

# **9-1-1 Service Board Meeting**

**January 22, 2020  
10:00 a.m. – 2:00 p.m.**

**Cole County FPD Meeting Room  
5206 Monticello Rd  
Jefferson City, MO 65109, USA**

**Conference Number: +1-646-876-9923  
Meeting ID: 273 461 031**

## **AGENDA**

- I. Welcome
- II. **Action Item:** Roll Call
- III. **Action Item:** Review/Approve Agenda
- IV. **Action Item:** Review/Approve Minutes
- V. **Discussion Item:** Review Board Responsibilities & Deadlines
- VI. **Discussion Item:** Board Assistance to Red Counties
- VII. **Discussion Item:** Preliminary Drafts of Grant/Loan Applications for the 911 Service Trust Fund (Scott)
- VIII. **Discussion Item:** Update on 911 Director Candidate Search (Lisa)
- IX. **Discussion Item:** [Federal Legislation S. 1479 – Next Generation 9-1-1 Act of 2019](#)
- X. **Discussion Item:** Technical Committee – Status of Development
  - a. Text-to-911 – Request Options from Technical Committee
- XI. **Discussion Item:** Update on Federal Grant/January Regional Meetings (Bryan Courtney)
  - a. **Action Item:** Selection of Review Committee
- XII. **Discussion Item:** Subcommittee Updates
  - a. **Finance:** Kenneth Scott (Chair), Lisa Schlottach, Sheriff Korte
  - b. **Regionalization:** Alan Wells (Chair), Sheriff Korte
  - c. **Legislative/Legal:** Jason White (Chair)
  - d. **Grant Committee:**
  - e. **Search Committee:** Lisa Schlottach (Chair) Opeoluwa Sotonwa Mike Phillips (Mo911DA President), Bonnie Witt-Schulte (MoNENA President), Steve Hoskins (MoAPCO President)
- XIII. **Discussion Item:** PSAP Survey (Scott & Kaycee)
- XIV. **Discussion Item:** Regional Coordination
  - a. Discuss MoCOG Proposals for assisting Regions

- b. Region By-Laws
- c. Region Membership – By County or PSAP
- d. Region Leadership
- e. Region Priorities

- XV. **Presentation (11:45 a.m. – 1:00 p.m.)** Presentation from the Attorney General’s Office on Sunshine Law for meetings and records (Casey Lawrence, AGO)
- XVI. **Presentation (1:00 p.m.)** – Information Only Presentation on Emerging 911 Technology (Candace Allred, NGA 911)
- XVII. **Presentation (1:30 p.m.):** Board Process Developing Rules & Regulations (Lathrop GPM)
- XVIII. **Action Item:** Adjourn



**Minutes: 9-1-1 Service Board Meeting**

December 18, 2019  
 1:30 p.m. – 3:30 p.m.  
 Cole County Sheriff Office  
 Conference Room  
 350 East High Street  
 Jefferson City, Missouri 65101

911 Service Board Members in Attendance: Chief James Person, Dr. Kenneth Scott, Alan Wells, Sheriff Stephen Korte, Dr. Opeoluwa Sotonwa, Lisa Clark (Schlottach), Sheriff Rodney Herring, Chief Mark Hasheider

<b>MOTION TO</b>	<b>MOTION MADE BY</b>	<b>SECONDED BY</b>	<b>APPROVED (Y/N)</b>
Approve Agenda	Dr. Opeoluwa Sotonowa	Sheriff Rodney Herring	Yes
Approve Board Meeting Minutes, October, 2019	Alan Wells	Sheriff Rodney Herring	Yes
Make a payment of 40% to Jefferson County & Shannon County based on their Prepaid collection to-date	Dr. Kenneth Scott	Jason White	Yes
Begin prepaid distribution (return to counties) on a quarterly basis beginning January, 2020	Dr. Kenneth Scott	Chief Mark Hasheider	Yes
Permanently increase ACH transfer limit to \$700,000 and add Alan Wells as co-owner to bank account	Dr. Kenneth Scott	Chief Mark Hasheider	Yes



Add an additional signer to the Board bank account – Jill Hancock, C2C Association Management Services (Board Admin Support)	Dr. Kenneth Scott	Jason White	Yes
Approve resolution authorizing signatures on the Board bank checking account (as approved above)	Sheriff Rodney Herring	Chief Mark Hasheider	Yes
Renew the Board’s membership to the National Association of State 911 Administrators (\$500 renewal)	Lisa Schlottach	Jason White	Yes
Adopt the National Emergency Number Association GIS Standard	Dr. Kenneth Scott	Jason White	Yes



## MISSOURI 911 SERVICE BOARD: STATUTORY ROLES & RESPONSIBILITIES

### RSMO 650.330.4

4. The board shall:

- (1) Organize and adopt standards governing the board's formal and informal procedures;
- (2) Provide recommendations for primary answering points and secondary answering points on technical and operational standards for 911 services;
- (3) Provide recommendations to public agencies concerning model systems to be considered in preparing a 911 service plan;
- (4) Provide requested mediation services to political subdivisions involved in jurisdictional disputes regarding the provision of 911 services, except that the board shall not supersede decision-making authority of local political subdivisions in regard to 911 services;
- (5) Provide assistance to the governor and the general assembly regarding 911 services;
- (6) Review existing and proposed legislation and make recommendations as to changes that would improve such legislation;
- (7) Aid and assist in the timely collection and dissemination of information relating to the use of a universal emergency telephone number;
- (8) Perform other duties as necessary to promote successful development, implementation and operation of 911 systems across the state, including monitoring federal and industry standards being developed for next-generation 911 systems;
- (9) Designate a state 911 coordinator who shall be responsible for overseeing statewide 911 operations and ensuring compliance with federal grants for 911 funding;
- (10) Elect the chair from its membership;

(11) Apply for and receive grants from federal, private, and other sources;

(12) Report to the governor and the general assembly at least every three years on the status of 911 services statewide, as well as specific efforts to improve efficiency, cost-effectiveness, and levels of service;

(13) Conduct and review an annual survey of public safety answering points in Missouri to evaluate potential for improved services, coordination, and feasibility of consolidation;

(14) Make and execute contracts or any other instruments and agreements necessary or convenient for the exercise of its powers and functions, including for the development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies;

(15) Develop a plan and timeline of target dates for the testing, implementation, and operation of a next-generation 911 system throughout Missouri. The next-generation 911 system shall allow for the processing of electronic messages including, but not limited to, electronic messages containing text, images, video, or data;

(16) Administer and authorize grants and loans under section [650.335](#) to those counties and any home rule city with more than fifteen thousand but fewer than seventeen thousand inhabitants and partially located in any county of the third classification without a township form of government and with more than thirty-seven thousand but fewer than forty-one thousand inhabitants that can demonstrate a financial commitment to improving 911 services by providing at least a fifty percent match and demonstrate the ability to operate and maintain ongoing 911 services. The purpose of grants and loans from the 911 service trust fund shall include:

(a) Implementation of 911 services in counties of the state where services do not exist or to improve existing 911 systems;

(b) Promotion of consolidation where appropriate;

(c) Mapping and addressing all county locations;

(d) Ensuring primary access and texting abilities to 911 services for disabled residents;

(e) Implementation of initial emergency medical dispatch services, including prearrival medical instructions in counties where those services are not offered as of July 1, 2019; and

(f) Development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies;

(17) Develop an application process including reporting and accountability requirements, withholding a portion of the grant until completion of a project, and other measures to ensure funds are used in accordance with the law and purpose of the grant, and conduct audits as deemed necessary;

(18) Set the percentage rate of the prepaid wireless emergency telephone service charges to be remitted to a county or city as provided under subdivision (5) of subsection 3 of section [190.460](#);

(19) Retain in its records proposed county plans developed under subsection 11 of section [190.455](#) and notify the department of revenue that the county has filed a plan that is ready for implementation;

(20) Notify any communications service provider, as defined in section [190.400](#), that has voluntarily submitted its contact information when any update is made to the centralized database established under section [190.475](#) as a result of a county or city establishing or modifying a tax or monthly fee no less than ninety days prior to the effective date of the establishment or modification of the tax or monthly fee;

(21) Establish criteria for consolidation prioritization of public safety answering points;

(22) In coordination with existing public safety answering points, by December 31, 2018, designate no more than eleven regional 911 coordination centers which shall coordinate statewide interoperability among public safety answering points within their region through the use of a statewide 911 emergency services network; and

(23) Establish an annual budget, retain records of all revenue and expenditures made, retain minutes of all meetings and subcommittees, post records, minutes, and reports on the board's webpage on the department of public safety website.

#### **RSMO 650.330.6**

6. The board shall promulgate rules and regulations that are reasonable and necessary to implement and administer the provisions of sections [190.455](#), [190.460](#), [190.465](#), [190.470](#), [190.475](#), and sections [650.320 to 650.340](#). Any rule or portion of a rule, as that term is defined in section [536.010](#), shall become effective only if it has been promulgated pursuant to the provisions of [chapter 536](#). This section and [chapter 536](#) are nonseverable and if any of the powers vested with the general assembly pursuant to [chapter 536](#) to review, to delay the effective date or to disapprove and annul a rule are subsequently held unconstitutional, then the grant of rulemaking authority and any rule proposed or adopted after August 28, 2017, shall be invalid and void.

## **RSMO 650.335 - Grants/Loans from the 911 Service Trust Fund**

### ***Board Responsibilities surrounding grants and loans summarized as follows:***

- Determine loan repayment periods (650.335.2); interest rates, and number, amounts, and timing of payments (650.335.4)
- Approve or disapprove all applications for loans which are sent by certified or registered mail or hand delivered and received by the board upon a schedule as determined by the board. (650.335.3)
- Notify the Director of the Department of Revenue if a loan recipient fails to remit a payment to the board and refer to the process described in section 650.335.7
- Immediately deposit loan payments in the Missouri 911 service trust fund (650.335.8)
- Take appropriate actions to obtain the return of the full amount of the loan and all moneys duly owed or other available remedies in the event the board determines that loan funds have been expended for purposes other than those specified in an approved application or loan agreement or any event of default of the loan agreement occurs without resolution (650.335.9)
- Not approve any application made under this section if the applicant has failed to return the board's annual survey of public safety answering points as required by the board under section 650.330

## **RSMO 650.340. 911 training and standards act.**

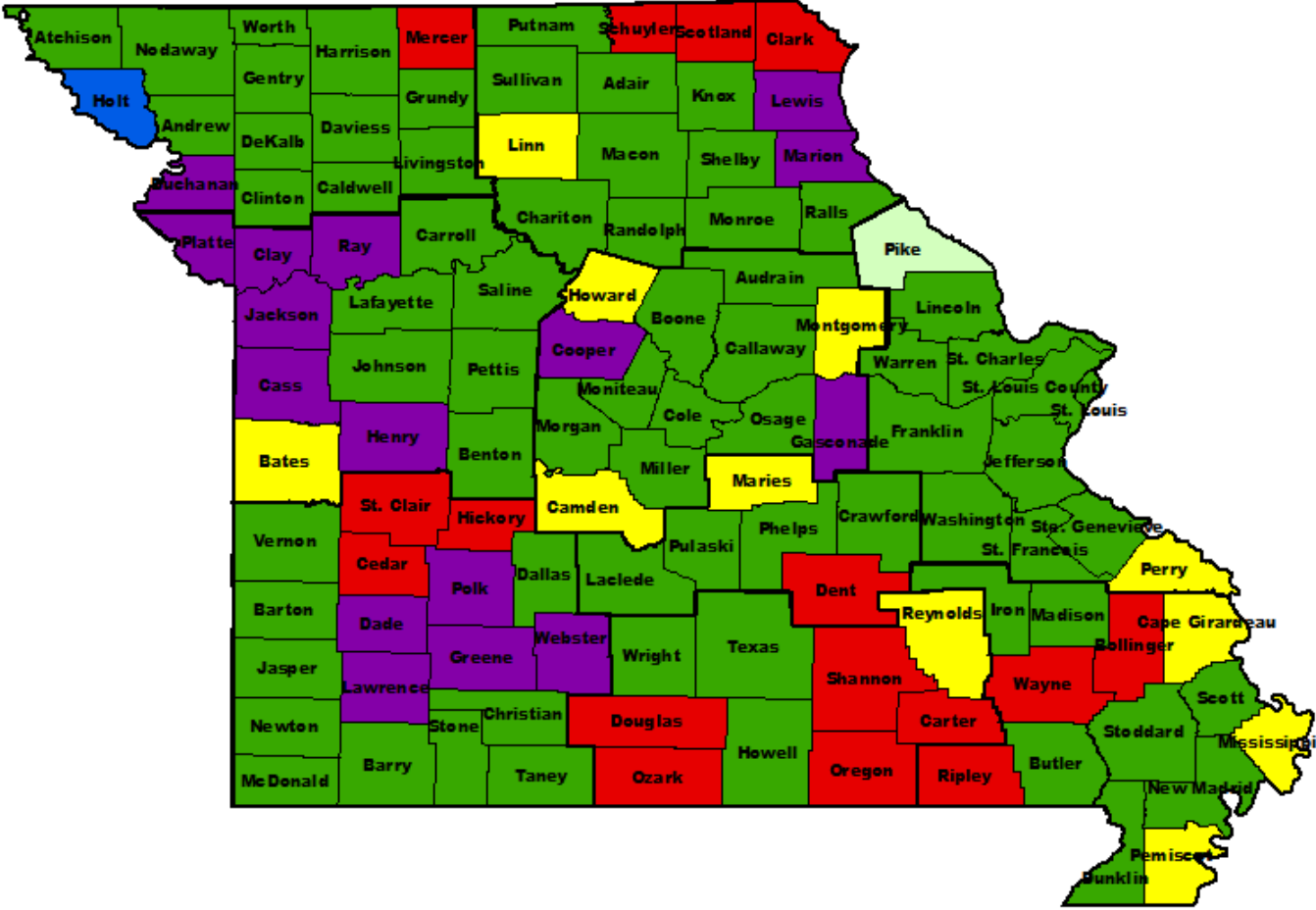
### ***Board Responsibilities surrounding grants and loans summarized as follows:***

- The board shall determine by administrative rule the persons or organizations authorized to conduct the training as required by subsection 2 of the 911 training and standards act which requires:
  - Initial training requirements for telecommunicators who answer 911 calls that come to public safety answering points as follows:
    - (1) Police telecommunicator, 16 hours
    - (2) Fire telecommunicator, 16 hours;
    - (3) Emergency medical services telecommunicator, 16 hours;
    - (4) Joint communication center telecommunicator, 40 hours.



# Missouri 911 Phase Map

- Basic (No 911 Equipment)
- Enhanced (Only Wireline)
- Phase I (Wireless # Only)
- Start Phase II
- Phase II (Lat/Long)
- Text to 911



Updated December 2, 2016  
Missouri 911 Directors Association

## **911 Service Trust Fund – Grant & Loan Program**

Board Discussion: January 22, 2020

### **Discuss Prioritization of Funding Objectives**

The purpose of the grants and loans from this 911 service trust may include one or more of the following:

- A. Implementation of 911 services in counties of the state where services do not exist or to improve existing 911 systems;
- B. Promotion of consolidation where appropriate;
- C. Mapping and addressing all county locations;
- D. Ensuring primary access and texting abilities to 911 services for disabled residents;
- E. Implementation of initial emergency medical dispatch services, including prearrival medical instructions in counties where those services are not offered as of July 1, 2019; and
- F. Development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies.

### **Discuss Possible “Quick Loan” Program for Supporting Counties in Matching Federal Grant Funding**

<u>Date</u> <u>sortable</u> ▼	<u>Ref/Check No</u> <u>sortable</u>	Description	<u>Debit</u> <u>sortable</u>	<u>Credit</u> <u>sortable</u>	Balance
01/10/2020	<u>90007</u>	Check 90007	-\$14,700.00		\$2,401,961.60
01/10/2020		E911 MISSOURI 911 L431283723 086500635048913		\$350,396.79	\$2,416,661.60
01/06/2020		TAX DISBUR MISSOURI 911 1841792333 086500605104105	-\$45,318.53		\$2,066,264.81
12/31/2019		Interest Deposit		\$2,840.50	\$2,111,583.34
12/18/2019	<u>90005</u>	Check 90005	-\$19,200.00		\$2,108,742.84
12/12/2019		TAX DISBUR MISSOURI 911 1841792333 086500605105104	-\$1,013.55		\$2,127,942.84
12/09/2019		TAX DISBUR MISSOURI 911 1841792333 086500605155406	-\$124,046.09	-	\$2,128,956.39

C2C Association Management Solutions

PO Box 684  
Jefferson City, MO 65102

# Invoice

Date	Invoice #
1/16/2020	275

Bill To
MO 911 Service Board Attn: Dr. Scott

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
	December 8, 2019 - January 7, 2020 Contractual Fee	9,600.00	9,600.00
	Post Office Box	80.00	80.00
	Logo Design	300.00	300.00
	Website Annual Fee (Square Space)	144.00	144.00
	missouri911.org Domain (GoDaddy)	44.61	44.61
	Google Suite Fees	131.61	131.61
	911 Service Board phone line (Google Voice) - December & January	24.84	24.84

Thank you for your business! Please make check payable to C2C and mail to PO Box 684; JC, MO 65102.

**Total**

\$10,325.06

# Missouri 911 Service Board

*Preliminary PSAP Survey  
Responses*



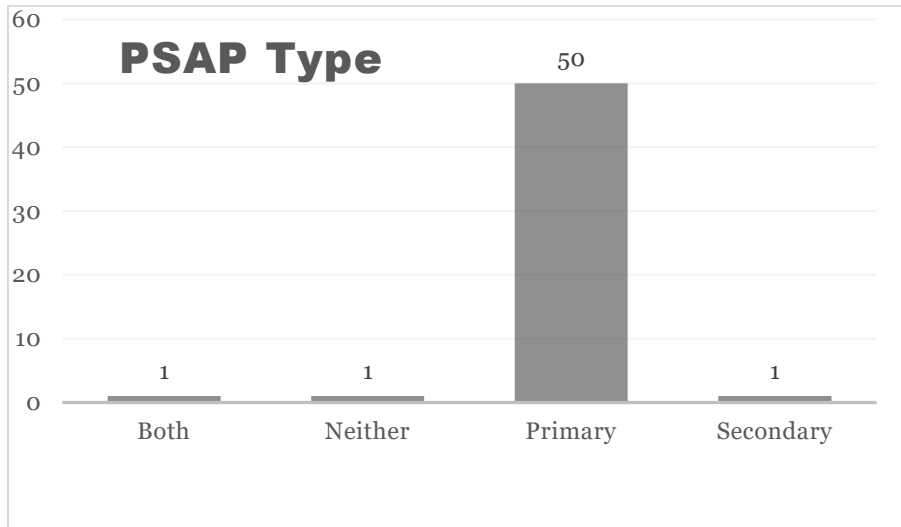
# Survey Results as of January 17, 2020

53 Responses

<p>Ballwin Communications          Barry County Emergency Services E9-1-1          Belton Mo Police Department          Bridgeton Police Department          Callaway County Joint Communications          Camden County Sheriff's Office          Cape Girardeau County Sheriff's Office          Carroll County E911          Cass County Sheriff's Office          Chariton County 911 Services          Christian County Emergency Services          City of Harrisonville          City of Monett PSAP          Doniphan Police Department          Dunklin County 9-1-1          El Dorado Springs Police Department          Gentry County Emergency Dispatch          Grandview Police Department          Grundy E911          Henry County 911          Howell County 911 Emergency Services          Independence Communications Center          Jackson County Sheriff's Office          Jefferson City Missouri Police Department          Jefferson County 9-1-1 Dispatch          Kansas City Fire Department          Kansas City, Missouri Police Department</p>	<p>Lake Saint Louis Police Department          Lee's Summit Police Department          Linn County E911 Central Dispatch          Macon County Enhanced 9-1-1          Maryville Public Safety          Missouri State Highway Patrol          Moniteau County Emergency Dispatch          Morgan County 911          New Madrid County Emergency 911 Center          Osage County 911          Perry County 911          Pike County 911          Platte County Sheriff's Communication Center          Pleasant Hill Police Department          Pleasant Valley Missouri Police Department          Pulaski County E911          Putnam County E 9-1-1          Raymore Police Department          Scott County E-911          Springfield-Greene County 911          St Charles County Emergency Communications          St. Louis County Police Bureau Of Communications          Stoddard County 911 Services          Sugar Creek Police Department          University City Police Department          Webster County 911</p>
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# PSAP Contact Information and Service Area

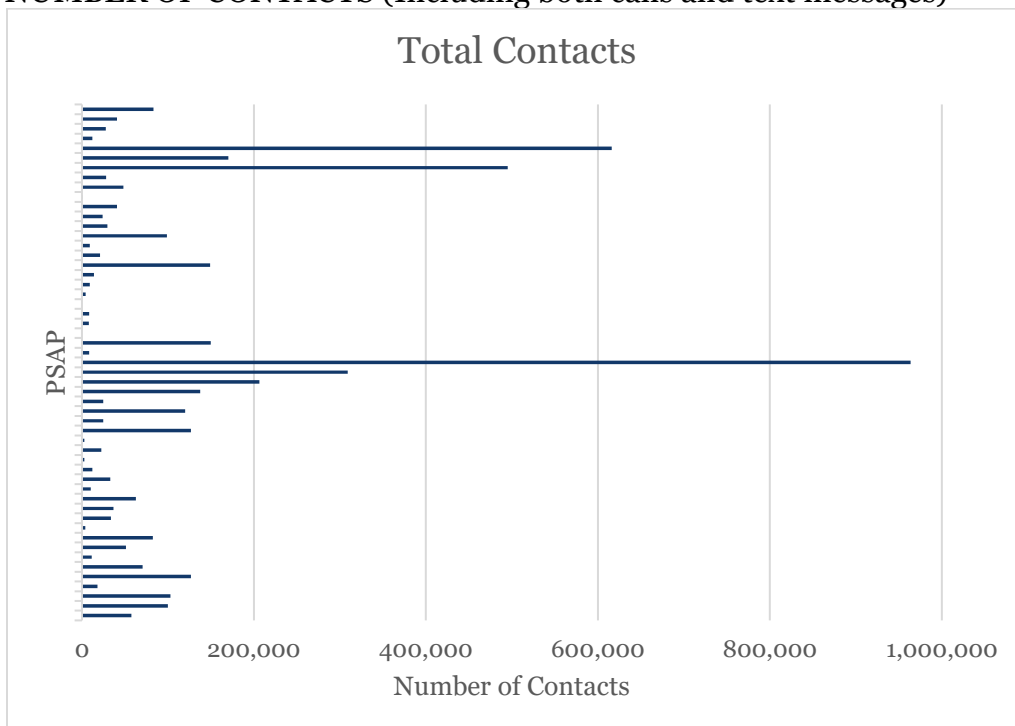
Name of PSAP, respondent, point of contacts and service area including all cities, counties and jurisdictions.



## PSAP Call Volume

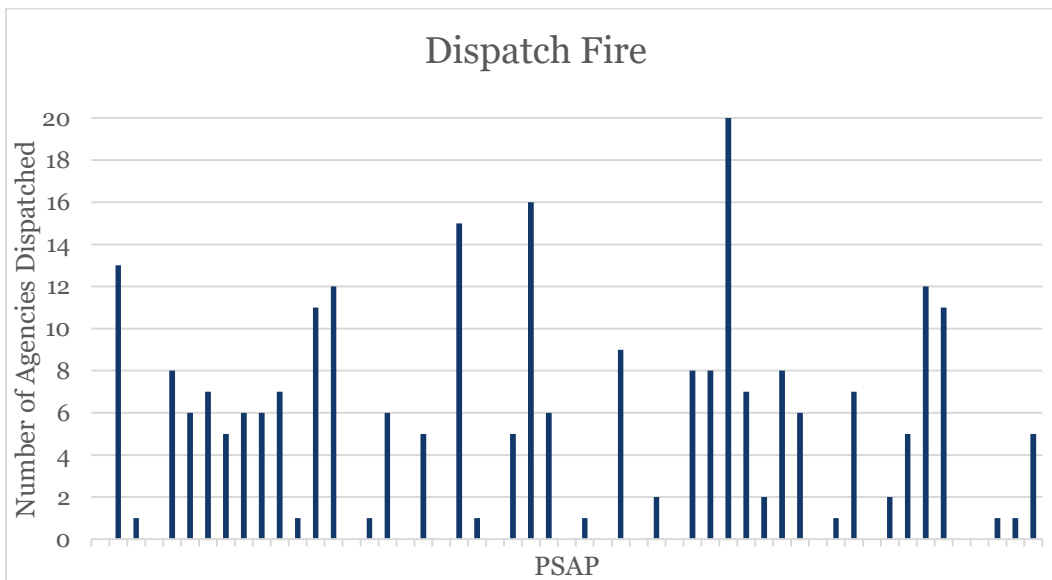
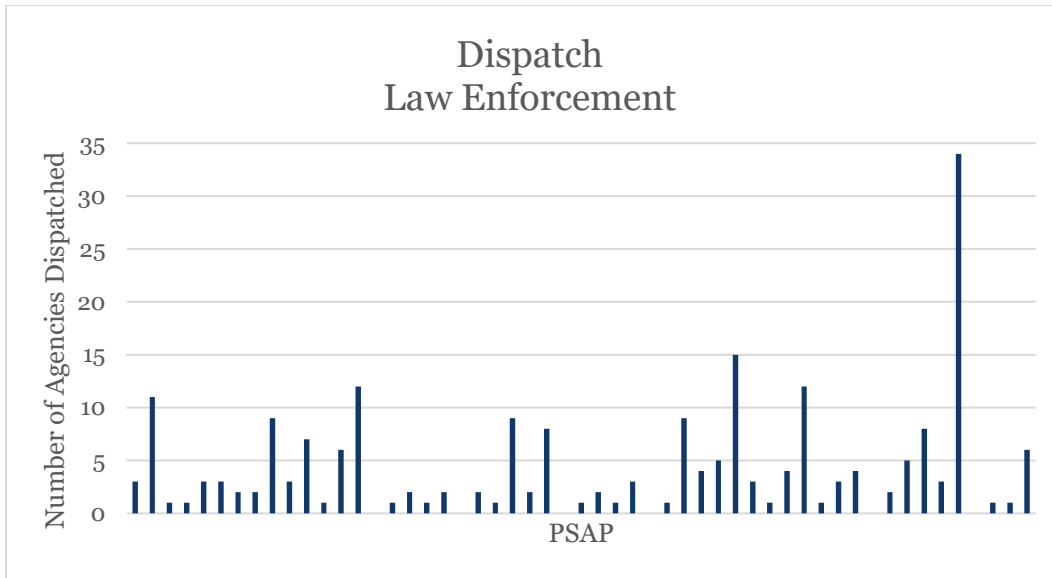
What was your TOTAL in-bound call volume for the 2018 calendar or budget year? If possible, please list your call in-bound volume for each of the following modes. (If your PSAP is unable to receive calls of any of these types, please state n/a.)

- Number of Landline Calls
- Number of Wireless Calls
- Number of Voice-Over-Internet Protocol Calls
- Number of Text Messages
- Other (please define) Calls
- TOTAL NUMBER OF CONTACTS (Including both calls and text messages)

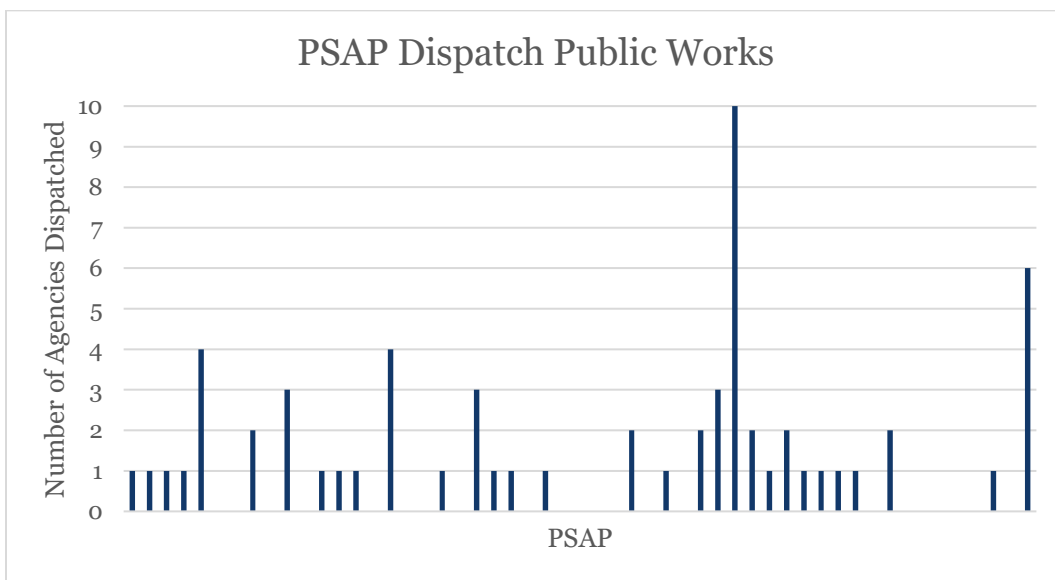
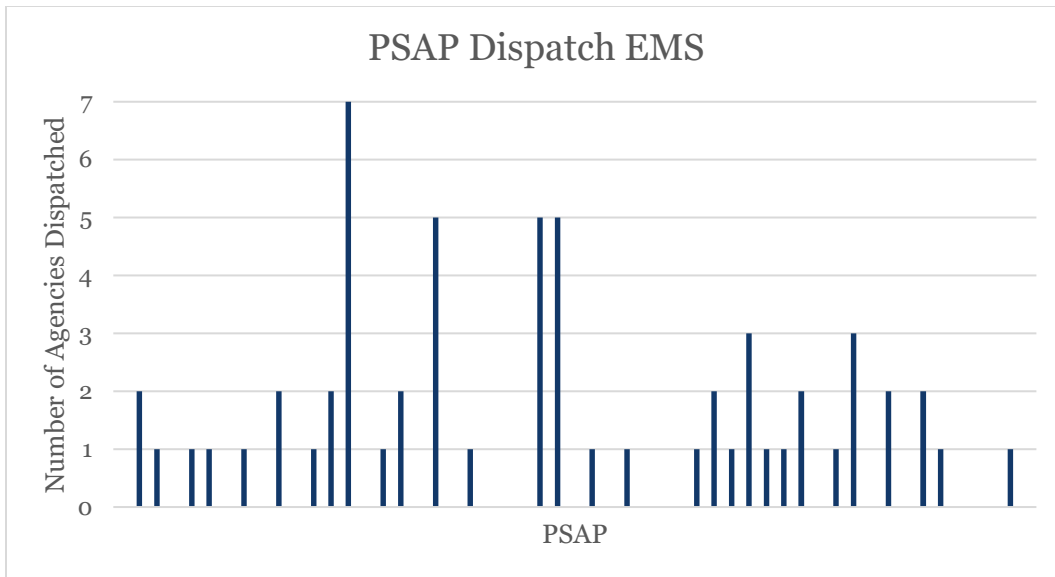


# PSAP Dispatch

How many agencies of each discipline receive dispatches from your PSAP?



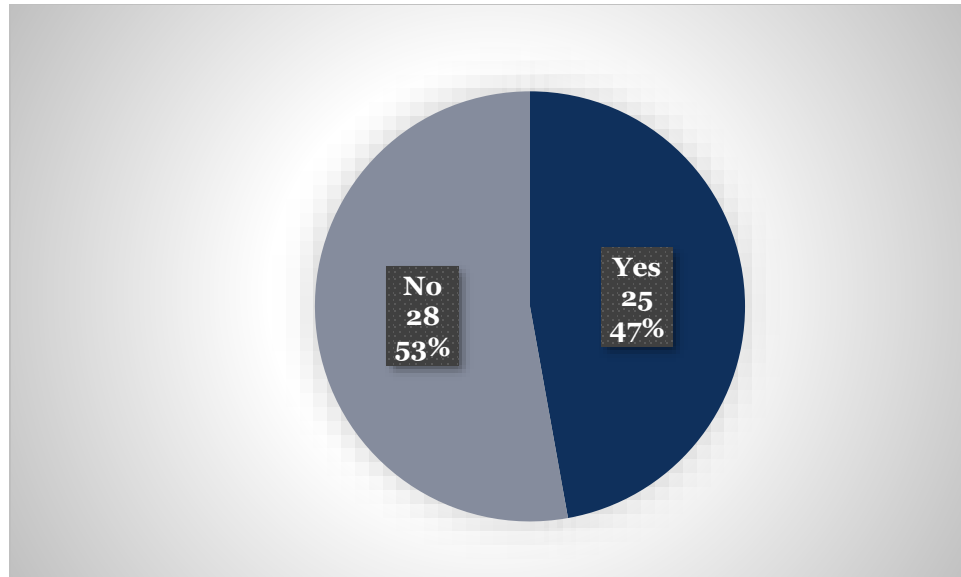




**Additional agencies dispatched:**

- Army Corps of Engineers
- Animal Control
- Missouri Department of Conservation (Operation Game Thief)
- Code Enforcement
- Circuit Court Civil Process Deputies
- Ameren Nuclear Plant
- Union Pacific Railroad

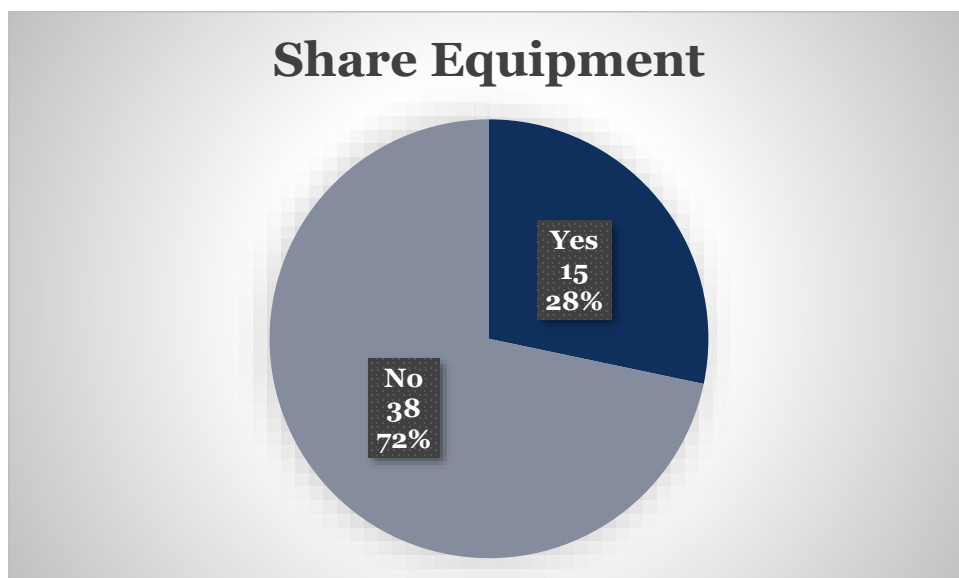
Does your PSAP provide medical post-dispatch and pre-arrival instructions through use of an Emergency Medical Dispatch program?



## Staffing

Does your PSAP share 911 answering equipment with another PSAP?

- Do telecommunicators perform services for your PSAP/Jurisdiction other than answering 911 calls and PSAP administration (i.e. jailer, warrant entry, clerical, etc.)
- How many authorized, budgeted telecommunicator positions does your PSAP have?
- How many actual staff do you have at this time?
- Are you understaffed due to vacancies?



# PSAP Funding

What was your PSAP's TOTAL operating budget for the 2018 calendar or budget year? (including personnel, equipment, overhead, supplies, etc.)

Please describe your PSAP's source of revenue (describe all that apply)

- Landline Surcharge Tax – Wireline (Landline Levy) of up to 15 percent (190.305 RSMO)
- County Sales Tax – County-level sales tax (190.335/190.292 RSMO)
- Wireless Option - Tax of up to \$1/month on any device capable of contacting 911 (190.455 RSMO)
- City Sales Tax
- County General Revenue
- City General Revenue
- Jurisdiction Memberships (list jurisdictions)
- Other (please explain)

## Revenue Sources listed:

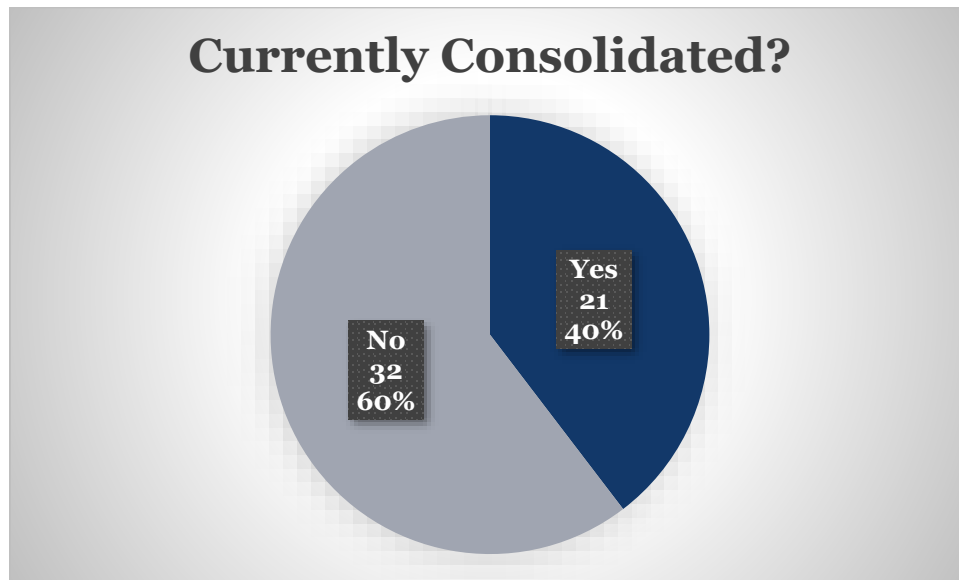
City General Fund City Tax Contract with other agencies County Funded, User Fees, Landline Tariff County General Revenue County General Revenue, City General Fund, Sales Tax General Revenue	Landline Tariff Landline Tariff and General Revenue Landline Tariff, General Revenue, Ambulance Landline Tariff, other taxes and General Revenue Landline Tariff and General Revenue	Phone Tax, Dispatching Fees and LEST Police Department Budget Police Department Budget and Council of Governments Sales Tax Sales Tax and General Revenue Sales Tax and Service Contract Sales Tax, Dispatching fees State Budget Taxes
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Is your jurisdiction interested in pursuing a different funding mechanism? If yes please specify. For example, County Sales Tax – County-level sales tax (190.335/190.292 RSMO) or Wireless Option - Tax of up to \$1/month on any device capable of contacting 911 (190.455 RSMO)

## PSAP Consolidation

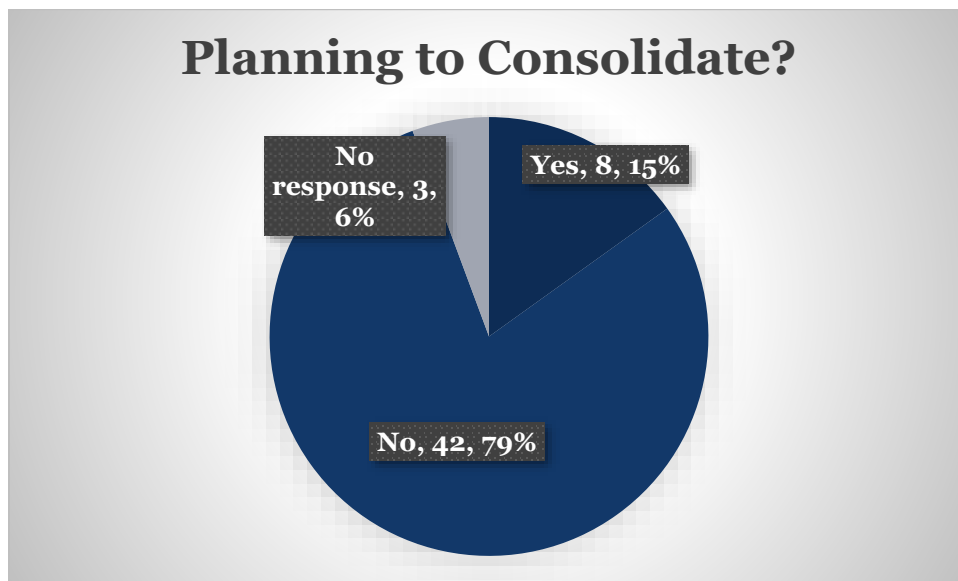
Are you currently consolidated with another PSAP?

- If yes, list all participating PSAPs.



Are you planning to consolidate with another PSAP?

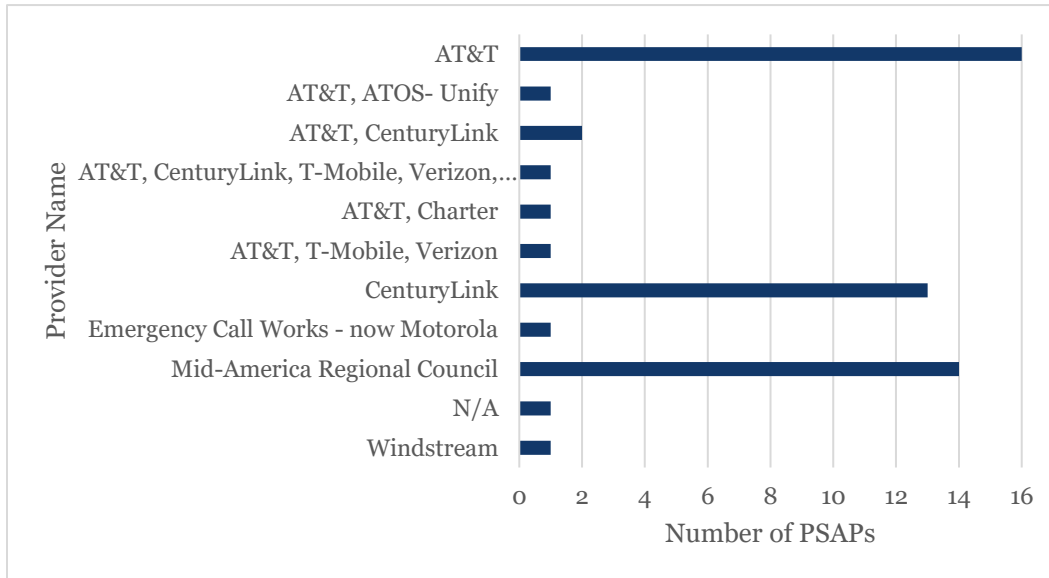
- If yes, please explain and identify all participating PSAPs.



# PSAP Equipment and Technology

How many physical workstations do you have at your PSAP to answer 911 calls?

Who is your 911 System Service Provider?



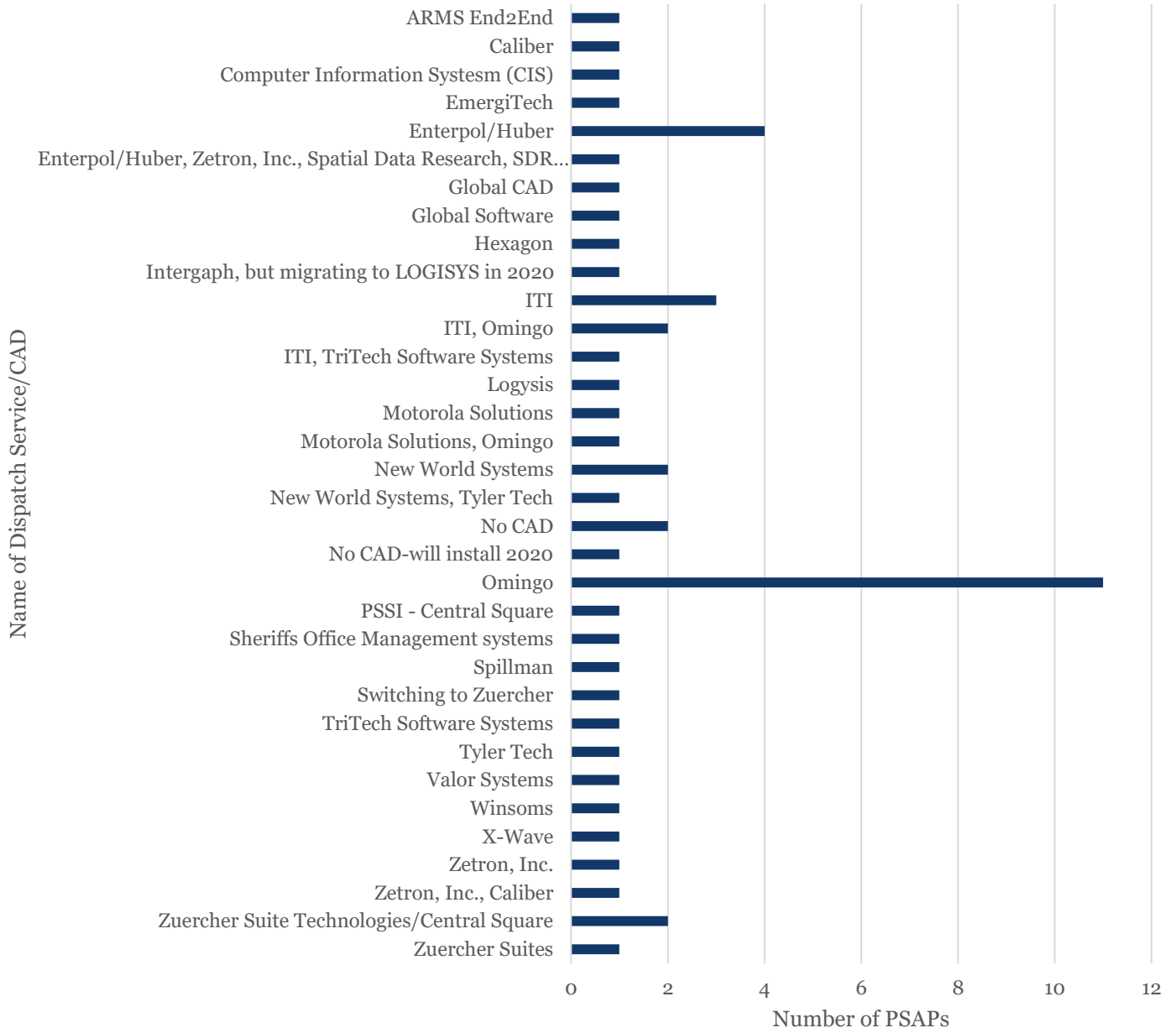
What is your Dispatch Service/CAD?

If you are using more than one CAD system, please explain

When was your current CAD system purchased?

When do you expect you will next need to upgrade or purchase a new CAD system?

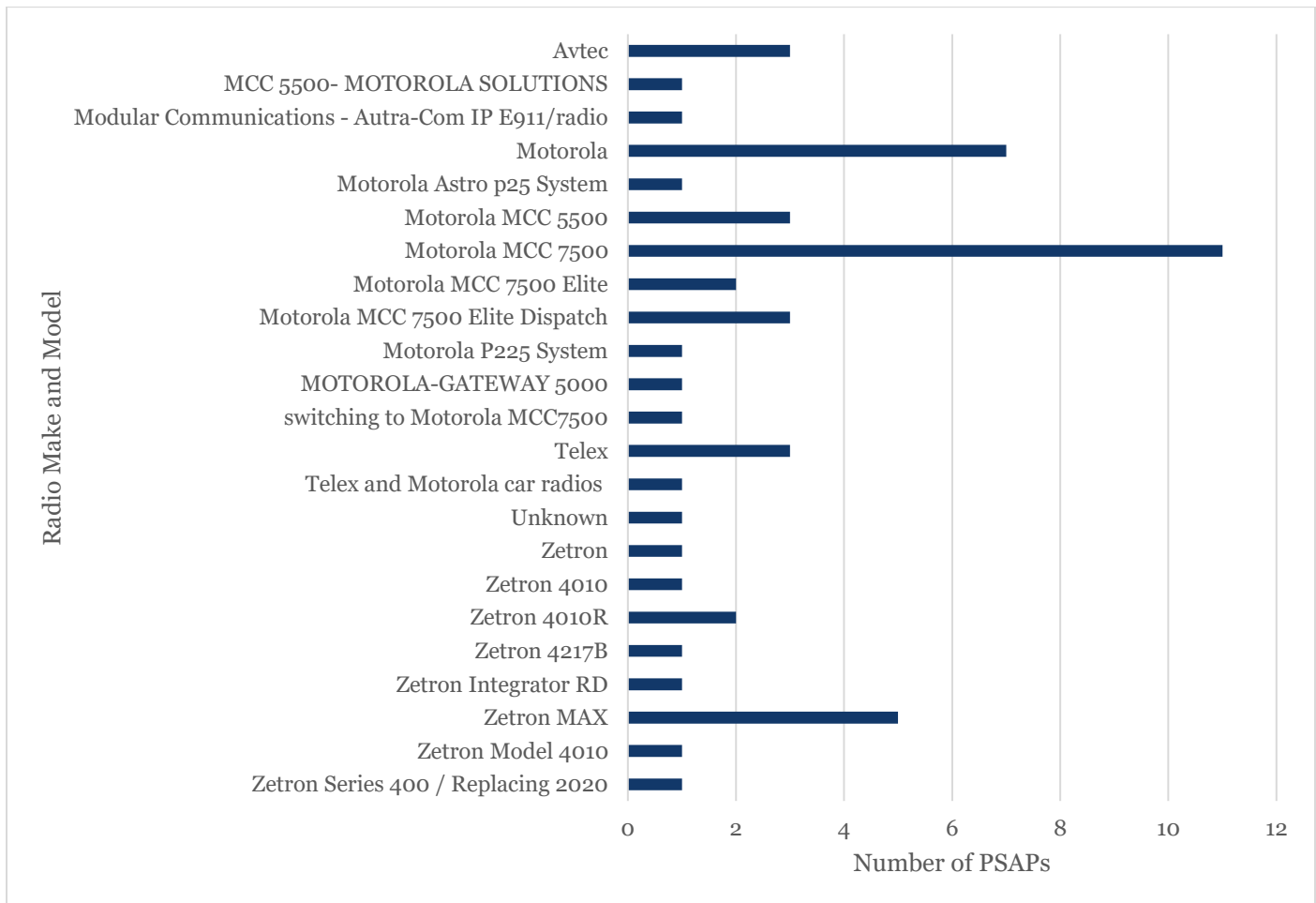
## Dispatch Service/CAD



# PSAP Radio Technology

What is your radio console make and model.

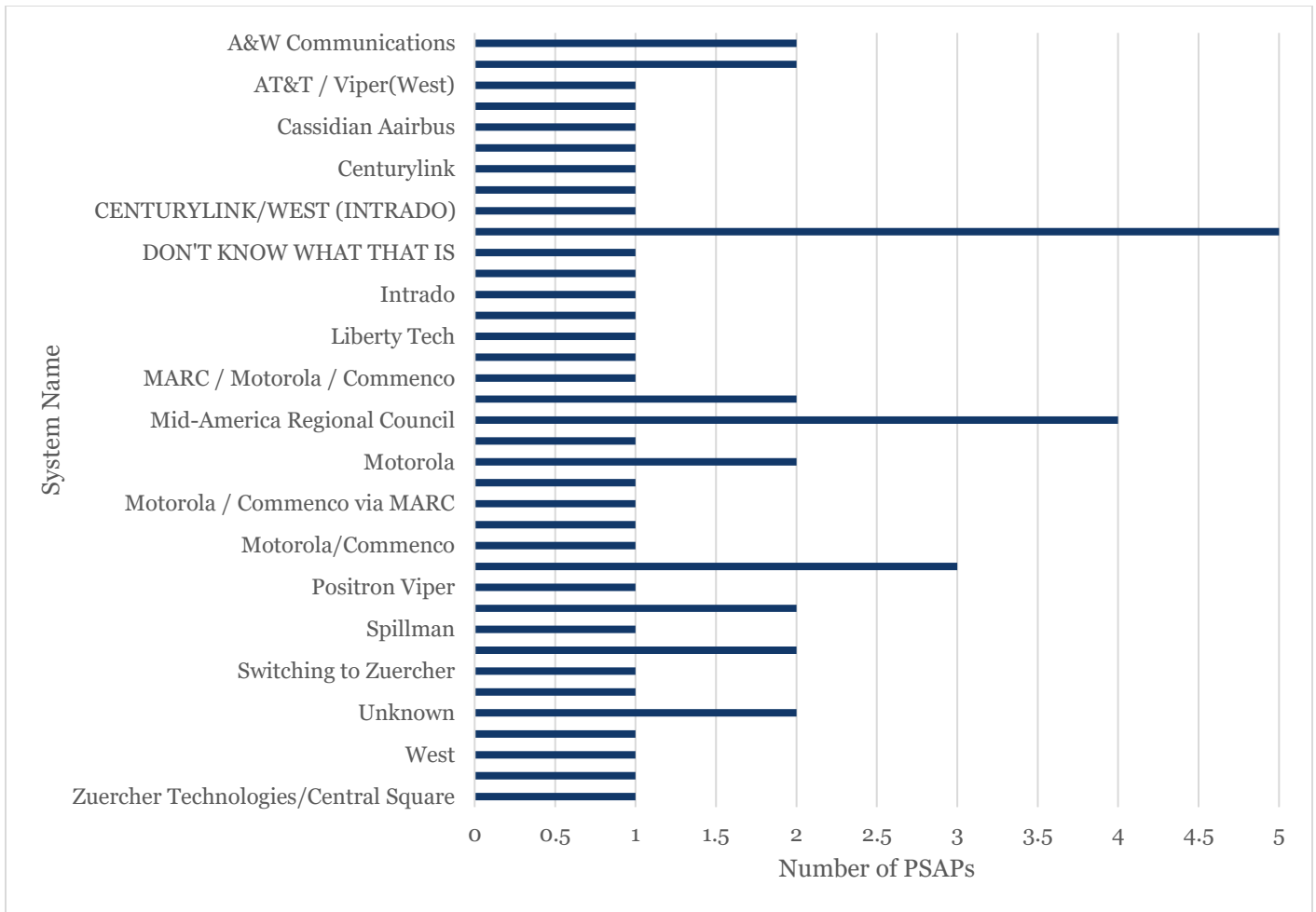
- How many does your PSAP have?
- When was your current radio console purchased?
- When do you expect you will need will next need to upgrade or purchase a new radio console?



# PSAP Customer Premise Equipment

Who is your 911 Customer Premise Equipment provider?

- When was your current customer-premise equipment purchased?
- When do you expect you will next need to upgrade or purchase new customer-premise equipment?



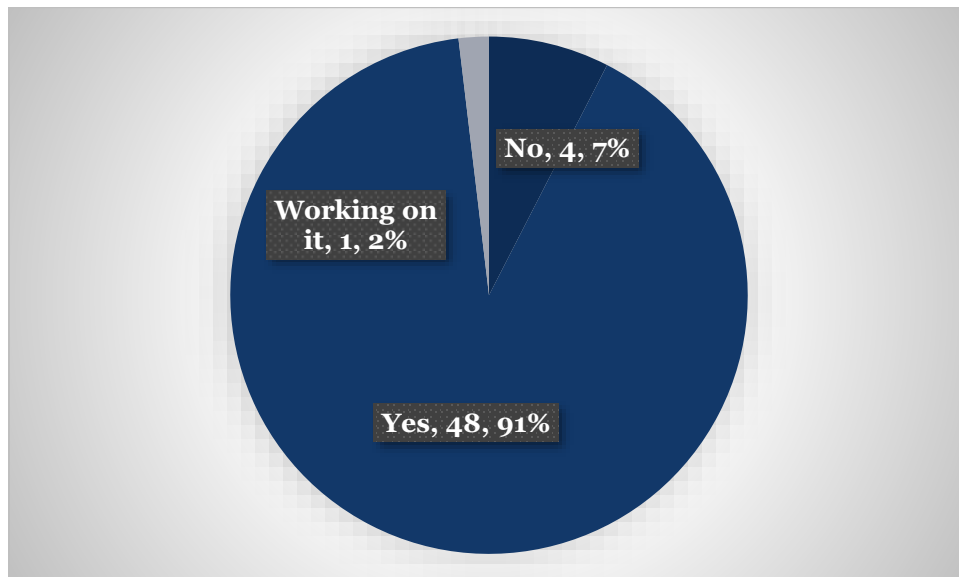


## PSAP GIS Capabilities

The information utilized in the dispatch map is derived from GIS data. The following questions are about GIS (Geographic Information System) capabilities. Examples of GIS data layers are address points, roads, city/county boundaries, PSAP boundaries, and ESN boundaries.

Does your PSAP have GIS?

- If yes, who maintains your GIS data?
- Is your 911 data in a GIS format?
- If no, what format is your data?
- Does your 911 GIS data meet NENA Standards? If not, what standard does it meet, if any?
- Is your 911 GIS data NG911 compliant? This includes address points, roads, and boundaries.



## Additional PSAP Information

Is there any additional information that was not asked in this survey that would help the Department of Public Safety and Missouri Legislators gain a better understanding of how your unique PSAP functions?

I'm interested in consolidating my PSAP.

Response	No.
addition of other counties in area to our back room equipment	1
already consolidated with Knox County	1
Already virtually consolidated w/ MARC region	1
CCES IS NOT OPPOSED TO OTHERS COMING ONTO OUR 911 ANSWERING EQUIPMENT	1
Consolidation of Back room Equipment	1
Depends on the situation but upgrade is needed asap	1
Existing consolidation.	1
interested in providing equipment to share in virtual consolidation	1
N/A	1
No	34
Not actively looking for other agencies to consolidate with but will consider upon being approached.	1
Possibly depending on if the City of Monett would be required to be dispatched by two different 9-1-1 centers.	1
Possibly in the future	1
TAKING OVER ANOTHER COUNTY- YES	1
We are already consolidated using shared services through MARC	1
we are always willing to talk	1
We are part of MARC which serves to consolidate the regional PSAP's	1
Yes	3

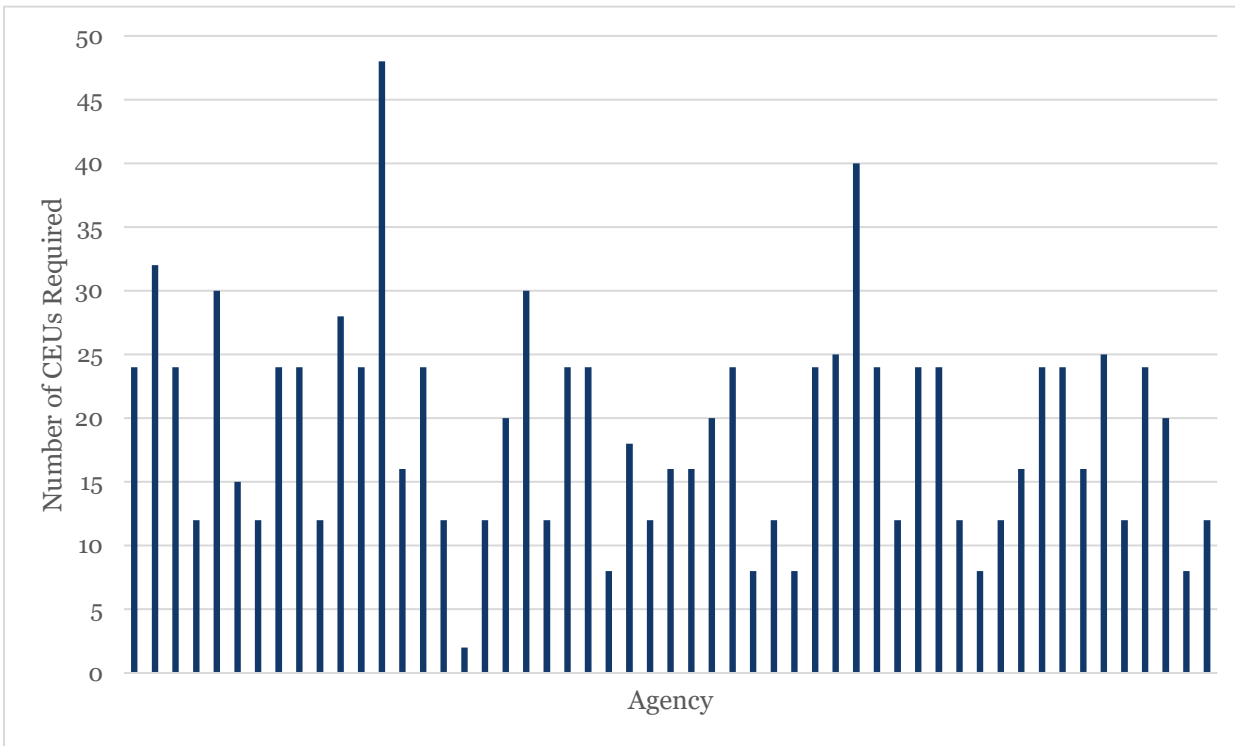
I'm interested in implementing text-to-911 at my PSAP.

Response	No.
Already in place	19
depending on direction of NG911 system	1
MARC regional PSAPs already receive 9-1-1 texts	2
N/A	2
No	4
Should be implemented in 2020	1
This is forthcoming in NG911 with St. Louis County ECC	1
We do have the capability	1
Yes	22

I'm interested in implementing Emergency Medical Dispatch at my PSAP.

Response	No.
Already implemented	19
EMD is provided by two EMS only secondary PSAP's in my county	1
N/A	4
No	19
Since we are law enforcement only, we have no need for EMD	1
We have Powerphone EMD	1
Yes	8

How many Continuing Education (CEU) credits do you require annually per employee?





# Missouri 911 Service Board



Report prepared by C2C Solutions