

## **Missouri 911 Service Board (Board)**

### **Timeline of Significant Action**

**Updated: June 1, 2020**

#### **August 28, 2017**

- SB 503 goes into effect making the following significant changes to 911 statute:
  - Renames the "Advisory Committee for 911 Service Oversight" the "Missouri 911 Service Board"
  - Modifies the makeup of the board
  - Requires the designation of a statewide 911 coordinator
  - Requires the report on the status of 911 in Missouri

#### **December 2017**

- Department of Public Safety (DPS) releases the Missouri 911 Improvement Report with an evaluation of the status of 911 in Missouri and a number of recommendations to improve 911 services in Missouri. Recommendations included:
  - Development of a Statewide 911 Network (ESInet)
  - Regional 911 Coordination
  - Consolidation of Existing PSAPs

#### **January 2018**

- Lisa Schlottach is appointed to the Board as a representative for the Missouri 911 Directors Association. (1/2/18)
- Sheriff Stephen Korte is appointed to the Board as a representative for public safety communications officers. (1/2/18)

#### **March 2018**

- Dr. Opeoluwa Sotonwa is appointed to the Board as a representative for the Governor's Council on Disability (3/15/18)

#### **August 2018**

- HB 1456 goes into effect allowing counties to go to the ballot for an "all device" tax; implementing a fee on prepaid wireless fees (unless counties opt-out); establishing a

grant and loan program to be administered by the Board, and creating a moratorium on new PSAPs. (8/28/18)

### **September 2018**

- Board removes the title of “Interim” from Jim Person, clarifying that he is the Board chair.
- DPS, Office of Homeland Security submits an initial application certification for federal NG911 grant. (9/10/18)
- Board establishes a working group to assist with the federal NG911 grant (9/12/18)
- Board writes a letter to counties regarding the prepaid surcharge and effective date for any taxing authority to opt-out.

### **October 2018**

- DPS and representatives from the Governor’s office attend the board meeting and the Board reviews responses to HB 1456 inquiries drafted by DPS General Counsel, DOR, and the Governor’s office level counsel.
- Board approves and distributes a resolution describing their intent to set the prepaid wireless rate of return to assure fair and equitable return to the home county.

### **November 2018**

- Board writes to taxing entities to inform them of the new prepaid tax.
- Board is advised to set up their office, hire staff, legal, etc.
- Board establishes a legislative committee to assist with legislation to clarify the intent of HB 1456 (11/28/18)
- Board elects Sonny Saxton as Vice Chair (11/28/18)

### **December 2018**

- Deadline for counties to opt-out of the collection of prepaid. 19 counties opt-out. (12/17/18)
- The legislative committee meets with legislators and government affairs representatives to craft legislation to address concerns raised by the Department of Revenue (DOR) regarding the implementation of HB 1456.

### **January 2019**

- Prepaid fee goes into effect for all counties but those that opted out (1/1/19)
- Retailers retain 100% of prepaid service charges collected (month of January)

### **February 2019**

- DOR begins collecting the prepaid fee which will ultimately be relinquished to the board to be distributed to counties. (sellers retain 3 percent, and DOR kept \$800,150 for system implementation) (2/1/20)
- Federal NG-911 Grant Applications Open (2/1/20)

### **March 2019**

- Board votes to endorse SB 291, which was the legislation crafted to help address DOR concerns related to HB1456.
- Board establishes a regional coordination committee.
- Board engages in conversations with the Governor's office, DPS, and DOR on whether they need a line item in the state budget.

### **April 2019**

- Seven counties pass the "new wireless option." (Randolph, Adair, Pettis, DeKalb, Caldwell, Andrew, Clinton).
- Jason White is appointed to the Board as a representative for EMS (4/4/19)
- Dr. Kenneth Scott is appointed to the board as representatives for 2nd, 3rd, 4th class counties (4/4/19)

### **May 2019**

- SB 291 passes the General Assembly
- Board establishes a Finance/Grants/Loans Committee
- The Regionalization Committee proposes eight regional boundaries for regional coordination centers based on existing 911 partnerships (5/15/19)
- Andrew, Caldwell Clinton, DeKalb Counties submit consolidation plan to the Board
- Board adopts by-laws (5/29/19)
- Under the new bylaws, the board elects a chair, vice-chair, secretary/treasurer (5/29/19)
- Board secures an EIN number and adopts a resolution to open a bank account with Hawthorne Bank. (5/29/19)
- Board approves Board and Officer insurance policy. (5/29/19)

- Board establishes a Search Committee for the ED search and votes to approve a job description. (5/29/19)
- Board approves an RFP for auditing services. (5/29/19)

#### **June 2019**

- Board issues RFP for legal services.
- Board issues RFP for auditing services.
- Board approves a model plan for consolidated 911 services. (6/13/19)
- Board separates the Treasurer/Secretary position into two positions and elects a treasurer (6/27/19)
- DOR begins remitting prepaid funds to the Board

#### **July 2019**

- Board holds regional outreach meetings in the eight established regions across the state
- Board holds interviews with candidates for legal services (7/9/19)

#### **August 2019**

- New Madrid County passes the “all device” funding option
- Pettis County submits consolidation plan to the Board
- Board votes to set the prepaid rate of return at 65% to charter counties and 40% to noncharter counties (8/21/20)
- DPS announces that Missouri has received a \$3,267,099 Federal NG911 grant award
- Board considers seven proposals and hires Bakertilly as the headhunting firm for the Executive Director (ED) search
- Board considers fifteen proposals for legal and hires Lathrop Gage LLP (Contract beginning September 4, 2019)
- Board considers one proposal and hires Graves and Associates for audit services (Audit services for years ended June 30, 2020, 2021 & 2022)
- Sonny Saxton submits resignation, effective in October - Alan Wells is elected as the Board's new Vice-Chair
- Board issues RFP for administrative services (8/22/20)

#### **September 2019**

- Board holds interviews for administrative services
- Adair County submits consolidation plan to the Board

- Lawrence County submits consolidation plan to the Board

### **October 2019**

- Board considers three proposals and votes to hire C2C Association Management as administrative staff (Contract Start Date: October 8, 2019 and continuing until terminated)
- Board votes to approve the designation of eight regional coordination centers presented by the regionalization committee (10/8/19)
- Board develops list of counties with an independently elected 911 board
- Board individually contacts counties to discuss prepaid funding and collect any missing ACH forms
- Board confirms with the State Treasurer's Office and State Auditor's that they're following an appropriate deposit/notification process
- Board issues first round of prepaid test deposits of \$1.03 to counties. (10/21/19)

### **November 2019**

- Lafayette passes "new wireless option"
- Deadline for counties to opt back into prepaid collection. (All counties but one opt back in.)

### **December 2019**

- Missouri911.org goes live
- Board members have @missouri911.org email accounts
- Board develops logo
- Board secures a phone number and PO Box
- Board develops a contact list of 911 leadership and creates an email distribution list
- Board receives all signed ACH forms from counties in order to begin depositing funds
- Board adopts NENA GIS Standard (12/18/20)
- Board promotes regional information meetings on the Federal NG911 Grant
- Board votes to begin prepaid distribution (return to counties) beginning on a quarterly basis beginning January 2020. (12/18/20)

### **January 2020**

- Board creates standardized documents, including all statutes related to 911, outlined board roles and responsibilities
- Board sends the first 911 Bulletin to members of the 911 community and will continue issuing a bulletin on a regular basis
- Lathrop GPM talks to the board about rules/regs - C2C Meets with Lathrop GPM to discuss board organizational and rule development
- Attorney General's Office comes to the Board meeting to present on Sunshine law
- Informational meetings on the NG911 Grants are held across the state
- Board administers the Annual PSAP Survey
- Board votes to apply for an NG911 grant to establish statewide GIS per NENA standards (1/22/20)
- Board votes to endorse the Next Generation 9-1-1 Act of 2019 (1/22/20)
- Test direct deposits made to counties and each county is contacted to confirm receipt
- First prepaid fund deposits are remitted to counties (Including funds collected from October - December 2019) totaling \$643,463.87 (January 27)

## **February 2020**

- Grant Subcommittee meets to begin developing the Missouri 911 Financial Assistance Program and identifies award priority areas
- Board approves RFP for GIS/Mapping Services (2/28/20)
- Board votes to approve 911 Service Trust Fund Grant/loan application and rubric (2/28/20)
- Board hires Executive Director
- Board begins building a relationship with the state broadband office
- Board develops GIS RFP (Dr. Scott - Point Person) - Legal Reviews RFP
- Board holds interviews with potential ED candidates (2/28/20)

## **March 2020**

- Board distributes GIS RFP (March 9)
- Board is notified "new wireless option" collection issues in Northwest, Missouri
  - Board engages Governor's Office, Department of Revenue, Telecommunication companies, and relevant State Senators
  - DOR writes to telecom companies regarding monthly fees imposed by 190.455 (March 5)

- Board writes to DOR regarding the status of the centralized database of 911 taxes required per 190.474 RSMO
- Executive Director begins work (contract effective March 20, 2020)
- Federal NG911 Grant Application deadline extended from March 31, 2020 - April 30, 2020
- Board announces ED hire
- Board responds to COVID-19
  - Worked with the Governor's office and DHSS to successfully seek the waiver of 192.067, RSMo and 19 CSR 20-20.020(10) so that PSAPs, law enforcement, fire protection and EMS could gain access to addresses of suspected or confirmed cases. Efforts included a drafted resolution, letter to the Governor's office, and a legal evaluation.
  - Distributed PSAP and Dispatcher advisories on behalf of state agencies
  - Issued survey to PSAPs on funding impacts
  - Worked with DHSS to help first responders gain access to testing
  - Developed recommendations and guidance for PSAPs
  - Created an online discussion board for members of the 911 community
  - Collected and distributed resources
- Board announces an extension for the GIS RFP (Extended from April 3 to April 17, 2020)

#### **April 2020**

- Board appoints a permanent Statewide 911 Coordinator (4/30/20)
- Board votes to approve rules and regulations as drafted (4/30/20)
- Board approves the PSAP survey report (4/30/20)
- Board remits prepaid fund deposits to counties (January – March payments) totaling \$643,463.87

#### **May 2020**

- Board announces notice of funding opportunity for the Missouri 911 Financial Assistance Program (5/12/20)
- Board files rules and regulations with the Secretary of State
- Board opens applications for grants and loans through the Missouri 911 Service Board Financial Assistance program and provides sample resolutions for applicants (5/21/20)

- Board holds an informational webinar on the financial assistance program (5/26/20) and posts recording and FAQs on the Board website
- Board expands C2C's administrative contract to include regionalization services (Contract start date: June 1, 2020)
- Board votes to approve Annual PSAP Survey Report
- Board reengages Training Committee
- Tracy McGinnis is designated as the DPS representative for the Board with a term beginning on May, 27 2020

### **June 2020**

- Board develops a strategy for assisting basic 911 counties, beginning with initial conversations with local 911 leadership - contact list developed
- Chief Michael Snider is appointed to the Board as a Fire Chiefs representative for a term beginning on June 8, 2020
- Mark Stidham is appointed to the Board as a Municipalities representative for a term beginning on June 8, 2020

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## **UPDATES TO APPROVE**

### **July 2020**

- Board establishes a Next Generation 911 Committee (7/19/20)
- Board awards \$371,320 in grant funding for seven counties. Awarded projects promote NG911 compatibility, virtual consolidation, text-to-911, improved mapping and location services, and other service level improvements (7/19/20)
- Board approves Powerphone as training provider (7/19/20)
- Board writes letter in support of federal funding for 911 infrastructure (7/19/20)

### **August 2020**

- Board approves updated by-laws (8/26/20)
- Board approves updated 911 Training and Standards Act (8/26/20)
- Board refines considerations for the Grant and Loan program, prioritizing projects that that best address award priority areas in the most cost-efficient way possible, focus on



call-taking and citizen locating, address the state's highest need areas, and move the state forward as a whole (8/26/20)

- Board considers five applicants for the statewide GIS projects approves lowest and best bid as presented by Geocomm (8/26/20)

### **September 2020**

- Board approves Emergency Medical Dispatch (EMD) policy recognizing EMD as a life-saving practice that provides critical intervention in emergency situations prior to the arrival of field responders and recommends that all PSAPs and dispatch agencies that conduct medical call-taking provide EMD where practicable under the circumstances. (9/30/20)

### **October 2020**

- Board approves an RFP for a NG911 Feasibility Study (10/28/20)
- Board approves RFI for statewide training system (10/28/20)

### **November 2020**

- Board approves eight grant and loan projects totaling \$554,174.21 in funding. Of the approved projects, seven projects are ultimately funded totaling \$535,556.45 (11/18/20)
- Board opens a new Open a new grant cycle with a deadline of January 15, 2021 capping projects at \$250,000 per entity, with no project cap on multijurisdictional projects (11/18/20)

### **December 2020**

- Board holds quarterly regional meetings (12/8-10/20)
- Board votes to endorse a legislative agenda – clarifying that 911 districts can seek state grants instead of the present law that requires grants to be requested by the county commission, clarifying that 911 districts have the same liability protection as fire and ambulance districts, and protecting 911 districts from Tax Increment Financing (12/16/20)

### **January 2021**

- Board amends the 2020-2021 budget to increase the grant and loan budget line item by \$1,900,000 (1/27/21)

- Board considers four applicants for the statewide NG911 Feasibility Study approves lowest and best bid as presented by Mission Critical Partners (1/27/21)

### **February 2021**

- Board approves the Missouri NG911 GIS Data Standard & Best Practices and make it available for public viewing (2/24/21)
- Board awards \$1,931,925.73 in grant funding for seven projects in fourteen counties. Awarded projects include bringing four counties with only a basic level of 911 services to Phase II with text-to-911 and NG911 compatibility (7/19/20)

### **March 2021**

- Board holds quarterly regional meetings (3/16-18/21)
- Board approves its triennial report to the Governor and General Assembly (3/24/21)
- Board approves Request for Quotations for EMD Guidelines/Instruction Vendors (3/24/21)
- Board approves a resolution articulating its willingness to coordinate the submission of the necessary application of those federal funds in Missouri (3/24/21)
- Board begins Missouri NG9-1-1 GIS Educational Sessions – total there are five sessions held in March and April

### **April 2021**

- Board releases the Triennial Report to the Governor and General Assembly, and sends the report to the Governor's Office and the Offices of each member of the General Assembly (4/12/21)
- National Public Safety Telecommunicator Week is recognized in a Resolution on the floors of the Missouri House and Senate. Resolution sponsors, Rep. Lane Roberts (R-Newton) and Sen. Karla Eslinger (R-Douglas) highlight the Board's report, speak about its highlights, and recognize the Board and 911 Associations (4/13/21)
- Board Director represents Missouri in a Federal Advocacy Day "9-1-1 Goes to Washington: Virtual Edition" (4/13/21)