



# Tama County 911 Communications

100 North Main Street, PO Box 61, Toledo, IA 52342

Dispatch: 641-484-3760 Option 9 – Director: 641-654-7189

[Click here to watch the meeting!](#)

## **911 Service Board Minutes: July 14<sup>th</sup>, 2026**

The Tama County 911 Service Board meeting was called to order by 911 Service Board Chair Billie Van Egmond (Dysart) at 6:30 PM on Tuesday, July 14<sup>th</sup>, 2026. It was determined enough members were present for a quorum.

**Members present in person:** Billie Van Egmond (Dysart – Chair), Kendall Jordan (Toledo), Mary Wankowicz (EMA Representative), Robert ‘Bob’ Vokoun (Le Grand), Tyler Sell (Traer – Vice Chair), John Taschner (Belle Plaine), James Slack (Meskwaki Nation), Christopher Smith (Tama)

**Members present via Microsoft Teams:** Wayne Nekola (Gladbrook), Linda Pearson (Clutier), Matthew Deam (Garwin), Bryan Staker (Montour), Dwight Gliem (Grundy Center), Alicia Lidtke (Elberon)

**Others in attendance:** Jacob Reineke (911 Director), Ryan Goodenbour (EMA Coordinator), Glenn Thorne (Public: Traer), Carrie Holst (Public: Traer), Marie Carlson (Vendor: Zetron), Tony Smith (Public: Montour)

**Agenda Modification:** Director Reineke requested the item labeled “4<sup>th</sup> Radio Console Integration” be removed from the agenda as he was not planning to pursue the purchase anymore. Chair Van Egmond (Dysart) suggested the board discuss this but know that no action would be necessary. The item was left on the agenda.

**Agenda Approval:** A motion was made by Taschner (Belle Plaine) to approve July 14, 2026, meeting agenda and seconded by Slack (Meskwaki Nation). All ayes. Motion carried.

### **Minutes Approval:**

Tuesday, April 14<sup>th</sup>, 2026

Tuesday, May 19<sup>th</sup>, 2026 (Budget Amendment Hearing)

A motion was made by Staker (Montour) to approve both meetings’ minutes and seconded by Vice Chair Sell (Traer). All ayes. Motion carried.

**Claims Approval:** A motion was made by Taschner (Belle Plaine) to approve the claims and seconded by Vice Chair Sell (Traer). All ayes. Motion carried.



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## Old Business

### Expense requests:

**4<sup>th</sup> Radio Console Integration:** Director Reineke had asked the 911 Service Board for permission to integrate 1 of the 2 spare Harris Symphony radio consoles that were currently sitting in the server room, not being used. RACOM quoted Reineke for about \$9,700 to activate all the necessary programming/licensing. In May 2026, the 911 Service Board had requested Reineke ask RACOM about the impact of the integration in regard to the RACOM Service Agreement that Tama County 911 Communications carries. In further investigation with RACOM, it was determined there would be an additional \$10,000 added to the yearly maintenance/service agreement to integrate this console, as the original agreement only accounted for 3 Harris Symphony radio consoles. Based on this nearly \$20,000 spend, Reineke could no longer justify the expense and advised RACOM to discontinue the quoting process for this.

**Assistive Call Taker:** Director Reineke introduced Marie Carlson, who works with Zetron, and is the point-of-contact for Tama County 911 Communications regarding their Shared Services phone system. Director Reineke and Carlson (Zetron) have been working together since April to coordinate the AI solutions.

Reineke has been working with Zetron in the recent past on integrating Artificial Intelligence (AI) software into the Communications Center. In May 2026, Reineke approached the 911 Service Board about upgrading the current Prepared/Axon 911 suite that Tama County uses. At that meeting, Reineke secured approval based on the numbers that were given to him at the time. After adding Zetron to the conversation, more costs were discovered to allow these AI systems to integrate into the phone system. Reineke began to reach out to other agencies to see what their costs were to allow for better ideas on the price point given, which was nearly \$25,000 for the first year.

After discussions with other agencies, Reineke was contacted by GovWorx, which is another AI solution. The company provided Reineke with a product demonstration, and offered their solution, plus additional services, for much less than the costs would be with Prepared/Axon 911. Zetron provided Reineke with an updated quote, and the numbers improved heavily, which are displayed on the next page (page 3).

GovWorx offered Assistive Call-Taking software (ASSIST), plus their CommsCoach QA (quality assurance), simulated training environment (SIMS), and training documentation software (TRAIN) to Tama County 911 Communications. The offerings additional services will also assist the Communications team heavily in their daily duties from the Director all the way to the Dispatcher team.



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| Year         | GovWorx Software | Added Zetron Costs                                                        | Combined GovWorx + Zetron |
|--------------|------------------|---------------------------------------------------------------------------|---------------------------|
| Year 1       | \$9,300.00       | \$9,326.77<br>(\$5,800 HW-SW + \$1,276 non-recurring + \$2,250.77 annual) | \$18,626.77               |
| Year 2       | \$7,500.00       | \$2,250.77<br>(\$2,250.77 annual charge)                                  | \$9,750.77                |
| Year 3       | \$7,875.00       | \$2,250.77<br>(\$2,250.77 annual charge)                                  | \$10,125.77               |
| Year 4       | \$8,268.75       | \$2,250.77<br>(\$2,250.77 annual charge)                                  | \$10,519.52               |
| Year 5       | \$8,682.19       | \$2,250.77<br>(\$2,250.77 annual charge)                                  | \$10,932.96               |
| 5-Year Total | \$41,625.94      | \$18,329.85                                                               | \$59,955.79               |

Carlson (Zetron) was able to further explain the costs to the 911 Service Board. Reineke shared with the board that he would consult with local IT on programming for the local side. He also shared with the 911 Service Board that he wished to stay near the \$10,000 mark, and this solution stays within \$1,000 of that for the next 5 years. Reineke shared that Zetron/RACOM have both shared with him that this system can be implemented before the hardware refresh takes place this winter/next spring, with Zetron.

A motion was made by Wankowicz (EMA Representative) to enter into the agreement with GovWorx and seconded by Slack (Meskwaki Nation). All ayes. Chair Van Egmond (Dysart) recommended the 911 Service Board do a roll call on this item; results are as follows:

- Chelsea: Absent
- Clutier: AYE by Pearson
- Dysart: AYE by Van Egmond
- Elberon: AYE by Lidtke
- Garwin: AYE by Deam
- Gladbrook: AYE by Nekola
- Lincoln: Absent
- Montour: AYE by Staker
- Tama County Sheriff: Absent
- Tama: AYE by Smith
- Toledo: AYE by Jordan
- Traer: AYE by Sell
- Vining: Absent
- EMA Representative: AYE by Wankowicz
- Belle Plaine: AYE by Taschner
- Gilman: Absent
- Reinbeck: Absent
- Grundy Center: AYE by Gliem
- La Porte City: Absent
- Le Grand: AYE by Vokoun

Chair Van Egmond (Dysart) advised the board that the vote received all “AYES.” Motion carried.



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## New Business

**911 Director Updates:** Director Reineke provided updates on the following topics:

- **Budget – FY26**

- Director Reineke shared the year-end totals for FY25-26:
  - Revenue: \$1,386,226.37
  - Expenses: \$1,344,061.18
    - Personnel: \$1,015,130.29 (base salaries + 2,235 hours of overtime)
    - Surcharge: \$308,030.10
    - Administrative: \$20,900.79
  - Unused funds: \$42,163.19
  - Budget amendment: \$70,000
  - Total unused funds: \$112,163.19

- **Current Fund Amount:** \$731,097.38 (as of 7/14/2026)

- **Personnel**

- Working with HR Consultant to update the position application to ensure more data is gathered by potential candidates.
- Reineke is working with HR to create supervisory positions to allow for better redundancy and delegation of duties. This position will be hired within.

- **Upgraded Equipment**

- Reineke thanked the Tama County Board of Supervisors, specifically David Turner, for allowing the 911 Communications Center to utilize ARPA funds to purchase two 49-inch monitors for two dispatch consoles, saving the 911 budget ~\$6,000.
- All CAD computers have been replaced with the large monitors and smoother experience for the Communications team.

- **RACOM Programming**

- Reineke updated the 911 Service Board that RACOM will be contacting responder agencies to begin the yearly programming. RACOM has been great at keeping Reineke up to date with progress and ensuring departments will follow the expectations set forth.

- **Infrastructure Issue**

- Reineke shared with the 911 Service Board that the Communications Center flooded partially back in June. Heavy rain caused water to seep in through the concrete walls, which required Reineke and Chair Van Egmond (Dysart) to have to take apart and remove the third console from the Communications Center, causing a large interruption. Reineke asked that members of the 911 Service Board share this information with the Tama County Board of Supervisors as they see fit.



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**911 Service Board By-Law First Reading:** Chair Van Egmond (Dysart) shared with the 911 Service Board that tonight would be the first public reading of the updated 911 Service Board By-Laws. The second public reading of the 911 Service Board By-Laws will be conducted digitally at a later date.

A motion was made by Pearson (Clutier) to approve the first reading of the 911 Service Board By-Laws and seconded by Staker (Montour). A roll call vote was conducted, and the results are as follows:

- Chelsea: Absent
- Clutier: AYE by Pearson
- Dysart: AYE by Van Egmond
- Elberon: AYE by Lidtke
- Garwin: AYE by Deam
- Gladbrook: AYE by Nekola
- Lincoln: Absent
- Montour: AYE by Staker
- Tama County Sheriff: Absent
- Tama: AYE by Smith
- Toledo: AYE by Jordan
- Traer: AYE by Sell
- Vining: Absent
- EMA Representative: AYE by Wankowicz
- Belle Plaine: AYE by Taschner
- Gilman: Absent
- Reinbeck: Absent
- Grundy Center: AYE by Gliem
- La Porte City: Absent
- Le Grand: AYE by Vokoun

Chair Van Egmond (Dysart) advised the board that the vote received all “AYES.” Motion carried.

**911 Service Board Officer Elections:** Chair Van Egmond (Dysart) shared with the 911 Service Board that on even years, Officer Elections are required to take place. These officer elections specifically apply to the Chairperson and the Vice Chairperson.

A motion was made by Wankowicz (EMA Representative) to keep Billie Van Egmond (Dysart) as 911 Service Board Chairperson and Tyler Sell (Traer) as Vice Chairperson and seconded by Jordan (Toledo). A roll call vote was conducted, and the results are as follows:

- Chelsea: Absent
- Clutier: AYE by Pearson
- Dysart: AYE by Van Egmond
- Elberon: AYE by Lidtke
- Garwin: AYE by Deam
- Gladbrook: AYE by Nekola
- Lincoln: Absent
- Montour: AYE by Staker
- Tama County Sheriff: Absent
- Tama: AYE by Smith
- Toledo: AYE by Jordan
- Traer: AYE by Sell
- Vining: Absent
- EMA Representative: AYE by Wankowicz
- Belle Plaine: AYE by Taschner
- Gilman: Absent
- Reinbeck: Absent
- Grundy Center: AYE by Gliem
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Chair Van Egmond (Dysart) advised the board that the vote received all “AYES.” Motion carried.

**911 Communications Center policies:** Chair Van Egmond (Dysart) shared with the 911 Service Board that the 911 Service Board Executive Committee had met in late-June regarding policies in the Communications Center. The agreement after that meeting was that any policy created by Director Reineke (and future Directors), will be approved by the Tama County 911 Service Board. This change further enforces the 911 Director’s abilities to address problems and handle them appropriately.

A motion was made by Vice Chair Sell (Traer) to accept both the Confidentiality v1.1 and Code of Conduct v1.1 policies for the 911 Communications Center and seconded by Taschner (Belle Plaine). A roll call vote was conducted, and the results are as follows:

- Chelsea: Absent
- Clutier: AYE by Pearson
- Dysart: AYE by Van Egmond
- Elberon: AYE by Lidtke
- Garwin: AYE by Deam
- Gladbrook: AYE by Nekola
- Lincoln: Absent
- Montour: AYE by Staker
- Tama County Sheriff: Absent
- Tama: AYE by Smith
- Toledo: AYE by Jordan
- Traer: AYE by Sell
- Vining: Absent
- EMA Representative: AYE by Wankowicz
- Belle Plaine: AYE by Taschner
- Gilman: Absent
- Reinbeck: Absent
- Grundy Center: AYE by Gliem
- La Porte City: Absent
- Le Grand: AYE by Vokoun

Chair Van Egmond (Dysart) advised the board that the vote received all “AYES.” Motion carried.

**Removal of EMA Logos from 911 Tahoe:** Director Reineke shared that EMA Coordinator Ryan Goodenbour had been approached by community members unsure if the EMA Coordinator or the 911 Director is driving the 911 Tahoe. Reineke shared that he has been hard charging to separate 911 and EMA in Tama County, as both Goodenbour and Reineke do not do each other’s jobs. Sell (Traer) mentioned that the logo was added to the 911 Tahoe when purchased as EMA and 911 were initially supposed to cover for each other, but after Reineke took over, EMA and 911 did not continue this practice. Reineke shared that comments had been made about the 911 Tahoe being able to be an emergency vehicle, to which review of the Iowa Code shared that removing the EMA logo does not remove the ability for the vehicle to be classified as an emergency vehicle. Reineke also shared that he consulted with Sheriff Schmidt before the meeting and agreed with the interpretation of the emergency vehicle designation.



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A motion was made by Vokoun (Le Grand) to approve removal of the EMA logo from the 911 Tahoe and seconded by Smith (Tama). A roll call vote was conducted, and the results are as follows:

- Chelsea: Absent
- Clutier: AYE by Pearson
- Dysart: AYE by Van Egmond
- Elberon: AYE by Lidtke
- Garwin: AYE by Deam
- Gladbrook: AYE by Nekola
- Lincoln: Absent
- Montour: AYE by Staker
- Tama County Sheriff: Absent
- Tama: AYE by Smith
- Toledo: AYE by Jordan
- Traer: AYE by Sell
- Vining: Absent
- EMA Representative: AYE by Wankowicz
- Belle Plaine: AYE by Taschner
- Gilman: Absent
- Reinbeck: Absent
- Grundy Center: AYE by Gliem
- La Porte City: Absent
- Le Grand: AYE by Vokoun

Chair Van Egmond (Dysart) advised the board that the vote received all “AYES.” Motion carried.

**Public Comments:** No public comments were made.

**Chair Van Egmond (Dysart) shared that the next 911 Service Board meeting will be held on Tuesday, September 14<sup>th</sup>, 2026, at 6:30 PM at the Tama County Engineer’s Office Meeting Room and via Microsoft Teams.**

A motion for adjournment by Vice Chair Sell (Traer), seconded by Pearson (Clutier). All ayes. Motion carried.

The Tama County 911 Service Board meeting adjourned at 7:42 PM.

Respectfully submitted,

Jacob Reineke, Tama County 911 Communications Director