

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 90— Missouri 911 Service Board
Chapter 4 —911 Training and Standards Act**

PROPOSED AMENDMENT

11 CSR [30-13.010] 90-4.010 General Organization

PURPOSE: This rule provides for the organization, administration, and methods of operation of a program of certification for telecommunicators.

(1) The objective of the [Advisory Committee for 911 Service Oversight] **Missouri 911 Service Board is creating standardized 911 training and education requirements for telecommunicators to enhance statewide 911 emergency services.**

[(A) To improve services provided by telecommunicators]

AUTHORITY: section 650.340, RSMo Supp.2018. This rule originally filed as 11 CSR 10-12.010. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

**Original authority: 650.340, RSMo 1999, amended 2007 and 2017.*

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions and other public entities more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will cost private entities less than five hundred dollars (\$500) in the aggregate.

NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the Missouri 911 Service Board, P.O. Box 2126, Jefferson City, MO 65102. To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.

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Chapter 4 —911 Training and Standards Act

PROPOSED AMENDMENT

11 CSR [30-13.020] 90-4.020 Definitions

*PURPOSE: This rule defines the terms [used in the rules,] which pertain to the training **and education** of telecommunicators.*

(1) **Board** refers to the **Missouri 911 Service Board within the Department of Public Safety established in section 650.325, RSMo.**

(2) **Training [C]committee** refers to the **committee or other designees of the Board tasked by the Board with assisting the Board in administering the 911 Training and Standards Act in section 650.340, RSMo**[*advisory committee for 911 service oversight established in section 650.325, RSMo.*]

(2) *Department* refers to the *Missouri Department of Public Safety*].

(3) **Joint Communications Center** refers to a public safety answering point which dispatches fire, law enforcement, and emergency medical service agencies.

(4) **Public Safety Answering Point (PSAP) and Emergency Communications Center (ECC)** refers to the location at which 911 calls are answered initially.

(5) **Telecommunicator** is any person employed as an emergency telephone worker, call taker, or public safety dispatcher whose duties include receiving, processing, or transmitting public safety information received through a Public Safety Answering Point **or Emergency Communications Center.**

*AUTHORITY: section 650.340, RSMo Supp. 2018. * This rule originally filed as 11 CSR 10-12.020. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July ____, 2020.*

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**Title 11—DEPARTMENT OF PUBLIC SAFETY
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PROPOSED AMENDMENT

11 CSR [30-13.030] 90-4.030 Initial Training

PURPOSE: This rule defines the training levels and requirements for telecommunicators.

(1) Telecommunicators hired after August 28, 1999, must complete the following **initial training units (ITU)** within twelve (12) months of the date of employment. [*Training must meet the requirements indicated in 11 CSR 30-13.060.*]

(A) In order to act as a telecommunicator for any law enforcement agency, sixteen (16) hours of police dispatcher [*training*] **ITU** or forty (40) hours of joint communications dispatcher [*training*] **ITU**.

(B) In order to act as a telecommunicator for any fire department, sixteen (16) hours of fire dispatcher [*training*] **ITU** or forty (40) hours of joint communications dispatcher [*training*] **ITU** .

(C) In order to act as a telecommunicator for any emergency medical service, sixteen (16) hours of emergency medical dispatcher [*training*] **ITU** or forty (40) hours of joint communications dispatcher training.

(D) In order to act as a telecommunicator for a joint communications center, forty (40) hours of joint communications dispatcher [*training*] **ITU**.

(2) Individuals who were employed as a telecommunicator prior to August 28, 1999, are not required to complete the initial training requirements, but are encouraged to attend applicable training disciplines as feasible.

(3) Telecommunicator initial training Units (ITU) may be obtained from the sources identified in 11 CSR 90-4.050(3)

(4) Each Public Safety Answering Point or Emergency Communications Center shall be responsible for maintaining records of compliance with the ITU rules for each telecommunicator in their employ.

(A) Telecommunicators shall be responsible to submit ITU certificates of completion to their employer.

(B) Telecommunicators should maintain certificates of completion showing their compliance with the ITU rules.

AUTHORITY: section 650.340, RSMo Supp.2018. This rule originally filed as 11 CSR 10-12.030. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

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PROPOSED AMENDMENT

11 CSR 90-4.040 Exemptions and Waiver of Initial Training Requirement

PURPOSE: This rule defines those individuals exempt from the training requirements, delineates those circumstances where the initial training requirements may be waived, and how such requests shall be handled.

- (1) The following individuals shall be exempted from the requirements of this rule:
 - (A) Telecommunicators who meet the definition of an [E]emergency [M]medical [D]dispatcher as defined by 190.100, RSMo;
 - (B) Individuals who have received training by an **emergency medical** entity accredited or certified under section 190.131, RSMo;
 - (C) Individuals who provide pre-arrival medical instructions and work for an agency, which meets the requirements, set forth in 190.134, RSMo.
- (2) Any persons hired after August 28, 1999, as a telecommunicator, may have the initial training requirement waived upon furnishing proof to the **Board**[committee] that they have completed a training course in another state that meets the minimum requirements listed in 11 CSR 30-13.030.
- [(3)] (A) Typically, a certificate of training or college transcripts must be produced to meet the waiver requirement.
- [(4)] (B) If an individual received training in a single discipline and is [not] **now** employed in a multidiscipline Public Safety Answering Point (PSAP) (two (2) disciplines) or joint communication center, they must complete the initial training requirements for the disciplines in which they are not certified.
- [(5)] (C) Requests for waivers from individuals who received training from organizations outside Missouri may submit certificates, transcripts, or other proof of training to the **Board by mail or electronic mail for review and approval.** [Advisory Committee for 911 Service Oversight] **Mail to Missouri 911 Service Board PO Box [] 2126, Jefferson City, MO 65102 or email to admin@missouri911.org.** Original documents are preferred **if the request for waiver is submitted by mail** and will be returned to the applicant. **The Board reserves the right to request the provision of original documents prior to making a decision on requests for waivers.**
- [(6)] (D) Upon completion of the review process, the **Board**[committee] will inform the applicant by letter of **its** [their] decision.
- [(7)] (E) The waiver letter will suffice for proof of training by the PSAP **or ECC.**

*AUTHORITY: section 650.340, RSMo Supp. 2018. * This rule originally filed as 11 CSR 10-12.040. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

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PROPOSED AMENDMENT

11 CSR [30-13.050] 90-4.050 Requirements for Continuing Education

PURPOSE: The rule defines the requirements for completion of continuing education and the terms for maintaining training records. The rule further defines the approved sources for telecommunicator continuing education.

- (1) **Telecommunicator** [C]continuing [telecommunicators] education **units** (CEU) shall be obtained and monitored on a fixed three (3) year cycle, with the first [CTE] CEU period ending December 31, 2014, and successive [CTE] CEU periods ending December 31 every third year thereafter.
- (2) Every telecommunicator shall obtain a minimum of twenty-four (24) hours of [CTE] CEU credit during each [CTE] CEU period.
- (3) [CTE] CEU credit may be obtained from the following sources:
 - (A) From a [CTE] CEU provider approved pursuant to 11 CSR [30-13.070] **90-4.070** or a Continuing Law Enforcement Education provider licensed pursuant to 11 CSR 75-15.030 **Peace Officer Standards and Training (POST) Program;**
 - (B) **From an Emergency Medical Dispatch (EMD) Training entity certified pursuant to 19 CSR 30-40.331 Application and Accreditation or Certification Requirements for Training Entities that Conduct Training for First Responders, Emergency Medical Dispatchers, Emergency Medical Technicians-Basic, Emergency Medical Technicians-Intermediate, and Emergency Medical Technicians-Paramedic;**
 - (C) From a source approved to provide a specific [CTE] CEU course pursuant to 11 CSR [30-13.080] **90-4.080;**
 - (D) From an approved out-of-state source pursuant to 11 CSR [30-13.090] **90-4.090;**
 - (E) For serving as an instructor for a [CTE] CEU class pursuant to 11 CSR [30-13.060(3)(B)] **90-4.060(3)(B); or**
 - (F) By attending an accredited college or university course related to communications or emergency management or applicable to communications or emergency management administration pursuant to 11 CSR [30-13.060(3)(C)] **90-4.060(3)(C); or]**
 - (F) [As in-service training pursuant to 11 CSR [30-13.100] **90-4.100.**] **From any current governmental agency or public safety organization employer.**
- (4) Each [telecommunicator] **Public Safety Answering Point or Emergency Communications Center** shall be responsible for maintaining **records** of compliance with the continuing education rules **for each telecommunicator in their employ.**
 - (A) **Telecommunicators shall be responsible to submit CEU certificates of completion to their employer.**

(B) Telecommunicators should maintain certificates of completion showing their compliance with the continuing education rules.

*AUTHORITY: section 650.340, RSMo Supp. 2018. * This rule originally filed as 11 CSR 10-12.050. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

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PROPOSED AMENDMENT

11 CSR [30-13.060] 90-4.060 Minimum Standards for Continuing Education Training

PURPOSE: This rule establishes minimum standards for the continuing education training of telecommunicators.

- (1) All **telecommunicator** continuing [*telecommunicators*] education [(*CTE*)] **unit (CEU)** training shall relate to one (1) or more of the following curricula areas:
 - (A) Legal studies - **Described as training that focuses on the organization's mission, policy and procedure, standards, discipline, liability, or any type of legal issue;**
 - (B) Technical studies - **Described as training that focuses on public safety communications systems, radios or other dispatch consoles, telephone instruments and features, automatic number and location identification, broadband applications, text-to-9-1-1, ADA compliance equipment and NG 9-1-1;**
 - (C) Interpersonal perspectives - **Described as training that focuses on interpersonal communications skills such as cultural diversity, ethics and values, fair and impartial service practices, conflict management, critical thinking, social intelligence, mental health awareness, personal well-being, stress management, customer service, management and leadership; or**
 - (D) Skill development - **Described as training that focuses on activities that develop higher proficiency in telephone interview, call processing techniques, information management, computerized mapping, computer aided dispatch techniques, radio dispatch, and other critical skills related to public safety communication.**
- (2) All [*CTE*] **CEU** training shall be designated according to curricula area.
- (3) [*CTE*] **CEU** credit shall be calculated at the following rates:
 - (A) One (1) hour of [*CTE*] **CEU** credit for each fifty (50) minutes of [*CTE*] **CEU** instruction received;
 - (B) Two (2) hours of [*CTE*] credit for each [*hour*] **fifty (50) minutes** of [*CTE*] **CEU** instruction delivered; and
 - (C) Two (2) hours of [*CTE*] **CEU** credit for each semester hour of credit earned at an accredited college, university, or technical institution related to communications and emergency management or applicable to communications and emergency management administration.
- (4) Upon successful completion of the requirements of any [*CTE*] **CEU** course, the provider of the training shall present each trainee a certificate bearing—
 - (A) The provider's name and the phrase "Approved Provider";
 - (B) The course name;

- (C) The [total number of CTE credit hours earned] **date or dates on which the course was held;**
 - (D) [A breakdown of CTE credit hours earned] **The total number of CEU credit hours earned broken down** by curricula area;
 - (E) The trainee's name; and
 - (F) The name of the individual responsible for general administration of the course.
- (5) The [CTE] **CEU** provider shall retain, for a period of five (5) years after each [CTE] **CEU** training course, the following records:
- (A) A copy of the training certificate or other record of the information required by [subsections (4)(A) to (4)(F)] **subsection 4** of this rule;
 - (B) [A list of all trainees who successfully completed the course];
 - (C) The name of the individual responsible for general administration of the course;[(D)] A list of all training objectives;
 - [(E)] (C) All course outlines;
 - [(F)] (D) All instructor records; and
 - [(G)] (E) The course evaluation plan.
- (6) Every [agency] **governmental agency or public safety organization employer** that provides [in-service CTE] **CEU** training shall present each telecommunicator leaving the agency with a complete record of all [in-service CTE] **CEU** training obtained by the telecommunicator during the telecommunicator's tenure with the [agency] **organization**.
- (7) [CTE] **CEU** providers shall deliver all [CTE] **CEU** training in an effective manner.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as 11 CSR 10-12.060. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

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PROPOSED AMENDMENT

11 CSR [30-13.070] 90-4.070 Procedure to Obtain Continuing Education Provider Approval for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain continuing education provider approval.

- (1) Any person or entity may apply for a [*continuing telecommunicator education (CTE)*] **continuing education units (CEU)** provider approval[, *except that an agency eligible to provide in-service [CTE] CEU training pursuant to 11 CSR 30-13.100 is not eligible for CTE provider approval*].
- (2) An applicant shall submit to the [*911 Oversight Training Subcommittee*] **Board** [*CTE*] CEU provider approval application. The [] **Board's training committee or other designees** may review or request additional information from an applicant.
- (3) **CEU courses shall relate to one (1) or more of the curricula areas pursuant to 11 CSR [30-13.060] 90-4.060.**
- (4) The [*911 Oversight Training Subcommittee*] **Board's training committee or other designees** may consider any relevant factor in determining an applicant's qualifications, including the applicant's history, facilities and equipment, academic qualifications, financial qualifications, the estimated number of annual graduates, letters of support, and the justification for provider status as opposed to obtaining individual course approval pursuant to 11 CSR [30-13.080] **90-4.080.**
- (5) The [*911 Oversight Training Subcommittee*] **Board's training committee or other designees** —
 - (A) May request additional information regarding the application and/or conduct a site visit;
 - (B) **Shall** [R]review the applicant's policies and procedures, including attendance and instructor evaluation policies;
 - (C) **Shall** [R]review the applicant's proposed courses, including training objectives, outlines, evaluation plan, and instructor qualifications; and
 - (D) Report [*the*] **its findings to the [911 Oversight Committee] Board's director and recommend that the Board's director grant or deny the application.**

[(5) Upon receipt of the training subcommittee's report, the 911 Oversight Committee may invite the applicant to appear before the committee.
- (6) *The 911 Oversight Committee shall provide the director of the department with a report outlining the findings from the review and a final recommendation whether to approve the applicant as a CTE provider.] [(7)] (6) At the **Board's** director's request, the [*911 Oversight Committee*] **Board's training committee or designees** shall obtain additional information regarding the application **and share this information with the Board's training committee or designees and the Board's training committee or***

designees shall again recommend that the Board's director grant or deny the application.

(7) The **Board's director** shall consider the recommendation of the [911 Oversight Committee] the Board's **training committee or designees** and shall grant or deny the application [CTE provider approval or deny the applicant's request].) **The Board's director shall send all application decisions to applicants by certified or registered mail, return receipt requested and provide the Board with the results of the application process.**

(8) All new [CTE] CEU provider approvals shall be issued for an initial period of one (1) year. **During this initial period, the Board's training committee or designees shall conduct a programmatic audit of the provider. Following this initial period and any additional one (1) year period under 11 CSR 90-4.100(8)(A), the Board's training committee or designees shall recommend that the Board's director**

(A) Issue an additional one (1) year provider approval subject to further audit and review;

(B) Issue a three (3) year provider approval; or

(C) Deny the application, in which case the applicant may request to appear before the Committee in order to appeal the decision.

(9) The procedure to renew a [CTE] CEU provider approval shall be as follows:

(A) The applicant shall submit to the [911 training subcommittee] **Board** a [CTE] CEU provider renewal application;

(B) The [911 training subcommittee] **Board's training committee or designees** may conduct a programmatic review of the applicant;

(C) The [911 training subcommittee] **Board's training committee or designees** shall review the renewal application of the [CTE] CEU provider **and recommend that the Board's director grant or deny the renewal application;** and [present the findings to the 911 Oversight Committee for review;]

(D) [The 911 Oversight Committee shall provide a report of the findings and make a recommendation to the director of the department whether to grant or deny the renewal; and

(E)] The [director of the department] **director** shall consider the renewal recommendation of **its training committee or designees** [the 911 Oversight Committee] and [may] **shall—**

1. Request additional information regarding the renewal application;

2. Renew the approval for an additional period of one (1) year subject to further audit and review [by the 911 Oversight Committee];

3. Grant a three- (3-) year approval; or

4. Deny the approval.

(10) Any applicant whose application is denied may appeal the denial decision to the Board's Chairperson by submitting an appeal by certified or registered mail to "Chairperson, Missouri 911 Service Board" at P.O. Box 2126, Jefferson City, MO 65102, or by electronic mail addressed to admin@missouri911.org.

(A) Appeal Deadline. Appeals must be received by the Board's Chairperson within fourteen (14) calendar days of the date the applicant received the application

decision. If the fourteenth days falls on a Saturday, Sunday, or state holiday, the period will extend to the next state business day.

(B) Appeal Requirements. All appeals shall be in writing and include the following information:

- 1. A copy of the application denial letter;**
- 2. The applicant's handwritten or electronic signature;**
- 3. A detailed statement of the grounds for the appeal;**
- 4. Supporting exhibits, evidence, or documents for the appeal.**

(C) The Board's Chairperson will deny an appeal that does not contain all of the required information or is untimely.

(D) The Board's Chairperson will issue a written decision sustaining or denying the appeal and send it to the applicant by registered or certified mail.

(E) If the Board's Chairperson sustains the appeal, it will issue grant the application. If the Board denies the appeal, the Board will take no further action on the appeal.

*AUTHORITY: section 650.340, RSMo Supp.2018. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed July __, 2020.*

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PROPOSED AMENDMENT

11 CSR [30-13.080] 90-4.080 Procedure to Obtain Approval for an Individual Continuing Education Course for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain approval for an individual telecommunicator continuing [telecommunicator] education unit (CEU) course.

- (1) To be eligible to obtain approval for a specific, individual **telecommunicator** continuing [telecommunicator] education [(CTE)] **unit (CEU)** course, an applicant must not be the holder of a [CTE] CEU provider approval.
- (2) An applicant shall submit to the [911] **Board’s** training [sub] committee **or designees** a completed individual [CTE] CEU course application. The training [sub]committee may investigate the applicant or request additional information from the applicant.
- (3) [Continuing telecommunicator education] CEU courses [must] **shall relate to one (1) or more [fall within] of the curricula areas in 11 CSR [30-13.060] 90-4.060.**(4) The [911] **Board’s** training [sub]committee **or designees** may consider any relevant factor in determining the qualification of the applicant and proposed course, including, attendance policy, evaluation plan, training objectives, course outline, and record of instructions of previous courses.
- (5) The [911 training subcommittee] **Board’s training committee or designees** shall make a recommendation to the **Board’s director** [911 Oversight Committee].
- [(6) The 911 Oversight Committee shall provide the director of the department with a report and final recommendation regarding the application.
- (j) The **Board’s** director [of the department] may—
 - (A) Request additional information regarding the application;
 - (B) Grant approval of the individual [CTE]CEU course; or
 - (C) Deny the application.
- [(8)] (7) Any change to the training objectives of an individual [CTE]CEU course shall require **the course to be resubmitted to the Board’s training committee or designees in accordance with these guidelines for review and approval of the Board’s director.**[prior approval of the director]
- (8) Any applicant whose application is denied may appeal the denial decision to the **Board’s Chairperson** by submitting an appeal by certified or registered mail to “**Chairperson, Missouri 911 Service Board**” at P.O. Box 2126, Jefferson City, MO 65102, or by electronic mail addressed to admin@missouri911.org.
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- 3. A detailed statement of the grounds for the appeal;**
- 4. Supporting exhibits, evidence, or documents for the appeal.**

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PROPOSED AMENDMENT

11 CSR [30-13.090] 90-4.090 Out-of-State, Federal, and Organizations or Commercial Entities Continuing Education Credit for 911 Telecommunicators

PURPOSE: This rule establishes the process for receiving credit for continuing education from other state or federal agencies and organizations.

(1) The [*director of the department*] **Board's training committee or designees** may recognize other state or federal agencies and organizations **or commercial entities** with standards for continuing education training providers comparable to the standards established pursuant to these rules.

(2) In order to receive credit for attending continuing [*telecommunicator*] education unit [(*CTE*)] **CEU training recognized by the [*director*] Board's training committee** pursuant to this rule, a telecommunicator shall maintain evidence that-

(A) The training was approved for continuing education by the state or federal agency **or organization** providing the training or by the state in which the training was located,[: *and*

(B)] **or a commercial entity that provides standardized telecommunicator CEU training; and**

(B) The telecommunicator successfully completed the training.

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PROPOSED RESCISSION

[11 CSR 30-13.100 In-Service Continuing Education Training for 911 Telecommunicators

PURPOSE: The rule establishes the procedure for a governmental agency to provide inservice training that qualifies for CTE credit.

AUTHORITY: section 650.340, RSMo Supp. 2011.* Original rule filed Jan. 3, 2012, effective Aug. 30, 2012

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****Original authority: 650.340, RSMo 1999, amended 2007.***

PUBLIC COST: This proposed rescission will not cost state agencies or political subdivisions and other public entities more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed rescission will cost private entities less than five hundred dollars (\$500) in the aggregate.

NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed rescission with the Missouri 911 Service Board, P.O. Box 2126, Jefferson City, MO 65102. To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 90— Missouri 911 Service Board
Chapter 4 —911 Training and Standards Act**

PROPOSED AMENDMENT

**11 CSR [30-13.110] 90-4.100 Computer-Based Continuing Education Training for 911
Telecommunicators**

PURPOSE: This rule establishes the requirements for computer-based training.

- (1) Any source approved to provide **telecommunicator** continuing [telecommunicator] education **unit** ([CTE]CEU) training pursuant to 11 CSR [30-13.050]**90-4.050** may offer interactive, computer-based training.
- (2) Computer-based training shall meet all requirements of 11 CSR [30-13.060]**90-4.060**. In addition, the training certificate presented to each trainee shall bear the phrase “Computer-Based Training.”
- (3) A computer-based training course shall be considered a complete course outline plan within itself. When a course is no longer available via computer, the provider shall maintain a printed copy of the course outline in the course file or a video copy retained pursuant to 11 CSR [30-13.060(5)]**90-4.060(5)**.
- (4) The course administrator shall attest to actual attendance and may ascertain attendance by any reasonably certain method, including tracking by the computer course software, if the tracking meets the standard of this rule. The attendance policy and methodology for ascertaining attendance shall be included in the course record file.
- (5) The number of [CTE]CEU credit hours for a computer-based training course shall be determined by the approved provider.

*AUTHORITY: section 650.340, RSMo Supp.2019. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012. Moved and amended: Filed: July __, 2020.*

**Original authority: 650.340, RSMo 1999, amended 2007 and 2017.*

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions and other public entities more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will cost private entities less than five hundred dollars (\$500) in the aggregate.

NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the Missouri 911 Service Board, P.O. Box 2126, Jefferson City,

MO 65102. To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.