

9-1-1 Service Board Meeting

April 22, 2020

1:00 p.m. – 4:00 p.m.

Virtual Meeting

Join Via Computer: <https://zoom.us/j/602094226>

Join Via Telephone: +1 312-626-6799

Meeting ID: 602 094 226

AGENDA

- I. Welcome
- II. **Action Item:** Roll Call
- III. **Action Item:** Review/Approve Agenda
- IV. **Action Item:** Review/Approve Minutes
- V. **Discussion Item:** Brief update on COVID-19 and impact on 911/First Responders
 - a. **Discussion Item:** Revenue Impact on Counties
 - b. **Informational Item:** Federal Funding Legislation (Jason)
- VI. **Discussion Item:** GIS Service Proposal Update – Review Timeline, Discuss possible additional reviewers
 - a. **Action Item:** Schedule time for the full board to reconvene and discuss
Proposal: Closed meeting on April 30th
 - b. **Action Item:** Schedule time for the full board to reconvene for final vote
Proposal: Closed meeting Friday, May 8th
- VII. **Action Item:** Review/Consider Proposed Rules/Regulations (Scott Penman)
 - a. **Action Item:** Review/Consider Grant Subcommittees Recommended Trust Fund Loan Policies
- VIII. **Discussion/Action Item:** Missouri State 911 Coordinator Role/Designee (Lisa/Brian)
- IX. **Discussion Item/Action Item:** Region Roles/Responsibilities & Assisting Basic 911 Counties
- X. **Discussion Item:** Subcommittee Updates
 - a. Finance
 - b. Regionalization
 - c. Legislative/Legal
 - d. Grant
 - e. Search

- XI. **Informational Item:** Update on Federal Grant (Bryan Courtney)
- XII. **Informational/Discussion:** Updates from C2C (Scott Penman)
 - a. PSAP Survey Report

- XIII. **Action Item:** Adjourn

The 911 Service Board may go into closed section for any reason pursuant to 610.021 RSMo



**911 Service Board – Roll Call
March 24, 2020 – 1:00pm**

Appointee	Represents	Present	Absent	N/A
Chief James Person, Chairman	Police Chiefs	✓		
Alan Wells, Vice-Chairman	1 st Class Counties	✓		
Lisa Schlottach, Secretary State Interim 911 Director	911 Directors Association		✓	
Dr. Kenneth Scott, Treasurer	2 nd , 3 rd , & 4 th Class Counties	✓		
Dr. Opeoluwa Sotonwa	Governor’s Council on Disability		✓	
Sheriff Stephen Korte	APCO	✓		
Jason White	Emergency Medical Services & Physicians	✓		
Sheriff Rodney Herring	Sheriffs	✓		
Chief Mark Hasheider	Fire Chiefs		✓	
Kenny Jones	Department of Public Safety Designee	✓		
Vacant	Wireless Telecommunications			✓
Vacant	Telecommunications			✓
Vacant	VOIP			✓
Vacant	MO-NENA			✓
Vacant	Municipalities			✓



Minutes: 9-1-1 Service Board Meeting

March 24, 2020
 1:00 p.m. – 4:00 p.m.
 Via Conference Call
 Conference Number: +1-800-944-8766
 Access Code: 40416#

*Roll Call Attached

MOTION TO	MOTION MADE BY	SECONDED BY	APPROVED (Y/N)
Approve Agenda	Alan Wells	Sheriff Korte	Yes <i>Unanimous Roll Call</i>
Approve Board Meeting Minutes, February 2020	Alan Wells	Jason White	Yes <i>Unanimous Roll Call</i>
Use services of Mid-America Regional Council to develop a message & discussion board for COVID-19-related issues	Jason White	Alan Wells	Yes <i>Unanimous Roll Call</i>
Seek legal assistance in drafting a letter regarding access to the address of homebound COVID-19 outbreak persons and send the final letter to the governor.	Jason White	Alan Wells	Yes <i>Unanimous Roll Call</i>
Extend the deadline for GIS RFP Responses to April 17, 2020	Dr. Kenneth Scott	Alan Wells	Yes <i>Unanimous Roll Call</i>

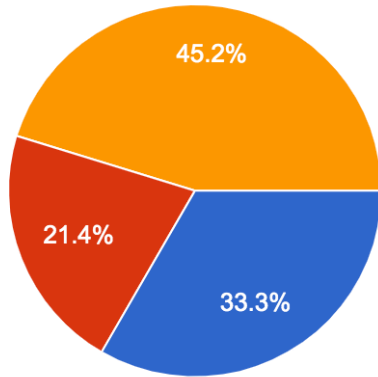


Convene the 911 board grant subcommittee to develop recommendations on loans using the Chairman's recommended as presented by Dr. Scott	Jason White	Dr. Kenneth Scott	Yes <i>Unanimous Roll Call</i>
Approve premium liability EPL policy and insurance for new Executive Director	Dr. Kenneth Scott	Alan Wells	Yes <i>Unanimous Roll Call</i>
Purchase and pay premium for criminal liability insurance	Dr. Kenneth Scott	Jason White	Yes <i>Unanimous Roll Call</i>
Approve the purchase of a Laptop Thinkpad (\$2,983.05) for new Executive Director	Dr. Kenneth Scott	Alan Wells	Yes <i>Unanimous Roll Call</i>
Adjourn	Stephen Korte	Alan Wells	Yes <i>Unanimous Roll Call</i>

MISSOURI 911 COVID-19 ISSUE RESPONSE SURVEY: APRIL 18-20, 2020

Has your 911 revenue been impacted by COVID-19?

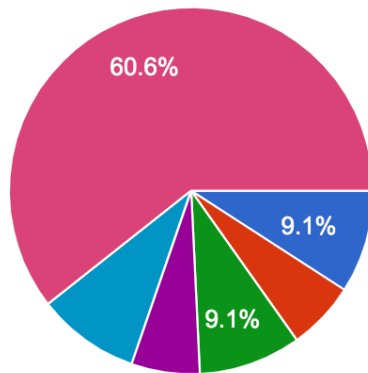
42 responses



- Yes, there has been a decline in 911 revenue
- No, there has not been a decline in 911 revenue
- Unknown - I don't know yet if there has been a decline in 911 revenue

If yes (decline in revenue), by what percentage has it decreased?

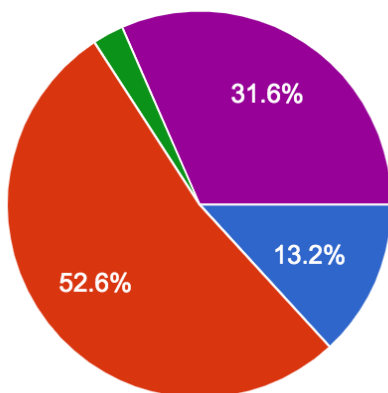
33 responses



- 1-5%
- 6-10%
- 11-15%
- 16-20%
- 21-25%
- 26%+
- N/A

If yes (decline in revenue), what is your county's primary funding source?

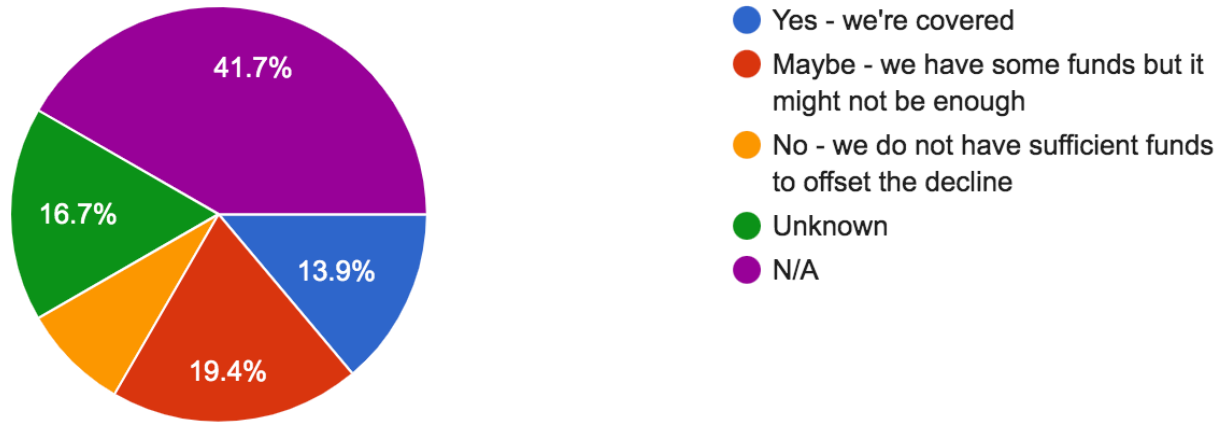
38 responses



- Landline Surcharge (up to 15%)
- Sales Tax
- Fee on Any Device Capable of Contacting 911 (Cell phones and landlines up to \$1)
- Locally funded
- N/A

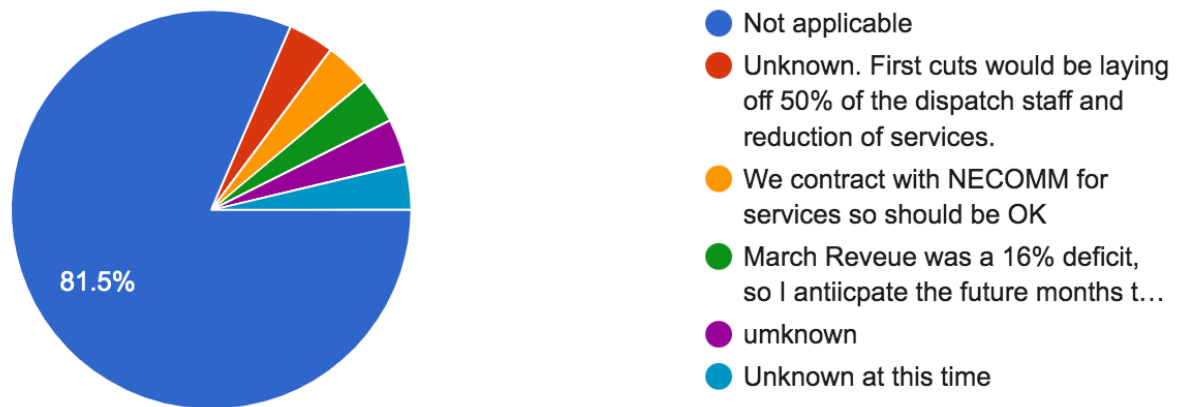
If yes (decline in revenue), does your county have sufficient funds in emergency reserves to offset the decline?

36 responses



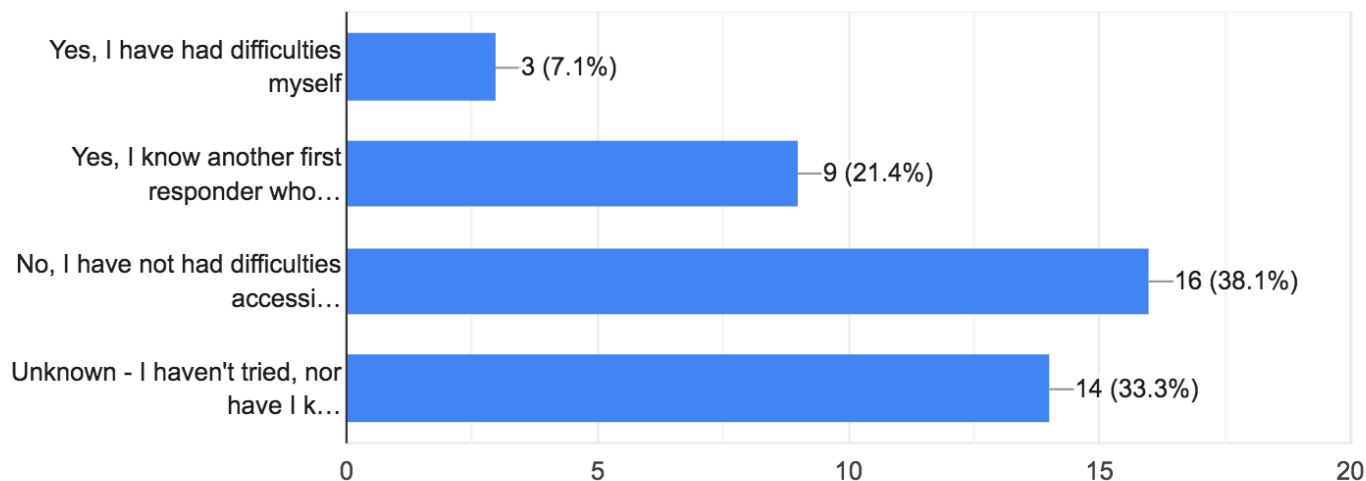
If no (do not have sufficient funds to offset the decline) how long could you continue to operate under current declines?

27 responses



In your capacity as a first responder, have you had difficulties accessing COVID-19 testing sites or know another first responder who has?

42 responses



SAMPLE RESPONSES ON TESTING:

- State refused to test a 911 dispatcher claiming they were not a first responder. We had to seek private testing.
- One dispatcher is quarantined by her doctor, who says she may have COVID-19 but will not have her tested. An additional dispatcher came down with COVID-19 symptoms, went to the hospital, and was denied a test, even after identifying as a “first responder”. We are not “first responders” in most people’s eyes. We are looking at quarantining a portion of the staff for 2 weeks, those that have had contact with the dispatcher in question.

GENERAL COMMENT SAMPLES:

- State order to share information with 911 is not being adhered to.
- Information sharing from health authorities is not reliable - and non-existent across state lines where many of our residents are being tested.
- Like most agencies we are very small. We have had 2 dispatchers in quarantine and it has put a great stress on available dispatchers to pick up the slack.
- According to our County Treasurer, our sales tax has NOT declined, but he does expect to see a shortfall in the next couple of months. You may want to send this survey back out in a month or two.

Proposed Timeline for Review/Approval of the GIS Service Proposals:

Proposal Submission Deadline: Friday April 17th. Send review committee proposal by close of business on Monday, April 20.

Proposal Review: April 20th - April 28th: Review Committee reviews proposals

Review Committee Meeting: Tuesday, April 28th or Wednesday, 29th: Review committee meets and determines their recommendation for the board.

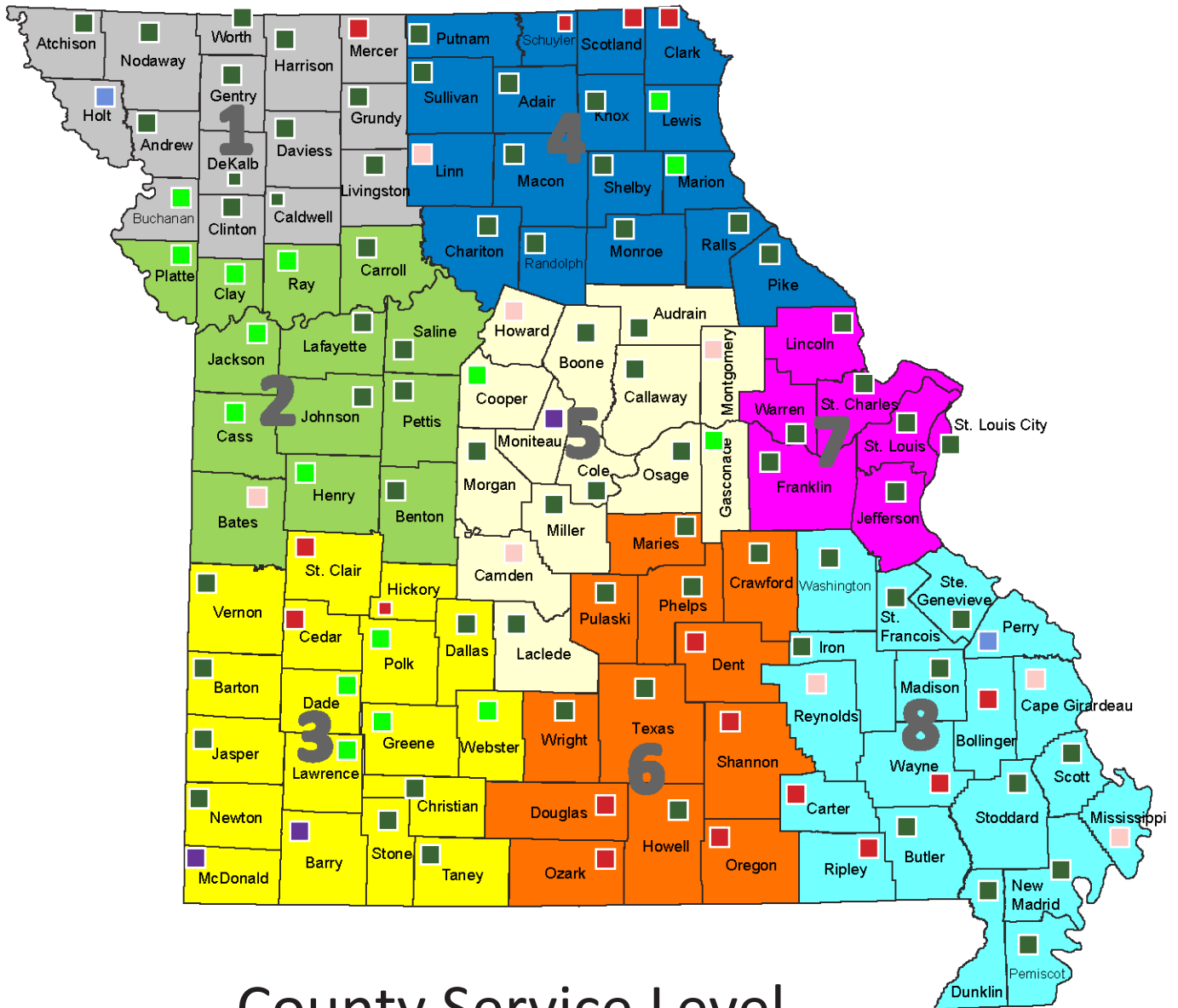
Full Board Committee Meeting: April 30th: Board meets to consider the proposals and review committee recommendations.

Vendor Follow-Up/Negotiations: April 30th - May 7th. Allow the board to engage in needed follow-up conversations or negotiations with vendors.

Full Board Reconvenes for Final Vote: Friday, May 8th.

Board Notifies Vendors: Notification of vendors will occur as soon as practicable following the Board's final decision.

911 Regional Coordination Center Committee Region



County Service Level

- Basic 911
- Enhanced (Only Wireline)
- Phase 1 (Wireless Number Only)
- Start Phase II
- Phase II (Lat/Long)
- Text to 911

Missouri 911 Service Board
Financial Statements
March 31, 2020

Taylor Nold Kenney & Mitchell LLC

Certified Public Accountants

108 North Main Street • Clinton, MO • 64735 • (660) 885-6996

Accountant's Compilation Report

Board Members

Missouri 911 Service Board
Clinton, MO

The members are responsible for the accompanying financial statements of Missouri 911 Service Board, which comprise the statement of assets, liabilities, and fund balances – modified accrual basis as of March 31, 2020, and the related statement of revenues, expenditures, and changes modified accrual basis in fund balances for the nine months then ended March 31, 2020, and for determining that the modified accrual basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services (SSARS) promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by the owner. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

The financial statements are prepared in accordance with the modified accrual basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America.

The members have elected to omit substantially all the disclosures ordinarily included in financial statements prepared in accordance with the modified accrual basis of accounting. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the member's assets, liabilities, funds, revenues, and expenditures. Accordingly, the financial statements are not designed for those who are not informed about such matters.

The accompanying supplementary information is presented for purposes of additional analysis and is not a required part of the basic financial statements. This information is the representation of management. The information was subject to our compilation engagement, however, we have not audited or reviewed the supplementary information and, accordingly, do not express an opinion, a conclusion, nor provide any form of assurance on such supplementary information.

Taylor, Nold, Kenney & Mitchell, LLC

April 16, 2020

**Missouri 911 Service Board
Funds Balance Sheet
Modified Accrual Basis
As of March 31, 2020**

	General
ASSETS	
Cash and Cash Equivalents	\$ 2,613,155.12
Total Assets	\$ 2,613,155.12
 LIABILITIES AND FUND BALANCES	
Liabilities	
County Fund @ 40%	\$ 395,316.15
County Fund @ 65%	\$ 206,507.08
Total Liabilities	\$ 601,823.23
 Fund Balances:	
Reserved:	
Reserve Fund (15%)	\$ 635,947.79
Total Reserved	\$ 635,947.79
 Unreserved:	
General Fund	\$ 1,375,384.10
Total Unreserved	\$ 1,375,384.10
Total Fund Balances	\$ 2,011,331.89
Total Liabilities and Fund Balances	\$ 2,613,155.12

Missouri 911 Service Board
Statement of Revenues, Expenditures and Changes in Fund Balances
Modified Accrual Basis
One Month and Nine Months Then Ended March 31, 2020

	Month Ended March 31, 2020	Year Ended March 31, 2020
REVENUES		
911 Service Revenue	\$ 435,175.39	\$ 3,685,400.24
Total Revenue	435,175.39	3,685,400.24
OPERATING EXPENDITURES		
Emergency Telephone Fund		
1st Class Counties	82,810.55	739,915.35
Other Counties	136,325.35	1,418,666.21
Contract Services		
Accounting	875.00	1,425.00
Executive Director Search	-	14,700.00
Insurance	3,726.00	7,666.00
Legal Fees	1,001.00	3,647.00
Secretarial	-	39,632.60
Office Expense		
Dues & Fees	-	500.00
Postage	-	49.80
Supplies	-	-
Board Expense		
Interpreter	416.00	835.00
Mileage	623.57	1,100.87
Total Operating Expenditures	225,777.47	2,228,137.83
Excess (deficiency) of Revenues Over Expenditures	209,397.92	1,457,262.41
OTHER FINANCING SOURCES (USES)		
Interest	3,445.52	22,432.43
Reserve Transfer	(65,793.14)	(556,174.90)
Total Other Financing Sources and Uses	(62,347.62)	(533,742.47)
Net Change in Fund Balances	147,050.30	923,519.94
Fund Balance - Beginning July 1, 2019		451,864.16
Fund Balance - Beginning March 1, 2020	1,228,333.80	
Fund balance - Ending March 31, 2020	\$ 1,375,384.10	\$ 1,375,384.10

Missouri 911 Service Board
Supplementary Information
March 31, 2020

**Missouri 911 Service Board
Reserve Transfer
15% of Revenue**

	Revenue	Reserve Transfer
6/30/2019	\$ 531,819.25	\$ 79,772.89
2018-2019 Fiscal Year	\$ 531,819.25	\$ 79,772.89
7/31/2019	\$ 492,105.44	\$ 73,815.82
8/31/2019	\$ 431,589.47	\$ 64,738.42
9/30/2019	\$ 214,250.75	\$ 32,137.61
10/31/2019	\$ 406,101.66	\$ 60,915.25
11/30/2019	\$ 423,911.15	\$ 63,586.67
12/31/2019	\$ 541,295.16	\$ 81,194.27
1/31/2020	\$ 353,546.58	\$ 53,031.99
2/29/2020	\$ 406,411.55	\$ 60,961.73
3/31/2020	\$ 438,620.91	\$ 65,793.14
4/30/2020		
5/31/2020		
6/30/2020		
2019-2020 Fiscal Year	\$ 3,707,832.67	\$ 556,174.90
Overall Total	\$ 4,239,651.92	\$ 635,947.79

**Missouri 911 Service Board
County Payable as of 3/31/2020**

County Payable @ 40%	
Adair Payable	2,875.40
Andrew Payable	791.19
Atchison Payable	303.34
Audrain Payable	0.30
Barry Payable	1.84
Barton Payable	2,560.62
Bates Payable	3,721.32
Benton Payable	4,237.61
Bollinger Payable	1,902.09
Boone Payable	14,687.36
Buchanan Payable	10,959.56
Butler Payable	10,034.38
Caldwell Payable	2,549.43
Callaway Payable	4,588.46
Camden Payable	7,377.49
Cape Girardeau Payable	12,361.78
Carroll Payable	-0.91
Carter Payable	808.38
Cass Payable	6.13
Cedar Payable	3,125.70
Chariton Payable	245.32
Christian Payable	167.81
City of Sikeston Payable	1,236.60
Clark Payable	200.81
Clay Payable	15,091.50
Clinton Payable	1,261.34
Cole Payable	6,792.69
Cooper Payable	3,055.23
Crawford Payable	4,221.09
Dade Payable	0.18
Dallas Payable	-0.93
Daviess Payable	0.46
DeKalb Payable	2,517.75
Dent Payable	3,109.86
Douglas Payable	4,199.14
Dunklin Payable	7,238.92
Franklin Payable	12,436.32
Gasconade Payable	2,309.69
Gentry Payable	514.09
Greene Payable	43,298.42
Grundy Payable	1,596.59
Harrison Payable	1,966.65
Henry Payable	1.33

**Missouri 911 Service Board
County Payable as of 3/31/2020**

Hickory Payable	1,605.49
Holt Payable	227.55
Howard Payable	847.68
Howell Payable	7.44
Iron Payable	1,442.53
Jasper Payable	23,858.71
Jefferson Payable	3,490.95
Johnson Payable	11.79
Knox Payable	110.19
Laclede Payable	8,277.91
Lafayette Payable	3,643.73
Lawrence Payable	9,975.74
Lewis Payable	742.93
Lincoln Payable	4,511.72
Linn Payable	1,096.03
Livingston Payable	3,771.47
Macon Payable	949.03
Madison Payable	2,484.21
Maries Payable	670.97
Marion Payable	2,186.12
McDonald Payable	-0.51
Mercer Payable	458.79
Miller Payable	3,584.70
Mississippi Payable	1,323.20
Moniteau Payable	1,290.65
Monroe Payable	-101.18
Montgomery Payable	1,327.67
Morgan Payable	3,132.10
New Madrid Payable	5,707.05
Newton Payable	9,508.32
Nodaway Payable	1,183.79
Oregon Payable	1,952.70
Osage Payable	-1.03
Ozark Payable	1,898.22
Pemiscot Payable	2,340.45
Perry Payable	3,291.88
Pettis Payable	7,728.23
Phelps Payable	6,209.48
Pike Payable	2,505.12
Polk Payable	8,260.56
Pulaski Payable	5,501.02
Putnam Payable	393.63
Ralls Payable	805.66
Randolph Payable	1,896.75

**Missouri 911 Service Board
County Payable as of 3/31/2020**

Ray Payable	5,173.76
Reynolds Payable	589.88
Ripley Payable	1,969.86
Saline Payable	3.58
Schuyler Payable	175.89
Scotland Payable	219.63
Scott Payable	1,869.15
Shannon Payable	730.56
Shelby Payable	137.22
St. Clair Payable	1,896.01
St. Francois Payable	9,781.37
Ste. Genevieve Payable	1,305.83
Stoddard Payable	6,742.62
Stone Payable	0.18
Sullivan Payable	0.86
Taney Payable	11,137.18
Texas Payable	4,634.45
Vernon Payable	6,993.35
Warren Payable	1,527.23
Warrenton Payable	1.79
Washington Payable	3,734.21
Wayne Payable	2,092.75
Webster Payable	-0.63
Worth Payable	134.83
Wright Payable	2.82
Total County Payable @ 40%	\$ 395,316.15
County Payable @ 65%	
Jackson Payable	65,964.43
St. Charles Payable	30,666.22
St. Louis City Payable	31,347.67
St. Louis County Payable	78,528.76
Total County Payable @ 65%	\$ 206,507.08
Total County Payable	\$ 601,823.23

<u>Date</u> <u>sortable</u>	<u>Ref/Check No</u> <u>sortable</u>	Description	<u>Debit sortable</u>	<u>Credit sortable</u>	Balance
04/14/20 20	<u>90026</u>	Check 90026	-\$8,035.50		\$2,458,804. 56
04/13/20 20		TAX DISBUR MISSOURI 911 1841792333 0865006051245 27	-\$189,376.40		\$2,466,840. 06
04/13/20 20		TAX DISBUR MISSOURI 911 1841792333 0865006051315 39	-\$185,399.49		\$2,656,216. 46
04/13/20 20		TAX DISBUR MISSOURI 911 1841792333 0865006051129 31	-\$146,076.84		\$2,841,615. 95
04/13/20 20		TAX DISBUR MISSOURI 911 1841792333 0865006051649 03	-\$80,905.22		\$2,987,692. 79
04/13/20 20		TAX DISBUR MISSOURI 911 1841792333 0865006051217 02		\$302.31	\$3,068,598. 01
04/10/20 20		E911 MISSOURI 911 L431283723 0865006394929		\$468,214.26	\$3,068,295. 70

04/08/20 20	90018 Check 90018	-\$9,600.00	\$2,600,081. 44
04/08/20 20	TAX DISBUR MISSOURI 911 1841792333 0865006050733 01	-\$1.03	\$2,609,681. 44
04/08/20 20	TAX DISBUR MISSOURI 911 1841792333 0865006050928 02	-\$1.03	\$2,609,682. 47
04/08/20 20	90025 Check 90025	-\$243.00	\$2,609,683. 50
04/02/20 20	QUICKBOOKS INTUIT PAYROLL S 1722616679 841792333 0210000220376 24	-\$3,228.62	\$2,609,926. 50

Totals: Transactions: 12 Debits: - Credits:
\$622,867.13 \$468,516.57

04/13/2020	MISSOURI 911 TAX DISBUR ACH Entry Memo Posted Today	\$302.31	\$2,466,840.06
04/13/2020	MISSOURI 911 TAX DISBUR ACH Entry Memo Posted Today	-\$80,905.22	\$2,466,537.75
04/13/2020	MISSOURI 911 TAX DISBUR ACH Entry Memo Posted Today	-\$185,399.49	\$2,547,442.97
04/13/2020	MISSOURI 911 TAX DISBUR ACH Entry Memo Posted Today	-\$189,376.40	\$2,732,842.46
04/13/2020	MISSOURI 911 TAX DISBUR ACH Entry Memo Posted Today	-\$146,076.84	\$2,922,218.86
04/10/2020	E911 MISSOURI 911 L431283723 086500639492978	\$468,214.26	\$3,068,295.70
04/08/2020	90018 Check 90018	-\$9,600.00	\$2,600,081.44
04/08/2020	TAX DISBUR MISSOURI 911 1841792333 086500605073301	-\$1.03	\$2,609,681.44
04/08/2020	TAX DISBUR MISSOURI 911 1841792333 086500605092802	-\$1.03	\$2,609,682.47
04/08/2020	90025 Check 90025	-\$243.00	\$2,609,683.50
04/02/2020	QUICKBOOKS INTUIT PAYROLL S 1722616679 841792333 021000022037624	-\$3,228.62	\$2,609,926.50
03/31/2020	Interest Deposit	\$3,445.52	\$2,613,155.12

03/31/2020	90024 Check 90024	-\$84.28		\$2,609,709.60
03/31/2020	90020 Check 90020	-\$308.04		\$2,609,793.88
03/30/2020	90023 Check 90023	-\$1,837.00		\$2,610,101.92
03/30/2020	90022 Check 90022	-\$1,889.00		\$2,611,938.92
03/27/2020	90019 Check 90019	-\$231.25		\$2,613,827.92
03/24/2020	90021 Check 90021	-\$1,001.00		\$2,614,059.17
03/19/2020	90017 Check 90017	-\$416.00		\$2,615,060.17
03/19/2020	TAX DISBUR MISSOURI 911 1841792333 086500605134815	-\$17.51		\$2,615,476.17
03/18/2020	QUICKBOOKS INTUIT PAYROLL S 1722616679 841792333 021000023469341		\$0.82	\$2,615,493.68
03/18/2020	QUICKBOOKS INTUIT PAYROLL S 1722616679 841792333 021000023469342		\$0.60	\$2,615,492.86

Bill Pay

C2C

\$9,600.00

[View](#)

Udell

\$308.04

[View](#)

Brian

\$231.25

[View](#)

Attorney

\$1,001.00

[View](#)

Dr. Scott

\$84.28

[View](#)

Mike Keith Ins.

\$1,837.00

[View](#)

Mike Keith Ins.

\$1,889.00

[View](#)

Mike Keith Ins.

\$243.00

[View](#)

Attorney

\$8,035.50

[View](#)

Jason

\$279.50

[View](#)

Total

\$23,508.57

Missouri 911 Service Board

PSAP Survey



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Executive Summary

Missouri state statute 650.330.4(13) requires that the Missouri 911 Service Board conduct an annual survey of public safety answering points in Missouri to evaluate potential for improved services, coordination, and feasibility of consolidation.

The Missouri 911 Service Board requested that public safety answering points (PSAPs) participate in a survey, which will allow us to provide the legislature with a reliable picture of emergency telecommunications capabilities, their structure, and funding in Missouri. State statute prohibits any PSAP from receiving grants and loans from the Missouri 911 Service Trust Fund established (190.420 RSMO) if the applicant failed to complete this survey (650.355.13 RSMO).

The survey was opened January 13, 2020 and closed March 31, 2020. A total of 150 responses were received. The survey requested data from the 2018 operating or fiscal year.

PSAP Survey Methodology

Missouri 911 Service Board members and staff compiled the PSAP Survey questions. The survey consisted of 73 questions grouped by topic category included: Contact Information and Service Area, Call Volume, Dispatch Information, Staffing, Funding, PSAP Consolidation, Equipment and Technology, GIS Data and Capability, and Continuing Education.

The survey was created using Google forms and the board attempted to distribute the survey link to all PSAPs in the state. The Survey opened January 13, 2020 and participants were initially asked to respond by January 31, 2020 and then extended to February 28, 2020. 911 Service Board members and staff followed up with those PSAPs who had not responded by January 31, 2020 with phone calls and emails. A copy of the Survey can be found in Appendix B. A list of PSAPs that responded to the survey is in Appendix C.

PSAP Survey Results

Contact Information and Service Area

The first set of questions asked for the name of the PSAP, the respondent, point of contacts and service area including all cities, counties and jurisdictions. Including the status of the PSAP. As of 2017, there were 185 known PSAPs in the state of Missouri. Since 2017, there are now 162 PSAPs in the state, as of 2018, six no longer exist and seventeen PSAPs were reportedly consolidated with other PSAPs.

Primary PSAPs are PSAPs to which 911 calls are routed directly from the 911 control office. This includes the majority of Missouri PSAPs, and account for 135 survey responses. Secondary PSAPs are PSAPs to which 911 calls are transferred from a primary PSAP. Secondary PSAPs make up a much smaller number in the state and account for 9 survey responses. One PSAP is both a primary and secondary PSAP and 5 respondents are not classified as PSAPs.

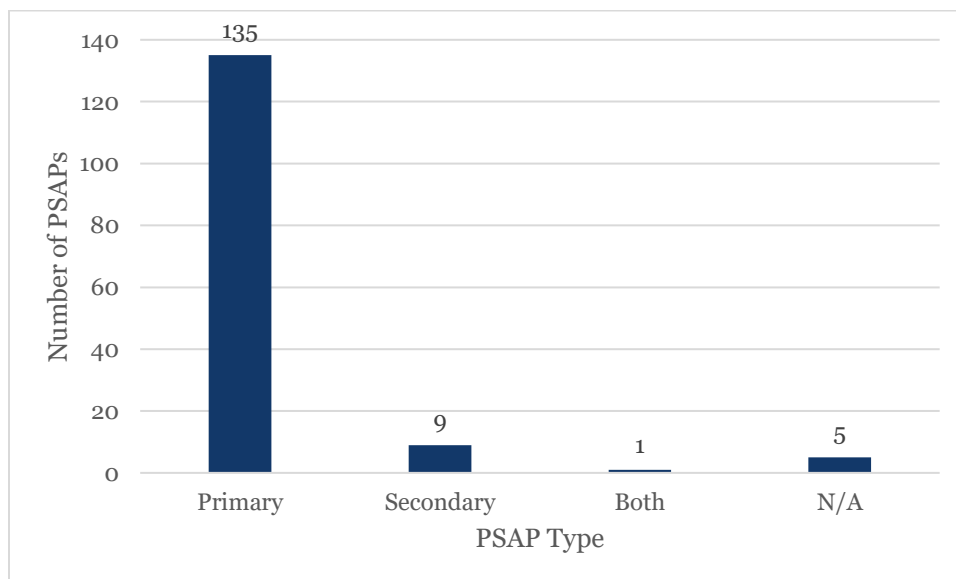


Figure 1. PSAP Type

PSAP Call Volume

The call volume section asked for the number of landline, wireless, text message, Voice-Over-Internet-Protocol (VoIP), other call, and total in-bound call volume for the 2018 calendar or budget year? Tables 1, 2, and 3 show the results of the total number of call as well as landline and wireless calls. Only 40 PSAPs reported text message contacts with Lees Summit and the Kansas City Police Departments receiving the highest number of text message 911 contact.

Total Number of Calls	Number of PSAPs
432-4,000	20
4,001-10,000	26
10,001-50,000	47
50,001-100,000	22
100,001-200,000	12
200,001-300,000	3
300,001-963,736	4
Unknown	15

Table 1. PSAP Call Volume

Total Number of Landline Calls	Number of PSAPs
110-4,000	77
4,001-10,000	16
10,001-50,000	16
50,001-100,000	5
100,001-200,000	3
200,001-300,000	2
Unknown	33

Table 2. PSAP Landline Call Volume

Total Number of Wireless Calls	Number of PSAPs
None	6
52-4,000	29
4,001-10,000	32
10,001-50,000	39
50,001-100,000	5
100,001-300,000	2
300,001-471,366	1
Unknown	40

Table 3. Wireless Call Volume

PSAP Direct Dispatch

The third section asked how many agencies of each discipline were dispatched from the PSAP, including Law Enforcement, Fire, EMS, Emergency Management, Public Works, Animal Control, Missouri state Highway Patrol, and any other agency. Additional agencies dispatched included Army Corps of Engineers, Animal Control, Missouri Department of Conservation (Operation Game Thief)

Code Enforcement, Circuit Court Civil Process Deputies, Ameren Nuclear Plant, and the Union Pacific Railroad.

This section also included a question on whether the PSAP provides medical post-dispatch and pre-arrival instructions through use of an Emergency Medical Dispatch (EMD) program. EMD uses certified tele-communicators and dispatchers to provide medical emergency treatment instructions to callers over the phone. Of the 150 respondents 50% have the capability and 50% do not, see Figure 2. This reflects a slight increase in medical post-dispatch and pre-arrival instruction when compared to 2017 (48%).

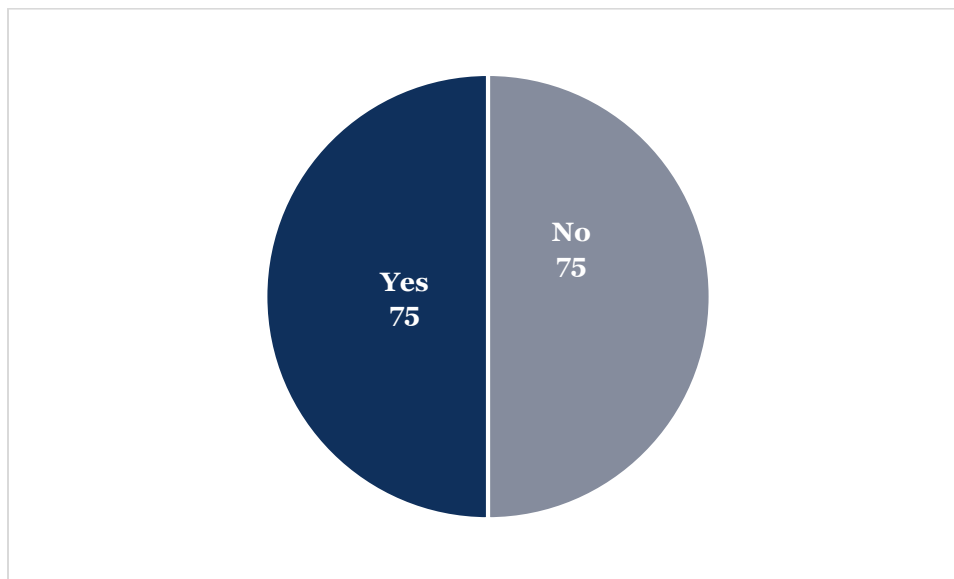


Figure 2. Number of PSAPs with Emergency Medical Dispatch (EMD)

PSAP Virtual Consolidation and Staffing

The PSAP staffing section asked whether the PSAP shares 911 answering equipment with another entity and 45 (30%) responded yes, they share equipment. Additionally, they were asked whether tele-communicators perform services for your PSAP/Jurisdiction other than answering 911 calls and PSAP administration. These responses included a variety of additional duties including warrant entry, MULES and NCIC entries, clerical and administration phone lines, sex offender registration, jailer, storm sirens, building surveillance, and records management.

PSAP staffing questions included number of authorized, budgeted telecommunicator positions, number of full-time and part-time positions, number of current staff and number of vacancies. Number of positions ranged from a low of three to a high of 154.

PSAP Funding

The funding section asked questions about the total operating budget for the 2018 calendar or budget year and PSAP funding sources. Table 4 lists the funding sources used in PSAP operations.

Funding Sources	
Ambulance District	LEST
City General Fund	Police Department Budget
City Tax	Pre-paid Wireless
Contract with other agencies	Phone Tax

Council of Governments	Other taxes
County Funded	Revenue
County General Revenue	911 Sales Tax
Dispatching fees	Sales Tax
General Revenue	Service Contract
Hospital	Sheriff's Operating Budget
Landline Tariff	State Budget
Law Enforcement Sales Tax	User Fees

Table 4. PSAP Revenue Sources

Questions about specific kinds of funding were included and summarized in below in Table 5. County Sales tax is the most commonly utilized source of funding for PSAP operation.

Funding Source	Yes	No
Landline Surcharge Tax – Wireline (Landline Levy) of up to 15 percent (190.305 RSMO)	43	107
County Sales Tax – County-level sales tax (190.335/190.292 RSMO)	65	85
Wireless Option - Tax of up to \$1/month on any device capable of contacting 911 (190.455 RSMO)	6	144
City Sales Tax	15	135
County General Revenue	39	111
City General Revenue	31	119
Jurisdiction Memberships	38	112
Other	5	145

Table 5. PSAP Funding Sources by Option

Jurisdictions were also asked if they were interested in pursuing a different funding mechanisms such as 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). A total of 38 of 15 PSAPs responded that they were interested in exploring additional funding options.

PSAP Consolidation

PSAP were also asked if they are currently consolidated, who the participants are, and whether they are planning to consolidate with another PSAP and to list the participants. Figure 3 shows the number of consolidated PSAPs (50). PSAPs were also asked whether they were planning on consolidating and 23 of the 150 indicated that yes they are planning on consolidating.

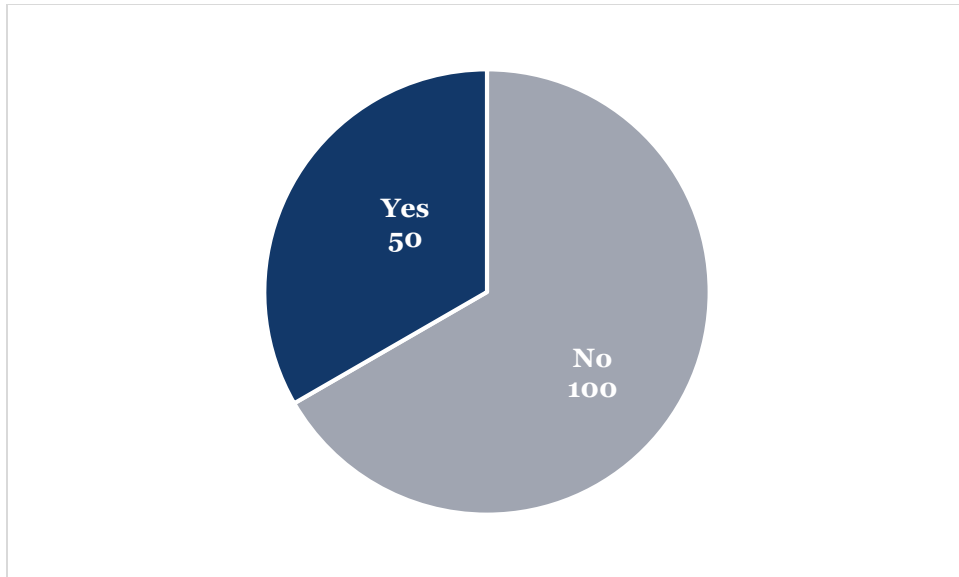


Figure 3. PSAP Consolidation

PSAP Equipment and Technology

This section asked how many about the PSAP equipment and technology. How many physical workstations, System Service Providers, Dispatch Service or CAD, Customer Premise equipment, and the make and model of the radio consoles.

PSAPs have between 1 and 52 physical workstations and some have backup workstations at alternate sites.

911 System service Providers

There are a total of eighteen different 911 System service Providers in use across Missouri with AT&T, CenturyLink, and Indigital being the most popular. Additionally, the PSAPs were asked when the equipment had been purchased and when they anticipated buying new equipment.

Dispatch/CAD Systems

There are a wide variety of Dispatch/CAD Systems in use and the most popular are Omnigo, Enterpol, Global, Central Square, Global, and Caliber. Additionally, the PSAPs were asked when the equipment had been purchased and when they anticipated buying new equipment.

Radio Consoles

There are a variety of Radio Consoles in use by PSAPs with Motorola, Avtec, and Zetron being the most popular. Additionally, the PSAPs were asked the number of radio consoles and when the equipment had been purchased and when they anticipated buying new equipment.

PSAP GIS Capabilities

The GIS section of the survey asked whether the PSAP had GIS capabilities, who maintains their GIS data, if the GIS data meets NENA standards and if the data is NG911 compliant. 128 PSAPs have GIS capability (see Figure 4.) and the majority of the respondents have GIS data that meets the NENA GIS Standards and is NG911 compliant.

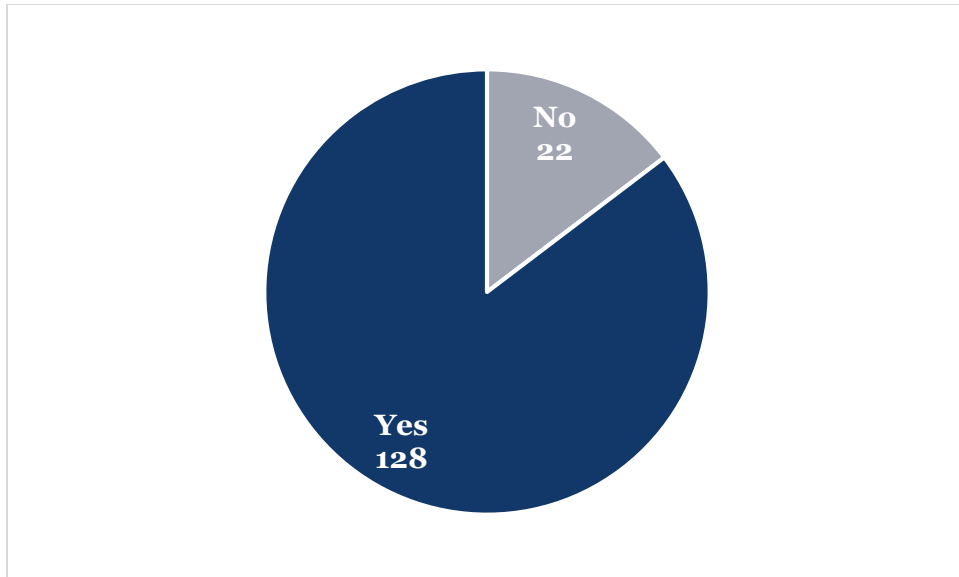


Figure 4. PSAPs with GIS Capability.

Additional PSAP Information

The last section of the survey asked if there was any additional information that was not asked that would help the Department of Public Safety and Missouri Legislators gain a better understanding of how your unique PSAP functions. The answers ranged from comments about funding and consolidation to agency size.

PSAPs were asked if they were interested in implementing text-to-911 and many have already implanted that feature and 73 were interest in this feature; see Table 6 for all responses.

Response	Interested in Implementing Text-to-911
Already implemented	42
In Progress	10
N/A	4
No	19
Possibly	2
Yes	73
Total	150

Table 6. Text-to-to-911 Responses

Additionally, PSAPs were asked if they were interested in implementing Emergency Medical Dispatch. There responses are show in Table 7.

Response	Interested in Implementing Emergency Medical Dispatch (EMD)
Already Implemented	63
N/A	5
No	54
Yes	28
Total	150

Table 7. Interested in Implementing Emergency Medical Dispatch

The last survey question was how many Continuing Education (CEU) credits do you require annually per employee. The answers ranged from a low of two to a high of 96 credits per year.

Appendix A: Abbreviations and Acronyms

CEU	Continuing Education Credits
EMD	Emergency Medical Dispatch
GIS	Geographic Information System
NENA	National Emergency Number Association
PSAP	Public Safety Answering Point
NG911	Next Generation 911
VoIP	Voice-Over-Internet-Protocol

Appendix B: PSAP Survey Questions

PDF of Google Survey

Appendix C: PSAP Survey Respondents

American Medical Response - Plains
Andrew County
Atchison County 911
Audrain County E-911
Aurora/Marionville Police Department
Ballwin Communications
Barry County Emergency Services E9-1-1
Barton County 911 Center
Bates County Sheriff's office
Belton Mo Police Department
Benton County Central Dispatch
Blue Springs Police Department
Bollinger County Sheriff's office
Boone County Joint Communications
Branson Police Department
Bridgeton Police Department
Butler County Sheriff's office
Caldwell County Sheriff's Department/ACCD
Callaway County Joint Communications
Camden County Sheriff's office
Cameron Police Department
Cape Girardeau County Sheriff's office
Carroll County E911
Cass County Sheriff's office
Central County Emergency 911
Central Dispatch for Emergency Services of Daviess County
Chariton County 911 Services
Charleston Dept Public Safety
Chillicothe
Christian County Emergency Services
City of Harrisonville
City of Monett PSAP (Contracted for Lawrence County As Well)
City of Washington
Clark County Sheriff's office
Clay County Sheriff's office
Clinton County Sheriff's office Communications Center
Cooper County E911
Coxhealth EMS Emergency Communications
Crawford County 911 Emergency Services
Crestwood Police
Dade County Emergency Services/911
Dallas County 911

Dekalb County
Dent County Sheriff's office
Doniphan Police Department
Dunklin County 9-1-1
East Central Dispatch Center
El Dorado Springs Police Department
Eldon Department of Public Safety
Excelsior Springs Police Department
Franklin County 911
Gasconade County 9-1-1
Gentry County Emergency Dispatch
Gladstone Public Safety
Glendale Police Department
Grandview Police Department
Grundy E911
Harrison County 911
Henry County 911
Hickory County Sheriff's office
Higginsville Central Dispatch
Holt County PSAP
Howell County 911 Emergency Services
Independence Communications Center
Iron County 911 Communications
Jackson County Sheriff's office
Jasper County Emergency Services
Jefferson City Missouri Police Department
Jefferson County 9-1-1 Dispatch
Johnson County Central Dispatch E-911
Joplin Emergency Communications Center
Kansas City Fire Department
Kansas City, Missouri Police Department
Kirksville/Adair Co E-911 Joint Communications Center
Kirkwood Pd
Lake Saint Louis Police Department
Lawrence County Emergency Services Board
Lee's Summit Fire Department Regional Communications Center
Lee's Summit Police Department
Liberty Police Department
Lincoln County Central Communications
Linn County E911 Central Dispatch
Macon County Enhanced 9-1-1
Madison County E-911
Marion County
Maryville Public Safety

McDonald County 911
Mercer County
Mercy Emergency Services Communication Center
Missouri State Highway Patrol
Moniteau County Emergency Dispatch
Monroe County Joint Communications
Montgomery County Communication Center
Morgan County 911
New Madrid County Emergency 911 Center
Newton County Central Dispatch Center
Nodaway County Sheriff's Department
North Kansas City Mo Police Dept
Northeast (Mo) Emergency Communications Center
O'Fallon Police Department (Justice Center)
Oregon County Sheriff's office
Osage County 911
Ozark County Sheriff
Pemiscot County 911
Perry County 911
Pettis County Sheriff's office
Pike County 911
Platte County Sheriff's Communication Center
Pleasant Hill Police Department
Pleasant Valley Missouri Police Department
Polk County Central Dispatch
Pulaski County E911
Putnam County E 9-1-1
Ralls County 911 Emergency Services - Marion 911 PSAP Began Dispatching In 1/2018
Randolph County Ambulance District
Ray County 911 Emergency Services Board
Raymore Police Department
Raytown Police Department
Reynolds County 911
Riverside Police/Fire
Rolla Central Communications
Saline County E911
Schuyler County Sheriff's office
Scotland County Sheriff office
Scott County E-911
Sedalia Police Department Dispatch
Shannon County Sheriff Department
Shelby Co 911
Springfield-Greene County 911
St Charles County Emergency Communications

St Clair County Sheriff 911
St Joseph Emergency Communications Center
St. Francois County Joint Communications Center/Ste. Genevieve County 911
St. Louis County Police Bureau of Communications
St. Peters Police Department
Stoddard County 911 Services
Stone County Emergency Services
Sugar Creek Police Department
Sullivan County E-911
Taney County Ambulance District Med Comm
Taney County Sheriff
Texas County Emergency Services
University City Police Department
Vernon County 911
Warren County Emergency Communications Center
Washington County Central Dispatch 911
Wayne County
Webster County 911
Wentzville Police Department Communications
Wright County Emergency Communications Center (Wri-Comm 911)



Missouri 911 Service Board



Report prepared by C2C Solutions