



Missouri 911 Service Board's Financial Assistance Program Description and Application Instructions

Background

The State of Missouri established the Missouri 911 Service Trust Fund ("the Fund") to improve 911 services, especially in the most underserved areas. The Missouri 911 Service Board ("the Board") is charged with establishing and administering a financial assistance program that provides grants and loans from the Fund to help finance 911 communications service projects of 911 Service Authorities (defined below). This document outlines the program and provides instructions for applying for financial assistance from the Fund.

Eligible Applicants

Under section 650.330, RSMo, the following entities are eligible to submit applications to the Board for grants, loans, or both to finance all or a portion of costs for 911 communications service projects of their 911 Service Authorities provided that: (1) the board's annual survey of public safety answering points for their jurisdiction was returned to the board (as required by section 650.330.13, RSMo); (2) applicant can demonstrate the ability to operate and sustain 911 services beyond the life of the loan or grant; and (3) for loans only, can provide at least 50% in matching funds:

- Any county; and
- Sikeston, which is the only city currently meeting the statutory criteria of "any home rule city with more than fifteen thousand but fewer than seventeen thousand inhabitants and partially located in any county of the third classification without a township form of government and with more than thirty-seven thousand but fewer than forty-one thousand inhabitants."

911 Services Authority is defined as any county or city governing body, or elected emergency services board to which the board remits prepaid wireless emergency services charges deposited in the Fund under section 190.260.3(5). While the county will be the "applicant" for these funds, applications must be completed by the county's 911 Services Authority who will be implementing the application project. Written and signed certification, such as a resolution, that the governing bodies of the 911 Services Authority have approved the submission of the project application are required. A sample resolution can be found on the board's [website](#).

Applications may be submitted by any one or more eligible applicants. Joint applications are encouraged to promote Program Funding Objective B. outlined below. Joint applications must include an MOU between all the applicants and the 911 service authorities. A sample MOU form can be found on the board's [website](#).

Program Funding Objectives

Under section 650.330, RSMo, grants and loans from the Fund may only be used for 911 communications service projects which accomplish one or more of the following purposes:

- A. Implementation of 911 services in counties of the state without 911 equipment or to improve existing 911 systems;
- B. Promotion of consolidation of public safety answering points, where appropriate;
- C. Mapping and addressing all county locations;
- D. Ensuring primary access and texting abilities to 911 services for disabled residents;
- E. Implementation of initial emergency medical dispatch services, including prearrival medical instructions, in counties where those services are not offered as of the date the application is submitted; and
- F. Development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies.

Program Award Priority Areas

To address the highest need areas for Missouri constituents and promote the statutory purposes of the Fund, the Board will give priority in allocating financial assistance to applicants proposing 911 communications service projects that the Board determines will have the greatest potential to improve 911 services statewide, especially in underserved areas.

Attributes of 911 communications services project that will qualify applicants for priority consideration are those that:

- Include one or more public safety answering points (“PSAPs”) located in a jurisdiction with a 911 service level of basic (defined by the Board to mean “No 911 equipment”);
- Consolidate two or more PSAPs;
- Consolidate 911 services within a [defined region](#)
- Move one or more PSAPs up one or more service levels;
- Meet the NENA i3 Solution Standard for Emergency Services IP Network;
- Become NG9-1-1 compatible;
- Include purchasing 911 communications equipment, including but not limited to 911 trunking equipment, workstations with 911 answering equipment, software, dispatch systems, and radio

systems, that is currently non-existent (versus replacement of existing 911 communications equipment);

- Add Text-to-911 (defined as the ability to send a text message to reach 911 emergency call takers from a mobile phone or device).

Financial Assistance Restrictions

Up to two hundred fifty thousand dollars (\$250,000) in grants, loans, or a combination of grants and loans may be requested from the board per application. By statute, loans must be repaid with interest at the rate set by the Board. Grants are not required to be repaid. The total project budget may exceed \$250,000.

Required Program Match

Loan applications must demonstrate that the applicants and/or their 911 Service Authorities are providing at least 50% of the funding necessary to complete the 911 communications service project described in the application. For joint applications, matching funds are not required to be divided equally among each applicant jurisdiction.

Eligible Uses of Financial Assistance

All financial assistance from the Fund must be used for the purposes specified in the application or resulting agreement with the Board and may be used for the following costs:

- Capital expenses, i.e. building, facility, equipment costs
- Operating expenses, i.e. research, development, administrative costs
- Training resources
- Matching funds for federal reimbursement grants

This list is not intended to be exhaustive.

Project Duration and Other Requirements

Applications must be approved by the governing bodies of the applicants, where applicable, and the applicants' 911 Service Authorities. Applications must demonstrate that project implementation activities will begin promptly after the Board first remits financial assistance from the Fund and that the project is able to be completed within one year of the date the Board first remits any financial assistance from the Fund. Actual loan repayment schedules may exceed this timeline. Applications also must include a plan for the applicants' 911 Services Authorities to report progress and expenditures to the Board. At a minimum, the plan must require applicants' 911 Service Authorities to report on progress and expenditures on a quarterly basis and to submit a final project report and financial reconciliation to the Board no later than thirty (30) calendar days after the date the Board first remits any financial assistance for the project.

Initial Application Window

The Board will accept applications from May 21, 2020 to June 30, 2020 at 5:00 p.m. CT. This application window will be published on the Board's [website](#). An application may be submitted to the Board by electronic mail sent to admin@Missouri911.org.

Application Review and Decision

All applications will be initially reviewed for completeness. Untimely applications will be rejected. Applicants submitting incomplete applications will be notified in writing by the Board and given fourteen (14) days to provide the information and documents necessary to compete their applications. Complete applications meeting the minimum requirements will be scored. Scored applications will be ranked based on their score to aid the Board in deciding which applications to approve, and the amount and type of financial assistance to award for approved 911 communications service projects. The scoring will be as provided in [11 CSR 90-2.030\(2\)](#). The Board will strive to make final decisions on applications within sixty (60) days of the close of the application window. Final decisions of the Board will be made on a case-by-case basis based on the Board's determination, at its sole discretion, of which proposed projects best promote the purpose of the Fund set forth in section 650.330(16) (a)-(f). The Board or its designee will notify applicants and their 911 Services Authorities, if applicable, in writing of its final decision on each application.

Project Administration

For approved applications, applicants and their 911 Services Authorities must enter into a project agreement with the Board that contains the terms and conditions of the financial assistance approved by the Board. The Board will not remit any financial assistance from the Fund until a project agreement has been fully executed and the Board has received a written certification of approval of all applicants' governing bodies, except where such approval is not required. No material changes may be made to an approved project until the approved applicants' 911 Services Authority, if any, has obtained the Board's prior written approval. An approved applicants' 911 Services Authority may request an extension of the project completion deadline of up to six (6) months. Extension requests must be received by the Board at least forty-five (45) calendar days before the expiration of the most current project completion deadline. Second and subsequent extension requests will be granted only in limited circumstances. The Board will conduct audits as it deems appropriate. The Board reserves the right to reduce, suspend, or terminate the provision of financial assistance at any time due to a lack of money in the Fund, misrepresentations on the application, a failure to comply with the project agreement or applicable laws, or other conduct deemed inappropriate by the Board. *A sample copy of a project agreement can be found on the 911 Service Board [website](#).*

Protest

There is a protest procedure under which applicants and their 911 Service Authorities may protest any adverse action taken by the Board relating to their application or project agreement. Protest must be submitted to the Board within fourteen (14) calendar days after the date of the adverse action.

Application Preparation and Contents

Applications must be prepared by the applicants' 911 Service Authorities (for applicants that are not the 911 Services Authority for their jurisdictions) and be signed by all applicants and their 911 Services Authorities.

All applications for financial assistance require a Proposal Narrative and a Technical Assistance Report. Required components of each are outlined below.

- **Proposal Narrative** - Address each of the sections below for each applicant and its 911 Service Authority included in the application:
 1. **Names and Primary Contact Information.** Provide the names, addresses, titles, telephone numbers, and email addresses of the primary contacts for all applicants and their 911 Service Authorities.
 2. **Jurisdiction Information:** State the number of constituents served by the entire project, number of PSAPs in the applicant's county or if you are in the City of St. Louis, in your city, and each 911 Service Authorities current 911 service level and 911 service level upon project completion. 911 service levels are Basic (No 911 Equipment), Enhanced (Only Wireline), Phase I (Wireless number only), Start Phase II, Phase II (Latitude/Longitude), Text-to-911).
 3. **Funding Request Detail:** Indicate preference for a grant, loan or combination of the two, the total amount requested, and the amount of each type of assistance requested (only if both types are requested). If the Board approves the application, it reserves the right to extend either a grant or loan, and to offer any amount up to the amount requested.
 4. **Funding Objectives:** Indicate the statutory purposes to be addressed by the 911 communications service project described in the application:
 - A. Implementation of 911 services in counties of the state where services do not exist or to improve existing 911 systems;
 - B. Promotion of consolidation of PSAPs, where appropriate;
 - C. Mapping and addressing all county locations;
 - D. Ensuring primary access and texting abilities to 911 services for disabled residents;
 - E. Implementation of initial emergency medical dispatch services, including prearrival medical instructions, in counties where those services are not offered as of the date of the application; and
 - F. Development and implementation of an emergency services internet protocol network that can be shared by all public safety agencies.
 5. **Personnel Information:** Provide name and title of key personnel performing work on the project, or a job description for vacant positions.

6. **Approach to Service:** Provide a brief but detailed description of the services to be provided for each objective selected (A-F.). ***The following must be addressed as applicable and will impact the Board’s prioritization of the application:***
- A. Provide a **summary of the activities** to occur, along with key personnel responsible;
 - B. Provide a description of how application addresses one or more of the **Award Priority Areas** (1.-8. outlined in “Description” section above)
 - C. Proposed timeline: Provide a **work plan and timeline** that identifies activities and proposed start and completion dates;
 - D. Plan for the applicants’ 911 Services Authorities to **report progress and expenditures** to the Board. At a minimum, the plan must require the submission of progress and expenditure reports to the Board on a quarterly basis and a final project report and final reconciliation no later than thirty (30) calendar days after project completion;
 - E. Sustainability: Provide a brief description of how activities in the funded project will be able to be **sustained by the applicants and their 911 Service Authorities beyond the life of the grant or loan** being requested.
7. **Signature and Certification.** All applications must be signed by an authorized representative of each applicant and an authorized member of its 911 Services Authority. All applications must contain the following authorizations and certifications:
- A. All applicants authorize the Board to transmit directly to their respective 911 Services Authorities all portions of financial assistance from the Fund for costs to be incurred by their 911 Services Authorities in implementing the project;
 - B. All applicants and 911 Services Authorities certify that any financial assistance obtained from the fund will be expended only for purposes specified in the approved application or the project agreement and allowed by law.
 - C. All applicants certify that they will repay any portion of a loan that is transmitted directly to them by the Board for costs incurred in implementing the project, with interest as required by the Board, and will annually budget an amount sufficient to make any payments required by the Board under section 650.335, RSMo. All 911 Services Authorities certify that they, on behalf of their applicants, will repay any portion of a loan that is transmitted directly to them by the Board for costs incurred in implementing the project, with interest as required by the Board, and will annually budget an amount sufficient to make any payments required by the Board under section 650.335, RSMo.

- **Technical Assistance Report.** The technical assistance report must contain:
 1. A detailed budget proposal and justification for the total cost of the project, including the following:
 - **Capital expenses** incurred by the applicants, their 911 Service Authorities or any other source for the purchase of materials, equipment, supplies;
 - **Operating expenses** incurred by the applicants, their 911 Service Authorities or any other source for – personnel, administration or operations;
 - **Training expenses** incurred by the applicants, their 911 Service Authorities or any other source for programs, facilities, travel, and trainers;
 - **Other Direct Costs** incurred by the applicants, their 911 Service Authorities or other sources for the funded project.
 2. Financial Records and other documents demonstrating that the applicants, through their 911 Service Authorities or otherwise, are capable of operating and maintaining ongoing 911 services after project completion.
 3. Written certification, such as a resolution, that the governing bodies of the applicants have approved the applicants entering into a project agreement with the Board if the application is approved, or proof that such approvals are not required. A sample resolution can be found on the board's [website](#).
 4. For loan applications only, financial records and other documents or information demonstrating that the applicants and their 911 Service Authorities are able to provide at least 50% of the funding for the project.

The suggested format is a budget spreadsheet, accompanied by brief notes describing how dollar amounts align with the proposed activity timeline.