS) become available from the wireless carriers and are capable of being processed and displayed by the PSAPs' call taker equipment, they will be implemented in Iowa. To this end, there are some over-the-top vendors providing live stream, picture and video capabilities already. Some PSAPs have begun to explore these opportunities in Iowa.

Along with these exciting new advances in commercially available technology, device manufacturers and some cellular providers have implemented 911 via satellite technology. This allows a caller to reach 911 for assistance even if they do not have access to traditional cellular service. This could be especially valuable when citizens are outdoors in remote areas of the state that don't have reliable cellular signal. Iowa is well positioned to take advantage of these services because it ultimately uses Text-to-911 technology at the PSAPs via satellites.

Pottawattamie County PSAP

One of the additional benefits of Next Generation is the ability to transfer calls across state boundaries, and eventually, across the nation. Iowa has been a leader in this area, with interconnected ESInets with Illinois, Minnesota, Missouri, Nebraska, and South Dakota for a number of years.

Federal Communications Commission Next Generation 911 Transition Report and Order

A long-standing national point of contention between Originating Service Providers (OSPs) and 911 authorities has been the authority to determine the location of interconnects and points of entry between carrier networks and 911 networks. In the past, cost responsibilities have also caused delays in full NG911 transitions to include SIP/i3 signaling from OSPs. To move this discussion forward, the Federal Communications Commission (FCC) unanimously adopted Report and Order (R&O) 24-78 in July 2024 titled, [Facilitating Implementation of Next Generation 911 Services](). This sets the nationwide default to explicitly give the 911 authority the ability to determine in-state points of entry into the 911 networks and orders that the cost of getting there is the OSPs. The R&O also gives 911 authorities the ability to request, in two phases, transitional call delivery methods to help facilitate the transition to full NG911 call signaling from the carrier's network. While the FCC R&O sets the national default, it allows states and 911 authorities to work out alternative arrangements with OSPs, and that such arrangements must be submitted to the FCC. To date, Iowa does not have any such alternative arrangements in place. The R&O went into effect on November 25, 2024.

Cybersecurity

Cybersecurity is a critical component of Next Generation 911. The 911 Program partners with all of its private-sector vendors on cyber efforts and works closely with the network operations centers for cyber monitoring and protection. As part of the procurement of services, HSEM works with the Iowa Department of Management-Information Technology (DOM DoIT) to ensure the latest cybersecurity provisions are included. As part of the shared services partnership with Zetron, HSEM and Zetron placed Overwatch devices from SecuLore for enhanced cyber monitoring and reporting, protecting the critical host devices for the PSAPs on the shared services. During this reporting year, staff from HSEM, the ICN, a local PSAP, and the Statewide Interoperability Coordinator attended the Cyber Resilient NG911 Workshop, which was held in Kansas City. The workshop focused on best practices, lessons learned, and various scenario-driven exercises to improve Iowa's 911 cyber readiness.

Geographic Information Systems and NG911

A critical component of NG911 relies on geographical information system (GIS) data. The data is the foundation of Next Generation call routing, location validation, and emergency response. Information sharing is essential to building statewide GIS datasets, as more than 100 different data owners need to share information for the NG911 system. Data sharing work starts with the local jurisdictions updating their master street address guide, road centerlines, and site structure address points to have a seamless, statewide GIS data set. HSEM is contracted with Geo-Comm to continue the existing statewide aggregation portal. Ensuring the data is up to date and accurate is a critical local responsibility.

Iowa Acts 2017, Senate File 500, allowed HSEM to provide local GIS grants to assist local 911 service boards in the creation, improvement, and maintenance of their NG911 GIS information. For SFY 2024, HSEM granted $1,284,000 to PSAPs for local 911 services to help facilitate this critical local data. All counties met the 2024 benchmarks every month.

To continue improving the data, HSEM maintained the current end-state benchmarks for FY 25 to:

- Overall NG911 GIS accuracy at or above 98 percent and submission of all required data layers and zero critical errors;
- Automatic synchronization of location information to GIS street centerline accuracy of 98 percent or greater and zero critical errors;
- Provide updated information at least monthly.

Last year, HSEM implemented an emergency call routing function (ECRF). More commonly known as geospatial routing, an ECRF uses location data associated with a 911 call and GIS boundaries provided by the PSAP to determine the routing of each 911 call. This technology allows the NG911 system to dynamically route each call based on the caller's location rather than predetermined routing. ECRF also provides PSAPs with greater control over 911 call routing because routing is based on the GIS data provided and maintained by the counties. In January, the FCC also implemented Report and Order 24-4A1, which requires carriers to use location-based routing, which locates the caller based on the physical handset, rather than the wireless tower.

Redundancy within the Network

There are a number of levels of redundancy within the State's 911 network. There are two geographically diverse Comtech call logic or data centers that can be operated completely independent of each other. These data centers have multiple fiber paths. Wireless providers connect into both data centers.

There are two geographically diverse Zetron hosts, which can be operated completely independent of each other. The host devices are located in separate data centers from the Comtech network data centers.

All PSAPs have policy routing, which means if a PSAP is unable to answer calls for any reason, 911 calls intended for that PSAP will be automatically and seamlessly re-routed to a pre-identified PSAP. There are multiple levels of this policy routing, including local, regional, and state routing.

In a number of the biggest PSAPs in the state, the PSAPs are not only connected via ICN, but also through a completely different carrier. In the case of a large ICN outage, these PSAPs would continue to receive their calls.

The PSAPs on the shared services also enjoy an extra level of redundancy. This is one of the most important features of shared services. Similar to the redundancy detailed above, the PSAPs on the shared services are also connected to the hosts through FirstNet. FirstNet is the National Public Safety Broadband Network specifically built for public safety. FirstNet awarded a 25-year contract to AT&T to build the network, which is traditionally used as another cell phone network, but which gives priority and preemption to public safety subscribers. HSEM is leveraging the broadband data capabilities for additional backhaul connectivity. HSEM has worked with the ICN and FirstNet to provide the additional connectivity between the two host systems and the PSAPs connected remotely. This means in Iowa, almost three quarters of Iowa PSAPs will have disparate ESInet pathways, ensuring connectivity back to the Comtech data centers. This is an area of huge improvement over the last handful of years.


FirstNet Backup 911 Communications Network

Coordination and Integration

988 National Suicide Hotline

The 911 Program has maintained an ongoing relationship with the Iowa Department of Health and Human Services and the 988 crisis centers in Iowa throughout the implementation of 988. The 911 Program provided 911 information and technical background to the 988 planners. There is a very important intersection of 911 and 988 in terms of transfers and operational considerations that the two programs will continue to address in the future. This year, three PSAPs: Muscatine County, Johnson County, and Black Hawk County, participated in a pilot program with the state's two 988 centers. They tested and developed technology and protocols for warm handoffs of callers who called 911 and may be better served by the services offered through 988. This capability and relationships between PSAPs and 988 crisis centers will continue to expand throughout the state over time.
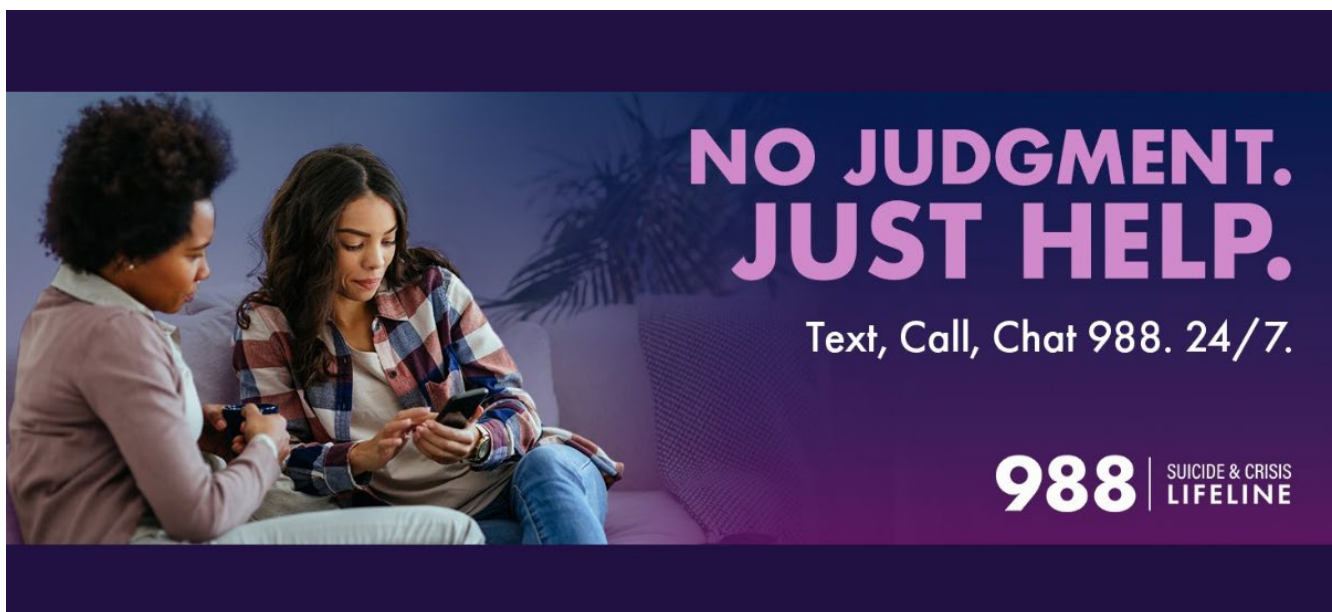
988 Suicide & Crisis Lifeline Social Media Campaign Post

Online Training Portal Availability

In FY 2024, HSEM implemented an online training portal using a portion of the allowed statewide 911 training funds. This portal is accessible to all PSAPs and all Iowa telecommunicators. This was funded on an extended trial basis by leveraging a previously negotiated portion of the Zetron contract through a partnership with [Moetivations](#). Through the first half of the extended trial, 37 agencies and 494 users have registered for the training portal.

Subscriber Surcharges and Distribution

Funding

Funding for the wireline and wireless portions of the 911 system are set in Iowa Code § 34A.7 and 34A.7A, respectively. In July 2013, the Iowa General Assembly set the surcharge for both wireline and wireless 911 services at $1 per month per access line across the entire state. The wireline surcharge is deposited in the local 911 service fund and disbursements are made by the local 911 service board. The wireless surcharge is deposited in the State 911 Emergency Communication Fund administered by HSEM. For the 12 months ending Sept. 30, 2024, the wireless surcharges totaled $31,776,445, an increase of $1,001,577 from the same timeframe the previous year.

HSEM has the responsibility to order the implementation of the surcharge with each telephone service company providing landline service within the 911 service area. Within the state, there are more than 150 competitive local exchange service providers. Each local telephone service provider remits collected surcharge funds directly to the respective local 911 service board every quarter. In SFY 2024, the reported total of wireline surcharges was $8,752,615, a decrease of $649,396 from the previous year.

Attachment 3 shows the total statewide surcharges by source from 2015-2024.

Prepaid Wireless and VoIP Surcharges

In 2012, Iowa Code § 34A.7B authorized a surcharge on prepaid wireless phone transactions. The prepaid surcharge is remitted to the Iowa Department of Revenue, which transfers all remitted prepaid wireless 911 surcharges to the state treasurer for deposit in the 911 emergency communications surcharge fund. In 2013, Iowa Code §34A.7A was amended to allow the prepaid wireless surcharge to increase or decrease proportionately to the wireless surcharge. As a result of that change, the prepaid surcharge is currently 51 cents per prepaid transaction, and the total revenue generated for this surcharge for the 12 months ending Sept. 30, 2024, was $2,434,569, a decrease of $357,403 from the same timeframe the previous year.

In 2012, the definition of a communication service provider in Iowa Code § 34A.2 was amended to include service providers that transported information over the internet, including voice over internet protocol companies. The companies are now required to collect and remit surcharges as a communications service provider.

Cable television companies that sell static voice over internet protocol (VoIP) services as part of a bundled package also pay their collected surcharges to the local wireline 911 service boards. Nomadic VoIP providers that are not restricted to a particular location pay the surcharges assessed to their customers to HSEM through the state 911 emergency communications service surcharge.

Wireless Surcharge Distribution

The bulk of the 911 surcharge revenue is obtained through the wireless surcharge. Under Iowa Code § 34A.7A(2), the collected surcharges must be distributed in the following order (Attachment 4).

1. To the Department of Homeland Security and Emergency Management for program administration, an amount equal to that appropriated by the General Assembly. In 2024, this amount was $300,000.

2. To joint 911 service boards, 60 percent of the total surcharge funds generated for communications equipment utilized in the implementation and maintenance of 911 services within the local PSAP. Iowa Code § 34A.7A (2) defines how the 60 percent amount is to be distributed among the 111 PSAPs in the state. For the 12 months ending Sept. 30, 2024, this amount was $20,518,329 an increase of $303,551 from the previous 12 months.

3. To wireless service providers, 10 percent of surcharge funds generated from July 1, 2013, through June 30, 2026, to recover their costs of providing 911 wireless phase one service. For the 12 months ending Sept. 30, 2024, this amount was $656,830, an increase of $269,112 from the previous 12 months. Currently only one wireless carrier submits invoices for repayment. It should also be noted that while authorized by Iowa Code 34A, there is no federal requirement that cost recovery be provided to wireless carriers for 911 service.

4. To Next Generation 911 network providers, 911 call processing equipment providers, 911 call transport providers, and third party 911 automatic location identification database providers for the costs of maintaining and upgrading the Next Generation 911 network functionality, 911 call processing equipment, 911 call transport from the NG911 network to local PSAPs, including local GIS grants. For the 12 months ending Sept. 30, 2024, this amount was $11,952,024, an increase of $604,174.

5. For the development of public awareness and educational programs related to the use of 911, for the expenses of the 911 Communications Council for travel and training. For the state fiscal year 2024, the amount spent on these items was $98,509 of the allowable $100,000, which includes eleven training opportunities including the previously mentioned statewide training portal.
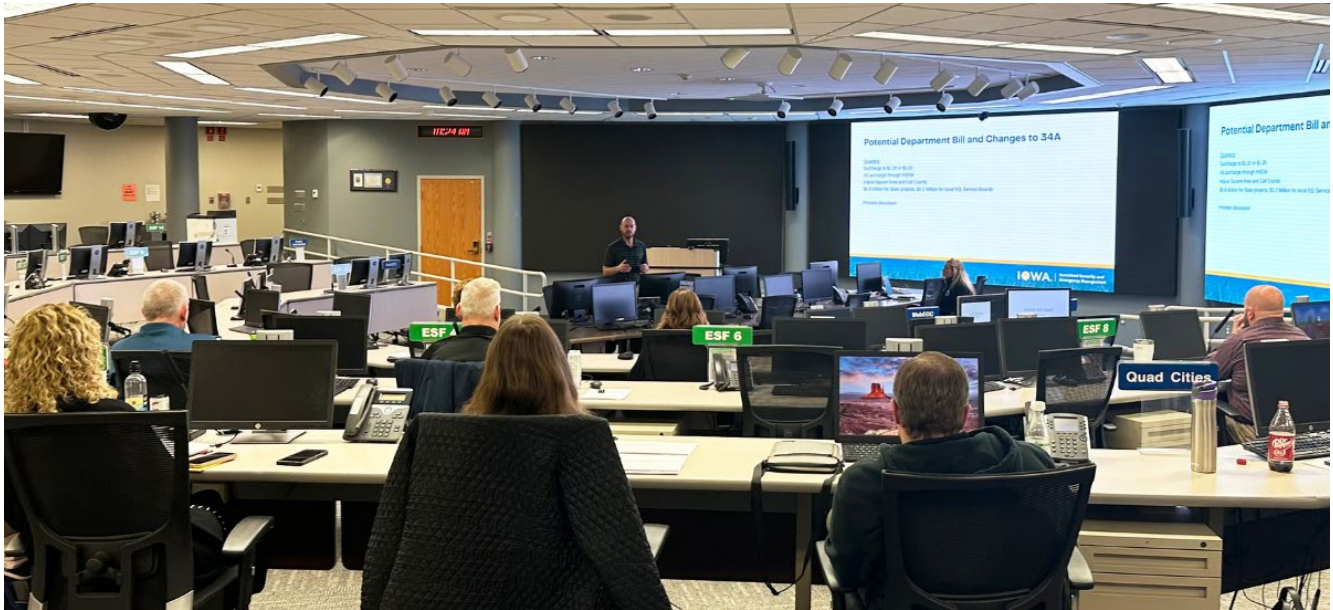
HSEM 911 Program Manager Blake DeRouchey speaks at PSAP Leadership Training

6. Finally, Iowa Code 34A.7A directs HSEM to pass through any remaining surplus funds to PSAPs equally. For SFY 2024, no additional funding was passed through to local PSAPs. It should be noted that HSEM is authorized by Iowa Code 34A.7A 2.e, to retain 12.5% ($4.2M) of annual revenue for catastrophic reserve. HSEM did not have a sufficient amount of cash value in the fund to cover both end of year pass through, and the 12.5% catastrophic reserve.

Conclusion

The 911 landscape is constantly evolving to ensure that advances in technology are incorporated into the system to allow for more accurate, efficient, and diversified technology that enhances the ability of 911 dispatchers to receive calls and for residents to contact 911 for life-saving resources. As technology evolves and advances, Iowans expect their public safety lifeline to make parallel strides to stay technologically relevant. With more and more citizens owning only a cell phone, the NG911 system must be able to receive calls, route calls, visualize the caller's environment, and dispatch the right responders with the right equipment, all within seconds.

In addition to the statewide implementation of text-to-911, HSEM continues to advocate for increased caller location information, improved call routing, and the ability for photos and video from callers contacting 911 to be received by the PSAP and relayed to responders in the field. Continued advocacy and implementation of forward-thinking policies and new technologies to improve 911 will continue to be a priority for HSEM.

Moving forward, there are several initiatives that HSEM will continue to work on to advance the issues discussed in this report and will continue to work with the Iowa 911 Communications Council, Iowa Utilities Commission, Iowa Telecommunications Association, Iowa Statewide Interoperable Communications System Board, 988, Iowa Communications Network, FirstNet, and local 911 service boards to maintain and improve the level of 911 services in the state.
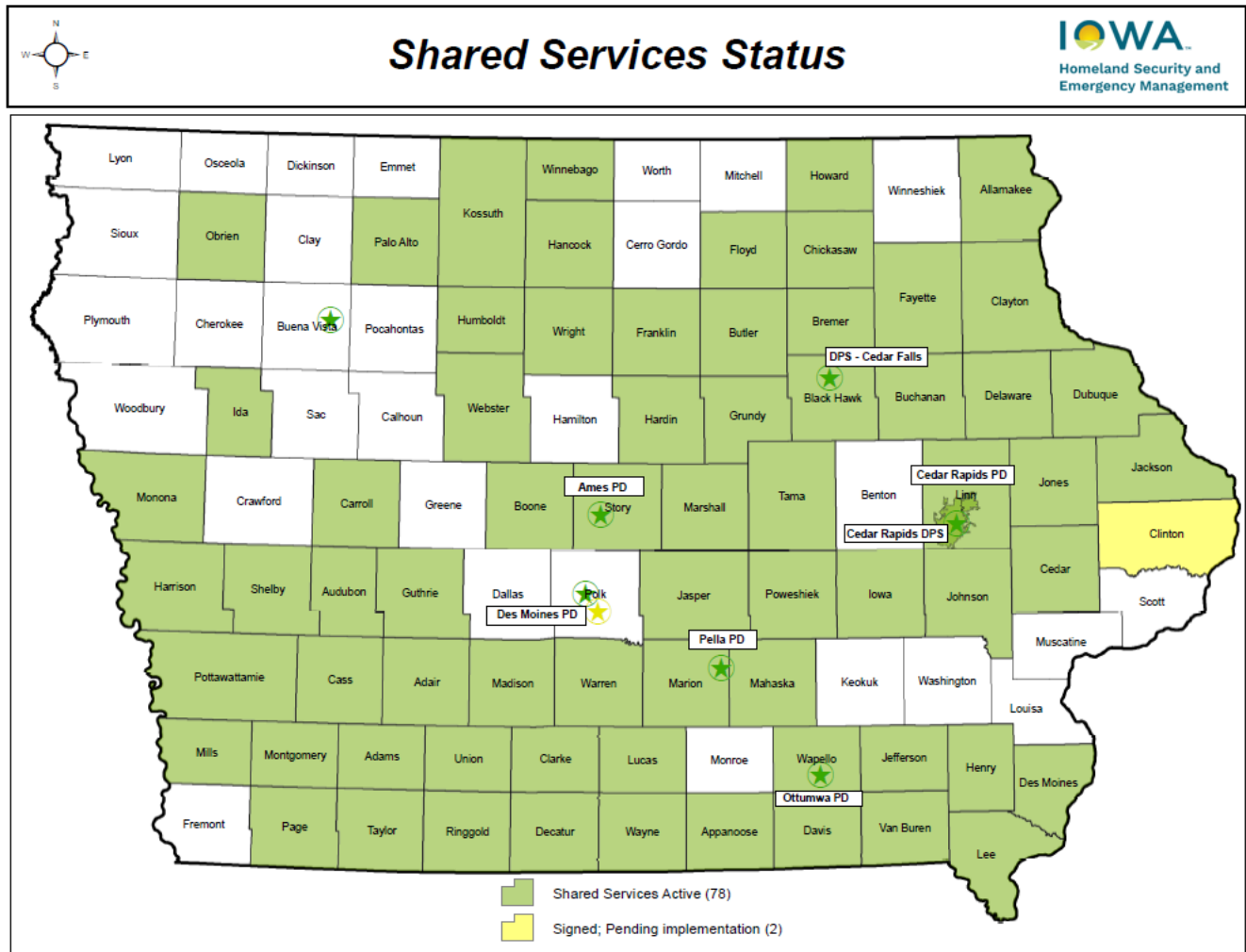
For more information about Iowa's 911 program, visit: homelandsecurity.iowa.gov.

Inquiries may be directed to the 911 Program Administrator at 515.725.3231 or 911@iowa.gov.

Attachment 1 – Iowa's PSAPs
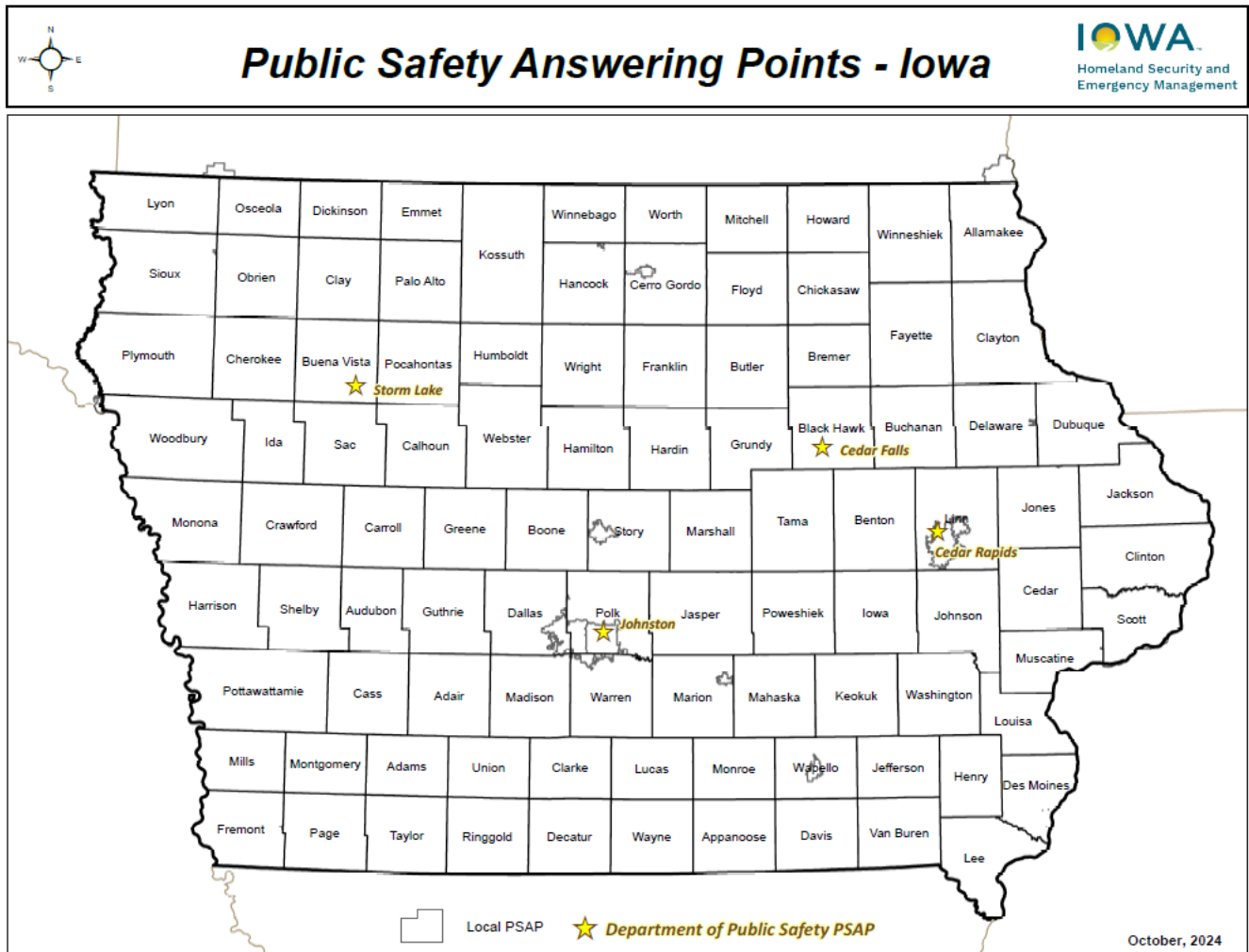
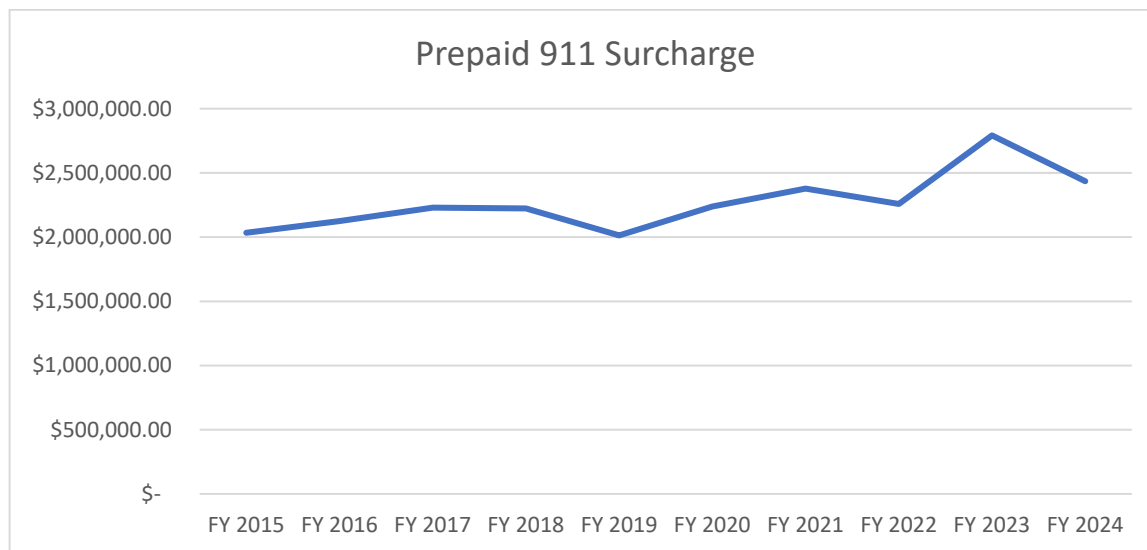# Attachment 2 – Iowa's Shared Services Status

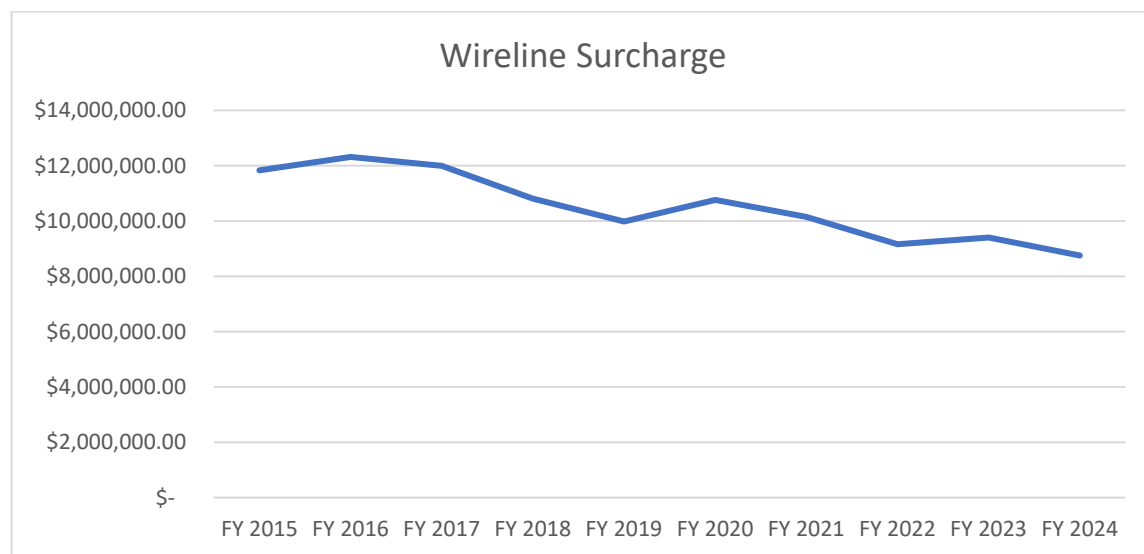# Attachment 3A – Total Surcharge 2015-2024

Prepaid 911 Surcharge

FY 2015	$2,033,581.00
FY 2016	$2,124,959.00
FY 2017	$2,229,785.00
FY 2018	$2,222,994.00
FY 2019	$2,013,303.00
FY 2020	$2,238,344.00
FY 2021	$2,378,050.00
FY 2022	$2,257,979.00
FY 2023	$2,791,972.00
FY 2024	$2,434,569.27

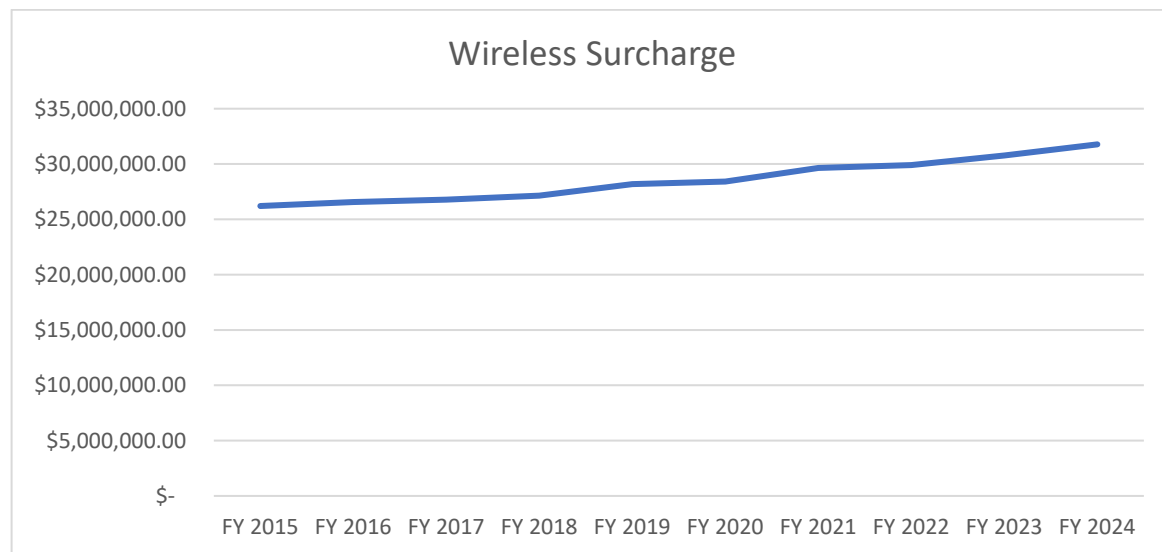# Attachment 3B – Total Surcharge 2015-2024

Wireline Surcharge

FY 2015	$11,834,577.00
FY 2016	$12,316,005.00
FY 2017	$11,993,482.00
FY 2018	$10,809,437.00
FY 2019	$9,980,018.00
FY 2020	$10,762,875.00
FY 2021	$10,147,733.00
FY 2022	$9,158,988.00
FY 2023	$9,402,011.00
FY 2024	$8,752,615.00

Wireline Surcharge

Attachment 3C – Total Surcharge 2015-2024

Wireless Surcharge

FY 2015	$26,204,982.94
FY 2016	$26,561,070.72
FY 2017	$26,778,982.75
FY 2018	$27,146,110.00
FY 2019	$28,180,296.00
FY 2020	$28,419,280.00
FY 2021	$29,648,093.00
FY 2022	$29,906,237.25
FY 2023	$30,774,868.08
FY 2024	$31,776,444.94

Attachment 3D – Total Surcharge 2015-2024

Total Statewide Surcharge Generated (all sources)

FY 2015	$40,073,140.94
FY 2016	$41,002,034.72
FY 2017	$41,002,249.75
FY 2018	$40,178,541.00
FY 2019	$40,173,617.00
FY 2020	$41,420,499.00
FY 2021	$42,173,876.00
FY 2022	$41,323,204.25
FY 2023	$42,968,851.08
FY 2024	$42,963,629.21

Total Statewide Surcharge Generated (all sources)
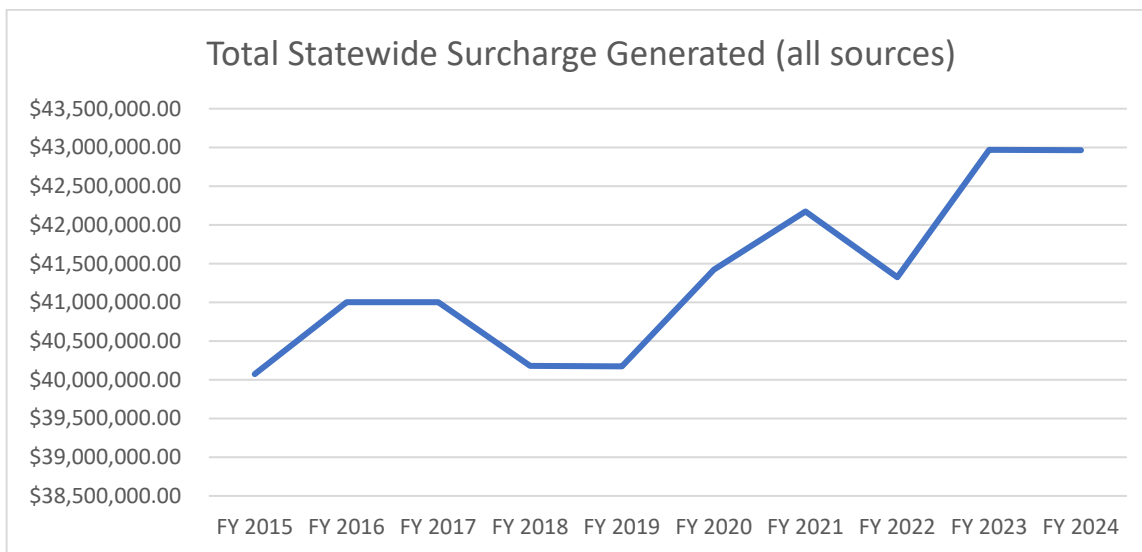
Attachment 3E – Total Surcharge 2015-2024

Total County Surcharge Revenue (all sources)

FY 2015	$34,173,403.62
FY 2016	$36,711,136.98
FY 2017	$37,064,808.78
FY 2018	$36,177,497.58
FY 2019	$32,888,800.64
FY 2020	$32,318,847.67
FY 2021	$33,531,965.22
FY 2022	$31,379,112.10
FY 2023	$32,089,617.02
FY 2024	$29,279,223.50

Total County Surcharge Revenue (all sources)
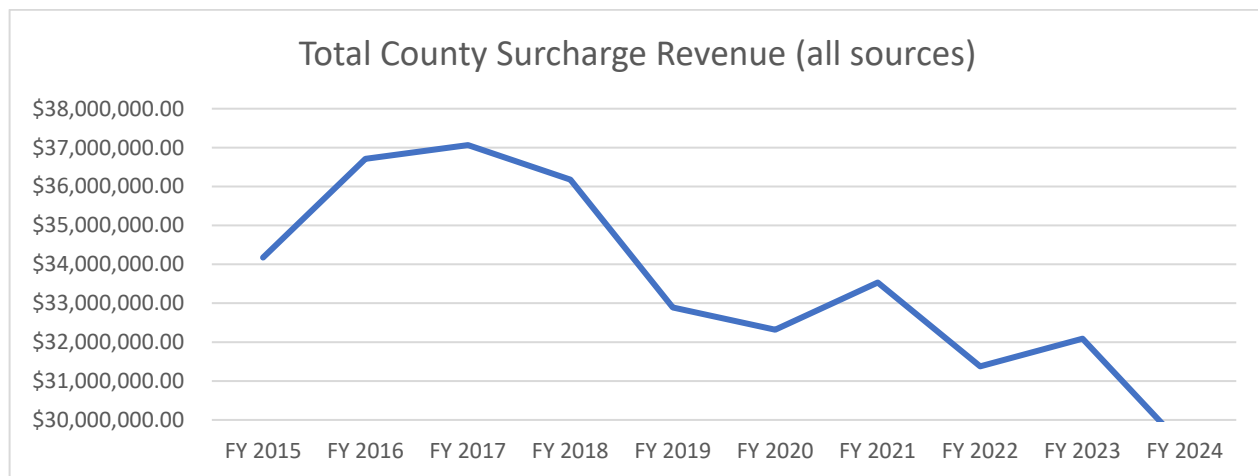
Attachment 3F – Total Surcharge 2015-2024

Total HSEM 911 Surcharge Expenditures

FY 2015	$28,885,866.73
FY 2016	$33,123,429.73
FY 2017	$27,561,280.39
FY 2018	$31,100,246.38
FY 2019	$30,669,762.36
FY 2020	$34,648,637.08
FY 2021	$34,480,881.69
FY 2022	$36,966,935.39
FY 2023	$36,212,484.13
FY 2024	$35,842,602.13
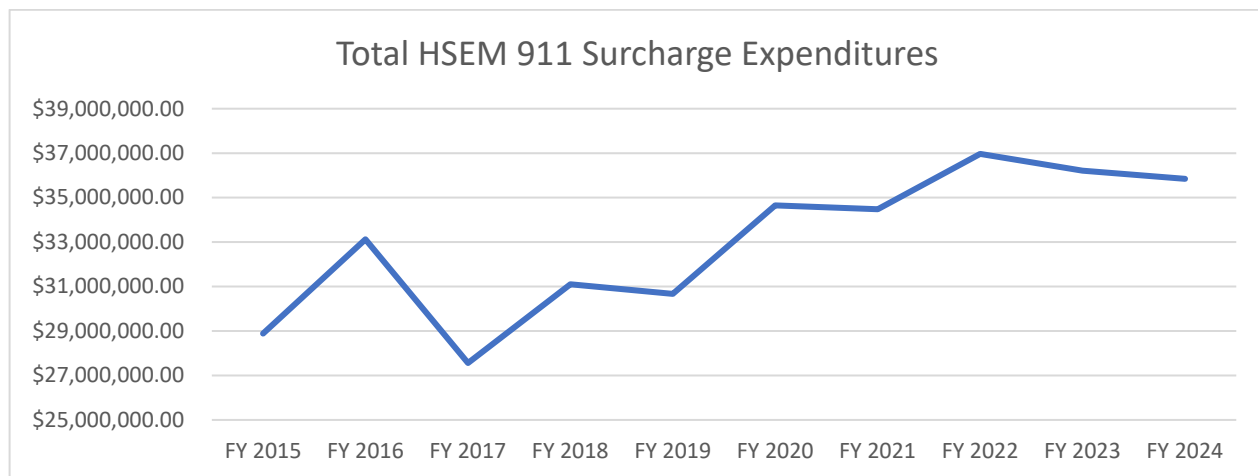
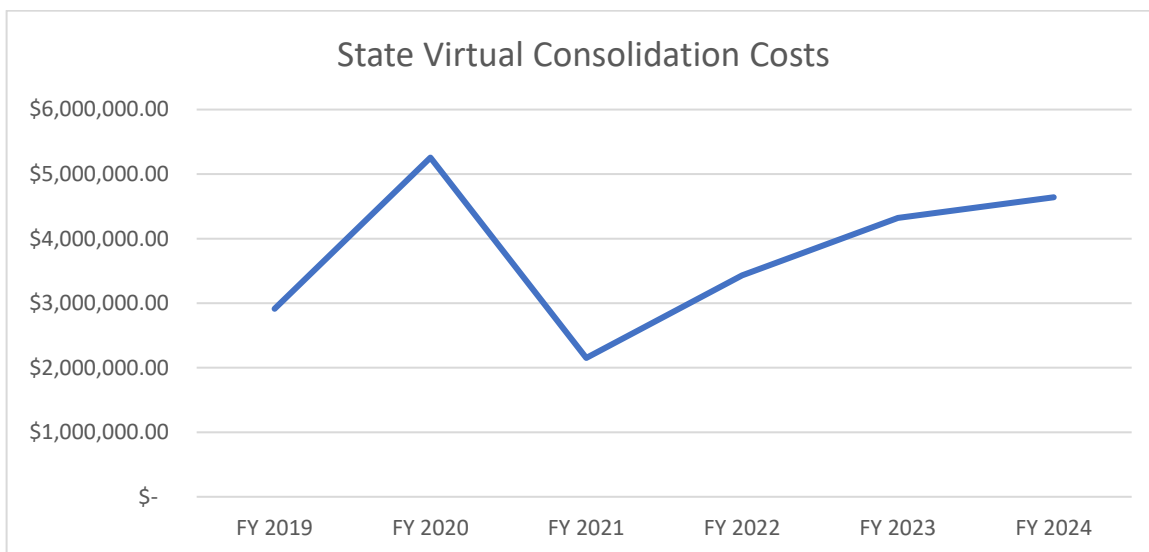# Attachment 3G – Total Surcharge 2015-2024

State Operating Surplus

FY 2015	$19,798,811.21
FY 2016	$16,276,029.90
FY 2017	$12,510,131.52
FY 2018	$12,584,027.82
FY 2019	$12,301,221.72
FY 2020	$11,487,599.52
FY 2021	$10,016,209.56
FY 2022	$8,564,671.63
FY 2023	$6,265,492.85
FY 2024	$3,305,075.04

State Operating Surplus
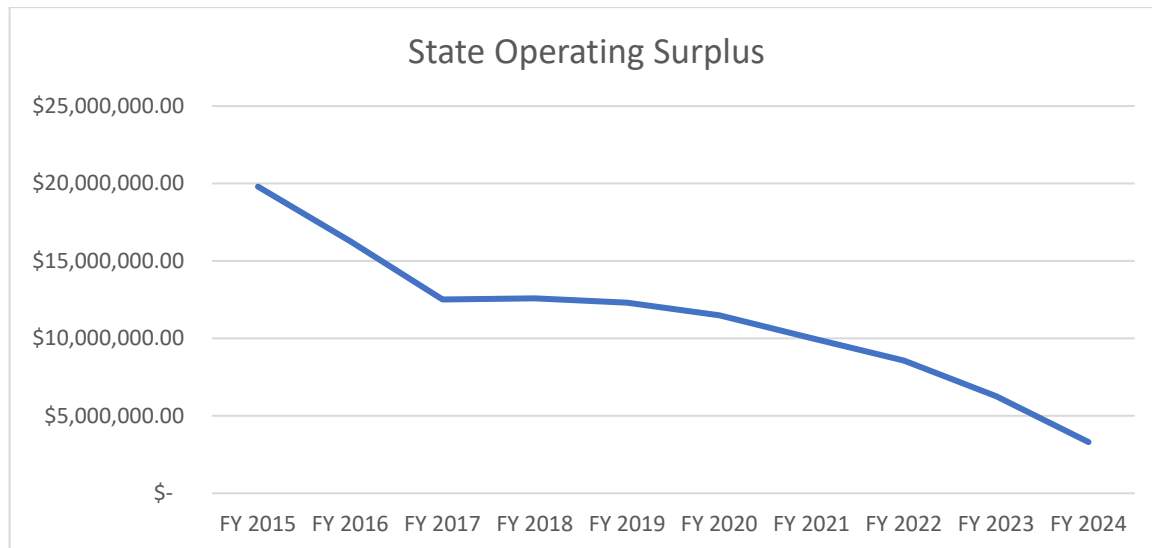
Attachment 3H – Total Surcharge 2015-2024

State Virtual Consolidation Costs

FY 2019	$2,913,933.97
FY 2020	$5,255,964.30
FY 2021	$2,151,448.54
FY 2022	$3,431,669.55
FY 2023	$4,320,295.07
FY 2024	$4,640,161.66

State Virtual Consolidation Costs

Attachment 3I – Total Surcharge 2015-2024

Shared Services Adoption Rate

FY 2019   21

FY 2020   32

FY 2021   57

FY 2022   65

FY 2023   76

FY 2024   77

Shared Services Adoption Rate
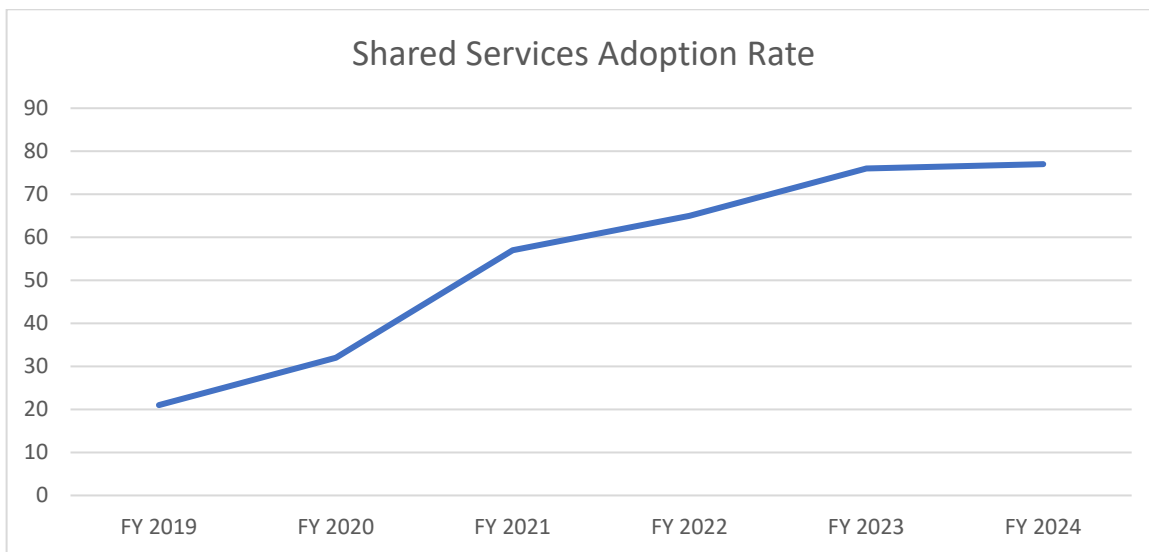
Attachment 3J – Total Surcharge 2015-2024

HSEM 911 Fund Cash Value

FY 2015	$19,105,078.21
FY 2016	$17,277,320.26
FY 2017	$14,127,747.95
FY 2018	$11,600,362.71
FY 2019	$10,787,952.84
FY 2020	$11,883,994.32
FY 2021	$10,177,442.55
FY 2022	$6,823,589.84
FY 2023	$4,146,513.65
FY 2024	$3,765,549.09

HSEM 911 Fund Cash Value
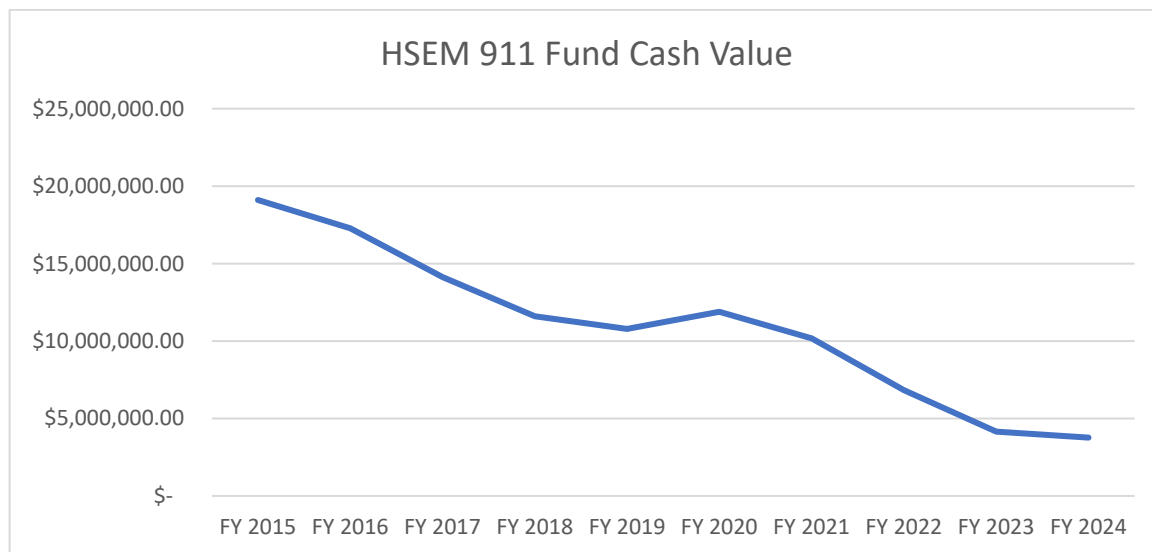
Attachment 4 – Revenues and Expenditures

Revenues by FY Quarter					
	Q2 2024	**Q3 2024**	**Q4 2024**	**Q1 2025**	**Totals**
Surcharge Funds Received	$ 8,603,495.73	$ 8,554,178.68	$ 8,626,378.33	$ 8,413,161.97	$ 34,197,214.71
Interest	$ 68,585.63	$ 56,402.15	$ 53,914.12	$ 62,906.84	$ 241,808.74
Total Revenues	**$ 8,672,081.36**	**$ 8,610,580.83**	**$ 8,680,292.45**	**$ 8,476,068.81**	**$ 34,439,023.45**

Expenditures					
HSEMD Administration	*	*	*	$ 300,000.00	$ 300,000.00
Wireless Service Providers-cost recovery for wireless Phase 1 services	$ 258,185.82	$ 127,305.33	$ 127,034.08	$ 144,305.11	$ 656,830.34
Network Costs (includes NGCS contract, transport, GIS contract, GIS grants)	$ 2,934,397.13	$ 3,185,199.19	$ 3,152,244.05	$ 2,680,183.95	$ 11,952,024.32
PSAP Distribution (60% of surcharge revenue)	$ 5,162,097.44	$ 5,132,507.21	$ 5,175,827.00	$ 5,047,897.18	$ 20,518,328.83
Subtotal Expenditures	$ 8,354,680.39	$ 8,445,011.73	$ 8,455,105.13	$ 8,172,386.24	$ 33,427,183.49
Additional to Operating Surplus	$ 317,400.97	$ 165,569.10	$ 225,187.32	$ 303,682.57	**$ 1,011,839.96**

Operating Surplus					
Existing Surplus Amount	$ 3,631,875.95	$ 3,426,307.45	$ 3,432,588.23	$ 3,305,075.04	
Surplus Revenues	$ 317,400.97	$ 165,569.10	$ 225,187.32	$ 303,682.57	$ 1,011,839.96
Surplus Subtotal	$ 3,949,276.92	$ 3,591,876.55	$ 3,657,775.55	$ 3,608,757.61	
Surplus Expenses					
Council Travel, Public Education, PSAP Supervisor Training	$ 14,482.00	$ 18,031.50	$ 65,564.00	$ 432.00	$ 98,509.50
Network Enhancements/PSAP moves	$ 160,890.00	$ 10,610.50	$ -		$ 171,500.50
Virtual Consolidation	$ 347,597.47	$ 130,646.32	$ 287,136.51	$ 263,507.71	$ 1,028,888.01
Surplus Paid out			$ -		
Remaining in Surplus	$ 3,426,307.45	$ 3,432,588.23	$ 3,305,075.04	$ 3,344,817.90	

* Full annual allocation of $300,000 was provided to HSEM in Q1, 2023

Glossary of Terms

ALI: Automatic Location Information

ANI: Automatic Number Information

CLC: Call Logic Center

CPE: Call Processing Equipment

DPS: Department of Public Safety

ECRF: Emergency Call Routing Function

ESInet: Emergency Services IP Network

FY: Fiscal Year

GIS: Geographical Information System

HSEM: Iowa Department of Homeland Security and Emergency Management

ICN: Iowa Communications Network

IP: Internet Protocol

LEC: Local Exchange Carrier

LVF: Location Validation Function

MSAG: Master Street Address Guide

NENA: National Emergency Number Association

NG: Next Generation

PSAP: Public Safety Answering Point

SIP: Session Initiation Protocol

VoIP: Voice Over Internet Protocol