

9-1-1 Service Board Meeting

Friday, January 12th, 2024

1:00pm – 3:00pm

Virtual Meeting

Join Via Computer

<https://us06web.zoom.us/j/82886705459>

Join Via Telephone: +1312 626 6799

Meeting ID: 828 8670 5459

AGENDA

- I. **Action Item:** Roll Call
- II. **Action Item:** Review/Approve Agenda
- III. **Action Item:** Review/Approve December Minutes (p.3)
- IV. **Action Item:** Review/Approve Grant Committee Recommendations for ARPA NG911 Funding (Google Document linked)
- V. **Update/Discussion Item:** Lathrop GPM Personnel Changes (p.5)
- VI. **Update Item:** Legislative Updates
 - a. State Legislative Update (Scott Penman)
 - b. Congressional Update (Kaycee Nail)
 - i. **Action Item:** Review/Approve Plan & Budget for 911GTW (p. 8)
- VII. **Update Items:** Board Initiatives
 - a. NG911 Implementation Update (Scott Cason & Brian) (p. 9)
 - b. GIS Update (Shawn)
 - c. Learning management system report (Brian) (p. 11)
 - d. Statewide AED (Brian)
 - e. Social Media (Kaycee) (p.13)

VIII. Discussion Item: Committee Updates

- a. Finance Committee (Jason) (p.14)
 - i. Update Item: November (p.16) & December Financials (p. 45)
- b. Training Committee (Brian)
- c. TERT Committee (Brian)
- d. PSAP Assistance Advisory Committee (Lisa)
- e. EMD Working Group (Dr. Scott & Jason)
 - i. **Action Item:** Review/approve of EMD Rules/Regulations (p. 73)
 - ii. **Action Item:** Review/approve EMD RFP scope and deliverables draft (p. 76)

IX. New Business

X. Public Comment

XI. Action Item: Adjourn

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

Next Meeting



Minutes: 911 Service Board Meeting

December 11, 2023 at 10:00am

Virtual Meeting
 Join Via Computer
<https://us06web.zoom.us/j/89513185017>
 Join Via Telephone: +1312 626 6799
 Meeting ID: 895 1318 5017

MOTION TO	MOTION MADE BY	SECONDED BY	APPROVED (Y/N) *Roll call attached
Approve agenda	Dr. Kenneth Scott	Chief Michael Snider	Yes - Unanimous *Roll Call
Approve November 2023 Minutes	Dr. Kenneth Scott	Lisa Thacker	Yes - Unanimous *Roll Call
Proceed with an agreement with MU, School of Medicine, Center for Quality Pre-Hospital Care, CARES, to further implement the AED registry for an amount not to exceed \$15,000	Jason White	Dr. Kenneth Scott	Yes - Unanimous *Roll Call
Approve Clay County Consolidation Plan	Chief Michael Snider	Mike Phillips	Yes - Unanimous *Roll Call

*Roll Call Attached



**911 Service Board – Roll Call
December 11, 2023**

Appointee	Represents	Present	Absent	N/A
Alan Wells, Chairman	1 st Class Counties Police Chiefs	✓		
Dr. Kenneth Scott, Vice-Chairman	2 nd , 3 rd , & 4 th Class Counties	✓		
Lisa Thacker, Secretary	911 Directors Association	✓		
Jason White, Treasurer	Emergency Medical Services & Physicians	✓		
Chief Chad Hartman	Police Chiefs	✓		
Sheriff Stephen Korte	Sheriffs	✓		
Sarah Newell	APCO	✓		
Chief Michael Snider	Fire Chiefs	✓		
Kevin Bond	Department of Public Safety Designee	✓		
Ronald Hack	Governor’s Council on Disability		✓	
JR Webb	MO-NENA	✓		
Mike Phillips	Municipalities	✓		
Vacant	Wireless Telecommunications			✓
Vacant	Telecommunications			✓
Vacant	VOIP			✓



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VIA EMAIL

brian.maydwell@missouri911.org

January 5, 2024

Missouri 911 Service Board
Brian Maydwell
PO Box 2126
Jefferson City, MO 65102

RE: Client: 104782 Missouri 911 Service Board
Matter(s): 0617926 911 Communications System Support and Development

Dear Mr. Maydwell:

We are writing to notify you that Kurt Schaefer has left Lathrop GPM LLP to join the law firm of Schaefer Law and Policy, LLC. Mr. Schaefer's new contact information will be:

Schaefer Law and Policy, LLC
220 Madison Street
Jefferson City, MO 65101
office: 573-740-0089
Kurt@Schaeferlawandpolicy.com

We would welcome the opportunity to continue to represent you. I understand you have been working with Jennifer Griffin on our team and are confident Jennifer can continue to represent you if you decide to keep your matter at Lathrop GPM.

We are sending this letter to you as part of our ethical obligation to protect your interests. As the client, you have the right to decide who will continue to represent you. You have the right to choose whether Lathrop GPM LLP, Schaefer Law and Policy, LLC, or another counsel will continue your representation.

Once you have fully considered this matter and made your decision, please advise us, in writing, as quickly as possible, so that continuity in your representation is assured. You may do so by indicating your choice below, and returning a signed and dated .pdf copy by return mail or by reply e-mail to Jennifer Griffin at jennifer.griffin@lathropgpm.com and to GP-MatterMobility@lathropgpm.com

- Retain all matter(s) referenced above or on the attached list at Lathrop GPM LLP.
- Transfer all matter(s) referenced above or on the attached list to Kurt Schaefer at Schaefer Law and Policy, LLC.
- Transfer the **select** matter(s) you have marked above or on the attached list to Kurt Schaefer at Schaefer Law and Policy, LLC. The remaining matter(s) will be retained at Lathrop GPM LLP.
- Transfer the **select** matter(s) you have marked above or on the attached list to the attorney listed below. The remaining matter(s) will be retained at Lathrop GPM LLP. Please list the other counsel's name, firm, and contact information:

- Return all the matters referenced above or on the attached list to the undersigned client at:

If any matters are transferred from Lathrop GPM LLP, any remaining unapplied trust account balance(s) for those matters will be returned to the undersigned client.

Please note that all digital and physical files are subject to the records retention policy at Lathrop GPM LLP. With this, Lathrop GPM LLP reserves the right to destroy records and information after the retention period has expired without further notice to the client, unless otherwise instructed in writing by the client.

Client Signature

Date

Joint Client Signature (if applicable)

Date

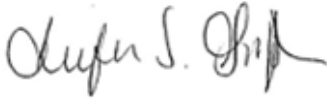
Please feel free to contact us if you have any questions. Thank you for your time and consideration.

Sincerely,

Lathrop GPM LLP



By: _____
Mara Cohara, Partner



By:
Jennifer Griffin, Partner

cc via email: GP-MatterMobility@lathropgpm.com

911 Goes to Washington 2024

Dates:

- Sunday, February 25 - Wednesday, February 28
- [Schedule](#)

Attendees:

- (1)
- (2)
- (3)
- (4)

Cost Breakdown:

Category	Cost breakdown	Total
Airfare	3 x \$450 each	\$1350
Hotel (Nearby Marriot)	3 people 3 nights 9x300	\$2700
Event Registration (Non-Member)	4 x \$525	\$2,100
Meals	3 people 2 full days 2 partial days \$90 per day \$60 partial day (6x90) + (6x90)	\$540
In-District Transportation (Taxi/ rideshare to hotel, to the hill, etc.)	Estimate (\$300)	\$300
Airport transportation	Airport parking, ubers, mileage, etc. (estimate \$100/person)	\$300
Total		\$7,290

NG 911 IMPLEMENTATION MANAGER

SCOTT CASON

JANUARY 2024 BOARD REPORT

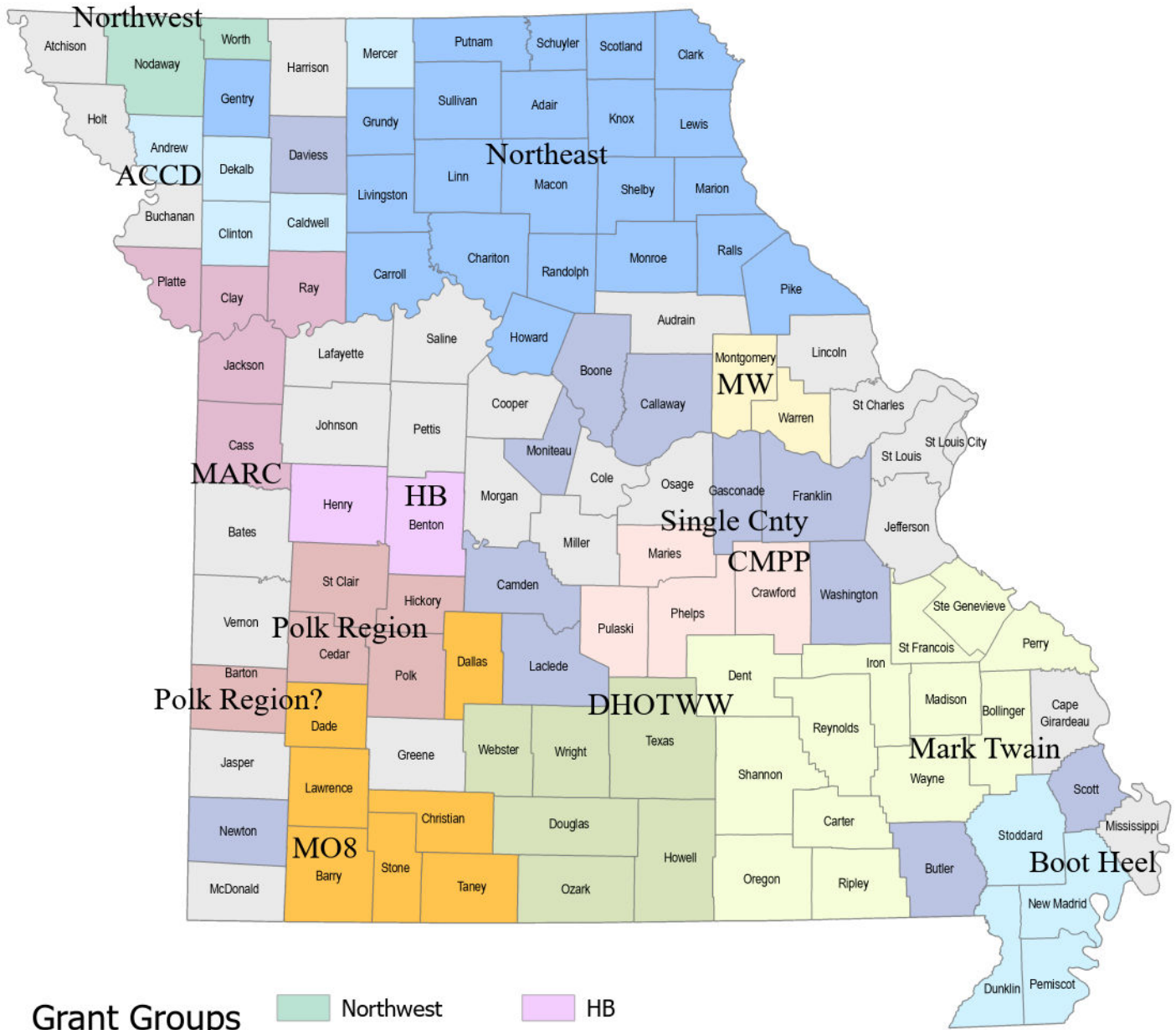
1. Please see the included state-wide Missouri groups map applying for NG911 Grants in each region to date.
2. Continuing to speak weekly with 911 boards, commissioners and decision makers throughout the state regarding NG911 grants and application processes.
3. GIS grants being applied for in conjunction with NG911 grants in counties needing NG911 mapping assistance.
4. Continuing to handle multiple calls and emails regarding a wide range of grant funding questions throughout the state.
5. Working internally with multiple assigned work groups for enhancement and education regarding 911 Service Board initiatives.

Respectively Submitted,

Scott M. Cason

NG911 Implementation Manager

Missouri 911 Groups Applying for NG Grants Draft



Grant Groups	 Northwest	 HB
Grant Group	 Mark Twain	 MW
	 Boot Heel	 ACCD
	 DHOTWW	 Single Cnty
	 CMPP	
 MO8	 Polk Region	
 Northeast	 Polk Region?	
 MARC		



Missouri 911 Service Board

LMS Report January 2024



Number of PSAPs signed up with Virtual Academy as of December 2023: 85

Number of PSAPs signed up with Virtual Academy as of January 2024: 87

Number of Registered Users as of December 2023: 1450

Number of Registered Users as of January 2024: 1475

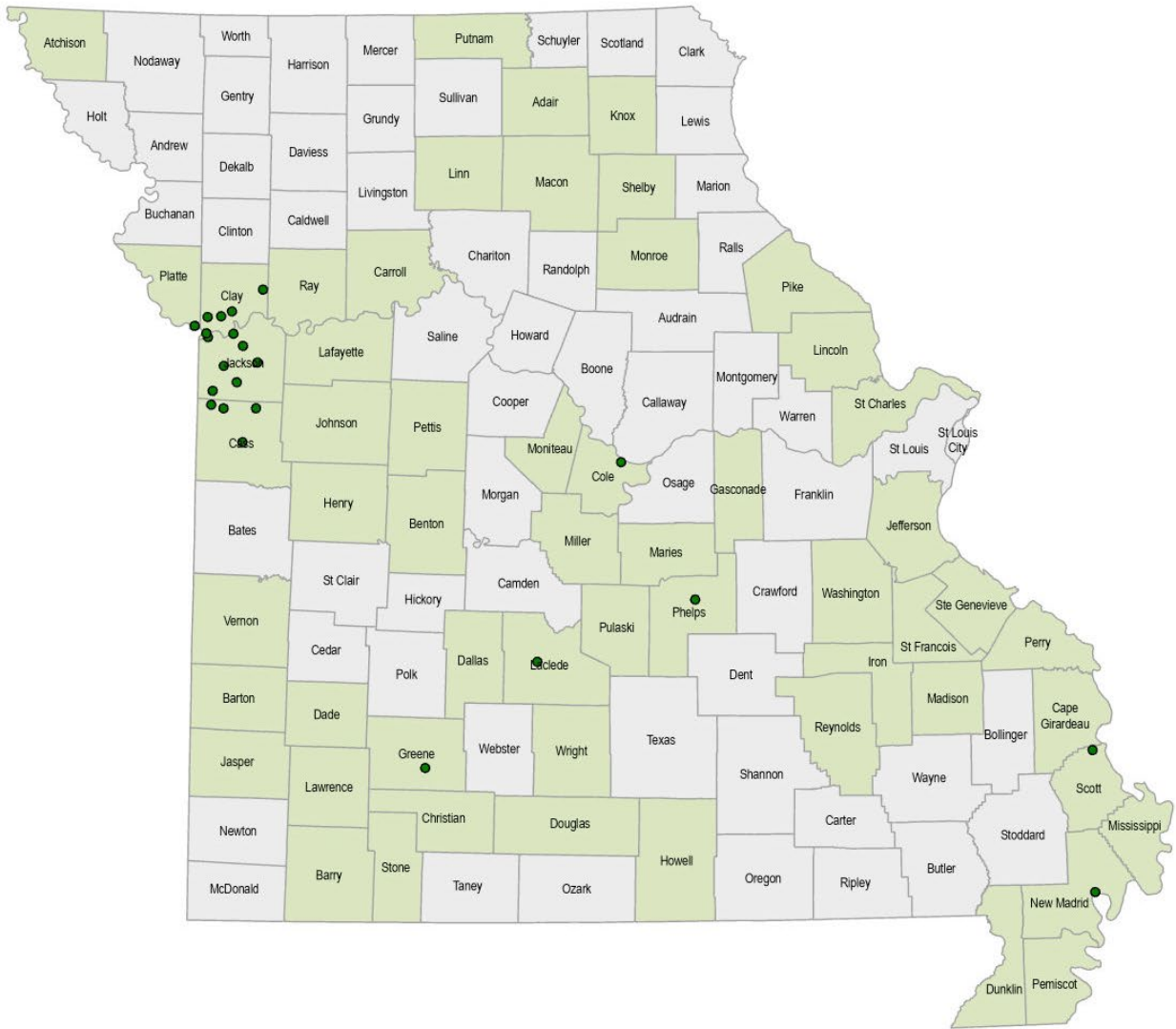
Total Hours of Training provided through the LMS through January 2024: 3492.5

Total Roll Call Sessions Taken through January 2024: 869

Notes:

- The Training Committee is currently discussing how best to create state specific course content for both 40-hour Initial Training Courses for Telecommunicators as well as New PSAP director training topics both of which will eventually reside on the Virtually Academy LMS for access by all telecommunicators and 911 professionals in Missouri.
 - The 40-hour initial training course through the Missouri Training Partnership is still being discussed and is expected to be brought before the Board in February 2024
 - This would bring a 40-hour course to all telecommunicators and PSAPs in the state at a reasonable cost making the required 40-hour initial training of telecommunicators more attainable for all PSAPs and Telecommunicators in Missouri.
 - The New PSAP Director training group has sent a survey to 911 Directors in MO through the MO 911 Director Association Regional reps asking about the most desired topics to be covered in these trainings. The group will use this data to target the first topics and develop training that will be provided through the Board's LMS.
 - The second New PSAP Director Course (Marijuana in the PSAP) was uploaded to the LMS and is now available to all those interested statewide.
 - The next Training Committee meeting is following the Board meeting Monday Jan, 29th at 10am via Zoom.
- Board Staff has ongoing weekly meetings with Virtual Academy representatives and attends individual jurisdiction orientations when possible.
- Negotiated with VA scheduling a road-show with Board and VA staff early next year to meet with jurisdictions in Missouri that have not yet signed up for the LMS.
 - This tour will be the week of January 21st and is targeting NW and Central MO.

Missouri 911 Virtual Academy Users



- Virtual Academy Police Departments
- Virtual Academy Counties
- No
- Yes

Note the following Agencies also use Virtual Academy:
 Airport Police Department (MARC)
 AMR (MARC)
 John Knox Village (MARC)
 Lake City Ammo (MARC)
 MARC 911
 Metro Community College
 Missouri State Highway Patrol Communications
 Missouri State University



1/8/2024



Social Media Highlights – December 2023

60.3k Total Impressions

Missouri 911
6 December · 🌐

Join the heartbeat of emergency response in Missouri! The role of a 911 telecommunicator is pivotal in connecting those in need with life-saving services. 🚑🚒🚓

As the frontline heroes of public safety, telecommunicators play a crucial role in triaging incoming emergency calls, guiding individuals in life-threatening situations, and coordinating responses across law enforcement, fire, and EMS services. They're the bridge between urgency and action, ensuring the safety of our communities.

This role demands resilience and independence in high-stress environments, where quick thinking and decisive action save lives. Join us in this vital mission to keep Missouri safe and start your 911 telecommunicator job today! 🌟

<https://www.missouri911.org/911jobs>

Like Comment Share

Missouri 911
19 December · 🌐

Have you ever wondered where 911 came from?

Until 1967 each emergency service had their own number. 911 was then created, forming a single emergency calling service! 📞🇺🇸

#missouri911 #missouri911facts

Like Comment Share

Missouri 911
30 December · 🌐

Happy New Year's Eve from everyone at the Missouri 911 Service Board! 🎉

Be safe tonight, and remember we're only a three-digit dial away.

#HappyNewYear #missouri911

Like Comment Share

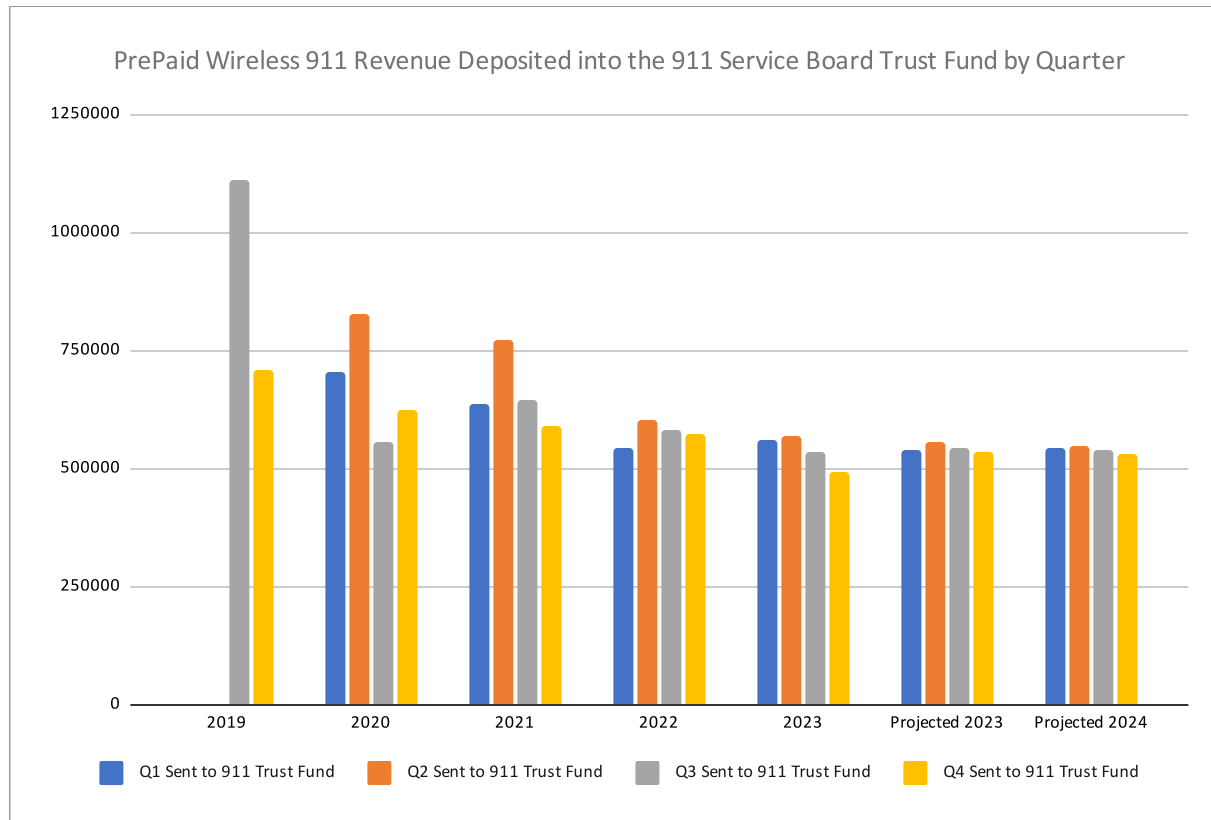
PrePaid Wireless 911 Revenues							2024	Proje 2023
	2019	2020	2021	2022	2023			
Q1	\$1,307,091.84	\$1,170,063.56	\$1,007,953.10	\$1,028,746.62			950,000.00	
Q1 Provided to Counties	\$601,819.94	\$534,105.12	\$464,537.53	\$469,866.36				
Q2	\$1,508,477.57	\$1,416,899.29	\$1,117,447.54	\$1,044,820.63			1,025,000.00	
Q2 Provided to Counties	\$682,662.78	\$646,748.46	\$514,014.22	\$475,414.37				
Q3	\$2,067,510.80	\$1,021,246.30	\$1,187,708.41	\$1,076,377.48	\$976,927.59		1,010,000.00	
Q3 Provided to Counties	\$956,289.39	\$466,674.23	\$542,559.09	\$492,922.25	\$443,496.35			
Q4	\$1,310,333.90	\$1,148,145.50	\$1,088,630.67	\$1,056,668.32	\$903,785.21		1,000,000.00	
Q4 Provided to Counties	\$599,899.45	\$522,797.75	\$497,519.83	\$481,711.46	\$411,787.95			
Total	\$3,377,844.70	\$4,984,961.21	\$4,863,301.93	\$4,258,446.44	\$3,954,280.05		\$3,985,000.00	
Total Provided to Counties	\$1,556,188.84	\$2,273,954.70	\$2,220,932.50	\$1,953,185.46	\$1,800,565.03			
Total for the 911 Trust Fund	\$1,821,655.86	\$2,711,006.51	\$2,642,369.43	\$2,305,260.98	\$2,153,715.02		2,173,000.00	

	FY2019	FY2020	FY2021	FY2022	FY2023
FY Total for 911 Trust Fund	\$3,352,742.55	\$2,586,029.09	\$2,383,109.05	\$2,286,698.61	

Calendar Year	2019	2020	2021	2022	2023	Projected 2023
Q1 Sent to 911 Trust Fund	\$705,271.90	\$635,958.44	\$543,415.57	\$558,880.26		\$538,000.00
Q2 Sent to 911 Trust Fund	\$825,814.79	\$770,150.83	\$603,433.32	\$569,406.26		\$555,000.00
Q3 Sent to 911 Trust Fund	\$1,111,221.41	\$554,572.07	\$645,149.32	\$583,455.23	\$533,431.24	\$545,000.00
Q4 Sent to 911 Trust Fund	\$710,434.45	\$625,347.75	\$591,110.84	\$574,956.86	\$491,997.26	\$535,000.00
Total Sent to 911 Trust Fund	\$1,821,655.86	\$2,711,006.51	\$2,642,369.43	\$2,305,260.98	\$2,153,715.02	\$2,173,000.00

ected
 2024
 1,010,000.00
 977,000.00
 945,000.00
 935,000.00
 \$3,867,000.00
 2,164,000.00

Projected 2024
 \$545,000.00
 \$549,000.00
 \$540,000.00
 \$530,000.00
 \$2,164,000.00



Missouri 911 Service Board



November 2023

Financial Report and Records

Profit & Loss Report – 2023/2024 Comparison

Profit & Loss, Budget vs. Actual Report

Balance Sheet



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - November, 2023

	TOTAL			
	JUL - NOV, 2023	JUL - NOV, 2022 (PY)	CHANGE	% CHANGE
Income				
911 Service Income	1,590,201.72	1,793,622.06	-203,420.34	-11.34 %
988 (DMH Consulting)		2,276.00	-2,276.00	-100.00 %
Investments				
Interest-Treasury Bills	11,394.83		11,394.83	
Total Investments	11,394.83		11,394.83	
Other Types of Income				
Interest Income-Checking	9,647.29		9,647.29	
Rebate-Business Credit Card	146.76	13.96	132.80	951.29 %
Total Other Types of Income	9,794.05	13.96	9,780.09	70,057.95 %
Total Income	\$1,611,390.60	\$1,795,912.02	\$ -184,521.42	-10.27 %
GROSS PROFIT	\$1,611,390.60	\$1,795,912.02	\$ -184,521.42	-10.27 %
Expenses				
Board Expense	8.17		8.17	
Conferences		250.00	-250.00	-100.00 %
Mileage	360.36		360.36	
Travel	95.00		95.00	
Total Board Expense	463.53	250.00	213.53	85.41 %
Contract Services				
911 Campaign Expenses	1,866.60		1,866.60	
Telecommunicator Job Marketing	4,477.93		4,477.93	
Total 911 Campaign Expenses	6,344.53		6,344.53	
Accounting Fees	1,337.00	735.00	602.00	81.90 %
Attorney fees	18,164.00	8,437.00	9,727.00	115.29 %
Government Affairs		37,000.00	-37,000.00	-100.00 %
Government Affairs-Federal	28,875.00		28,875.00	
Government Affairs-Missouri	22,000.00		22,000.00	
Total Government Affairs	50,875.00	37,000.00	13,875.00	37.50 %
Management Services	61,440.00	48,000.00	13,440.00	28.00 %
Outside Contract Services	20,000.00	5,772.30	14,227.70	246.48 %
Regional Coordination	25,800.00	21,500.00	4,300.00	20.00 %
Travel	535.27	917.46	-382.19	-41.66 %
Total Contract Services	184,495.80	122,361.76	62,134.04	50.78 %



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - November, 2023

	TOTAL			
	JUL - NOV, 2023	JUL - NOV, 2022 (PY)	CHANGE	% CHANGE
Emergency Telephone Number Fund		-0.06	0.06	100.00 %
1st Class Counties				
Jackson County	74,440.91	93,738.78	-19,297.87	-20.59 %
St. Charles County	31,025.19	36,240.11	-5,214.92	-14.39 %
St. Louis City	34,150.99	47,088.22	-12,937.23	-27.47 %
St. Louis County	83,144.88	90,824.81	-7,679.93	-8.46 %
Total 1st Class Counties	222,761.97	267,891.92	-45,129.95	-16.85 %
Other Counties	498,996.41	552,620.81	-53,624.40	-9.70 %
Total Emergency Telephone Number Fund	721,758.38	820,512.67	-98,754.29	-12.04 %
Employee Expenses	186.21		186.21	
Cell Phone	507.65	507.65	0.00	0.00 %
Employee Mileage	3,758.14	246.65	3,511.49	1,423.67 %
Payroll Taxes	3,534.37	3,576.37	-42.00	-1.17 %
Salary Expense	46,750.00	46,750.00	0.00	0.00 %
Travel & Meetings	4,276.14	2,657.17	1,618.97	60.93 %
Total Employee Expenses	59,012.51	53,737.84	5,274.67	9.82 %
NG911 Federal Grant Expenses	300.00		300.00	
NG911 County Liaisons	138,102.25		138,102.25	
NG911 Grant Management	5,000.00		5,000.00	
NG911 Lodging	4,754.60		4,754.60	
NG911 Outside Contract Services	7,500.00		7,500.00	
NG911 Program Manager Cell Expenses	507.65		507.65	
NG911 Program Manager Payroll Expenses	3,786.75		3,786.75	
NG911 Program Manager Salary Expense	49,500.00		49,500.00	
NG911 Travel	10,202.28		10,202.28	
Total NG911 Federal Grant Expenses	219,653.53		219,653.53	
Office Expense				
Advertising/Promotional	972.50		972.50	
Books, Subscriptions, Reference	46.99		46.99	
Dues & Fees	500.00		500.00	
Printing and Copying	613.41	49.00	564.41	1,151.86 %
Social Media Expenses	4,050.00		4,050.00	
Supplies	930.25		930.25	
Website & Technology	13,297.00	9,662.24	3,634.76	37.62 %
Total Office Expense	20,410.15	9,711.24	10,698.91	110.17 %
Other Types of Expenses				
Bank Charges	1,955.03	660.19	1,294.84	196.13 %
Total Other Types of Expenses	1,955.03	660.19	1,294.84	196.13 %



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - November, 2023

	TOTAL			
	JUL - NOV, 2023	JUL - NOV, 2022 (PY)	CHANGE	% CHANGE
Training & Education				
Training	1,054.80		1,054.80	
Total Training & Education	1,054.80		1,054.80	
Total Expenses	\$1,208,803.73	\$1,007,233.70	\$201,570.03	20.01 %
NET OPERATING INCOME	\$402,586.87	\$788,678.32	\$ -386,091.45	-48.95 %
Other Income				
MO Discount	57.80	42.24	15.56	36.84 %
Total Other Income	\$57.80	\$42.24	\$15.56	36.84 %
Other Expenses				
Reserve Transfer	51,899.94	680,905.53	-629,005.59	-92.38 %
Total Other Expenses	\$51,899.94	\$680,905.53	\$ -629,005.59	-92.38 %
NET OTHER INCOME	\$ -51,842.14	\$ -680,863.29	\$629,021.15	92.39 %
NET INCOME	\$350,744.73	\$107,815.03	\$242,929.70	225.32 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
911 Service Income	1,590,201.72	3,985,000.00	-2,394,798.28	39.90 %
988 (DMH Consulting)		0.00	0.00	
Investments				
Interest-Savings, Short-term CD		28,500.00	-28,500.00	
Interest-Treasury Bills	11,394.83		11,394.83	
Total Investments	11,394.83	28,500.00	-17,105.17	39.98 %
Other Types of Income				
Interest Income-Checking	9,647.29		9,647.29	
Rebate-Business Credit Card	146.76		146.76	
Total Other Types of Income	9,794.05		9,794.05	
Total Income	\$1,611,390.60	\$4,013,500.00	\$ -2,402,109.40	40.15 %
GROSS PROFIT	\$1,611,390.60	\$4,013,500.00	\$ -2,402,109.40	40.15 %
Expenses				
Board Expense	8.17		8.17	
Interpreter		0.00	0.00	
Mileage	360.36	5,000.00	-4,639.64	7.21 %
Travel	95.00		95.00	
Total Board Expense	463.53	5,000.00	-4,536.47	9.27 %
Board Priorities		5,000.00	-5,000.00	
Grants		3,164,803.50	-3,164,803.50	
Improve Basic 911 Services		0.00	0.00	
Learning Management System		85,000.00	-85,000.00	
Total Board Priorities		3,254,803.50	-3,254,803.50	
Contract Services				
911 Campaign Expenses	1,866.60		1,866.60	
Telecommunicator Job Marketing	4,477.93	16,800.00	-12,322.07	26.65 %
Total 911 Campaign Expenses	6,344.53	16,800.00	-10,455.47	37.77 %
Accounting Fees	1,389.00	3,500.00	-2,111.00	39.69 %
Attorney fees	18,164.00	60,000.00	-41,836.00	30.27 %
Auditor		5,000.00	-5,000.00	
Government Affairs				
Government Affairs-Federal	28,875.00	49,500.00	-20,625.00	58.33 %
Government Affairs-Missouri	22,000.00	65,000.00	-43,000.00	33.85 %
Total Government Affairs	50,875.00	114,500.00	-63,625.00	44.43 %
Insurance - Crime		2,000.00	-2,000.00	
Insurance - D&O ELP		2,000.00	-2,000.00	
Management Services	61,440.00	115,200.00	-53,760.00	53.33 %
Outside Contract Services	20,000.00		20,000.00	
Regional Coordination	25,800.00	51,600.00	-25,800.00	50.00 %
Travel	535.27		535.27	
Total Contract Services	184,547.80	370,600.00	-186,052.20	49.80 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			% OF BUDGET
	ACTUAL	BUDGET	OVER BUDGET	
Emergency Telephone Number Fund		1,872,950.00	-1,872,950.00	
1st Class Counties				
Jackson County	74,440.91		74,440.91	
St. Charles County	31,025.19		31,025.19	
St. Louis City	34,150.99		34,150.99	
St. Louis County	83,144.88		83,144.88	
Total 1st Class Counties	222,761.97		222,761.97	
Other Counties				
Adair County	2,985.32		2,985.32	
Andrew County	1,277.23		1,277.23	
Atchison County	438.84		438.84	
Audrain County	1,790.04		1,790.04	
Barry County	8,618.03		8,618.03	
Barton County	2,961.56		2,961.56	
Bates County	4,796.48		4,796.48	
Benton County	5,378.07		5,378.07	
Bollinger County	2,471.94		2,471.94	
Boone County	16,854.34		16,854.34	
Buchanan County	11,454.26		11,454.26	
Butler County	10,536.82		10,536.82	
Caldwell County	1,752.89		1,752.89	
Callaway County	5,108.62		5,108.62	
Camden County	8,235.55		8,235.55	
Cape Girardeau	11,250.67		11,250.67	
Carroll County	484.06		484.06	
Carter County	1,066.89		1,066.89	
Cass County	4,459.69		4,459.69	
Cedar County	4,467.44		4,467.44	
Chariton County	585.03		585.03	
Christian County	5,625.56		5,625.56	
City of Sikeston	1,923.49		1,923.49	
Clark County	272.27		272.27	
Clay County	14,895.73		14,895.73	
Clinton County	2,301.37		2,301.37	
Cole County	7,231.85		7,231.85	
Cooper County	3,079.26		3,079.26	
Crawford 911	4,409.54		4,409.54	
Dade County	798.14		798.14	
Dallas County	2,477.78		2,477.78	
Daviess County	246.11		246.11	
DeKalb County	2,563.34		2,563.34	
Dent County	3,013.09		3,013.09	
Douglas County	5,287.09		5,287.09	



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			% OF BUDGET
	ACTUAL	BUDGET	OVER BUDGET	
Dunklin County	7,306.29		7,306.29	
Franklin County	14,292.12		14,292.12	
Gasconade 911	2,635.28		2,635.28	
Gentry County	732.93		732.93	
Greene County	46,760.17		46,760.17	
Grundy County	1,991.31		1,991.31	
Harrison County	2,401.66		2,401.66	
Henry County	2,600.90		2,600.90	
Hickory County	2,695.79		2,695.79	
Holt County	343.71		343.71	
Howard County	1,218.21		1,218.21	
Howell County	4,195.17		4,195.17	
Iron County	1,501.05		1,501.05	
Jasper County	24,118.89		24,118.89	
Jefferson County	10,441.21		10,441.21	
Johnson County	1,997.29		1,997.29	
Knox County	145.02		145.02	
Laclede County	9,002.48		9,002.48	
Lafayette County	4,208.54		4,208.54	
Lawrence 911	11,732.82		11,732.82	
Lewis County E911	1,033.51		1,033.51	
Lincoln County	4,982.59		4,982.59	
Linn County E 911	1,384.87		1,384.87	
Livingston County	3,501.00		3,501.00	
Macon County	1,657.73		1,657.73	
Madison County	2,442.35		2,442.35	
Maries County	882.14		882.14	
Marion County 911	2,855.39		2,855.39	
McDonald County	2,610.70		2,610.70	
Mercer County	704.62		704.62	
Miller	3,926.89		3,926.89	
Mississippi County	1,799.22		1,799.22	
Moniteau 911	1,884.45		1,884.45	
Monroe County	473.23		473.23	
Montgomery County	1,867.56		1,867.56	
Morgan County	4,088.10		4,088.10	
New Madrid County	4,709.59		4,709.59	
Newton County	13,171.18		13,171.18	
Nodaway County	1,220.27		1,220.27	
Oregon County	1,866.75		1,866.75	
Osage County	129.01		129.01	
Ozark County	2,635.37		2,635.37	
Pemiscot County	3,093.42		3,093.42	



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Perry County	3,201.51		3,201.51	
Pettis County	8,691.14		8,691.14	
Phelps County 911	6,717.19		6,717.19	
Pike County 911	2,803.32		2,803.32	
Platte County	0.00		0.00	
Polk 911	10,410.68		10,410.68	
Pulaski County 911	5,973.86		5,973.86	
Putnam County	519.81		519.81	
Ralls County 911	1,021.93		1,021.93	
Randolph County	1,943.82		1,943.82	
Ray County 911	5,194.45		5,194.45	
Reynolds County	890.75		890.75	
Ripley County	3,449.48		3,449.48	
Saline County	2,515.45		2,515.45	
Schuyler County	274.88		274.88	
Scotland County	328.19		328.19	
Scott County	2,694.60		2,694.60	
Shannon County	940.06		940.06	
Shelby County	209.32		209.32	
St. Clair County	2,528.56		2,528.56	
St. Francois County 911	9,448.43		9,448.43	
Ste. Genevieve County	1,629.22		1,629.22	
Stoddard County	7,145.03		7,145.03	
Stone County	2,738.09		2,738.09	
Sullivan County	370.21		370.21	
Taney County	13,454.77		13,454.77	
Texas County	6,352.68		6,352.68	
Vernon County	7,338.19		7,338.19	
Warren County 911	2,634.24		2,634.24	
Warrenton County	442.97		442.97	
Washington County 911	3,458.12		3,458.12	
Wayne County	3,073.71		3,073.71	
Webster County	2,910.27		2,910.27	
Worth County	212.55		212.55	
Wright County 911	3,139.76		3,139.76	
Total Other Counties	498,996.41		498,996.41	
Total Emergency Telephone Number Fund	721,758.38	1,872,950.00	-1,151,191.62	38.54 %
Employee Expenses	186.21		186.21	
Cell Phone	553.80	1,200.00	-646.20	46.15 %
Employee Mileage	5,139.99		5,139.99	
Insurance - Work Comp		2,200.00	-2,200.00	
Payroll Taxes	3,859.50	8,453.25	-4,593.75	45.66 %
Salary Expense	51,000.00	110,500.00	-59,500.00	46.15 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Travel & Meetings	4,480.03	9,000.00	-4,519.97	49.78 %
Total Employee Expenses	65,219.53	131,353.25	-66,133.72	49.65 %
NG911 Federal Grant Expenses	300.00		300.00	
NG911 County Liaisons	138,102.25	225,000.00	-86,897.75	61.38 %
NG911 GIS Program Manager Salary		76,800.00	-76,800.00	
NG911 Grant Management	5,000.00	10,000.00	-5,000.00	50.00 %
NG911 Legal & Accounting Expenses		30,400.00	-30,400.00	
NG911 Lodging	4,880.15		4,880.15	
NG911 Outside Contract Services	7,500.00	36,000.00	-28,500.00	20.83 %
NG911 Program Manager Cell Expenses	553.80	1,200.00	-646.20	46.15 %
NG911 Program Manager Payroll Expenses	4,131.00	8,950.50	-4,819.50	46.15 %
NG911 Program Manager Salary Expense	54,000.00	117,000.00	-63,000.00	46.15 %
NG911 Travel	11,880.71	44,000.00	-32,119.29	27.00 %
Total NG911 Federal Grant Expenses	226,347.91	549,350.50	-323,002.59	41.20 %
Office Expense		2,000.00	-2,000.00	
Advertising/Promotional	972.50		972.50	
Books, Subscriptions, Reference	46.99		46.99	
Conference Sponsorships		5,000.00	-5,000.00	
Dues & Fees	500.00		500.00	
Federal Travel Expenses		3,400.00	-3,400.00	
Postage		2,500.00	-2,500.00	
Printing and Copying	613.41		613.41	
Social Media Expenses	4,050.00	15,000.00	-10,950.00	27.00 %
Supplies	930.25	4,000.00	-3,069.75	23.26 %
Website & Technology	13,411.99	5,375.00	8,036.99	249.53 %
Total Office Expense	20,525.14	37,275.00	-16,749.86	55.06 %
Other Types of Expenses				
Bank Charges	2,056.53		2,056.53	
Total Other Types of Expenses	2,056.53		2,056.53	
Training & Education				
Training	1,054.80		1,054.80	
Total Training & Education	1,054.80		1,054.80	
Total Expenses	\$1,221,973.62	\$6,221,332.25	\$ -4,999,358.63	19.64 %
NET OPERATING INCOME	\$389,416.98	\$ -2,207,832.25	\$2,597,249.23	-17.64 %
Other Income				
MO Discount	61.46		61.46	
Total Other Income	\$61.46	\$0.00	\$61.46	0.00%
Other Expenses				
Reserve Transfer	51,899.94	300,860.57	-248,960.63	17.25 %
Total Other Expenses	\$51,899.94	\$300,860.57	\$ -248,960.63	17.25 %
NET OTHER INCOME	\$ -51,838.48	\$ -300,860.57	\$249,022.09	17.23 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
NET INCOME	\$337,578.50	\$ -2,508,692.82	\$2,846,271.32	-13.46 %



Missouri 911 Service Board

Balance Sheet

As of November 30, 2023

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Central Bank Account	1,277,774.01
Treasury Bill 012623-012524 [1/25/24]	449,277.76
Treasury Bill 032323-032124 [3/21/24]	439,706.04
Treasury Bill 081723-021524 [2/15/24]	449,802.39
Treasury Bill 082923-122623 [12/26/23]	449,176.96
Treasury Bill 102623-042524 [4/25/24]	442,803.63
Treasury Bill 112423-052324 [5/23/24]	443,591.18
Total Bank Accounts	\$3,952,131.97
Accounts Receivable	
A/R - State of Missouri	295,291.03
Total Accounts Receivable	\$295,291.03
Other Current Assets	
Receivable from State of MO	0.00
Undeposited Funds	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$4,247,423.00
TOTAL ASSETS	\$4,247,423.00
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
A/P - Counties	-0.03
Accounts Payable	323,981.99
Grants Payable	0.00
MO DOR Returned Funding	514.69
Total Accounts Payable	\$324,496.65
Credit Cards	
Central Bank Credit Card	0.00
Cason -7853	750.44
Maydwell -0044	623.79
Total Central Bank Credit Card	1,374.23
Total Credit Cards	\$1,374.23
Other Current Liabilities	
Accrued Vacation	7,516.48
County Payable @ 40% (deleted)	
Bollinger Payable	0.00



Missouri 911 Service Board

Balance Sheet

As of November 30, 2023

	TOTAL
Total County Payable @ 40% (deleted)	0.00
Credit Card Payable	0.00
Direct Deposit Liabilities	0.00
Missouri Department of Revenue Payable	0.00
MO DOR Overpayment	0.00
Out Of Scope Agency Payable	0.00
Payroll Liabilities	0.00
Payroll Taxes Payable	0.00
Salaries Payable	0.00
Total Payroll Liabilities	0.00
Total Other Current Liabilities	\$7,516.48
Total Current Liabilities	\$333,387.36
Total Liabilities	\$333,387.36
Equity	
Board Appt'd Loans/Grants - RE	0.00
Operating Funds	699,313.20
Retained Earnings	2,863,977.71
Net Income	350,744.73
Total Equity	\$3,914,035.64
TOTAL LIABILITIES AND EQUITY	\$4,247,423.00

Bank Statements

E/



Central Bank

MEMBER FDIC P.O. Box 4500, JEFFERSON CITY MO 65102
(573) 634-1111

RETURN SERVICE REQUESTED

MISSOURI 911 SERVICE BOARD
2413 E MCCARTY ST
JEFFERSON CITY MO 65101-4421

Period 11/01/2023 - 11/30/2023 Page 1 of 3

Web Address www.centralbank.net

M
122985350

Your Financial Summary on November 30, 2023

	Bank Deposits	Investment Products*	Totals
Bank Deposit Accounts:			
Checking	\$ 1,277,774.01		
Bank Deposit Total			\$ 1,277,774.01
Investment Products:			
Bond Portfolio - carried by CENTRAL BANK		\$ 2,697,384.67	
Investment Products Total:			\$ 2,697,384.67
Total Assets:	\$ 1,277,774.01	\$ 2,697,384.67	\$ 3,975,158.68

This statement provides account information about your CENTRAL BANK account(s).

*Investment products are not insured or guaranteed by FDIC or any other government agency. They are not deposits or obligations of, nor guaranteed by the bank. These investment products involve investment risk, including a possible loss of principal.

Detailed Explanation of Bank Deposits

Corporate Interest Checking

No. 122985350	Beginning Balance October 31, 2023	\$ 1,543,516.92
Deposits		
Nov. 07	MISSOURI 911 E911	317,983.04
Nov. 09	BUSINESS CARD REBATE	15.60
Nov. 24	MAT UNITED STATES T 11/23	455,000.00
Nov. 30	Interest Earned	1,300.10
	Total	+\$ 774,298.74

Withdrawals and other charges

Date	Type	Transaction Description	
Nov. 02	GUSTO	FEE 037738	52.00
Nov. 03	BUSINESSLINK ACH SETTLEMT		55,768.25
Nov. 07	CENBKSMBS	CB CC PMT	2,460.84
Nov. 09	10/2023 SERVICE CHARGE		335.12
Nov. 09	GUSTO	REM 180458	1,518.52
Nov. 09	GUSTO	TAX 180591	2,960.79
Nov. 09	GUSTO	NET 185585	6,454.93
Nov. 14	INVESTMENT MANAGEMENT FEE		18.50
Nov. 17	PUR UNITED STATES T 04/24		442,803.63
Nov. 17	BUSINESSLINK ACH SETTLEMT		7,389.23
Nov. 17	BUSINESSLINK ACH SETTLEMT		20,378.75
Nov. 22	Bill Pay	DOGWOOD SOCIAL BUSLINK #9004	1,250.00
Nov. 22	GUSTO	REM 495769	92.30

To Balance Your Checkbook

Fill in amounts below from your checkbook or savings record book and bank statement.

Send inquiries to:
Central Bank
 P.O. Box 779
 Jefferson City, Missouri 65102
 573-634-1234
 Member FDIC

Enter balance shown on bank statement.	\$ _____ _____ _____ _____	Enter balance shown in your checkbook or savings record book.	\$ _____ _____ _____ _____
Add deposits not on bank statement.	\$ _____ _____ _____ _____	Add any deposits and other additions, loan advances, bank deposits, Online Banking deposits, other electronic deposits, or transfers between savings & checking (including Online Banking, InfoLine, and ATMs) not entered in your checkbook or savings record book.	\$ _____ _____ _____ _____
Subtotal (+)	\$ _____	Subtotal (+)	\$ _____
Subtract checks or withdrawals issued but not on statement.	\$ _____ _____ _____ _____ _____ _____ _____ _____ _____	Subtract service charges, maintenance fees, automatic payments, the bank withdrawals, Online Banking payments, Debit Point-of-Sale transactions, other electronic transactions, or transfers between savings & checking (including Online Banking, InfoLine, and ATMs) not entered in your checkbook or savings record book.	\$ _____ _____ _____ _____ _____ _____ _____ _____ _____
Subtotal (-)	\$ _____	Subtotal (-)	\$ _____
Balance		Balance	
Balance shown in your checkbook or savings record book.	(=) \$ _____	(=) \$ _____	(=) \$ _____

These totals represent the correct amount of money you have in the bank and should agree. Please examine your statement promptly and report any errors immediately.

Important Information About Securities Line, Cash Reserve and Business Reserve

INTEREST CHARGE CALCULATION:
 We figure the interest charge on your account by applying the daily periodic rate to the "daily balance" of your account for each day in the billing cycle. To get the "daily balance", we take the beginning balance of your account each day, add any new advances and subtract any credits or payments for that day. This gives us the daily balance. We add each day's interest charge to get the total interest charge which is shown on your monthly statement.

To calculate the Average Daily Balance noted in the Balance Subject to Interest Rate column we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle. This gives us the "average daily balance". The interest charge may be calculated by multiplying each of the average daily balances by the applicable daily periodic rate, multiplying the results by the number of days in the billing cycle divided by 365 and adding together to get the Total Interest For This Period.

WHAT TO DO IF YOU THINK YOU FIND A MISTAKE ON YOUR STATEMENT/BILL:

If you think there is an error on your statement/Bill, write to us at:
 Central Bank, Customer Service Department, P.O. Box 779, Jefferson City, Missouri 65102

In your letter, give us the following information:

- > Account Information: Your name and account number.
 - > Dollar amount: The dollar amount of the suspected error.
 - > Description of Problem: if you think there is an error on your statement/bill, describe what you believe is wrong and why you believe it is a mistake.
- You must contact us within 60 days after the error appeared on your statement/bill.
 You must notify us of any potential errors in writing. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. While we investigate whether or not there has been an error, the following are true:
- > We cannot try to collect the amount in question, or report you as delinquent on that amount.
 - > The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
 - > While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
 - > We can apply any unpaid amount against your credit limit.

PERSONAL ACCOUNTS: IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at 1-866-998-4617
 or write us at:

Central Banccompany, Regulation E Investigations, P.O. Box 779, Jefferson City, MO 65102-9982

as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error occurred.

- (1) Tell us your name and account number
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this (20 business days if the transfer involved a new account), we will recredit your account for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation.

Central Bank

Member FDIC

MISSOURI 911 SERVICE BOARD

122985350

11/30/2023

Page 2 of 3

Date	Type	Transaction Description	
Nov. 22	GUSTO	TAX 490375	2,960.77
Nov. 22	GUSTO	NET 490612	6,454.94
Nov. 27	Bill Pay	HENRY C BINNING BUSLINK #9000	428.22
Nov. 27	Bill Pay	LATHROP GPM BUSLINK #9003	962.50
Nov. 28	PUR	UNITED STATES T 05/24	443,591.18
Nov. 30	Bill Pay	C2C BUSLINK #9001	34,036.18
Nov. 30	Bill Pay	PENMAN GROUP BUSLINK #9002	10,125.00
		Total	-\$ 1,040,041.65
		Ending Balance November 30, 2023	\$ 1,277,774.01

Number of days since last statement/interest cycle 30
 Beginning and ending dates for calculation of statement/interest cycle are 11/01/2023 through 11/30/2023
 Average current balance 1,572,893.00
 Interest rate 0.99%
 Annual percentage yield earned 1.01%

End of Bank Deposits

Detailed Explanation of Investaccounts

Investments

Quantity	Description	Trade Date	Original Cost		Estimated Market Value
	Government Issues:				
457,000.00	UNITED STATES TREAS BILLS 0.000% 12/26/23 CUSIP 912797HW0	08/29/23	\$	449,176.96	\$ 455,322.81
459,000.00	UNITED STATES TREAS BILLS 0.000% 01/25/24 CUSIP 912796ZY8	08/29/23	\$	449,277.76	\$ 455,300.46
461,000.00	UNITED STATES TREAS BILLS 0.000% 02/15/24 CUSIP 912797GN1	08/29/23	\$	449,802.39	\$ 455,905.95
451,000.00	UNITED STATES TREAS BILLS 0.000% 03/21/24 CUSIP 912797LL9	09/29/23	\$	439,706.04	\$ 443,729.88
453,000.00	UNITED STATES TREAS BILLS 0.000% 04/25/24 CUSIP 912797HG5	11/17/23	\$	442,803.63	\$ 443,505.12
455,000.00	UNITED STATES TREAS BILLS 0.000% 05/23/24 CUSIP 912797HR1	11/28/23	\$	443,591.18	\$ 443,620.45
2,736,000.00			\$	2,674,357.96	\$ 2,697,384.67
Total Bond Portfolio					\$ 2,697,384.67

Bonds are provided as a service through Central Capital Markets and are safekept by Central Bank. **Certificates of Deposit purchased through Central Capital Markets and listed in the Taxable Investment section of Safekeeping Portfolio holdings are FDIC insured through the institution of issue up to applicable limits.

Bonds are not insured or guaranteed by FDIC or any other government agency. They are not deposits or obligations of, nor guaranteed by the Bank. These investment products involve investment risks, including the possible loss of principal.

End of Bond Statement

Street Address: 238 MADISON STREET
 City, State: JEFFERSON CITY, MO
 ZIP Code: 65101

Phone: 573-634-1271
 E-mail: jake.hopkins@centralbank.net

STATEMENT

Statement #: 3
 Date: 10/31/2023
 Customer: MISSOURI 911 SERVICE BOARD

Bill To:

Attention: JILL HANCOCK
 Company Name: MISSOURI 911 SERVICE BOARD
 Street Address: 2413 E MCCARTY ST
 City, State: JEFFERSON CITY, MO
 ZIP Code: 65101-4421

DATE	Security Type	Service Description	Volume/Amount	Charge For Service	BALANCE
10/26/2023	United States Treasury	Maturity	1.00	\$3.50	\$3.50
10/31/2023	United States Treasury	Receipt Maintenance	5.00	\$3.00	\$15.00
				TOTAL	\$18.50

*TOTAL AMOUNT WILL BE AUTOMATICALLY CHARGED ON 10/14/2023



BankCard Services
 P.O. Box 779
 Jefferson City, MO 65102-9982

MO 911 SERVICE BOARD
 MISSOURI 911 SERVICE BOARD
 PO BOX 2126
 JEFFERSON CITY, MO 65102

*****2443

Statement Summary			
Total Amount Due	\$41.22	Due Date:	12/26/2023
Current Payment Due:	\$41.22	Billing Date:	11/30/2023
Past Due Amount:	\$0.00	Credit Limit:	\$20,000.00
Minimum Amount Due:	\$41.22		

Account Summary			
Previous Balance:	\$2,460.84	Annual Percentage Rate:	0.00 %
Purchases:	\$1,374.23	Days In This Billing Cycle:	30
Cash Advances:	\$0.00	New Cash Advances:	\$0.00
Credits:	\$0.00	Cash Advance Fee:	\$0.00
Payments:	(\$2,460.84)		
Other Charges:	\$0.00		
Finance Charges:	\$0.00	Average Daily Balance:	\$0.00
New Balance:	\$1,374.23	Monthly Periodic Rate:	1.4500 %
		Nominal Annual Percentage Rate:	17.40 %
			1.8667 %
			22.40 %

Post Date	Tran Date	Reference Number	Merchant Description	Amount
			PURCHASES	\$1,373.48
			MISCELLANEOUS DEBITS	\$0.75
			PAYMENTS	(\$2,460.84)
11/06/2023	11/06/2023	7539735331002222222222	AUTOMATIC PAYMENT	(\$2,460.84)
		* * * * *		
		FOR CUSTOMER SERVICE PLEASE CONTACT US AT 1-800-472-1959.		
			SCOTT M CASON - *7853	\$750.44
			PURCHASES	\$750.44
11/01/2023	10/31/2023	55432863304207020361215	IN *NATIONAL ASSOCIATI 800-262-3246 CA	\$300.00
11/03/2023	11/01/2023	55417343307153079417756	DRURY INN POPLAR BLUFF POPLAR BLUFF MO	\$116.60
11/06/2023	11/03/2023	52704873308970563193203	HOLIDAY INN EXPRESS&ST HANNIBAL MO	\$113.42
11/17/2023	11/16/2023	52708243321750408948960	CROSSROAD INN & SUITES SALEM MO	\$109.14

Post Date	Tran Date	Reference Number	Merchant Description	Amount
11/30/2023	11/28/2023	52704873333970236176212	HOLIDAY INN POPLAR BLU POPLAR BLUFF MO	\$111.28
			BRIAN MAYDWELL - *0044	\$623.79
			PURCHASES	\$623.04
11/03/2023	11/01/2023	55417343307153079417814	DRURY INN POPLAR BLUFF POPLAR BLUFF MO	\$140.08
11/06/2023	11/03/2023	52704873308970563038390	HOLIDAY INN EXPRESS&ST HANNIBAL MO	\$182.69
11/06/2023	11/03/2023	8271116330800000959521	SURVEYMONK* T 44943830 SAN MATEO CA	\$99.00
11/08/2023	11/07/2023	82305093311000017646562	ZOOM.US 888-799-9666 SAN JOSE CA	\$15.99
11/13/2023	11/11/2023	12302023315001117309047	STK*Shutterstock 8666633954 NY	\$49.00
11/27/2023	11/26/2023	82300093330000003985588	WWW.STOREPOINT.CO APP TORONTO ON	\$25.00
11/29/2023	11/27/2023	55417343333153337583926	DRURY INN POPLAR BLUFF POPLAR BLUFF MO	\$111.28
			MISCELLANEOUS DEBITS	\$0.75
11/27/2023	11/26/2023	82300093330000003985588	FOREIGN TRANSACTION FEE - *0044	\$0.75

Deposit Records



Missouri 911 Service Board

Deposit Detail

November 2023

DATE	TRANSACTION TYPE	NUM	CUSTOMER	MEMO/DESCRIPTION	AMOUNT
Central Bank Account					
11/08/2023	Deposit		State of MO	ACH Deposit 11-8-23	317,983.04
		Oct23	State of MO	October Funds Collected	-317,983.04
11/09/2023	Deposit			Business Card Rebate	15.60
				Business Card Rebate	15.60
11/30/2023	Deposit			Interest Earned	1,300.10
				Interest Earned	1,300.10
Treasury Bill 052523-112423 [11/24/23] (deleted)					
11/24/2023	Deposit			Interest Earned	5,725.95
					5,725.95

Expense Report



Missouri 911 Service Board

Expense Detail

November 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
Brian W Maydwell				
11/10/2023	Expense	ACH	October 2023 Reimbursement travel expenses	-255.43
			October 2023 Reimbursement mileage	189.43
			October 2023 Reimbursement travel expenses	66.00
C2C Association Management Solutions				
11/15/2023	Bill Payment (Check)	9001		-34,036.18
				-34,036.18
Central Bank				
11/06/2023	Bill Payment (Check)	ACH		-2,460.84
				-2,460.84
11/09/2023	Expense		10/2023 SERVICE CHARGE	-335.12
			10/2023 SERVICE CHARGE	335.12
11/14/2023	Expense		Investment Management Fee	-18.50
			Investment Management Fee	18.50
Dogwood Social				
11/15/2023	Bill Payment (Check)	9004		-1,250.00
				-1,250.00
Gusto				
11/02/2023	Expense	INV02255141	Monthly Payroll Processing Fee	-52.00
			Monthly Payroll Processing Fee	52.00
11/08/2023	Expense	ACH	Payroll period: 10/28/2023 - 11/10/2023	-6,454.93
			Payroll period: 10/28/2023 - 11/10/2023 Brian Maydwell	3,109.56
			Payroll period: 10/28/2023 - 11/10/2023 Scott Cason	3,345.37
11/08/2023	Expense	ACH	Brian & Scott - phone reimbursement	-92.30
			Brian - phone reimbursement	46.15
			Scott - phone reimbursement	46.15
11/08/2023	Expense		Payroll period: 10/28/2023 - 11/10/2023	-2,960.79
			Employee Taxes Payroll period: 10/28/2023 - 11/10/2023	1,140.44
			Employer Taxes Payroll period: 10/28/2023 - 11/10/2023	325.13
			Employee Taxes Payroll period: 10/28/2023 - 11/10/2023	1,154.63
			Employer Taxes Payroll period: 10/28/2023 - 11/10/2023	344.25



Missouri 911 Service Board

Expense Detail

November 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
			MO Compensation Deduction	3.66
11/22/2023	Expense	ACH	Brian & Scott - phone reimbursement	-92.30
			Brian - phone reimbursement	46.15
			Scott - phone reimbursement	46.15
11/22/2023	Expense	ACH	Payroll period: 11/11/2023 - 11/24/2023	-6,454.94
			Payroll period: 11/11/2023 - 11/24/2023 Brian Maydwell	3,109.57
			Payroll period: 11/11/2023 - 11/24/2023 Scott Cason	3,345.37
11/22/2023	Expense	ACH	Payroll period: 11/11/2023 - 11/24/2023	-2,960.77
			Employee Taxes Payroll period: 11/11/2023 - 11/24/2023	1,140.43
			Employer Taxes Payroll period: 11/11/2023 - 11/24/2023	325.12
			Employee Taxes Payroll period: 11/11/2023 - 11/24/2023	1,154.63
			Employer Taxes Payroll period: 11/11/2023 - 11/24/2023	344.25
			MO Compensation Deduction	3.66
Henry C Binning				
11/15/2023	Bill Payment (Check)	9000		-428.22
				-428.22
Lathrop GPM				
11/15/2023	Bill Payment (Check)	9003		-962.50
				-962.50
Mission Critical Partners				
11/02/2023	Bill Payment (Check)	ACH		-55,768.25
				-55,768.25
11/17/2023	Bill Payment (Check)	ACH		-20,378.75
				-20,378.75
Scott M Cason				
11/10/2023	Expense	ACH	October 2023 mileage & travel reimbursement [Scott Cason]	-1,170.79
			October 2023 mileage reimbursement [Scott Cason]	928.79
			October 2023 meal-travel reimbursement [Scott Cason]	242.00
State of Missouri				
11/17/2023	Expense	ACH	Q2 & Q3 Payments Ray County	-7,389.23



Missouri 911 Service Board

Expense Detail

November 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
			Q2 & Q3 Payments Ray County	7,389.23
The Penman Group				
11/15/2023	Bill Payment (Check)	9002		-10,125.00
				-10,125.00

Reserve Fund Balance



Missouri 911 Service Board
Assigned Fund for Working Capital
 As of November 30, 2023

	<u>Dec22 to Nov23</u>	<u>Monthly Average</u>
Expenses		
Board Expense	\$ 1,046.19	\$ 87.18
Contract Services	\$ 412,365.42	\$ 34,363.79
Emergency Telephone Number Fund	\$ 1,821,160.19	\$ 151,763.35
Employee Expenses	\$ 139,467.14	\$ 11,622.26
NG911 Federal Grant Expenses	\$ 292,759.42	\$ 24,396.62
Office Expense	\$ 27,944.79	\$ 2,328.73
Bank Charges	\$ 3,686.88	\$ 307.24
Training & Education	\$ 98,822.80	\$ 8,235.23
Total	\$ 2,797,252.83	\$ 233,104.40
		*3
90 Day Average Working Capital Needed		\$ 699,313.20

Missouri 911 Service Board



December 2023

Financial Report and Records

Profit & Loss Report – 2023/2024 Comparison

Profit & Loss, Budget vs. Actual Report

Balance Sheet



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - December, 2023

	TOTAL			
	JUL - DEC, 2023	JUL - DEC, 2022 (PY)	CHANGE	% CHANGE
Income				
911 Service Income	1,880,712.86	2,132,974.49	-252,261.63	-11.83 %
988 (DMH Consulting)		2,276.00	-2,276.00	-100.00 %
Investments				
Interest-Treasury Bills	19,217.87		19,217.87	
Total Investments	19,217.87		19,217.87	
Other Types of Income				
Interest Income-Checking	10,817.14		10,817.14	
Rebate-Business Credit Card	155.69	14.28	141.41	990.27 %
Total Other Types of Income	10,972.83	14.28	10,958.55	76,740.55 %
Total Income	\$1,910,903.56	\$2,135,264.77	\$ -224,361.21	-10.51 %
GROSS PROFIT	\$1,910,903.56	\$2,135,264.77	\$ -224,361.21	-10.51 %
Expenses				
Board Expense	8.17		8.17	
Conferences		250.00	-250.00	-100.00 %
Mileage	360.36		360.36	
Travel	95.00		95.00	
Total Board Expense	463.53	250.00	213.53	85.41 %
Contract Services				
911 Campaign Expenses	1,866.60		1,866.60	
Telecommunicator Job Marketing	4,502.93		4,502.93	
Total 911 Campaign Expenses	6,369.53		6,369.53	
Accounting Fees	1,389.00	2,577.05	-1,188.05	-46.10 %
Attorney fees	18,433.50	12,672.00	5,761.50	45.47 %
Government Affairs		42,000.00	-42,000.00	-100.00 %
Government Affairs-Federal	33,000.00		33,000.00	
Government Affairs-Missouri	28,000.00		28,000.00	
Total Government Affairs	61,000.00	42,000.00	19,000.00	45.24 %
Management Services	72,960.00	57,600.00	15,360.00	26.67 %
Outside Contract Services	28,000.00	7,243.62	20,756.38	286.55 %
Regional Coordination	30,100.00	25,800.00	4,300.00	16.67 %
Travel	535.27	917.46	-382.19	-41.66 %
Total Contract Services	218,787.30	148,810.13	69,977.17	47.02 %



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - December, 2023

	TOTAL				
	JUL - DEC, 2023	JUL - DEC, 2022 (PY)	CHANGE	% CHANGE	
Emergency Telephone Number Fund			-0.06	0.06	100.00 %
1st Class Counties					
Jackson County	89,038.88	109,046.50	-20,007.62		-18.35 %
St. Charles County	37,019.36	43,142.41	-6,123.05		-14.19 %
St. Louis City	40,648.72	55,774.33	-15,125.61		-27.12 %
St. Louis County	101,090.92	107,716.80	-6,625.88		-6.15 %
Total 1st Class Counties	267,797.88	315,680.04	-47,882.16		-15.17 %
Other Counties	587,486.41	658,953.73	-71,467.32		-10.85 %
Total Emergency Telephone Number Fund	855,284.29	974,633.71	-119,349.42		-12.25 %
Employee Expenses	186.21		186.21		
Cell Phone	599.95	599.95	0.00		0.00 %
Employee Mileage	5,139.99	246.65	4,893.34		1,983.92 %
Payroll Taxes	4,184.62	4,226.62	-42.00		-0.99 %
Salary Expense	55,250.00	55,250.00	0.00		0.00 %
Travel & Meetings	4,590.88	2,657.17	1,933.71		72.77 %
Total Employee Expenses	69,951.65	62,980.39	6,971.26		11.07 %
NG911 Federal Grant Expenses	300.00		300.00		
NG911 County Liaisons	203,595.75		203,595.75		
NG911 Grant Management	7,500.00		7,500.00		
NG911 Lodging	5,212.49		5,212.49		
NG911 Outside Contract Services	7,500.00		7,500.00		
NG911 Program Manager Cell Expenses	599.95		599.95		
NG911 Program Manager Payroll Expenses	4,475.25		4,475.25		
NG911 Program Manager Salary Expense	58,500.00		58,500.00		
NG911 Travel	11,880.71		11,880.71		
Total NG911 Federal Grant Expenses	299,564.15		299,564.15		
Office Expense					
Advertising/Promotional	972.50		972.50		
Books, Subscriptions, Reference	46.99		46.99		
Dues & Fees	500.00		500.00		
Printing and Copying	662.41	173.00	489.41		282.90 %
Social Media Expenses	5,300.00		5,300.00		
Supplies	930.25		930.25		
Website & Technology	13,411.99	9,931.86	3,480.13		35.04 %
Total Office Expense	21,824.14	10,104.86	11,719.28		115.98 %
Other Types of Expenses					
Bank Charges	2,287.77	735.19	1,552.58		211.18 %
Total Other Types of Expenses	2,287.77	735.19	1,552.58		211.18 %



Missouri 911 Service Board

Profit and Loss Fiscal YTD Comparison

July - December, 2023

	TOTAL			
	JUL - DEC, 2023	JUL - DEC, 2022 (PY)	CHANGE	% CHANGE
Training & Education				
Training	1,133.80	6,000.00	-4,866.20	-81.10 %
Total Training & Education	1,133.80	6,000.00	-4,866.20	-81.10 %
Total Expenses	\$1,469,296.63	\$1,203,514.28	\$265,782.35	22.08 %
NET OPERATING INCOME	\$441,606.93	\$931,750.49	\$ -490,143.56	-52.60 %
Other Income				
MO Discount	65.12	46.95	18.17	38.70 %
Total Other Income	\$65.12	\$46.95	\$18.17	38.70 %
Other Expenses				
Reserve Transfer	67,953.03	624,996.57	-557,043.54	-89.13 %
Total Other Expenses	\$67,953.03	\$624,996.57	\$ -557,043.54	-89.13 %
NET OTHER INCOME	\$ -67,887.91	\$ -624,949.62	\$557,061.71	89.14 %
NET INCOME	\$373,719.02	\$306,800.87	\$66,918.15	21.81 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
911 Service Income	1,880,712.86	3,985,000.00	-2,104,287.14	47.19 %
988 (DMH Consulting)		0.00	0.00	
Investments				
Interest-Savings, Short-term CD		28,500.00	-28,500.00	
Interest-Treasury Bills	19,217.87		19,217.87	
Total Investments	19,217.87	28,500.00	-9,282.13	67.43 %
Other Types of Income				
Interest Income-Checking	10,817.14		10,817.14	
Rebate-Business Credit Card	155.69		155.69	
Total Other Types of Income	10,972.83		10,972.83	
Total Income	\$1,910,903.56	\$4,013,500.00	\$ -2,102,596.44	47.61 %
GROSS PROFIT	\$1,910,903.56	\$4,013,500.00	\$ -2,102,596.44	47.61 %
Expenses				
Board Expense	8.17		8.17	
Interpreter		0.00	0.00	
Mileage	360.36	5,000.00	-4,639.64	7.21 %
Travel	95.00		95.00	
Total Board Expense	463.53	5,000.00	-4,536.47	9.27 %
Board Priorities		5,000.00	-5,000.00	
Grants		3,164,803.50	-3,164,803.50	
Improve Basic 911 Services		0.00	0.00	
Learning Management System		85,000.00	-85,000.00	
Total Board Priorities		3,254,803.50	-3,254,803.50	
Contract Services				
911 Campaign Expenses	1,866.60		1,866.60	
Telecommunicator Job Marketing	4,502.93	16,800.00	-12,297.07	26.80 %
Total 911 Campaign Expenses	6,369.53	16,800.00	-10,430.47	37.91 %
Accounting Fees	1,441.00	3,500.00	-2,059.00	41.17 %
Attorney fees	18,433.50	60,000.00	-41,566.50	30.72 %
Auditor		5,000.00	-5,000.00	
Government Affairs				
Government Affairs-Federal	33,000.00	49,500.00	-16,500.00	66.67 %
Government Affairs-Missouri	28,000.00	65,000.00	-37,000.00	43.08 %
Total Government Affairs	61,000.00	114,500.00	-53,500.00	53.28 %
Insurance - Crime		2,000.00	-2,000.00	
Insurance - D&O ELP		2,000.00	-2,000.00	
Management Services	84,480.00	115,200.00	-30,720.00	73.33 %
Outside Contract Services	28,000.00		28,000.00	
Regional Coordination	34,400.00	51,600.00	-17,200.00	66.67 %
Travel	535.27		535.27	
Total Contract Services	234,659.30	370,600.00	-135,940.70	63.32 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			% OF BUDGET
	ACTUAL	BUDGET	OVER BUDGET	
Emergency Telephone Number Fund		1,872,950.00	-1,872,950.00	
1st Class Counties				
Jackson County	89,038.88		89,038.88	
St. Charles County	37,019.36		37,019.36	
St. Louis City	40,648.72		40,648.72	
St. Louis County	101,090.92		101,090.92	
Total 1st Class Counties	267,797.88		267,797.88	
Other Counties				
Adair County	3,524.44		3,524.44	
Andrew County	1,509.60		1,509.60	
Atchison County	503.83		503.83	
Audrain County	2,110.09		2,110.09	
Barry County	10,277.53		10,277.53	
Barton County	3,486.35		3,486.35	
Bates County	5,642.80		5,642.80	
Benton County	6,327.36		6,327.36	
Bollinger County	2,847.14		2,847.14	
Boone County	20,029.68		20,029.68	
Buchanan County	13,543.27		13,543.27	
Butler County	12,333.79		12,333.79	
Caldwell County	2,043.41		2,043.41	
Callaway County	5,939.47		5,939.47	
Camden County	9,591.02		9,591.02	
Cape Girardeau	13,262.18		13,262.18	
Carroll County	557.96		557.96	
Carter County	1,223.88		1,223.88	
Cass County	5,332.57		5,332.57	
Cedar County	5,258.74		5,258.74	
Chariton County	695.69		695.69	
Christian County	6,739.48		6,739.48	
City of Sikeston	2,330.13		2,330.13	
Clark County	313.96		313.96	
Clay County	18,262.69		18,262.69	
Clinton County	2,783.70		2,783.70	
Cole County	8,689.99		8,689.99	
Cooper County	3,618.32		3,618.32	
Crawford 911	5,170.05		5,170.05	
Dade County	916.32		916.32	
Dallas County	2,895.39		2,895.39	
Daviess County	291.09		291.09	
DeKalb County	2,912.26		2,912.26	
Dent County	3,547.96		3,547.96	
Douglas County	6,194.41		6,194.41	



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Dunklin County	8,568.10		8,568.10	
Franklin County	16,898.32		16,898.32	
Gasconade 911	3,088.30		3,088.30	
Gentry County	856.36		856.36	
Greene County	55,326.51		55,326.51	
Grundy County	2,321.76		2,321.76	
Harrison County	2,887.38		2,887.38	
Henry County	3,055.58		3,055.58	
Hickory County	3,125.43		3,125.43	
Holt County	401.55		401.55	
Howard County	1,414.06		1,414.06	
Howell County	4,878.77		4,878.77	
Iron County	1,742.22		1,742.22	
Jasper County	28,765.56		28,765.56	
Jefferson County	12,369.34		12,369.34	
Johnson County	2,387.72		2,387.72	
Knox County	172.77		172.77	
Laclede County	10,508.42		10,508.42	
Lafayette County	4,908.90		4,908.90	
Lawrence 911	13,701.63		13,701.63	
Lewis County E911	1,216.66		1,216.66	
Lincoln County	5,871.82		5,871.82	
Linn County E 911	1,634.17		1,634.17	
Livingston County	4,111.81		4,111.81	
Macon County	1,969.00		1,969.00	
Madison County	2,868.09		2,868.09	
Maries County	1,014.22		1,014.22	
Marion County 911	3,410.34		3,410.34	
McDonald County	3,016.26		3,016.26	
Mercer County	789.69		789.69	
Miller	4,519.57		4,519.57	
Mississippi County	2,103.22		2,103.22	
Moniteau 911	2,198.33		2,198.33	
Monroe County	544.37		544.37	
Montgomery County	2,175.76		2,175.76	
Morgan County	4,795.25		4,795.25	
New Madrid County	5,393.78		5,393.78	
Newton County	15,065.99		15,065.99	
Nodaway County	1,422.47		1,422.47	
Oregon County	2,181.47		2,181.47	
Osage County	134.95		134.95	
Ozark County	3,033.86		3,033.86	
Pemiscot County	3,623.91		3,623.91	



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Perry County	3,730.26		3,730.26	
Pettis County	10,211.52		10,211.52	
Phelps County 911	7,904.01		7,904.01	
Pike County 911	3,292.92		3,292.92	
Platte County	0.00		0.00	
Polk 911	12,285.59		12,285.59	
Pulaski County 911	7,020.52		7,020.52	
Putnam County	607.00		607.00	
Ralls County 911	1,171.08		1,171.08	
Randolph County	2,276.34		2,276.34	
Ray County 911	6,017.97		6,017.97	
Reynolds County	1,028.01		1,028.01	
Ripley County	4,045.83		4,045.83	
Saline County	3,007.45		3,007.45	
Schuyler County	318.57		318.57	
Scotland County	376.81		376.81	
Scott County	3,152.23		3,152.23	
Shannon County	1,061.75		1,061.75	
Shelby County	242.26		242.26	
St. Clair County	2,951.71		2,951.71	
St. Francois County 911	11,071.98		11,071.98	
Ste. Genevieve County	1,900.88		1,900.88	
Stoddard County	8,378.29		8,378.29	
Stone County	3,225.60		3,225.60	
Sullivan County	437.00		437.00	
Taney County	15,862.76		15,862.76	
Texas County	7,474.50		7,474.50	
Vernon County	8,625.35		8,625.35	
Warren County 911	3,108.85		3,108.85	
Warrenton County	498.34		498.34	
Washington County 911	4,070.42		4,070.42	
Wayne County	3,597.51		3,597.51	
Webster County	3,442.29		3,442.29	
Worth County	249.80		249.80	
Wright County 911	3,660.79		3,660.79	
Total Other Counties	587,486.41		587,486.41	
Total Emergency Telephone Number Fund	855,284.29	1,872,950.00	-1,017,665.71	45.67 %
Employee Expenses	186.21		186.21	
Cell Phone	646.10	1,200.00	-553.90	53.84 %
Employee Mileage	6,305.96		6,305.96	
Insurance - Work Comp		2,200.00	-2,200.00	
Payroll Taxes	4,612.52	8,453.25	-3,840.73	54.57 %
Salary Expense	59,500.00	110,500.00	-51,000.00	53.85 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Travel & Meetings	4,621.88	9,000.00	-4,378.12	51.35 %
Total Employee Expenses	75,872.67	131,353.25	-55,480.58	57.76 %
NG911 Federal Grant Expenses	300.00		300.00	
NG911 County Liaisons	203,595.75	225,000.00	-21,404.25	90.49 %
NG911 GIS Program Manager Salary		76,800.00	-76,800.00	
NG911 Grant Management	10,000.00	10,000.00	0.00	100.00 %
NG911 Legal & Accounting Expenses		30,400.00	-30,400.00	
NG911 Lodging	5,212.49		5,212.49	
NG911 Outside Contract Services	7,500.00	36,000.00	-28,500.00	20.83 %
NG911 Program Manager Cell Expenses	646.10	1,200.00	-553.90	53.84 %
NG911 Program Manager Payroll Expenses	4,928.31	8,950.50	-4,022.19	55.06 %
NG911 Program Manager Salary Expense	63,000.00	117,000.00	-54,000.00	53.85 %
NG911 Travel	12,827.11	44,000.00	-31,172.89	29.15 %
Total NG911 Federal Grant Expenses	308,009.76	549,350.50	-241,340.74	56.07 %
Office Expense		2,000.00	-2,000.00	
Advertising/Promotional	972.50		972.50	
Books, Subscriptions, Reference	46.99		46.99	
Conference Sponsorships		5,000.00	-5,000.00	
Dues & Fees	500.00		500.00	
Federal Travel Expenses		3,400.00	-3,400.00	
Postage		2,500.00	-2,500.00	
Printing and Copying	662.41		662.41	
Social Media Expenses	5,300.00	15,000.00	-9,700.00	35.33 %
Supplies	930.25	4,000.00	-3,069.75	23.26 %
Website & Technology	13,884.06	5,375.00	8,509.06	258.31 %
Total Office Expense	22,296.21	37,275.00	-14,978.79	59.82 %
Other Types of Expenses				
Bank Charges	2,287.77		2,287.77	
Total Other Types of Expenses	2,287.77		2,287.77	
Training & Education				
Training	1,133.80		1,133.80	
Total Training & Education	1,133.80		1,133.80	
Total Expenses	\$1,500,007.33	\$6,221,332.25	\$ -4,721,324.92	24.11 %
NET OPERATING INCOME	\$410,896.23	\$ -2,207,832.25	\$2,618,728.48	-18.61 %
Other Income				
MO Discount	72.16		72.16	
Total Other Income	\$72.16	\$0.00	\$72.16	0.00%
Other Expenses				
Reserve Transfer	67,953.03	300,860.57	-232,907.54	22.59 %
Total Other Expenses	\$67,953.03	\$300,860.57	\$ -232,907.54	22.59 %
NET OTHER INCOME	\$ -67,880.87	\$ -300,860.57	\$232,979.70	22.56 %



Missouri 911 Service Board

Budget vs. Actuals: FY2024 Budget - FY24 P&L

July 2023 - June 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
NET INCOME	\$343,015.36	\$ -2,508,692.82	\$2,851,708.18	-13.67 %



Missouri 911 Service Board

Balance Sheet

As of December 31, 2023

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Central Bank Account	1,411,115.21
Treasury Bill 012623-012524 [1/25/24]	449,277.76
Treasury Bill 027600-0624 [6/15/24]	447,025.11
Treasury Bill 032323-032124 [3/21/24]	439,706.04
Treasury Bill 081723-021524 [2/15/24]	449,802.39
Treasury Bill 102623-042524 [4/25/24]	442,803.63
Treasury Bill 112423-052324 [5/23/24]	443,591.18
Total Bank Accounts	\$4,083,321.32
Accounts Receivable	
A/R - State of Missouri	290,511.14
Total Accounts Receivable	\$290,511.14
Other Current Assets	
Receivable from State of MO	0.00
Undeposited Funds	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$4,373,832.46
TOTAL ASSETS	\$4,373,832.46
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
A/P - Counties	-0.03
Accounts Payable	412,738.30
Grants Payable	0.00
MO DOR Returned Funding	514.69
Total Accounts Payable	\$413,252.96
Credit Cards	
Central Bank Credit Card	0.00
Cason -7853	0.00
Maydwell -0044	0.00
Total Central Bank Credit Card	0.00
Total Credit Cards	\$0.00
Other Current Liabilities	
Accrued Vacation	7,516.48
County Payable @ 40% (deleted)	
Bollinger Payable	0.00



Missouri 911 Service Board

Balance Sheet

As of December 31, 2023

	TOTAL
Total County Payable @ 40% (deleted)	0.00
Credit Card Payable	0.00
Direct Deposit Liabilities	0.00
Missouri Department of Revenue Payable	0.00
MO DOR Overpayment	0.00
Out Of Scope Agency Payable	0.00
Payroll Liabilities	0.00
Payroll Taxes Payable	0.00
Salaries Payable	0.00
Total Payroll Liabilities	0.00
Total Other Current Liabilities	\$7,516.48
Total Current Liabilities	\$420,769.44
Total Liabilities	\$420,769.44
Equity	
Board Appt'd Loans/Grants - RE	0.00
Operating Funds	715,366.29
Retained Earnings	2,863,977.71
Net Income	373,719.02
Total Equity	\$3,953,063.02
TOTAL LIABILITIES AND EQUITY	\$4,373,832.46

Bank Statements

E/



Central Bank

MEMBER FDIC P.O. BOX 4500, JEFFERSON CITY MO 65102
(573) 634-1111

RETURN SERVICE REQUESTED

MISSOURI 911 SERVICE BOARD
2413 E MCCARTY ST
JEFFERSON CITY MO 65101-4421

Period 12/01/2023 - 12/29/2023 Page 1 of 3

Web Address www.centralbank.net

M
122985350

Your Financial Summary on December 29, 2023

	Bank Deposits	Investment Products*	Totals
Bank Deposit Accounts:			
Checking	\$ 1,449,079.71		
Bank Deposit Total			\$ 1,449,079.71
Investment Products:			
Bond Portfolio - carried by CENTRAL BANK		\$ 2,698,141.72	
Investment Products Total:			\$ 2,698,141.72
Total Assets:	\$ 1,449,079.71	\$ 2,698,141.72	\$ 4,147,221.43

This statement provides account information about your CENTRAL BANK account(s).

*Investment products are not insured or guaranteed by FDIC or any other government agency. They are not deposits or obligations of, nor guaranteed by the bank. These investment products involve investment risk, including a possible loss of principal.

Detailed Explanation of Bank Deposits

Corporate Interest Checking

No. 122985350	Beginning Balance November 30, 2023	\$ 1,277,774.01
Deposits		
Dec. 08	MISSOURI 911 E911	295,291.03
Dec. 11	BUSINESS CARD REBATE	8.93
Dec. 26	MAT UNITED STATES T 12/23	457,000.00
Dec. 29	Interest Earned	1,169.85
	Total	+\$ 753,469.81

Withdrawals and other charges

Date	Type	Transaction Description	
Dec. 04	GUSTO	FEE 763335	52.00
Dec. 05	CENBKSMBS	CB CC PMT	1,374.23
Dec. 07	GUSTO	TAX 834444	2,960.79
Dec. 07	GUSTO	REM 841549	3,243.58
Dec. 07	GUSTO	NET 834510	6,454.93
Dec. 11		11/2023 SERVICE CHARGE	230.49
Dec. 13	Bill Pay	C2C BUSLINK #9005	28,300.47
Dec. 13	Bill Pay	PENMAN GROUP BUSLINK #9006	10,125.00
Dec. 14	Bill Pay	DOGWOOD SOCIAL BUSLINK #9007	1,250.00
Dec. 14		INVESTMENT MANAGEMENT FEE	101.50
Dec. 21	GUSTO	REM 175997	92.30
Dec. 21	GUSTO	TAX 168519	2,960.77
Dec. 21	GUSTO	NET 168521	6,454.94

To Balance Your Checkbook

Fill in amounts below from your checkbook or savings record book and bank statement.

Send inquiries to:
Central Bank
 P.O. Box 779
 Jefferson City, Missouri 65102
 573-634-1234
 Member FDIC

Enter balance shown on bank statement.	\$ _____	Enter balance shown in your checkbook or savings record book.	\$ _____
Add deposits not on bank statement.	\$ _____ _____ _____	Add any deposits and other additions, loan advances, bank deposits, Online Banking deposits, other electronic deposits, or transfers between savings & checking (including Online Banking, InfoLine, and ATMs) not entered in your checkbook or savings record book.	\$ _____ _____ _____
	Subtotal (+)		Subtotal (+)
Subtract checks or withdrawals issued but not on statement.	\$ _____ _____ _____ _____ _____ _____ _____ _____ _____	Subtract service charges, maintenance fees, automatic payments, the bank withdrawals, Online Banking payments, Debit Point-of-Sale transactions, other electronic transactions, or transfers between savings & checking (including Online Banking, InfoLine, and ATMs) not entered in your checkbook or savings record book.	\$ _____ _____ _____ _____ _____ _____ _____ _____ _____
	Subtotal (-)		Subtotal (-)
		Balance	
Balance shown in your checkbook or savings record book.	(=) \$ _____	(=) \$ _____	

These totals represent the correct amount of money you have in the bank and should agree. Please examine your statement promptly and report any errors immediately.

Important Information About Securities Line, Cash Reserve and Business Reserve

INTEREST CHARGE CALCULATION:
 We figure the interest charge on your account by applying the daily periodic rate to the "daily balance" of your account for each day in the billing cycle. To get the "daily balance", we take the beginning balance of your account each day, add any new advances and subtract any credits or payments for that day. This gives us the daily balance. We add each day's interest charge to get the total interest charge which is shown on your monthly statement.

To calculate the Average Daily Balance noted in the Balance Subject to Interest Rate column we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle. This gives us the "average daily balance". The interest charge may be calculated by multiplying each of the average daily balances by the applicable daily periodic rate, multiplying the results by the number of days in the billing cycle divided by 365 and adding together to get the Total Interest For This Period.

WHAT TO DO IF YOU THINK YOU FIND A MISTAKE ON YOUR STATEMENT/BILL:

If you think there is an error on your statement/Bill, write to us at:
 Central Bank, Customer Service Department, P.O. Box 779, Jefferson City, Missouri 65102

In your letter, give us the following information:

- > Account Information: Your name and account number.
- > Dollar amount: The dollar amount of the suspected error.
- > Description of Problem: if you think there is an error on your statement/bill, describe what you believe is wrong and why you believe it is a mistake.
 You must contact us within 60 days after the error appeared on your statement/bill.
 You must notify us of any potential errors in writing. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. While we investigate whether or not there has been an error, the following are true:
 - > We cannot try to collect the amount in question, or report you as delinquent on that amount.
 - > The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
 - > While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
 - > We can apply any unpaid amount against your credit limit.

PERSONAL ACCOUNTS: IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at 1-866-998-4617
 or write us at:

Central Banccompany, Regulation E Investigations, P.O. Box 779, Jefferson City, MO 65102-9982

as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error occurred.

- (1) Tell us your name and account number
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this (20 business days if the transfer involved a new account), we will recredit your account for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation.

Central Bank

Member FDIC

MISSOURI 911 SERVICE BOARD

122985350

12/29/2023

Page 2 of 3

Date	Type	Transaction Description	
Dec. 27	PUR	UNITED STATES T 06/24	447,025.11
Dec. 28	Bill Pay	LATHROP GPM BUSLINK #9008	6,044.50
Dec. 29	BUSINESSLINK	ACH SETTLEMT	65,493.50
		Total	-\$ 582,164.11
		Ending Balance December 29, 2023	\$ 1,449,079.71

Number of days since last statement/interest cycle 31
Beginning and ending dates for calculation of statement/interest cycle are 12/01/2023 through 12/31/2023
Average current balance 1,476,306.00
Interest rate 0.99%
Annual percentage yield earned 0.94%
Interest earned year to date 22,863.60

End of Bank Deposits

Detailed Explanation of Investaccounts

Investments

Quantity	Description	Trade Date	Original Cost	Estimated Market Value
	Government Issues:			
459,000.00	UNITED STATES TREAS BILLS 0.000% 01/25/24 CUSIP 912796ZY8	08/29/23	\$ 449,277.76	\$ 457,191.54
461,000.00	UNITED STATES TREAS BILLS 0.000% 02/15/24 CUSIP 912797GN1	08/29/23	\$ 449,802.39	\$ 457,782.22
451,000.00	UNITED STATES TREAS BILLS 0.000% 03/21/24 CUSIP 912797LL9	09/29/23	\$ 439,706.04	\$ 445,574.47
453,000.00	UNITED STATES TREAS BILLS 0.000% 04/25/24 CUSIP 912797HG5	11/17/23	\$ 442,803.63	\$ 445,289.94
455,000.00	UNITED STATES TREAS BILLS 0.000% 05/23/24 CUSIP 912797HR1	11/28/23	\$ 443,591.18	\$ 445,586.05
457,000.00	UNITED STATES TREAS NTS 0.250% 06/15/24 CUSIP 91282CCG4	12/27/23	\$ 446,987.65	\$ 446,717.50
2,736,000.00			\$ 2,672,168.65	\$ 2,698,141.72
	Total Bond Portfolio			\$ 2,698,141.72

Bonds are provided as a service through Central Capital Markets and are safekept by Central Bank. **Certificates of Deposit purchased through Central Capital Markets and listed in the Taxable Investment section of Safekeeping Portfolio holdings are FDIC insured through the institution of issue up to applicable limits.

Bonds are not insured or guaranteed by FDIC or any other government agency. They are not deposits or obligations of, nor guaranteed by the Bank. These investment products involve investment risks, including the possible loss of principal.

End of Bond Statement



BankCard Services
 P.O. Box 779
 Jefferson City, MO 65102-9982

MO 911 SERVICE BOARD
 MISSOURI 911 SERVICE BOARD
 PO BOX 2126
 JEFFERSON CITY, MO 65102

*****2443

Statement Summary			
Total Amount Due	\$28.51	Due Date:	01/23/2024
Current Payment Due:	\$28.51	Billing Date:	12/29/2023
Past Due Amount:	\$0.00	Credit Limit:	\$20,000.00
Minimum Amount Due:	\$28.51		

Account Summary			
Previous Balance:	\$1,374.23	Annual Percentage Rate:	0.00 %
Purchases:	\$950.37	Days In This Billing Cycle:	29
Cash Advances:	\$0.00	New Cash Advances:	\$0.00
Credits:	\$0.00	Cash Advance Fee:	\$0.00
Payments:	(\$1,374.23)		
Other Charges:	\$0.00		
Finance Charges:	\$0.00	Average Daily Balance:	\$0.00
New Balance:	\$950.37	Monthly Periodic Rate:	1.4500 %
		Nominal Annual Percentage Rate:	17.40 %
			1.8667 %
			22.40 %

Post Date	Tran Date	Reference Number	Merchant Description	Amount
			PURCHASES	\$949.62
			MISCELLANEOUS DEBITS	\$0.75
			PAYMENTS	(\$1,374.23)
12/04/2023	12/04/2023	7539735333802222222222	AUTOMATIC PAYMENT	(\$1,374.23)
		* * * * *		
		FOR CUSTOMER SERVICE PLEASE CONTACT US AT 1-800-472-1959.		
			SCOTT M CASON - *7853	\$457.89
			PURCHASES	\$457.89
12/01/2023	11/29/2023	52704873334970370114457	HOLIDAY INN EXPRESS & WEST PLAINS MO	\$125.55
12/11/2023	12/07/2023	52704873342970556433929	HOLIDAY INN EXPRESS & KIRKSVILLE MO	\$110.85
12/21/2023	12/19/2023	52704873354970407903703	HOLIDAY INN EXPRESS FARMINGTON MO	\$112.35
12/21/2023	12/20/2023	52708243355750414298847	CROSSROAD INN & SUITES SALEM MO	\$109.14

Post Date	Tran Date	Reference Number	Merchant Description	Amount
			BRIAN MAYDWELL - *0044	\$492.48
			PURCHASES	\$491.73
12/01/2023	11/29/2023	52704873334970372648411	HOLIDAY INN EXPRESS & WEST PLAINS MO	\$112.89
12/04/2023	12/03/2023	82711163338000000782729	SURVEYMONK* T 45049666 SAN MATEO CA	\$99.00
12/08/2023	12/07/2023	82305093341000021096899	ZOOM.US 888-799-9666 SAN JOSE CA	\$15.99
12/11/2023	12/11/2023	12302023345000998550046	STK*Shutterstock 8666633954 NY	\$49.00
12/11/2023	12/07/2023	52704873342970556357912	HOLIDAY INN EXPRESS & KIRKSVILLE MO	\$110.85
12/14/2023	12/13/2023	82305093347000020707771	ZOOM.US 888-799-9666 SAN JOSE CA	\$79.00
12/27/2023	12/26/2023	82300093360000002332744	WWW.STOREPOINT.CO APP TORONTO ON	\$25.00
			MISCELLANEOUS DEBITS	\$0.75
12/27/2023	12/26/2023	82300093360000002332744	FOREIGN TRANSACTION FEE - *0044	\$0.75

Deposit Records



Missouri 911 Service Board

Deposit Detail

December 2023

DATE	TRANSACTION TYPE	NUM	CUSTOMER	MEMO/DESCRIPTION	AMOUNT
Central Bank Account					
12/08/2023	Deposit		State of MO	ACH Deposit 12-8-23	295,291.03
		Nov-23	State of MO	November Funds Collected	-295,291.03
12/11/2023	Deposit			Business Card Rebate	8.93
				Business Card Rebate	8.93
12/29/2023	Deposit			Interest Earned	1,169.85
				Interest Earned	1,169.85
Treasury Bill 082923-122623 [12/26/23] (deleted)					
12/26/2023	Deposit			Interest Earned Treasury Bill 082923-122623	7,823.04
					7,823.04

Expense Report



Missouri 911 Service Board

Expense Detail

December 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
Brian W Maydwell				
12/06/2023	Expense	ACH	November 2023 Reimbursement travel expenses	-1,472.85
			November 2023 Reimbursement mileage	1,381.85
			November 2023 Reimbursement travel expenses	91.00
C2C Association Management Solutions				
12/05/2023	Bill Payment (Check)	9005		-28,300.47
				-28,300.47
12/29/2023	Bill Payment (Check)			-26,320.00
				-26,320.00
Central Bank				
12/05/2023	Bill Payment (Check)		Nov23 Central CC Balance	-1,374.23
				-1,374.23
12/11/2023	Expense		11/2023 SERVICE CHARGE	-230.49
			11/2023 SERVICE CHARGE	230.49
12/14/2023	Expense		Investment Management Fee	-101.50
			Investment Management Fee	101.50
Dogwood Social				
12/05/2023	Bill Payment (Check)	9007		-1,250.00
				-1,250.00
12/29/2023	Bill Payment (Check)			-1,250.00
				-1,250.00
Gusto				
12/01/2023	Expense	INV02573765	Monthly Payroll Processing Fee	-52.00
			Monthly Payroll Processing Fee	52.00
12/08/2023	Expense	ACH	Brian & Scott - phone reimbursement	-92.30
			Brian - phone reimbursement	46.15
			Scott - phone reimbursement	46.15
12/08/2023	Expense	ACH	Payroll period: 11/25/2023 - 12/08/2023	-2,960.79
			Employee Taxes Payroll period: 11/25/2023 - 12/08/2023	1,140.44
			Employer Taxes Payroll period: 11/25/2023 - 12/08/2023	325.13



Missouri 911 Service Board

Expense Detail

December 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
			Employee Taxes Payroll period: 11/25/2023 - 12/08/2023	1,154.63
			Employer Taxes Payroll period: 11/25/2023 - 12/08/2023	344.25
			MO Compensation Deduction	3.66
12/08/2023	Expense	ACH	Payroll period: 11/25/2023 - 12/08/2023	-6,454.93
			Payroll period: 11/25/2023 - 12/08/2023 Brian Maydwell	3,109.56
			Payroll period: 11/25/2023 - 12/08/2023 Scott Cason	3,345.37
12/22/2023	Expense	ACH	Payroll period: 12/09/23 - 12/22/2023	-6,454.94
			Payroll period: 12/09/23 - 12/22/2023 Brian Maydwell	3,109.57
			Payroll period: 12/09/23 - 12/22/2023 Scott Cason	3,345.37
12/22/2023	Expense	ACH	Brian & Scott - phone reimbursement	-92.30
			Brian - phone reimbursement	46.15
			Scott - phone reimbursement	46.15
12/22/2023	Expense	ACH	Payroll period: 12/09/23 - 12/22/2023	-2,960.77
			Employee Taxes Payroll period: 12/09/23 - 12/22/2023	1,140.43
			Employer Taxes Payroll period: 12/09/23 - 12/22/2023	325.12
			Employee Taxes Payroll period: 12/09/23 - 12/22/2023	1,154.63
			Employer Taxes Payroll period: 12/09/23 - 12/22/2023	344.25
			MO Compensation Deduction	3.66
Lathrop GPM				
12/05/2023	Bill Payment (Check)	9008		-6,044.50
				-6,044.50
12/29/2023	Bill Payment (Check)			-269.50
				-269.50
Mission Critical Partners				
12/29/2023	Bill Payment (Check)	ACH		-36,858.00
				-36,858.00
12/29/2023	Bill Payment (Check)	ACH		-28,635.50
				-28,635.50
Scott M Cason				
12/06/2023	Expense	ACH	November 2023 mileage & travel reimbursement [Scott Cason]	-1,678.43
			November 2023 mileage reimbursement [Scott Cason]	1,529.43
			November 2023 meal-travel reimbursement [Scott Cason]	149.00



Missouri 911 Service Board

Expense Detail

December 2023

DATE	TRANSACTION TYPE	NUM	MEMO/DESCRIPTION	AMOUNT
The Penman Group				
12/05/2023	Bill Payment (Check)	9006		-10,125.00
				-10,125.00
12/29/2023	Bill Payment (Check)			-10,125.00
				-10,125.00

Reserve Fund Balance



Missouri 911 Service Board Assigned Fund for Working Capital As of December 31, 2023

	<u>Jan23 to Dec23</u>	<u>Monthly Average</u>
Expenses		
Board Expense	\$ 1,046.19	\$ 87.18
Contract Services	\$ 420,208.55	\$ 35,017.38
Emergency Telephone Number Fund	\$ 1,800,565.06	\$ 150,047.09
Employee Expenses	\$ 141,163.73	\$ 11,763.64
NG911 Federal Grant Expenses	\$ 372,670.04	\$ 31,055.84
Office Expense	\$ 28,965.16	\$ 2,413.76
Bank Charges	\$ 3,944.62	\$ 328.72
Training & Education	\$ 92,901.80	\$ 7,741.82
Total	\$ 2,861,465.15	\$ 238,455.43
		*3
90 Day Average Working Capital Needed		\$ 715,366.29

January 8, 2024 Revision 3

I. Definitions

“Call Routing” shall mean the reception of emergency calls where the purpose is to only determine the course of direction of routing (police, fire, medical) resulting in rapid transfer of medical callers to the appropriate agency.

“EMD Medical Director” shall mean a licensed physician who provides EMD medical direction to the emergency medical dispatch agency (PSAP) and works with the local EMS medical director if not the same person.

“Emergency Medical Dispatcher (EMD)” shall mean a person trained to provide emergency medical dispatch services and is certified, in accordance with regulations.

“Emergency Medical Dispatching” shall mean the reception, evaluation, processing, provision of dispatch life support, management of requests for emergency medical assistance, and participation in ongoing evaluation and improvement of the emergency medical dispatch process. This process includes identifying the nature of the request, prioritizing the severity of the request, dispatching the necessary resources, providing medical aid and safety instructions to the callers and coordinating the responding resources as needed but does not include call routing per se.

“Emergency Medical Dispatch Priority Reference System (EMDPRS)” shall mean a Board approved and EMD Medical Director approved system that includes: the protocol used by an emergency medical dispatcher in an emergency medical dispatch agency to dispatch aid to medical emergencies that includes: systematized caller interrogation questions; systematized dispatch life support instructions; and, systematized coding protocols that match the dispatcher’s evaluation of the injury or illness severity with the vehicle response mode and vehicle response configuration; continuous quality improvement program that measures compliance to protocol through ongoing random case review for each EMD; and a training curriculum and testing process consistent with the specific EMDPRS protocol used by the emergency medical dispatch agency.

“Pre-arrival Instructions/EMD Instructions” shall mean the scripted medical instructions provided in response to critical medical situations.

“Quality Assurance and Improvement Program” shall mean a program approved by the medical director and administered by the EMD agency for the purpose of insuring safe, efficient, and effective performance of EMDs in regard to their use of the EMDPRS and patient care advice provided. This program shall include at a minimum, the random case review evaluating EMD performance, feedback of EMDPRS compliance levels to EMDs, related CDE retraining and remediation, and submission of compliance data to the medical director.

II. Authority and Responsibilities

The Board shall:

- A. Determine the acceptable EMD programs, that will be recognized, which certify and recertify any person who meets the responsibilities and requirements as an emergency medical dispatcher.
- B. Set minimum training requirements that meet national standards for Emergency Medical Dispatcher certification.
- C. Evaluate and approve EMD training programs based on national standards.
- D. Set minimum recertification requirements.

III. Requirements for providing Emergency Medical Dispatch Services

- A. All emergency medical dispatch agencies shall have an EMD medical director, utilize a board approved EMDPRS protocol and provide a quality assurance & improvement program.
 - 1. The Board shall identify preapproved, standardized EMDPRS's for selection and use by local EMD agencies.
- B. The Board will recognize PSAP's that meet the requirements as an EMD agency.

IV. EMD Training Program Approval

EMD training programs must be based on a Board-approved EMDPRS and Board-approved curriculum and shall be conducted in accordance with national standards and shall include an examination that tests for competency in the specific EMDPRS taught in the approved training program, that shall be submitted to the Board for approval prior to training.

V. A business, organization, or government agency may not represent itself as an emergency medical dispatch agency unless the business, organization, or government agency is recognized by the Board as an emergency medical dispatch agency.

VI. Quality Assurance, Improvement, and Management Program Requirements

Each EMD agency shall establish a continuous quality assurance, improvement, and management program that is approved by the EMD medical director.

Draft Resolution

The Missouri 911 Service Board recognizes the critical importance of EMD to improve the outcome of emergency medical patients.

The Board respects the staffing, financial and technical challenges related to the provision of EMD.

The Board re-affirms its position that these issues are priorities and as such will seek to promote these concepts through Board actions.

1. INTRODUCTION & GENERAL INFORMATION

This section of the RFP includes a brief introduction and background information about the intended acquisition for which the requirements herein are written. The contents of this section are intended for informational purposes and do not require a response.

1.1. Purpose

The Missouri 911 Service Board (Board) desires to establish one or more contracts with vendors to provide Emergency Medical Dispatch Guidelines, Protocols and Instructions (EMD Guidelines) for the duration of the contract period specified in Paragraph 1.11 below.

1.2. Introduction

The Board seeks contracts for the provision of EMD Guidelines in support of its charge to perform duties necessary to promote the successful development and implementation of 911 systems across the state.

The purpose of this RFP is to provide interested parties with information to enable them to prepare and submit a proposal for EMD Guidelines and services to aid the Board in fulfilling its duties. The Board intends to use the results of this solicitation to award contracts with one or more vendors for the purchase of EMD Guidelines on an as needed, if needed basis. The Board reserves the right to issue subsequent requests for proposals for additional EMD Guidelines as desired or needed.

The resulting contract(s) awarded under this RFP for EMD Guidelines may be used by any Missouri Public Safety Answering Points (PSAPs), public safety agency or other qualifying requesting entity (Eligible Entities). The vendor shall provide EMD Guidelines as described herein under the terms and conditions, requirements, and specifications of the contract, including prices, to Eligible Entities. The vendor shall further understand and agree that participation by Eligible Entities is discretionary and that the Board bears no financial responsibility for any payments due the vendor by such Eligible Entities.

1.3. Background and Current Operations

The Board was established in statute by the Missouri General Assembly to assist and advise the state in ensuring the availability, implementation and enhancement of a statewide emergency telephone number. The Board represents all Missouri 911 entities and jurisdictions, and strives toward the immediate access to emergency services for all citizens in the state of Missouri.

Through statute the Board is specifically tasked to develop and implement an emergency services internet protocol network that can be shared statewide by all public safety agencies, implement 911 services in counties of the state where services do not exist, improve existing 911 systems throughout the state, promote the consolidation of the 911 services where appropriate, map and address county locations, ensure primary access and texting abilities to 911 services, implement initial emergency dispatch services, and develop a plan for the implementation and operation of a stateside next-generation 911 system, the Board is seeking vendors to provide EMD Guidelines for PSAPs. This software or documentation is essential to promoting the successful development and improvement of 911 systems statewide.

1.3.1. Governance

Per RSMo 650.325, The Board was established to assist and advise the state in ensuring the availability, implementation and enhancement of a statewide emergency telephone number. The Board represents all Missouri 911 entities and jurisdictions, and strives toward the immediate access to emergency services for all citizens in the state of Missouri.

1.3.2. Current 911 Environment

Missouri is a home rule state which currently has an operationally diverse 911 system with great variance in equipment and service levels. For example, while some areas of the state have an ESInet in use, there are currently still 7 counties that lack the necessary 911 answering equipment to deliver more than basic 911 services. Much of the state's 911 system relies on 911 technology that is rapidly becoming obsolete and are applying for grants to improve this equipment and establish NG911 in their jurisdictions.

PSAPs require infrastructure to appropriately take and respond to 911 calls. Key components of 911 infrastructure include 911 trunks, equipment, and workstations. The cost of this infrastructure is significant. There are wide variances among infrastructure available for use by Missouri's telecommunicators and differences in telephone service providers used to provide telephone connections. Due to these variances, there exist operational differences as well as a current lack of interoperability among Missouri PSAPs and responders and significant barriers to improving service levels so that PSAPs can effectively communicate with one another.

Missouri has dedicated and hardworking 911 professionals that provide amazing and dedicated service to Missouri citizens and responders every day. The Board seeks vendors that can provide EMD Guidelines to aid the Board in promoting the successful development and implementation of 911 systems and operations across the state.

1.3.3. Guidelines or Instruction Deliverables

- a. Comprehensive implementation, consultation and project management services for Emergency Medical Dispatch, including on-site support.
- b. An EMD Guidelines system (System) readily able to be integrated with a wide variety of CAD systems with limited customization by individual agencies and organizations.
- c. 24/7/365 technical support for proposed server and workstation software.
- d. A Service Phase Agreement that meets the following minimum criteria:
 - i. All calls and e-mails to support will be recorded and available to users.
 - ii. Critical Events (unable to use guideline/instruction software with major disruption of user service) - Vendor will accept and commence work on tall calls reporting the occurrence of critical events within 4 hours and resolve critical events within 7 hours.
 - iii. Major Events (localized disruption of service, but not system wide) – Vendor will accept and commence work on all calls reporting the occurrence of major events within 4 hours and resolve major events within 5 business days.
 - iv. Administrative/Minor Inquiries - Vendor will accept and commence work on all calls regarding administrative/minor inquiries within 5 business days and resolve/answer these inquiries within 20 business days or as agreed with the user.
- e. A single point-of-contact and responsibility for non-technical support issues or problems with the System.

- f. A written description of the medical, fire and law enforcement approval, ongoing review, and revision process for the system's EMD, Fire or Law Enforcement guidelines/instructions.
- g. System shall meet or exceed all applicable national criteria or guidelines set by ASTM, NHTSA, NFPA, AHA, USDOT, and NAEMSP.
- h. A quality assurance call review process.
- i. Utilizes a single, unified System for consistency, with limited customization by individual agencies or organizations; bids may allow for the modification of Pre-Arrival instructions with the approval of the user's designated representative.
- j. System allows first responder agencies to separately determine which resources should respond to calls in their jurisdiction based on patient/call types or codes.
- k. System utilizes scripted case entry questions for gathering vital information including address, phone number, chief complaint, age, sex, conscious or unconscious, breathing or not breathing and number of victims.
- l. System has scripted key questions for each separate chief complaint or call type that are specific to the patient's/caller's chief complaint.
- m. System has patient/caller types or condition codes for categorizing patients according to acuity, mechanism of injury and scene circumstance.
- n. System has patient types or condition codes able to determine what resources to send for each coding scheme.
- o. System must have scripted Pre-Arrival instructions.
- p. System includes a guideline/instruction software platform capable of running under Microsoft Windows 11 as the primary EMD, Fire Dispatch or Law Enforcement Dispatch tool.
- q. Written description of how system back-up is provided should call-taking software become temporarily unavailable.
- r. If the System uses manual card sets for backup, then guide cards or card sets (flip-file guideline/instruction system) with Pre-Arrival instructions are included.
- s. System includes automated Quality Assurance Case Review Software for specific use by EMD, Fire and Law Enforcement.
- t. System provides reports that reflect any period of time or data field requests, such as current week, month, or year-to-date statistics.
- u. Bid shall include a written description of additional available options or extensions, such as agency accreditation, and a comprehensive nurse triage guideline/instruction system and software for non-emergency medical calls that integrates with the proposed EMD guidelines/instructions and any CAD software.
- v. Vendor-provided materials and staff for EMD, Fire or Law Enforcement dispatcher training, initial certification and recertification training, technical support, consultation services and warranty services.
- w. Vendor-provided Quality Assurance software training.

- x. Vendor-provided Quality Assurance Call Reviewer training and certification.
- y. Unlimited licenses for responder field guide for EMD, Fire and Law Enforcement guidelines/instructions in the form of a mobile Apple/Android app.
- z. Vendor will keep the software current with Microsoft Windows update cadence.
 - aa. Description of the method by which software is updated and how often the vendor will update any proposed software, as well as any associated costs.
 - bb. Provide minimum hardware requirements for workstations and servers.
 - cc. Provide recommended network diagrams including workstations and servers for both guideline/instruction and quality assurance software.
 - dd. Proposed maintenance plan includes all updates, upgrades, IT phone and/or remote support, and up to 10 onsite tech consulting or continuing education training sessions per year.
 - ee. Bid confirms current version guideline/instruction software system has history of 99.999% or greater uptime reliability.
 - ff. Provide all costs associated with all required deliverables.
 - gg. Provide per cost per full use production guideline/instruction software workstation license, and per training guideline/instruction software workstation licenses, and all server-side software licenses to support both a production and training environment.
 - hh. Provide full use guideline software workstation licenses (and any potential server license(s) required) for use at emergency backup centers at no additional cost.
 - ii. Agreement to extend Permissive Cooperative Procurement to other public contracting agencies who may establish contracts or price agreements under the terms, conditions and prices of any contract resulting from this RFP.